

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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ASHLEY GERHART, :  
Complainant, :  
vs. : Docket No.:  
PPL ELECTRIC UTILITIES : C-2025-3057671  
CORPORATION, :  
Respondent. :  
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Pages 1 through 77 TELEPHONIC HEARING  
Judge's Chambers  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, PA 17120

Thursday, February 5, 2026  
Met, pursuant to notice, at 10:04 a.m.

BEFORE: THE HONORABLE JOHN COOGAN  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2025-3057671  
Hearing Date: February 5, 2026

EXHIBITS INDEX

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**PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED]  
 Mail To: ASHLEY GERHART  
 1040 John F Kennedy Boulevard  
 BAYONNE NJ 07002  
 Requested By: ASHLEY GERHART  
 [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
04/18/2022	ELECTRIC SERVICE		\$23.75								
04/18/2022	Regular Bill	05/09	\$23.75				0121/0002	09034A	9	147	
04/25/2022	Payment		\$-23.75								
05/17/2022	ELECTRIC SERVICE		\$97.71								
05/17/2022	Regular Bill	06/07	\$97.71				0266/0021	09667A	29	633	
06/06/2022	Payment		\$-97.71								
06/16/2022	ELECTRIC SERVICE		\$82.40								
06/16/2022	Regular Bill	07/07	\$82.40				0004/0191	10119A	30	452	
07/06/2022	Payment		\$-82.40								
07/18/2022	ELECTRIC SERVICE		\$174.89								
07/18/2022	Regular Bill	08/08	\$174.89				0000/0348	11092A	32	973	
08/01/2022	Payment		\$-174.89								
08/16/2022	ELECTRIC SERVICE		\$184.40								
08/16/2022	Regular Bill	09/06	\$184.40				0000/0432	12124A	29	1032	
09/06/2022	Payment		\$-184.40								
09/15/2022	ELECTRIC SERVICE		\$141.10								
09/15/2022	Regular Bill	10/06	\$141.10				0000/0302	12884A	30	760	
09/28/2022	Payment		\$-141.10								
10/14/2022	ELECTRIC SERVICE		\$88.94								
10/14/2022	Regular Bill	11/07	\$88.94				0181/0036	13325A	29	441	
11/01/2022	Payment		\$-88.94								
11/14/2022	ELECTRIC SERVICE		\$124.27								
11/14/2022	Regular Bill	12/05	\$124.27				0351/0009	13977A	31	652	
12/09/2022	Payment		\$-124.27								
12/14/2022	ELECTRIC SERVICE		\$312.63								
12/14/2022	Regular Bill	01/04	\$312.63				0824/0000	15648A	30	1671	
01/03/2023	Payment		\$-312.63								
01/17/2023	ELECTRIC SERVICE		\$452.93								
01/17/2023	Regular Bill	02/07	\$452.93				1022/0000	17929A	34	2281	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
01/27/2023	Payment		\$-226.93								
02/15/2023	BUDGET BILLING		\$145.00								
02/15/2023	Regular Bill	03/08	\$371.00	\$226.00	\$281.83	\$136.83	0320/0000	19468A	28	684	
02/27/2023	Payment		\$-226.00								
03/13/2023	Payment		\$-40.00								
03/17/2023	BUDGET BILLING		\$145.00								
03/17/2023	Regular Bill	04/10	\$250.00	\$105.00	\$210.17	\$202.00	0706/0000	20765A	30	1297	
03/28/2023	Payment		\$-100.00								
04/10/2023	Payment		\$-150.00								
04/18/2023	BUDGET BILLING		\$145.00								
04/18/2023	Regular Bill	05/09	\$145.00		\$107.16	\$164.16	0429/0019	21376A	32	611	
05/16/2023	Late Payment Charge		\$1.81								
05/19/2023	Payment		\$-146.81								
05/22/2023	BUDGET BILLING		\$203.00								
05/22/2023	Regular Bill	06/12	\$203.00		\$67.01	\$28.17	0005/0008	21727A	29	56	
06/02/2023	Payment		\$-100.00								
06/19/2023	Payment		\$-103.00								
06/20/2023	BUDGET BILLING		\$203.00								
06/20/2023	Regular Bill	07/11	\$203.00		\$72.65	\$-102.18	0027/0088	22163A	30	436	
07/14/2023	Payment		\$-203.00								
07/21/2023	Budget Bill Int Only		\$-0.37								
07/21/2023	BUDGET BILLING		\$203.00								
07/21/2023	Regular Bill	08/14	\$202.63		\$126.03	\$-179.15	0003/0328	23005A	32	842	
08/14/2023	Payment		\$-202.63								
08/21/2023	Budget Bill Int Only		\$-0.65								
08/21/2023	BUDGET BILLING		\$188.00								
08/21/2023	Regular Bill	09/11	\$187.35		\$114.80	\$-252.35	0000/0344	23751A	29	746	
09/15/2023	Payment		\$-187.35								
09/19/2023	Budget Bill Int Only		\$-0.91								
09/19/2023	BUDGET BILLING		\$188.00								
09/19/2023	Regular Bill	10/10	\$187.09		\$131.62	\$-308.73	0000/0311	24612A	30	861	
09/29/2023	Payment		\$-187.09								
10/19/2023	Budget Bill Int Only		\$-1.11								
10/19/2023	BUDGET BILLING		\$188.00								
10/19/2023	Regular Bill	11/09	\$186.89		\$63.94	\$-432.79	0103/0029	24972A	29	360	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/31/2023	Payment		\$-186.89								
11/17/2023	Budget Bill Int Only		\$-1.56								
11/17/2023	BUDGET BILLING		\$152.00								
11/17/2023	Regular Bill	12/11	\$150.44		\$83.92	\$-500.87	0406/0004	25480A	31		508
12/14/2023	Payment		\$-150.44								
12/19/2023	Budget Bill Int Only		\$-1.81								
12/19/2023	BUDGET BILLING		\$152.00								
12/19/2023	Regular Bill	01/09	\$150.19		\$236.36	\$-416.51	0759/0000	27117A	31		1637
01/11/2024	Payment		\$-150.19								
01/23/2024	Budget Bill Int Only		\$-1.87								
01/23/2024	Budget Bill Settlement		\$-63.63								
01/23/2024	BUDGET BILLING										
01/23/2024	Regular Bill	02/13	\$-65.50		\$352.88		0947/0000	29639A	35		2522
02/20/2024	BUDGET BILLING		\$154.00								
02/20/2024	Regular Bill	03/12	\$88.50		\$261.02	\$107.02	0812/0000	31493A	28		1854
03/08/2024	Payment		\$-88.50								
03/21/2024	BUDGET BILLING		\$154.00								
03/21/2024	Regular Bill	04/11	\$154.00		\$176.10	\$129.12	0696/0000	32706A	32		1213
03/28/2024	Payment		\$-154.00								
04/22/2024	BUDGET BILLING		\$154.00								
04/22/2024	Regular Bill	05/13	\$154.00		\$153.63	\$128.75	0476/0003	33749A	30		1043
05/02/2024	Payment		\$-154.00								
05/21/2024	BUDGET BILLING		\$154.00								
05/21/2024	Regular Bill	06/11	\$154.00		\$80.15	\$54.90	0201/0044	34237A	29		488
06/06/2024	Payment		\$-154.00								
06/20/2024	BUDGET BILLING		\$154.00								
06/20/2024	Regular Bill	07/11	\$154.00		\$106.02	\$6.92	0006/0209	34920A	32		683
07/05/2024	Payment		\$-154.00								
07/22/2024	BUDGET BILLING		\$154.00								
07/22/2024	Regular Bill	08/12	\$154.00		\$159.43	\$12.35	0000/0500	36006A	30		1086
08/20/2024	BUDGET BILLING		\$166.00								
08/20/2024	Late Payment Charge		\$1.93								
08/20/2024	Regular Bill	09/10	\$321.93	\$154.00	\$134.57	\$-19.08	0000/0363	36905A	29		899
08/23/2024	Payment		\$-154.00								
09/13/2024	Payment		\$-167.93								
09/20/2024	Budget Bill Int Only		\$-0.09								
09/20/2024	BUDGET BILLING		\$166.00								

Bill Account: [REDACTED]

Account Activity Statement

Date: 01/26/26  
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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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05/15/2025	Returned Check	\$165.91
05/15/2025	Returned Check	\$150.44
05/15/2025	Returned Check	\$187.09
05/15/2025	Returned Check	\$154.00
05/15/2025	Returned Check	\$154.00
05/15/2025	Returned Check	\$187.35
05/15/2025	Returned Check	\$165.64
05/15/2025	Returned Check	\$154.00
05/15/2025	Returned Check	\$103.00
05/15/2025	Returned Check	\$186.89
05/15/2025	Returned Check	\$146.81
05/15/2025	Returned Check	\$183.29

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07/29/2025	Charge Off	\$-4632.13
07/29/2025	Charge Off	\$-2.07
07/29/2025	Charge Off	\$-1.93
07/29/2025	Charge Off	\$-451.92

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09/29/2025	Debit Uncollectible	\$1.93
09/29/2025	Debit Uncollectible	\$2.07
09/29/2025	Debit Uncollectible	\$451.92
09/29/2025	Debit Uncollectible	\$4632.13

**PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name:** ASHLEY GERHART  
 From 1/1/2022 to 1/26/2026

Contact Date	Contact Type	Remarks	User
2025-10-13	EFT Validation Failure Notice	EXCESSIVE RETURNED ITEMS	JANELLE VASILAKOS
2025-09-29	Miscellaneous	WATT ID 4566571 per Rev Ops removed balance from agency due to PUC Formal called cust recvd vm and left detailed message	KELLY A BELL
2025-09-26	Miscellaneous	WATT ID 4566571 attached formal response form company is offering to remove the balance from the collection agency and offer a 24 mo par to pay 212.00 per month	KELLY A BELL
2025-09-25	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2025-3057671- WATT ID 4566571	E02623
2025-09-25	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Service Related Work Item 4566571 Created	CARMEN P URBAN
2025-08-22	PUC/Informal	I spoke to Ashley Gerhart - I advised her that the payments that were returned came from a Truist Bank as not authorized. The customer indicated that she did not have that bank account on her profile wants to know how it was added. I advised that we would not know how or who added the account. Customer is going to file a formal complaint.	MICHELE K SPOTTS
2025-07-11	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4069273 DEC CLOSED07 11 2025-CUSTOMERS ACCOUNT FINAL BILLED 3 10 2025.PPL RECEIVED 33 NOTIFICATIONS PYMTS WERE UNAUTHORIZED.THE BALANCE WAS SENT TO COLLECTIONS.THE CUSTOMER WAS ADVISED TO REACH OUT TO THE FINANCIAL INSTITUTION.	CUCL143
2025-07-07	PUC/Informal	Working on responding to the PUC informal complaint. I left a message for the customer to call me back directly regarding her concern.	MICHELE K SPOTTS
2025-06-09	SC - PUC Informal Complaint	PUC MDIA BCS 4069273	CUCL143
2025-06-03	Call Transfer	Caller ASHLEY GERHART Ratepayer User Comments Cx call asking for a problem with the bill -account on final - call transfer to billing dep	SALLY BLANDIN
2025-06-03	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SALLY BLANDIN
2025-06-03	Credit	Caller Back Office Ratepayer. working esc call found payments made prior to 6 2 23 from PNC BANK.. Payments made 6 19 23 and after from Truist Bank... If customer calls confirm Bank she uses and if someone else paid her bill 6 19 23.. Perhaps she saved their bank info to system in error	HOLLY L HANKERSON
2025-06-03	Miscellaneous	WATT Generalist - Escalated Call Back - Lehigh Work Item 4486002 Completed	HOLLY L HANKERSON
2025-06-03	Miscellaneous	WATT ID 4486002 2nd attempt @ [REDACTED] Left voice mesg PPL 2nd attempt to return call.. Left our 800 8am-5pm..	HOLLY L HANKERSON
2025-05-30	Miscellaneous	WATT ID 4486002 1st attempt @ [REDACTED] Left voice mesg that PPL return call.. Left 800 phone hrs 8am-5pm	HOLLY L HANKERSON
2025-05-30	Credit	Caller ASHLEY GERHART Ratepayer. do it later and she had to go and wanted a sup to call her adv her that it will not be a sup but someone higher than me Cust understood	ROBIN HICKS
2025-05-30	Credit	Caller ASHLEY GERHART Ratepayer. and when she did she had 2 additional bank acct information enter and adv she do not know how they got there I adv her PPI do not have access to her profile information so it must be something she added and she assist she did not adv her then she would need to delete them before she make that mistake again she adv she will	ROBIN HICKS
2025-05-30	Credit	Caller ASHLEY GERHART Ratepayer User Comments Sw Ashley Gerhart she is upset she has 33 returned payment that states CUSTOMER ADVISES NOT AUTHORIZED which when verifying the acct she should have been using was not the same bank acct that she was using and she was paying it from her profile adv her to check the bank acct information she has in her profile	ROBIN HICKS
2025-05-30	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	ROBIN HICKS
2025-05-30	Miscellaneous	WATT ID 4486002 delete them later but she had to go and need for some one to get back to her higher up regarding this issue	ROBIN HICKS

Contact Date	Contact Type	Remarks	User
2025-05-30	Miscellaneous	WATT ID 4486002 she checked her profile and she had 2 additional acct number that she said she did not enter I adv her PPI do not have access to her profile information so that is something she had to enter and she would need to delete them so that mistake will not happen again she said she will	ROBIN HICKS
2025-05-30	Miscellaneous	Sw Ashley Gerhart she is upset she has 33 returned payment that states CUSTOMER ADVISES NOT AUTHORIZED which when verifying the acct she should have been using was not the same bank acct that she was using and she was paying it from her profile adv her to check the bank acct information she has in	ROBIN HICKS
2025-05-30	Miscellaneous	WATT Generalist - Escalated Call Back - Lehigh Work Item 4486002 Created	ROBIN HICKS
2025-05-27	Credit	Caller ASHLEY GERHART Ratepayer User Comments while reviewing account call disconnected customer has over 20 returned payments	ANTHONY GLOSSON
2025-05-27	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	ANTHONY GLOSSON
2025-05-27	Call Transfer	Caller ASHLEY GERHART Ratepayer User Comments Cx ci to make a pag on her 1477.72 and had questions about 2 returned paymts. Cx was informed she had over 20 return payments and that her bal was 5088.05. This is a final bill so cx was transfer. to energy education. Cx is infuriated.	TENEKIA GARVIN
2025-05-27	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	TENEKIA GARVIN
2025-05-27	Special Situation	Caller ASHLEY GERHART Ratepayer. Email ver. as [REDACTED] Phone ver. as [REDACTED]	TENEKIA GARVIN
2025-05-27	Billing	Caller ASHLEY GERHART Ratepayer User Comments cci to get a PAG verified cx and transferred to special education dept	TAMEKA CHRISTIAN
2025-05-27	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	TAMEKA CHRISTIAN
2025-05-22	Miscellaneous	WATT Collection - Return Checks Work Item 4477900 Completed	DJ MAYHEW
2025-05-22	Miscellaneous	WATT ID 4477900 no need to add cash only acc is final	DJ MAYHEW
2025-05-16	Miscellaneous	WATT Collection - Return Checks Work Item 4477900 Created	DONNA E WEBSTER
2025-05-16	Credit	Sent Customer Notification of Returned Payment	CSLET
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 154.00 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 88.50 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 218.37 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 202.63 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 183.29 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 150.00 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 150.19 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 154.00 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 203.00 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 167.93 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 165.91 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 150.44 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 187.09 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080

Contact Date	Contact Type	Remarks	User
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 154.00 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 154.00 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 187.35 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 165.64 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 154.00 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 103.00 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 186.89 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 146.81 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-15	Returned Item	RETURNED ITEM AMOUNT 183.29 DATE OF RETURNED ITEM 2025-05-15 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-14	Credit	Sent Customer Notification of Returned Payment	CSLET
2025-05-14	Credit	Sent Customer Notification of Returned Payment	CSLET
2025-05-13	Returned Item	RETURNED ITEM AMOUNT 250.00 DATE OF RETURNED ITEM 2025-05-13 REASON R08 PAYMENT STOPPED	CUBAR080
2025-05-12	Returned Item	RETURNED ITEM AMOUNT 250.00 DATE OF RETURNED ITEM 2025-05-12 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-12	Returned Item	RETURNED ITEM AMOUNT 250.00 DATE OF RETURNED ITEM 2025-05-12 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-05-07	WEB Customer Initiated Payment	Scheduled date 5 8 2025 Amount 250.00 User ██████████ Owner YES. Confirmation Number 25050811	SELF SERVICE USER
2025-04-29	Correspondence - Collections	Final Bill Reminder	
2025-04-15	WEB Customer Initiated Payment	Scheduled date 4 15 2025 Amount 250.00 User ██████████ Owner YES. Confirmation Number 25041551	SELF SERVICE USER
2025-04-11	Connect Issued	CTP-Applicant caller JULIO CINTRON CallerRelation Ratepayer date of connect 04 12 2025 new address 340 E CHESTNUT ST 2FL LANCASTER PA 17602 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	ISAIAH NELSON
2025-04-04	WEB Customer Initiated Payment	Scheduled date 4 4 2025 Amount 250.00 User ██████████ Owner YES. Confirmation Number 25040400	SELF SERVICE USER
2025-04-04	Correspondence - General	Template Name Master Utility Report Created By LORI DRIES Letter Edited No CS Letters ID 6418961	CSLET
2025-04-04	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-04-04	High Bill	Caller ASHLEY GERHART Ratepayer. also advised supplier charging 14.29 high rate	LORI DRIES
2025-04-04	Credit	Caller ASHLEY GERHART Ratepayer User Comments claims moved mid march. offered meter test declined. advised if wants to dispute can call PUC. she started to scream. sending her rights	LORI DRIES
2025-04-04	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	LORI DRIES
2025-04-04	Call Transfer	Caller ASHLEY GERHART Ratepayer. - informed the cust The temps have dropped over the last month and we ve had some extreme drops in temps leading to higher bills -but cust still insist and wanted to speak from energy department adv the cust to transfer the call to specialist for furter assist transfer to EE	RODERICK VELORIA
2025-04-04	Call Transfer	Caller ASHLEY GERHART Ratepayer User Comments cci would like to talk from ENERGY team bec cust stated that there bill is so high cust stated that nobody live on the house and asking why its so high and asking somebody needs to fix it adv the cust there is a total of Amount Due 1 477.72Bill Due Date 4 3 2025 cust not agreed	RODERICK VELORIA
2025-04-04	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	RODERICK VELORIA
2025-04-03	Correspondence - General	Template Name Master Utility Report Created By ROCHEL FLORES Letter Edited No CS Letters ID 6415535	CSLET
2025-04-03	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET

Contact Date	Contact Type	Remarks	User
2025-04-03	Billing	Caller ASHLEY GERHART Ratepayer User Comments cci about high bill _ rev acc end date wa son 3 10 25 final bill 455.23 bb owed 608.23 bb settle 414.26 1 477.72 cx said theres no way that she used much electric when she was not at home - offred can set up pag or can be transfer to ee for usage rev for high bill cx disco	ROCHEL FLORES
2025-04-03	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account End Date. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	ROCHEL FLORES
2025-03-11	WEB Customer Initiated Payment	Scheduled date 3 12 2025 Amount 218.37 User [REDACTED] Owner YES. Confirmation Number 25031262	SELF SERVICE USER
2025-03-10	Disconnect Completed		BATCH
2025-02-25	Special Situation	HIGH BILL ALERT	SUPP HB
2025-02-10	Disconnect Issued	Electric Caller ASHLEY GERHART RATEPAYER WantDate 3 10 2025 1040 John F Kennedy Boulevard Apartment 506 Bayonne New Jersey 07002 Bayonne NJ USA 07002 Send Joint1 Letter No System IVR	IVR
2025-02-10	Connect/Disconnect	Text sent to [REDACTED] for stop service 2FA. Customer response YES	IVR
2025-01-22	WAM	Caller ASHLEY GERHART Ratepayer. neighbors as well. adv caller to contact ll might need electrician	ENID GONZALEZ
2025-01-22	WAM	Caller ASHLEY GERHART Ratepayer. caller states has called in multiple times no power. adv per las pp [REDACTED] per command center-meter has load side voltage. caller should have power adv to try main breakers caller stated has one in kitchen but unsure if have main in the basement as she rents states her neighbors has power. looks like same pole feeds nei	ENID GONZALEZ
2025-01-22	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	ASHLEY IRICK
2025-01-22	Credit	Caller ASHLEY GERHART Ratepayer User Comments Cust called due to outage and never got call back. Confirm email. Update FS. Discuss outage reports all shows non ppl problem. Cust confirm rest breaker. Adv will connect with wam to confirm but if its not anything on our side next step would be to contact LL to have electrician come out to check	ASHLEY IRICK
2025-01-22	Financial Statement Added		ASHLEY IRICK
2025-01-22	Special Situation	Caller ASHLEY GERHART Ratepayer. Email for acct alerts last verified 01 22 2025	ASHLEY IRICK
2025-01-22	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-01-22	Special Situation	HIGH BILL ALERT	SUPP HB
2025-01-22	Miscellaneous	Outage reported via text	IVR
2025-01-22	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-01-21	Miscellaneous	Outage reported via text	IVR
2025-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-01-21	Miscellaneous	Caller ASHLEY GERHART Ratepayer. completely out of power the power at 4 30pm the cx call in ppl 3 times still doesn t have a power still not fixed did not here any load bang the neighbors has power did reset the main breaker still doesn t have a power. report the concern	KATHLEEN BAYOGBOG
2025-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 321384 Call Type 10 No Lights Comments completely out of power the power at 4 30pm the cx call in ppl 3 times still doesn t have a power still not fixed did	WCT
2025-01-21	Miscellaneous	Customer texted Yes to resume texting with PPL	IVR
2025-01-21	myPPL Alerts - CSS WEB	Caller Name ASHLEY GERHART Relationship Ratepayer Agreed to T Cs-Enrolled	IVR
2025-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-01-21	Miscellaneous	Outage reported via text	IVR
2025-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-01-21	Miscellaneous	Caller ASHLEY GERHART Ratepayer. cci regarding on the update info on the outage adv that estimate power to most customers in your area will be back on by 12 30 AM on 01 22 2025. This repair estimate is based on the latest information available and could change if repairs are more difficult than anticipated	MARIGRACE OCAMPO

Contact Date	Contact Type	Remarks	User
2025-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-01-21	Miscellaneous	Outage reported via text	IVR
2025-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-01-21	Service	Caller ASHLEY GERHART Ratepayer User Comments ASHLEY GERHART is ci to get a update on the power outage. We estimate power to most customers in your area will be back on by 9 30 PM on 01 21 2025. The cx does not want to enroll in paperless billing. Email address verified	DORIS FEBUS
2025-01-21	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Power Outage. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	DORIS FEBUS
2025-01-21	Miscellaneous	Outage reported via text	IVR
2025-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-01-07	WEB Customer Initiated Payment	Scheduled date 1 7 2025 Amount 183.29 User [REDACTED] Owner YES. Confirmation Number 25010757	SELF SERVICE USER
2025-01-06	WEB Customer Initiated Payment	Scheduled date 1 6 2025 Amount 183.29 User [REDACTED] Owner YES. Confirmation Number 25010682	SELF SERVICE USER
2024-12-26	WEB Customer Initiated Payment	Scheduled date 12 24 2024 Amount 150.00 User [REDACTED] Owner YES. Confirmation Number 24122472	SELF SERVICE USER
2024-12-20	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-11-11	WEB Customer Initiated Payment	Scheduled date 11 10 2024 Amount 165.64 User [REDACTED] Owner YES. Confirmation Number 24111034	SELF SERVICE USER
2024-10-03	WEB Customer Initiated Payment	Scheduled date 10 3 2024 Amount 165.91 User [REDACTED] Owner YES. Confirmation Number 24100393	SELF SERVICE USER
2024-09-13	WEB Customer Initiated Payment	Scheduled date 9 13 2024 Amount 167.93 User [REDACTED] Owner YES. Confirmation Number 24091389	SELF SERVICE USER
2024-09-04	Credit	Caller ASHLEY GERHART Ratepayer. Cust called due to down power line. Report pp code 31	ASHLEY IRICK
2024-09-04	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e186960 Call Type 31 Wire Down Pole to Pole Comments Is the wire burning or sparking No	WCT
2024-08-22	WEB Customer Initiated Payment	Scheduled date 8 22 2024 Amount 154.00 User [REDACTED] Owner YES. Confirmation Number 24082255	SELF SERVICE USER
2024-07-05	WEB Customer Initiated Payment	Scheduled date 7 5 2024 Amount 154.00 User [REDACTED] Owner YES. Confirmation Number 24070533	SELF SERVICE USER
2024-06-06	WEB Customer Initiated Payment	Scheduled date 6 6 2024 Amount 154.00 User [REDACTED] Owner YES. Confirmation Number 24060615	SELF SERVICE USER
2024-05-02	WEB Customer Initiated Payment	Scheduled date 5 2 2024 Amount 154.00 User [REDACTED] Owner YES. Confirmation Number 24050254	SELF SERVICE USER
2024-03-28	WEB Customer Initiated Payment	Scheduled date 3 28 2024 Amount 154.00 User [REDACTED] Owner YES. Confirmation Number 24032861	SELF SERVICE USER
2024-03-08	WEB Customer Initiated Payment	Scheduled date 3 8 2024 Amount 88.50 User [REDACTED] Owner YES. Confirmation Number 24030851	SELF SERVICE USER
2024-01-10	WEB Customer Initiated Payment	Scheduled date 1 11 2024 Amount 150.19 User [REDACTED] Owner YES. Confirmation Number 24011110	SELF SERVICE USER
2023-12-14	WEB Customer Initiated Payment	Scheduled date 12 14 2023 Amount 150.44 User [REDACTED] Owner YES. Confirmation Number 23121450	SELF SERVICE USER
2023-10-30	WEB Customer Initiated Payment	Scheduled date 10 30 2023 Amount 186.89 User [REDACTED] Owner YES. Confirmation Number 23103075	SELF SERVICE USER
2023-09-29	WEB Customer Initiated Payment	Scheduled date 9 29 2023 Amount 187.09 User [REDACTED] Owner YES. Confirmation Number 23092999	SELF SERVICE USER
2023-09-15	WEB Customer Initiated Payment	Scheduled date 9 15 2023 Amount 187.35 User [REDACTED] Owner YES. Confirmation Number 23091504	SELF SERVICE USER
2023-08-14	WEB Customer Initiated Payment	Scheduled date 8 13 2023 Amount 202.63 User [REDACTED] Owner YES. Confirmation Number 23081330	SELF SERVICE USER
2023-07-19	Choice Inquiry	Caller ASHLEY GERHART Ratepayer User Comments SW RP who called because she had rec d a phone call regarding her rate. ADV it had to come from 3rd party. ADV to contact EGS to verify rate and term length. Provided cust w EGS phone . Cust SAT	BARBARA SINGH
2023-07-19	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	BARBARA SINGH
2023-07-19	Choice Inquiry	ASHLEY GERHART Ratepayer. Updated Privacy Release to Withhold All	BARBARA SINGH
2023-07-14	WEB Customer Initiated Payment	Scheduled date 7 14 2023 Amount 203.00 User [REDACTED] Owner YES. Confirmation Number 23071463	SELF SERVICE USER
2023-06-19	WEB Customer Initiated Payment	Scheduled date 6 17 2023 Amount 103.00 User [REDACTED] Owner YES. Confirmation Number 23061736	SELF SERVICE USER
2023-06-02	WEB Customer Initiated Payment	Scheduled date 6 2 2023 Amount 100.00 User [REDACTED] Owner YES. Confirmation Number 23060253	SELF SERVICE USER
2023-05-19	WEB Customer Initiated Payment	Scheduled date 5 19 2023 Amount 146.81 User [REDACTED] Owner YES. Confirmation Number 23051902	SELF SERVICE USER
2023-05-08	Cust Choice 1 Bill	Supplier added on 2023-05-11 - Direct Energy Services	
2023-05-08	Batch Enrollment		

Contact Date	Contact Type	Remarks	User
2023-04-17	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3886712 DEC CLOSED 4 15 2023 CUSTOMER ADVISED THAT THEY WERE CHARGED ACCURATELY BUT THE RATE INCREASE CAUSED THE BILL TO INCREASE ALONG WITH USAGE	CUCL143
2023-04-10	WEB Customer Initiated Payment	Scheduled date 4 7 2023 Amount 150.00 User [REDACTED] Owner YES. Confirmation Number 23040784	SELF SERVICE USER
2023-03-27	WEB Customer Initiated Payment	Scheduled date 3 27 2023 Amount 100.00 User [REDACTED] Owner YES. Confirmation Number 23032784	SELF SERVICE USER
2023-03-10	WEB Customer Initiated Payment	Scheduled date 3 11 2023 Amount 40.00 User [REDACTED] Owner YES. Confirmation Number 23031183	SELF SERVICE USER
2023-02-24	WEB Customer Initiated Payment	Scheduled date 2 24 2023 Amount 226.00 User [REDACTED] Owner YES. Confirmation Number 23022451	SELF SERVICE USER
2023-02-03	SC - PUC Informal Complaint	PUC MDIA BCS 3886712	CUCL143
2023-01-31	Cust Choice 1 Bill	Supplier added on 2023-02-03 - American Power Gas of PA LLC	
2023-01-31	Batch Enrollment		
2023-01-27	WEB Customer Initiated Payment	Scheduled date 1 27 2023 Amount 226.93 User [REDACTED] Owner YES. Confirmation Number 23012777	SELF SERVICE USER
2023-01-23	Usage Analysis	Caller ASHLEY GERHART Ratepayer User Comments has heat pump-now sure when unit serviced or when filters were changed elec stove elec hot water loosos hot water quickly and takes a long time to heat up explnd bb prgm-added 145.00 per month actual usage billed sat	KAREN C RENARD
2023-01-23	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern General Information. 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.	KAREN C RENARD
2023-01-23	Issued Collection Arrangement	ASHLEY GERHART Ratepayer. Comments Customer agrees to terms 226.93 due on 01 30 2023. 226.00 due on 02 13 2023.	KAREN C RENARD
2023-01-23	Correspondence - Budget Billing	bbstcsr.doc	
2023-01-23	Start Budget Billing	Caller ASHLEY GERHART Ratepayer. Enrolled with Historical Usage amount of 145.00 beginning with next bill. Options included BB Estimator 205.00 Emailed to [REDACTED]	KAREN C RENARD
2023-01-23	Usage Analysis	Caller ASHLEY GERHART Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage In line Yes Customer Satisfied Yes Issued Investigation No Sent Utility Report No	KAREN C RENARD
2023-01-23	Call Transfer	Caller ASHLEY GERHART Ratepayer User Comments transfered customer to ee to see why bill is high	NATASHA EDWARDS
2023-01-23	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NATASHA EDWARDS
2023-01-23	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	CHARLES PARKER
2023-01-23	Credit	Caller ASHLEY GERHART Ratepayer. s w ASHLEY GERHART Ratepayer. said that she does not use 2281 kwh. Works 25 hours. Do not qualify for assistance. Transfer to billing.	CHARLES PARKER
2023-01-18	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-03	WEB Customer Initiated Payment	Scheduled date 1 2 2023 Amount 312.63 User [REDACTED] Owner YES. Confirmation Number 23010276	SELF SERVICE USER
2022-12-20	Correspondence - General	Template Name Master Utility Report Created By BRITTANY WILLIAMS Letter Edited No CS Letters ID 4946242	CSLET
2022-12-20	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-12-20	Credit	Caller ASHLEY GERHART Ratepayer. can cause increase edu rates change 6 1 and 12 1 edu can shop for supplier @papower.com edu for housesize of 2 income cap 27 465 edu on bb @110 edu how program works declined enrollment edu bills correct understood	BRITTANY WILLIAMS
2022-12-20	Credit	Caller ASHLEY GERHART Ratepayer User Comments cci wnted to know why bill was so high cst using ele heating last month 31 124.27 652kwh temp 54 current bill 30 days 312.63 1671kwh 38temp ptc 12.366 to 14.612 exp how heating	BRITTANY WILLIAMS
2022-12-20	WUR Assessment	ASHLEY GERHART Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	BRITTANY WILLIAMS
2022-12-20	Credit	ASHLEY GERHART Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	BRITTANY WILLIAMS
2022-12-20	Financial Statement Added		BRITTANY WILLIAMS
2022-12-20	Call Transfer	Caller ASHLEY GERHART Ratepayer. CCI to see bill is so high. transferred to EE	SKYE TORRES
2022-12-09	WEB Customer Initiated Payment	Scheduled date 12 9 2022 Amount 124.27 User [REDACTED] Owner YES. Confirmation Number 22120911	SELF SERVICE USER
2022-11-01	WEB Customer Initiated Payment	Scheduled date 11 1 2022 Amount 88.94 User [REDACTED] Owner YES. Confirmation Number 22110158	SELF SERVICE USER
2022-09-27	WEB Customer Initiated Payment	Scheduled date 9 27 2022 Amount 141.10 User [REDACTED] Owner YES. Confirmation Number 22092703	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2022-09-06	WEB Customer Initiated Payment	Scheduled date 9 5 2022 Amount 184.40 User [REDACTED] Owner YES. Confirmation Number 22090567	SELF SERVICE USER
2022-07-29	WEB Customer Initiated Payment	Scheduled date 7 29 2022 Amount 174.89 User [REDACTED] Owner YES. Confirmation Number 22072969	SELF SERVICE USER
2022-07-29	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-07-29	Financial Statement Added		SELF SERVICE USER
2022-07-05	WEB Customer Initiated Payment	Scheduled date 7 5 2022 Amount 82.40 User [REDACTED] Owner YES. Confirmation Number 22070533	SELF SERVICE USER
2022-06-03	WEB Customer Initiated Payment	Scheduled date 6 4 2022 Amount 97.71 User [REDACTED] Owner YES. Confirmation Number 22060429	SELF SERVICE USER
2022-04-25	WEB Customer Initiated Payment	Scheduled date 4 25 2022 Amount 23.75 User [REDACTED] Owner YES. Confirmation Number 22042507	SELF SERVICE USER
2022-04-11	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2022-04-09	Connect Completed		SELF SERVICE USER
2022-03-14	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SELF SERVICE USER
2022-03-14	Connect Issued	Electric CTP-Applicant caller ASHLEY GERHART CallerRelation RATEPAYER date of connect 04 09 2022 new address 340 E CHESTNUT ST 2FL LANCASTER PA 17602 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	SELF SERVICE USER

**PPL ELECTRIC EXHIBIT NO. 3**

Home

**Informal Case View**

Case Search

Reports

Final Review

<a href="#">General</a>			
BCS Case No.	4069273	Case Notes	Count : 1 <a href="#">Detail...</a>
CSS Account No.	[REDACTED]	Received Date	06/09/2025
CSS Name	ASHLEY GERHART	Due Date	07/08/2025
Name	ASHLEY GERHART	Investigator Name	CASE POOL, BCS
Service Address 1	340 E CHESTNUT ST, 2FL	Mailing Address 1	1040 John F Kennedy Boulevar
Service Address 2		Mailing Address 2	
Service City, State Zip	LANCASTER, PA 17602-	Mailing City, State Zip	BAYONNE, NJ 07002-
PUC Address	340 E CHESTNUT ST,,LANCASTER,PA,17602-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number		Prior Case Number	0
Income Level	1	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	<p>18-BILLING DISPUTE: I HAVE TRIED OVER 15 TIMES TO GET AHOLD OF PPL. I AM USUALLY ON HOLD SO LONG THAT I HAVE TO GO BACK TO WORK OR A FEW TIMES NOW THE CALL DISCONNECTED ON THEIR END, NOT MINE. I HAVE NOT BEEN ABLE TO GET THE ISSUE RESOLVED. BASICALLY I¿VE BEEN MAKING PAYMENTS FOR 33 MONTHS AND HAVE JUST NOW BEEN NOTIFIED THAT THEY ARE SOMEHOW UNAUTHORIZED CHARGES AND THAT I OWE OVER \$5,000. THIS IS UNACCEPTABLE. I DON¿T KNOW HOW OTHER CARDS ARE LINKED THIS ACCOUNT BUT I HAVE PNC. I AM VERY STRICT WITH MY BILLS AND WORKED ON MY CREDIT FOR THE LAST 20 YEARS. I¿M CLOSE TO 780 CREDIT SCORE. NOW I OWE \$5,000 THAT I DON¿T HAVE FOR UNAUTHORIZED CHARGES SOMEHOW? I HAVE BEEN UNABLE TO RESOLVE THIS ISSUE AND IT NEEDS FIXED BEFORE I GET SENT TO COLLECTIONS AND IT GOES AGAINST MY CREDIT REPORT. I MOVED TO NEW JERSEY MID FEBRUARY AND HAD THE ACCOUNT CLOSED ON MARCH 10TH. - RELIEF SOUGHT - THE RESOLUTION I AM SEEKING IS TO NOT OWE \$5,000 WHEN I HAVE NO IDEA WHO¿S CARD WAS BEING CHARGED OR HOW IT WENT ON FOR THAT LONG. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.</p>		
Company Position	06/03/2025 I DIDN¿T GET VERY FAR BECAUSE THE CALL ALWAYS GETS DISCONNECTED AND NO ONE CALLS BACK. TO BE CLEAR,		

Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	04/03/2025	Total Account Balance	5088.05
Budget Bill Amount	244.00		
Arrearage	5088.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	05/30/2025		

[Type Assignment](#)

Case Type	Informal
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[Category and Section](#)

Primary Category	Payment Method Restrictions
Secondary Category	Account Balance
Tertiary Category	
Assign To Section	CCC-

[Ownership](#)

Contact Person	E02623 - Spotts,Michele K
Written By	Spotts, Michele
Written By Date	07/07/2025

[Other Information](#)

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

[Informal Final Report](#)

<p>Details of the Company's Original Investigation</p> <p>04/09/2022 - Date electric service was established in the name of Ashley Gerhart at 340 E. Chestnut St., 2FL, Lancaster, PA 17602. PPL Electric Utilities (PPL EU or the Company) assigned account number [REDACTED].</p> <p>02/10/2025 - The Company records indicate that Ashley Gerhart used its IVR (Interactive Voice Response) and requested to discontinue the electric service account at 340 E. Chestnut St., 2FL, Lancaster, PA 17602 effective 03/10/2025. She requested to have the final bill mailed to 1040 John F. Kennedy Blvd, Apt 506, Bayonne, NJ 07002.</p> <p>03/12/2025 - The Company posted a payment to the account in the amount of \$218.37.</p> <p>03/13/2025 - The Company mailed Ashley Gerhart a final bill in the amount of \$1,477.72 with a due date of 04/03/2025.</p>
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04/04/2025 - The Company posted a payment to the account in the amount of \$250.00.

04/15/2025 - The Company posted a payment to the account in the amount of \$250.00.

05/08/2025 - The Company posted a payment to the account in the amount of \$250.00.

05/12/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$250.00 was returned for (R10) Customer Advises Not Authorized.

05/12/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$250.00 was returned for (R10) Customer Advises Not Authorized.

05/14/2025 - The Company sent the customer a letter to alert her to the returned payment. (letter attached).

05/13/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$250.00 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$183.29 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$146.81 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$186.89 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$103.00 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$154.00 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$165.64 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$187.35 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$154.00 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$154.00 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial

institution notified it that the customer's payment of \$187.09 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$150.44 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$165.91 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$167.93 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$203.00 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$154.00 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$150.19 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$150.00 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$183.29 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$202.63 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$218.37 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$88.50 was returned for (R10) Customer Advises Not Authorized.

\*\*\*\*Continued in Next Section\*\*\*\*

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#### Company's Final Position to the Customer

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\*\*\*Continued from Above Section\*\*\*

05/15/2025 - The Company records indicate the customer's financial institution notified it that the customer's payment of \$154.00 was returned for (R10) Customer Advises Not Authorized.

05/15/2025 - The Company sent a letter to the customer to alert her to the returned payments. (letter attached).

05/30/2025- (Date of last customer contact) - Ashley Gerhart contacted

the Company regarding the payments that were returned. The Customer Service Representative (CSR) advised Ms. Gerhart that we received notice that 33 payments were returned by the bank stating "Customer Advises Not Authorized). The CSR advised the customer to contact her bank for information regarding the returned payments. The customer was advised that we do not have access to view her account profile or the bank account that she was using. The customer requested to speak to a supervisor and was advised that someone would call her back.

05/30/2025 - At the request of a supervisor, a senior representative attempted to call the customer to address the issue. A voicemail message was left for the customer to call back.

06/03/2025- At the request of a supervisor, a senior representative attempted to call the customer to address the issue. Another voicemail message was left for the customer to call back.

06/05/2025 - The Company sent Ashley Gerhart's unpaid balance of \$5,088.05 from 340 E. Chestnut St., 2FL, Lancaster, PA 17602 to MBW, a collection agency.

\*\*\*Company's Final Position to the Customer\*\*\*

Ashley Gerhart contacted the Company on 05/30/2025 regarding the payments that were returned.

The Customer Service Representative (CSR) advised Ms. Gerhart that we received notice that 33 payments were returned by the bank stating "Customer Advises Not Authorized).

The CSR advised the customer to contact her bank for information regarding the returned payments.

The customer was advised that we do not have access to view her account profile or the bank account that she was using.

The customer requested to speak to a supervisor and was advised that someone would call her back.

The Company could not reach the customer back to discuss her issue.

Details of Company's Investigation after BCS Contact

07/07/2025- A Company compliance department representative attempted to contact Ashley Gerhart regarding the concerns raised in the PUC informal complaint. A voicemail message was left for the customer to call back.

Company's Final Position to BCS

Ashley Gerhart contacted the Company to discontinue the electric service to 340 E. Chestnut St., 2FL, Lancaster, PA 17602 effective 03/10/2025.

The final bill was mailed to 1040 John F. Kennedy Blvd, Apt 506, Bayonne, NJ 07002 on 03/13/2025 in the amount of \$1,477.72.

The customer made three payments totaling \$750.00 which brought the account balance to \$727.72.

The Company records indicate that it received notification from the customer's financial institution on 05/12/2025, 05/13/2025 and 05/15/2025 that the customer's payments totaling \$4,360.33 were returned for (R10) Customer Advises Not Authorized.

The Company sent Ashley Gerhart's unpaid balance of \$5,088.05 from 340 E. Chestnut St., 2FL, Lancaster, PA 17602 to MBW, a collection agency on 06/05/2025.

The customer should contact their financial institution regarding the payments that were not authorized by the bank.

The Company records indicate that payments made prior to 06/02/2023 were paid from PNC Bank. The payments made after 06/19/2023 were made from Truist Bank.

Account balance is \$5,088.05.

Attachments are being sent to BCS via data exchange.

[Analysis Information](#)

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

<a href="#">Return To Search</a>	<a href="#">Case History</a>	<a href="#">Print</a>
<a href="#">Decision</a>	<a href="#">Change State</a>	<a href="#">Dismiss</a>

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## Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	4069273	CSS Account No.	██████████
Customer Name	ASHLEY GERHART	Investigator Name	CASE POOL, BCS
Address 1	340 E CHESTNUT ST, 2FL	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	LANCASTER , PA 17602	Head Date	07/14/2025
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	5088.05	Closed Date	07/11/2025
Reconnect Amount	0.00	Balance Date	07/08/2025
Special Budget Amount	0.00	Regular Budget Amount	244.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: CASE DISMISSED. THE COMPANY REPORTED THAT THE CUSTOMER'S ACCOUNT WAS FINAL BILLED ON 3/10/2025 FOR \$1,477.72 WITH A BILL DUE DATE OF 4/3/2025. THE COMPANY REPORTED THAT THEY RECEIVED 33 NOTIFICATIONS FROM THE BANK BETWEEN 5/12/2025 AND 5/15/2025 STATING THAT \$4,360.33 IN PAYMENTS WERE UNAUTHORIZED BY THE CUSTOMER. THE ACCOUNT BALANCE OF \$5,088.05 WAS SENT TO COLLECTIONS ON 6/5/2025. THE CUSTOMER WAS ADVISED TO REACH OUT TO THEIR FINANCIAL INSTITUTION ABOUT THE MATTER.		
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#4069273 DEC CLOSED07/11/2025-CUSTOMERS ACCOUNT FINAL BILLED 3/10/2025.PPL RECEIVED 33 NOTIFICATIONS PYMTS WERE UNAUTHORIZED.THE BALANCE WAS SENT TO COLLECTIONS.THE CUSTOMER WAS ADVISED TO REACH OUT TO THE FTNANCIAL INSTITUTION		
Processed By	E180613	Processed Date	7/11/2025 12:33:21 PM

[Return to Case](#)

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**PPL ELECTRIC EXHIBIT NO. 4**

Informals    Formals

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## Informal Case View

Case Search

Reports

Final Review

<a href="#">General</a>			
BCS Case No.	3886712	Case Notes	Count : 3 <a href="#">Detail...</a>
CSS Account No.	[REDACTED]	Received Date	02/02/2023
CSS Name	ASHLEY GERHART	Due Date	03/03/2023
Name	ASHLEY GERHART	Investigator Name	CASE POOL, BCS
Service Address 1	340 E CHESTNUT ST, 2FL	Mailing Address 1	340 E CHESTNUT ST 2FL
Service Address 2		Mailing Address 2	
Service City, State Zip	LANCASTER, PA 17602-	Mailing City, State Zip	LANCASTER, PA 17602-
PUC Address	340 E CHESTNUT ST,APT 2,LANCASTER,PA,17602-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	[REDACTED]	Prior Case Number	0
Income Level	3	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 & HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S).I DON'T UNDERSTAND WHY MY BILL WAS COMPLETELY OUTRAGEOUS AT 425 DOLLARS FOR ONE MONTH. THEY EXPLAINED IT WAS DUE TO THE WEATHER BEING COLDER BUT NONE OF IT MAKES ANY SENSE. MY PREVIOUS BILL WAS 3 HUNDRED SOMETHING AND I THOUGHT THAT WAS HIGH - RELIEF SOUGHT - A MORE ACCURATE, LESSENERED BILL THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Company Position	01/23/2023 EXPLAINED ABOVE		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	03/08/2023	Total Account Balance	371.00
Budget Bill Amount	166.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	01/23/2023		

Type Assignment

Case Type	Informal
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Category and Section

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

Ownership

Contact Person	E165934 - Coslett, Kelly Ann
Written By	Pereira, Christina
Written By Date	02/28/2023

Other Information

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

Informal Final Report

<p>Details of the Company's Original Investigation</p> <p>1/17/23 - The Company sent the customer the monthly bill statement. The amount of the bill was \$452.93. This amount reflects the actual usage of 2281 kWh for the 34 days from 12/14/2022 to 1/17/2023.</p> <p>12/9/22 - 1/23/23 - The Company spoke to the customer multiple times. This is a summary of those contacts. Ashley Gerhart called asking why her December 2022 bill was so high. The customer confirmed she was using heating elements last month and the Company explained how heating can cause an increase in usage. The Company also advised that the price to compare rates change every June and December, and that the customer has the opportunity to shop for her electricity at papowerswitch.com. The Company explained that the customer exceeded income limitations for assistance programs and advised the customer that she could go on budget billing for \$110/month, but the customer declined. The Company suspended the account and sent a utility report (letter attached) on 12/20/22. Ashley Gerhart called about her January bill and stated that she does not use 2281 kwh. The customer confirmed that she has a heat pump that she is unsure of when it was serviced, an electric stove, and a electric water heater which loses hot water quickly. The Company explained the customer does not qualify for assistance and reviewed the usage history with the customer and explained the budget billing program. The customer agreed to the collection terms of \$226.93 due on 1/30/23 and \$226.00 due on 2/13/23 and agreed to a budget billing plan for \$145/month.</p>
<p>Company's Final Position to the Customer</p> <p>12/9/22 - 1/23/23 - The Company spoke to the customer multiple times. This is a summary of those contacts. Ashley Gerhart called asking why her December 2022 bill was so high. The customer confirmed she was using heating elements last month and the Company explained how heating can cause an increase in usage. The Company also advised that the price to compare rates change every June and December, and that the customer</p>

has the opportunity to shop for her electricity at papowerswitch.com. The Company explained that the customer exceeded income limitations for assistance programs and advised the customer that she could go on budget billing for \$110/month, but the customer declined. The Company suspended the account and sent a utility report (letter attached) on 12/20/22. Ashely Gerhart called about her January bill and stated that she does not use 2281 kwh. The customer confirmed that she has a heat pump that she is unsure of when it was serviced, an electric stove, and a electric water heater which loses hot water quickly. The Company explained the customer does not qualify for assistance and reviewed the usage history with the customer and explained the budget billing program. The customer agreed to the collection terms of \$226.93 due on 1/30/23 and \$226.00 due on 2/13/23 and agreed to a budget billing plan for \$145/month.

Details of Company's Investigation after BCS Contact

No additional investigation is necessary.

Company's Final Position to BCS

The Company billed the customer on actual meter readings.

The amount of the customer's bill was influenced by the electricity consumption and the cost of electricity.

The Company encouraged the customer to shop for an alternate electric generation supplier.

The Company expects the customer to pay in accordance to the payment arrangement terms outlined above.

Since the customer has been at the property less than 12 months, the Company does not have usage history to compare the current usage to the customer's prior usage.

The Company investigated the matter and did not find any inaccuracy with the billing.

[Analysis Information](#)

Justified	No
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**No Analysis Items Found**

Return To Search

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Decision

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Dismiss

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## Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	3886712	CSS Account No.	██████████
Customer Name	ASHLEY GERHART	Investigator Name	CASE POOL, BCS
Address 1	340 E CHESTNUT ST, 2FL	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	LANCASTER , PA 17602	Head Date	
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	No	Ending Monthly Payment	
Chapter	56	Oral/Written	Oral
Section Rule	56.1 AND 56.163(1)	Violation	ACTUAL
Total Balance	202.00	Closed Date	04/15/2023
Reconnect Amount	0.00	Balance Date	04/15/2023
Special Budget Amount		Regular Budget Amount	
Arrears Payment Plus		Final Monthly Payment	
Resolution	<p>VERBAL CLOSE: SPOKE WITH CUSTOMER, CUSTOMER INDICATED THAT THEY WERE ON HOLD FOR OVER AN HOUR. CUSTOMER CAN'T RECALL IF THEY PLACED THEIR NAME ON A LIST OR NOT. CUSTOMER INDICATED THAT THEY ARE WITH A SUPPLIER AFTER THE LARGE BILL AND THEY ARE NOW RECEIVING NORMAL BILLS. CUSTOMER WAS ADVISED THAT COMPANY CHARGED HER FOR ACTUAL METER READINGS AND WERE NOT EFFECTED BY ESTIMATED BILLING ERROR. CUSTOMER ADVISED THAT THEY WERE CHARGED ACCURATELY BUT THE RATE INCREASE CAUSED THE BILL TO INCREASE ALONG WITH USAGE. CUSTOMER UNDERSTOOD, SATISFIED AND APPROVED VERBAL CLOSE. DISMISSED.</p>		
Terms			
Letter Description			

Action Required Options

Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text"/>		
Sub Category	<input type="text"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	BCS#3886712 DEC CLOSED 4/15/2023 CUSTOMER ADVISED THAT THEY WERE CHARGED ACCURATELY BUT THE RATE INCREASE CAUSED THE BILL TO INCREASE ALONG WITH USAGE		
Processed By	E02239	Processed Date	4/17/2023 8:58:36 AM

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[Return to Case](#)

**PPL ELECTRIC EXHIBIT NO. 5**

**Service Address:**  
340 E CHESTNUT ST, 2FL  
LANCASTER, PA 17602

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



ASHLEY GERHART  
1040 John F Kennedy Boulevard  
BAYONNE NJ 07002, 0

May 16, 2025

**Bill Account Number:** [REDACTED]

Dear ASHLEY GERHART:

This is to inform you that your bank returned your recent electric bill payment. To avoid late fees, you will want to act quickly to resolve the situation. Please contact your bank or financial institution to verify the bank account information is correct.

If a payment is not made by the time your next bill is issued, you may be assessed a late payment fee. A returned payment may cancel any payment plan that you have with us.

To learn more about convenient options PPL offers for paying your bill, visit our website at [www.pplelectric.com](http://www.pplelectric.com) and click Pay My Bill.

You are a valued customer and we appreciate the opportunity to serve you.

If you have questions or need more information, please visit [ppllectric.com](http://ppllectric.com) or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, 7 a.m. to 6 p.m. Monday through Friday for payment assistance and 8 a.m. to 5 p.m. Monday through Friday for all other billing related issues.

Sincerely,

PPL Electric Utilities

**Service Address:**  
340 E CHESTNUT ST, 2FL  
LANCASTER, PA 17602

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



ASHLEY GERHART  
1040 John F Kennedy Boulevard  
BAYONNE NJ 07002, 0

May 14, 2025

**Bill Account Number:** [REDACTED]

Dear ASHLEY GERHART:

This is to inform you that your bank returned your recent electric bill payment. To avoid late fees, you will want to act quickly to resolve the situation. Please contact your bank or financial institution to verify the bank account information is correct.

If a payment is not made by the time your next bill is issued, you may be assessed a late payment fee. A returned payment may cancel any payment plan that you have with us.

To learn more about convenient options PPL offers for paying your bill, visit our website at [www.pplelectric.com](http://www.pplelectric.com) and click Pay My Bill.

You are a valued customer and we appreciate the opportunity to serve you.

If you have questions or need more information, please visit [pplelectric.com](http://pplelectric.com) or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, 7 a.m. to 6 p.m. Monday through Friday for payment assistance and 8 a.m. to 5 p.m. Monday through Friday for all other billing related issues.

Sincerely,

PPL Electric Utilities

**PPL ELECTRIC EXHIBIT NO. 6**

ELEC BILL \$88.50  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 03/11/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$88.50	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$103.00  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 06/19/2023 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$103.00	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$146.81  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 05/22/2023 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$146.81	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$150.00  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 12/25/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$150.00	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]				FINAL

ELEC BILL \$150.19  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 01/12/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$150.19	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]				FINAL

ELEC BILL \$150.44  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 12/15/2023 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$150.44	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]				FINAL

ELEC BILL \$154.00  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 05/03/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$154.00	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]				FINAL

ELEC BILL \$154.00  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 07/08/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$154.00	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]				FINAL

ELEC BILL \$154.00  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 08/26/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$154.00	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]				FINAL

ELEC BILL \$154.00  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 06/07/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$154.00	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]				FINAL

ELEC BILL \$154.00  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 03/29/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$154.00	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]				FINAL

ELEC BILL \$165.64  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 11/12/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$165.64	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]				FINAL

ELEC BILL \$165.91  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 10/04/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$165.91	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$167.93  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 09/16/2024 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$167.93	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$183.29  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 01/08/2025 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$183.29	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$183.29  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 01/09/2025 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$183.29	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$186.89  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 11/01/2023 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$186.89	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$187.09  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 10/02/2023 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$187.09	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$187.35  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 09/18/2023 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$187.35	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$202.63  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 08/14/2023 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$202.63	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL \$203.00  
ORIGINATOR NAME: PP RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590 RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 07/17/2023 SEC: WEB  
ORIG DISC DATA: TRANS CODE: 26

ACCOUNT NBR	RETURN CODE	BANK REF	\$AMOUNT	
TR NUMBER	RETURN REASON	COMP TRACE		STATUS
ABA NAME	CORRECTED INFO			
[REDACTED]	R10	[REDACTED]	\$203.00	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

ELEC BILL        \$218.37  
ORIGINATOR NAME: PP            RECEIVER NAME: ASHLEY GERHART  
ORIGINATOR ID: 1230959590      RECEIVER ID: [REDACTED]  
ORIG EFF DATE: 03/13/2025      SEC:      WEB  
ORIG DISC DATA: 22            TRANS CODE: 26

ACCOUNT NBR	RETURN CODE			
TR NUMBER	RETURN REASON	BANK REF	\$AMOUNT	
ABA NAME	CORRECTED INFO	COMP TRACE	STATUS	
10009226209	R10	[REDACTED]	\$218.37	
[REDACTED]	CUSTOMER ADVISES NOT AUTH	[REDACTED]		CHG BACK
[REDACTED]		FINAL		

**PPL ELECTRIC EXHIBIT NO. 7**

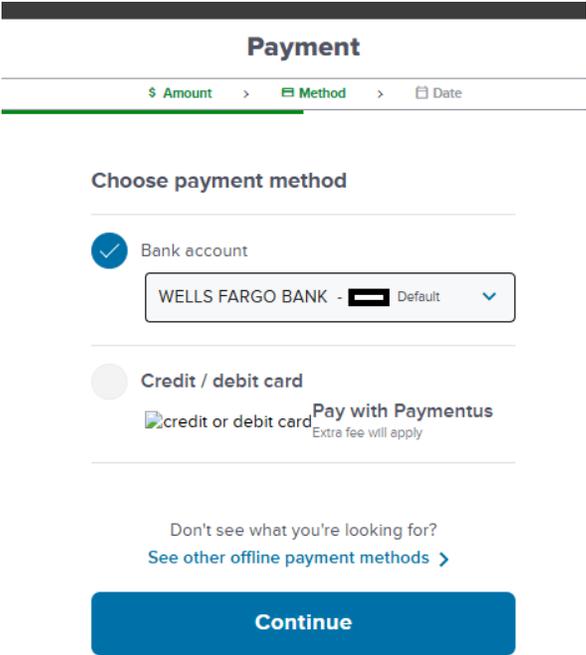
Date/Time	Event Type	User Name	Freeform1	Freeform2	Freeform3	Bill Account
6/17/2023 1:06:49 PM	Login Success	ASHLEY9185X			ServerName: WIN- CSWEB-3	00000- 00000
6/17/2023 1:06:53 PM	Customer Passed Eligibility Check For 1-Time Payment	ASHLEY9185X			ServerName: RD0050F2AE9E99	
6/17/2023 1:06:53 PM	One-Time Payment Start	ASHLEY9185X			ServerName: RD0050F2AE4C4D	
6/17/2023 1:06:53 PM	Customer Entered EFT 1-Time Pay	ASHLEY9185X			ServerName: RD0050F2AE92A6	
6/17/2023 1:06:53 PM	Customer Passed Eligibility Check For 1-Time Payment	ASHLEY9185X			ServerName: RD0050F2AE9C89	
6/17/2023 1:06:53 PM	Customer Entered EFT 1-Time Pay	ASHLEY9185X			ServerName: RD0050F2AE9E99	
6/17/2023 1:06:59 PM	CIMS Bank Info View List Successful	ASHLEY9185X			ServerName: RD0050F2AE9E99	
6/17/2023 1:07:13 PM	CIMS Bank Info View List Successful	ASHLEY9185X			ServerName: RD0050F2AE6FB3	
6/17/2023 1:07:18 PM	One Time Payment Send	ASHLEY9185X			ServerName: RD0050F2AE4C4D	
6/17/2023 1:07:18 PM	One Time Payment Click	ASHLEY9185X			ServerName: RD0050F2AE4693	

Date/Time	Event Type	User Name	Freeform1	Freeform2	Freeform3	Bill Account
6/17/2023 1:07:23 PM	One-Time Payment Success	ASHLEY9185X			ServerName: WIN- CSWEB-2	
6/17/2023 1:07:28 PM	Customer Passed Eligibility Check For 1-Time Payment	ASHLEY9185X			ServerName: RD0050F2AE92A6	
6/17/2023 1:07:28 PM	Account Summary	ASHLEY9185X			ServerName: RD0050F2AE4C4D	
6/17/2023 1:07:28 PM	Customer Cancelled out of 1- time Payment	ASHLEY9185X			ServerName: RD0050F2AE6FB3	
6/17/2023 1:07:29 PM	Account Summary	ASHLEY9185X			ServerName: RD0050F2AE9C89	

1 2

User Name	ashley9185x
E-Mail Address	<input type="text"/>
Secret Question	What was the name of your first employer?
Role	Electric Service: END_USER
	<input type="checkbox"/> RI <input checked="" type="checkbox"/> PA
Last Login Date	9/25/2025 11:58:19 AM
Creation Date	2/22/2012 6:58:30 PM
Is Online	<input type="checkbox"/>
Is Locked	<input type="checkbox"/>
Last Locked Date	12/31/1753 7:00:00 PM
Last Password Change Date	3/14/2022 1:47:24 PM
Last Activity Date	9/25/2025 11:58:19 AM
Is Activated	<input checked="" type="checkbox"/>

**PPL ELECTRIC EXHIBIT NO. 8**



You do not need to click anything else to have that event appear in our event logs.

The only time it appears as multiple events is if someone presses continue and gets to the screen (the rest of the explanation is below the screenshot):

# Payment

\$ Amount > Method > Date

### Select payment date

1/23/2026 

Payment amount \$1.00

Payment method WELLS FARG... - 

By clicking submit, you agree to our [Terms of Use](#), [Privacy Notice](#), and [Payment Terms](#).

**Submit**

Your information is protected with 128-bit SSL encryption

Then, if the customer presses the back button to view the “Choose payment method” again (1<sup>st</sup> screenshot above), then presses Continue once more to get back to the “Select payment date” screen again (2<sup>nd</sup> screenshot above).

I did not remember that this customer had it appear twice, as I replied to that email back in November, so I didn’t test for that scenario earlier. I was able to recreate this myself by taking the steps outlined above. Go to make a payment, click continue when on the payment method screen, press the blue back button on our PPL website, then pressing Continue again to get back to the date screen.

1/23/2026 2:29:25 PM	Customer Cancelled out of 1-time Payment	
1/23/2026 2:29:23 PM	CIMS Bank Info View List Successful	
1/23/2026 2:29:17 PM	CIMS Bank Info View List Successful	
1/23/2026 2:29:09 PM	Customer Entered EFT 1-Time Pay	
1/23/2026 2:29:08 PM	One-Time Payment Start	
1/23/2026 2:29:08 PM	Customer Entered EFT 1-Time Pay	
1/23/2026 2:29:05 PM	Account Summary	
1/23/2026 2:29:03 PM	Customer Passed Eligibility Check For 1- Time Payment	

**Payment**

---

\$ Amount > Method > Date

---

**Choose payment method**

Bank account

WELLS FARGO BANK -  Default ▼

WELLS FARGO BANK -  Default ✓

[+ Add new bank account](#)

Extra fee will apply

Don't see what you're looking for?  
[See other offline payment methods >](#)

**Continue**

Here is what multiple bank accounts looks like:

**Payment**

---

\$ Amount > Method > Date

---

**Choose payment method**

Bank account

PNC Bank, National Ass... -  Default ▼

PNC Bank, National ... -  Default ✓

PNC Bank, National Association -

[+ Add new bank account](#)

Don't see what you're looking for?  
[See other offline payment methods >](#)

**Continue**

Step 2, recap of the payment info before submission:

### Payment

\$ Amount > Method > Date

#### Select payment date

1/23/2026 

Payment amount \$1.00

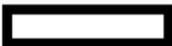
Payment method WELLS FARG... - 

By clicking submit, you agree to our [Terms of Use](#), [Privacy Notice](#), and [Payment Terms](#).

**Submit**

Your information is protected with 128-bit SSL encryption

Here is what the CS Web Event Log information looks like for the steps that I took above:

1/23/2026 11:17:22 AM	Customer Cancelled out of 1- time Payment	
1/23/2026 11:17:09 AM	CIMS Bank Info View List Successful	
1/23/2026 11:16:59 AM	Customer Entered EFT 1-Time Pay	
1/23/2026 11:16:58 AM	One-Time Payment Start	
1/23/2026 11:16:58 AM	Customer Entered EFT 1-Time Pay	
1/23/2026 11:16:56 AM	Account Summary	
1/23/2026 11:16:55 AM	Customer Passed Eligibility Check For 1-Time Payment	
1/23/2026 11:16:53 AM	Login Success	

**PPL ELECTRIC EXHIBIT NO. 9**

### Event Log Detail Report



User ID: ashley9185x

Event Type:

Date Logged: From 5/31/2025 To 6/30/2025

Date / Time	Event Type	User ID	Freeform 1	FreeForm 2	FreeForm 3	Bill Account	Rate Code
6/6/2025 2:46:12 PM	Account Summary	ASHLEY9185X					
6/6/2025 2:46:06 PM	Customer Passed Eligibility Check For 1 -Time Payment	ASHLEY9185X					
6/6/2025 2:45:56 PM	Account Summary	ASHLEY9185X					
6/6/2025 2:44:39 PM	Customer Passed Eligibility Check For 1 -Time Payment	ASHLEY9185X					
6/6/2025 2:44:29 PM	Login Success	ASHLEY9185X					

### Event Log Detail Report



User ID: ashley9185x

Event Type:

Date Logged: From 6/30/2025 To 7/31/2025

Date / Time	Event Type	User ID	Freeform 1	FreeForm 2	FreeForm 3	Bill Account	Rate Code
7/11/2025 10:16:38 AM	One-Time Payment Start	ASHLEY9185X					
7/11/2025 10:16:38 AM	Customer Passed Eligibility Check For 1-Time Payment	ASHLEY9185X					
7/11/2025 10:16:36 AM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
7/11/2025 10:16:36 AM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
7/11/2025 10:16:31 AM	Login Success	ASHLEY9185X					



### Event Log Detail Report

User ID: ashley9185x

Event Type:

Date Logged: From 7/31/2025 To 8/31/2025

Date / Time	Event Type	User ID	Freeform 1	FreeForm 2	FreeForm 3	Bill Account	Rate Code
8/1/2025 2:19:30 PM	Account Summary	ASHLEY9185X					
8/1/2025 2:19:29 PM	Customer Passed Eligibility Check For 1-Time Payment	ASHLEY9185X					
8/1/2025 2:19:29 PM	Account Summary	ASHLEY9185X					
8/1/2025 2:19:29 PM	Customer Cancelled out of 1-time Payment	ASHLEY9185X					
8/1/2025 2:19:24 PM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
8/1/2025 2:19:24 PM	One-Time Payment Start	ASHLEY9185X					
8/1/2025 2:19:24 PM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
8/1/2025 2:16:29 PM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
8/1/2025 2:16:28 PM	One-Time Payment Start	ASHLEY9185X					
8/1/2025 2:16:28 PM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
8/1/2025 2:16:18 PM	One-Time Payment Start	ASHLEY9185X					
8/1/2025 2:16:18 PM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
8/1/2025 2:16:18 PM	Customer Passed Eligibility Check For 1-Time Payment	ASHLEY9185X					
8/1/2025 2:16:18 PM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
8/1/2025 2:16:07 PM	Login Success	ASHLEY9185X					



### Event Log Detail Report

User ID: ashley9185x

Event Type:

Date Logged: From 8/31/2025 To 9/30/2025

Date / Time	Event Type	User ID	Freeform 1	FreeForm 2	FreeForm 3	Bill Account	Rate Code
9/25/2025 11:59:52 AM	Account Summary	ASHLEY9185X					
9/25/2025 11:59:52 AM	Customer Passed Eligibility Check For 1-Time Payment	ASHLEY9185X					
9/25/2025 11:59:52 AM	Account Summary	ASHLEY9185X					
9/25/2025 11:58:31 AM	Account Summary	ASHLEY9185X					
9/25/2025 11:58:31 AM	Customer Passed Eligibility Check For 1-Time Payment	ASHLEY9185X					
9/25/2025 11:58:31 AM	Account Summary	ASHLEY9185X					
9/25/2025 11:58:30 AM	Customer Cancelled out of 1-time Payment	ASHLEY9185X					
9/25/2025 11:58:25 AM	One-Time Payment Start	ASHLEY9185X					
9/25/2025 11:58:25 AM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
9/25/2025 11:58:24 AM	Customer Passed Eligibility Check For 1-Time Payment	ASHLEY9185X					
9/25/2025 11:58:24 AM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
9/25/2025 11:58:20 AM	Login Success	ASHLEY9185X					
9/22/2025 4:10:31 PM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
9/22/2025 4:10:30 PM	One-Time Payment Start	ASHLEY9185X					
9/22/2025 4:10:30 PM	Customer Passed Eligibility Check For 1-Time Payment	ASHLEY9185X					
9/22/2025 4:10:30 PM	Customer Entered EFT 1-Time Pay	ASHLEY9185X					
9/22/2025 4:10:25 PM	Login Success	ASHLEY9185X					