

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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STACEE BANKO, :
Complainant, : Docket No.:
vs. : C-2025-3054915
PPL ELECTRIC UTILITIES :
CORPORATION, :
Respondent. :
-----*

Pages 15 through 49 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Monday, January 12, 2026
Met, pursuant to notice, at 10:08 a.m.

BEFORE: THE HONORABLE JOHN COOGAN
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: 2025-3054915
Hearing Date: January 12, 2026

EXHIBITS INDEX

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PPL ELECTRIC

EXHIBIT 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: STACEE BANKO
 1743 HASTINGS RD
 BETHLEHEM PA 18017
 Requested By: STACEE BANKO
 [REDACTED]
 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
01/31/2022	BUDGET BILLING		\$158.00								
01/31/2022	Regular Bill	02/22	\$4032.23	\$3874.23	\$311.43	\$111.46	1255/0000	62800A	32	2272	
03/01/2022	BUDGET BILLING		\$158.00								
03/01/2022	Regular Bill	03/22	\$4190.23	\$4032.23	\$241.37	\$194.83	0975/0000	64536A	29	1736	
03/03/2022	Late Payment Charge		\$0.31								
03/03/2022	Late Payment Charge		\$1.81								
03/03/2022	Late Payment Charge		\$48.20								
03/30/2022	BUDGET BILLING		\$158.00								
03/30/2022	Regular Bill	04/20	\$4398.55	\$4190.23	\$188.19	\$225.02	0697/0000	65863A	29	1327	
04/14/2022	Payment		\$-1065.00								
04/28/2022	Late Payment Charge		\$0.62								
04/28/2022	Late Payment Charge		\$39.15								
04/28/2022	Late Payment Charge		\$1.81								
04/29/2022	BUDGET BILLING		\$158.00								
04/29/2022	Regular Bill	05/23	\$3533.13	\$3333.55	\$144.36	\$211.38	0489/0001	66855A	30	992	
05/13/2022	Payment		\$-263.00								
05/31/2022	BUDGET BILLING		\$158.00								
05/31/2022	Regular Bill	06/21	\$3428.13	\$3270.13	\$123.17	\$176.55	0149/0059	67684A	32	829	
06/01/2022	Late Payment Charge		\$1.14								
06/01/2022	Late Payment Charge		\$37.84								
06/01/2022	Late Payment Charge		\$1.81								
06/28/2022	Late Payment Charge		\$39.82								
06/28/2022	Late Payment Charge		\$1.14								
06/28/2022	Late Payment Charge		\$1.81								
06/29/2022	CONP FEE ELEC - RMT NORM HRS		\$14.00								
06/30/2022	Payment		\$-635.06								
06/30/2022	Payment		\$-1000.00								
07/05/2022	BUDGET BILLING		\$197.00								
07/05/2022	Regular Bill	07/26	\$2087.63	\$1793.07	\$172.81	\$152.36	0010/0149	68643A	30	959	
07/29/2022	BUDGET BILLING		\$197.00								
07/29/2022	Regular Bill	08/22	\$2284.63	\$2087.63	\$177.67	\$133.03	0000/0355	69634A	29	991	
08/03/2022	Late Payment Charge		\$0.18								
08/03/2022	Late Payment Charge		\$2.17								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/03/2022	Late Payment Charge		\$1.81								
08/03/2022	Late Payment Charge		\$21.96								

08/29/2022	Special Agreement		\$-135.85								
08/29/2022	BUDGET BILLING		\$332.85								
08/29/2022	Regular Bill	09/19	\$2507.75	\$2284.63	\$199.82		0000/0340	70760A	31	1126	

09/20/2022	Miscellaneous		\$-135.85								
09/20/2022	Transfer Debit		\$135.85								
09/20/2022	Paid In Advance		\$135.85								

09/28/2022	BUDGET BILLING		\$140.95								
09/28/2022	Regular Bill	10/19	\$2784.55	\$2507.75	\$140.95		0060/0115	71512A	30	752	

10/27/2022	ELECTRIC SERVICE		\$91.09								
10/27/2022	Regular Bill	11/17	\$2875.64	\$2784.55			0363/0000	71966A	29	454	

11/28/2022	ELECTRIC SERVICE		\$175.90								
11/28/2022	Regular Bill	12/19	\$3051.54	\$2875.64			0634/0005	72926A	32	960	

12/28/2022	Late Payment Charge		\$0.18								
12/28/2022	Late Payment Charge		\$28.64								
12/28/2022	Late Payment Charge		\$5.15								
12/28/2022	Late Payment Charge		\$2.49								

01/03/2023	ELECTRIC SERVICE		\$308.78								
01/03/2023	Regular Bill	01/24	\$3396.78	\$3051.54			1032/0000	74483E	32	1557	

01/27/2023	ELECTRIC SERVICE		\$341.71								
01/27/2023	Regular Bill	02/21	\$3738.49	\$3396.78			0754/0000	76187A	28	1704	

02/28/2023	ELECTRIC SERVICE		\$297.65								
02/28/2023	Regular Bill	03/21	\$4036.14	\$3738.49			0930/0000	77661A	32	1474	

03/01/2023	Late Payment Charge		\$2.94								
03/01/2023	Late Payment Charge		\$0.18								
03/01/2023	Late Payment Charge		\$28.64								
03/01/2023	Late Payment Charge		\$13.28								

03/28/2023	Late Payment Charge		\$2.94								
03/28/2023	Late Payment Charge		\$0.18								
03/28/2023	Late Payment Charge		\$28.64								
03/28/2023	Late Payment Charge		\$17.00								

03/29/2023	ELECTRIC SERVICE		\$256.70								
03/29/2023	Regular Bill	04/19	\$4386.64	\$4036.14			0730/0000	78921A	29	1260	

04/25/2023	Late Payment Charge		\$20.21								
04/25/2023	Late Payment Charge		\$28.64								
04/25/2023	Late Payment Charge		\$0.18								
04/25/2023	Late Payment Charge		\$4.12								

04/28/2023	ELECTRIC SERVICE		\$146.32								
04/28/2023	Regular Bill	05/22	\$4586.11	\$4386.64			0379/0017	79605A	30	684	

05/30/2023	ELECTRIC SERVICE		\$158.77								
05/30/2023	Regular Bill	06/20	\$4744.88	\$4586.11			0216/0010	80354A	32	749	

05/31/2023	Late Payment Charge		\$4.78								
05/31/2023	Late Payment Charge		\$22.04								
05/31/2023	Late Payment Charge		\$28.64								
05/31/2023	Late Payment Charge		\$0.18								
06/27/2023	Late Payment Charge		\$4.78								
06/27/2023	Late Payment Charge		\$24.02								
06/27/2023	Late Payment Charge		\$0.18								
06/27/2023	Late Payment Charge		\$28.64								
06/28/2023	ELECTRIC SERVICE		\$179.66								
06/28/2023	Regular Bill	07/19	\$5037.80	\$4744.88			0027/0085	81334A	29	980	
07/25/2023	Late Payment Charge		\$0.18								
07/25/2023	Late Payment Charge		\$26.27								
07/25/2023	Late Payment Charge		\$28.64								
07/25/2023	Late Payment Charge		\$6.20								
07/26/2023	Miscellaneous		\$-0.90								
07/28/2023	ELECTRIC SERVICE		\$220.14								
07/28/2023	Regular Bill	08/21	\$5318.33	\$5036.90			0000/0325	82562A	30	1228	
08/28/2023	BUDGET BILLING		\$232.66								
08/28/2023	Regular Bill	09/18	\$5550.99	\$5318.33	\$232.66		0000/0222	83840A	31	1278	
09/27/2023	ELECTRIC SERVICE		\$152.18								
09/27/2023	Regular Bill	10/18	\$5703.17	\$5550.99			0070/0122	84643A	30	803	
10/24/2023	Late Payment Charge		\$31.54								
10/24/2023	Late Payment Charge		\$30.92								
10/24/2023	Late Payment Charge		\$6.97								
10/24/2023	Late Payment Charge		\$0.18								
10/26/2023	BUDGET BILLING		\$213.00								
10/26/2023	Regular Bill	11/16	\$5985.78	\$5703.17	\$123.37	\$-89.63	0262/0012	85277A	29	634	
11/28/2023	BUDGET BILLING		\$213.00								
11/28/2023	Regular Bill	12/19	\$6198.78	\$5985.78	\$232.39	\$-70.24	0709/0000	86551A	33	1274	
12/29/2023	BUDGET BILLING		\$213.00								
12/29/2023	Regular Bill	01/22	\$6411.78	\$6198.78	\$224.43	\$-58.81	0832/0000	87857A	31	1306	

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*** Current Account Status ***

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 1743 HASTINGS RD
 BETHLEHEM PA 18017
 Requested By: STACEE BANKO
 [REDACTED]
 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
01/30/2024	BUDGET BILLING		\$213.00								
01/30/2024	Regular Bill	02/20	\$6624.78	\$6411.78	\$294.59	\$22.78	1044/0000	89635A	32	1778	
02/29/2024	BUDGET BILLING		\$213.00								
02/29/2024	Regular Bill	03/21	\$6837.78	\$6624.78	\$235.16	\$44.94	0905/0000	91036A	30	1401	
03/27/2024	Late Payment Charge		\$7.84								
03/27/2024	Late Payment Charge		\$0.18								
03/27/2024	Late Payment Charge		\$30.92								
03/27/2024	Late Payment Charge		\$44.84								
04/01/2024	BUDGET BILLING		\$213.00								
04/01/2024	Regular Bill	04/22	\$7134.56	\$6837.78	\$198.28	\$30.22	0683/0000	92202A	32	1166	
04/30/2024	BUDGET BILLING		\$187.00								
04/30/2024	Regular Bill	05/21	\$7321.56	\$7134.56	\$153.67	\$-3.11	0368/0008	93083A	29	881	
05/30/2024	BUDGET BILLING		\$187.00								
05/30/2024	Regular Bill	06/20	\$7508.56	\$7321.56	\$134.38	\$-55.73	0113/0076	93841A	30	758	
06/28/2024	BUDGET BILLING		\$187.00								
06/28/2024	Regular Bill	07/22	\$7695.56	\$7508.56	\$164.24	\$-78.49	0008/0233	94850A	29	1009	
07/30/2024	BUDGET BILLING		\$176.00								
07/30/2024	Regular Bill	08/20	\$7871.56	\$7695.56	\$195.14	\$-59.35	0000/0382	96072A	32	1222	
08/27/2024	Late Payment Charge		\$30.92								
08/27/2024	Late Payment Charge		\$0.18								
08/27/2024	Late Payment Charge		\$8.89								
08/27/2024	Late Payment Charge		\$56.72								
08/28/2024	BUDGET BILLING		\$176.00								
08/28/2024	Regular Bill	09/18	\$8144.27	\$7871.56	\$164.66	\$-70.69	0010/0236	97087A	29	1015	
09/27/2024	BUDGET BILLING		\$50.45								
09/27/2024	Regular Bill	10/21	\$8194.72	\$8144.27	\$121.14		0031/0079	97806A	30	719	
10/28/2024	BUDGET BILLING		\$187.00								
10/28/2024	Regular Bill	11/18	\$8381.72	\$8194.72	\$120.79	\$-66.21	0264/0002	98523A	31	717	
11/26/2024	BUDGET BILLING		\$187.00								
11/26/2024	Regular Bill	12/17	\$8568.72	\$8381.72	\$126.23	\$-126.98	0459/0006	99277A	29	754	
12/30/2024	BUDGET BILLING		\$187.00								
12/30/2024	Regular Bill	01/21	\$8755.72	\$8568.72	\$294.91	\$-19.07	1086/0000	01098A	34	1821	
01/30/2025	BUDGET BILLING		\$187.00								
01/30/2025	Regular Bill	02/20	\$8942.72	\$8755.72	\$346.72	\$140.65	1212/0000	03211A	31	2113	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
03/06/2025	Miscellaneous		\$-4471.36								
03/06/2025	Transfer Debit		\$4471.36								
03/06/2025	BUDGET BILLING		\$187.00								
03/06/2025	Regular Bill	03/28	\$9129.72	\$4471.36	\$285.99	\$239.64	1000/0000	04936A	29	1725	
03/31/2025	AR Budget Billing		\$239.64								
03/31/2025	BUDGET BILLING		\$179.04								
03/31/2025	Regular Bill	04/21	\$9548.40	\$9129.72	\$179.04		0640/0000	05970A	31	1034	
04/30/2025	ELECTRIC SERVICE		\$125.86								
04/30/2025	Late Payment Charge		\$10.30								
04/30/2025	Late Payment Charge		\$47.86								
04/30/2025	Late Payment Charge		\$5.32								
04/30/2025	Regular Bill	05/21	\$9737.74	\$9548.40			0359/0002	06667A	30	697	
05/28/2025	Late Payment Charge		\$47.86								
05/28/2025	Late Payment Charge		\$11.87								
05/28/2025	Late Payment Charge		\$6.12								
05/30/2025	ELECTRIC SERVICE		\$97.72								
05/30/2025	Regular Bill	06/20	\$9901.31	\$9737.74			0136/0021	07186A	30	519	
06/26/2025	Late Payment Charge		\$47.86								
06/26/2025	Late Payment Charge		\$13.09								
06/26/2025	Late Payment Charge		\$6.95								
06/30/2025	ELECTRIC SERVICE		\$184.39								
06/30/2025	Regular Bill	07/21	\$10153.60	\$9901.31			0032/0220	08148A	31	962	
07/29/2025	Late Payment Charge		\$47.86								
07/29/2025	Late Payment Charge		\$15.39								
07/29/2025	Late Payment Charge		\$7.80								
07/30/2025	ELECTRIC SERVICE		\$211.91								
07/30/2025	Regular Bill	08/20	\$10436.56	\$10153.60			0000/0383	09264A	30	1116	
08/26/2025	Late Payment Charge		\$47.86								
08/26/2025	Late Payment Charge		\$8.69								
08/26/2025	Late Payment Charge		\$18.04								
08/28/2025	ELECTRIC SERVICE		\$166.50								
08/28/2025	Regular Bill	09/18	\$10677.65	\$10436.56			0007/0199	10122A	29	858	
09/17/2025	CONP FEE ELEC - RMT NORM HRS		\$14.00								
09/18/2025	Payment		\$-349.41								
09/29/2025	ELECTRIC SERVICE		\$141.13								
09/29/2025	Regular Bill	10/20	\$10483.37	\$10328.24			0020/0088	10836A	32	714	
10/28/2025	ELECTRIC SERVICE		\$103.26								
10/28/2025	Late Payment Charge		\$0.18								
10/28/2025	Late Payment Charge		\$47.86								
10/28/2025	Late Payment Charge		\$18.48								
10/28/2025	Late Payment Charge		\$8.67								
10/28/2025	Regular Bill	11/18	\$10661.82	\$10483.37			0281/0011	11335A	29	499	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RES/TYPE	PAYS USED	KWH	BILLED KW
11/07/2025	Payment		\$-178.45								
11/25/2025	ELECTRIC SERVICE		\$160.44								
11/25/2025	Late Payment Charge		\$0.18								
11/25/2025	Late Payment Charge		\$17.99								
11/25/2025	Late Payment Charge		\$47.86								
11/25/2025	Regular Bill	12/16	\$10709.84	\$10483.37			0576/0000	12159A	28		824
12/23/2025	Late Payment Charge		\$20.00								
12/23/2025	Late Payment Charge		\$47.86								
12/23/2025	Late Payment Charge		\$0.18								
12/23/2025	Late Payment Charge		\$9.97								
12/29/2025	ELECTRIC SERVICE		\$333.73								
12/29/2025	Regular Bill	01/20	\$11121.58	\$10709.84			1180/0000	13928A	34		1769

PPL ELECTRIC

EXHIBIT 2

Account Contact History
Account: [REDACTED] **Customer Name: STACEE BANKO**
 From 1/1/2022 to 1/5/2026

Contact Date	Contact Type	Remarks	User
2025-12-29	Winter Collection	Winter Collection Notice	
2025-12-20	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-11-26	Winter Collection	Winter Collection Notice	
2025-11-07	Credit	Caller STACEE BANKO Ratepayer. invest and she also paid her current bill of 178.45 so I removed term notice eff 11 10. Issued CB as call prev dropped. SAT Yes.	RIANNA GILDHARRY
2025-11-07	Credit	Caller STACEE BANKO Ratepayer User Comments Spoke w STACEE BANKO. E-mail already verified. Declined FS update. Said she was told once the PUC case is open and she pays her current bill her serv would not be disconnected however she got a term notice for 11 10. PUC case still opened and und	RIANNA GILDHARRY
2025-11-07	WUR Assessment	STACEE BANKO 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.	RIANNA GILDHARRY
2025-11-07	Credit	Caller STACEE BANKO Ratepayer User Comments cx call saying she was told to pay her currentbill 178.45 an her serv want be turn off due to she having open puc i advcx i didnt see recorfd of puc stating that i only saw previous nots saying wht she was told so we process 178.45 xc waas s at i advcx ill xfer to billing i offer paperbilling	JOQUINDA ALSTON
2025-11-07	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JOQUINDA ALSTON
2025-11-07	CSS WEB Interface Payment	Caller STACEE BANKO Ratepayer Occupant. Comments Made Payment in the amount of 178.45. Confirmation number was read.. Confirmation Number 25110794	JOQUINDA ALSTON
2025-11-05	Credit	Caller STACEE BANKO Ratepayer User Comments CCI due to having an ongoing case with the PUC open still receiving a termi notice cx adv she has to continue paying her CB of 178.45 until they come to a resolution adv given by sup JR sat not assessed	AFISHA HERCULES
2025-11-05	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	AFISHA HERCULES
2025-11-04	Data Repair	[REDACTED] DR FOR WINTER COLLECTIONS	CSSDR044
2025-10-27	Correspondence - Collections	CUT DATE 2025-11-10 AMOUNT 745.63	
2025-10-02	Credit	Caller STACEE BANKO Ratepayer User Comments discussed her pag terms. adv pmt of 349.41 to reco svc 9 18 Future payments will include installment of 10 328.24. Next payment is due with next bill. adv current bill amt 10 483.37 due 10 20. adv risk if pag def of future collection act. discussed pag history of def pag. cx understood.	SHANIA GORDY
2025-10-02	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	SHANIA GORDY
2025-09-17	Credit	Caller STACEE BANKO Ratepayer User Comments STACEE BANKO Ratepayer made a payment of 349.41 with bank acct as a first pmt to reconnect service pmt made conf read to cust. adv This payment brings payment plan of monthly bill plus 10 328.24 current. Next payment due will appear on your next bill. adv a reconnection fee of 14.00 SAT	JORGE SIERRA
2025-09-17	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes.	JORGE SIERRA
2025-09-17	Changed Payment Agreement	STACEE BANKO Ratepayer agrees to reco payment terms of 349.41 to reconnect service. The next payment amount and due date will appear on your next bill. A reco fee of 14.00 will be included on the next bill. Reconnect of service will be completed anytime within the next business day. Advised to turn off main breaker fuse.	JORGE SIERRA
2025-09-17	Changed Payment Agreement	Caller STACEE BANKO Ratepayer. Comments Made Payment in the amount of 349.41. Confirmation number was Read. Confirmation Number 25091785	JORGE SIERRA
2025-09-17	Cut In Issued	SYSTEM GENERATED ORDER BASED ON CUSTOMER PAYMENT	JORGE SIERRA
2025-09-17	CSS WEB Interface Payment	Caller STACEE BANKO Ratepayer. Comments Made Payment in the amount of 349.41. Confirmation number was Read. Confirmation Number 25091785	JORGE SIERRA

Contact Date	Contact Type	Remarks	User
2025-09-17	Credit	Caller STACEE BANKO Ratepayer. e-mail s.banko@vianet.org verified on 9 17 2025 exp 12 17 2025	JORGE SIERRA
2025-09-17	Credit	Med Cert not offered. Customer has exceeded the number of med cert renewals permitted. Customer declined information about protections available to at-risk customers.	IVR
2025-09-17	Added Payment Agreement	IVR Ratepayer. Agreement Type Reco2. Min reco amt of 349.41 is due to reco service. Future payments will include installment of 10 328.24. Next payment is due with next bill.	IVR
2025-09-15	Credit	rec d email from OGC removed the account from collections cust has a hearing coming up in a few weeks	WENDY M MERKEL
2025-09-15	Cut Out for Non-Pay Issued		WENDY M MERKEL
2025-09-15	Credit	Caller STACEE BANKO Ratepayer User Comments Spoke with r p called about termination advised account on hold till PUC contact us said yes to SAT	FLAXINE GRUBE
2025-09-15	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	FLAXINE GRUBE
2025-09-15	Special Situation	Caller STACEE BANKO Ratepayer. Spoke with r p could not verified email address as of 09 15 25	FLAXINE GRUBE
2025-09-03	Correspondence - Collections	CUT DATE 2025-09-17 AMOUNT 698.82	
2025-07-31	Correspondence - Collections	CUT DATE 2025-08-14 AMOUNT 415.86	
2025-05-12	Credit	Caller STACEE BANKO Ratepayer User Comments CCI asking if she have a termination notice made her aware we do not have termination date on my end.	FRANKLIN BULAON
2025-05-12	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes. Interested in SO No.	FRANKLIN BULAON
2025-05-12	Special Situation	Caller STACEE BANKO Ratepayer. Email address last verified 05 12 2025	FRANKLIN BULAON
2025-05-06	Financial Statement Added		WENDY M MERKEL
2025-05-01	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2025-3054915- WATT ID 4467369	E02623
2025-05-01	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4467369 Created	CARMEN P URBAN
2025-04-29	Correspondence - Collections	CUT DATE 2025-05-13 AMOUNT 9 548.40	
2025-04-25	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item [REDACTED] Completed	RPAPR16
2025-04-25	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT [REDACTED] for dismissal details.	RPAPR16
2025-04-25	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 [REDACTED] for dismissal details.	CUCL143
2025-04-25	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4461194 Created	PUCMED
2025-03-31	Stop Budget Bill		CUMBB302
2025-03-31	SC - PUC Mediation	PUC MDIA BCS 4049923	CUCL143
2025-03-13	Miscellaneous	WATT CCC Formal Complaint - Waiting For Hearing Work Item [REDACTED] Completed	KELLY A BELL
2025-03-13	Miscellaneous	WATT ID [REDACTED] Customer agreed to pay 5 312.99 on or before 04 01 2025 then mo bills 170.00 stw April bill due date COS filed matter closed	KELLY A BELL
2025-03-13	SC - PUC Formal Complaint	Working PUC Formal WATT [REDACTED]-This is not a PUC PAR-the customer agreed to pay 5 312.99 on or before 04 01 2025 then mo bills 170.00 stw April bill due date COS filed matter closed	e154505
2025-03-13	Added Payment Agreement	Working PUC Formal WATT [REDACTED]-This is not a PUC PAR-the customer agreed to pay 5 312.99 on or before 04 01 2025 then mo bills 170.00 stw April bill due date COS filed matter closed - The deadline for this payment is not to be extended	KELLY A BELL
2025-03-13	Financial Statement Added		KELLY A BELL
2025-03-11	Financial Statement Added		KELLY A BELL
2025-03-11	Data Repair	DUPLICATE BILL Update dt due dt extn to on bill info hdr	CSSDR044
2025-03-07	Miscellaneous	WATT Billing - Rejected Bill Work Item 4431466 Completed	WILLIAM PICKERING
2025-03-07	Pull Bill	Verified and sent for printing and mailing	DBL VBIL
2025-03-07	Miscellaneous	WATT Non Crisis No Bill - WFM - Too many active debits Work Item 4428414 Completed	MEGAN MOREY
2025-03-07	Miscellaneous	WATT Billing - Rejected Bill Work Item 4431466 Created	CSS
2025-03-06	Billing - In Progress	Working too many active debits watt. closed wfms. no susp mtr. Processed for 4 471.36. billed to 2 28 25 . original total bal due was 8 942.72	MEGAN MOREY
2025-03-03	Miscellaneous	WATT Non Crisis No Bill - WFM - Too many active debits Work Item 4428414 Created	RPAPR90
2025-02-04	Data Repair	[REDACTED] Data repair to auto complete active debit wfm	CSSDR044
2025-01-07	Data Repair	[REDACTED] Data repair to auto complete active debit wfm	CSSDR044

Contact Date	Contact Type	Remarks	User
2024-12-18	Electric Outage - Issuance	Cond 1 OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Cond 2 Cond 3 Cond 4 Note Call Type 01 AMI Power Down Event Comments none	MTR
2024-12-13	Service	Planned outage for system improvements on 12-18-24 from 830a-2p. For questions contact 610-782-5854 with WO 13847080. If primary phone is valid and consent is yes automated phone call sent.	CSLET
2024-12-03	Miscellaneous	WATT ID [REDACTED] attached is the PUC Formal response form	KELLY A BELL
2024-12-03	Miscellaneous	WATT ID [REDACTED] The company is requesting the customer pay 3 786.00 y 12 03 2024 then monthly bills 170.00 starting with the next bill due 12 17 2024. The customer is not eligible for a new company par since defaulting the company par the company offered to settle prior PUC Formal complaint	KELLY A BELL
2024-12-03	Financial Statement Added		KELLY A BELL
2024-12-03	Data Repair	[REDACTED] Data repair to auto complete active debit wfm	CSSDR044
2024-11-25	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4028641 DEC CLOSED11 21 2024 CUST DIDNT SATISFY PUC PAR THEREFORE NOT ELIGIBLE FOR NEW PAR AT THIS TIME. CUSTOMER HAS NOT MADE A PAYMENT ON ACCOUNT SINCE JUNE 2022. CASE DISMISSED.	CUCL143
2024-11-25	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4376661 Created	CARMEN P URBAN
2024-11-25	SC - PUC Formal Complaint	Caller Back Office Ratepayer. PPL received notification a formal complaint has been filed. Docket Number C-2024-3052268.	E180613
2024-11-05	Data Repair	[REDACTED] Data repair to auto complete active debit wfm	CSSDR044
2024-10-29	SC - PUC Informal Complaint	PUC MDIA BCS 4028641	CUCL143
2024-10-29	Credit	Caller STACEE BANKO Ratepayer User Comments STACEE BANKO called in provided PUC case 4028641 stated received this morning then left call added grace ext previous one on acct closed 10 20 24- unable to assess sat or understanding	TIFFANY CRUZ
2024-10-29	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	TIFFANY CRUZ
2024-10-29	SC - GRACE EXTENSION	Caller STACEE BANKO Ratepayer. STACEE BANKO called in provided PUC case 4028641 stated received this morning then left call unable to assess sat or understanding	309155
2024-10-17	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4352953 Completed	RPAPR16
2024-10-17	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT [REDACTED] for dismissal details.	RPAPR16
2024-10-17	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 4352953 for dismissal details.	LINDA M EIBACH
2024-10-17	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item [REDACTED] Created	PUCMED
2024-10-11	SC - GRACE EXTENSION	closed and re-entered as PUC mediation	e153462
2024-10-11	SC - PUC Mediation	PUC MDIA BCS 4020985	e153462
2024-10-01	Data Repair	[REDACTED] Data repair to auto complete active debit wfm	CSSDR044
2024-09-25	SC - PUC Informal Complaint	PUC MDIA BCS 4020985	CUCL143
2024-09-24	Credit	Caller STACEE BANKO Ratepayer User Comments cci needed acct . did evp with last 4 of social and email. did also state old email still on acct wants to update it. updated email to s [REDACTED] and gave acct. SAT no sop.	SARA SVITES
2024-09-24	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SARA SVITES
2024-09-24	Customer Maintained	updated email for cust to [REDACTED]	SARA SVITES
2024-09-17	Credit	Caller STACEE BANKO Ratepayer User Comments CX CALLED IN ABOUT HER ACCOUNT WHICH IS THE TERMINATION DATE IS ON SEPT 19 I SET UP PAG BUT CX DID NOT AGREE SO HER ACCOUNT WLL HOLD UP TO 10 DAYS UNTIL SEPT 27 THE TOTAL AMOUNT TO RE INSTATE HER PAG IS 3208.71	LANIE CUNANAN
2024-09-17	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes. Interested in SO No.	LANIE CUNANAN
2024-09-17	SC - Income Verification	Income verification required.	313227
2024-09-17	Disputed Payment Agreement	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 09 27 2024 3 208.71. First payment of 2 766.00 is due 09 18 2024. Second payment of 442.71 is due on 09 18 2024 . Payment Plan installment amount 170.00. Emailed PAG info to [REDACTED]	LANIE CUNANAN

Contact Date	Contact Type	Remarks	User
2024-09-17	SC - GRACE EXTENSION	Caller STACEE BANKO Ratepayer. Customer not eligible for medical certification renewal due to exceeding renewal limit for past due balance owed. PUC rights provided	313227
2024-09-17	Credit	Confirmed service is scheduled for termination on 09 19 2024. Amount is 7 871.56. Customer has exceeded the number of medical certification renewals permitted. PUC rights provided.	LANIE CUNANAN
2024-09-04	Data Repair	██████████ Data repair to auto complete active debit wfm	CSSDR044
2024-09-03	Correspondence - Collections	CUT DATE 2024-09-17 AMOUNT 7 871.56	
2024-08-15	Miscellaneous	WATT CCC Formal Complaint - Waiting For Hearing Work Item 4212608 Completed	WENDY M MERKEL
2024-08-15	SC - PUC Formal Complaint	closing susp charge complaint has settled but cust has not kept the terms of agreement	e154150
2024-08-15	Miscellaneous	WATT ID 4212608 rec d email from OGC the complaint was scheduled ut the cust did not keep the terms of the agreement closing the WATT and the suspend charge on acct to allow collection active on acct	WENDY M MERKEL
2024-08-06	Data Repair	██████████ Data repair to auto complete active debit wfm	CSSDR044
2024-07-02	Data Repair	██████████ Data repair to auto complete active debit wfm	CSSDR044
2024-06-04	Data Repair	██████████ Data repair to auto complete active debit wfm	CSSDR044
2024-05-07	Data Repair	██████████ Data repair to auto complete active debit wfm	CSSDR044
2024-04-19	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4212608 Created	DONNA BARRY
2024-04-16	SC - PUC Formal Complaint	Caller Back Office Ratepayer. Customer filed a formal complaint. Docket C-2024- 3048421.	E180613
2024-04-09	Data Repair	██████████ Data repair to auto complete active debit wfm	CSSDR044
2024-04-08	Credit	IVR Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	IVR
2024-04-08	Credit	Information on assistance programs was sent to ██████████	IVR
2024-04-08	Disputed Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 04 18 2024 883.00. First payment of 883.00 is due 04 08 2024. Second payment of 466.78 is due on 04 22 2024 . Payment Plan installment amount 170.00.	IVR
2024-03-21	Correspondence - Collections	CUT DATE 2024-04-04 AMOUNT 6 837.78	
2024-03-14	Miscellaneous	WATT CCC Formal Complaint - Waiting For Hearing Work Item 4084240 Completed	TAMI L ROLAND
2024-03-14	Added Payment Agreement	ENTERING PUC FORMAL SETTLEMENT P A LATE - CUST WAS SUPPOSED TO PAY 500 MID FEB DID NOT ENTERED 500 3 14 THEN C 170 MO FOR MARCH DUE DATE 3 21 .	TAMI L ROLAND
2024-03-14	Financial Statement Added		TAMI L ROLAND
2024-03-14	SC - PUC Formal Complaint	CERT OF SATIS SENT 1 30 24	e71683
2024-03-05	Data Repair	██████████ Data repair to auto complete active debit wfm	CSSDR044
2024-02-07	SC - GRACE EXTENSION	HOLDING TIL CAN ENTER PUC FORMAL SETTLEMENT P A. - CUST STATED WILL PAY 500 MID FEB THEN P A STARTS W MARCH DUE DATE BILL - BILLS 170 MO.	TAMI L ROLAND
2024-02-06	Data Repair	██████████ Data repair to auto complete active debit wfm	CSSDR044
2024-01-30	SC - GRACE EXTENSION	HOLDING ACCT - WILL ENTER PUC FORMAL DECISION AFTER NEXT BILL ISSUES.	e71683
2024-01-30	Financial Statement Added		TAMI L ROLAND
2024-01-29	Financial Statement Added	UPDATED INCOME PER EMAIL FROM THE OGC. EMAIL FROM 1 4 STATES ATTY OBTAINED THIS INCOME FROM THE CUSTOMER.	TAMI L ROLAND
2024-01-03	Data Repair	██████████ Data repair to auto complete active debit wfm	CSSDR044
2023-12-05	Data Repair	██████████ Data repair to auto complete active debit wfm	CSSDR044
2023-11-13	Credit	Caller STACEE BANKO Ratepayer User Comments Cci to query termi cx adv that acc does not have any termi notices due to PUC complaint Cx adv that she would not be offered any payment options as of now due to complaint Cx adv for any further concerns contact PUC.sat yes	PHYLLICIA ALLEYNE
2023-11-13	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	PHYLLICIA ALLEYNE
2023-11-08	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4084240 Created	DONNA BARRY
2023-11-08	SC - PUC Formal Complaint	PUC Formal Complaint Docket C-2023-3044124	e02239
2023-11-07	3-day call - Ratepayer	CUBCL024	CUBCL024
2023-10-31	Correspondence - Collections	CUT DATE 2023-11-14 AMOUNT 5 703.17	
2023-10-10	Credit	Caller STACEE BANKO Ratepayer User Comments csut stacee calling about pag disgress consquences 5 397 1010 23 instal 15 for 11 months 2nd 167.18 du 10 18 23 understand yes to ontrack application puc declined sop advsied if termination she will recvd a notice with the date	TIMIKA HESTER

Contact Date	Contact Type	Remarks	User
2023-10-10	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO No.	TIMIKA HESTER
2023-10-10	SC - Income Verification	Income verification required.	313033
2023-10-10	Added Payment Agreement	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 5 397.00 is due 10 10 2023. Second payment of 167.18 is due on 10 18 2023 . Payment Plan installment amount 15.00. Enrolled in BB YES. Emailed PAG info to [REDACTED]	TIMIKA HESTER
2023-10-10	Correspondence - Budget Billing	bbstcsr.doc	
2023-10-10	Start Budget Billing	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 5 397.00 is due 10 10 2023. Second payment of 167.18 is due on 10 18 2023 . Payment Plan installment amount 15.00. Enrolled in BB YES. Emailed PAG info to [REDACTED]	TIMIKA HESTER
2023-10-10	Financial Statement Added		TIMIKA HESTER
2023-10-10	Credit	STACEE BANKO Ratepayer. Offered OnTrack - Yes . Emailed agency contact info to [REDACTED] .	TIMIKA HESTER
2023-10-05	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4027634 Completed	RPAPR16
2023-10-05	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 4027634 for dismissal details.	RPAPR16
2023-10-05	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 4027634 for dismissal details.	CUCL143
2023-10-05	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4027634 Created	PUCMED
2023-08-18	Stop Budget Bill		CUMBB302
2023-08-18	SC - PUC Mediation	PUC MDIA BCS 3935459	CUCL143
2023-08-11	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5368442	CSLET
2023-08-10	Credit	Caller STACEE BANKO Ratepayer User Comments cust stacee calling for pag disagress consequences 4 853 i08 15 23 installments 15 for 13 months csut was provided the 10 of non shut off until 08 20 23 to mkae payment understand puc xfer to ontrck for assit with application	TIMIKA HESTER
2023-08-10	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO No.	TIMIKA HESTER
2023-08-10	Credit - Payment Agreement	STACEE BANKO Ratepayer. Reviewed disputed payment plan terms. Confirmed 4 853.00 is due by 08 20 2023 to bring payment plan current before dispute expires. Next payment of 296.43 is due on 08 21 2023.	TIMIKA HESTER
2023-08-10	Credit	Confirmed termination activity resumes after 08 20 2023.	TIMIKA HESTER
2023-08-10	Credit	Confirmed termination activity resumes after 08 20 2023.	TIMIKA HESTER
2023-08-10	SC - Income Verification	Income verification required.	313033
2023-08-10	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	313033
2023-08-10	Disputed Payment Agreement	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 08 20 2023 4 853.00. First payment of 4 853.00 is due 08 15 2023. Second payment of 296.43 is due on 08 21 2023 . Payment Plan installment amount 15.00. Enrolled in BB YES. Emailed PAG info to [REDACTED]	TIMIKA HESTER
2023-08-10	Correspondence - Budget Billing	bbstcsr.doc	
2023-08-10	Start Budget Billing	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 08 20 2023 4 853.00. First payment of 4 853.00 is due 08 15 2023. Second payment of 296.43 is due on 08 21 2023 . Payment Plan installment amount 15.00. Enrolled in BB YES. Emailed PAG info to [REDACTED]	TIMIKA HESTER
2023-08-10	Financial Statement Added		TIMIKA HESTER
2023-08-10	Credit	STACEE BANKO Ratepayer. Offered OnTrack - Yes . Emailed agency contact info to [REDACTED] .	TIMIKA HESTER
2023-08-10	Call Transfer	STACEE BANKO Ratepayer. Customer transferred to apply for OnTrack.	TIMIKA HESTER
2023-08-10	SC - GRACE EXTENSION	Caller STACEE BANKO Ratepayer. Customer not eligible for medical certification renewal due to exceeding renewal limit for past due balance owed. PUC rights provided	313033
2023-08-10	Credit	Confirmed service is scheduled for termination on 08 16 2023. Amount is 5 036.90. Customer has exceeded the number of medical certification renewals permitted. PUC rights provided.	TIMIKA HESTER
2023-08-09	Credit	Text sent to [REDACTED] for web offer. Customer response YES	IVR
2023-08-08	3-day call - Ratepayer	CUBCL024	CUBCL024
2023-08-01	Correspondence - Collections	CUT DATE 2023-08-15 AMOUNT 5 036.90	

Contact Date	Contact Type	Remarks	User
2023-07-26	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-02-02	Data Repair	DR [REDACTED] - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2022-12-28	Winter Collection	Winter Collection Notice	
2022-11-22	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item [REDACTED] Completed	RPAPR16
2022-11-22	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 2975555 for dismissal details.	RPAPR16
2022-11-22	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 2975555 for dismissal details.	CUCL143
2022-11-22	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item [REDACTED] Created	PUCMED
2022-09-21	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4822463	CSLET
2022-09-20	Stop Budget Bill		CUMBB302
2022-09-20	SC - PUC Mediation	PUC MDIA BCS 3865688	CUCL143
2022-09-20	Miscellaneous	WATT Scanned - Med Cert Work Item 2940075 Created	KOFAX
2022-09-20	SC - MED CERT - 30 DAY	KOFAX initiated MedCert 30 Day Suspend Charges	ORAMP1
2022-09-20	Credit	Caller STACEE BANKO Ratepayer User Comments CCI regarding account. Explained to customer no active s o and advised per med cert expired on 9 16. Explained receives 10 day notice before services are disconnected. Reviewed pag terms. Offered ophelp and erap. Customer also req another med cert and advised may be eligibl for 1 more med cert and explained only	CHASITY MORRISON
2022-09-20	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	CHASITY MORRISON
2022-09-20	Added Payment Agreement	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 2 310.00 is due 09 20 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 15.00. Emailed PAG info to [REDACTED].	CHASITY MORRISON
2022-09-20	Changed Payment Agreement	STACEE BANKO Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.	CHASITY MORRISON
2022-09-20	Credit	Caller STACEE BANKO Ratepayer. service adv notification would be sent via email and or paper wants to know about 10 day hold adv 10 day hold good once and was provided back in August then we received med cert rp understood	NICOLE DENISE ANTHONY
2022-09-20	Credit	Caller STACEE BANKO Ratepayer User Comments cci to redo p a adv payment of 2310 due to reinstate p a rp stated unable to make payment due to financial change updated financial statement adv payment of 2310 will bring p a current provided LIPs and tn to PUC confirmed no term scheduled on acct for 09 20 adv PPL will not just show up and disconnect	NICOLE DENISE ANTHONY
2022-09-20	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	NICOLE DENISE ANTHONY
2022-09-20	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	305409
2022-09-20	Added Payment Agreement	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 2 310.00 is due 09 20 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 15.00. Emailed PAG info to [REDACTED].	NICOLE DENISE ANTHONY
2022-09-20	Credit	STACEE BANKO Ratepayer. Offered OnTrack - Yes . Emailed agency contact info to [REDACTED].	NICOLE DENISE ANTHONY
2022-09-20	Financial Statement Added		NICOLE DENISE ANTHONY
2022-09-15	Credit	Confirmed termination activity resumes after 08 22 2022.	RAAVIN MAHARAJ
2022-08-17	Miscellaneous	WATT Scanned - Med Cert Work Item 2922029 Created	KOFAX
2022-08-17	SC - MED CERT - 30 DAY	KOFAX initiated MedCert 30 Day Suspend Charges	ORAMP1
2022-08-15	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4765335	CSLET
2022-08-12	Credit	Caller STACEE BANKO Ratepayer User Comments cx has ill child cannot pay amt on term notice 10 day hold was placed on acct	TANISHA DANIEL
2022-08-12	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	TANISHA DANIEL
2022-08-12	SC - Income Verification	Income verification required.	308624
2022-08-12	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	308624

Contact Date	Contact Type	Remarks	User
2022-08-12	Disputed Payment Agreement	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 08 22 2022 2 284.63. First payment of 2 087.63 is due 08 17 2022. Second payment of 197.00 is due on 08 22 2022 .	TANISHA DANIEL
2022-08-12	Credit	Payment Plan installment amount 0.00. Emailed PAG info to [REDACTED].	TANISHA DANIEL
2022-08-12	Credit	Confirmed service is scheduled for termination on 08 18 2022. Amount is 2 087.63. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	TANISHA DANIEL
2022-08-12	SC - MED CERT - 3 DAY	Caller STACEE BANKO Ratepayer. IVR Med Cert	IVR
2022-08-02	Correspondence - Collections	CUT DATE 2022-08-16 AMOUNT 2 087.63	
2022-07-01	SC - MED CERT - 30 DAY	KOFAX initiated MedCert 30 Day Suspend Charges	ORAMP1
2022-07-01	Miscellaneous	WATT Scanned - Med Cert Work Item [REDACTED] Completed Rev 07 01 2022 15 28 WATT ID [REDACTED] med cert rec from [REDACTED]	CHRISTINA H ROBSON
2022-06-29	Credit	Caller Back Office Ratepayer User Comments csx made payment and I was issuing cut in and call disconnected so I couldn t access SAT	AMY BROWN
2022-06-29	WUR Assessment	Back Office Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	AMY BROWN
2022-06-28	Changed Payment Agreement	csx made two payments for the RECO in the amount of 1 635.06	AMY BROWN
2022-06-29	Credit	Caller Back Office Ratepayer. issued cut in for csx making required payment of 1 635.06 payment and the call disconnected	AMY BROWN
2022-06-29	Cut In Issued		AMY BROWN
2022-06-28	Special Situation	PAYMENTUS IVR paid 635.06	SELF SERVICE USER
2022-06-28	Special Situation	PAYMENTUS IVR paid 1000.00	SELF SERVICE USER
2022-06-29	Credit	Caller STACEE BANKO Ratepayer User Comments csx called to make restore service payment but was going to use a debit card so I provided number for paymentus so she could get her services restored and I advised that the cut in would be issued as soon as payment was made. I did ask SAT but in the middle she hung up the call	AMY BROWN
2022-06-29	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	AMY BROWN
2022-06-29	Credit - Payment Agreement	STACEE BANKO Ratepayer. Reviewed reconnect payment plan terms. Confirmed 1 635.06 is due to reconnect service. Next payment is due with your next bill	AMY BROWN
2022-06-29	Credit	Caller STACEE BANKO Ratepayer User Comments cx called in to ask the status of the Med Cert. and stated the Dr. office said they never received iy. adv cx form has been faxed. and asked can the pmt needed can be reduced adv cx the terms of RECO2 adv cx a pmt of 1 635.06 will restore services	NICOLA BLOUNT
2022-06-29	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	NICOLA BLOUNT
2022-06-29	Credit - Payment Agreement	STACEE BANKO Ratepayer. Reviewed reconnect payment plan terms. Confirmed 1 635.06 is due to reconnect service. Next payment is due with your next bill	NICOLA BLOUNT
2022-06-29	Credit	Caller STACEE BANKO Ratepayer User Comments cx cant pay amt for reco waiting for med cert approval was speaking to customer about changing financial info updated financial statement call got disconnected attempted to call bk no answer	LEXUS KOWLASSAR
2022-06-29	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	LEXUS KOWLASSAR
2022-06-28	Financial Statement Added		LEXUS KOWLASSAR
2022-06-29	Credit - Payment Agreement	STACEE BANKO Ratepayer. Reviewed reconnect payment plan terms. Confirmed 1 635.06 is due to reconnect service. Next payment is due with your next bill	LEXUS KOWLASSAR
2022-06-29	Correspondence - General	Template Name Med Cert Request Form Created By 308620 Letter Edited No CS Letters ID 4693122	CSLET
2022-06-28	SC - MED CERT - 10 DAY	Caller [REDACTED] Doctor NP PA. [REDACTED] CRNP [REDACTED] CRNP St. Luke s Samily Medicine - Nazaueth 4059 Jandy Blvd [REDACTED] STACEE BANKO and Medical Certification form faxed.	308620

Contact Date	Contact Type	Remarks	User
2022-06-29	Credit	Caller STACEE BANKO Ratepayer User Comments ccx call in to get service on. but the form was just done today and she said we need to send another form cos they did not get it told her dr office has to call bk in for that again. and she will call them bk. and she hung up	KIMBERLY GIBSON
2022-06-29	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	KIMBERLY GIBSON
2022-06-29	Credit	Caller STACEE BANKO Ratepayer User Comments cust dr called in and cust wants to know about services being restored trans to billings	DAFFANY CRIMES
2022-06-29	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	DAFFANY CRIMES
2022-06-29	Credit	Caller STACEE BANKO Ratepayer User Comments cx called said she has been cut ssaid doc sent med cert i placed cx on hold to review acct cx hung up	TANISHA DANIEL
2022-06-29	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	TANISHA DANIEL
2022-06-29	Credit	Caller STACEE BANKO Ratepayer User Comments cx want to know about she got cut out for non pay and she apply for med cert. i adv the doc needs to sign the cert. cx no answ SAT	FREDDMAR VASQUEZ
2022-06-29	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	FREDDMAR VASQUEZ
2022-06-29	Correspondence - General	Template Name Med Cert Request Form Created By 308620 Letter Edited No CS Letters ID 4692621	CSLET
2022-06-28	SC - MED CERT - 10 DAY	Caller [REDACTED] Doctor NP PA. [REDACTED] CRNP [REDACTED] CRNP St. Luke s Samly Medicine - Nazaueth 4059 Jandy Blvd [REDACTED] STACEE BANKO and Medical Certification form faxed.	308620
2022-06-29	Credit	Caller STACEE BANKO Ratepayer. services. adv can be restored the next business day. hung up unable to assess sat.	JAZMIN BETANCOURT
2022-06-29	Credit	Caller STACEE BANKO Ratepayer User Comments Cc to knw if we received the medical certification from the Doctor office. adv we didn t received yet any medical certification in the acct. Adv the doctor office have to contact us and we send the form to the doctor office. Cxs want the ppl fax number. i provide the info. Cxs ask when can be restored the	JAZMIN BETANCOURT
2022-06-29	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JAZMIN BETANCOURT
2022-06-28	Credit	Customer meets eligibility requirements for a med cert. Customer declined information about protections available to at-risk customers.	IVR
2022-06-28	Added Payment Agreement	IVR Ratepayer. Agreement Type Reco2. Min reco amt of 1 635.06 is due to reco service. Future payments will include installment of 1 876.63. Next payment is due with next bill.	IVR
2022-06-28	Financial Statement Added		IVR
2022-06-27	Cut Out for Non-Pay Issued		CUMCL024
2022-06-16	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4673752	CSLET
2022-06-15	Credit	Confirmed termination activity resumes after 06 25 2022.	CRYSTAL PHILLIPS
2022-06-15	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes.	CRYSTAL PHILLIPS
2022-06-15	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	306410
2022-06-15	Disputed Payment Agreement	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 06 25 2022 467.00. First payment of 254.00 is due 06 15 2022. Second payment of 213.00 is due on 06 21 2022 . Payment Plan installment amount 55.00. Emailed PAG info to [REDACTED]	CRYSTAL PHILLIPS
2022-06-15	Credit	STACEE BANKO Ratepayer. Offered OnTrack - Yes . Emailed agency contact info to [REDACTED]	CRYSTAL PHILLIPS
2022-06-15	Credit	Confirmed service is scheduled for termination on 06 16 2022. Amount is 3 270.13. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	CRYSTAL PHILLIPS
2022-06-15	Credit	Caller STACEE BANKO Ratepayer User Comments RP wants to use 1x year extension as she can not make the 254 payment needed to remove term 6 16 2022.	STACY MOYER
2022-06-15	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No.	STACY MOYER

Contact Date	Contact Type	Remarks	User
2022-06-15	Credit	Confirmed service is scheduled for termination on 06 16 2022. Amount is 3 270.13. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	STACY MOYER
2022-05-31	Correspondence - Collections	CUT DATE 2022-06-14 AMOUNT 3 270.13	
2022-05-13	Changed Payment Agreement	IVR Ratepayer agrees to payment terms of 263.00 due by 05 15 2022 to reinstate the payment plan. The second payment of 254.58 due on 05 23 2022. Installments of 55.00 are added to each monthly bill until the previous balance is paid in full.	IVR
2022-05-13	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 263.00. Confirmation number was Read. Confirmation Number 22051386	IVR
2022-05-12	Cut Out for Non-Pay Issued		CUMCLO24
2022-05-10	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4623462	CSLET
2022-05-09	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	IVR
2022-05-09	Added Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 263.00 is due 05 15 2022. Second payment of 254.58 is due on 05 23 2022. Payment Plan installment amount 55.00.	IVR
2022-05-06	OB Call - Outreach	Caller Back Office Ratepayer. No ans. Left Msg to ret call to us Re p a	LISA BEACH
2022-05-02	Credit - Outbound Call	Caller Back Office Ratepayer. regarding balance due left voice mail to call back ppl number	DIVYA SHIVARAMAN
2022-04-28	Credit - Outbound Call	Caller Back Office Ratepayer. Called 610-417-3810 Im on vm re pay asst term notice.	DIANA RAMOS
2022-04-27	Correspondence - Collections	CUT DATE 2022-05-11 AMOUNT 3 333.55	
2022-04-13	Credit	Caller STACEE BANKO Ratepayer User Comments cci and std she wants to reinstate her pag and stop shut off. First Payment Amount 1 065.00 First Payment Due Date 4 18 2022. Cust std needs more time for second amount. Second Payment Amount 263.32 Second Payment Due Date 4 20 2022. Cust agrees to terms. Cust wanted to pay bal.	JONICIA HAMILTON
2022-04-13	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JONICIA HAMILTON
2022-04-13	Changed Payment Agreement	STACEE BANKO Ratepayer agrees to payment terms of 1 065.00 due by 04 18 2022 to reinstate the payment plan. The second payment of 263.32 due on 04 20 2022. Installments of 55.00 are added to each monthly bill until the previous balance is paid in full.	JONICIA HAMILTON
2022-04-13	CSS WEB Interface Payment	Caller STACEE BANKO Ratepayer. Comments Made Payment in the amount of 1065.00. Confirmation number was Emailed to [REDACTED]. Confirmation Number 22041302	JONICIA HAMILTON
2022-04-13	Credit	Confirmed service is scheduled for termination on 04 19 2022. Amount is 4 190.23.	JONICIA HAMILTON
2022-04-13	Credit - Payment Agreement	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 1 065.00 is due 04 18 2022. Second payment of 263.32 is due on 04 20 2022. Payment Plan installment amount 55.00.	JONICIA HAMILTON
2022-04-13	Credit	Confirmed service is scheduled for termination on 04 19 2022. Amount is 4 190.23.	JONICIA HAMILTON
2022-04-13	Credit	Declined to hear information on assistance programs.	IVR
2022-04-13	Added Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 1 065.00 is due 04 18 2022. Second payment of 263.32 is due on 04 20 2022. Payment Plan installment amount 55.00.	IVR
2022-04-11	3-day call - Ratepayer	CUBCL024	CUBCL024
2022-04-04	Correspondence - Collections	CUT DATE 2022-04-18 AMOUNT 4 190.23	
2022-04-02	Credit	Text sent to [REDACTED] for web offer. Customer response YES	IVR
2022-03-30	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4562041	CSLET
2022-03-29	Credit	Caller STACEE BANKO Ratepayer. reinstate p a sat	NICOLE DENISE ANTHONY
2022-03-29	Credit	Caller STACEE BANKO Ratepayer User Comments wants to know options available adv 1065 will einstate p a and cancel term unable to make payment and requested new p a adv to contact income verification and if approved for new p a we will reach out provided tn to PUC wantsto know if payment can be made on 04 01 adv if full payment is made will	NICOLE DENISE ANTHONY
2022-03-29	WUR Assessment	STACEE BANKO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	NICOLE DENISE ANTHONY
2022-03-29	SC - Income Verification	Income verification required.	305409
2022-03-29	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	305409

Contact Date	Contact Type	Remarks	User
2022-03-29	Added Payment Agreement	STACEE BANKO Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 1 065.00 is due 03 29 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 55.00. Emailed PAG info to [REDACTED].	NICOLE DENISE ANTHONY
2022-03-29	Credit	STACEE BANKO Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . Emailed agency contact info to [REDACTED].	NICOLE DENISE ANTHONY
2022-03-14	OB Call - Outreach	Caller Back Office Ratepayer. Outbound Call Campaign Customer was contacted because they received LIHEAP and pre-qualify for Ontrack. If customer calls back discuss Ontrack benefits of program and provide info on how to apply take app over the phone or direct to apply online .	TAMARA SINGLETON
2022-03-02	Winter Collection	Winter Collection Notice	
2022-02-01	Winter Collection	Winter Collection Notice	

PPL ELECTRIC

EXHIBIT 3

Maintain Payment Agreement for Account [REDACTED]

Edit Help

Type: **Reconnection Two** Status: **Active**

Current Billing Information	Budget Billing Details
Bill Due Date: 09/18/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$10,677.65	Setup BB Amount: \$188.00
Agreement Details	Installment Details
Start Date: 09/17/25	Installment Amount: \$10,328.24
Agreement Amount: \$10,677.65	Number Of Installments: 1
Initial Payment Details	Remaining Installments:
Due Date: 09/23/25	Final Installment Amount: \$9,978.83
Payment Amount: \$349.41	Customer Offer
Restore Amount: \$698.82	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: **CTP Negotiated**

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 07/21/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$10,153.60	Setup BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 03/13/25	Installment Amount: \$170.00
Agreement Amount: \$9,129.72	Number Of Installments: 22
Initial Payment Details	Remaining Installments: 22
Due Date: 04/01/25	Final Installment Amount: \$246.73
Payment Amount: \$5,312.99	Customer Offer
Restore Amount: \$385.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money...

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

Edit Help

Type: **Catch-Up**

Status: **Expired**

Current Billing Information

Bill Due Date: **02/20/25**

Bill Amount: **\$8,942.72**

Budget Billing Details

Enroll in Budget Bill:

Current BB Amount: **\$187.00**

Agreement Details

Start Date: **09/17/24**

Agreement Amount: **\$7,871.56**

Installment Details

Installment Amount: **\$170.00**

Number Of Installments: **31**

Remaining Installments: **31**

Final Installment Amount: **\$5.56**

Initial Payment Details

Due Date: **09/18/24**

Payment Amount: **\$2,766.00**

Customer Offer

Downpayment Amount: **\$0.00**

Downpayment Due Date: **//**

Installment Amount: **\$0.00**

Installment Due Date: **//**

Restore Amount: **\$2,766.00**

- Task List**
- Customer Contact...**

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

Maintain Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Disputed**

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 04/08/24	Installment Amount: \$170.00
Agreement Amount: \$6,837.78	Number Of Installments: 36
Initial Payment Details	Remaining Installments: 36
Due Date: 04/08/24	Final Installment Amount: \$4.78
Payment Amount: \$883.00	Customer Offer
Restore Amount: \$883.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 03/14/24	Installment Amount: \$170.00
Agreement Amount: \$6,837.78	Number Of Installments: 37
Initial Payment Details	Remaining Installments: 37
Due Date: 03/14/24	Final Installment Amount: \$217.78
Payment Amount: \$500.00	Customer Offer
Restore Amount: \$6,545.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 10/10/23	Installment Amount: \$15.00
Agreement Amount: \$5,550.99	Number Of Installments: 11
Initial Payment Details	Remaining Installments: 11
Due Date: 10/10/23	Final Installment Amount: \$3.99
Payment Amount: \$5,397.00	Customer Offer
Restore Amount: \$5,397.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	Special Circumstance: [REDACTED]
	Supervisor Discretion: [REDACTED]

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00

Agreement Details	Installment Details
Start Date: 08/10/23	Installment Amount: \$15.00
Agreement Amount: \$5,036.90	Number Of Installments: 13
	Remaining Installments: 13
	Final Installment Amount: \$3.90

Initial Payment Details	Customer Offer
Due Date: 08/15/23	Downpayment Amount: \$0.00
Payment Amount: \$4,853.00	Downpayment Due Date: //
Restore Amount: \$4,853.00	Installment Amount: \$0.00
	Installment Due Date: //

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 09/20/22	Installment Amount: \$15.00
Agreement Amount: \$2,507.75	Number Of Installments: 14
Initial Payment Details	Remaining Installments: 14
Due Date: 09/20/22	Final Installment Amount: \$2.75
Payment Amount: \$2,310.00	Customer Offer
Restore Amount: \$2,310.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Canceled**

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00

Agreement Details	Installment Details
Start Date: 09/20/22	Installment Amount: \$15.00
Agreement Amount: \$2,507.75	Number Of Installments: 14
	Remaining Installments: 14
	Final Installment Amount: \$2.75

Initial Payment Details	Customer Offer
Due Date: 09/20/22	Downpayment Amount: \$0.00
Payment Amount: \$2,310.00	Downpayment Due Date: //
Restore Amount: \$2,310.00	Installment Amount: \$0.00
	Installment Due Date: //

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00

Agreement Details	Installment Details
Start Date: 08/12/22	Installment Amount: \$0.00
Agreement Amount: \$2,087.63	Number Of Installments: [REDACTED]
	Remaining Installments: [REDACTED]
	Final Installment Amount: \$0.00

Initial Payment Details	Customer Offer
Due Date: 08/17/22	Downpayment Amount: \$0.00
Payment Amount: \$2,087.63	Downpayment Due Date: //
	Installment Amount: \$0.00
	Installment Due Date: //

Restore Amount: \$2,087.63

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Reconnection Two** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 06/28/22	Installment Amount: \$1,876.63
Agreement Amount: \$3,511.69	Number Of Installments: 3
Initial Payment Details	Remaining Installments: 2
Due Date: 07/05/22	Final Installment Amount: \$211.00
Payment Amount: \$1,635.06	Customer Offer
Restore Amount: \$3,270.13	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	
Special Circumstance:	
Supervisor Discretion: CTP Negotiated	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 06/15/22	Installment Amount: \$55.00
Agreement Amount: \$3,270.13	Number Of Installments: 55
Initial Payment Details	Remaining Installments: 55
Due Date: 06/15/22	Final Installment Amount: \$46.13
Payment Amount: \$254.00	Customer Offer
Restore Amount: \$254.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 05/09/22	Installment Amount: \$55.00
Agreement Amount: \$3,333.55	Number Of Installments: 56
Initial Payment Details	Remaining Installments: 56
Due Date: 05/15/22	Final Installment Amount: \$45.55
Payment Amount: \$263.00	Customer Offer
Restore Amount: \$263.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 04/13/22	Installment Amount: \$55.00
Agreement Amount: \$4,190.23	Number Of Installments: 57
Initial Payment Details	Remaining Installments: 57
Due Date: 04/18/22	Final Installment Amount: \$45.23
Payment Amount: \$1,065.00	Customer Offer
Restore Amount: \$1,065.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 03/29/22	Installment Amount: \$55.00
Agreement Amount: \$4,190.23	Number Of Installments: 57
Initial Payment Details	Remaining Installments: 57
Due Date: 03/29/22	Final Installment Amount: \$45.23
Payment Amount: \$1,065.00	Customer Offer
Restore Amount: \$1,065.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 11/15/21	Installment Amount: \$55.00
Agreement Amount: \$3,613.23	Number Of Installments: 62
Initial Payment Details	Remaining Installments: 62
Due Date: 11/15/21	Final Installment Amount: \$45.23
Payment Amount: \$213.00	Customer Offer
Restore Amount: \$213.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 10/08/21	Installment Amount: \$55.00
Agreement Amount: \$3,578.23	Number Of Installments: 63
Initial Payment Details	Remaining Installments: 63
Due Date: 10/13/21	Final Installment Amount: \$45.23
Payment Amount: \$123.00	Customer Offer
Restore Amount: \$123.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	Special Circumstance: [REDACTED]
	Supervisor Discretion: [REDACTED]

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 09/10/21	Installment Amount: \$55.00
Agreement Amount: \$3,578.23	Number Of Installments: 63
Initial Payment Details	Remaining Installments: 63
Due Date: 09/22/21	Final Installment Amount: \$45.23
Payment Amount: \$123.00	Customer Offer
Restore Amount:	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Dispute Canceled**

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 07/06/21	Installment Amount: \$46.00
Agreement Amount: \$3,119.80	Number Of Installments: 59
Initial Payment Details	Remaining Installments: 59
Due Date: 07/06/21	Final Installment Amount: \$14.80
Payment Amount: \$437.00	Customer Offer
Restore Amount: \$437.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type : PUC Catch-Up Status: Defaulted

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 05/26/21	Installment Amount: \$46.25
Agreement Amount: \$2,946.80	Number Of Installments: 59
Initial Payment Details	Remaining Installments: 59
Due Date: 06/04/21	Final Installment Amount: \$46.30
Payment Amount: \$218.00	Customer Offer
Restore Amount:	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type : **Catch-Up** Status: **Canceled**

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 05/13/21	Installment Amount: \$47.00
Agreement Amount: \$2,993.80	Number Of Installments: 60
Initial Payment Details	Remaining Installments: 60
Due Date: 05/19/21	Final Installment Amount: \$0.80
Payment Amount: \$220.00	Customer Offer
Restore Amount: \$220.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/20/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,508.56	Current BB Amount: \$187.00
Agreement Details	Installment Details
Start Date: 04/05/21	Installment Amount: \$47.00
Agreement Amount: \$2,993.80	Number Of Installments: 59
Initial Payment Details	Remaining Installments: 59
Due Date: 04/27/21	Final Installment Amount: \$47.80
Payment Amount: \$220.00	Customer Offer
Restore Amount: \$220.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: **Death in Family**

Supervisor Discretion:

PPL ELECTRIC

EXHIBIT 4

Informals Formals

- Home
- Case Search
- Reports

Mediation Case View

General			
BCS Case No.	4049923	Case Notes	Count : 1 <input style="font-size: small; border: 1px solid gray; padding: 2px 5px;" type="button" value="Detail..."/>
CSS Account No.	[REDACTED]	Received Date	03/31/2025
CSS Name	STACEE BANKO	Due Date	04/29/2025
PUC Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Service Address 1	1743 HASTINGS RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	BETHLEHEM, PA 18017-	Mailing City, State Zip	, -
PUC Address	1743 HASTINGS RD,,BETHLEHEM,PA,18017-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	(610) 417-3810	Prior Case Number	4020985
Income Level	2	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	03/10/2025 I HAD FILED A COMPLAINT AND WE WENT TO A FORMAL HEARING. I WAS NOT ABLE TO GATHER THE AMOUNT WITHIN TEN DAYS OF THE COMPLAINT LIKE I WAS TRYING. THEY SAID IF AFTER TEN DAYS I DIDN'T THEN THE MATTER CLOSES AND I HAD TO REFILE A NEW COMPLAINT		
Related Information	61- PAYMENT ARRANGEMENT REQUEST - RELIEF SOUGHT - LESSER DOWN PAYMENT THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	03/28/2025	Total Account Balance	9369.36
Budget Bill		Termination	

Amount	193.00	Date	
Arrearage	5300.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint		10/29/2024	

Type Assignment

Case Type	Mediation
Mediation Type	Long

Ownership

Contact Person	318084 - 318084
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Income Fields

Total Gross Income	3500.00	Employment Income	3500.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	03/13/2025		

Other Information

Adults	1	Children	2
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 a payment agreement. Please dismiss this element of the complaint, based on the regulations found at 56.166(1).
Dispute Information	On 03/13/2025 Company added payment agreement due to formal complaint. Customer agreed to pay \$5312.99 on or before

	04/01/2025. Repayment terms are \$170 plus monthly bill starting with April bill. The Company has not received a payment from customer.
Company Final Position	<p>The Company has no record of the customer discussing the concern of a payment agreement. 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 3795103). 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>
CAP Amount (OnTrack)	

[Prior Agreement Information](#)

No prior agreements found

[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
- Case Search
- Reports

Decision Detail

General			
BCS Case No.	4049923	CSS Account No.	[REDACTED]
Customer Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Address 1	1743 HASTINGS RD	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	BETHLEHEM , PA 18017	Head Date	04/25/2025
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	5312.99	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	9369.36	Closed Date	04/24/2025
Reconnect Amount	0.00	Balance Date	04/24/2025
Special Budget Amount	0.00	Regular Budget Amount	193.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	CASE DISMISSED-CUSTOMER HAS UNSATISFIED PUC PAR (BCS#3795103). COMPANY REQUESTING 5312.99 TO MAINTAIN SERVICE, DUE NEXT BILL DUE DATE.		
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 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	<div style="border: 1px solid gray; height: 60px; width: 100%;"></div>		
Processed By	SYSTEM	Processed Date	4/24/2025 4:00:11 PM

[Return to Case](#)

PPL ELECTRIC

EXHIBIT 5

Opening Pending (1) Mediations Informals Formals Admin

Home
My Work
Case Search
Reports

Informal Case View

General			
BCS Case No.	4028641	Case Notes	Count : 2 Detail...
CSS Account No.	██████████	Received Date	10/29/2024
CSS Name	STACEE BANKO	Due Date	11/27/2024
Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Service Address 1	1743 HASTINGS RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	BETHLEHEM, PA 18017-	Mailing City, State Zip	, -
PUC Address	1743 HASTINGS RD,,BETHLEHEM,PA,18017-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	3795103
Income Level	2	On Track	No
Reason For Contact	ON - PAR WITH DISPUTE (#63)		
Customer Position			
Company Position	PPL ELECTRIC STATED COULD NOT WRITTEN ARRANGEMENT FOR 800 IN FEBRUARY 2024 AND COULD NOT POSTED THE ACCOUNT FOR 2043 TOWARD THE PUC ARRANGEMENT.		
Related Information	63- PAR WITH DISPUTE- CUSTOMER IS DISPUTING THE PUC ARRANGEMENT WAS PAID OFF. CUSTOMER STATED SHE MADE THE PAYMENT FOR 2043 ABOUT 1 YEAR AND HALF THAT DID NOT POST THE ACCOUNT. CUSTOMER STATED THE PPL ELECTRIC DID NOT HONOR THE PAYMENT ARRANGEMENT FOR 800 IN FEBRUARY 2024 WAS BEGIN. CUSTOMER WOULD LIKE TO KNOW HONOR THE ARRANGEMENT FOR 800 AND HAVE THE PAYMENT FOR 2043 TO BE POSTED. THE CELL PHONE NUMBER ██████████ HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ██████████ HAS BEEN ALLOWED TO BE SHARED.		
Misc Info	CALL AFTER 3:00 P.M.		
Heating	Yes	Service	On
Acct Bal Due Date	11/18/2024	Total Account Balance	8381.72
Budget Bill Amount	187.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	09/17/2024		

Type Assignment	
Case Type	Informal

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

Ownership	
Contact Person	E011458 - E011458
Written By	Capers, Ronald G
Written By Date	11/14/2024

Other Information			
Adults	1	Children	2
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Informal Final Report
Details of the Company's Original Investigation

7/29/2021 - PUC decision rendered for BCS case# 3795103. Decision: THIS CUSTOMER QUALIFIES FOR NEW PUC PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSIONS 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). LEVEL 1, BUDGET 68.00 + 55.00 = 123.00 BEGINNING SEP 2021 DUE DATE. WAIVE LPCS.

10/4/2023 - PUC decision rendered for BCS case# 3935459. Decision: CASE DISMISSED. PER 1405(D), THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR (3795103).

1/30/2024 - PUC Formal decision rendered for Complaint Docket# C-2023-3044124. Settlement Payment Arrangement: The customer will pay \$500.00 in mid February 2024, then the monthly bills plus \$170.00 starting in March 2024.

Note: The Company records show the required payments to maintain the payment arrangement did not post to the account.

9/3/2024 - The Company sent a residential termination notice for \$7,871.56 with a proposed termination date on or after 9/17/2024.

9/17/2024 (Date of last contact)- Stacee Banko contacted the Company regarding the termination notice sent on 9/3/2024. The Company offered to re-establish the payment agreement. The Company explained \$2,766.00 was due to reinstate the prior payment arrangement and the repayment terms were to pay \$170.00 plus the monthly bill until the customer completely paid the overdue balance. An additional \$442.71 would be due by 9/18/2024. 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.

9/25/2024 - The Company records show Stacee Banko filed a complaint with the PUC. (BCS case number: 4020985)

10/16/2024 - The PUC decision rendered for BCS case number 4020985. Decision rendered: VERBAL CLOSE- 56.166/VERBAL

Note: The Company has no record of the customer speaking to an agent regarding a payment in the amount of \$2,043.00 prior to the filing of the complaint case.

Company's Final Position to the Customer

Stacee Banko contacted the Company regarding the termination notice sent on 9/3/2024.

The Company offered to re-establish the payment agreement.

The Company explained \$2,766.00 was due to reinstate the prior payment arrangement and the repayment terms were to pay \$170.00 plus the monthly bill until the customer completely paid the overdue balance.

An additional \$442.71 would be due by 9/18/2024.

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.

Details of Company's Investigation after BCS Contact

The Company has no record of the customer speaking to an agent regarding this issue after the complaint was filed.

Company's Final Position to BCS

The Company records show the PUC established a payment agreement for the customer (BCS case number 3795103) on 7/29/2021. The customer was instructed to pay the monthly budget bill amount plus \$55.00 beginning with the September 2021 bill due date.

The Company records show a PUC decision was rendered for BCS case# 3935459 on 10/4/2023. Decision: CASE DISMISSED. PER 1405(D), THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR (3795103).

The Company records show a PUC Formal decision was rendered for Complaint Docket# C-2023-3044124 on 1/30/2024. Settlement Payment Arrangement: The customer will pay \$500.00 in mid February 2024, then the monthly bills plus \$170.00 starting in March 2024.

The Company records indicate that the required payments to maintain the PUC settlement agreement did not post to the account.

The Company sent a residential termination notice on 9/3/2024 for \$7,871.56 with a proposed termination date on or after 9/17/2024.

On 9/17/2024 the Company requested the customer pay \$2,766.00 to reinstate the PUC settlement agreement. An additional \$442.71 was due on 9/18/2024.

The Company records show PUC decision was rendered for BCS case# 4020985 on 10/16/2024.
Decision: VERBAL CLOSE: 56.166/VERBAL.

The Company has no record of the customer speaking to an agent regarding a payment in the amount of \$2,043.00 prior to the filing of the complaint case.

The customer should contact the Company to allow it to address her concerns regarding the payment, if needed.

The Company records do not show any payments on the customer's account since 6/30/2022.

The customer owes \$3,789.85 by 11/18/2024 to catch up on the PUC settlement agreement.

The customer's billed account balance is \$8,381.72. This amount does not include any deferred charges.

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

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

Opening Pending (1) Mediations Informals Formals Admin

- Home
- My Work
- Case Search
- Reports

Decision Detail

General			
BCS Case No.	4028641	CSS Account No.	[REDACTED]
Customer Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Address 1	1743 HASTINGS RD	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	BETHLEHEM , PA 18017	Head Date	11/22/2024
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	8381.72	Closed Date	11/21/2024
Reconnect Amount	0.00	Balance Date	11/14/2024
Special Budget Amount	0.00	Regular Budget Amount	187.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DISMISSAL: THE CUSTOMER DID NOT SATISFY THE PUC PAR; THEREFORE, NOT ELIGIBLE FOR A NEW PAYMENT ARRANGEMENT AT THIS TIMER PER 1405(D). THE CUSTOMER HAS NOT MADE A PAYMENT ON THE ACCOUNT SINCE JUNE 2022. CASE DISMISSED		
Terms			
Letter Description			

Action Required Options	
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No
WorkQ	

Category	<input type="text" value=""/>		
Sub Category	<input type="text" value=""/>		
Up Front Amount	<input type="text" value=""/>	Up Front Due Date	<input type="text" value=""/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		
Write-Off Amount	<input type="text" value=""/>		
Comments	BCS#4028641 DEC CLOSED11/21/2024 CUST DIDNT SATISFY PUC PAR THEREFORE NOT ELIGIBLE FOR NEW PAR AT THIS TIME. CUSTOMER HAS NOT MADE A PAYMENT ON ACCOUNT SINCE JUNE 2022. CASE DISMISSED		
Processed By	E169452	Processed Date	11/25/2024 1:33:03 PM

[Return to Case](#)

PPL ELECTRIC

EXHIBIT 6

Opening Pending (1) Mediations Informals Formals Admin

- Home
- My Work
- Case Search
- Reports

Mediation Case View

General			
BCS Case No.	4020985	Case Notes	Count : 1 Detail...
CSS Account No.	██████████	Received Date	09/25/2024
CSS Name	STACEE BANKO	Due Date	10/24/2024
PUC Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Service Address 1	1743 HASTINGS RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	BETHLEHEM, PA 18017-	Mailing City, State Zip	, -
PUC Address	1743 HASTINGS RD,,BETHLEHEM,PA,18017-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	3935459
Income Level	2	On Track	No
Reason For Contact	ON - PAR WITH DISPUTE (#63)		
Customer Position			
Company Position	09/16/2024 CUSTOMER HAD MORE USAGE. PAY \$ 2000S TO AVOID TERMINATION.		
Related Information	CUSTOMER STATED THAT PREVIOUSLY HER MONTHLY BILLS WERE AROUND \$ 183 - \$ 200/MONTH, BUT SINCE 3 MONTHS AGO HER MONTHLY BILLS WENT UP TO \$ 400S. CUSTOMER WANTS AN EXPLANATION. - RELIEF SOUGHT - CORRECT THE MONTHLY BILLS. PAR THE CELL PHONE NUMBER ██████████ HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ██████████ HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	10/21/2024	Total Account Balance	8194.72

Budget Bill Amount	187.00	Termination Date	09/17/2024
Arrearage	8100.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint		09/17/2024	

Type Assignment

Case Type	Mediation
Mediation Type	Long

Ownership

Contact Person	E153462 - Eibach,Linda M
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Income Fields

Total Gross Income	3500.00	Employment Income	3500.00
DPW		Social Security	
Unemployment Comp		Disability	
Pension		Other	
Date Info Obtained	03/14/2024		

Other Information

Adults	1	Children	2
Amount Needed to Update Most Recent Payment Arrangement	3208.71	Universal Service Program	No

Final Report

Did the customer accurately state the company position?	No
	On 9/17/24, 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

<p>What did the company tell the customer?</p>	<p>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 \$2,766.00 to reinstate the previously defaulted agreement and prevent the service termination. The Company explained the repayment terms were to pay \$170.00 plus the monthly bill until the customer completely paid the overdue balance. An additional \$442.71 would be due by 9/18/24. 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.</p>
<p>Dispute Information</p>	<p>BCS# 3865688 -closed 11/21/2022- Balance: \$2875.64 ---DISMISSAL ISSUED. DISMISSAL LETTER SENT. CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAYMENT ARRANGEMENT (BCS# 3795103).</p> <p>BCS# 3935459 closed 10/4/2023-Balance: \$5,703.17 -CASE DISMISSED. PER 1405(D), THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR (3795103).</p> <p>There has been no customer payments in 2023 and 2024.</p> <p>The customer has been reporting Level 2 income to the Company since 10/10/2023 and therefore is not eligible for a referral to the OnTrack program. There are no OnTrack arrears in the balance.</p> <p>The Company has no records to support this customer raising concern about the billed amounts of usage in the last 12 months. The Company requests the PUC dismiss this complaint based on the regulations found at 56.166.</p>
	<p>The Company records show that the customer had not eliminated the arrearages from a PUC payment agreement BCS# 3795103, closed 7/29/2021, Balance: \$3292.53, Level 1.</p> <p>The Company has no records to support this customer raising concern about the billed amounts of usage in the last 12 months. The Company requests the PUC dismiss this complaint based on the regulations found at 56.166.</p> <p>The Company is requesting the customer pay</p>

Company Final Position	<p>\$3,208.71, which includes the bill due 9/18/24, to reinstate the payment agreement, then monthly bills plus \$170.00 until the overdue balance is completely paid. An additional \$220.45 is due 10/21/24.</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	4/8/2024	\$6,837.78	2	\$883.00 by 4/8/2024, then monthly bills + \$170.00 beg next bill due date. Adults 1, Children 2.
Settlement	3/14/2024	\$6,837.78	2	\$500.00 by 3/14/2024, then monthly bills + \$170.00 beg next bill due date. Adults 1, Children 2.
Catch Up	10/10/2023	\$5,550.99	2	\$5,397.00 by 10/10/2023, then monthly bills + \$15.00 beg next bill due date. Adults 2, Children 1.
Catch Up	8/10/2023	\$5,036.90	1	\$4,853.00 by 8/15/2023, then monthly bills + \$15.00 beg next bill due date. Adults 2, Children 1.
				\$2,310.00 by

Catch Up	9/20/2022	\$2,507.75	1	9/20/2022, then monthly bills + \$15.00 beg next bill due date. Adults 2, Children 1.
Catch Up	8/12/2022	\$2,087.63	1	\$2,087.63 by 8/17/2022, then monthly bills + \$0.00 beg next bill due date. Adults 1, Children 2.
Reconnection	6/28/2022	\$3,511.69	1	\$1,635.06 by 7/5/2022, then monthly bills + \$1,876.63 beg next bill due date. Adults 1, Children 2. Level 1 customer, \$0 gross monthly income.
Catch Up	6/15/2022	\$3,270.13	1	\$254.00 by 6/15/2022, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	5/9/2022	\$3,333.55	1	\$263.00 by 5/15/2022, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	4/13/2022	\$4,190.23	1	\$1,065.00 by 4/18/2022, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	3/29/2022	\$4,190.23	1	\$1,065.00 by 3/29/2022, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
				\$213.00 by 11/15/2021, then monthly

Catch Up	11/15/2021	\$3,613.23	1	bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	10/8/2021	\$3,578.23	1	\$123.00 by 10/13/2021, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
PUC	7/29/2021	\$3,292.53	1	DECISION: 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). LEVEL 1, BUDGET 68.00 + 55.00 = 123.00 BEGINNING SEP 2021 DUE DATE. WAIVE LPCS.
Catch Up	7/6/2021	\$3,119.80	1	\$437.00 by 7/6/2021, then monthly bills + \$46.00 beg next bill due date. Adults 2, Children 1.
Settlement	4/5/2021	\$2,993.80	1	\$220.00 by 4/27/2021, then monthly bills + \$47.00 beg next bill due date. Adults 1,

Catch Up	10/14/2019	\$347.28	1	Children 2. \$138.00 by 10/14/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.
Catch Up	9/9/2019	\$377.48	1	\$154.00 by 9/15/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.
Settlement	7/15/2019	\$366.05	1	\$128.00 by 7/23/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.

[Payment Information](#)

No payment arrangements found

[Analysis Information](#)

Justified Not Analyzed

No Analysis Items Found

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

Opening Pending (1) Mediations Informals Formals Admin

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Decision Detail

General			
BCS Case No.	4020985	CSS Account No.	[REDACTED]
Customer Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Address 1	1743 HASTINGS RD	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	BETHLEHEM , PA 18017	Head Date	
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	No	Ending Monthly Payment	
Chapter		Oral/Written	Oral
Section Rule		Violation	NO
Total Balance	8194.72	Closed Date	10/16/2024
Reconnect Amount	0.00	Balance Date	10/11/2024
Special Budget Amount		Regular Budget Amount	
Arrears Payment Plus		Final Monthly Payment	
Resolution	VERBAL CLOSE: 56.166/VERBAL		
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" 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	10/16/2024 12:00:06 PM

[Return to Case](#)

PPL ELECTRIC

EXHIBIT 7

Home

Case Search

Mediation Case View

General			
BCS Case No.	3935459	Case Notes	Count : 0 Detail...
CSS Account No.	██████████	Received Date	08/18/2023
CSS Name	STACEE BANKO	Due Date	09/16/2023
PUC Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Service Address 1	1743 HASTINGS RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	BETHLEHEM, PA 18017-	Mailing City, State Zip	, -
PUC Address	1743 HASTINGS RD,,BETHLEHEM,PA,18017-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	3865688
Income Level	1	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	08/16/2023 PPL ELECTRIC WANTS HER TO PAY 4421 TO KEEP SERVICES ON.		
Related Information	61 & PAYMENT ARRANGEMENT REQUEST TO STOP THE TERM NOTICE. CUSTOMER STATES THE PREVIOUS BALANCE WAS PAID OFF FROM THE PUC DECISION. - RELIEF SOUGHT - THE CELL PHONE NUMBER ██████████ HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ██████████ HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	09/18/2023	Total Account Balance	5550.99
Budget Bill Amount	213.00	Termination Date	08/15/2023
Arrearage	4421.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	08/10/2023		

Type Assignment	
Case Type	Mediation

Mediation Type	Long
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Ownership

Contact Person	E153462 - Eibach,Linda M
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Income Fields

Total Gross Income	2200.00	Employment Income	2200.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	08/10/2023		

Other Information

Adults	2	Children	1
Amount Needed to Update Most Recent Payment Arrangement	5149.43	Universal Service Program	Yes

Final Report

Did the customer accurately state the company position?	No
What did the company tell the customer?	On 8/10/23, 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 1 income), which did not reflect a change in income from the most recent agreement it offered. The Company offered to accept \$4853.00 to reinstate the previously defaulted agreement and prevent the service termination. The Company explained the repayment terms were to pay \$15.00 plus the monthly bill until the customer completely paid the overdue balance. An additional \$296.43 would be due by 8/21/23. 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.
Dispute Information	The customer has made no good faith efforts to make payments on her account. BCS# 3865688 closed 11/21/22 Balance: \$2875.64

	<p>DISMISSAL ISSUED. DISMISSAL LETTER SENT. CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAYMENT ARRANGEMENT (BCS# 3795103).</p> <p>NOTE: The balance was not paid to zero to be considered satisfied.</p> <p>NOTE TO PUC: The customer has been referred to the OnTrack program numerous times with no response from the customer. The latest referral was made on 8/10/23. The Company encourages the customer to complete and return the OnTrack application.</p>
<p>Company Final Position</p>	<p>The Company records show that the customer had not eliminated the arrearages from a PUC payment agreement BCS# 3795103, closed 7/29/2021, Balance: \$3292.53, Level 1. Therefore, the regulations found at 1405D apply.</p> <p>The Company is requesting the customer pay \$5149.43, which includes the bill due 8/21/23, to reinstate the payment agreement, then monthly bills plus \$15.00 until the overdue balance is completely paid. An additional \$247.66 is due 9/18/23.</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>
<p>CAP Amount (OnTrack)</p>	<p>0.00</p>

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
Catch Up	9/20/2022	\$2,507.75	1	\$2,310.00 by 9/20/2022, then monthly bills + \$15.00 beg next bill due date. Adults 2, Children 1.
Catch Up	8/12/2022	\$2,087.63	1	\$2,087.63 by 8/17/2022, then monthly bills + \$0.00 beg next bill due date. Adults 1, Children 2.
Reconnection	6/28/2022	\$3,511.69	1	\$1,635.06 by 7/5/2022, then monthly bills + \$1,876.63 beg next bill due date. Adults 1, Children 2. Level 1 customer, \$0 gross monthly income.
Catch Up	6/15/2022	\$3,270.13	1	\$254.00 by 6/15/2022, then monthly bills +

				\$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	5/9/2022	\$3,333.55	1	\$263.00 by 5/15/2022, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	4/13/2022	\$4,190.23	1	\$1,065.00 by 4/18/2022, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	3/29/2022	\$4,190.23	1	\$1,065.00 by 3/29/2022, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	11/15/2021	\$3,613.23	1	\$213.00 by 11/15/2021, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	10/8/2021	\$3,578.23	1	\$123.00 by 10/13/2021, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
PUC	7/29/2021	\$3,292.53	1	DECISION: 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). LEVEL 1, BUDGET 68.00 + 55.00 = 123.00 BEGINNING SEP 2021 DUE DATE. WAIVE LPCS.
Catch Up	7/6/2021	\$3,119.80	1	\$437.00 by 7/6/2021, then monthly bills + \$46.00 beg next bill due date. Adults 2, Children 1.
Settlement	4/5/2021	\$2,993.80	1	\$220.00 by 4/27/2021, then monthly bills + \$47.00 beg next bill due date. Adults 1, Children 2.

Catch Up	10/14/2019	\$347.28	1	\$138.00 by 10/14/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.
Catch Up	9/9/2019	\$377.48	1	\$154.00 by 9/15/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.
Settlement	7/15/2019	\$366.05	1	\$128.00 by 7/23/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.

[Payment Information](#)

Date	Amount	Payment Method/Status
6/30/2022	1000.00	
6/30/2022	635.06	
5/13/2022	263.00	
4/14/2022	1065.00	
11/15/2021	213.00	
10/8/2021	123.00	

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Attachments
Print	Decision	Change State
	Dismiss	

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Case Search

Decision Detail

General			
BCS Case No.	3935459	CSS Account No.	██████████
Customer Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Address 1	1743 HASTINGS RD	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	BETHLEHEM , PA 18017	Head Date	10/04/2023
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	5301.61	Service Continue Date	
Decision Issue	No	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	5703.17	Closed Date	10/04/2023
Reconnect Amount	0.00	Balance Date	10/04/2023
Special Budget Amount	0.00	Regular Budget Amount	213.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	CASE DISMISSED. PER 1405(D), THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR (3795103).		
Terms			
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input type="radio"/> No		
WorkQ Category	▼		
Sub Category	▼		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	▼		
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	10/4/2023 8:00:14 AM

[Return to Case](#)

PPL ELECTRIC

EXHIBIT 8

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Case Search

Mediation Case View

General			
BCS Case No.	3865688	Case Notes	Count : 0 Detail...
CSS Account No.	[REDACTED]	Received Date	09/20/2022
CSS Name	STACEE BANKO	Due Date	10/19/2022
PUC Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Service Address 1	1743 HASTINGS RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	BETHLEHEM, PA 18017-	Mailing City, State Zip	, -
PUC Address	1743 HASTINGS RD,,BETHLEHEM,PA,18017-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	3795103
Income Level	1	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	09/20/2022 PAY \$2966.00 BY 9/28.		
Related Information	61 is PAYMENT ARRANGEMENT REQUEST. THE CELL PHONE NUMBER (610) 417 - 3810 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	10/19/2022	Total Account Balance	2784.55
Budget Bill Amount	181.00	Termination Date	08/16/2022
Arrearage	2866.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	09/20/2022		
Type Assignment			
Case Type	Mediation		
Mediation Type	Long		

<u>Ownership</u>	
Contact Person	E153462 - Eibach,Linda M

<u>Income Fields</u>			
Total Gross Income	1849.00	Employment Income	1849.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	09/20/2022		

<u>Other Information</u>			
Adults	2	Children	1
Amount Needed to Update Most Recent Payment Arrangement	2310.00	Universal Service Program	Yes

<u>Final Report</u>	
Did the customer accurately state the company position?	No
What did the company tell the customer?	<p>On 9/20/22, the customer contacted the Company regarding the pending service termination. The Company offered to re-establish the payment agreement. The Company updated the customer's ability to pay (level 1 income), which did not reflect a change in income from the most recent agreement it offered. The Company requested \$2310.00 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 \$15.00 plus the monthly bill until the customer completely paid the overdue balance. The customer could not agree to the terms.</p> <p>Note to PUC: The Company notes that it had provided these same terms to the customer on 8/12/22, at which time the customer did not agree. On this date, the Company had suspended the customer-s account for ten days and provided an oral utility report.</p>
Dispute Information	The customer had a previous RECO 2 agreement established on 6/28/22. The terms were \$1635.06 for reconnection, then the remaining balance of \$1876.63 due with the next bill. The customer made the payment of \$1635.06 and the service was restored on 6/29/22. The Company received a valid medical certificate on 7/1/22 and a 30-day medical hold was placed on the

	<p>account. A termination notice dated 8/2/22 was mailed to the customer with information: CUT DATE: 8/16/22 AMOUNT: \$2,087.63. NOTE: On 8/17/22 and 9/20/22, the Company received 2 more valid medical certificates and 30-day holds were placed on the account. The most recent medical hold will expire on 10/20/22.</p> <p>The customer was referred to the OnTrack assistance program numerous times with no response from the customer. The most recent referral was made on 9/21/22.</p>
<p>Company Final Position</p>	<p>The Company records show that the customer had not eliminated the arrearages from a PUC payment agreement BCS# 3795103, closed 7/29/2021, Balance: \$3292.53, Level 1. Therefore, the regulations found at 1405D apply.</p> <p>The Company is requesting the customer pay \$2310.00 to reinstate the payment agreement, then monthly bills plus \$15.00 until the overdue balance is completely paid. An additional \$155.95 is due 10/19/22.</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>
<p>CAP Amount (OnTrack)</p>	<p>0.00</p>

Prior Agreement Information

Type	Date	Balance	Income Level	Terms
Catch Up	8/12/2022	\$2,087.63	1	\$2,087.63 by 8/17/2022, then monthly bills + \$0.00 beg next bill due date. Adults 1, Children 2.
Reconnection	6/28/2022	\$3,511.69	1	\$1,635.06 by 7/5/2022, then monthly bills + \$1,876.63 beg next bill due date. Adults 1, Children 2. Level 1 customer, \$0 gross monthly income.
Catch Up	6/15/2022	\$3,270.13	1	\$254.00 by 6/15/2022, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	5/9/2022	\$3,333.55	1	\$263.00 by 5/15/2022, then monthly bills + \$55.00 beg next bill due

				date. Adults 2, Children 1.
Catch Up	4/13/2022	\$4,190.23	1	\$1,065.00 by 4/18/2022, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	3/29/2022	\$4,190.23	1	\$1,065.00 by 3/29/2022, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	11/15/2021	\$3,613.23	1	\$213.00 by 11/15/2021, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
Catch Up	10/8/2021	\$3,578.23	1	\$123.00 by 10/13/2021, then monthly bills + \$55.00 beg next bill due date. Adults 2, Children 1.
PUC	7/29/2021	\$3,292.53	1	DECISION: 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). LEVEL 1, BUDGET 68.00 + 55.00 = 123.00 BEGINNING SEP 2021 DUE DATE. WAIVE LPCS.
Catch Up	7/6/2021	\$3,119.80	1	\$437.00 by 7/6/2021, then monthly bills + \$46.00 beg next bill due date. Adults 2, Children 1.
Settlement	5/26/2021	\$2,946.80	1	\$0.00 by 6/4/2021, then monthly bills + \$46.25 beg next bill due date. Adults 1, Children 2.
Settlement	4/5/2021	\$2,993.80	1	\$220.00 by 4/27/2021, then monthly bills + \$47.00 beg next bill due date. Adults 1, Children 2.
Catch Up	10/14/2019	\$347.28	1	\$138.00 by 10/14/2019, then monthly bills +

				\$15.00 beg next bill due date. Adults 1, Children 2.
Catch Up	9/9/2019	\$377.48	1	\$154.00 by 9/15/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.
Settlement	7/15/2019	\$366.05	1	\$128.00 by 7/23/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.

[Payment Information](#)

Date	Amount	Payment Method/Status
6/30/2022	1000.00	
6/30/2022	635.06	
5/13/2022	263.00	
4/14/2022	1065.00	
11/15/2021	213.00	
10/8/2021	123.00	
5/21/2021	220.00	
2/1/2021	200.00	Liheap

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Attachments
Print	Decision	Change State
	Dismiss	

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Case Search

Decision Detail

General			
BCS Case No.	3865688	CSS Account No.	██████████
Customer Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Address 1	1743 HASTINGS RD	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	BETHLEHEM , PA 18017	Head Date	11/21/2022
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	2401.09	Service Continue Date	
Decision Issue	No	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	2875.64	Closed Date	11/21/2022
Reconnect Amount	0.00	Balance Date	11/21/2022
Special Budget Amount	0.00	Regular Budget Amount	181.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DISMISSAL ISSUED. DISMISSAL LETTER SENT. CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAYMENT ARRANGEMENT (BCS# 3795103).		
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" 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"/>		
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	11/21/2022 12:00:10 PM

[Return to Case](#)

PPL ELECTRIC

EXHIBIT 9

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Case Search

Mediation Case View

General			
BCS Case No.	3795103	Case Notes	Count : 0 Detail...
CSS Account No.	██████████	Received Date	07/15/2021
CSS Name	STACEE BANKO	Due Date	08/13/2021
PUC Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Service Address 1	1743 HASTINGS RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	BETHLEHEM, PA 18017-	Mailing City, State Zip	, -
PUC Address	1743 HASTINGS ROAD,,BETHLEHEM,PA,18017-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	3670462
Income Level	1	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	07/12/2021 COMPANY IS REQUESTING 437.00 TO PREVENT SHUT OFF.		
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 - PUC PAR NEEDED. THE CELL PHONE NUMBER ██████████ HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ██████████ HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	07/22/2021	Total Account Balance	3292.53
Budget Bill Amount	159.00	Termination Date	07/07/2021
Arrearage	2509.55	Reported Income	0.00

	Amount
Date of Last Customer Contact prior to Complaint	07/06/2021

Type Assignment

Case Type	Mediation
Mediation Type	Long

Ownership

Contact Person	E153462 - Eibach,Linda M
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Income Fields

Total Gross Income	0.00	Employment Income	0.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	06/22/2021		

Other Information

Adults	2	Children	1
Amount Needed to Update Most Recent Payment Arrangement	634.00	Universal Service Program	Yes

Final Report

Did the customer accurately state the company position?	Yes
What did the company tell the customer?	On 7/6/21, 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 1 income), which did not reflect a change in income from the most recent agreement it offered. The Company offered to accept \$437.00 to reinstate the previously defaulted agreement and prevent the service termination. The Company explained the repayment terms were to pay \$46.00 plus the monthly bill until the customer completely paid the overdue balance. An additional \$197.00 would be due by 7/22/21. The customer could not agree to the terms. The Company suspended the account for ten days and provided an oral utility report.

Dispute Information	<p>NOTE TO PUC: The customer was offered (2) prior long terms payment agreements which defaulted for non payment. Please see payment agreements attached to the report.</p> <p>Prior BCS#3514420 closed 12/11/2018. Dismissed due to 1405C. There are no OnTrack arrears in the balance.</p>
Company Final Position	<p>The Company is requesting the customer pay \$634.00, which includes the bill due 7/22/21, to reinstate the payment agreement, then monthly bills plus \$46.00 until the overdue balance is completely paid.</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
Settlement	5/26/2021	\$2,946.80	1	\$218.00 by 6/4/2021, then monthly bills + \$46.25 beg next bill due date. Adults 1, Children 2.
Settlement	4/5/2021	\$2,993.80	1	\$220.00 by 4/27/2021, then monthly bills + \$47.00 beg next bill due date. Adults 1, Children 2.
Catch Up	10/14/2019	\$347.28	1	\$138.00 by 10/14/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.
Catch Up	9/9/2019	\$377.48	1	\$154.00 by 9/15/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.
Settlement	7/15/2019	\$366.05	1	\$128.00 by 7/23/2019, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 2.
Catch Up	11/27/2018	\$2,366.83	1	\$951.00 by 11/27/2018, then monthly bills + \$70.00 beg next bill due date. Adults 1, Children 2.
Catch Up	11/12/2018	\$2,366.83	1	\$809.00 by 11/19/2018, then monthly bills + \$70.00 beg next bill due date. Adults 1, Children 2.
Catch Up	9/4/2018	\$2,049.09	1	\$494.00 by 9/4/2018, then monthly bills +

				\$70.00 beg next bill due date. Adults 1, Children 2.
Catch Up	8/21/2018	\$2,049.09	1	\$494.00 by 8/22/2018, then monthly bills + \$70.00 beg next bill due date. Adults 1, Children 2.
Settlement	7/20/2018	\$1,872.09	1	\$247.00 by 7/27/2018, then monthly bills + \$70.00 beg next bill due date. Adults 1, Children 2.
PUC	12/1/2015	\$4,059.06	1	LEVEL 1, BB 191.00 + 68.00 = 259.00 BEGINNING DECEMBER 2015. WAIVE LPCS.

[Payment Information](#)

Date	Amount	Payment Method/Status
5/21/2021	220.00	
2/1/2021	200.00	Liheap
10/15/2019	140.00	
9/16/2019	154.00	

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Attachments
Print	Decision	Change State
Dismiss		

Home

Case Search

Decision Detail

General			
BCS Case No.	3795103	CSS Account No.	██████████
Customer Name	STACEE BANKO	Investigator Name	CASE POOL, BCS
Address 1	1743 HASTINGS RD	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	BETHLEHEM , PA 18017	Head Date	07/29/2021
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	634.00	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	3292.53	Closed Date	07/29/2021
Reconnect Amount	0.00	Balance Date	07/22/2021
Special Budget Amount	206.00	Regular Budget Amount	151.00
Arrears Payment Plus	55.00	Final Monthly Payment	0.00
Resolution	DECISION: 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). LEVEL 1, BUDGET 68.00 + 55.00 = 123.00 BEGINNING SEP 2021 DUE DATE. WAIVE LPCS.		
Terms	AUGUST 2021 BILL DUE DATE		
Letter Description	EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLDS		

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"/>	Up Front 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 #ccc; height: 60px; width: 100%;"></div>		
Processed By	SYSTEM	Processed Date	7/29/2021 4:00:06 PM

[Return to Case](#)
