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Solomon Pratt,          |
      v.                |   Docket No.:
PPL Electric Utilities |   F-2025-3057731
Corporation and Clearview |
Electric, Inc.         |
                       |
Initial Call-In       |
Telephonic Hearing    |
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Judge's Chambers
 Judge's Chambers
 State Office Building
 801 Market Street
 Philadelphia, PA

Thursday, February 12, 2026
 Commencing at 10:11 a.m.

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Docket No. F-2025-3057731

Hearing Date: February 12, 2026

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Rate Change Notice

PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED] Mail To: SOLOMON PRATT
50 CREEK LN
EASTON PA 18045
Requested By: SOLOMON PRATT
Extension: [REDACTED]

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
03/27/2024	ELECTRIC SERVICE		\$55.50								
03/27/2024	ELECTRIC SERVICE		\$76.17								
03/27/2024	CLEARVIEW ELECTRIC, INC		\$99.18								
03/27/2024	DEPOSIT		\$171.50								
03/27/2024	Regular Bill	04/17	\$402.35				0187/0000	604440	28	1421	
04/08/2024	Payment		\$-402.35								
04/26/2024	ELECTRIC SERVICE		\$85.52								
04/26/2024	CLEARVIEW ELECTRIC, INC		\$154.25								
04/26/2024	DEPOSIT		\$85.75								
04/26/2024	Regular Bill	05/20	\$325.52				0450/0000	62915A	30	1504	
05/14/2024	Payment		\$-325.52								
05/28/2024	ELECTRIC SERVICE		\$71.09								
05/28/2024	CLEARVIEW ELECTRIC, INC		\$122.46								
05/28/2024	DEPOSIT		\$85.75								
05/28/2024	Regular Bill	06/18	\$279.30				0159/0059	64109A	29	1194	
06/24/2024	Payment		\$-279.30								
06/26/2024	ELECTRIC SERVICE		\$87.01								
06/26/2024	CLEARVIEW ELECTRIC, INC		\$157.22								
06/26/2024	Regular Bill	07/17	\$244.23				0010/0240	65642A	32	1533	
07/12/2024	Payment		\$-244.23								
07/29/2024	ELECTRIC SERVICE		\$125.87								
07/29/2024	CLEARVIEW ELECTRIC, INC		\$242.66								
07/29/2024	Regular Bill	08/19	\$368.53				0000/0366	68008A	30	2366	
08/15/2024	Payment		\$-368.53								
08/26/2024	ELECTRIC SERVICE		\$102.77								
08/26/2024	CLEARVIEW ELECTRIC, INC		\$191.99								
08/26/2024	Regular Bill	09/16	\$294.76				0010/0238	69880A	29	1872	
09/12/2024	Payment		\$-294.76								
09/25/2024	ELECTRIC SERVICE		\$72.71								
09/25/2024	CLEARVIEW ELECTRIC, INC		\$125.94								
09/25/2024	Regular Bill	10/16	\$198.65				0028/0103	71108A	32	1228	
10/14/2024	Payment		\$-198.65								
10/24/2024	ELECTRIC SERVICE		\$63.61								
10/24/2024	CLEARVIEW ELECTRIC, INC		\$106.05								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH
10/24/2024	Regular Bill	11/14	\$169.66				0201/0005	72142A	29	1034
11/12/2024	Payment		\$-169.66							
11/22/2024	ELECTRIC SERVICE		\$76.76							
11/22/2024	CLEARVIEW ELECTRIC, INC		\$134.97							
11/22/2024	Regular Bill	12/16	\$211.73				0408/0006	73458A	29	1316
12/27/2024	ELECTRIC SERVICE		\$120.62							
12/27/2024	CLEARVIEW ELECTRIC, INC		\$231.27							
12/27/2024	Regular Bill	01/21	\$563.62	\$211.73			1105/0000	75713A	35	2255
01/16/2025	Payment		\$-563.62							
01/28/2025	ELECTRIC SERVICE		\$132.35							
01/28/2025	CLEARVIEW ELECTRIC, INC		\$245.94							
01/28/2025	Regular Bill	02/18	\$378.29				1236/0000	78111A	32	2398
02/13/2025	Payment		\$-378.29							
02/27/2025	ELECTRIC SERVICE		\$131.20							
02/27/2025	CLEARVIEW ELECTRIC, INC		\$241.43							
02/27/2025	Regular Bill	03/20	\$372.63				1055/0000	80465A	30	2354
03/18/2025	Payment		\$-372.63							
03/27/2025	ELECTRIC SERVICE		\$92.83							
03/27/2025	CLEARVIEW ELECTRIC, INC		\$157.22							
03/27/2025	Regular Bill	04/17	\$250.05				0615/0000	81998A	28	1533
04/15/2025	Payment		\$-250.05							
04/28/2025	ELECTRIC SERVICE		\$93.62							
04/28/2025	CLEARVIEW ELECTRIC, INC		\$268.96							
04/28/2025	Regular Bill	05/19	\$362.58				0430/0001	83544A	30	1546
05/15/2025	Payment		\$-362.58							
05/28/2025	ELECTRIC SERVICE		\$95.75							
05/28/2025	CLEARVIEW ELECTRIC, INC		\$309.14							
05/28/2025	Regular Bill	06/18	\$404.89				0139/0018	85132A	32	1588
06/16/2025	Payment		\$-404.89							
06/24/2025	Deposit		\$-368.81							
06/26/2025	ELECTRIC SERVICE		\$123.91							
06/26/2025	CLEARVIEW ELECTRIC, INC		\$411.27							
06/26/2025	Regular Bill	07/17	\$166.37				0048/0179	87255A	29	2123
07/15/2025	Payment		\$-166.37							
07/29/2025	ELECTRIC SERVICE		\$187.14							
07/29/2025	CLEARVIEW ELECTRIC, INC		\$647.22							
07/29/2025	Regular Bill	08/19	\$834.36				0000/0354	90614A	30	3359
08/15/2025	Payment		\$-834.36							



DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS	KWH	BILLED KW
08/26/2025	ELECTRIC SERVICE		\$89.96								
08/26/2025	ELECTRIC SERVICE		\$226.12								
08/26/2025	CLEARVIEW ELECTRIC, INC		\$434.29								
08/26/2025	Regular Bill	09/16	\$750.37				0002/0120	93454A	31		2840
09/22/2025	Payment		\$-316.08								
09/23/2025	Late Payment Charge		\$5.43								
09/24/2025	ELECTRIC SERVICE		\$347.24								
09/24/2025	Regular Bill	10/15	\$786.96	\$434.29			0023/0069	95339A	30		1885
10/13/2025	Payment		\$-347.24								
10/23/2025	ELECTRIC SERVICE		\$310.77								
10/23/2025	Regular Bill	11/13	\$750.49	\$439.72			0187/0040	97017A	29		1678
11/21/2025	ELECTRIC SERVICE		\$360.75								
11/21/2025	Regular Bill	12/12	\$1111.24	\$750.49			0572/0000	98979A	29		1962
12/01/2025	Payment		\$-360.75								
12/01/2025	Payment		\$-395.53								
12/18/2025	Late Payment Charge		\$4.44								
12/23/2025	ELECTRIC SERVICE		\$534.92								
12/23/2025	Regular Bill	01/15	\$894.32	\$354.96			1071/0000	01876A	32		2897
01/12/2026	Payment		\$-539.36								
01/26/2026	ELECTRIC SERVICE		\$541.64								
01/26/2026	Regular Bill	02/17	\$896.60	\$354.96			1267/0000	04771A	34		2895

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: ██████████ **Customer Name: SOLOMON PRATT**
 From 2/1/2022 to 2/3/2026

Contact Date	Contact Type	Remarks	User
2026-01-09	Special Situation	PAYMENTUS IVR paid 539.36	SELF SERVICE USER
2026-01-09	WUR Assessment	██████████ Son. 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.	LATRICE BLAKNEY
2026-01-09	Credit	Caller ██████████ Son. Cci to make inform balance 894.32 cx got upset stated we owe his father for a whole year amount 539.36 DD 1 15 Cx paying with a card inform card fee 2.50	LATRICE BLAKNEY
2026-01-09	Financial Statement Added		LATRICE BLAKNEY
2026-01-09	Credit	Caller ██████████ Son User Comments Cci to know how much is current adv cx bill is 539.36 due 01 15 adv cx previous balance for 354.96 cx says he does not owed that money cx wanted to pay with debit adv cx 2.50 after payment is made remaining balance will be the previous balance xfer to paymentus	SUSANA GARCIA
2026-01-09	Correspondence - General	Template Name Master Utility Report Created By SUSANA GARCIA Letter Edited No CS Letters ID 7017608	CSLET
2026-01-09	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2026-01-09	WUR Assessment	██████████ Son. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	SUSANA GARCIA
2026-01-09	Call Transfer	Caller ██████████ Son User Comments CCI to confirm amt due .Adv p b is currently billing discuss in court .Call was transferred to billing department for further assistance	KIA WALKER
2026-01-09	WUR Assessment	██████████ Son. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	KIA WALKER
2025-12-23	Credit	Caller SOLOMON PRATT Ratepayer. cx wants me doc acc adv will sat	MEGAN RAMRATTAN
2025-12-23	Credit	Caller SOLOMON PRATT Ratepayer. this is remaining current bill cx wants to know if has more lpc adv one in oct for 5.43 cx said he is not paying that and needs to be credited the money back we owe him adv once the court hearing is finish and decision is made acc will be adjusted accordingly	MEGAN RAMRATTAN
2025-12-23	Credit	Caller SOLOMON PRATT Ratepayer. cx said he has court hearing and he is not paying the bill said we are charging him he was slammed by supplier adv seeing the info about court hearing adv there is a bill 359.40 was due 12 12 and is getting lpc 4.44 cx wants to knwo how much month this bill is for adv 4 months he got a bill 1111.24 and we got pmt and	MEGAN RAMRATTAN
2025-12-23	WUR Assessment	██████████ Son. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Late Payment Charges. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MEGAN RAMRATTAN
2025-12-23	myPPL Alerts - CSS WEB	Caller Name SOLOMON PRATT Relationship Ratepayer Agreed to T Cs-Enrolled	MEGAN RAMRATTAN
2025-12-23	Billing	Caller SOLOMON PRATT Ratepayer User Comments caller son BRAFRETT PRATT ci about the Clear view case for the money that has been taken out of his account adv of the previous information and adv that I can get him over to Billing cx sat	KENETRA BARNETT
2025-12-23	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	KENETRA BARNETT
2025-12-23	Special Situation	Caller SOLOMON PRATT Ratepayer. email confirmed ██████████	KENETRA BARNETT
2025-12-19	Credit	Caller ██████████ Son. by clear view and we are working together with them adv we are not associated with them they get there charges and PPI get ours for delivery offered pag opts adv of consequenees sat	MEGAN RAMRATTAN
2025-12-19	Credit	Caller ██████████ Son. consent cx said dispute will be in January tried to explain to cx why he got a bill 395.53 adv a pag was set up said he didn t agree adv saw that but cx didn t let me explain and said PPI is involved and we owe him money and was slammed by clear view and we are working together	MEGAN RAMRATTAN
2025-12-19	Credit	Caller ██████████ Son. CCI cx said already took money out of acc extra and has said is owing case number 406805 adv this is for puc cx said yes ask for amt of bill cx said we charge him extra 395.00 but it was 310.00 adv seeing bill 310.77 and they bill him 395.53 cx said yes and don t know why he had to pay that extra and we took out pmt without	MEGAN RAMRATTAN

Contact Date	Contact Type	Remarks	User
2025-12-19	WUR Assessment	██████████ Son. 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.	MEGAN RAMRATTAN
2025-12-19	Credit	Caller ██████████ Son User Comments PREV IS 0.00 C XSTATED HE HAS IT GOING ON WITH THE PUC ADV CX TO GET PUC CASE NUMBER TO PLACE ON ACC FOR PROTECTION IN THE MEAN TIME CX UNDER	CHELSEA BURNETT
2025-12-19	WUR Assessment	██████████ ██████████ Son. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	CHELSEA BURNETT
2025-12-19	Credit	Caller ██████████ Son. PREV IS 0.00 C XSTATED HE HAS IT GOING ON WITH THE PUC ADV CX TO GET PUC CASE NUMBER TO PLACE ON ACC FOR PROTECTION IN THE MEAN TIME CX UNDER	CHELSEA BURNETT
2025-12-19	Credit	Caller ██████████ Son User Comments CCI CALLED STATIG THEY HAVE NOT RECEIVED ANY BILLS STATING THEY GOT SLAMMED FROM CLEARVIEW FOR OVER 800 ON BILL STATED BILL OF 395.10 WAS SUPPOSED TO BE 310.00 ADV BAL OF 786.96 REMAING BAL ROLLED OVER WHICH IS THE ONLY BILL LISTED ON ACC OTHER THAN THAT	CHELSEA BURNETT
2025-12-19	WUR Assessment	██████████ Son. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	CHELSEA BURNETT
2025-12-19	WUR Assessment	██████████ Son. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	CARINA MOHAMMED
2025-12-19	Credit	Caller ██████████ Son. cci to inquire on bill call tarns to billing	CARINA MOHAMMED
2025-12-12	WUR Assessment	██████████ Son. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	FLAXINE GRUBE
2025-12-12	Miscellaneous	Caller ██████████ Son. Spoke with r p called about law suit they won advised will receive a letter from us letting him know what will happen now said yes understanding	FLAXINE GRUBE
2025-12-12	WUR Assessment	██████████ Son. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	KAMAL SAMAROO
2025-12-12	Call Transfer	Caller ██████████ Son. cci re dispute.- motion got denied when going to pay it owe for a year 3rd party provider and owe us. trans EE.	KAMAL SAMAROO
2025-12-05	Changed Payment Agreement	PAYMENT AGREEMENT HAS BEEN UPDATED TO KEPT	CUBCL109
2025-12-01	Correspondence - General	Template Name Master Utility Report Created By MATTHEW FINN Letter Edited Yes CS Letters ID 6945418	CSLET
2025-12-01	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-12-01	Billing	Caller SOLOMON PRATT Ratepayer. cst not sat does not undrstand	MATTHEW FINN
2025-12-01	Billing	Caller SOLOMON PRATT Ratepayer User Comments cci regarding creating an online acct reviewed bills with cst cst said he never agreed with the payment plan adv pag did not add any extra money to act only divided up what existe cst says he is in dispute with supplier company so he does not owe ppl he does any charges extr are between cst and supplier	MATTHEW FINN
2025-12-01	Maintain Bill Account	Caller Self Serve Ratepayer updated Paperless billing from Not Enrolled to Enrolled .	SELF SERVICE USER
2025-12-01	WUR Assessment	... NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MATTHEW FINN
2025-12-01	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Miscellaneous - WUR will ...	MATTHEW FINN
2025-12-01	WEB Maintain Bill Account	Updated email address from UnKnown to ██████████	SELF SERVICE USER
2025-12-01	Call Transfer	Caller ██████████ ██████████ Son. CREATE AN ONLINE ACCT TO SEE ALL HIS PREVIOUS BILLS CX WAS TRANS TO BILLING FOR THEM TO SEND HIM A PRINT OUT OF HIS BILLS CX ADV THE BAL ON THE ACC IS 354.96 PMT WAS PROCESSED IN BACK OFFICE SO I COULDVE PAID THE AMT THE CX REQUESTED	AFISHA HERCULES
2025-12-01	Correspondence - General	Template Name Master Utility Report Created By AFISHA HERCULES Letter Edited No CS Letters ID 6945356	CSLET
2025-12-01	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-12-01	Call Transfer	Caller ██████████ ██████████ Son User Comments CCI MADE A PMT OF THE CURRENT BILL 360.75 CX SAID HE IS NOT PAYING THE PREV BAL BECAUSE THEY HAVE AN ONGOING MATTER AND WE OWE THEM CX ASKED ABT THE REMAINING BAL WHEN I ADV HIM IT WAS 750.49 HE NOTICED THEY DIDNT PAY THE BILL THAT CAME OUT 10 23 CX PAID 395.53 via checking ACCT CX WAS ADV HE CAN	AFISHA HERCULES

Contact Date	Contact Type	Remarks	User
2025-12-01	WUR Assessment	██████████ Son. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. 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.	AFISHA HERCULES
2025-12-01	Correspondence - General	Template Name Master Utility Report Created By AFISHA HERCULES Letter Edited No CS Letters ID 6945351	CSLET
2025-12-01	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-12-01	WUR Assessment	Back Office Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. 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.	AFISHA HERCULES
2025-12-01	CSS WEB Interface Payment	Caller Back Office Ratepayer Non-Occupant. Comments Made Payment in the amount of 395.53. Confirmation number was emailed to ██████████ Confirmation Number 25120113	AFISHA HERCULES
2025-12-01	CSS WEB Interface Payment	Caller Back Office Ratepayer Non-Occupant. Comments Made Payment in the amount of 360.75. Confirmation number was read.. Confirmation Number 25120134	AFISHA HERCULES
2025-12-01	Credit	Confirmed service is scheduled for termination on 12 01 2025. Amount is 439.72. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	AFISHA HERCULES
2025-11-21	Account Balance	Caller ██████████ Son. current bal 750.49 due 11 13 25- prev bal 439.72 -conf TERMINATION DATE Scheduled 11 24 2025 and current grace will expire 11 22 25 offered pay agree -cust declined and did not want to discuss options - gave consequences- current supply PPI effective 8 11 25 understanding ESC live call	JENNIFER GHOLAR
2025-11-21	Account Balance	Caller ██████████ Son User Comments cci to review account and get update to investigation- cust was upset because he says it is taking to long - conf still being reviewed and will need to wait for update-conf issue is about supplier charges - cust conf they are still receiving calls from suppliers - did privacy update - conf current bal 750.49.	JENNIFER GHOLAR
2025-11-21	Correspondence - General	Template Name Master Utility Report Created By JENNIFER GHOLAR Letter Edited No CS Letters ID 6936651	CSLET
2025-11-21	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-11-21	WUR Assessment	██████████ Son. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Investigation into Prior Concern. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	JENNIFER GHOLAR
2025-11-21	Choice Inquiry	Back Office Ratepayer. Updated Privacy Release to Withhold All	JENNIFER GHOLAR
2025-11-21	WUR Assessment	██████████ Son. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KATHLEEN DUFFEY
2025-11-21	Billing	Caller ██████████ Son. caller asking for resolution to bill adv is being worked on watts issued do not have answer yet to his inquiry caller wants to speak with a supervisor xfer call to Jennifer sup	KATHLEEN DUFFEY
2025-11-21	Credit	Caller SOLOMON PRATT Ratepayer User Comments Solomon Pratt r.p c.i inquiring about the result or a formal complaint in regards a bill dispute.call transferred to energy education for assistance.	JORGE SIERRA
2025-11-21	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JORGE SIERRA
2025-11-21	Special Situation	Caller SOLOMON PRATT Ratepayer. Email ██████████ verified on 11 21 2025 exp 01 21 2026	JORGE SIERRA
2025-11-07	Correspondence - General	Template Name Master Utility Report Created By EDGAR VANEGAS Letter Edited No CS Letters ID 6907329	CSLET
2025-11-07	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-11-07	Credit	Caller ██████████ Son. And the reason about why he got this shut off notice. But he interrupted me and he did not allow me to talk. Cx got mad and hung. Call not finished.	EDGAR VANEGAS
2025-11-07	Credit	Caller ██████████ Son User Comments R P called in wanted to know if he had a shut off noticed on 11 24 2025 and wanted to get support to avoid it. Service is scheduled for termination on Monday November 24 2025 but a payment of 439.72 will protect your service. I was trying to offering to this Cx payment options Take FT to identify level income	EDGAR VANEGAS
2025-11-07	WUR Assessment	██████████ Son. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	EDGAR VANEGAS
2025-11-07	Credit	Caller SOLOMON PRATT Ratepayer. cci for update on the open case adv still pending saying waiting for teh hearing cx say next time we call will sue for harassments	BRAYAN HERNANDEZ SINGH
2025-11-06	Correspondence - Collections	CUT DATE 2025-11-24 AMOUNT 439.72	
2025-10-21	Choice Inquiry	Caller ██████████ Son. charges. I adv to pay the agreement to avoid service termination and if adjustments needs to be made it will occur after the hearing. cx Sat	JOSHUA ROJAS

Contact Date	Contact Type	Remarks	User
2025-10-21	Choice Inquiry	Caller ██████ Son. Adv cx PPL is not liable for early term fees but there should not have had term fees with the SOP program. The removal date for Clearview on 8 11 25 would have been apprx 5 mths after the sop should have ended and thee contract will need to be reviewed to verify who is responsible for the bill. Cx stated he is only paying recent	JOSHUA ROJAS
2025-10-21	Choice Slamming	Caller ██████ Son User Comments Esc ██████ who wanted access to the phone call of his dad requesting the supplier. Unable to provide CX with audio file. Reviewed the account adv the Eff date of Clearview Electric Inc.3 7 2024 after the ph call on 2 26 2024 Mon 4 17 PM through the SOP Offer Code SOR1P4 cx accepted by Solmon allegedly.	JOSHUA ROJAS
2025-10-21	WUR Assessment	████████ Son. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No.	JOSHUA ROJAS
2025-10-21	SC - GRACE EXTENSION	Caller ██████ Son. Open hearing for Slamming	308193
2025-10-21	WUR Assessment	████████ Son. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	HILLARY MARTINEZ
2025-10-21	Credit	Caller ██████ Son. cx was adv that acct will be at risk of late paymnt charge collection activity and possible term CALL TRANSFER TO SUPERVISOR	HILLARY MARTINEZ
2025-10-21	Credit	Caller ██████ Son. and never agree to a 3rd party supplier cx informed that he did paid the ppl for transpor the serv but will not pay for the supplier cx dined to pay the the outstanding bal cx want us to prove that the cx was enroll to a difference for the supplier	HILLARY MARTINEZ
2025-10-21	Credit	Caller SOLOMON PRATT Ratepayer. CCI ST that he received notification that thay have outstanding paymnt for 44.76 adv on 10 10 cx got a pag with a first paymnt of 392.00 due 10 17 cx paid 347.24 out standing bal to complete pag 44.76 cx informed that he agrees to a pag	HILLARY MARTINEZ
2025-10-21	Special Situation	Caller SOLOMON PRATT Ratepayer. Email last verified 10 21	HILLARY MARTINEZ
2025-10-10	Special Situation	PAYMENTUS IVR paid 347.24	SELF SERVICE USER
2025-10-10	Credit	Caller ██████ Son. - - trying to offer PAG but cust refused cust stated that they were not going to pay the prev bal per checking there is a WAT created 4569155 about bill dispute	RODERICK VELORIA
2025-10-10	Call Transfer	Caller ██████ Son User Comments -cci will make a payment using DEBIT CREDIT card amounting to 347.24 Informed cust service fee of 2.50 informed they also need there PPL acct number adv the cu to transfer the call to PAYMENTUS cu agreed and understood.	RODERICK VELORIA
2025-10-10	WUR Assessment	████████ Son. Caller s Concern Payment Assistance. 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.	RODERICK VELORIA
2025-10-10	Added Payment Agreement	████████ Son. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 392.00 is due 10 17 2025. Future payments beginning with next bill will include installment amount of 40.00. Enrolled in BB NO.	RODERICK VELORIA
2025-10-10	Financial Statement Added		RODERICK VELORIA
2025-09-30	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute - EGS Rate Work Item 4569155 Created	CARMEN P URBAN
2025-09-29	Choice Inquiry	Caller ██████ Son. Cust calling to make us aware that he is not going to pay any balance for the clear view supplier because he already make a complain whit the puc He is only going to pay about the charges from PPL Adv since the PUC didnt response for them he is still responsible for the Balance on the account	DAVID BERMUDEZ
2025-09-19	Billing	Caller ██████ Son. pay 316.08 w a card adv to ensure he enters the amt he wants to pay to prevent entire bal of over 700.00 from being drafted. Advised of 2.50 service fee and PPL acct number is needed. Transferred to Paymentus. SAT Yes.	RIANNA GILDHARRY
2025-09-19	Billing	Caller ██████ Son. illegal to make his father switch since he has that disease so he is disputing it and he filled out 1 form for Secretary s Bureau and he is filling out another one for the PUC. Informed once complaint is filed w PUC the would sed us that information and we will add hold on acct while it is being investigated. Wants to	RIANNA GILDHARRY
2025-09-19	Billing	Caller ██████ Son. Spoke w ██████ who called in to make a payment. Said he wants to pay the PPL s side as he is currently disputting billing w Clearview Electric. Informed PPL s charges would ve been 155.50 for supply charges amt of 160.68 for delivery 316.08. Said his father has Parkinson Disease and it s	RIANNA GILDHARRY
2025-09-19	Special Situation	PAYMENTUS IVR paid 316.08	SELF SERVICE USER
2025-09-19	WUR Assessment	████████ Son. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	RIANNA GILDHARRY

Contact Date	Contact Type	Remarks	User
2025-09-19	Call Transfer	Caller [REDACTED] Son User Comments cx call asking for just pay one part of the bill because he said the rate payer never authorize change the supplier so he only want to pay to PPL call transfer to electric choice dep	SALLY BLANDIN
2025-09-19	WUR Assessment	[REDACTED] Son. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SALLY BLANDIN
2025-09-19	Credit	Caller [REDACTED] Son User Comments caller [REDACTED] [REDACTED] called in to process 300.00 pymt on acct caller placed me on hold. i held then released call	BRITTANY WILLIAMS
2025-09-19	WUR Assessment	[REDACTED] Son. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	BRITTANY WILLIAMS
2025-09-19	Choice Inquiry	Caller [REDACTED] Brother. is December 1st . Cx mentioned they received a call stating PPL rate is changing to 17. where it was confirmed that is incorrect . Cx was son of acct holder error made with relationship being listed as brother . Trs to paymentus where PPL cannot recommend suppliers . ST	ISAIAH NELSON
2025-09-19	Choice Inquiry	Caller [REDACTED] Brother User Comments CCI ABT CANCELLING SUPPLIER WHERE CHARGES ARE INCLUDED ON BILL . Confirm charges from PPL FROM 8 11 25 TO 8 25 25 155.50 . 7 25 25 TO 8 11 25 CX WAS CHARGED FOR 434.29 .Delivery fee 160.58 which is strictly with PPL . Cx advised to mention bill is being disputed . Confirm current rate 12.49c kwh where next revie	ISAIAH NELSON
2025-09-19	WUR Assessment	[REDACTED] Brother. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ISAIAH NELSON
2025-09-19	Call Transfer	Caller [REDACTED] Son User Comments cci dont want me to speak already give the info vabout the prev supplier clearview thats why him bill is high xfer to ac spec	JOLO UNTALAN
2025-09-19	WUR Assessment	[REDACTED] Son. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JOLO UNTALAN
2025-09-04	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4086085 DEC CLOSED09 04 2025- EGS COMPLAINT.	CUCL143
2025-08-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-08-20	Correspondence - General	Template Name Remove from EFT Created By Liguori Alexandra Letter Edited No CS Letters ID 6748609	CSLET
2025-08-20	Miscellaneous	WATT Billing - EFT Removal Work Item 4538778 Completed	ALEXANDRA LIGUORI
2025-08-20	Miscellaneous	WATT ID 4538778 Removed EFT as per customer s request. Unable to do on 8 15 bc in two business day billing window. Sent removed letter.	ALEXANDRA LIGUORI
2025-08-20	SC - GRACE EXTENSION	Removed EFT as per customer s request. Unable to do on 8 15 bc in two business day billing window. Sent removed letter.	307740
2025-08-20	Maintain EFT	WATT ID 4538778 Removed EFT as per customer s request. Unable to do on 8 15 bc in two business day billing window. Sent removed letter.	ALEXANDRA LIGUORI
2025-08-19	SC - PUC Informal Complaint	PUC MDIA BCS 4086085	CUCL143
2025-08-19	Choice Inquiry	Caller [REDACTED] Son User Comments continued adv once the information is released to the supplier that is no longer in PPL hands which supplier is choosen for account cx was requesting to have recording wanted to know who he can call provided PUC PUC 1-800-692-7380 adv unable to provide recording UND assessed.	LIESANN MODESTE
2025-08-19	Choice Inquiry	Caller [REDACTED] Son. continued adv on 2 26 2024 customer consented for release of phone number and email address to EGS accompanied by father SOLOMON PRATT could not verify email permission granted for business to conduct business on his behalf cx adv one year ago the RP would have given permission to release email telephone to EGS cont d	LIESANN MODESTE
2025-08-19	WUR Assessment	[REDACTED] Son. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	LIESANN MODESTE
2025-08-19	Credit	Caller [REDACTED] [REDACTED] Son. [REDACTED] [REDACTED] occupant stated he did not sign up for SO with Clerview and was promised 200 gift card from PPL cx adv SO was discontinued since the end of May cx is stated that it was false adv because PPL was who they were told would give the 200 and he wants the money continued.	LIESANN MODESTE
2025-08-19	Miscellaneous	Caller Back Office Ratepayer. onset on the call choppy line and cust unable to hear me but i hear cust loud and clear cx hung up the call	DIANE MAE GAMBOA
2025-08-19	Credit	Caller [REDACTED] [REDACTED] Son. provided my name and ID per cust request and he said he will call the supplier and they will be calling us and he will call the authorities bc he believes this is fraud then he hung up before sat und	TAYLOR ROSIE

Contact Date	Contact Type	Remarks	User
2025-08-19	Credit	Caller [REDACTED] Son. so a watt was issued to have ABP removed after the due date adv with ABP the payment comes out a few days before the due date so the 834.36 due 8 19 has already posted adv back office will be able to remove ABP after 8 19 and he will need to contact the supplier directly to dispute their charges and I	TAYLOR ROSIE
2025-08-19	Credit	Caller [REDACTED] Son. supplier. PPL does not get involved with customer supplier contracts. so adv we cannot adjust the bills adv he will need to contact Clearview Electric directly to dispute their charges and cust asked if ABP was removed adv ABP was not removed bc when he called it was already within the 2 bus day deduction window	TAYLOR ROSIE
2025-08-19	Credit	Caller [REDACTED] Son. months and once the 12 months was up they could ve either reenrolled in the SOP or went back to ppl or chose a diff supplier adv the SOP is no longer offered and there is not a 200 credit on the acct from the supplier adv of notes on the supplier coord watt stating The customer will need to discuss with the	TAYLOR ROSIE
2025-08-19	Credit	Caller [REDACTED] Son User Comments esc cb sw with r p s son [REDACTED] and the r p Solomon Pratt and they were calling claiming that they never enrolled with Clearview Electric and if they had then they would ve gotten a 200 credit from them but adv cust they accepted the SOP on 2 26 24 which offers a 7 discount off the ppl rate for 12	TAYLOR ROSIE
2025-08-19	WUR Assessment	[REDACTED] Son. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	TAYLOR ROSIE
2025-08-19	Credit	Caller Back Office Ratepayer. no response left cb number for cx disco call	STACY BUNTIN
2025-08-19	Miscellaneous	Caller SOLOMON PRATT Ratepayer. s w [REDACTED] -son have r p perm to speak. called in having issue 8 05 screen freeze. call dropped. not asses	REINEL DAMAYO
2025-08-18	Billing	Caller [REDACTED] Son. cx adv he can set up online acct at www.ppelectric.com and enroll in paperless billing SAT no cx disc call	PATRICE PARMEL
2025-08-18	Billing	Caller [REDACTED] Son User Comments CCI to confirm if ABP was removed cxa dv acct in 2 day billing window will not be able to remove ABP cx adv to call back after 8.19.25 to make req to remove 2 day billing window explained to cx Cx adv that RP needs to do req to have ABP removed or give consent	PATRICE PARMEL
2025-08-18	WUR Assessment	[REDACTED] Son. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	PATRICE PARMEL
2025-08-18	Credit	Caller [REDACTED] Son Son User Comments Cx SOLOMON PRATT calling rgd make a payment Cx under Auto pay cx wants to stop autopayment bc paid - 834.36 and wants to stop thisone call transfer to cancel this enroll call transfer .	JUAN PINEDA
2025-08-18	WUR Assessment	[REDACTED] Son Son. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JUAN PINEDA
2025-08-15	WUR Assessment	[REDACTED] Spouse. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	CHELSEA BURNETT
2025-08-15	EFT Account	Caller [REDACTED] Spouse User Comments CCI CALLED TO CONFIRM ABP WAS REMOVED ADV IS IN THE BILLING WINDOW ISSUED WATT FOR MONEY CANNOT BE PULLED TO STOP ABPADV CX PREV AGENT ALREADY LAUNCHED WATT TO REMOVE ABP ADV THE ABP WILL BE REMOVED WIUTH NEXT BILL CX REQ SUP ADV OF CALL BACK TO ENSURE PMT WONT BE PULLED TOOK INFOADV WILL BE GIVEN CALL BACK	CHELSEA BURNETT
2025-08-15	Call Transfer	Caller [REDACTED] Son User Comments CX CALLING TO SEE IF AUTO-PAY IS STILL SET UP CX TRANSF TO SUTO PAY DEPART	MACHELA VIDAL
2025-08-15	WUR Assessment	[REDACTED] Son. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	MACHELA VIDAL
2025-08-15	EFT Account	Caller SOLOMON PRATT Ratepayer. and adv he can reach out to the ban as well to stop the auto deduction cx kept shouting through the entirety of the call not allow me to explain info again call was disco after multipl warnings by me company position was prov no sat assessed as cx kept intruping and shouting at me.	JELICIA RAMKISSOON
2025-08-15	EFT Account	Caller SOLOMON PRATT Ratepayer. he can s w th ank to block the ba of 834.36 due by 8 19 25 to t be withdrawn explained the agent he s w prior did issue the EFT removal WATT which will take place from the next bill gen cx shouting at me and adv he will be pressing charges as this is fraud explained info multiple times...CONT	JELICIA RAMKISSOON
2025-08-15	Correspondence - General	Template Name Master Utility Report Created By JELICIA RAMKISSOON Letter Edited No CS Letters ID 6740425	CSLET
2025-08-15	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-08-15	EFT Account	Caller SOLOMON PRATT Ratepayer User Comments s w RP and [REDACTED] SON - OCCUPANT cci to remove EFT as he prevly requested but it was not done confirmed cx s w an agent today 8 15 25 and requested EFT be removed but acct is in the 2 bus days deduction window hence we could not cancel the pmt but...CONT	JELICIA RAMKISSOON

Contact Date	Contact Type	Remarks	User
2025-08-15	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JELICIA RAMKISSOON
2025-08-15	Call Transfer	Caller SOLOMON PRATT Ratepayer User Comments cci mention having hardtime paying bill online. Inform that he s in autopay. that s why he s having problem paying online. cx mention he requested to remove autopay however he still in auto pay. Adv to follow up the removal of autopay. Transferred to autopay.	KYLE NICHOLONG SUNGA
2025-08-15	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	KYLE NICHOLONG SUNGA
2025-08-15	Credit	Caller [REDACTED] Son. a past due bal on acct cx said somebody supposed to contact him and nobody has reach to him yet cx want to be transfer to paymnetus to make a partial paymnt cx already has paymentus num cx sat cx transfer to paymntus.	HILLARY MARTINEZ
2025-08-15	Credit	Caller [REDACTED] Son. no fee bal 834.36 due 08 19 cx said that that is invalid bill and is fraudulent bill adv cx we could contact him to energy edu to discuss the bill and the usage cx said no he do not care he is going to be paying what he think he own adv if cx make a partial paymnt by the due date he will still have	HILLARY MARTINEZ
2025-08-15	Credit	Caller [REDACTED] Son User Comments CCI to make a paymnt cx want to pay with debit card Adv to make payment with debit or credit card call need to be transfer to paymentus and it will have a fee of 2.50 cx will need PPL acct num to process paymnt if cx want to make paymnt using checking acct we could assist with	HILLARY MARTINEZ
2025-08-15	WUR Assessment	[REDACTED] Son. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	HILLARY MARTINEZ
2025-08-15	Call Transfer	Caller [REDACTED] Son User Comments CCI having troubles paying 834.36 using debit on paymentus.cx provide to me the account number told cx that is a correct account number provide paymentus CCS and paymentus number so that he can pay not calling PPL. also inform cx 2.50 add for process fee. Transfer to paymentus cx ok	SHARIFF ABDURAJAK
2025-08-15	WUR Assessment	[REDACTED] Son. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SHARIFF ABDURAJAK
2025-08-15	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	RASHANIQUE TOLBERT
2025-08-15	Choice Inquiry	Caller SOLOMON PRATT Ratepayer. to see with that. cust insist that needs to be reimburse not allow to speak and repeat all info over and over. Cust req been abp remove since not will pay for that blc. Issue watt removal. Adv to pay by card have to use the autom system and pay charges of 2.50 also need the act . Cxtnf to paymentus. Not assess sat.	JAZMIN BETANCOURT
2025-08-15	Choice Inquiry	Caller SOLOMON PRATT Ratepayer User Comments involved wit supplier cust contract. Adv if they take place on the acct without his permission still needs to contact them directly. Adv since the bill was already generated the blc is still his responsibility even if not agree with charges receive from supplier that is between him and supplier we not have	JAZMIN BETANCOURT
2025-08-15	Choice Inquiry	Caller SOLOMON PRATT Ratepayer. Cc to pay what supposed pay his bill bc is 800 and not agreed with supplier when just offer him a gift card of 200 that was n t finish so now they charge him and he speak with them and was told that is ppl error. Adv there was an investigation issue and that is bus that needs to discuss directly with supplier since we not	JAZMIN BETANCOURT
2025-08-15	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JAZMIN BETANCOURT
2025-08-15	Miscellaneous	s w SOLOMON PRATT rp req to been cancel the abp since not want to pay full blc in the last bill generated.	JAZMIN BETANCOURT
2025-08-15	Miscellaneous	WATT Billing - EFT Removal Work Item 4538778 Created	JAZMIN BETANCOURT
2025-08-15	Credit	Caller SOLOMON PRATT Ratepayer User Comments cx wanting to pay on bill but account is set up on ABP he wants to remove that as his bill is too high transfered UND	SAMANTHA ADAMS
2025-08-15	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SAMANTHA ADAMS
2025-08-13	Miscellaneous	WATT Choice - Choice Billing Requests from Supplier Coord Work Item 4535323 Completed	MARITZA RODRIGUEZ
2025-08-13	Choice Inquiry	WATT ID 4535323 The customer will need to discuss with the supplier. PPL does not get involved with customer supplier contracts.	MARITZA RODRIGUEZ
2025-08-11	Correspondence - General	Template Name Master Utility Report Created By AJADA DOUGLAS Letter Edited No CS Letters ID 6729237	CSLET

Contact Date	Contact Type	Remarks	User
2025-08-11	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-08-11	WUR Assessment	██████████ Son. Caller s Concern Slamming Allegation - Supplier Already Removed. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	AJADA DOUGLAS
2025-08-11	Choice Slamming	Caller ██████████ ██████████ Son. will pay what they usually uses father has Parkinson s and needs his ac tried to recap wrap call 3 times cx cut me off each time did not assess sat again und	AJADA DOUGLAS
2025-08-11	Choice Slamming	Caller ██████████ ██████████ Son. not affiliated or does not work with any third party supplier issued WATT adv cx investigation has to be done in order to rebill acc will create online profile to enroll in plb Clear view has been listed on acc since April cx did not receive any prev bills from PPL adv cx acc is on ABP cx says he will call and remove ABP	AJADA DOUGLAS
2025-08-11	Choice Slamming	Caller ██████████ ██████████ Son User Comments cci about bill they did not agree to cust was adv PPL added supplier completed evp with rp to add email ██████████ last 4 ssn last pyt method did not want to enroll with supplier but agreed to 200 gift card provided says they backed out after agreeing 200 was not applied to acc adv cx PPL is	AJADA DOUGLAS
2025-08-11	WUR Assessment	██████████ Son. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	AJADA DOUGLAS
2025-08-11	Miscellaneous	sw rp s son ██████████ ██████████ cust does not agree with current bill 834.36 due 08 19 25 cx stated he did not agree to enroll with supplier he accepted 200. gift card in March but they backed out before it was applied but cust was still enrolled with Clearview cust wants bill corrected	AJADA DOUGLAS
2025-08-11	Miscellaneous	WATT Supplier Coord - Supplier Enrollment Issues Work Item 4535323 Created	AJADA DOUGLAS
2025-08-11	Special Situation	Caller ██████████ ██████████ Son. completed evp with rp to add email ██████████ on 08 11 25	AJADA DOUGLAS
2025-08-11	Call Transfer	Caller SOLOMON PRATT Ratepayer User Comments NOW TALKED TO THE FATHER. earlier talked to the SON ██████████ verified his name earliery stated he is SOLOMON . asking high bill. adv kpwh usage is high compared to last month xfer to EE	CYRIL SEVILLA
2025-08-11	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No.	CYRIL SEVILLA
2025-08-11	Credit	Caller SOLOMON PRATT Ratepayer User Comments cx called regarding the amount for the bills transfer billing dp	PAULINA TORRES
2025-08-11	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	PAULINA TORRES
2025-08-11	Credit	Caller SOLOMON PRATT Ratepayer. conversation is heading no where at all did a closing spill and he hung up.	CYRIL SEVILLA
2025-08-11	Credit	Caller SOLOMON PRATT Ratepayer. adv CLEARVIEW IS SHOWN ON THE BILL NOT THE HECKING ACCOUNT BUT HE DSNT WANT TO UNDERSTAND WHAT IM SAYING. adv 19.09c rate is not on our end its on the suppliers end he needs to call them. but still he keeps talking and even getting into my lifes status and what i pay for the eletricty. even threatening me	CYRIL SEVILLA
2025-08-11	Credit	Caller SOLOMON PRATT Ratepayer. the bill f 800 and the supplier. HE STATED CLEARVIEW was never NEVER ON THE ACCOUNT BASED ON THE CHECKING ACOCUNT RECORD. HE WAS looking at his checkign account and seeing PPL is the one that is deducting the bill so adv yes ppl is the one will be deducting the bill but clearview will not show ong his checking account	CYRIL SEVILLA
2025-08-11	Credit	Caller SOLOMON PRATT Ratepayer. adv it will be a fraud when proven. adv father could have done it he said no and that will be a LIE. so adv there is a 343.00 credit and it got dieducted on the current bill oof 535.18 but was not able to tell that. due to the costumer keeps on talking non stop dnst let me talk or what so ever. just keeps on talking about	CYRIL SEVILLA
2025-08-11	Credit	Caller SOLOMON PRATT Ratepayer. He stated that last months bill was 166.37 adv was the billing for 6 26. adv there was a explantion to this why bill was 166.37 only. adv last time he paid 404.89 via eft then a 368.81 deposit was made on the account on 6 24 ADV DEPOSIT MIGHT BE OTHER METHODS OF PAYMENT NOT EFT. then he is juding the payment its a FRAUD.	CYRIL SEVILLA
2025-08-11	Correspondence - General	Template Name Master Utility Report Created By CYRIL SEVILLA Letter Edited No CS Letters ID 6729081	CSLET
2025-08-11	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET

Contact Date	Contact Type	Remarks	User
2025-08-11	Credit	Caller SOLOMON PRATT Ratepayer User Comments calling in regarding the bill of 834.36 HE IS ACTING BIG AND SMART ON THE PHONE KNOWS EVERYTHING WITH OUT ANY EXPLNATIONS OR INVESTIGATION HAS ANSWERS TO EVERY QUESTION HE HAS AND KEEPS ON YAPPING RATNIGN ABOUT DNST MAKE SENSE ON THE BILL 834.36	CYRIL SEVILLA
2025-08-11	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	CYRIL SEVILLA
2025-08-11	Call Transfer	Caller SOLOMON PRATT Ratepayer User Comments CCI due to his bank statement showing that a payment for a 834.36 is scheduled but he paid his bill previously and he did not switch his supplier to CLEARVIEW ELECTRIC INC cx was trans to billing for further assistance cx said he d report them for fraud	AFISHA HERCULES
2025-08-11	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	AFISHA HERCULES
2025-08-06	Supplier Switch Letter	Customer Choice Supplier Dropped.	CSSDR044
2025-08-06	Choice Inquiry	Caller ██████████ Son User Comments SW ██████████ Son. Called to review increase within Billing. Expl Supplier rate at 19.09 Cents per KWH adv of PTC 12.49 Cents per KWH. Expl was on SOP when program expired was sent info regarding Supplier. Req to return to PPL Electric confirmed not resp for any fees. Gave for OCA. SAT.	WILLIAM SANCHINELLI
2025-08-06	WUR Assessment	██████████ Son. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	WILLIAM SANCHINELLI
2025-08-06	Customer Choice Drop	Supplier dropped on 2025-08-11 - Clearview Electric Inc.	
2025-08-06	Credit	Caller ██████████ Son User Comments spoke with RP son ██████████ because his dad has parkinsons- he wants to know why the bill is so high this month compared to other months so I TX him to EE	CORINNE HANZLIK
2025-08-06	WUR Assessment	██████████ Son. Caller s Concern Call Transfer. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No.	CORINNE HANZLIK
2025-07-30	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-06-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-06-24	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
2025-05-29	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-12-06	OB Call - Outreach	Caller ██████████ Son. called ██████████ spoke to son ██████████ advised EFT went threw and both payments will be pulled in January customer understood SAT	KATHERINE SAWKA
2024-12-06	WUR Assessment	Back Office Ratepayer. Caller s Concern Accepted Methods of Payment. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KATHERINE SAWKA
2024-12-04	SC - GRACE EXTENSION	WATT ID 4381527 Updated EFT bank info effective next generated bill. This action cancelled 12 16 EFT pull graced account so current bill can pull with next generated bill if manual payment is not made.	307742
2024-12-04	Miscellaneous	WATT Billing - EFT Changes Work Item 4381527 Completed	SKYE TORRES
2024-12-04	Miscellaneous	WATT ID 4381527 Updated EFT bank info effective next generated bill. This action cancelled 12 16 EFT pull graced account so current bill can pull with next generated bill if manual payment is not made.	SKYE TORRES
2024-12-04	Maintain EFT	WATT ID 4381527 Updated EFT bank info effective next generated bill. This action cancelled 12 16 EFT pull graced account so current bill can pull with next generated bill if manual payment is not made.	SKYE TORRES
2024-12-04	Customer Changed EFT Notice	EFT Change Notice	SKYE TORRES
2024-12-04	Miscellaneous	Caller ██████████ Son User Comments rp and son ██████████ called in to update EFT bank account was hacked advised this will take effect for January payment customer advised he will make payment manually SAT	KATHERINE SAWKA
2024-12-04	WUR Assessment	██████████ Son. Caller s Concern Accepted Methods of Payment. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KATHERINE SAWKA
2024-12-04	Miscellaneous	rp and son bank account was hacked and needed to update new bank account bank account has both rp and sons name on it got approval to update eft advised this will take effect after December payment is pulled	KATHERINE SAWKA
2024-12-04	Miscellaneous	WATT Billing - EFT Changes Work Item 4381527 Created	KATHERINE SAWKA

Contact Date	Contact Type	Remarks	User
2024-12-03	Credit	Caller ██████ Son User Comments cci to change ABP info on file adv cx need to speak with rp to update info cx said rp is in rehab facility. adv cx need rp permission to update info cx said he is POA adv cx not listed on acc as POA. can send documents to get listed on acc cx said he is not sending documents to get listed cx disc call. .	MONIQUE DHANASSAR
2024-12-03	WUR Assessment	██████ Son. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	MONIQUE DHANASSAR
2024-07-12	Customer Enrolled in EFT Notice	EFT Enrollment Notice	
2024-06-25	OB Call - Outreach	Auto call regarding DSIC filing. See Einstein for handling instructions if customer has questions.	CSLET
2024-05-14	EFT Validation Failure Notice	ACTIVE DEPOSIT	
2024-04-10	Billing	Caller SOLOMON PRATT Ratepayer. cci about acc bal adv no bal due pyt of 402.35 received on 04 08 24 adv cx bill includes usage sd of 171.50 cx wants pyt returned adv cx can t returned sd provided sd waiver opts adv cx father would have been given a new acc credit check done with father s ssn sd needed sd 343. cx sat	AJADA DOUGLAS
2024-04-10	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	AJADA DOUGLAS
2024-04-06	Correspondence - General	Template Name Master Utility Report Created By ISIAH NELSON Letter Edited No CS Letters ID 5738272	CSLET
2024-04-08	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-04-05	Billing	Caller ██████ Son. adv when 10 12 bills paid on time cx will be refunded on acc process payment for the full amount due adv once payment is posted acc will be up to date . Cxdisc no SAT	ISIAH NELSON
2024-04-05	Billing	Caller ██████ Son User Comments CCI IN REG to confirming acc was transf on to his father name confirmed yes adv of bill 402.35 confirmed there was a deposit added to bill for 171.50 confirm the total payment of 343 towards depo adv with next two bills a smaller portion of depo will be added to bill . Adv it is a requirement with some new cx also	ISIAH NELSON
2024-04-05	WUR Assessment	██████ Son. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Security Deposit. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	ISIAH NELSON
2024-04-05	CSS WEB Interface Payment	Caller ██████ Son Occupant. Comments Made Payment in the amount of 402.35. Confirmation number was read.. Confirmation Number 24040554	ISIAH NELSON
2024-03-05	Miscellaneous	Caller SOLOMON PRATT Ratepayer User Comments just called to confirm if the account was already transferred to his fathers name	JANET HAZEL DE CASTRO
2024-03-05	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	JANET HAZEL DE CASTRO
2024-03-04	Cust Choice 1 Bill	Supplier added on 2024-03-07 - Clearview Electric Inc.	
2024-03-04	Batch Enrollment		
2024-02-29	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2024-02-29	Miscellaneous	WATT Regional Ops - AMR Past Due - Connect Work Item 4177568 Completed	GREG NATHANIEL SEBUAN
2024-02-29	Connect Completed		JELICIA RAMKISSOON
2024-02-29	Connect Maintained		GREG NATHANIEL SEBUAN
2024-02-28	Miscellaneous	WATT Regional Ops - AMR Past Due - Connect Work Item 4177568 Created	CSS
2024-02-26	Choice Standard Offer	Caller SOLOMON PRATT Ratepayer CSR Comments Customer Accepted Standard Offer Supplier Clearview Electric Inc. Offer Code SOR1P4 Customer consented for release of phone number and email address to EGS	ALAN LOPEZ
2024-02-26	Call Transfer	Caller SOLOMON PRATT Ratepayer. 50 on the first bill. The remainder will be billed in two installments on the second and third bills cx sat trans to SOP for info	JELICIA RAMKISSOON
2024-02-26	Connect/Disconnect	Caller SOLOMON PRATT Ratepayer User Comments S W new RP and ██████ son cci to trans servs to his name as the RP passed RP prov auth to start servs with his son prov info serv connection order issued effective 2 27 2024 quoted SD amt 343 to be paid in 3 installments...CONT	JELICIA RAMKISSOON
2024-02-26	WUR Assessment	SOLOMON PRATT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Caller s Concern Account Activation Date. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Yes.	JELICIA RAMKISSOON
2024-02-26	Service On - Dep Billed - Satisfied No	Service On - Dep Billed - Satisfied No	

Contact Date	Contact Type	Remarks	User
2024-02-26	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 N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	JELICIA RAMKISSOON
2024-02-26	Connect Issued	Electric CTP-Applicant caller SOLOMON PRATT CallerRelation Ratepayer date of connect 02 27 2024 new address 50 CREEK LN EASTON PA 18045 DepositAmt 343 DepositReq Yes Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No Send SecDep Letter Yes Customer Satisfied Understands Yes	JELICIA RAMKISSOON

PPL ELECTRIC EXHIBIT NO. 3

Edit Help

Type: **Non-Catch-Up**

Status: **Kept**

Current Billing Information

Bill Due Date: 02/17/26

Bill Amount: \$896.60

Budget Billing Details

Enroll in Budget Bill:

Setup BB Amount: \$467.00

Agreement Details

Start Date: 10/10/25

Agreement Amount: \$786.96

Installment Details

Installment Amount: \$40.00

Number Of Installments: 10

Remaining Installments: 10

Final Installment Amount: \$34.96

Initial Payment Details

Due Date: 10/17/25

Payment Amount: \$392.00

Customer Offer

Downpayment Amount: \$0.00

Downpayment Due Date: //

Installment Amount: \$0.00

Installment Due Date: //

Restore Amount: \$392.00

- Task List**
- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

PPL ELECTRIC EXHIBIT NO. 4

Informals Formals

Home

Informal Case View

Case Search

Reports

Final Review

General			
BCS Case No.	4086085	Case Notes	Count : 2 Detail...
CSS Account No.	[REDACTED]	Received Date	08/19/2025
CSS Name	SOLOMON PRATT	Due Date	09/17/2025
Name	SOLOMOM PRATT	Investigator Name	CASE POOL, BCS
Service Address 1	50 CREEK LN	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	EASTON, PA 18045-	Mailing City, State Zip	, -
PUC Address	50 CREEK LN,,EASTON,PA,18045-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level		On Track	No
Reason For Contact	SLAMMING (LONG DISTANCE PHONE OR ENERGY SUPPLIER) (# 10)		
Customer Position			
Company Position	08/19/2025 THERE IS NO RECORD OF THE ENROLLMENT. CONTACT THE PUC TO DISPUTE THIS.		
Related Information	10 CUSTOMER WAS ENROLLED WITH THIS COMPANY WITHOUT HIS CONSENT OR KNOWLEDGE. THIS CONTRACT WAS INITIATED IN FEBRUARY OF 2024 WITHOUT CONSENT. THE CUSTOMER IS REQUESTING THAT ALL CHARGES PAID TO THIS COMPANY BE REPAYED TO THE CUSTOMER. THESE BILLS WERE PAID BY AUTOPAY. THE RECENT BILL WAS \$830.36 FOR ONE MONTH. CUSTOMER IS ALSO DISPUTING THE COMPANY CHARGING 19 CENTS PER KWH, - RELIEF SOUGHT - REQUESTING A MONETARY REFUND OF ALL CHARGES PAID THAT ARE IN EXCESS OF PPL CHARGES. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALL [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Misc Info	Y		
Heating	No	Service	On
Acct Bal Due Date	08/19/2025	Total Account Balance	0.00
Budget Bill Amount	364.00		
Arrearage	0.00	Reported Income Amount	0.00

Date of Last Customer Contact prior to Complaint	08/19/2025
--	------------

Type Assignment

Case Type	Informal
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Category and Section

Primary Category	Competition - Slamming - Non-SOP
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

Ownership

Contact Person	E011458 - E011458
Written By	Capers, Ronald G
Written By Date	08/20/2025

Other Information

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

Informal Final Report

Details of the Company's Original Investigation

2/26/2024 - Solomon Pratt contacted the Company to establish an electric service account at 50 CREEK LN EASTON, PA 18045. During the call, the Company asked if the customer would like to select an electric generation supplier (EGS) via its Standard Offer Referral Program (SOP). The Company explained how the program works. The customer agreed to enroll. Clearview Electric, Inc. was assigned as the customer's new EGS.

Note: The Standard Offer Referral Program is designed to increase customers' awareness and participation in shopping for their electric generation supply. Electric generation suppliers that participate with this program will offer a 7 percent discount off PPL Electric's Price to Compare (at the time of acceptance). The discounted rate remains in effect for 12 months. During this period, customers can cancel or switch from the supplier without an early termination fee. Interested customers can either select a specific supplier or have a participating supplier randomly assigned to their account.

3/4/2024 - The Company received the enrollment notice from Clearview Electric, Inc. This supplier would become effective 3/7/2024.

3/5/2024 - The Company sent the customer a confirmation letter, verifying the selection of Clearview Electric, Inc.

7/29/2025 - The Company sent the customer the monthly bill statement. The usage charges for this bill were \$834.36. This amount reflects a total usage of 3359 kWh. This bill period covered the 30 days from 6/25/2025 to 7/25/2025.

Note: Clearview Electric, Inc Generation Charges from 6/25/2025 to 7/25/2025 for 3359 KWH at \$0.190900. Total \$647.32.

8/6/2025 - Bradford Pratt, son contacted the Company regarding the electric bill. The Company reviewed the bill and explained the customer's supplier was billing at 19.09 Cent per kWh. The Company explained the customer enrolled with the supplier via the Standard Offer program. The Company offered to remove the supplier and explained that the customer might incur cancellation fees. The customer expressed desire to cancel. The Company processed the request.

8/11/2025 - Bradford Pratt, son contacted the Company again regarding the recent bill. The customer is insisting that Clearview Electric, Inc was not authorized to be the customer's supplier. The customer became irate and unable to understand. The Company agent attempted to close the call before the call was disconnected. The Company suspended the account for 15 days and sent a utility report (letter attached).

8/15/2025 - Solomon Pratt contacted the Company to make a payment. The customer stated he spoke to the EGS and the EGS stated it was a PPL error. The Company explained any billing issues should be addressed with the supplier. The customer requested removal from Automatic Bill Pay (ABP) to avoid paying the amount on the bill. The Company agent put in a request to have the customer's ABP cancelled. However, the account is in the 2 day business window and cannot be changed until the next bill due date. The customer became upset and stated he will be pressing charges. The Company suspended the account for 15 days and sent a utility report (letter attached).

8/18/2025 - Bradford Pratt contacted the Company again to confirm that ABP was removed. The Company explained the customer should call on 8/19/2025 to confirm that ABP was removed.

8/19/2025 (Date Of Last Contact) - At the request of a supervisor, a senior representative called the customer to address the issue. The representative spoke to Solomon and Brad Pratt. The customer is stating that they never enrolled with Clearview Electric and if they had then they would've gotten a \$200.00 credit from them. The representative explained the customer enrolled via the SOP, which offered a 7% discount for 12 months. The representative stated PPL does not get involved with customer/supplier contracts. The representative also explained the payment of \$834.36 has already been paid. Going forward the customer will no longer be on ABP. The representative provided her name and ID # per customer request and he said he will call the supplier and they will be calling PPL and he will call the authorities because he believes this is fraud. The customer hung before assessing satisfaction.

Company's Final Position to the Customer

Solomon Pratt contacted the Company to establish an electric service account at 50 CREEK LN EASTON, PA 18045 on 2/26/2025.

During the call, the Company asked if the customer would like to select an electric generation supplier (EGS) via its Standard Offer Referral Program (SOP).

Clearview Electric, Inc. was assigned as the customer's new EGS.

The Company received the enrollment notice from Clearview Electric, Inc on 3/4/2024. This supplier would become effective 3/7/2024.

The Company sent the customer a confirmation letter on 3/5/2024,

verifying the selection of Clearview Electric, Inc.

The Company sent the customer the monthly bill statement on 7/29/2025. The usage charges for this bill were \$834.36.

Clearview Electric, Inc Generation Charges from 6/25/2025 to 7/25/2025 for 3359 KWH at \$0.190900. Total \$647.32.

Bradford Pratt, son contacted the Company on 8/6/2025 regarding the electric bill. The Company reviewed the bill and explained the customer's supplier was billing at 19.09 Cent per kWh.

The Company explained the customer enrolled with the supplier via the Standard Offer program. The Company offered to remove the supplier and explained that the customer might incur cancellation fees. The customer expressed desire to cancel. The Company processed the request.

Bradford Pratt, son contacted the Company again on 8/11/2025 regarding the recent bill. The customer is insisting that Clearview Electric, Inc was not authorized to be the customer's supplier. The customer became irate and unable to understand.

The Company agent attempted to close the call before the call was disconnected. The Company suspended the account for 15 days and sent a utility report (letter attached).

Solomon Pratt contacted the Company on 8/15/2025 to make a payment. The customer stated he spoke to the EGS and the EGS stated it was a PPL error. The Company explained any billing issues should be addressed with the supplier.

The customer requested removal from Automatic Bill Pay (ABP) to avoid paying the amount on the bill.

The Company agent put in a request to have the customer's ABP cancelled. However, the account is in the 2 day business and cannot be changed until the next bill due date.

The customer became upset and stated he will be pressing charges. The Company suspended the account for 15 days and sent a utility report (letter attached).

At the request of a supervisor, a senior representative called the customer on 8/19/2025 to address the issue. The representative spoke to Solomon and Brad Pratt.

The customer is stating that they never enrolled with Clearview Electric and if they had then they would've gotten a \$200.00 credit from them.

The representative explained the customer enrolled via the SOP, which offered a 7% discount for 12 months. The representative stated PPL does not get involved with customer/supplier contracts.

The representative also explained the payment of \$834.36 has already been paid. Going forward the customer will no longer be on ABP.

The customer hung before assessing satisfaction.

Details of Company's Investigation after BCS Contact

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

Company's Final Position to BCS

Solomon Pratt contacted the Company to establish an electric service account at 50 CREEK LN EASTON, PA 18045 on 2/26/2025.

During the call, the customer selected an electric generation supplier (EGS) via its Standard Offer Referral Program (SOP).

Clearview Electric, Inc. was assigned as the customer's new EGS.

The Company received the enrollment notice from Clearview Electric, Inc on 3/4/2024. This supplier would become effective 3/7/2024.

The Company sent the customer a confirmation letter on 3/5/2024, verifying the selection of Clearview Electric, Inc.

The Company followed the regulations found at 57.174(a) regarding switching the supplier within three business days of receiving the notification from the EGS.

PPL Electric followed the regulations found at 57.173(2) regarding notifying the customer of a change of generation suppliers.

The Company records show that the customer was on a variable rate since 3/7/2024.

The Company will bill at the rate provided by the supplier.

The Company is unable to address specific concerns regarding supplier rates. As such, the Company recommends the customer reach out directly to the supplier to discuss pricing concerns.

Bradford Pratt, son contacted the Company on 8/6/2025 regarding the electric bill. The Company explained the customer's supplier was billing at 19.09 Cent per kWh.

The Company explained the customer enrolled with the supplier via the Standard Offer program. The Company offered to remove the supplier and explained that the customer might incur cancellation fees. The customer expressed desire to cancel. The Company processed the request.

PPL Electric returned the customer to default supply service in accordance with the regulations found at 57.172(b).

At the request of a supervisor, a senior representative called the customer on 8/19/2025 to address the issue.

The customer is stating that they never enrolled with Clearview Electric and if they had then they would've gotten a \$200.00 credit from them.

The representative explained the customer enrolled via the SOP. The representative stated PPL does not get involved with customer/supplier contracts.

The representative also explained the payment of \$834.36 has already been paid. Going forward the customer will no longer be on ABP.

PPL Electric cannot control or be held accountable for the actions of an EGS, or the statements made by representatives of an EGS.

The customer's account balance is \$0.00.

Analysis Information	
Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Print
Decision	Change State	Dismiss

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Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	4086085	CSS Account No.	██████████
Customer Name	SOLOMOM PRATT	Investigator Name	CASE POOL, BCS
Address 1	50 CREEK LN	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	EASTON , PA 18045	Head Date	
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	750.37	Closed Date	09/04/2025
Reconnect Amount	0.00	Balance Date	09/04/2025
Special Budget Amount		Regular Budget Amount	
Arrears Payment Plus		Final Monthly Payment	
Resolution	<p>DECISION ISSUED: THE CUSTOMER'S ENROLLMENT WITH CLEARVIEW ELECTRIC THROUGH PPL'S STANDARD OFFER PROGRAM WAS VALID. CLEARVIEW ELECTRIC PROVIDED THE CUSTOMER WITH A DISCLOSURE STATEMENT IN ACCORDANCE WITH THE REGULATIONS. PPL SENT THE CUSTOMER A CONFIRMATION LETTER REGARDING HIS ENROLLMENT WITH CLEARVIEW ELECTRIC. AFTER PROPER NOTIFICATION, CLEARVIEW ELECTRIC TRANSITIONED THE CUSTOMER'S ACCOUNT TO A VARIABLE RATE PRODUCT. CLEARVIEW ELECTRIC PROVIDED THE CUSTOMER WITH RATE CHANGE NOTICES IN ACCORDANCE WITH THE REGULATIONS. IN ACCORDANCE WITH THE REGULATIONS, THE CUSTOMER'S ENROLLMENT WITH CLEARVIEW ELECTRIC WAS CANCELLED, AND THE CUSTOMER WAS RETURNED TO PPL AS HIS DEFAULT EGS ON 8/11/2025. PPL REMOVED THE CUSTOMER'S ACCOUNT FROM AUTOMATIC BILL PAY BEGINNING WITH THE BILL ISSUED IN AUGUST 2025. CASE 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#4086085 DEC CLOSED09/04/2025- EGS COMPLAINT.		
Processed By	E180613	Processed Date	9/4/2025 3:01:19 PM

Return to Case

PPL ELECTRIC EXHIBIT NO. 5

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



SOLOMON PRATT
50 CREEK LN
EASTON, PA 18045

December 1, 2025

Bill Account Number: [REDACTED]

Dear Solomon Pratt:

On 12/01/2025, you contacted us to discuss the following issues:

- Account Balance
- Dispute With Supplier Charges

We've included some helpful information below to help you understand these issues better.

Account Balance:

When a customer contacts us about an issue, we will conduct an investigation using methods reasonable for the situation. Most times, we can complete the investigation while on the initial call.

When we are unable to resolve that issue to the customer's satisfaction, we will provide a summary of our findings, along with our position on the matter.

To help address your concern, we reviewed the following:

- We reviewed your recent billing and payment history

Based on our research and review, the amount of the bill is correct.

Dispute With Supplier Charges:

When a customer contacts us about an issue, we will conduct an investigation using methods reasonable for the situation. Most times, we can complete the investigation while on the initial call.

When we are unable to resolve that issue to the customer's satisfaction, we will provide a summary of our findings, along with our position on the matter.

To help address your concern, we reviewed the following:

- We discussed that any charges that were charged between the supplier are between you and that individual supplier, we still expected the bill to be paid in full as written.
- There was a payment plan placed on the account on 10/10/25, no extra money was charged because of this, it only divided up the existing balance into multiple installments.

Based on our research and review, the balance is correct and is your responsibility.

We hope you found this report helpful.

Your account balance is \$1,111.24. This amount will become past due on 12/17/2025. If you currently have a payment plan, please make payments as per the terms of the agreement.

You can make payments online at www.pplelectric.com, take them to a bill payment center, mail payments to PPL Electric Utilities, PO 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) for a payment arrangement.

Sincerely,

PPL Electric Utilities

PPL Electric Utilities

Account Activity Statement

*** Account Information ***

*** Current Account Status ***

Account Number:

Date/Time Retrieved:
12/1/2025 12:20 PM

Mail To:
SOLOMON PRATT
50 CREEK LN
EASTON, PA 18045

Service Address:
SOLOMON PRATT
50 CREEK LN
EASTON, PA 18045

Payment Agreement:

Installment: 0

Budget Bill Amortization:

Installment: 0

Balance: 0

Balance: 0

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
3/27/2024	ELECTRIC SERVICE		\$55.50	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	ELECTRIC SERVICE		\$76.17	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	CLEARVIEW ELECTRIC, INC		\$99.18	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	DEPOSIT		\$171.50	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	Regular Bill	04/17	\$402.35	\$0.00	\$0.00	\$0.00	0187/0000	60444O	28	1421	0
4/8/2024	Payment		-\$402.35	\$0.00	\$0.00	\$0.00			0	0	0
4/26/2024	ELECTRIC SERVICE		\$85.52	\$0.00	\$0.00	\$0.00			0	0	0
4/26/2024	CLEARVIEW ELECTRIC, INC		\$154.25	\$0.00	\$0.00	\$0.00			0	0	0
4/26/2024	DEPOSIT		\$85.75	\$0.00	\$0.00	\$0.00			0	0	0
4/26/2024	Regular Bill	05/20	\$325.52	\$0.00	\$0.00	\$0.00	0450/0000	62915A	30	1504	0
5/14/2024	Payment		-\$325.52	\$0.00	\$0.00	\$0.00			0	0	0
5/28/2024	ELECTRIC SERVICE		\$71.09	\$0.00	\$0.00	\$0.00			0	0	0
5/28/2024	CLEARVIEW ELECTRIC, INC		\$122.46	\$0.00	\$0.00	\$0.00			0	0	0
5/28/2024	DEPOSIT		\$85.75	\$0.00	\$0.00	\$0.00			0	0	0
5/28/2024	Regular Bill	06/18	\$279.30	\$0.00	\$0.00	\$0.00	0159/0059	64109A	29	1194	0
6/24/2024	Payment		-\$279.30	\$0.00	\$0.00	\$0.00			0	0	0
6/26/2024	ELECTRIC SERVICE		\$87.01	\$0.00	\$0.00	\$0.00			0	0	0
6/26/2024	CLEARVIEW ELECTRIC, INC		\$157.22	\$0.00	\$0.00	\$0.00			0	0	0
6/26/2024	Regular Bill	07/17	\$244.23	\$0.00	\$0.00	\$0.00	0010/0240	65642A	32	1533	0
7/12/2024	Payment		-\$244.23	\$0.00	\$0.00	\$0.00			0	0	0
7/29/2024	ELECTRIC SERVICE		\$125.87	\$0.00	\$0.00	\$0.00			0	0	0
7/29/2024	CLEARVIEW ELECTRIC, INC		\$242.66	\$0.00	\$0.00	\$0.00			0	0	0
7/29/2024	Regular Bill	08/19	\$368.53	\$0.00	\$0.00	\$0.00	0000/0366	68008A	30	2366	0
8/15/2024	Payment		-\$368.53	\$0.00	\$0.00	\$0.00			0	0	0
8/26/2024	ELECTRIC SERVICE		\$102.77	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
8/26/2024	CLEARVIEW ELECTRIC, INC		\$191.99	\$0.00	\$0.00	\$0.00			0	0	0
8/26/2024	Regular Bill	09/16	\$294.76	\$0.00	\$0.00	\$0.00	0010/0238	69880A	29	1872	0
9/12/2024	Payment		\$-294.76	\$0.00	\$0.00	\$0.00			0	0	0
9/25/2024	ELECTRIC SERVICE		\$72.71	\$0.00	\$0.00	\$0.00			0	0	0
9/25/2024	CLEARVIEW ELECTRIC, INC		\$125.94	\$0.00	\$0.00	\$0.00			0	0	0
9/25/2024	Regular Bill	10/16	\$198.65	\$0.00	\$0.00	\$0.00	0028/0103	71108A	32	1228	0
10/14/2024	Payment		\$-198.65	\$0.00	\$0.00	\$0.00			0	0	0
10/24/2024	ELECTRIC SERVICE		\$63.61	\$0.00	\$0.00	\$0.00			0	0	0
10/24/2024	CLEARVIEW ELECTRIC, INC		\$106.05	\$0.00	\$0.00	\$0.00			0	0	0
10/24/2024	Regular Bill	11/14	\$169.66	\$0.00	\$0.00	\$0.00	0201/0005	72142A	29	1034	0
11/12/2024	Payment		\$-169.66	\$0.00	\$0.00	\$0.00			0	0	0
11/22/2024	ELECTRIC SERVICE		\$76.76	\$0.00	\$0.00	\$0.00			0	0	0
11/22/2024	CLEARVIEW ELECTRIC, INC		\$134.97	\$0.00	\$0.00	\$0.00			0	0	0
11/22/2024	Regular Bill	12/16	\$211.73	\$0.00	\$0.00	\$0.00	0408/0006	73458A	29	1316	0
12/27/2024	ELECTRIC SERVICE		\$120.62	\$0.00	\$0.00	\$0.00			0	0	0
12/27/2024	CLEARVIEW ELECTRIC, INC		\$231.27	\$0.00	\$0.00	\$0.00			0	0	0
12/27/2024	Regular Bill	01/21	\$563.62	\$211.73	\$0.00	\$0.00	1105/0000	75713A	35	2255	0
1/16/2025	Payment		\$-563.62	\$0.00	\$0.00	\$0.00			0	0	0
1/28/2025	ELECTRIC SERVICE		\$132.35	\$0.00	\$0.00	\$0.00			0	0	0
1/28/2025	CLEARVIEW ELECTRIC, INC		\$245.94	\$0.00	\$0.00	\$0.00			0	0	0
1/28/2025	Regular Bill	02/18	\$378.29	\$0.00	\$0.00	\$0.00	1236/0000	78111A	32	2398	0
2/13/2025	Payment		\$-378.29	\$0.00	\$0.00	\$0.00			0	0	0
2/27/2025	ELECTRIC SERVICE		\$131.20	\$0.00	\$0.00	\$0.00			0	0	0
2/27/2025	CLEARVIEW ELECTRIC, INC		\$241.43	\$0.00	\$0.00	\$0.00			0	0	0
2/27/2025	Regular Bill	03/20	\$372.63	\$0.00	\$0.00	\$0.00	1055/0000	80465A	30	2354	0
3/18/2025	Payment		\$-372.63	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2025	ELECTRIC SERVICE		\$92.83	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2025	CLEARVIEW ELECTRIC, INC		\$157.22	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2025	Regular Bill	04/17	\$250.05	\$0.00	\$0.00	\$0.00	0615/0000	81998A	28	1533	0
4/15/2025	Payment		\$-250.05	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
4/28/2025	ELECTRIC SERVICE		\$93.62	\$0.00	\$0.00	\$0.00			0	0	0
4/28/2025	CLEARVIEW ELECTRIC, INC		\$268.96	\$0.00	\$0.00	\$0.00			0	0	0
4/28/2025	Regular Bill	05/19	\$362.58	\$0.00	\$0.00	\$0.00	0430/0001	83544A	30	1546	0
5/15/2025	Payment		\$-362.58	\$0.00	\$0.00	\$0.00			0	0	0
5/28/2025	ELECTRIC SERVICE		\$95.75	\$0.00	\$0.00	\$0.00			0	0	0
5/28/2025	CLEARVIEW ELECTRIC, INC		\$309.14	\$0.00	\$0.00	\$0.00			0	0	0
5/28/2025	Regular Bill	06/18	\$404.89	\$0.00	\$0.00	\$0.00	0139/0018	85132A	32	1588	0
6/16/2025	Payment		\$-404.89	\$0.00	\$0.00	\$0.00			0	0	0
6/24/2025	Deposit		\$-368.81	\$0.00	\$0.00	\$0.00			0	0	0
6/26/2025	ELECTRIC SERVICE		\$123.91	\$0.00	\$0.00	\$0.00			0	0	0
6/26/2025	CLEARVIEW ELECTRIC, INC		\$411.27	\$0.00	\$0.00	\$0.00			0	0	0
6/26/2025	Regular Bill	07/17	\$166.37	\$0.00	\$0.00	\$0.00	0048/0179	87255A	29	2123	0
7/15/2025	Payment		\$-166.37	\$0.00	\$0.00	\$0.00			0	0	0
7/29/2025	ELECTRIC SERVICE		\$187.14	\$0.00	\$0.00	\$0.00			0	0	0
7/29/2025	CLEARVIEW ELECTRIC, INC		\$647.22	\$0.00	\$0.00	\$0.00			0	0	0
7/29/2025	Regular Bill	08/19	\$834.36	\$0.00	\$0.00	\$0.00	0000/0354	90614A	30	3359	0
8/15/2025	Payment		\$-834.36	\$0.00	\$0.00	\$0.00			0	0	0
8/26/2025	ELECTRIC SERVICE		\$226.12	\$0.00	\$0.00	\$0.00			0	0	0
8/26/2025	ELECTRIC SERVICE		\$89.96	\$0.00	\$0.00	\$0.00			0	0	0
8/26/2025	CLEARVIEW ELECTRIC, INC		\$434.29	\$0.00	\$0.00	\$0.00			0	0	0
8/26/2025	Regular Bill	09/16	\$750.37	\$0.00	\$0.00	\$0.00	0000/0163	92209O	31	2840	0
9/22/2025	Payment		\$-316.08	\$0.00	\$0.00	\$0.00			0	0	0
9/23/2025	Late Payment Charge		\$5.43	\$0.00	\$0.00	\$0.00			0	0	0
9/24/2025	ELECTRIC SERVICE		\$347.24	\$0.00	\$0.00	\$0.00			0	0	0
9/24/2025	Regular Bill	10/15	\$786.96	\$434.29	\$0.00	\$0.00	0023/0069	95339A	30	1885	0
10/13/2025	Payment		\$-347.24	\$0.00	\$0.00	\$0.00			0	0	0
10/23/2025	ELECTRIC SERVICE		\$310.77	\$0.00	\$0.00	\$0.00			0	0	0
10/23/2025	Regular Bill	11/13	\$750.49	\$439.72	\$0.00	\$0.00	0187/0040	97017A	29	1678	0
11/21/2025	ELECTRIC SERVICE		\$360.75	\$0.00	\$0.00	\$0.00			0	0	0
11/21/2025	Regular Bill	12/12	\$1,111.24	\$750.49	\$0.00	\$0.00	0572/0000	98979A	29	1962	0

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. 6

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



PPL Electric Utilities

Name & Address

January 13, 2025

SERVICE TERMINATION NOTICE (Aviso DE Terminación DE Servicio)

Address & Account Number

Service will be shut off for nonpayment of bills on or after
8:00 AM on January 27, 2025.

Dear Customer & Occupants of Address

We don't want you to lose service. If you are able, pay the past due amount of Balance of the amount due on your agreement immediately. If you can't pay your bill in full, we offer payment arrangements and programs that may help lower your bill and prevent service interruption.

Please contact us immediately to prevent service interruption. You can reach a friendly PPL customer service representative at [800-358-6623](tel:800-358-6623), or you can visit ppl electric.com for payment agreement information, applications to customer assistance programs, and other easy self-service options. *Servicio disponible en español.*

You can also write to us at 827 Hausman Rd, Allentown PA 18104, but mail delivery time can be unpredictable. Call us or use our online services to prevent delay.

If your service is shut off, you'll need to contact us to arrange reconnection. You might be required to pay the following before service can be turned back on:
(Note: Reconnection can take up to 7 days)

- | | |
|--|--|
| ◆ Past Due Bill | Balance |
| ◆ Security Deposit | & SD |
| ◆ Reconnection Fee | \$14.00 |
| ◆ Any other bills that have gone past due since this notice was mailed | |

Responsible Party: All adults listed on the mortgage, deed, or lease are considered "customers" and are responsible for the electric bill. If service is shut off, any adult living in the home may be required to pay all or a portion of the bill that accrued while they were there if they would like the service turned back on.

LIHEAP/CRISIS GRANTS ARE AVAILABLE:

You may qualify for a cash grant to pay your energy bill. Go to ppllectric.com/liheap for LIHEAP eligibility guidelines and information. You may also call us at 800-358-6623, or your local county assistance office, for more information.

Special Protections:

If any of these protections apply to you, please call us IMMEDIATELY at 800-358-6623 to prevent shut off.

Medical Notice: Let us know if someone living in your home is seriously ill or has a medical condition that would be worsened by the termination of service. We will not shut off your service if you have a licensed physician, nurse practitioner, or physician's assistant certify in writing within 3 days that such illness exists and that it might be aggravated if service is stopped. You would still need to pay your current bills for service each month.

Domestic Abuse: If you are a victim of abuse and have a valid PFA (Protection from Abuse) order from a court, special medical emergency procedures and other protections might apply.

Tenants: If your landlord pays your electric bill, you have certain legal protections.

Disability: If you have trouble understanding or speaking English or have a disability, please call us for free interpretation.

Winter Hardship: If your service is shut off between Dec. 1 and Mar. 31, we will turn it back on within 24 hours after you arrange to pay your bill. If street digging is required, it might take up to 7 days.

If your household income is at or below 250% of the federal poverty guidelines, we need to ask the Pennsylvania Public Utility Commission before shutting off your service.

Monthly income at 250% of Federal Poverty Level: 2025

Household Size	1	2	3	4
Monthly Income	\$3,260	\$4,406	\$5,552	\$6,698

Add \$1,146 for each additional household member.

Your Rights and Options: If you have questions or need more information, contact us as soon as possible at 800-358-6623. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission. The Public Utility Commission may delay shut off if you file the complaint before the shut off date. To contact them, call 800-692-7380 or write to Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265.

~

We know finances can be tight sometimes. Our team cares deeply about the health and welfare of our customers and our community. We want to help you save on your electric service, and we're committed to working hard every day to keep our electric grid resilient and safe. If you have any questions or need assistance, please contact us.

We look forward to working with you.

Your PPL Customer Service Team,

PPL Electric Utilities
827 Hausman Rd.
Allentown, PA 18104
800-358-6623
ppllectric.com

THIS NOTICE IS VALID FOR 60 DAYS.

Clearview Exhibit No. 1

Clearview's Answer and New Matter



Eckert Seamans Cherin & Mellott, LLC
213 Market St., 8th Floor
Harrisburg, PA 17101

TEL: 717 237 6000
FAX: 717 237 6019

October 20, 2025

Bryce R. Beard
717.237.6041
bbeard@eckertseamans.com

Via Electronic Filing

Matthew Homsher, Secretary
Pa. Public Utility Commission
400 North Street
Harrisburg, PA 17120

RE: Solomon Pratt v. PPL Electric Utilities Corporation and Clearview Electric, Inc.
Docket No. F-2025-3057731

Dear Secretary Homsher,

Enclosed for electronic filing please find the Answer and New Matter of Clearview Electric, Inc. with regard to the above-referenced matter. Copies to be served in accordance with the attached Certificate of Service.

Sincerely,

/s/ Bryce R. Beard

Bryce R. Beard

BRB/red
Enclosure

cc: Certificate of Service (with Enclosures)

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of the foregoing Answer and New Matter upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

Via Email

Solomon Pratt
50 Creek Lane
Easton, PA 18045
Packers7720@gmail.com

Date: October 20, 2025

/s/ Bryce R. Beard

Bryce R. Beard, Esquire
Counsel for Clearview Electric, Inc.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Solomon Pratt, :
Complainant, :
v. : Docket No. F-2025-3057731
PPL Electric Utilities Corporation, and :
Clearview Electric, Inc., :
Respondents.

NOTICE TO PLEAD

TO: Solomon Pratt
50 Creek Lane
Easton, PA 18045
Packers7720@gmail.com

You are hereby notified that an Answer to the enclosed **New Matter** of Clearview Electric, Inc., must be filed within 20 days of the date of service.

All pleadings, such as an Answer to New Matter, must be filed with the Secretary of the Pennsylvania Public Utility Commission with a copy served to counsel for Clearview Electric, Inc., and where applicable, the Administrative Law Judge presiding over the proceeding.

File with:

Matthew Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

With a copy to:

Deanne O'Dell, Esq. (I.D. No. 81064)
Bryce R. Beard, Esq. (I.D. No. 325837)
Eckert Seamans Cherin & Mellott, LLC
213 Market St., 8th Floor
Harrisburg, PA 17101
dodell@eckertseamans.com
bbeard@eckertseamans.com

Date: October 20, 2025

/s/ Bryce R. Beard
Bryce R. Beard, Esquire

Attorneys for Clearview Electric, Inc.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Solomon Pratt,	:	
	:	
Complainant,	:	
	:	
v.	:	Docket No. F-2025-3057731
	:	
	:	
PPL Electric Utilities Corporation, and	:	
Clearview Electric, Inc.,	:	
	:	
Respondents.	:	

**CLEARVIEW ELECTRIC, INC.’S
ANSWER AND NEW MATTER TO THE FORMAL COMPLAINT**

Pursuant to the regulations of the Pennsylvania Public Utility Commission (“Commission” or “PUC”) at 52 Pa. Code §§ 5.61 and 5.62, Clearview Electric, Inc. (“Clearview”) submits this Answer and New Matter to the Formal Complaint of Solomon Pratt (“Mr. Pratt” or “Complainant”) which was served on Clearview by the Commission on September 30, 2025. In support of this Answer and New Matter, Clearview avers as follows:

INTRODUCTION

The Complainant¹ is requesting the Commission order a reimbursement from Clearview and/or PPL Electric Utilities (“PPL”) for costs of the electric generation service Clearview provided “for over a year.” Complaint at ¶¶ 4 and 5. While the Complainant does not allege any charges from Clearview were incorrect or improper, Complainant alleges that Clearview charged “up to .190900 kWh” which Complainant alleges he was never notified of or agreed to. Complaint at ¶ 4. The complaint further alleges that “my dad is pretty sure there isn’t a recorded phone call or him signing anything saying he wanted to have Clearview a 3rd party provider.” Complaint at ¶

¹ Clearview notes that the Complaint at ¶ 4 describes the author to be the child of Solomon Pratt, whose father is the account’s customer of record. It is unclear based on the averments of the Complaint to what extent Complainant’s child has authority over Mr. Pratt’s PPL account or otherwise.

4. By way of relief, Complainant asks that be fully reimbursed for supply service provided by Clearview. Complaint at ¶ 5

Clearview requests that the case be dismissed. As discussed herein, on February 26, 2024, Mr. Pratt enrolled in PPL's Standard Offer Program. Clearview does not control PPL's enrollment of customers into their standard offer program and received the enrollment details from PPL on February 28, 2024. Following the enrollment, Clearview sent Mr. Pratt a Welcome Letter and Terms of Service on March 7, 2024, providing him with the details of the 12-month standard offer program service for which he was enrolled. On January 16, 2025, Clearview sent Mr. Pratt a renewal notice informing him that his 12-month, fixed rate through PPL's standard offer program was coming to an end and informed him of his renewal options in advance of his 12-month term expiration on March 7, 2025. On January 31, 2025, Clearview sent Mr. Pratt an options notice, informing him that if he did not take any action, his service would be transitioned to a month-to-month variable rate consistent with his terms of service. Mr. Pratt took no action on either notice, and his service was transitioned to a month-to-month variable rate effective March 7, 2025, following the expiration of his fixed rate term. Mr. Pratt continued to receive service from Clearview at a variable rate, receiving additional variable rate change notices for upcoming billing cycles on March 6, 2025, and June 22, 2025. Mr. Pratt continued to receive service from Clearview until his service was dropped, effective August 11, 2025.

Clearview's conduct was at all times in compliance with the Commission's rules and regulations. Clearview acted appropriately under the circumstances, and its notices and service provided to Mr. Pratt made him aware of his participation in PPL's standard offer program and then continued variable rate service that Clearview was providing consistent with his terms of service.

ANSWER

1. **Admitted.** Upon reasonable investigation, Clearview believes that the contact information for the Complainant is correct.

2. **Admitted.** It is **admitted** that the Complaint is directed at Clearview and PPL. By way of further answer, Clearview is an electric generation supplier (“EGS”) authorized to supply electricity to retail customers throughout Pennsylvania under a license issued by the Commission at Docket No. A-2010-2152506. By way of further answer, Clearview was participating in PPL’s standard offer program at the time of Complainant’s account enrollment by PPL.

3. **Admitted.** It is **admitted** that the Complaint concerns electric supply services provided to the Complainant. By way of further answer, Clearview provided electric supply to the Complainant effective March 7, 2024, until August 11, 2025. On February 26, 2024, Mr. Pratt enrolled in PPL’s Standard Offer Program. Clearview does not control PPL’s enrollment of customers into their standard offer program and received the enrollment details from PPL on February 28, 2024. Following the enrollment, Clearview sent Mr. Pratt a Welcome Letter and Terms of Service on March 7, 2024, providing him with the details of the 12-month standard offer program service for which he was enrolled. On January 16, 2025, Clearview sent Mr. Pratt a renewal notice informing him that his 12-month, fixed rate through PPL’s standard offer program was coming to an end and informed him of his renewal options in advance of his 12-month term expiration on March 7, 2025. On January 31, 2025, Clearview sent Mr. Pratt an options notice, informing him that if he did not take any action, his service would be transitioned to a month-to-month variable rate consistent with his terms of service. Mr. Pratt took no action on either notice, and his service was transitioned to a month-to-month variable rate effective March 7, 2025, following the expiration of his fixed rate term. Mr. Pratt continued to receive service from

Clearview at a variable rate, receiving additional variable rate change notices for upcoming billing cycles on March 6, 2025, and June 22, 2025. Mr. Pratt continued to receive service from Clearview until his service was dropped, effective August 11, 2025.

4. **Denied.** It is **denied** that Mr. Pratt’s account “should not have” been enrolled with Clearview as Mr. Pratt enrolled in PPL’s standard offer program with Clearview. Any call, recording, signature, or otherwise for the enrollment is solely and completely within the control of PPL who completed the enrollment through their standard offer program. **Denied** that Clearview “never notified us [the variable rate] was going up”. As stated above, Clearview sent Mr. Pratt multiple variable rate changes notices, including on March 6, 2025, and June 22, 2025, informing Mr. Pratt of changes to his variable rate. **Denied** that reimbursement is appropriate under the circumstances. The remainder of this paragraph contains Complainant’s opinions or statements of personal fact to which Clearview cannot reply, and which are therefore **denied**.

5. **Denied.** It is **denied** that Complainant should be “reimbursed” for the service provided by Clearview. It is **denied** that the Complainant is entitled to relief since he has alleged no action taken by Clearview that violated the Public Utility Code, Commission regulations or a Commission order. By way of further response, the Commission does not regulate the supply prices charged by EGSs and lacks statutory authority to require EGSs to issue refunds to customers. *Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania v. Pa. PUC*, 120 A.3d 1087, 1101 (Pa Cmwlth. 2015). *See also* 66 Pa. C.S. §§ 2203(11) and 2802(16); *Blue Pilot Energy, LLC v. Pa. PUC*, 241 A.3d 1254, 1265-68 (Pa. Cmwlth. 2020).

6-11. No response is required to Paragraphs 6 through 11 of the Formal Complaint. To the extent such allegations are deemed factual, the factual allegations in Paragraphs 6 through

11 of the Formal Complaint are admitted or denied consistent with Paragraphs 1 through 5 of this Answer.

NEW MATTER

12. Clearview incorporates the responses of Paragraphs 1 through 11 above.

Request for Refunds of Supply Charges

13. Under the Commission's regulations governing customer dispute procedures, refunds of supply charges are warranted **only**: (a) if a customer disputes an enrollment within the first two billing periods since the customer should have reasonably known of a change of the supplier; **and** (b) the dispute investigation establishes that the change occurred without the customer's consent.² Accepting as true the averments in the complaint, the Complainant does not allege that his enrollment with Clearview through PPL's standard offer program occurred without his consent or was unauthorized in anyway. As further discussed above, Clearview has no control over PPL's standard offer program enrollment processes and verifications PPL must undertake during the enrollment.

14. The Commission does not regulate the supply prices charged by EGSs and lacks statutory authority to require EGSs to issue refunds to customers. *Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania v. Pa. PUC*, 120 A.3d 1087, 1101 (Pa Cmwlth. 2015). *See also* 66 Pa. C.S. §§ 2203(11) and 2802(16); *Blue Pilot Energy, LLC v. Pa. PUC*, 241 A.3d 1254, 1265-68 (Pa. Cmwlth. 2020).

² 52 Pa. Code § 57.177(b); 52 Pa. Code § 59.97(b).

Lack of Standing of the Complainant’s unnamed representative

15. As stated above, the Complaint appears to have been authored by Complainant’s child. See fn. 1. Clearview notes that the Complaint is ultimately signed with Complainant’s name and therefore Clearview cannot confirm in what capacity the author of the Complaint is coming forth in this matter to the Commission.

16. On information and belief, Complainant’s unnamed child who authored the complaint is not an attorney and does not represent Mr. Pratt in such capacity in this Complaint. See Complaint ¶ 10.

17. Additionally, Complainant’s unnamed child who authored the complaint is not identified as the account holder of the relevant utility account. Therefore, to the extent Complainant’s unnamed child prosecutes this complaint at any scheduled hearing, that individual lacks standing to pursue the claims of Mr. Pratt before the Commission.

18. To the extent the Complainant’s un-named child who authored the complaint seeks to represent the account holder’s interest, the law is well settled that a party cannot “vindicate the rights of a third party who has the opportunity to be heard.”³

³ *Mid-Atlantic Power Supply Ass’n v. Pa. Pub. Util. Comm’n*, 746 A.2d 1196, 1200 (Pa. Cmwlth. 2000) (citing *Pa. Dental Ass’n v. Cmwlth., Dep’t of Health*, 461 A.2d 329 (Pa. Cmwlth. 1983)).

CONCLUSION

WHEREFORE, Clearview Electric, Inc. requests that the Commission (a) dismiss the Complaint; and (b) grant any other relief deemed appropriate.

Respectfully submitted,

/s/ Bryce R. Beard

Deanne O'Dell, Esq. (I.D. No. 81064)
Bryce R. Beard, Esquire (I.D. No. 325837)
Eckert Seamans Cherin & Mellott, LLC
213 Market St., 8th Floor
Harrisburg, PA 17101
(717) 237-6036 (phone)
(717) 237-6019 (fax)
dodell@eckertseamans.com
bbeard@eckertseamans.com

Date: October 20, 2025

Counsel for Clearview Electric, Inc.

Clearview Exhibit No. 2

**Clearview's March 7, 2024 Welcome Letter and Terms of
Service**

PUBLIC VERSION

WELCOME TO THE CLEARVIEW ENERGY COMMUNITY

March 7, 2024

1950-T8 P1

SOLOMON PRATT
50 CREEK LN
EASTON, PA 18045-7824



What happens next?



The Switch

On the effective date, your electric supplier will be switched to Clearview Energy.



Your Bill

After your effective date, your bill will look the same. The only change you'll notice is that Clearview Energy will be listed as your energy provider.

Dear Solomon,

We would like to personally thank you for choosing Clearview Energy as your electric supplier. As a Clearview Energy customer, you join thousands of other customers who are on a mission with Clearview to Live Green! This mission, which includes our investment in clean, sustainable partnerships such as the Arbor Day Foundation, off-shore wind farms research, and clean water initiatives, is our responsibility and privilege.

I am also excited to tell you about our referral program. When you refer a friend to Clearview Energy, both you and your friend could get \$25! Learn more at 1-800-746-4702.

Sincerely,
Clearview Energy

Plan Overview

Account Number: [REDACTED]

Effective Date: March 7, 2024

Product: StandardOfferProgram

Term: 12 Months

Rate: \$0.10256 per kilowatt hour

Monthly Base Charge: \$0.00

VISIT CLEARVIEWENERGY.COM FOR HELPFUL HINTS TO REDUCE YOUR ENERGY USAGE.



Customer Service: 1-800-746-4702

Email: CustomerService@ClearviewEnergy.com

Web: www.ClearviewEnergy.com

Electric Generation Supplier (EGS) Information	<p>Clearview Electric, Inc. dba Clearview Energy P.O. Box 130659, Dallas, TX 75313-0659 1.800.746.4702 Representatives available Monday – Friday, 9:30 a.m. – 6:30 p.m. EST www.ClearviewEnergy.com</p> <p>Clearview Energy is responsible for generation charges.</p>			
Price Structure	<p>Fixed Kilowatt-Hour Rate Product</p>			
Generation/Supply Price	<p>\$0.10256 per kilowatt-hour</p>			
Generation Price at Various Usage Levels	<p>Usage: Price per kWh:</p>	<p><u>500 kWh</u> \$0.1026</p>	<p><u>1,000 kWh</u> \$0.1026</p>	<p><u>2,000 kWh</u> \$0.1026</p>
Statement Regarding Savings	<p>The supply rate may not always provide savings</p>			
Incentives	<p>None</p>			
Contract Start Date	<p>This Agreement goes into effect on March 7, 2024</p>			
Contract Duration/Length	<p>12 month fixed rate term starting on the effective date</p>			
Cancellation/Early Termination Fees	<p>ETF \$0.00</p> <p>Customer is not subject to the Early Termination Fee if the contract is terminated within thirty (30) days prior to the contract end date.</p>			
End of Contract	<p>Upon expiration of your fixed term, your service will automatically continue under Clearview Energy's variable month-to-month renewal product, with a base fee starting at \$9.99, for which rates may change at Clearview Energy's discretion outside of any applicable promotion. If Clearview Energy wants to change the contract, you will receive two (2) separate notices before the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before the change, and the second notice thirty (30) days before the change. These notices will explain your options.</p>			
Right of Rescission	<p>Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.</p>			

Product Information Chart

Account Number:	[REDACTED]	Effective Date:	March 7, 2024
Account Name:	Solomon Pratt	Service Address:	50 Creek Ln, Easton, PA 18045
Product Name:	StandardOfferProgram	Energy Type:	Traditional Energy Product
Product Description:	Fixed Kilowatt-Hour Rate Product		
Agreement Term:	12 month fixed rate term starting on the effective date		
Electric Supply Rate:	\$0.10256 per kilowatt-hour		
Generation Price at Various Usage Levels:	Usage: Price per kWh:	<u>500 kWh</u> \$0.1026	<u>1,000 kWh</u> \$0.1026
			<u>2,000 kWh</u> \$0.1026
Monthly Base Charge:	\$0.00	Early Termination Fee:	\$0.00
Promotion:	None		

This Agreement is for electric supply service between Clearview Electric, Inc. dba Clearview Energy ("Clearview Energy") and Customer. The Product Information Chart is hereby made an integral part of this Agreement. Clearview Energy is licensed as an electric generation supplier by the Pennsylvania Public Utility Commission ("PUC") [License # A-2010-2152506]. Generation prices and charges are set by the electric generation supplier you have chosen. The PUC regulates distribution prices and services of your Electric Distribution Company ("EDC"). The Federal Energy Regulatory Commission regulates transmission prices and services.

PLEASE READ THIS DOCUMENT CAREFULLY: This Agreement is the entire contract between the parties and supersedes any prior written or oral representations.

1. Right of Rescission

Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.

2. Price of Electricity

The price in cents per kilowatt-hour includes: electric generation supply, transmission, capacity charges in PJM, and renewable energy credits; any applicable taxes, (excluding state sales tax and county tax). The price of electricity may include a Monthly Base Charge as outlined in the Plan Information Box. Clearview Energy's supply charges do not include any EDC charges applied to the Customer.

2a. Fixed Kilowatt-Hour Rate Product – If Clearview Energy would like to propose a change to a fixed kilowatt-hour rate product, you will be notified by the process described in Change of Terms. Fixed price products may change due to new or modified federal, state or local laws; or regulatory actions that impose new or modified fees.

2b. Month-to-month Variable Kilowatt-Hour Rate Product – Month-to-month variable kilowatt-hour rate products are subject to change without notice at Clearview Energy's discretion outside of any applicable promotion. If applicable, the Monthly Base Charge may also fluctuate outside of any applicable promotion. After the first month, the price may vary based on a number of factors, including market supply prices, energy capacity prices, settlement costs and other market-related factors, as determined at our discretion, plus estimated total state taxes, fees, charges or other assessments, along with our costs, expenses and profit margins. There is no limit on how much the price may change from one billing cycle to the next. The price can change each billing period. The Customer will not know the price until receiving the bill. A customer may obtain the previous 24 months' average monthly billed price for the customer's rate class and service territory at 1.800.746.4702 and www.clearviewenergy.com. Historical pricing is not indicative of present or future pricing.

All pricing can be viewed at www.ClearviewEnergy.com.

3. Billing and Payment

You will receive a single bill from your EDC that includes Clearview Energy's electric supply charges as well as the EDC's delivery charges. By the acceptance of this Agreement, you hereby authorize the EDC to provide billing and payment information to Clearview Energy.

The Customer will pay each invoice in full within twenty (20) days of the invoice date or in the timeframe established by the EDC. Customer payments remitted in response to a consolidated bill shall be pro-rated in accordance with procedures adopted by the PUC. If the Customer fails to remit payment when due, Clearview Energy reserves

the right to terminate supply services. Failure to remit payment is considered a breach of this Agreement and the Customer may be liable to Clearview Energy for any applicable early termination fee.

For any payment sent directly to Clearview Energy, which is returned by your financial institution for any reason, Clearview Energy will charge \$20.00 for each payment transaction that is returned unpaid or not processed including: (1) returned checks, (2) returned electronic fund transfers, and (3) any other form of dishonored payment. This charge will be reflected as NSF Fee on your next bill, if applicable.

4. Energy Products

4a. Renewable Energy Product – Supports 100% green energy producers in the United States through the purchase of Renewable Energy Certificates equivalent to the power you consume.

4b. Traditional Energy Product – Traditional energy products sourced by a combination of coal, natural gas, nuclear, hydropower and/or other renewable energy sources. The renewable sources may include wind, solar, geothermal and/or biomass.

5. Terms of Renewal

5a. Fixed Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. Upon expiration of your fixed term, your service will automatically continue under Clearview Energy's variable month-to-month renewal product, with a base fee starting at \$9.99, for which rates may change at Clearview Energy's discretion outside of any applicable promotion. If Clearview Energy wants to change the contract, you will receive two (2) separate notices before the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before the change, and the second notice thirty (30) days before the change. These notices will explain your options.

5b. Month-to-month Variable Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. This Agreement shall commence for a one (1) month term ("Initial Term") and thereafter rates, with a base starting at \$9.99, may change at Clearview Energy's discretion outside of any applicable promotion. The rate will be reflected on the Customer's subsequent billing statement. Agreement shall automatically renew for successive one (1) month periods ("Renewal Term"). If Clearview Energy wants to change the contract, you will receive two separate notices before the change happens. You will receive the first notice 45 to 60 days before the change, and the second notice 30 days before the change. These notices will explain your options.

6. Cancellation Provisions

6a. Fixed Kilowatt-Hour Rate Product – If you terminate this Agreement prior to receiving the Options Notice, you will be charged an Early Termination Fee as outlined in the Product Information Chart. Your service will remain in effect until such time as the EDC completes the termination in accordance with its rules. However, you may terminate this Agreement without penalty as a result of relocation, disability that renders the customer of record unable to pay for Clearview Energy's service, or the customer of record's death.

6b. Month-to-month Variable Kilowatt-Hour Rate Product – This Agreement will remain in effect at Clearview Energy's discretion or until you notify Clearview Energy of your desire to choose a fixed plan, or another provider. Customer may cancel this Agreement at any time by providing thirty (30) days' notice to Clearview Energy at 1.800.746.4702. There is no penalty for cancellation of variable month-to-month products.

Upon termination of this Agreement, a final bill will be rendered within twenty

(20) days after the final scheduled meter reading or, if access is unavailable, an estimate of consumption will be used in the final bill which will be trueed-up subsequent to the final meter reading. Clearview Energy does not physically cut off electric service, only your EDC may do that. If Clearview Energy cancels this Agreement for any reason other than non-payment you will be mailed two (2) notices forty-five (45) to sixty (60) days and thirty (30) days prior to your service being returned to the EDC's supply service.

7. Change in Terms

If you have a fixed duration contract that will be ending, or whenever Clearview Energy wants to change the contract, you will receive two separate notices before the contract ends or the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before, and the second notice thirty (30) days before the expiration date or the date the change becomes effective. These notices will explain your options.

8. Dispute Resolution Process

If you have any questions or disputes regarding Clearview Energy's service, please contact Clearview Energy's customer service department at 1.800.746.4702. If you are not satisfied with the resolution after speaking with a Clearview Energy representative, then you may contact the PUC. For your convenience, the PUC's contact information has been provided at the end of this Agreement. No terms contained herein waive any rights you may have under Pennsylvania or Federal Consumer Protection laws.

9. Remedies

Any claim under this Agreement must be brought within one (1) year after the cause of action arises, or such claim or cause of action is barred, notwithstanding any state statute of limitation to the contrary. No recovery may be sought or received for damages other than out-of-pocket expenses, except that the prevailing party will be entitled to costs and attorneys' fees. If a dispute arises out of or relates to this contract, or the alleged breach thereof, and if the dispute is not settled through negotiation, the parties agree first to try in good faith to settle the dispute by mediation within thirty (30) days, then the parties shall submit to binding arbitration. The process shall be confidential based on terms acceptable to the mediator and/or arbitrator.

10. Assignments

Customer may not assign its interests or delegate its obligations under this Agreement without the express written consent of Clearview Energy. Clearview Energy may sell, transfer, pledge, or assign the accounts receivable, revenues, or proceeds hereof, in connection with any financing agreement, purchase of accounts receivables program or billing services agreement, and may assign this Agreement and the rights and obligations there under, to another energy supplier, or other entity as authorized by the PUC.

11. Severability

If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

12. Force Majeure

The term "Force Majeure" shall mean any cause not reasonably within the control of the party claiming suspension and which by the exercise of due diligence, such party is unable to prevent or overcome, including but not limited to, an act of God, natural disaster, an act of war, and any act or cause which is deemed a Force Majeure by the EDC or any transportation or transmitting entity. If either party is unable, wholly or in part, by Force Majeure to perform or comply with any obligations or conditions of this Agreement, such party will give immediate written notice, to the maximum extent practical, to the other party and not be held liable.

13. Limitations of Liability

Liabilities not excused by Force Majeure or otherwise shall be limited to direct actual damages. Neither party will be liable to the other for consequential, incidental, punitive, special, exemplary, or indirect damages. Lost profits or penalties of any nature are hereby waived; these limitations apply without regard to the cause of any liability or damage, including the negligence of Clearview Energy. There are no third-party beneficiaries to this Agreement.

14. Customer Information and Release Authorization

Throughout this Agreement, you authorize Clearview Energy or its agents to obtain and review information from credit-reporting agencies regarding your credit history and information from the EDC relating to you and your account that includes, but is not limited to: account name and number; address; telephone number;

billing history; payment history; rate classification; historical and future electricity usage; meter readings; and characteristics of electricity service for the purposes of enrollment and offering new products and services. Clearview Energy will not provide or sell such information to any other party without your consent unless required to do so by law, or it is necessary to enforce the terms of this Agreement. Clearview Energy reserves the right to reject your enrollment, or terminate this Agreement, in the event you rescind these authorizations. Clearview will maintain the confidentiality of a customer's personal information including the name, address, telephone number, electric usage and historic payment information, as required by applicable Commission regulations and Federal and State laws.

15. Information About Shopping

Information about shopping for an electric supplier is available at www.PaPowerSwitch.com or other successor media platform as determined by the Commission, by calling the Commission at (800) 692-7380 and the Office of Consumer Advocate at (800) 684-6560 or at www.oca.state.pa.us.

16. Commission Contact Information

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
1.800.692.7380
www.puc.state.pa.us

17. Contact Information

Clearview Electric, Inc.
dba Clearview Energy
P.O. Box 130659
Dallas, TX 75313-0659
1.800.746.4702
Representatives available
Monday – Friday
9:30 a.m. – 6:30 p.m. EST
www.ClearviewEnergy.com

18. Definitions

Generation Charge:

The charge for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. If you purchase electricity from an electric supplier, your generation charge will depend on the contract between you and your supplier.

Transmission Charge:

The cost for transporting electricity from the generation source to your electric distribution company. For most electric customers who select a new supplier, transmission costs will be included in the charges from your new supplier. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.



Dear Customer,

Did you know there's an easy way to access your Clearview Energy account information? With the Clearview Energy Customer Portal, you'll have access to information like:

- Current plan information
- Your next rate change notice, if applicable
- Usage information
- Copies of your customer correspondence in the Message Center

Customer portal web address:
<https://clearviewenergy.ecinfobill.com>

If you have any questions please contact Customer Support by phone or email.

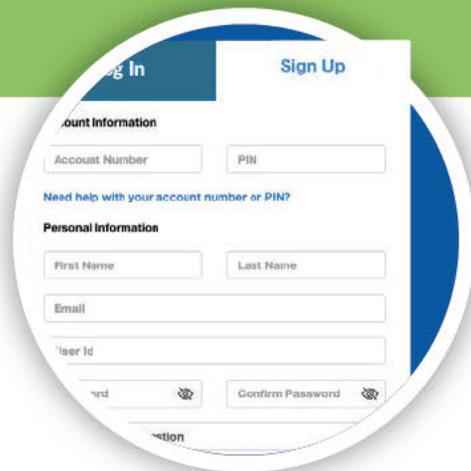
Phone: **1.800.746.4702**
E-mail: customerservice@clearviewenergy.com

Thank you for being a valued Clearview Energy customer. We look forward to serving you for years to come.

Sincerely,
Clearview Energy Customer Service

Register your account and set up a username and password

- 1.) Go To <https://clearviewenergy.ecinfobill.com>. You'll need:
 - Your Clearview Energy account number and
 - Your assigned PIN #
 Both located below
- 2.) Go to the "Sign Up" tab to register your account
- 3.) Complete the information within the account registration form



Please note, you will find your account documents under the Message Center Tab

Log in to your account

- 1.) Go to <https://clearviewenergy.ecinfobill.com>
- 2.) Enter your user id and password that you set up during the registration process
- 3.) Click on the "Log In" button



View your account information	
Clearview Energy account number:	30134808
PIN #:	6H87N6

Questions?

If you have any issues setting up your online account, please contact Customer Support by phone or email



Customer Service: 1-800-746-4702
Email: CustomerService@ClearviewEnergy.com
Web: www.ClearviewEnergy.com

Clearview Exhibit No. 3

Clearview's January 16, 2025 Renewal Notice

PUBLIC VERSION



RENEWAL

January 16, 2025

416-T2 P1

IMPORTANT INFORMATION REGARDING YOUR ELECTRIC SUPPLY CONTRACT WITH CLEARVIEW ENERGY

SOLOMON PRATT
50 CREEK LN
EASTON, PA 18045-7824
[Barcode]

From everyone at Clearview Energy, thank you for being a valued customer.

Your current contract is scheduled to expire on March 7, 2025. Your current contract has an early termination fee of \$0.00.

To continue service with Clearview Energy, you don't need to do anything. When your current plan expires, we'll continue your service in our default renewal plan with the rate and term specified in the Product Information Chart in the following Terms of Service.

You can always visit www.ClearviewEnergy.com and enter your zip code to review all of our plans. Also, you can contact our Customer Service at 1-800-746-4702 to review other plan options.

Thirty days prior to your contract expiration date you will receive an additional notice outlining your options should you elect not to renew with Clearview.

Plan Overview

Account Number: [Redacted]

Effective Date: March 7, 2025

Term: Month To Month

Rate: \$0.1429 per kilowatt hour

Monthly Base Charge: Starting at \$5.99

Early Termination Fee: \$0.00



QUESTIONS? CONCERNS? COMMENTS? WE'RE ALWAYS HERE TO HELP.
VISIT CLEARVIEWENERGY.COM FOR HELPFUL HINTS TO REDUCE YOUR ENERGY USAGE.



Customer Service: 1-800-746-4702
Email: CustomerService@ClearviewEnergy.com
Web: www.ClearviewEnergy.com

Electric Generation Supplier (EGS) Information	<p>Clearview Electric, Inc. dba Clearview Energy P.O. Box 130659, Dallas, TX 75313-0659 1.800.746.4702 Representatives available Monday – Friday, 9:30 a.m. – 6:30 p.m. EST www.ClearviewEnergy.com</p> <p>Clearview Energy is responsible for generation charges.</p>			
Price Structure	<p>A month-to-month energy product that includes a variable kilowatt-hour rate. This rate may change at the discretion of Clearview Energy. The price may change each billing cycle and will be reflected on the subsequent billing statement. There is no ceiling on price variability.</p>			
Generation/Supply Price	<p>\$0.1429 per kilowatt-hour; Monthly base charge starting at \$5.99</p>			
Generation Price at Various Usage Levels	Usage: Price per kWh:	<u>500 kWh</u> \$0.1549	<u>1,000 kWh</u> \$0.1489	<u>2,000 kWh</u> \$0.1459
Statement Regarding Savings	<p>The supply rate may not always provide savings</p>			
Incentives	<p>None</p>			
Contract Start Date	<p>This Agreement goes into effect on March 7, 2025</p>			
Contract Duration/Length	<p>Month-to-month</p>			
Cancellation/Early Termination Fees	<p>ETF \$0.00</p> <p>Customer is not subject to the Early Termination Fee if the contract is terminated within thirty (30) days prior to the contract end date.</p>			
End of Contract	<p>This Agreement shall commence for a one (1) month term ("Initial Term") and thereafter rates, with a base fee starting at \$9.99, may change at Clearview Energy's discretion outside of any applicable promotion. The rate will be reflected on the Customer's subsequent billing statement. Agreement shall automatically renew for successive one (1) month periods ("Renewal Term").</p>			
Right of Rescission	<p>Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.</p>			

Product Information Chart

Account Number:	██████████	Effective Date:	March 7, 2025
Account Name:	Solomon Pratt	Service Address:	50 Creek Ln, Easton, PA 18045
Product Name:	ClearValuePlus	Energy Type:	Traditional Energy Product
Product Description:	A Month-to-Month Variable Kilowatt-Hour Rate Product plus a Variable Monthly Base Charge		
Agreement Term:	Month-to-month		
Electric Supply Rate:	\$0.1429 per kilowatt-hour		
Generation Price at Various Usage Levels:	Usage: Price per kWh:	<u>500 kWh</u> \$0.1549	<u>1,000 kWh</u> \$0.1489
			<u>2,000 kWh</u> \$0.1459
Monthly Base Charge:	Starting at \$5.99	Early Termination Fee:	\$0.00
Promotion:	None		

This Agreement is for electric supply service between Clearview Electric, Inc. dba Clearview Energy ("Clearview Energy") and Customer. The Product Information Chart is hereby made an integral part of this Agreement. Clearview Energy is licensed as an electric generation supplier by the Pennsylvania Public Utility Commission ("PUC") [License # A-2010-2152506]. Generation prices and charges are set by the electric generation supplier you have chosen. The PUC regulates distribution prices and services of your Electric Distribution Company ("EDC"). The Federal Energy Regulatory Commission regulates transmission prices and services.

PLEASE READ THIS DOCUMENT CAREFULLY: This Agreement is the entire contract between the parties and supersedes any prior written or oral representations.

1. Right of Rescission

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2. Price of Electricity

The price in cents per kilowatt-hour includes: electric generation supply, transmission, capacity charges in PJM, and renewable energy credits; any applicable taxes, (excluding state sales tax and county tax). The price of electricity may include a Monthly Base Charge as outlined in the Plan Information Box. Clearview Energy's supply charges do not include any EDC charges applied to the Customer.

2a. Fixed Kilowatt-Hour Rate Product – If Clearview Energy would like to propose a change to a fixed kilowatt-hour rate product, you will be notified by the process described in Change of Terms. Fixed price products may change due to new or modified federal, state or local laws; or regulatory actions that impose new or modified fees.

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3. Billing and Payment

You will receive a single bill from your EDC that includes Clearview Energy's electric supply charges as well as the EDC's delivery charges. By the acceptance of this Agreement, you hereby authorize the EDC to provide billing and payment information to Clearview Energy.

The Customer will pay each invoice in full within twenty (20) days of the invoice date or in the timeframe established by the EDC. Customer payments remitted in response to a consolidated bill shall be pro-rated in accordance with procedures adopted by the PUC. If the Customer fails to remit payment when due, Clearview Energy reserves

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For any payment sent directly to Clearview Energy, which is returned by your financial institution for any reason, Clearview Energy will charge \$20.00 for each payment transaction that is returned unpaid or not processed including: (1) returned checks, (2) returned electronic fund transfers, and (3) any other form of dishonored payment. This charge will be reflected as NSF Fee on your next bill, if applicable.

4. Energy Products

4a. Renewable Energy Product – Supports 100% green energy producers in the United States through the purchase of Renewable Energy Certificates equivalent to the power you consume.

4b. Traditional Energy Product – Traditional energy products sourced by a combination of coal, natural gas, nuclear, hydropower and/or other renewable energy sources. The renewable sources may include wind, solar, geothermal and/or biomass.

5. Terms of Renewal

5a. Fixed Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. Upon expiration of your fixed term, your service will automatically continue under Clearview Energy's variable month-to-month renewal product, with a base fee starting at \$9.99, for which rates may change at Clearview Energy's discretion outside of any applicable promotion. If Clearview Energy wants to change the contract, you will receive two (2) separate notices before the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before the change, and the second notice thirty (30) days before the change. These notices will explain your options.

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6. Cancellation Provisions

6a. Fixed Kilowatt-Hour Rate Product – If you terminate this Agreement prior to receiving the Options Notice, you will be charged an Early Termination Fee as outlined in the Product Information Chart. Your service will remain in effect until such time as the EDC completes the termination in accordance with its rules. However, you may terminate this Agreement without penalty as a result of relocation, disability that renders the customer of record unable to pay for Clearview Energy's service, or the customer of record's death.

6b. Month-to-month Variable Kilowatt-Hour Rate Product – This Agreement will remain in effect at Clearview Energy's discretion or until you notify Clearview Energy of your desire to choose a fixed plan, or another provider. Customer may cancel this Agreement at any time by providing thirty (30) days' notice to Clearview Energy at 1.800.746.4702. There is no penalty for cancellation of variable month-to-month products.

Upon termination of this Agreement, a final bill will be rendered within twenty

(20) days after the final scheduled meter reading or, if access is unavailable, an estimate of consumption will be used in the final bill which will be trueed-up subsequent to the final meter reading. Clearview Energy does not physically cut off electric service, only your EDC may do that. If Clearview Energy cancels this Agreement for any reason other than non-payment you will be mailed two (2) notices forty-five (45) to sixty (60) days and thirty (30) days prior to your service being returned to the EDC's supply service.

7. Change in Terms

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Any claim under this Agreement must be brought within one (1) year after the cause of action arises, or such claim or cause of action is barred, notwithstanding any state statute of limitation to the contrary. No recovery may be sought or received for damages other than out-of-pocket expenses, except that the prevailing party will be entitled to costs and attorneys' fees. If a dispute arises out of or relates to this contract, or the alleged breach thereof, and if the dispute is not settled through negotiation, the parties agree first to try in good faith to settle the dispute by mediation within thirty (30) days, then the parties shall submit to binding arbitration. The process shall be confidential based on terms acceptable to the mediator and/or arbitrator.

10. Assignments

Customer may not assign its interests or delegate its obligations under this Agreement without the express written consent of Clearview Energy. Clearview Energy may sell, transfer, pledge, or assign the accounts receivable, revenues, or proceeds hereof, in connection with any financing agreement, purchase of accounts receivables program or billing services agreement, and may assign this Agreement and the rights and obligations there under, to another energy supplier, or other entity as authorized by the PUC.

11. Severability

If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

12. Force Majeure

The term "Force Majeure" shall mean any cause not reasonably within the control of the party claiming suspension and which by the exercise of due diligence, such party is unable to prevent or overcome, including but not limited to, an act of God, natural disaster, an act of war, and any act or cause which is deemed a Force Majeure by the EDC or any transportation or transmitting entity. If either party is unable, wholly or in part, by Force Majeure to perform or comply with any obligations or conditions of this Agreement, such party will give immediate written notice, to the maximum extent practical, to the other party and not be held liable.

13. Limitations of Liability

Liabilities not excused by Force Majeure or otherwise shall be limited to direct actual damages. Neither party will be liable to the other for consequential, incidental, punitive, special, exemplary, or indirect damages. Lost profits or penalties of any nature are hereby waived; these limitations apply without regard to the cause of any liability or damage, including the negligence of Clearview Energy. There are no third-party beneficiaries to this Agreement.

14. Customer Information and Release Authorization

Throughout this Agreement, you authorize Clearview Energy or its agents to obtain and review information from credit-reporting agencies regarding your credit history and information from the EDC relating to you and your account that includes, but is not limited to: account name and number; address; telephone number;

billing history; payment history; rate classification; historical and future electricity usage; meter readings; and characteristics of electricity service for the purposes of enrollment and offering new products and services. Clearview Energy will not provide or sell such information to any other party without your consent unless required to do so by law, or it is necessary to enforce the terms of this Agreement. Clearview Energy reserves the right to reject your enrollment, or terminate this Agreement, in the event you rescind these authorizations. Clearview will maintain the confidentiality of a customer's personal information including the name, address, telephone number, electric usage and historic payment information, as required by applicable Commission regulations and Federal and State laws.

15. Information About Shopping

Information about shopping for an electric supplier is available at www.PaPowerSwitch.com or other successor media platform as determined by the Commission, by calling the Commission at (800) 692-7380 and the Office of Consumer Advocate at (800) 684-6560 or at www.oca.state.pa.us.

16. Commission Contact Information

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
1.800.692.7380
www.puc.state.pa.us

17. Contact Information

Clearview Electric, Inc.
dba Clearview Energy
P.O. Box 130659
Dallas, TX 75313-0659
1.800.746.4702
Representatives available
Monday – Friday
9:30 a.m. – 6:30 p.m. EST
www.ClearviewEnergy.com

18. Definitions

Generation Charge:

The charge for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. If you purchase electricity from an electric supplier, your generation charge will depend on the contract between you and your supplier.

Transmission Charge:

The cost for transporting electricity from the generation source to your electric distribution company. For most electric customers who select a new supplier, transmission costs will be included in the charges from your new supplier. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

Clearview Exhibit No. 4

Clearview's January 31, 2025 Options Notice

PUBLIC VERSION



OPTIONS NOTICE

January 31, 2025

125-T1 P1

SOLOMON PRATT
50 CREEK LN
EASTON, PA 18045-7824
[Barcode]

IMPORTANT INFORMATION REGARDING YOUR ELECTRIC SUPPLY CONTRACT WITH CLEARVIEW ENERGY

From everyone at Clearview Energy, thank you for being a valued customer.

Your current contract is scheduled to expire on March 7, 2025. Should you wish to remain with Clearview Energy, you don't need to do anything. When your current plan expires, we'll continue your service in our default renewal plan with the rate and term specified in the Product Information Chart in the following Terms of Service.

You can always visit www.ClearviewEnergy.com and enter your zip code to review all of our plans. Also, you can contact our Customer Service at 1-800-746-4702 to review other plan options.

You also have the option of choosing to enroll with another electric supplier or to request to be returned to default service with your local utility. Should you choose to switch, no early termination fee will be charged.

Should you elect to return to default service, please contact our Customer Service at 1-800-746-4702 to request that your service with Clearview Energy be cancelled.

As a reminder, if no action is taken, your service with Clearview will continue under our default renewal plan as specified in the Product Information Chart in the following Terms of Service.

Plan Overview

Account Number: [REDACTED]
Effective Date: March 7, 2025
Term: Month To Month
Rate: \$0.1429 per kilowatt hour
Monthly Base Charge: Starting at \$5.99
Early Termination Fee: \$0.00



QUESTIONS? CONCERNS? COMMENTS? WE'RE ALWAYS HERE TO HELP.
VISIT CLEARVIEWENERGY.COM FOR HELPFUL HINTS TO REDUCE YOUR ENERGY USAGE.



Customer Service: 1-800-746-4702
Email: CustomerService@ClearviewEnergy.com
Web: www.ClearviewEnergy.com

Electric Generation Supplier (EGS) Information	<p>Clearview Electric, Inc. dba Clearview Energy P.O. Box 130659, Dallas, TX 75313-0659 1.800.746.4702 Representatives available Monday – Friday, 9:30 a.m. – 6:30 p.m. EST www.ClearviewEnergy.com</p> <p>Clearview Energy is responsible for generation charges.</p>			
Price Structure	<p>A month-to-month energy product that includes a variable kilowatt-hour rate. This rate may change at the discretion of Clearview Energy. The price may change each billing cycle and will be reflected on the subsequent billing statement. There is no ceiling on price variability.</p>			
Generation/Supply Price	<p>\$0.1429 per kilowatt-hour; Monthly base charge starting at \$5.99</p>			
Generation Price at Various Usage Levels	Usage: Price per kWh:	<u>500 kWh</u> \$0.1549	<u>1,000 kWh</u> \$0.1489	<u>2,000 kWh</u> \$0.1459
Statement Regarding Savings	<p>The supply rate may not always provide savings</p>			
Incentives	<p>None</p>			
Contract Start Date	<p>This Agreement goes into effect on March 7, 2025</p>			
Contract Duration/Length	<p>Month-to-month</p>			
Cancellation/Early Termination Fees	<p>ETF \$0.00</p> <p>Customer is not subject to the Early Termination Fee if the contract is terminated within thirty (30) days prior to the contract end date.</p>			
End of Contract	<p>This Agreement shall commence for a one (1) month term ("Initial Term") and thereafter rates, with a base fee starting at \$9.99, may change at Clearview Energy's discretion outside of any applicable promotion. The rate will be reflected on the Customer's subsequent billing statement. Agreement shall automatically renew for successive one (1) month periods ("Renewal Term").</p>			
Right of Rescission	<p>Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.</p>			

Product Information Chart

Account Number:	██████████	Effective Date:	March 7, 2025
Account Name:	Solomon Pratt	Service Address:	50 Creek Ln, Easton, PA 18045
Product Name:	ClearValuePlus	Energy Type:	Traditional Energy Product
Product Description:	A Month-to-Month Variable Kilowatt-Hour Rate Product plus a Variable Monthly Base Charge		
Agreement Term:	Month-to-month		
Electric Supply Rate:	\$0.1429 per kilowatt-hour		
Generation Price at Various Usage Levels:	Usage: Price per kWh:	<u>500 kWh</u> \$0.1549	<u>1,000 kWh</u> \$0.1489
			<u>2,000 kWh</u> \$0.1459
Monthly Base Charge:	Starting at \$5.99	Early Termination Fee:	\$0.00
Promotion:	None		

This Agreement is for electric supply service between Clearview Electric, Inc. dba Clearview Energy ("Clearview Energy") and Customer. The Product Information Chart is hereby made an integral part of this Agreement. Clearview Energy is licensed as an electric generation supplier by the Pennsylvania Public Utility Commission ("PUC") [License # A-2010-2152506]. Generation prices and charges are set by the electric generation supplier you have chosen. The PUC regulates distribution prices and services of your Electric Distribution Company ("EDC"). The Federal Energy Regulatory Commission regulates transmission prices and services.

PLEASE READ THIS DOCUMENT CAREFULLY: This Agreement is the entire contract between the parties and supersedes any prior written or oral representations.

1. Right of Rescission

Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.

2. Price of Electricity

The price in cents per kilowatt-hour includes: electric generation supply, transmission, capacity charges in PJM, and renewable energy credits; any applicable taxes, (excluding state sales tax and county tax). The price of electricity may include a Monthly Base Charge as outlined in the Plan Information Box. Clearview Energy's supply charges do not include any EDC charges applied to the Customer.

2a. Fixed Kilowatt-Hour Rate Product – If Clearview Energy would like to propose a change to a fixed kilowatt-hour rate product, you will be notified by the process described in Change of Terms. Fixed price products may change due to new or modified federal, state or local laws; or regulatory actions that impose new or modified fees.

2b. Month-to-month Variable Kilowatt-Hour Rate Product – Month-to-month variable kilowatt-hour rate products are subject to change without notice at Clearview Energy's discretion outside of any applicable promotion. If applicable, the Monthly Base Charge may also fluctuate outside of any applicable promotion. After the first month, the price may vary based on a number of factors, including market supply prices, energy capacity prices, settlement costs and other market-related factors, as determined at our discretion, plus estimated total state taxes, fees, charges or other assessments, along with our costs, expenses and profit margins. There is no limit on how much the price may change from one billing cycle to the next. The price can change each billing period. The Customer will not know the price until receiving the bill. A customer may obtain the previous 24 months' average monthly billed price for the customer's rate class and service territory at 1.800.746.4702 and www.clearviewenergy.com. Historical pricing is not indicative of present or future pricing.

All pricing can be viewed at www.ClearviewEnergy.com.

3. Billing and Payment

You will receive a single bill from your EDC that includes Clearview Energy's electric supply charges as well as the EDC's delivery charges. By the acceptance of this Agreement, you hereby authorize the EDC to provide billing and payment information to Clearview Energy.

The Customer will pay each invoice in full within twenty (20) days of the invoice date or in the timeframe established by the EDC. Customer payments remitted in response to a consolidated bill shall be pro-rated in accordance with procedures adopted by the PUC. If the Customer fails to remit payment when due, Clearview Energy reserves

the right to terminate supply services. Failure to remit payment is considered a breach of this Agreement and the Customer may be liable to Clearview Energy for any applicable early termination fee.

For any payment sent directly to Clearview Energy, which is returned by your financial institution for any reason, Clearview Energy will charge \$20.00 for each payment transaction that is returned unpaid or not processed including: (1) returned checks, (2) returned electronic fund transfers, and (3) any other form of dishonored payment. This charge will be reflected as NSF Fee on your next bill, if applicable.

4. Energy Products

4a. Renewable Energy Product – Supports 100% green energy producers in the United States through the purchase of Renewable Energy Certificates equivalent to the power you consume.

4b. Traditional Energy Product – Traditional energy products sourced by a combination of coal, natural gas, nuclear, hydropower and/or other renewable energy sources. The renewable sources may include wind, solar, geothermal and/or biomass.

5. Terms of Renewal

5a. Fixed Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. Upon expiration of your fixed term, your service will automatically continue under Clearview Energy's variable month-to-month renewal product, with a base fee starting at \$9.99, for which rates may change at Clearview Energy's discretion outside of any applicable promotion. If Clearview Energy wants to change the contract, you will receive two (2) separate notices before the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before the change, and the second notice thirty (30) days before the change. These notices will explain your options.

5b. Month-to-month Variable Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. This Agreement shall commence for a one (1) month term ("Initial Term") and thereafter rates, with a base starting at \$9.99, may change at Clearview Energy's discretion outside of any applicable promotion. The rate will be reflected on the Customer's subsequent billing statement. Agreement shall automatically renew for successive one (1) month periods ("Renewal Term"). If Clearview Energy wants to change the contract, you will receive two separate notices before the change happens. You will receive the first notice 45 to 60 days before the change, and the second notice 30 days before the change. These notices will explain your options.

6. Cancellation Provisions

6a. Fixed Kilowatt-Hour Rate Product – If you terminate this Agreement prior to receiving the Options Notice, you will be charged an Early Termination Fee as outlined in the Product Information Chart. Your service will remain in effect until such time as the EDC completes the termination in accordance with its rules. However, you may terminate this Agreement without penalty as a result of relocation, disability that renders the customer of record unable to pay for Clearview Energy's service, or the customer of record's death.

6b. Month-to-month Variable Kilowatt-Hour Rate Product – This Agreement will remain in effect at Clearview Energy's discretion or until you notify Clearview Energy of your desire to choose a fixed plan, or another provider. Customer may cancel this Agreement at any time by providing thirty (30) days' notice to Clearview Energy at 1.800.746.4702. There is no penalty for cancellation of variable month-to-month products.

Upon termination of this Agreement, a final bill will be rendered within twenty

(20) days after the final scheduled meter reading or, if access is unavailable, an estimate of consumption will be used in the final bill which will be trueed-up subsequent to the final meter reading. Clearview Energy does not physically cut off electric service, only your EDC may do that. If Clearview Energy cancels this Agreement for any reason other than non-payment you will be mailed two (2) notices forty-five (45) to sixty (60) days and thirty (30) days prior to your service being returned to the EDC's supply service.

7. Change in Terms

If you have a fixed duration contract that will be ending, or whenever Clearview Energy wants to change the contract, you will receive two separate notices before the contract ends or the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before, and the second notice thirty (30) days before the expiration date or the date the change becomes effective. These notices will explain your options.

8. Dispute Resolution Process

If you have any questions or disputes regarding Clearview Energy's service, please contact Clearview Energy's customer service department at 1.800.746.4702. If you are not satisfied with the resolution after speaking with a Clearview Energy representative, then you may contact the PUC. For your convenience, the PUC's contact information has been provided at the end of this Agreement. No terms contained herein waive any rights you may have under Pennsylvania or Federal Consumer Protection laws.

9. Remedies

Any claim under this Agreement must be brought within one (1) year after the cause of action arises, or such claim or cause of action is barred, notwithstanding any state statute of limitation to the contrary. No recovery may be sought or received for damages other than out-of-pocket expenses, except that the prevailing party will be entitled to costs and attorneys' fees. If a dispute arises out of or relates to this contract, or the alleged breach thereof, and if the dispute is not settled through negotiation, the parties agree first to try in good faith to settle the dispute by mediation within thirty (30) days, then the parties shall submit to binding arbitration. The process shall be confidential based on terms acceptable to the mediator and/or arbitrator.

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If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

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The term "Force Majeure" shall mean any cause not reasonably within the control of the party claiming suspension and which by the exercise of due diligence, such party is unable to prevent or overcome, including but not limited to, an act of God, natural disaster, an act of war, and any act or cause which is deemed a Force Majeure by the EDC or any transportation or transmitting entity. If either party is unable, wholly or in part, by Force Majeure to perform or comply with any obligations or conditions of this Agreement, such party will give immediate written notice, to the maximum extent practical, to the other party and not be held liable.

13. Limitations of Liability

Liabilities not excused by Force Majeure or otherwise shall be limited to direct actual damages. Neither party will be liable to the other for consequential, incidental, punitive, special, exemplary, or indirect damages. Lost profits or penalties of any nature are hereby waived; these limitations apply without regard to the cause of any liability or damage, including the negligence of Clearview Energy. There are no third-party beneficiaries to this Agreement.

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billing history; payment history; rate classification; historical and future electricity usage; meter readings; and characteristics of electricity service for the purposes of enrollment and offering new products and services. Clearview Energy will not provide or sell such information to any other party without your consent unless required to do so by law, or it is necessary to enforce the terms of this Agreement. Clearview Energy reserves the right to reject your enrollment, or terminate this Agreement, in the event you rescind these authorizations. Clearview will maintain the confidentiality of a customer's personal information including the name, address, telephone number, electric usage and historic payment information, as required by applicable Commission regulations and Federal and State laws.

15. Information About Shopping

Information about shopping for an electric supplier is available at www.PaPowerSwitch.com or other successor media platform as determined by the Commission, by calling the Commission at (800) 692-7380 and the Office of Consumer Advocate at (800) 684-6560 or at www.oca.state.pa.us.

16. Commission Contact Information

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
1.800.692.7380
www.puc.state.pa.us

17. Contact Information

Clearview Electric, Inc.
dba Clearview Energy
P.O. Box 130659
Dallas, TX 75313-0659
1.800.746.4702
Representatives available
Monday – Friday
9:30 a.m. – 6:30 p.m. EST
www.ClearviewEnergy.com

18. Definitions

Generation Charge:

The charge for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. If you purchase electricity from an electric supplier, your generation charge will depend on the contract between you and your supplier.

Transmission Charge:

The cost for transporting electricity from the generation source to your electric distribution company. For most electric customers who select a new supplier, transmission costs will be included in the charges from your new supplier. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

Clearview Exhibit No. 5

**Clearview's March 6, 2025 and June 22, 2025 Variable Rate
Change Notices**

PUBLIC VERSION

June 22, 2025



85-T1 P1

SOLOMON PRATT
50 CREEK LN
EASTON, PA 18045-7824
|||

RE: Account Number [REDACTED]

Hi Solomon,

Thank you for choosing Clearview Energy. Our goal is to offer valuable service and outstanding support by ensuring you have the most current information about your account.

This letter is to inform you that your current rate of \$0.1909/kWh and monthly base fee of \$5.99 will be changing to \$0.2679/kWh and \$6.99 on your next billing cycle.

If you have any questions regarding this rate change or if you'd like to review all of our rate plan options, please contact us at 1.800.746.4702 or visit our website at www.clearviewenergy.com.

And as always, thank you for being a member of the Clearview Energy Family.

Sincerely,
Clearview Energy



Customer Service: 1.800.746.4702
Email: CustomerService@ClearviewEnergy.com
Web: www.ClearviewEnergy.com