

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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STEPHANIE MARTZEN, :  
Complainant, :  
vs. : Docket No.:  
PPL ELECTRIC UTILITIES : C-2025-3057001  
CORPORATION, :  
Respondent. :  
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Pages 10 through 92 TELEPHONIC HEARING  
Judge's Chambers  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, PA 17120

Tuesday, January 13, 2026  
Met, pursuant to notice, at 10:04 a.m.

BEFORE: THE HONORABLE JOHN COOGAN  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2025-3057001  
Hearing Date: January 13, 2026

EXHIBITS INDEX

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**PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED]  
 Mail To: STEPHANIE MARTZEN  
 274 LITTLE KEEN RD  
 WAYMART PA 18472  
 Requested By: STEPHANIE MARTZEN  
 [REDACTED] Extension:

Payment Agreement  
 Installment: \$0.00 Balance: \$0.00  
 Budget Bill Amortization  
 Installment: \$0.00 Balance: \$0.00  
 Current Rate: GS1

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
02/03/2025	Transfer From Non-EDP		\$3184.57								
02/03/2025	Transfer From Non-EDP		\$247.24								
02/03/2025	Transfer From Non-EDP		\$4522.19								
02/25/2025	ELECTRIC SERVICE		\$650.59								
02/25/2025	Regular Bill	03/13	\$8604.59				1228/0000	22921A	32	4797	17.0000
03/25/2025	ELECTRIC SERVICE		\$490.38								
03/25/2025	Regular Bill	04/10	\$9094.97	\$8604.59			0669/0000	26295A	28	3374	17.0000
04/16/2025	Late Payment Charge		\$15.25								
04/24/2025	ELECTRIC SERVICE		\$519.82								
04/24/2025	Regular Bill	05/12	\$9630.04	\$9094.97			0512/0007	29924A	30	3629	17.0000
05/20/2025	Late Payment Charge		\$15.80								
05/23/2025	ELECTRIC SERVICE		\$498.20								
05/23/2025	Regular Bill	06/11	\$10144.04	\$9630.04			0185/0016	33364A	29	3440	17.0000
05/27/2025	Payment		\$-10144.04								
05/30/2025	Returned Check		\$10144.04								
06/17/2025	Late Payment Charge		\$15.40								
06/24/2025	ELECTRIC SERVICE		\$582.14								
06/24/2025	Regular Bill	07/10	\$10741.58	\$10144.04			0112/0125	37159A	32	3795	16.0000
06/25/2025	Payment		\$-5370.79								
06/30/2025	Returned Check		\$5370.79								
07/21/2025	Late Payment Charge		\$16.98								
07/24/2025	ELECTRIC SERVICE		\$555.54								
07/24/2025	Regular Bill	08/11	\$11314.10	\$10741.58			0003/0274	40597A	30	3438	17.0000
08/19/2025	Late Payment Charge		\$16.48								
08/22/2025	ELECTRIC SERVICE		\$580.23								
08/22/2025	DEPOSIT		\$1050.00								
08/22/2025	Regular Bill	09/09	\$12960.81	\$11314.10			0005/0219	44258A	29	3661	16.0000
09/23/2025	ELECTRIC SERVICE		\$555.92								
09/23/2025	Regular Bill	10/09	\$13516.73	\$12960.81			0063/0036	47734A	32	3476	16.0000
10/22/2025	ELECTRIC SERVICE		\$485.27								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/22/2025	Regular Bill	11/07	\$14002.00	\$13516.73			0220/0020	50673A	29	2939	16.0000
11/20/2025	ELECTRIC SERVICE		\$424.09								
11/20/2025	Regular Bill	12/08	\$14426.09	\$14002.00			0646/0000	53181A	29	2508	15.0000
12/22/2025	ELECTRIC SERVICE		\$625.96								
12/22/2025	Regular Bill	01/07	\$15052.05	\$14426.09			1130/0000	57069A	32	3888	16.0000

**PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** ██████████ **Customer Name: STEPHANIE MARTZEN**  
 From 1/1/2022 to 1/5/2026

Contact Date	Contact Type	Remarks	User
2025-11-21	Credit - Outbound Call	rec d email from WFM and S Bayda to call rp between 1-1 30 OB called ██████████ phone rang several times then hung up no VM to leave a message	WENDY M MERKEL
2025-11-21	Credit - Outbound Call	rec d email from WFM and S Bayda to call Stephanie today between 1-1 30 to take a payment called ██████████ phone rang several times then hung up. No VM to leave a message will try again before 1 30	WENDY M MERKEL
2025-11-20	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments cx called to chek a termination on Nov 24th adv she has not termination hangs up	DAVID CORREA
2025-11-20	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	DAVID CORREA
2025-11-18	SC - PUC Formal Complaint	added a suspend for the entire account the suspend on a amnt is not operational	e166360
2025-11-18	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments CCI BC she would like to check some info ADV that she do not have a TMN ADV THAT Accounts with an open PUC Formal Informal or Mediation are not eligible for Payment Assistance AND also ADV that Current Bill 485.27	JHUNIOR SILVA
2025-11-18	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JHUNIOR SILVA
2025-11-14	3-day call - Ratepayer	CUBCL024	CUBCL024
2025-11-14	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4597103 Completed	MARK BENNETT
2025-11-14	Miscellaneous	WATT ID 4597103 Working daily commercial cut list. Removed from collections due to open susp charge for PUC formal complaint.	MARK BENNETT
2025-11-14	Correspondence - General	Template Name General Customer Dispute - Customer Not Satisfied - WUR Created By Jimcosky Stanley Letter Edited Yes CS Letters ID 6918200	CSLET
2025-11-14	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-11-14	Verify Rate Completed	Closed Verify Rate Check investigation order Rate Okay as is. Confirmed today with VIA onsite visit with Stephanie Martzen that this METER serves a Barn. Per Tariff did not have the requirements to be considered to be Residential. Rate Remains the same GS-1. Customer not satisfied sending General Dispute Customer Not Satisfied letter.	STANLEY JIMCOSKY JR
2025-11-14	Verify Rate Maintained		STANLEY JIMCOSKY JR
2025-11-14	Miscellaneous	Caller Back Office Ratepayer. Closed Verify Rate Check investigation order Rate Okay as is. Confirmed today with VIA onsite visit with Stephanie Martzen that this METER serves a Barn. Per Tariff did not have the requirements to be considered to be Residential. Rate Remains the same GS-1. Customer not satisfied sending GD C Not Satisfied letter.	STANLEY JIMCOSKY JR
2025-11-14	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4597103 Created	SHERRY A SHAFFER
2025-11-13	Non-Residential Collection II	CUT DATE 2025-11-24 AMOUNT 2 671.42	
2025-11-13	Miscellaneous	Caller Back Office Ratepayer. Met Stephanie at site. took pictures of the2 meters and what they serve.	STANLEY JIMCOSKY JR
2025-11-13	Contact Rep - Call Attempt 1	Caller Back Office Ratepayer. Talked to Mrs. Martzen. Made appointment for onsite visit for 11am today.	STANLEY JIMCOSKY JR
2025-11-12	Credit - Outbound Call	Caller STEPHANIE MARTZEN Ratepayer User Comments OB called and s w Stephanie Martzen was supposed to call on 11 11 I was unable to reach out due to call volume apologized for the delay asked if she wanted to make a payment w me now states she doesn t have the pymt info asked if there was another day to call she said she will let the atty know	WENDY M MERKEL
2025-11-12	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	WENDY M MERKEL
2025-11-12	Credit - Outbound Call	OB called ██████████ and ph rang several times then hung up unable to leave a message will make a 2nd attempt this afternoon	WENDY M MERKEL
2025-11-05	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR

Contact Date	Contact Type	Remarks	User
2025-11-05	Verify Rate Issued	due to a PUC Formal and pending hearing can we please verify if the rate should still be a commercial rate or can we change it to residential	WENDY M MERKEL
2025-10-21	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	AJADA DOUGLAS
2025-10-21	Billing	Caller STEPHANIE MARTZEN Ratepayer. info to cx over and over cx then said she did not receive a term notice she got another letter with diff info lost connection call ended	AJADA DOUGLAS
2025-10-21	Billing	Caller STEPHANIE MARTZEN Ratepayer. continue for bills generated after complaint received term notice for bill due 10 09 25 explained same info to cx multiple times acc has been opened Feb 2025 2 pyts made since have been returned adv cx PUC info is not shown on term notice at all cx s PUC or PPL would adv that the current has to be paid explained same	AJADA DOUGLAS
2025-10-21	Billing	Caller STEPHANIE MARTZEN Ratepayer. cci about acc bal received term notice but has hearing with PUC on 11 05 cx says term notice says acc bal is 2000 adv cx acc bal 13 516.73 and is shown on bills amt on term notice is minimum amt needed to protect service has to pay current bill while waiting 555.92 due 10 09 25 adv cx collection activity will	AJADA DOUGLAS
2025-10-21	Credit	Caller STEPHANIE MARTZEN Ratepayer. up at 4 36pm. I needed time to review acct bcause cust had a hold on the acct until the PUC made their determination. However term notices were being sent. Documentation was late due to new call coming through when cust hung up. Unable to assess SAT or provide explanation of acct bal or apologize for rec ving any notices	BARBARA SINGH
2025-10-21	Credit	Caller STEPHANIE MARTZEN Ratepayer. concern was the amount discrepancies notated on the term letter of 2 186.15. Acct bal is showing 13 516.73. Cust stated that she had been on hold for a long time how long was my brief hold. ADV as long as I need to read acct notes stated that I too was giving false information. Cust was put on hold at 4 34pm hung	BARBARA SINGH
2025-10-21	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments SW RP who had called in due to term being rec d on acct. CUsT stated that she has an open complaint with the PUC we are sending her all types of threatening letters and messages. ASKed cust for the date of the letter which she replied 10 16. ADV her to allow me a brief moment to review the acct. Her other	BARBARA SINGH
2025-10-21	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	BARBARA SINGH
2025-10-21	WUR Assessment	Back Office Ratepayer. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	BARBARA SINGH
2025-10-21	Call Transfer	Caller STEPHANIE MARTZEN Ratepayer User Comments cx called stated she was hung up on from energy ed - transfer cx over	AUSTIN REGAN
2025-10-21	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	AUSTIN REGAN
2025-10-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-10-21	Credit	Caller STEPHANIE MARTZEN Ratepayer. wont be interrupted cx said they feel threatened by the notice that we are giving her false information attempted to look into why the amounts were different but unable to find anything transfer to EE for further assist possible explanation cx is uspet	JUAN VELASQUEZ
2025-10-21	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments Cci to ask why they received terminatio notice if they have an open PUC case adv cx they are not scheduled for termination acc is on hold due to hearing confirmed to cx that prev balance is 12960.81 that termination notice was for 2186.15 explained that although the prices do not align their service	JUAN VELASQUEZ
2025-10-21	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Account Balance. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JUAN VELASQUEZ
2025-10-21	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments cci term notice -- balance 13516.73 -- informed term amnt is for 2186.15 but cx acct is on hold and will not be term-- due to puc hearing -- cx wants to know why full balance doesnt show on term-- transferred to billing	LAJACKEE HEATH

Contact Date	Contact Type	Remarks	User
2025-10-21	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No.	LAJACKEE HEATH
2025-10-21	Special Situation	Caller STEPHANIE MARTZEN Ratepayer. [REDACTED] verified 10 21 -- cx stated doesnt have email-- declined to remove or update	LAJACKEE HEATH
2025-10-21	Account Balance	Caller STEPHANIE MARTZEN Ratepayer. per notes on puc case	MATTHEW FINN
2025-10-21	Account Balance	Caller STEPHANIE MARTZEN Ratepayer. Paul Martzen has an unpaid balance of 247.24 for the electric service to 299 LITTLE KEEN RD WAYMART PA 18472 account number [REDACTED]. This account was listed in Paul Martzen s name from 10 27 2022 to 11 08 2022. Gertrude Martzen has an unpaid balance of 3 184.57 for the electric service to 299 LITTLE KEEN RD WAYMART	MATTHEW FINN
2025-10-21	Account Balance	Caller STEPHANIE MARTZEN Ratepayer. Paul Martzen has an unpaid balance of 247.24 for the electric service to 299 LITTLE KEEN RD WAYMART PA 18472 account number [REDACTED]. This account was listed in Paul Martzen s name from 10 27 2022 to 11 08 2022. Gertrude Martzen has an unpaid balance of 3 184.57 for the electric service to 299 LITTLE KEEN RD WAYMART	MATTHEW FINN
2025-10-21	Account Balance	Caller STEPHANIE MARTZEN Ratepayer. Paul Martzen has an unpaid balance of 247.24 for the electric service to 299 LITTLE KEEN RD WAYMART PA 18472 account number [REDACTED]. This account was listed in Paul Martzen s name from 10 27 2022 to 11 08 2022. Gertrude Martzen has an unpaid balance of 3 184.57 for the electric service to 299 LITTLE KEEN RD WAYMART	MATTHEW FINN
2025-10-21	Account Balance	Caller STEPHANIE MARTZEN Ratepayer User Comments cci regarding shutoff notifications adv of acct old hold puc case on file exp xfr bal amt from accurint because cst lived at the residence during the time these balances were accrued cst hung up before assessing und sat	MATTHEW FINN
2025-10-21	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Transferred Balance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MATTHEW FINN
2025-10-21	Account Balance	Caller STEPHANIE MARTZEN Ratepayer. [REDACTED] confirmed as acct email on 10 21 25	MATTHEW FINN
2025-10-17	3-day call - Ratepayer	CUBCL024	CUBCL024
2025-10-17	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4580164 Completed	WILLIAM SANCHINELLI
2025-10-17	Miscellaneous	WATT ID 4580164 Removed from Collections - PUC Hold on Acct due to awaiting hearing.	WILLIAM SANCHINELLI
2025-10-17	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4580164 Created	MELISSA MINUTES
2025-10-16	Non-Residential Collection II	CUT DATE 2025-10-27 AMOUNT 2 186.15	
2025-08-26	Miscellaneous	WATT Collection - HBAT Connect - Callback Work Item 4544956 Completed	WENDY M MERKEL
2025-08-26	Miscellaneous	WATT ID 4544956 OB called and s w Ann Trapper prov 2 options available to her will wait for the decision from the commission acct is documented	WENDY M MERKEL
2025-08-26	Credit - Outbound Call	cont.. the commision and go from there no action taken at this time	WENDY M MERKEL
2025-08-26	Credit - Outbound Call	working WATT 4544956 OB called [REDACTED] and s w Ann adv cust we can add her as an add l rp or start new svc in her name and trans this balance states she filed bankruptcy and will include the bal cust states there is an open case with the PUC states the bal should not have been transferred to this acct she is going to wait till we hear back from	WENDY M MERKEL
2025-08-26	Miscellaneous	WATT ID 4543365 responded to OGC added response form to the WATT	WENDY M MERKEL
2025-08-25	Miscellaneous	Anne Trapper wanting to set up services but there is foreign wiring and is the owner of the property. Best day time phone [REDACTED]	TASHIKAH MCCRAY
2025-08-25	Miscellaneous	WATT Collection - HBAT Connect - Callback Work Item 4544956 Created	TASHIKAH MCCRAY
2025-08-25	Miscellaneous	WATT Generalist - Act 54 Foreign Wiring Callback Work Item 4542520 Completed	APRIL MCPIKE
2025-08-22	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	SUSAN COHEN
2025-08-22	Credit	Caller STEPHANIE MARTZEN Ratepayer. Conf to rp PUC case received. Adv can pay curr bill 572.52 . Rev 08 22 2025 12 08 State swill contact atty b c it is not curr since the DD is past . Cust hung up.	SUSAN COHEN
2025-08-22	Credit	Caller STEPHANIE MARTZEN Ratepayer. Decl paperless. [REDACTED] conf	SUSAN COHEN
2025-08-22	Cut Out for Non-Pay Voided	Customer filed a Formal Complaint - voiding the termination order.	MICHELE K SPOTTS
2025-08-22	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. C-2025-3057001	E02623
2025-08-22	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Other Work Item 4543365 Created	CARMEN P URBAN

Contact Date	Contact Type	Remarks	User
2025-08-21	Cut Out for Non-Pay Issued		CUMCL024
2025-08-21	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments cci to see if acct was going to be term I adv cx I do not see term on acct but a cut for non pay order will be put in today acct is past due	ATIYAH WOODS
2025-08-21	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	ATIYAH WOODS
2025-08-21	Miscellaneous	Caller STEPHANIE MARTZEN Ratepayer. cont- inform cx that has returned payment on this acct 5370.79 6 30 25 cx drpped the call immediately	KC JOHN CUNANAN
2025-08-21	Miscellaneous	Caller STEPHANIE MARTZEN Ratepayer User Comments cx got shutoff on the service and they told them has termination date on 25th this month. inform cx as of no sched of term but her acct is on past due and not eligible for kind of payment plan bec is non res acct and has defaulted coll arrangment last 6 mnths .	KC JOHN CUNANAN
2025-08-21	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	KC JOHN CUNANAN
2025-08-21	WUR Assessment	Anne Trapper Owner. Caller s Concern Billing Payment - WUR will be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SIMONE DAWSON
2025-08-21	Connect/Disconnect	Caller Anne Trapper Owner. Cust called in wanting to set services and states she has been the owner since 2023. Adv unable to set services because the meter is associated with fw. Adv can issue a cb request to have someone call her back and no time frame to give. Cust proceeded to use profanity. Call released. No SAT.	SIMONE DAWSON
2025-08-21	Miscellaneous	S W Anne Trapper wanting to set up services but there is foreign wiring and is the owner of the property. Best day time phone [REDACTED]	SIMONE DAWSON
2025-08-21	Miscellaneous	WATT Generalist - Act 54 Foreign Wiring Callback Work Item 4542520 Created	SIMONE DAWSON
2025-08-15	3-day call - Ratepayer	CUBCL024	CUBCL024
2025-08-15	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4538337 Completed	TRACIE LENNOX
2025-08-15	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4538337 Created	SHERRY A SHAFFER
2025-08-14	Non-Residential Collection II	CUT DATE 2025-08-25 AMOUNT 11 314.10	
2025-08-11	Correspondence - Deposits	Deposit Notification Letter - Commercial	
2025-08-07	Credit	Caller STEPHANIE MARTZEN Ratepayer. cx called to know if she has a term notice adv cx no sh dont call discon b4 sat	ANDREAH OSBORNE
2025-07-29	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments cust called to ge acct bal quoted total bal due 11 314.10 due 8 11 25	SHONDA WITHERSPOON
2025-07-29	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern General Information. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SHONDA WITHERSPOON
2025-07-17	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments cci wants to know if there is a shut off notice o her acc informed cx that there is no termiantion notice but she hang up the call while in the middle of the conversation	JOLO UNTALAN
2025-07-17	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JOLO UNTALAN
2025-07-17	Special Situation	Caller STEPHANIE MARTZEN Ratepayer. [REDACTED] verified on 07 17 2025	JOLO UNTALAN
2025-07-17	Special Situation	Caller STEPHANIE MARTZEN Ratepayer. [REDACTED] VERIFIED ON [REDACTED]	JOLO UNTALAN
2025-07-10	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2025-07-01	Credit	Sent Customer Notification of Returned Payment	CSLET
2025-06-30	Returned Item	RETURNED ITEM AMOUNT 5370.79 DATE OF RETURNED ITEM 2025-06-30 REASON R03 NO ACCT UNABLE TO LOCATE ACCT	CUBAR080
2025-06-25	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments cci abt shutoff adv it will be schedule tomorrow 6 26 2025-offer CA cust pay 5370.79 using checking acc-adv term coll call will cancelled-refused on paperless billing-cust hang up upon assessing satisfaction	MARISA RAMOS
2025-06-25	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MARISA RAMOS
2025-06-25	Special Situation	Caller STEPHANIE MARTZEN Ratepayer. Email address for account last verified 6 25 2025	MARISA RAMOS

Contact Date	Contact Type	Remarks	User
2025-06-25	Issued Collection Arrangement	STEPHANIE MARTZEN Ratepayer. Comments Customer agrees to terms 5 370.79 due on 06 25 2025. 5 370.79 due on 07 15 2025.	MARISA RAMOS
2025-06-25	CSS WEB Interface Payment	Caller STEPHANIE MARTZEN Ratepayer. Comments Made Payment in the amount of 5370.79. Confirmation number was read. Confirmation Number 25062514	MARISA RAMOS
2025-06-18	3-day call - Ratepayer	CUBCL024	CUBCL024
2025-06-18	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4499888 Completed	TRACIE LENNOX
2025-06-18	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4499888 Created	MELISSA MINUTES
2025-06-17	Non-Residential Collection II	CUT DATE 2025-06-26 AMOUNT 10 144.04	
2025-06-11	Correspondence - Deposits	Deposit Warning Letter - Commercial	
2025-06-11	Credit	Caller STEPHANIE MARTZEN Ratepayer. sister needs to call us to transfer serv in her name. Offered to set up a PAG but cx declined. Adv of conseqs. Said she will call back if PAG if needed. Said we can leave it alone for now. SAT Yes.	RIANNA GILDHARRY
2025-06-11	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments Spoke w STEPHANIE MARTZEN who called in to see if there s a term notice. E-mail already verified. Informed there is no term notice at this time. Said the acct should be in sister s name. Informed she can let us know what date she wants to stop serv and then her	RIANNA GILDHARRY
2025-06-11	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	RIANNA GILDHARRY
2025-06-11	Connect/Disconnect	Text sent to [REDACTED] for stop service 2FA. Customer response NO	IVR
2025-06-02	Credit	Sent Customer Notification of Returned Payment	CSLET
2025-05-30	Returned Item	RETURNED ITEM AMOUNT 10144.04 DATE OF RETURNED ITEM 2025-05-30 REASON R03 NO ACCT UNABLE TO LOCATE ACCT	CUBAR080
2025-05-27	IVR Customer Initiated Payment	Scheduled date 5 27 2025 Amount 10 144.04 User IVR Owner YES. Confirmation Number 25052763	IVR
2025-05-22	Cut Out for Non-Pay Issued		CUMCL024
2025-05-16	3-day call - Ratepayer	CUBCL024	CUBCL024
2025-05-16	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4477083 Completed	ANTHONY GLOSSON
2025-05-16	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4477083 Created	MELISSA MINUTES
2025-05-15	Non-Residential Collection II	CUT DATE 2025-05-27 AMOUNT 9 630.04	
2025-05-09	Data Repair	DR IR151681 COMM FNC STMT - Delete Financial STMT-2025-04-23	CSSDR044
2025-04-25	Data Repair	DR IR151681 COMM FNC STMT-Remove Low Income Collection Hndle	CSSDR044
2025-04-23	WUR Assessment	STEPHANIE MARTZEN 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. Interested in SO No.	MATHEW CASEY
2025-04-23	Credit	Caller STEPHANIE MARTZEN Ratepayer. Final installment 1 438.22 Eligible for pmt posted notifs Eligible for paperless billing Customer SAT	MATHEW CASEY
2025-04-23	Credit	Caller STEPHANIE MARTZEN Ratepayer. INBOUND COMMERCIAL PAY ASSIST SW RP STEPHANIE MARTZEN Email last verified Customer asked for pmt plan No previous pmt plan PD 8 604.59 CB 490.38 BD 9 110.22 DD 4 10 2025 LPC s 15.25 Customer agrees to Payment Plan 1924 Due by 04 30 25 Then 5 mo inst of 1 437.00 Final installment 1 438.22 Eligible f	MATHEW CASEY
2025-04-23	Added Payment Agreement		MATHEW CASEY
2025-04-23	Financial Statement Added		MATHEW CASEY
2025-04-17	3-day call - Ratepayer	CUBCL024	CUBCL024
2025-04-17	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4456838 Completed	TRACIE LENNOX
2025-04-17	Miscellaneous	WATT Collection - Commercial Cut List DAILY Work Item 4456838 Created	SHERRY A SHAFFER
2025-04-16	Non-Residential Collection II	CUT DATE 2025-04-24 AMOUNT 9 094.97	
2025-04-07	Miscellaneous	WATT Generalist - Workforce BO - Compliance Work Item 4433820 Completed	KATHLEEN MCANDREW
2025-03-26	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4041752 DEC CLOSED03 26 2025 COMM ACCT. CUST ASSOC W ADDRESS AND DEBTS THAT ACCRUED AT LOCATION. AT INFORMAL LEVEL PUC LIMIT JURIS REG AUTHOR WHEN COMM ACCTS ARE INVOLVED. CUST CAN REQ MEDIATION OR FILE FORMAL COMPLAINT. CASE DISMISSED.	CUCL143
2025-03-18	Credit	Caller STEPHANIE MARTZEN Ratepayer. adv we do find her responsible for the transferred bal of 7954 but adv to pay the current charges until the PUC comes to a decision cust sat and declined SO	TAYLOR ROSIE

Contact Date	Contact Type	Remarks	User
2025-03-18	Credit	Caller STEPHANIE MARTZEN Ratepayer. 7954 and the acct bal is 8604.59 due 3 13 and the acct is not eligible for pay assist bc there is a PUC complaint on the acct so adv to pay the current charges until the PUC comes to a decision adv the current charges are 650.59 due 3 13 and cust said the prev agent didnt mention that adv the prev agent will be coached	TAYLOR ROSIE
2025-03-18	Credit	Caller STEPHANIE MARTZEN Ratepayer. active account. This balance includes three outstanding balances for the same address listed in three different names. The balance was transferred as per confirmation via Accurant. This customer resided at this property during the time each balance accrued which is why we find her responsible for the transferred bal of	TAYLOR ROSIE
2025-03-18	Credit	Caller STEPHANIE MARTZEN Ratepayer. responsible for the transferred bal bc she was residing at the property but cust said the building that had a living space burnt down so its just a commercial property now meaning she doenst reside there and there is no living space but adv cust of notes on acct stating The Company transferred 7 954 to this customer s	TAYLOR ROSIE
2025-03-18	Credit	Caller STEPHANIE MARTZEN Ratepayer User Comments esc cb cust declined paperless and she was calling about a transferred bal bc she said she should not be responsible for the transferred bal since the service was not in her name at that time and she was supposed to get a call back from the finance dep a month ago and the prev agent told her that she is	TAYLOR ROSIE
2025-03-18	WUR Assessment	... n Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	TAYLOR ROSIE
2025-03-18	WUR Assessment	STEPHANIE MARTZEN 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. Caller s Concern Transferred Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Positio ...	TAYLOR ROSIE
2025-03-18	Billing	Caller STEPHANIE MARTZEN Ratepayer. from supervisor cst not interested in sop dipsutes balance	MATTHEW FINN
2025-03-18	Billing	Caller STEPHANIE MARTZEN Ratepayer. cci regarding transferred balance adv balance transferred from three accounts including [REDACTED] through a commercially available credit report [REDACTED] adv cannot be residential because no living space is a barn adv she utilized property during this time cst not sat does not understand filed c b	MATTHEW FINN
2025-03-18	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Transferred Balance. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	MATTHEW FINN
2025-03-18	Miscellaneous	Caller Back Office Ratepayer. cx unable to hera me	DIANE MAE GAMBOA
2025-03-18	Special Situation	Caller STEPHANIE MARTZEN Ratepayer. email verified on 3 18 2025	MATTHEW FINN
2025-03-11	Special Situation	established in Stephanies name. If this customer calls please explain the balances. The Act 54 contact to contact revenue ops is when a request is recieved to establish service at this address in a new name. TY	JENNIFER MCGRAW
2025-03-11	Special Situation	The Company transferred 7 954 to this customer s active account. This balance includes three outstanding balances for the same address listed in three different names. The balance was transferred as per confirmation via Accurant. This customer resided at this property during the time each balance accrued. This isn t a case where the prior accounts were...	JENNIFER MCGRAW
2025-03-11	Miscellaneous	Working BCS 4041752 - Please call this customer and explained the transferred balance of 7 954 is the balance that has accrued at this address during the time the customer has resided at this property.	JENNIFER MCGRAW
2025-03-11	Miscellaneous	WATT Generalist - Workforce BO - Compliance Work Item 4433820 Created	JENNIFER MCGRAW
2025-02-16	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2025-02-11	SC - PUC Informal Complaint	PUC MDIA BCS 4041752	CUCL143
2025-02-11	Miscellaneous	Caller STEPHANIE MARTZEN Ratepayer User Comments Cci abt being tft to commercial abt a trf bal on acct. adv cx last agent sent email to back office to reach out to her and have to wait for back office to contract. adv cx no term notice is on acct. cx was upset and shouting. cb [REDACTED] cx then discon call before sat	JOSEPH LIVERPOOL
2025-02-11	WUR Assessment	STEPHANIE MARTZEN 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.	JOSEPH LIVERPOOL
2025-02-11	Call Transfer	Caller STEPHANIE MARTZEN Ratepayer. cci about speaking with billing about an account that was trans to her account	SABRINA SPINKS

Contact Date	Contact Type	Remarks	User
2025-02-10	Credit	Caller STEPHANIE MARTZEN Ratepayer. cci about a trans bal notes on account adv to email EU REV OPS adv email was sent out and she would have to wait on the call back refused to disconnect after explaining it over and over disconnected call	SABRINA SPINKS
2025-02-10	Call Transfer	Caller STEPHANIE MARTZEN Ratepayer User Comments Caller STEPHANIE MARTZEN Ratepayer CALLED TO ASK ABOUT HIGH BILL CONCERN WAS SUPPOSED TO BE ROUTED TO EE TRANSFER AGAIN FOR ASSISTANCE	JANET HAZEL DE CASTRO
2025-02-10	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	JANET HAZEL DE CASTRO
2025-02-10	Special Situation	Caller STEPHANIE MARTZEN Ratepayer. verified email 2 10 25	SABRINA SPINKS
2025-02-10	Call Transfer	Caller STEPHANIE MARTZEN Ratepayer User Comments cci regrading on the letter she rec that she have billed of 7 954.00 cx is upset why she have that bill adv cx transfer to specialist ee for further assistance cx understood	MARIGRACE OCAMPO
2025-02-10	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MARIGRACE OCAMPO
2025-02-03	Correspondence - General	Template Name Responsible Occupant - No Contact - Power On - UR Created By Hendricks Wendy Letter Edited Yes CS Letters ID 6288930	CSLET
2025-02-03	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-02-03	Credit	new customer has been here entire time bal accrued. No conflicting transferred bal. No concurrent service. Sent responsible occupant letter. Customer eligible for NCU. Please offer new non-catch up with transferred balance included	WENDY M MERKEL
2025-02-03	ACT 54	NOT ACT 54. DO NOT SUBMIT ANY ACT 54 WATT WORK. NOTE IN PLACE DUE TO EXCESSIVE BALANCE ACCUMULATED OVER DIFFERENT NAMES. NAME GAME CONFIRMED ONCE. IF A REQUEST TO CONNECT COMES THRU EMAIL EU REV OPS AND ADVISE CUSTOMER THEY WILL BE CALLED BACK IN 3 BUSINESS DAYS. PLEASE GET A GOOD CONTACT NUMBER	ALICIA WATKINS
2025-01-29	Correspondence - General	Template Name Verify Rate-Self Service-General Service Rate Previously Created By Jessica Jose Letter Edited No CS Letters ID 6282089	CSLET
2025-01-29	Billing	Verify Rate order voided to allow billing in next period. Customer was unaware of order. Sent letter. If customer calls in response to letter please follow instructions in CCC Communication regarding Self-Service Verify Rates. Cleared Suspend Mtr	JESSICA JOSE
2025-01-29	Verify Rate Voided	Voiding Self Service Verify Rate For Billing	JESSICA JOSE
2025-01-24	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2025-01-24	SC - Rate Check	STEPHANIE MARTZEN [REDACTED] New customer connecting at commercial premise states will be used partially or fully for residential. Verify rate.	ORAMP1
2025-01-24	Verify Rate Issued	STEPHANIE MARTZEN [REDACTED] New customer connecting at commercial premise states will be used partially or fully for residential. Verify rate.	SELF SERVICE USER
2025-01-24	Connect Completed		NATHAN NEWHARD
2025-01-23	Connect/Disconnect	Caller STEPHANIE MARTZEN Ratepayer User Comments called to start service under her name issued connect 1 24 25 old account [REDACTED] tied to her social does not want to be responsible for balance from before connect in october issued BK watt 4407024 for old account and per Sal emailed rev ops to determine what should be done trans to wam SAT	NATHAN NEWHARD
2025-01-23	WUR Assessment	STEPHANIE MARTZEN Ratepayer. Caller s Concern Account Activation Date. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	NATHAN NEWHARD
2025-01-23	WEB Maintain Bill Account	Updated email address from [REDACTED] to [REDACTED]	SELF SERVICE USER
2025-01-23	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY RATEPAYER WILL OCCUPY THE PROPERTY NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY PARTIAL RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT Y	NATHAN NEWHARD
2025-01-23	Connect Issued	Electric CTP-Customer caller STEPHANIE MARTZEN CallerRelation Ratepayer date of connect 01 24 2025 new address 299 LITTLE KEEN RD WAYMART PA 18472 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	NATHAN NEWHARD

**PPL ELECTRIC EXHIBIT NO. 3**

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

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 11/07/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$14,002.00	Setup BB Amount: \$566.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 04/23/25	Installment Amount: \$1,437.00
Agreement Amount: \$9,110.22	Number Of Installments: 5
<b>Initial Payment Details</b>	Remaining Installments: 5
Due Date: 04/30/25	Final Installment Amount: \$1,438.22
Payment Amount: \$1,924.00	<b>Customer Offer</b>
Restore Amount:	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
<b>Special Situation Details</b>	
Special Circumstance:	
Supervisor Discretion:	

OK Cancel

Outstanding Money... ?

**PPL ELECTRIC EXHIBIT NO. 5**

**Service Address:**  
299 LITTLE KEEN RD  
WAYMART, PA 18472

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



STEPHANIE MARTZEN  
274 LITTLE KEEN RD  
WAYMART, PA 18472

February 3, 2025

**Bill Account Number:** [REDACTED]

Dear STEPHANIE MARTZEN:

On 01/23/2025, you contacted us to establish an electric service account at 299 Little Keen Rd Waymart, PA 18472.

The Pennsylvania Public Utility Commission (PPUC) regulations allow us to request payment of an outstanding balance if the individual who is requesting the electric service had resided at the property where the balance accumulated.

We conducted an investigation and determined that you had resided at this location during the time the balance accrued. Therefore, we have added the balance of \$7,954.00 from the previous accounts to the active account. This now makes you accountable for paying the bills and any outstanding balance.

You can mail payments to PPL Electric Utilities, PO Box 419054, St. Louis, MO 63141 or take them to a bill payment center. Visit [www.pplelectric.com](http://www.pplelectric.com) for a list of authorized bill payment centers.

Sincerely,

**PPL Electric Utilities**

Enclosure

## **Understanding Your Rights**

The Pennsylvania Public Utility Commission (PUC) is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

The PUC will ask you to provide the following information.

- The customer's name and phone number.
- The customer's address, and if different, the service address.
- The utility company's name and the customer's account number, if there is one.
- A brief statement of the dispute and the relief sought.
- Whether the company has already investigated and reported the dispute.
- Whether the same formal or informal complaint was filed with the PUC in the past.
- The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).

**PPL ELECTRIC EXHIBIT NO. 10**

**STEPHANIE A MARTZEN**  
**STEPHANIE MARTZEN**  
**STEPHANIE A MAZEN**  
**STEPHANIE MARTSON**  
DOB: [REDACTED]  
Age: [REDACTED]  
Gender - Female  
[\\*View Sources \(~4\)](#)  
 Setup Alert

xxx-xx-[REDACTED] VIEW SSN  
LexID: [REDACTED]

299 LITTLE KEEN RD  
WAYMART PA 18472-3074  
WAYNE  
Jun 1998 - Dec 2024  
✓ Probable current address  
[Feedback](#)

PO BOX 593  
WAYMART PA 18472-0593  
WAYNE  
Sep 2019 - Jul 2024  
[Feedback](#)

274 LITTLE KEEN RD  
WAYMART PA 18472-3074  
WAYNE  
Jun 2008 - Oct 2024  
[Feedback](#)  
[+ Show All Addresses](#)

[REDACTED] - EST  
Apr 01, 2016 - May 01, 2023  
 Possible Wireless  
STEPHANIE MARTZEN

[REDACTED]  
[\\*View Sources \(~1\)](#)  
 Setup Alert

xxx-xx-[REDACTED] VIEW SSN  
 SSN not recently reported for subject.  
LexID: [REDACTED]

299 LITTLE KEEN RD  
WAYMART PA 18472-3074  
WAYNE  
Jun 1998 - 2024  
✓ Probable current address  
[Feedback](#)

274 LITTLE KEEN RD  
WAYMART PA 18472-3074  
WAYNE  
[Feedback](#)

DOB: [REDACTED]  
Age: [REDACTED]  
Gender - Female  
\*View Sources (~4)  
Setup Alert

XXX-XX [REDACTED]  
VIEW SSN [REDACTED]  
LexID: [REDACTED]

299 LITTLE KEEN RD  
WAYMART PA 18472-3074  
WAYNE  
Jun 1998 - Jan 2025  
✓ Probable current address  
Feedback

[REDACTED] - EST  
Apr 01, 2016 - May 01, 2023  
Possible Wireless  
[REDACTED]  
[REDACTED] - EST  
Sep 01, 2011 - Feb 01, 2023  
Possible Wireless  
STEPHANIE MARTZEN

274 LITTLE KEEN RD  
WAYMART PA 18472-3074  
WAYNE  
Jan 2008 - Aug 2017  
Feedback

ACCOUNT: [REDACTED]  
START DATE (FINAL): 10/23/24  
END DATE (FINAL): 01/24/25  
AMOUNT TRANSFERRED: \$4,522.19

ACCOUNT: [REDACTED]  
START DATE (FINAL): 04/26/24  
END DATE (FINAL): 10/24/24  
AMOUNT TRANSFERRED: \$3,184.57

ACCOUNT: [REDACTED]  
START DATE (FINAL): 10/27/22  
END DATE (FINAL): 11/08/22  
AMOUNT TRANSFERRED: \$247.24



**PPL ELECTRIC EXHIBIT NO. 14**

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



PPL Electric Utilities



Bill Account No: [REDACTED]

Acct Balance: [REDACTED]

For: [REDACTED]

Amt Past Due: [REDACTED]

Shut-off Date: August 9, 1999

Under the rules established by the Public Utility Commission, we are notifying you that we intend to terminate electric service to the service address listed above on or after 8:00 AM on the above termination date. This action is being taken because your bill is overdue in the amount stated above. You may avoid discontinuance of service by paying the past due amount prior to the termination date or by CALLING A SERVICE REPRESENTATIVE AT 1-800-358-6623 to make arrangements for payment. YOU SHOULD ALSO CONTACT US AS SOON AS POSSIBLE IF YOU FEEL THAT YOU HAVE BEEN IMPROPERLY BILLED OR YOU NEED FURTHER INFORMATION.

IF AFTER YOU HAVE DISCUSSED WITH US YOUR BILLING OR PAYMENT PROBLEM, YOU ARE NOT SATISFIED, YOU HAVE THE RIGHT TO CONTACT THE PENNSYLVANIA PUBLIC UTILITY COMMISSION AT 1-800-692-7380, OR BY WRITING TO PO BOX 3265, HARRISBURG, PENNSYLVANIA 17105-3265 FOR FURTHER INFORMATION AND ASSISTANCE. THE COMMISSION WILL HAVE STAFF AVAILABLE TO ATTEMPT TO MEDIATE YOUR BILLING PROBLEM IN ORDER TO AVOID TERMINATION.

PPL Electric Utilities service personnel do not accept payments. Please do not wait for a service person to arrive at your door; the service person will not accept payments or negotiate payment plans.

Go to an authorized payment agency today. Pay the full amount past due and contact one of our service representatives with your receipt information. If you pay by credit card, contact one of our service representatives with the confirmation number.

If termination takes place, a security deposit will be required for reconnection, and a reconnection charge of \$14.00 will be required. Generally, service will be reconnected the first workday after payment is made and verified.

Revenue Collections Supervisor

**PPL ELECTRIC EXHIBIT NO. 15**

**Service Address:**  
299 LITTLE KEEN RD  
WAYMART, PA 18472

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



STEPHANIE MARTZEN  
274 LITTLE KEEN RD  
WAYMART, PA 18472

November 14, 2025

**Bill Account Number:** [REDACTED]

Dear STEPHANIE MARTZEN:

On 11/05/2025, you contacted us regarding Customer Concerns with Billing Rate.

We reviewed information related to your concern and determined that your bill was correct. You indicated you were not satisfied.

We understand we were not able to resolve this issue to your satisfaction. If there are additional factors you believe we should consider, please contact us at 1-800-342-5775.

Your account balance is \$14,002.00. This amount will become past due on 11/30/2025. If you currently have a payment plan, please make payments as per the terms of the agreement.

You can manage your account, view your bill, track your daily use, and make payments 24/7 at [pplelectric.com](http://pplelectric.com). You can also take payments to a bill payment center, mail payments to PPL Electric Utilities, P.O Box 419054, St. Louis, MO 63141, or pay over the phone by calling 1-800-DIAL-PPL (1-800-342-5775).

If you cannot pay the bill in full or as agreed, please contact us at 1-800-DIAL-PPL (1-800-342-5775) to discuss payment options.

Thank you for being a valued customer. We appreciate the opportunity to serve you.

Sincerely,

**PPL Electric Utilities**

**PPL Electric Utilities**

**Account Activity Statement**

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

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

**Account Number:**



**Mail To:**  
STEPHANIE MARTZEN  
274 LITTLE KEEN RD  
WAYMART, PA 18472

**Service Address:**  
STEPHANIE MARTZEN  
299 LITTLE KEEN RD  
WAYMART, PA 18472

**Payment Agreement:**

Installment: 0 Balance: 0

**Budget Bill Amortization:**

Installment: 0 Balance: 0

**Date/Time Retrieved:**  
11/14/2025 9:28 AM

**Current Rate:** GS1

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
2/3/2025	Transfer From Non-EDP		\$3,184.57	\$0.00	\$0.00	\$0.00			0	0	0
2/3/2025	Transfer From Non-EDP		\$247.24	\$0.00	\$0.00	\$0.00			0	0	0
2/3/2025	Transfer From Non-EDP		\$4,522.19	\$0.00	\$0.00	\$0.00			0	0	0
2/25/2025	ELECTRIC SERVICE		\$650.59	\$0.00	\$0.00	\$0.00			0	0	0
2/25/2025	Regular Bill	03/13	\$8,604.59	\$0.00	\$0.00	\$0.00	1228/0000	22921A	32	4797	17
3/25/2025	ELECTRIC SERVICE		\$490.38	\$0.00	\$0.00	\$0.00			0	0	0
3/25/2025	Regular Bill	04/10	\$9,094.97	\$8,604.59	\$0.00	\$0.00	0669/0000	26295A	28	3374	17
4/16/2025	Late Payment Charge		\$15.25	\$0.00	\$0.00	\$0.00			0	0	0
4/24/2025	ELECTRIC SERVICE		\$519.82	\$0.00	\$0.00	\$0.00			0	0	0
4/24/2025	Regular Bill	05/12	\$9,630.04	\$9,094.97	\$0.00	\$0.00	0512/0007	29924A	30	3629	17
5/20/2025	Late Payment Charge		\$15.80	\$0.00	\$0.00	\$0.00			0	0	0
5/23/2025	ELECTRIC SERVICE		\$498.20	\$0.00	\$0.00	\$0.00			0	0	0
5/23/2025	Regular Bill	06/11	\$10,144.04	\$9,630.04	\$0.00	\$0.00	0185/0016	33364A	29	3440	17
5/27/2025	Payment		\$-10,144.04	\$0.00	\$0.00	\$0.00			0	0	0
5/30/2025	Returned Check		\$10,144.04	\$0.00	\$0.00	\$0.00			0	0	0
6/17/2025	Late Payment Charge		\$15.40	\$0.00	\$0.00	\$0.00			0	0	0
6/24/2025	ELECTRIC SERVICE		\$582.14	\$0.00	\$0.00	\$0.00			0	0	0
6/24/2025	Regular Bill	07/10	\$10,741.58	\$10,144.04	\$0.00	\$0.00	0112/0125	37159A	32	3795	16
6/25/2025	Payment		\$-5,370.79	\$0.00	\$0.00	\$0.00			0	0	0
6/30/2025	Returned Check		\$5,370.79	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2025	Late Payment Charge		\$16.98	\$0.00	\$0.00	\$0.00			0	0	0
7/24/2025	ELECTRIC SERVICE		\$555.54	\$0.00	\$0.00	\$0.00			0	0	0
7/24/2025	Regular Bill	08/11	\$11,314.10	\$10,741.58	\$0.00	\$0.00	0003/0274	40597A	30	3438	17
8/19/2025	Late Payment Charge		\$16.48	\$0.00	\$0.00	\$0.00			0	0	0
8/22/2025	ELECTRIC SERVICE		\$580.23	\$0.00	\$0.00	\$0.00			0	0	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
8/22/2025	DEPOSIT		\$1,050.00	\$0.00	\$0.00	\$0.00			0	0	0
8/22/2025	Regular Bill	09/09	\$12,960.81	\$11,314.10	\$0.00	\$0.00	0005/0219	44258A	29	3661	16
9/23/2025	ELECTRIC SERVICE		\$555.92	\$0.00	\$0.00	\$0.00			0	0	0
9/23/2025	Regular Bill	10/09	\$13,516.73	\$12,960.81	\$0.00	\$0.00	0063/0036	47734A	32	3476	16
10/22/2025	ELECTRIC SERVICE		\$485.27	\$0.00	\$0.00	\$0.00			0	0	0
10/22/2025	Regular Bill	11/07	\$14,002.00	\$13,516.73	\$0.00	\$0.00	0220/0020	50673A	29	2939	16

### **Understanding Your Rights**

The Pennsylvania Public Utility Commission (PUC) is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

The PUC will ask you to provide the following information.

- The customer's name and phone number.
- The customer's address, and if different, the service address.
- The utility company's name and the customer's account number, if there is one.
- A brief statement of the dispute and the relief sought.
- Whether the company has already investigated and reported the dispute.
- Whether the same formal or informal complaint was filed with the PUC in the past.
- The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).