

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
EDWARD BRASKEY, :
Complainant, :
vs. : Docket No.:
PPL ELECTRIC UTILITIES : C-2025-3057855
CORPORATION, :
Respondent. :
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Pages 6 through 125 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Monday, February 23, 2026
Met, pursuant to notice, at 10:06 a.m.

BEFORE: THE HONORABLE EMILY FARREN
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2025-3057855
Hearing Date: February 23, 2026

EXHIBITS INDEX

NUMBER	IN EVIDENCE
PPL ELECTRIC UTILITIES CORPORATION	
1	(Account activity statement-Beech Street) 84
2	(Customer contact history-Beech Street) 84
3	(Account activity statement-Oak Street) 84
4	(Customer contact history-Oak Street) 84
5	(Account activity statement-Pine Street) 84
6	(Customer contact history-Pine Street) 84
7	(Payment Agreement for Pine Street) 84
9	(BCS 4066523) 84
10	(BCS 4023445) 84
11	(Account activity statement- Bloomsburg Street) 84
12	(Customer Contacts) 84
15	(Payment Agreement Oak Street account) 84

PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: EDWARD BRASKEY
 250 S BEECH ST, 1FL
 MOUNT CARMEL PA 17851
 Requested By: EDWARD BRASKEY
 [REDACTED]
 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
10/28/2025	ELECTRIC SERVICE		\$55.15								
10/28/2025	Regular Bill	11/18	\$55.15				0291/0001	41105A	21	252	
11/10/2025	Transfer Debit		\$103.45								
11/10/2025	Transfer Debit		\$109.23								
11/10/2025	Transfer Debit		\$131.47								
11/10/2025	Transfer Debit		\$135.10								
11/10/2025	Transfer Debit		\$148.00								
11/10/2025	Transfer Debit		\$163.00								
11/10/2025	Transfer Debit		\$90.71								
11/10/2025	Transfer Debit		\$16.45								
11/10/2025	Transfer Debit		\$13.69								
11/10/2025	Transfer Debit		\$3.08								
11/10/2025	Transfer Debit		\$1.69								
11/10/2025	Transfer Debit		\$0.19								
11/10/2025	Transfer Debit		\$0.02								
11/10/2025	Transfer Debit		\$163.00								
11/10/2025	Transfer Debit		\$269.72								
11/10/2025	Transfer Debit		\$260.41								
11/10/2025	Transfer Debit		\$246.58								
11/10/2025	Transfer Debit		\$221.14								
11/10/2025	Transfer Debit		\$217.12								
11/10/2025	Transfer Debit		\$163.00								
11/10/2025	Transfer Debit		\$0.01								
11/10/2025	Transfer Debit		\$0.01								
11/10/2025	Transfer Debit		\$0.03								
11/10/2025	Transfer Debit		\$0.15								
11/10/2025	Transfer Debit		\$0.27								
11/10/2025	Transfer Debit		\$0.80								
11/10/2025	Transfer Debit		\$1.72								
11/10/2025	Transfer Debit		\$2692.45								
11/10/2025	Transfer Debit		\$222.08								
11/10/2025	Transfer Debit		\$12.39								
11/10/2025	Transfer Debit		\$9.43								
11/10/2025	Transfer Debit		\$6.00								
11/10/2025	Transfer Debit		\$2.93								
11/11/2025	Payment		\$-55.15								
11/25/2025	ELECTRIC SERVICE		\$170.47								
11/25/2025	Regular Bill	12/16	\$5575.79				0636/0000	41986A	28	881	
12/01/2025	Payment		\$-170.00								
12/23/2025	Late Payment Charge		\$2.13								
12/30/2025	ELECTRIC SERVICE		\$176.06								
12/30/2025	ELECTRIC SERVICE		\$81.33								

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: [REDACTED] **Customer Name:** EDWARD BRASKEY
 From 2/1/2022 to 2/11/2026

Contact Date	Contact Type	Remarks	User
2026-01-30	Special Situation	PAYMENTUS_WEB paid 371.00	SELF SERVICE USER
2026-01-27	Correspondence - General	Template Name Master Utility Report Created By AURA RINCONES Letter Edited No CS Letters ID 7049296	CSLET
2026-01-27	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2026-01-27	WUR Assessment	EDWARD BRASKEY Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	AURA RINCONES
2026-01-27	Billing	Caller EDWARD BRASKEY Ratepayer User Comments cci bc he want info on his bill. info cx his bill is late so he getting collection calls and ipc. info cx cb of 370.37 Usage from Nov 25 - Dec 29 was due by 1 20 26. adv cx he just have to pay cb. adv cx prev bal is under investigation. info cx next meter reading is on 2 2 26. cx disconnect calls	AURA RINCONES
2026-01-27	Special Situation	Caller EDWARD BRASKEY Ratepayer. Email address verify on 1 27 26.	AURA RINCONES
2026-01-27	Miscellaneous	Caller Back Office Ratepayer. no cx on line tried 3x spiel no valid response adv cx to cb	JOLO UNTALAN
2026-01-26	Winter Collection	Winter Collection Notice	
2025-12-26	Credit	Caller EDWARD BRASKEY Ratepayer. caller ended prior sat	BRAYAN HERNANDEZ SINGH
2025-12-26	Credit	Caller EDWARD BRASKEY Ratepayer User Comments cci bec is geeting phone call from us bec teh transfer bal is not belong to he say his open case with the puc also have court case number cust provide teh number add 30 ext on the account	BRAYAN HERNANDEZ SINGH
2025-12-26	WUR Assessment	EDWARD BRASKEY Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	BRAYAN HERNANDEZ SINGH
2025-12-26	SC - GRACE EXTENSION	Caller EDWARD BRASKEY Ratepayer. PUC case number c2025-3057855	308191
2025-12-05	AMF Opt Out Rider Letter	Supplier Added - Cust Choice 1 Bill.	CSSDR044
2025-12-05	Cust Choice 1 Bill	Supplier added on 2025-12-10 - American Power Gas of PA LLC	
2025-12-05	Batch Enrollment		
2025-12-01	Special Situation	PAYMENTUS_WEB paid 170.00	SELF SERVICE USER
2025-11-10	Correspondence - General	Template Name Master Utility Report Created By MARIYAH THOMPSON Letter Edited No CS Letters ID 6909745	CSLET
2025-11-10	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-11-10	Credit	Caller EDWARD BRASKEY Ratepayer User Comments cx called to link acct to online profile linked acct cx asked about first bill adv 55.15 due on th 11 18 24 did adv any other billing questions had to be asked with billing adv cx there is no way we can send notes from his acct to him cx hung up before sat	MARIYAH THOMPSON
2025-11-10	WUR Assessment	EDWARD BRASKEY Ratepayer. Caller s Concern Enhanced Verification Procedures. 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.	MARIYAH THOMPSON
2025-11-10	Special Situation	PAYMENTUS_WEB paid 55.15	SELF SERVICE USER
2025-11-10	WEB Maintain Bill Account	Updated email address from [REDACTED] to [REDACTED].	SELF SERVICE USER
2025-11-10	Continuous Transfer Letter	Continuous Transfer Letter	
2025-11-10	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2025-10-07	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2025-10-07	Connect Completed		BATCH
2025-10-07	Connect/Disconnect	Caller Robert Gomez Landlord User Comments verified the tenant called and connected to the correct apt...he contacted the tenant...they have an inspection today and service needed to be done. got the ok from Mr Braskey and updated the connect for todays date advise I did not touch his other acct and it will not be affected by the change. sat.	MARISELA TALERO
2025-10-07	Connect Maintained		MARISELA TALERO
2025-10-07	Miscellaneous	WATT_CCC Formal Complaint - Bill Dispute Work Item 4574267 Created	CARMEN P URBAN
2025-10-07	WEB Enroll in Paperless Billing	Web Enroll in Paperless Billing	SELF SERVICE USER
2025-10-07	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY N RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SELF SERVICE USER
2025-10-07	Connect Issued	Electric WEB-Customer Caller [REDACTED] date of connect 10 08 2025 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No customer name EDWARD BRASKEY new adress 250 S BEECH ST 1FL MOUNT CARMEL PA 17851 Password Verified	SELF SERVICE USER

PPL ELECTRIC EXHIBIT NO. 3

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: EDWARD BRASKEY
 227 S OAK ST, APT
 MOUNT CARMEL PA 17851
 Requested By: EDWARD BRASKEY
 [REDACTED] Extension:

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
07/28/2025	ELECTRIC SERVICE		\$211.92								
07/28/2025	Regular Bill	08/18	\$211.92				0000/0259	06186A	26	1116	
08/11/2025	Transfer Debit		\$217.12								
08/11/2025	Transfer Debit		\$260.41								
08/11/2025	Transfer Debit		\$269.72								
08/11/2025	Transfer Debit		\$221.14								
08/11/2025	Transfer Debit		\$163.00								
08/11/2025	Transfer Debit		\$163.00								
08/11/2025	Transfer Debit		\$163.00								
08/11/2025	Transfer Debit		\$148.00								
08/11/2025	Transfer Debit		\$103.45								
08/11/2025	Transfer Debit		\$109.23								
08/11/2025	Transfer Debit		\$135.10								
08/11/2025	Transfer Debit		\$0.02								
08/11/2025	Transfer Debit		\$0.19								
08/11/2025	Transfer Debit		\$13.69								
08/11/2025	Transfer Debit		\$1.69								
08/11/2025	Transfer Debit		\$16.45								
08/11/2025	Transfer Debit		\$6.00								
08/11/2025	Transfer Debit		\$2.93								
08/11/2025	Transfer Debit		\$2940.53								
08/11/2025	Transfer Debit		\$0.01								
08/11/2025	Transfer Debit		\$0.15								
08/11/2025	Transfer Debit		\$9.43								
08/11/2025	Transfer Debit		\$12.39								
08/11/2025	Transfer Debit		\$0.80								
08/11/2025	Transfer Debit		\$222.08								
08/11/2025	Transfer Debit		\$0.01								
08/11/2025	Transfer Debit		\$1.72								
08/11/2025	Transfer Debit		\$0.27								
08/11/2025	Transfer Debit		\$0.03								
08/18/2025	Payment		\$-212.00								
08/21/2025	ELECTRIC SERVICE		\$246.58								
08/21/2025	Regular Bill	09/11	\$5428.06				0000/0259	07499A	29	1313	
09/17/2025	Late Payment Charge		\$3.08								
09/22/2025	ELECTRIC SERVICE		\$131.47								
09/22/2025	Regular Bill	10/14	\$5562.61	\$5428.06			0051/0058	08158A	32	659	
09/23/2025	Payment		\$-248.00								
10/13/2025	ELECTRIC SERVICE		\$90.71								
10/13/2025	Regular Bill	11/03	\$5405.32	\$5180.06			0094/0024	086120	21	454	

PPL ELECTRIC EXHIBIT NO. 4

Account Contact History
Account: [REDACTED] **Customer Name: EDWARD BRASKEY**
 From 1/1/2021 to 1/13/2026

Contact Date	Contact Type	Remarks	User
2025-10-15	Connect Issued	CTP-Customer WEB caller ROBERT GOMEZ CallerRelation RATEPAYER date of connect 10 16 2025 new address 227 S OAK ST APT MOUNT CARMEL PA 17851 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	SELF SERVICE USER
2025-10-13	Disconnect Completed		BATCH
2025-10-07	Disconnect Issued	Electric Caller [REDACTED] RATEPAYER WantDate 10 13 2025 Send Joint1 Letter No Password Verified System EUWeb	SELF SERVICE USER
2025-10-07	Credit	Caller EDWARD BRASKEY Ratepayer. about this cx adv of consequencez lpc collection possible termination notice cx wanted to know what will happen if puc calls adv they will put hold on acct while investigation is taking place but no one called as yet cx stated okay and hanged up no sat und	TRISTIN SAVARY
2025-10-07	Credit	Caller EDWARD BRASKEY Ratepayer. at that time and could of only stated there cx stated he can send us info of his court case and have parole officer sent us info cx adv we cant accept that cx adv that he doesnt have any termination notice on his acct that this time due to pag 350.00 by 10 15 25 cx stated hes not paying because he will be going to court	TRISTIN SAVARY
2025-10-07	Credit	Caller EDWARD BRASKEY Ratepayer. from the puc also file puc formal complaint stated he spoke wot a lady today should be sending us info of case cx give me an efile 2890034 cx stated that he can only give us proof he wasnt living there because he had parole and he was at another address	TRISTIN SAVARY
2025-10-07	Credit	Caller EDWARD BRASKEY Ratepayer. report adv yes tht is the correct procedures we will adv cx to file police report cx stated he cant do that because the police wont give him the info cx ha court soon will have all the documentio to dispute cx stated we never give him any proof on whose open acct and when it was open cx stated that he has all this rights	TRISTIN SAVARY
2025-10-07	Credit	Caller EDWARD BRASKEY Ratepayer. cci stated that he has been trying to dispute a transferred bal of over 5000.00 that is now on new acct [REDACTED] stated that he was rehad and then jail during time acct open the transfer bal came from acct [REDACTED] cx stated he spoke wto multiple agents in regards to disputing this bill but they told him to file polic	TRISTIN SAVARY
2025-10-07	Correspondence - General	Template Name Master Utility Report Created By TRISTIN SAVARY Letter Edited No CS Letters ID 6846278	CSLET
2025-10-07	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-10-07	WUR Assessment	EDWARD BRASKEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Transferred 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.	TRISTIN SAVARY
2025-09-25	Correspondence - General	Template Name Master Utility Report Created By JEFFERY TOTH Letter Edited No CS Letters ID 6824127	CSLET
2025-09-25	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-09-25	Credit	Caller EDWARD BRASKEY Ratepayer. cont police report cx cant get it w o lawyer cx is not paying for a lawyer adv transfer amt of 4925.74 also refer acct 67750-55408 cx hung up on cant verify anything else Rev 09 25 2025 14 12 cx req sup sup nick adv callback adv cx	JEFFERY TOTH
2025-09-25	Credit	Caller EDWARD BRASKEY Ratepayer User Comments cci verify email 9 25 25 cci about bill not his rev term notice amt of 4924.24 due 10 8 25 cx declined financial info rev pag first paymt of 350 due 10 15 25 installs of 215 for 23 mo gave puc adv bal due 5314.61 due 10 14 25 adv bad debt travels from acct to acct adv need to send in police continued	JEFFERY TOTH
2025-09-25	WUR Assessment	... tated Yes. Sat No. WUR Required No. Provided PUC Yes.	JEFFERY TOTH
2025-09-25	WUR Assessment	EDWARD BRASKEY 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 Transferred Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Miscellaneous - WUR will NOT be sent. Position S ...	JEFFERY TOTH

Contact Date	Contact Type	Remarks	User
2025-09-25	Added Payment Agreement	EDWARD BRASKEY Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 350.00 is due 10 15 2025. Future payments beginning with next bill will include installment amount of 215.00. Interested in BB est NO.	JEFFERY TOTH
2025-09-25	Credit	EDWARD BRASKEY Ratepayer. Customer declined to provide financial information.	JEFFERY TOTH
2025-09-25	Financial Statement Added		JEFFERY TOTH
2025-09-25	Credit	Confirmed service is scheduled for termination on 10 08 2025. Amount is 4 924.24. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	JEFFERY TOTH
2025-09-25	SC - MED CERT - 3 DAY	Caller EDWARD BRASKEY Ratepayer. Customer claims medical condition	E190563
2025-09-25	Special Situation	Caller EDWARD BRASKEY Ratepayer. cci verify email 9 25 25	JEFFERY TOTH
2025-09-24	Correspondence - Collections	CUT DATE 2025-10-08 AMOUNT 4 924.24	
2025-09-22	Special Situation	PAYMENTUS WEB paid 248.00	SELF SERVICE USER
2025-08-18	Special Situation	PAYMENTUS WEB paid 212.00	SELF SERVICE USER
2025-08-11	Continuous Transfer Letter	Continuous Transfer Letter	
2025-08-11	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2025-08-07	Miscellaneous	WATT Billing - Verify Rates Work Item 4526783 Completed	LISA STAHL
2025-08-07	Miscellaneous	WATT ID 4526783 Void self-service Verify Rate for Billing already completed. No action taken	LISA STAHL
2025-07-30	Miscellaneous	WATT Billing - Verify Rates Work Item 4526783 Created	PATRICIA L MCGURRIN
2025-07-29	Miscellaneous	WATT Non Crisis No Bill - WFM - Suspended meter status NON RES Work Item 4522815 Completed	NAOMI I ABREU
2025-07-28	Billing - In Progress	other tasked suspended meter wfm - unsuspended meter - voided verify rate order - per google search realtor truli history of meter changing rate back to residential elec. heat from commercial - entered 7 23 reading - 6186 kwh 8.4 kw to bill current	NAOMI I ABREU
2025-07-28	Maintain Bill Determinants	per google search realtor truli history of meter changing rate back to residential elec. heat from commercial	NAOMI I ABREU
2025-07-28	Verify Rate Voided	voiding order - per google search realtor truli history of meter changing rate back to residential elec. heat from commercial	NAOMI I ABREU
2025-07-24	Miscellaneous	WATT Non Crisis No Bill - WFM - Suspended meter status Work Item 4522815 Created	RPAPR90
2025-07-18	Customer Maintained	EVP DONE TO UPDATE PHONE NUMBER .	ISAIAH NELSON
2025-06-27	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2025-06-27	SC - Rate Check	EDWARD BRASKEY [REDACTED] New customer connecting at commercial premise states will be used partially or fully for residential. Verify rate.	ORAMP1
2025-06-27	Verify Rate Issued	EDWARD BRASKEY [REDACTED] New customer connecting at commercial premise states will be used partially or fully for residential. Verify rate.	SELF SERVICE USER
2025-06-27	Connect Completed		SELF SERVICE USER
2025-06-27	Data Repair	DR IR151681 COMM FNC STMT - Delete Financial STMT-2025-06-25	CSSDR044
2025-06-25	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY RATEPAYER WILL OCCUPY THE PROPERTY NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY TYPE OF PROPERTY NONE RESIDENTIAL ELECTRIC HEAT RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY WHOLE RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT N	SELF SERVICE USER
2025-06-25	Connect Issued	Electric WEB-Customer caller EDWARD BRASKEY CallerRelation RATEPAYER date of connect 06 27 2025 new address 227 S OAK ST APT MOUNT CARMEL PA 17851 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	SELF SERVICE USER

PPL ELECTRIC EXHIBIT NO. 5

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: EDWARD BRASKEY
 227 s oak st
 Apt
 MOUNT CARMEL PA 17851
 Requested By: EDWARD BRASKEY
 [REDACTED]
 Extension:

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
07/29/2024	Transfer Debit		\$222.08								
07/29/2024	Transfer Debit		\$1087.89								
07/29/2024	Transfer Debit		\$0.01								
07/29/2024	Transfer Debit		\$0.03								
07/29/2024	Transfer Debit		\$0.27								
07/29/2024	Transfer Debit		\$1.72								
07/29/2024	Transfer Debit		\$0.15								
07/29/2024	Transfer Debit		\$0.01								
07/29/2024	Transfer Debit		\$88.57								
07/29/2024	Transfer Debit		\$74.53								
07/29/2024	Transfer Debit		\$3374.87								
07/29/2024	Transfer Debit		\$2.93								
07/29/2024	Transfer Debit		\$6.00								
07/29/2024	Transfer Debit		\$9.43								
07/29/2024	Transfer Debit		\$12.39								
07/29/2024	Transfer Debit		\$0.80								

08/20/2024	ELECTRIC SERVICE		\$135.10								
08/20/2024	Regular Bill	09/10	\$5016.78				0004/0221	63658A	29	814	

09/03/2024	Payment		\$-135.10								

09/17/2024	Late Payment Charge		\$1.69								

09/19/2024	ELECTRIC SERVICE		\$109.23								
09/19/2024	Regular Bill	10/10	\$4992.60	\$4881.68			0038/0087	64296A	30	638	

10/15/2024	Payment		\$-110.00								

10/18/2024	ELECTRIC SERVICE		\$103.45								
10/18/2024	Regular Bill	11/12	\$4986.05	\$4882.60			0201/0019	64895A	29	599	

11/18/2024	ELECTRIC SERVICE		\$217.12								
11/18/2024	Regular Bill	12/09	\$5203.17	\$4986.05			0455/0000	66267A	31	1372	

12/02/2024	Payment		\$-218.00								

12/19/2024	ELECTRIC SERVICE		\$260.41								
12/19/2024	Regular Bill	01/09	\$5245.58	\$4985.17			0920/0000	67884A	31	1617	

01/22/2025	ELECTRIC SERVICE		\$269.72								
01/22/2025	Regular Bill	02/12	\$5515.30	\$5245.58			1292/0000	69515A	34	1631	

02/19/2025	Late Payment Charge		\$13.69								
02/19/2025	Late Payment Charge		\$0.02								

02/21/2025	ELECTRIC SERVICE		\$221.14								
02/21/2025	Regular Bill	03/14	\$5750.15	\$5515.30			1150/0000	70827A	30	1312	

PPL ELECTRIC EXHIBIT NO. 6

Account Contact History
Account: [REDACTED] **Customer Name:** EDWARD BRASKEY
 From 1/1/2021 to 1/13/2026

Contact Date	Contact Type	Remarks	User
2025-09-25	Correspondence - General	Template Name Master Utility Report Created By JEFFERY TOTH Letter Edited No CS Letters ID 6824129	CSLET
2025-09-25	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-09-25	Credit	Caller EDWARD BRASKEY Ratepayer User Comments cci on closed acct verify SS rev acct open 7 22 24 acct closed 6 26 25 also refer acct [REDACTED] transfer amt 4881.68 cx hung up on cant verify anything else	JEFFERY TOTH
2025-09-25	WUR Assessment	EDWARD BRASKEY Ratepayer. Caller s Concern Transferred Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Service Turn-Off Date. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Service Turn-On Date. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	JEFFERY TOTH
2025-09-04	Special Situation	Returned Mail-Letter sent in JUN-JUL were returned by USPS Attempted Not Known. If customer calls please verify address	CSLET
2025-07-28	Correspondence - Collections	Final Bill Reminder	
2025-07-18	Correspondence - General	Template Name Master Utility Report Created By ISIAH NELSON Letter Edited No CS Letters ID 6685324	CSLET
2025-07-18	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-07-18	Billing	Caller EDWARD BRASKEY Ratepayer. disconnected no sat .	ISIAH NELSON
2025-07-18	Billing	Caller EDWARD BRASKEY Ratepayer User Comments CCI ABT BILL CX MENTIONED HE HAD IDENTITY THEIF .CX MENTIONED HE TRIED TO GET A POLICE REPORT WHICH HE CANNOT DUE TO LONG TIME FRAME . CX MENTIONED HE WOULD OF BEEN IN JAIL DURING THE TIME FRAME . EVP DONE SSN AND EMAIL to update phone number . While investigating account to see where balance came from cx	ISIAH NELSON
2025-07-18	WUR Assessment	EDWARD BRASKEY Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	ISIAH NELSON
2025-06-27	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4066523 DEC CLOSED06 27 2025 WILL NOT ADDRESS THIS ISSUE WHICH IS THE SAME COMPLAINT THE CUSTOMER FILED ON 10 24 2024 AT BCS 4023445 AND WHICH WAS DISMISSED ON 1 3 2025. THE CUSTOMER SHOULD CONTACT THE COMPANY TO DISCUSS THE AMOUNT NEEDED TO STOP	CUCL143
2025-06-26	Disconnect Completed		SELF SERVICE USER
2025-06-25	Customer Maintained	WEB-Customer caller EDWARD BRASKEY CallerRelation RATEPAYER date of connect 06 27 2025 new address 227 S OAK ST APT MOUNT CARMEL PA 17851 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	SELF SERVICE USER
2025-06-25	Disconnect Issued	Electric Caller [REDACTED] RATEPAYER WantDate 6 26 2025 227 s oak st Apt Mount Carmel PA United States 17851 Send Joint1 Letter No System SS	SELF SERVICE USER
2025-06-23	Special Situation	PAYMENTUS WEB paid 229.00	SELF SERVICE USER
2025-06-23	Changed Payment Agreement	PAYMENTUS WEB paid 229.00	SELF SERVICE USER
2025-06-06	Special Situation	PAYMENTUS WEB paid 163.00	SELF SERVICE USER
2025-05-27	SC - PUC Informal Complaint	PUC MDIA BCS 4066523	CUCL143
2025-05-22	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 6572492	CSLET
2025-05-21	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	ORAMP1
2025-05-21	Disputed Payment Agreement	[REDACTED] RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 05 31 2025 392.00. First payment of 392.00 is due 06 03 2025. Second payment amount and due date will appear on next bill . Payment Plan installment amount 229.00. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2025-05-21	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2025-05-21	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-05-21	Credit	Confirmed service is scheduled for termination on 06 04 2025. Amount is 5 192.97. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2025-05-21	Credit	[REDACTED] Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2025-05-21	Financial Statement Added		SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2025-05-20	Correspondence - Collections	CUT DATE 2025-06-04 AMOUNT 5 192.97	
2025-04-03	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 6414965	CSLET
2025-04-03	Special Situation	PAYMENTUS WEB paid 409.00	SELF SERVICE USER
2025-04-02	Credit	Caller EDWARD BRASKEY Ratepayer User Comments Cx called into make a pp Fs updated pp YES Low income No all the info about the pp and low income was provided recap made sat YES company made SOP NO he will pay 408 by 04 12 25 to activate his pp	JUAN VANEGAS
2025-04-02	WUR Assessment	EDWARD BRASKEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JUAN VANEGAS
2025-04-02	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	325013
2025-04-02	Added Payment Agreement	EDWARD BRASKEY Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 409.00 is due 04 12 2025. Future payments beginning with next bill will include installment amount of 229.00. Emailed PAG info to [REDACTED]	JUAN VANEGAS
2025-04-02	Credit	EDWARD BRASKEY Ratepayer. Offered LIHEAP - No Customer Declined Offered OnTrack - No Customer Declined . .	JUAN VANEGAS
2025-04-02	Changed Payment Agreement	Cx put the wrong fs with a wrong income due to this it was possible to cancel the pp	JUAN VANEGAS
2025-04-02	Financial Statement Added		JUAN VANEGAS
2025-04-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2025-04-02	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-04-02	Financial Statement Added		SELF SERVICE USER
2025-04-02	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-04-02	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-04-02	Credit	[REDACTED] Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2025-04-02	Financial Statement Added		SELF SERVICE USER
2025-03-25	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-03-25	Added Payment Agreement	[REDACTED] RatePayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 486.00 is due 04 12 2025. Future payments beginning with next bill will include installment amount of 306.00. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2025-03-25	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-03-25	Credit	Confirmed service is scheduled for termination on 04 07 2025. Amount is 5 259.33. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2025-03-25	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-03-25	Credit	[REDACTED] Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2025-03-25	Financial Statement Added		SELF SERVICE USER
2025-03-25	Credit	Confirmed service is scheduled for termination on 04 07 2025. Amount is 5 259.33. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2025-03-24	Correspondence - Collections	CUT DATE 2025-04-07 AMOUNT 5 259.33	
2025-03-18	Data Repair	Data Repair DR IR179762A - UPDATE N A TO 671	CSSDR044
2025-03-10	myPPL Alerts - WEB	User CHEF.EDD agreed to T Cs-Enrolled	SELF SERVICE USER
2025-03-10	Maintain Bill Account	Caller SelfServe RatePayer updated primary phone from [REDACTED] to primary phone [REDACTED]. Consent Attained	SELF SERVICE USER
2025-03-10	Special Situation	PAYMENTUS WEB paid 235.00	SELF SERVICE USER
2025-03-10	Correspondence - Budget Billing	bbstcsr.doc	
2025-03-10	WEB Cust Enrollment Budget Bill	CUSTOMER ENROLLED IN BB ON THE WEB. AMOUNT IS 163.00	WEBSS
2025-03-10	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-03-10	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-03-10	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-03-10	Credit	[REDACTED] Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2025-03-10	Financial Statement Added		SELF SERVICE USER
2025-02-24	Winter Collection	Winter Collection Notice	

Contact Date	Contact Type	Remarks	User
2025-01-03	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4023445 DEC CLOSED01 03 2025 UNPAID BAL TRANSFERRED TO CUSTS CURRENT ACCT. CO MAY HOLD CUST RESPONSIBLE FOR THE TRANSFERRED BALANCE. POLICE RPT MAY BE PROVIDED TO COMPANY IN ORDER FOR A FRAUD INVESTIGATION TO BE COMPLETED. DISMISSED.	CUCL143
2024-12-02	Special Situation	PAYMENTUS WEB paid 218.00	SELF SERVICE USER
2024-10-14	Special Situation	PAYMENTUS WEB paid 110.00	SELF SERVICE USER
2024-10-04	SC - PUC Informal Complaint	PUC MDIA BCS 4023445	CUCL143
2024-09-27	Billing	Caller EDWARD BRASKEY Ratepayer. notice reviewed	ENID GONZALEZ
2024-09-27	Billing	Caller EDWARD BRASKEY Ratepayer User Comments caller called regarding transfer balance adv he did have a balance from prev acct cust aware of address stated it was a friend s home. cust insisted we sent his ID and signed doc adv we run credit it that might of not been req for a connect cust disconnected call while on hold prior to sat and prior to term	ENID GONZALEZ
2024-09-27	Correspondence - General	Template Name Master Utility Report Created By ENID GONZALEZ Letter Edited No CS Letters ID 6063644	CSLET
2024-09-27	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-09-27	WUR Assessment	EDWARD BRASKEY Ratepayer. Caller s Concern Transferred Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	ENID GONZALEZ
2024-09-23	Correspondence - Collections	CUT DATE 2024-10-07 AMOUNT 4 625.86	
2024-09-20	Credit	Caller Back Office Ratepayer. internet kicked out lost call	ANA SAMUELS
2024-08-30	Special Situation	PAYMENTUS WEB paid 135.10	SELF SERVICE USER
2024-07-30	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-07-30	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-07-30	Financial Statement Added		SELF SERVICE USER
2024-07-29	Continuous Transfer Letter	Continuous Transfer Letter	
2024-07-29	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2024-07-22	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2024-07-22	Connect Completed		SELF SERVICE USER
2024-07-16	Maintain Bill Account	Caller Self Serve Ratepayer updated Paperless billing from Not Enrolled to Enrolled .	SELF SERVICE USER
2024-07-16	WEB Maintain Bill Account	Updated email address from UnKnown to [REDACTED]	SELF SERVICE USER
2024-07-16	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SELF SERVICE USER
2024-07-16	Connect Issued	Electric CTP-Applicant caller EDWARD BRASKEY CallerRelation RATEPAYER date of connect 07 22 2024 new address 718 PINE ST APT 201 DANVILLE PA 17821 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	SELF SERVICE USER

PPL ELECTRIC EXHIBIT NO. 7

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	07/17/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$5,181.56	Setup BB Amount:	\$99.00

Agreement Details		Installment Details	
Start Date:	05/21/25	Installment Amount:	\$229.00
Agreement Amount:	\$5,448.79	Number Of Installments:	23
		Remaining Installments:	23
		Final Installment Amount:	\$18.79

Initial Payment Details		Customer Offer	
Due Date:	06/03/25	Downpayment Amount:	\$0.00
Payment Amount:	\$392.00	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:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	07/17/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$5,181.56	Setup BB Amount:	\$99.00

Agreement Details		Installment Details	
Start Date:	04/02/25	Installment Amount:	\$229.00
Agreement Amount:	\$5,694.79	Number Of Installments:	23
		Remaining Installments:	23
		Final Installment Amount:	\$247.79

Initial Payment Details		Customer Offer	
Due Date:	04/12/25	Downpayment Amount:	\$0.00
Payment Amount:	\$409.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$409.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 07/17/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$5,181.56	Setup BB Amount: \$99.00
Agreement Details	Installment Details
Start Date: 03/25/25	Installment Amount: \$306.00
Agreement Amount: \$5,694.79	Number Of Installments: 17
Initial Payment Details	Remaining Installments: 17
Due Date: 04/12/25	Final Installment Amount: \$312.79
Payment Amount: \$486.00	Customer Offer
Restore Amount: \$486.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

PPL ELECTRIC EXHIBIT NO. 9

Informals Formals

Home

Informal Case View

Case Search

Reports

Final Review

General			
BCS Case No.	4066523	Case Notes	Count : 1 Detail...
CSS Account No.	[REDACTED]	Received Date	05/27/2025
CSS Name	EDWARD BRASKEY	Due Date	06/25/2025
Name	EDWARD BRASKEY	Investigator Name	CASE POOL, BCS
Service Address 1	718 PINE ST APT 201	Mailing Address 1	718 PINE ST
Service Address 2		Mailing Address 2	APT 201
Service City, State Zip	DANVILLE, PA 17821-	Mailing City, State Zip	DANVILLE, PA 17821-
PUC Address	718 PINE ST,APT 201,DANVILLE,PA,17821-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	4023445
Income Level	1	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position			
Company Position	05/13/2025 COMPANY DID NOT GIVE HIM A SHUT OFF DATE. CALL THE PUC. COMPANY WANTS A POLICE REPORT WHICH HE CANNOT GET DUE TO THE STATUE OF LIMITATIONS.		
Related Information	18 & BILLING DISPUTE. CUSTOMER STATES THAT HE IS BEING CHARGED \$5694.00 FOR A BALANCE THAT ACCRUED AT A PREVIOUS ADDRESS. CUSTOMER STATES HE DID NOT LIVE AT THE ADDRESS WHERE THE BALANCE ACCRUED. - RELIEF SOUGHT - AVOID TERMINATION AND CREDIT FOR \$5694.00. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	06/11/2025	Total Account Balance	5611.79
Budget Bill Amount	152.00		
Arrearage	5694.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

[Type Assignment](#)

Case Type	Informal
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<u>Category and Section</u>	
Primary Category	Financial Responsibility
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

<u>Ownership</u>	
Contact Person	E169190 - Young,Jennifer
Written By	Young, Jennifer
Written By Date	06/20/2025

<u>Other Information</u>			
Adults	0	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

<u>Informal Final Report</u>
<p>Details of the Company's Original Investigation</p> <p>07/22/2024 - The Company records indicate Edward Braskey established an electric service account at 718 PINE ST *APT 201 DANVILLE PA 17821. The Company assigned account number [REDACTED]</p> <p>10/04/2024 - The Company records indicate the customer filed a complaint with the PUC - BCS#4023445.</p> <p>01/03/2025 - The Company rendered a decision for BCS #4023445 indicating the informal complaint is dismissed. The decision indicated the unpaid balance from 833 Railroad St, Bloomsburg, PA was transferred to the customer's current account in accordance with 52 PA code 56.16(b). The Company may hold the customer responsible for the transferred balance. A police report may be provided to the Company in order for a fraud investigation to be completed.</p> <p>04/02/2025 - The Company records indicate Edward Braskey established a payment agreement. The customer updated his ability to pay information - level one income. The Company requested \$409 by 04/12/2025. The repayment terms were to pay \$229 plus the monthly bill until the account balance was paid in full. The Company records indicate it referred the customer to its CAP, OnTrack and provided information on how to obtain energy assistance. The Company records indicate the customer was in agreement with the payment agreement terms.</p> <p>05/20/2025 - The Company rendered a residential service termination for \$5,192.97 with a proposed service termination on or after 06/04/2025.</p> <p>05/21/2025(date of last contact) - The Company records indicate the customer used its self-serve website to address the pending service termination. The Company provided the reason for the proposed termination and provided all available options to prevent it, including the medical emergency procedures. The Company requested \$392 by</p>

06/03/2025. The repayment terms were to pay \$229 plus the monthly bill until the account balance was paid in full. The Company referred the customer to its CAP, OnTrack and provided information on how to obtain energy assistance. The Company records indicate the customer was not in agreement with the payment agreement terms. The Company suspended the account for 10 days and provided an oral utility report.

Company's Final Position to the Customer

The Company records indicate the customer used its self-serve website on 05/21/2025 to address the pending service termination.

The Company provided the reason for the proposed termination and provided all available options to prevent it, including the medical emergency procedures.

The Company requested \$392 by 06/03/2025.

The repayment terms were to pay \$229 plus the monthly bill until the account balance was paid in full.

The Company referred the customer to its CAP, OnTrack and provided information on how to obtain energy assistance.

The Company records indicate the customer was not in agreement with the payment agreement terms.

The Company suspended the account for 10 days and provided an oral utility report.

Details of Company's Investigation after BCS Contact

The Company has no record of any conversation with this customer about this issue(s) after the complaint was filed.

Company's Final Position to BCS

The Company records indicate the customer filed a complaint with the PUC - BCS#4023445 on 10/04/2024.

The decision was rendered on 01/03/2025 dismissing the complaint.

The Company has no records to support this customer contacting it regarding the inability to file a police report prior to the filing of this complaint case.

The Company requests the PUC dismiss this complaint based on the regulations found at 56.166.

The customer's account balance is \$5,280.29. This amount included the deferred budget credit of -\$168.50.

The customer should pay \$621 for the Company payment agreement.

The customer appears eligible for a PUC payment agreement.

The customer is responsible for the full balance unless fraud is proven. In order to initiate a fraud investigation, the customer should submit a police report.

The Company included the necessary attachments with its report.

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Print
Decision	Change State	Dismiss

Informals Formals

Home

Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	4066523	CSS Account No.	██████████
Customer Name	EDWARD BRASKEY	Investigator Name	CASE POOL, BCS
Address 1	718 PINE ST APT 201	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	DANVILLE , PA 17821	Head Date	06/30/2025
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	No	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	5611.79	Closed Date	06/27/2025
Reconnect Amount	0.00	Balance Date	06/27/2025
Special Budget Amount	0.00	Regular Budget Amount	152.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DISMISSAL LETTER ISSUED: THE PUC WILL NOT ADDRESS THIS ISSUE, WHICH IS THE SAME COMPLAINT THE CUSTOMER FILED ON 10/24/2024 AT BCS 4023445 AND WHICH WAS DISMISSED ON 1/3/2025. THE CUSTOMER SHOULD CONTACT THE COMPANY TO DISCUSS THE AMOUNT NEEDED TO STOP TERMINATION.		
Terms			
Letter Description	VERBAL DISMISSAL/RECENT CASE/FORMAL COMPLAINT		

Action Required Options	
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No
WorkQ Category	<input type="text" value=""/>
Sub Category	<input type="text" value=""/>

Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text" value="v"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	BCS#4066523 DEC CLOSED06/27/2025 WILL NOT ADDRESS THIS ISSUE, WHICH IS THE SAME COMPLAINT THE CUSTOMER FILED ON 10/24/2024 AT BCS 4023445 AND WHICH WAS DISMISSED ON 1/3/2025. THE CUSTOMER SHOULD CONTACT THE COMPANY TO DISCUSS THE AMOUNT NEEDED TO STOP TERM		
Processed By	E169452	Processed Date	6/27/2025 4:44:11 PM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 10

Informals Formals

Home

Informal Case View

Case Search

Reports

Final Review

General			
BCS Case No.	4023445	Case Notes	Count : 1 Detail...
CSS Account No.	[REDACTED]	Received Date	10/04/2024
CSS Name	EDWARD BRASKEY	Due Date	11/02/2024
Name	EDWARD BRASKEY	Investigator Name	CASE POOL, BCS
Service Address 1	718 PINE ST APT 201	Mailing Address 1	718 PINE ST
Service Address 2		Mailing Address 2	APT 201
Service City, State Zip	DANVILLE, PA 17821-	Mailing City, State Zip	DANVILLE, PA 17821-
PUC Address	718 PINE ST,APT 201,DANVILLE,PA,17821-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position			
Company Position	09/30/2024 PAY \$4649 TO MAINTAIN SERVICE. THE BILL BELONGS TO THE CUSTOMER AND MUST BE PAID TO AVOID TERMINATION.		
Related Information	18 CUSTOMER IS DISPUTING THE COMPANY TELLING HIM THAT HE OWES A PAST DUE BILL OF \$4625.86. THIS BILL ACCRUED AT A DIFFERENT ADDRESS. CUSTOMER STATES THAT HE NEVER LIVED AT THIS ADDRESS, AND HE IS DISPUTING THE COMPANY TELLING HIM THAT THEY WILL NOT ACCEPT THE INFORMATION THAT CAN PROVE THAT HE DID NOT LIVE AT THE PRIOR SERVICE ADDRESS. - RELIEF SOUGHT - CONTACT THE COMPANY AND HAVE THESE CHARGES REMOVED FROM HIS BILL BECAUSE THESE ARE NOT HIS CHARGES. - RELIEF SOUGHT - THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	11/12/2024	Total Account Balance	4986.05
Budget Bill Amount	164.00		
Arrearage	4625.86	Reported Income Amount	0.00

Date of Last Customer Contact prior to Complaint	09/27/2024
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[Type Assignment](#)

Case Type	Informal
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[Category and Section](#)

Primary Category	Transferred Balance
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

[Ownership](#)

Contact Person	E180613 - Kiernan-Johnson,Ashley
Written By	Kiernan-Johnson, Ashley
Written By Date	10/30/2024

[Other Information](#)

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

[Informal Final Report](#)

<p>Details of the Company's Original Investigation</p> <p>7/16/2024- The Company records show Edward Braskey used its self-service options to establish an electric service account at 718 PINE ST APT 201 , DANVILLE, PA, 17821 effective 7/22/2024. PPL Electric Utilities (PPL EU or the Company) assigned the account number [REDACTED]</p> <p>7/29/2024- The Company transferred the unpaid balance of \$4,881.68 from account number [REDACTED] for service at the customer's prior address of 866 RAILROAD ST BLOOMSBURG, PA 17815 to his active account at 718 PINE ST APT 201 , DANVILLE, PA, 17821 through the Company's Continuous Account Transfer (CAT) program. The Company sent the customer a letter to alert him to the transferred balance. The prior account was in his name from 8/13/2019 to 7/13/2021.</p> <p>9/23/2024- The Company rendered a residential termination notice for \$4,625.86 with a proposed termination date on or after 10/7/2024.</p> <p>9/27/2024 (Date of last contact)- Edward Braskey contacted the Company regarding the transferred balance. The Customer Service Representative (CSR) explained the balance from the previous account and Mr. Braskey advised the address belonged to a friend. The customer requested a copy of his ID with signed documentation. The CSR explained the process of when a customer requests to establish service. The Company records indicate the customer disconnected while on hold. The Company suspended the customer's account and sent a written utility report. (letter attached)</p> <p>Company's Final Position to the Customer</p>

Edward Braskey contacted the Company regarding the transferred balance.

The Customer Service Representative (CSR) explained the balance from the previous account and Mr. Braskey advised the address belonged to a friend.

The customer requested a copy of his ID with signed documentation.

The CSR explained the process of when a customer requests to establish service.

The Company records indicate the customer disconnected while on hold.

The Company suspended the customer's account and sent a written utility report. (letter attached)

Details of Company's Investigation after BCS Contact

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

Company's Final Position to BCS

The Company records show Edward Braskey used its self-service options to establish an electric service account at 718 PINE ST APT 201 , DANVILLE, PA, 17821 effective 7/22/2024.

The Company transferred the unpaid balance of \$4,881.68 from account number [REDACTED] for service at the customer's prior address of 866 RAILROAD ST BLOOMSBURG, PA 17815 to his active account at 718 PINE ST APT 201 , DANVILLE, PA, 17821.

This is compliant with the regulations found in Chapter 56.16(b).

The Company records indicate Mr. Braskey advised the address belonged to a friend.

To complete a fraud investigation, a copy of the police report filed is required.

The customer should submit a copy of the report and the Company will review the document.

Being that the Company has not received any documentation at the date of this report to support the transferred balance amount does not belong to Mr. Braskey, he is responsible for the balance.

The Company rendered a residential termination notice on 9/23/2024 for \$4,625.86 with a proposed termination date on or after 10/7/2024.

The customer's account balance is \$4,986.05.

The customer can contact the Company for a payment agreement, if needed.

The Company included the necessary attachments with its report.

Analysis Information

Justified	Not Analyzed
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No Analysis Items Found

Return To Search	Case History	Print
Decision	Change State	Dismiss

Informals Formals

Home

Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	4023445	CSS Account No.	██████████
Customer Name	EDWARD BRASKEY	Investigator Name	CASE POOL, BCS
Address 1	718 PINE ST APT 201	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	DANVILLE , PA 17821	Head Date	01/06/2025
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	5245.58	Closed Date	01/03/2025
Reconnect Amount	0.00	Balance Date	01/03/2025
Special Budget Amount	0.00	Regular Budget Amount	164.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED. THIS INFORMAL COMPLAINT IS DISMISSED. AN UNPAID BALANCE FORM 833 RAILROAD ST., BLOOMSBURG, PA WAS TRANSFERRED TO THE CUSTOMER'S CURRENT ACCOUNT, IN ACCORDANCE WITH 52 PA. CODE §56.16(B). THE COMPANY MAY HOLD THE CUSTOMER RESPONSIBLE FOR THE TRANSFERRED BALANCE. A POLICE REPORT MAY BE PROVIDED TO THE COMPANY IN ORDER FOR A FRAUD INVESTIGATION TO BE COMPLETED.		
Terms			
Letter Description			

Action Required Options	
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No
WorkQ Category	<input type="text" value=""/> ▼

Sub Category	<input type="text" value=""/>		
Up Front Amount	<input type="text" value=""/>	Up Front Due Date	<input type="text" value=""/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		
Write-Off Amount	<input type="text" value=""/>		
Comments	BCS#4023445 DEC CLOSED01/03/2025 UNPAID BAL TRANSFERRED TO CUSTS CURRENT ACCT. CO MAY HOLD CUST RESPONSIBLE FOR THE TRANSFERRED BALANCE. POLICE RPT MAY BE PROVIDED TO COMPANY IN ORDER FOR A FRAUD INVESTIGATION TO BE COMPLETED DTSMTSED		
Processed By	E169452	Processed Date	1/3/2025 4:52:16 PM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 11

PPL ELECTRIC EXHIBIT NO. 12

Account Contact History
Account: ██████████ **Customer Name: EDWARD BRASKEY**
 From 1/1/2021 to 1/12/2026

Contact Date	Contact Type	Remarks	User
2025-10-07	SC - PUC Formal Complaint	Caller Back Office Ratepayer. Received notification the customer filed a formal complaint. Docket Number C-2025-3057855	E180613
2025-09-25	Correspondence - General	Template Name Master Utility Report Created By DENISE WALKER Letter Edited No CS Letters ID 6824270	CSLET
2025-09-25	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-09-25	WUR Assessment	EDWARD BRASKEY Ratepayer. Caller s Concern Fraud Claim. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	DENISE WALKER
2025-09-25	Correspondence - General	Template Name Master Utility Report Created By DENISE WALKER Letter Edited No CS Letters ID 6824265	CSLET
2025-09-25	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-09-25	Connect/Disconnect	Caller EDWARD BRASKEY Ratepayer. to direct sup. He didn t allow me to go over anything	DENISE WALKER
2025-09-25	Connect/Disconnect	Caller EDWARD BRASKEY Ratepayer. be sent up and reviewed to see what can be done. he stated that is is causing term on active account and by law we can t term someone for a past bill. He was reading off legal terms. Adv will review the active account once done but he hung up. Verified email and last 4 of ssn to get on account and adv zip code. Sent email	DENISE WALKER
2025-09-25	Connect/Disconnect	Caller EDWARD BRASKEY Ratepayer. stated that this balance was transfer to active account. He stated he called the PUC but they didn t assist but he can get a lawyer or reach out to general attorney office because he have a case. Adv in order for us to look into fraud the police report have to sent. He stated he want proof he started service. Adv it will be	DENISE WALKER
2025-09-25	Connect/Disconnect	Caller EDWARD BRASKEY Ratepayer User Comments esc callback Calling because he didn t live here and he was incarcerated and rehab. He was in rehab 8 17 19 and this address was for someone he knew. He stated we adv him he need a police report to claim fraud. He stated the police did the report but they couldn t file it due to statue of limitation. He	DENISE WALKER
2025-09-25	WUR Assessment	EDWARD BRASKEY Ratepayer. Caller s Concern Account Activation Date. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	DENISE WALKER
2025-09-25	Correspondence - General	Template Name Master Utility Report Created By JEFFERY TOTH Letter Edited No CS Letters ID 6824134	CSLET
2025-09-25	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-09-25	Credit	Caller EDWARD BRASKEY Ratepayer User Comments oci rev closed acct 7 13 21 opened on 8 13 19 charge off amt of 4881.68 also refer acct ██████████ gave acct service address cx hung up on cant verify anything else	JEFFERY TOTH
2025-09-25	WUR Assessment	... n Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	JEFFERY TOTH
2025-09-25	WUR Assessment	EDWARD BRASKEY 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. Caller s Concern Service Turn-Off Date. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Service Turn-On Date. Positio ...	JEFFERY TOTH
2024-07-29	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044

PPL ELECTRIC EXHIBIT NO. 15

Edit Help

Type: **Non-Catch-Up**

Status: **Canceled**

Current Billing Information

Bill Due Date: 11/03/25

Bill Amount: \$5,405.32

Budget Billing Details

Enroll in Budget Bill:

Setup BB Amount: \$242.00

Agreement Details

Start Date: 09/25/25

Agreement Amount: \$5,314.61

Installment Details

Installment Amount: \$215.00

Number Of Installments: 23

Remaining Installments: 23

Final Installment Amount: \$234.61

Initial Payment Details

Due Date: 10/15/25

Payment Amount: \$350.00

Customer Offer

Downpayment Amount: \$0.00

Downpayment Due Date: //

Installment Amount: \$0.00

Installment Due Date: //

Restore Amount: \$350.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]