

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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LISA BOISSELLE, :  
Complainant, : Docket No.:  
vs. : C-2026-3059576  
PPL ELECTRIC UTILITIES :  
CORPORATION, :  
Respondent. :  
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Pages 1 through 191 TELEPHONIC HEARING  
State Office Building  
801 Market Street  
Philadelphia, PA 19107

Tuesday, April 21, 2026  
Met, pursuant to notice, at 10:13 a.m.

BEFORE: THE HONORABLE ERANDA VERO  
Administrative Law Judge

EXHIBITS INDEX

NUMBER MARKED IN EVIDENCE

COMPLAINANT:  
NONE

PPL ELECTRIC UTILITIES CORPORATION:  
1 (Account activity report) 73 176  
2 (Account contacts) 73 175  
3 (Payment Agreement) 73 175  
4 (BCS Case Number 3882324) 73 175  
5 (Results of the meter test) 73 175  
6 (Payment Agreement) 73 175  
7 (OnTrack letters) 73 175  
8 (Formal Termination Notice) 73 175  
9 (Home energy reports) 73

# **PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED]  
 Mail To: LISA BOISSELLE  
 258 STATION RD  
 QUAKERTOWN PA 18951  
 Requested By: LISA BOISSELLE  
 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
04/18/2022	ELECTRIC SERVICE		\$35.71								
04/18/2022	NRG Retail Solutions		\$54.56								
04/18/2022	Regular Bill	05/09	\$90.27				0530/0001	50745A	29	496	
04/29/2022	Payment		\$-90.27								
05/17/2022	ELECTRIC SERVICE		\$33.65								
05/17/2022	NRG Retail Solutions		\$38.17								
05/17/2022	Regular Bill	06/07	\$71.82				0345/0011	51194A	32	449	
05/31/2022	Payment		\$-71.82								
06/16/2022	ELECTRIC SERVICE		\$49.82								
06/16/2022	NRG Retail Solutions		\$72.17								
06/16/2022	Regular Bill	07/07	\$121.99				0020/0114	52043A	30	849	
07/05/2022	Payment		\$-121.99								
07/18/2022	ELECTRIC SERVICE		\$58.71								
07/18/2022	NRG Retail Solutions		\$91.38								
07/18/2022	Regular Bill	08/08	\$150.09				0010/0239	53118A	30	1075	
08/01/2022	Payment		\$-150.09								
08/16/2022	ELECTRIC SERVICE		\$66.48								
08/16/2022	NRG Retail Solutions		\$139.92								
08/16/2022	Regular Bill	09/06	\$206.40				0000/0395	54390A	31	1272	
08/29/2022	Payment		\$-206.40								
09/15/2022	ELECTRIC SERVICE		\$57.44								
09/15/2022	NRG Retail Solutions		\$144.00								
09/15/2022	Regular Bill	10/06	\$201.44				0000/0228	55397A	30	1007	
10/03/2022	Payment		\$-201.44								
10/14/2022	ELECTRIC SERVICE		\$41.98								
10/14/2022	NRG Retail Solutions		\$72.95								
10/14/2022	Regular Bill	11/07	\$114.93				0228/0018	56010A	29	613	
11/02/2022	Payment		\$-114.93								
11/02/2022	Payment		\$-114.93								
11/03/2022	Payment		\$-114.93								
11/07/2022	Transfer		\$-114.93								
11/07/2022	Transfer		\$-114.93								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
11/09/2022	Returned Check		\$114.93							
11/09/2022	Returned Check		\$114.93							
11/14/2022	ELECTRIC SERVICE		\$39.89							
11/14/2022	NRG Retail Solutions		\$67.47							
11/14/2022	Regular Bill	12/05	\$337.22	\$229.86			0364/0005	56577A	29	567
12/01/2022	Payment		\$-337.22							
12/14/2022	ELECTRIC SERVICE		\$62.34							
12/14/2022	NRG Retail Solutions		\$128.16							
12/14/2022	Regular Bill	01/04	\$190.50				0863/0000	57654A	32	1077
01/03/2023	Payment		\$-190.50							
01/19/2023	ELECTRIC SERVICE		\$62.98							
01/19/2023	NRG Retail Solutions		\$123.52							
01/19/2023	Regular Bill	02/09	\$186.50				0956/0000	58692A	31	1038
02/06/2023	Payment		\$-186.50							
02/15/2023	ELECTRIC SERVICE		\$7.30							
02/15/2023	ELECTRIC SERVICE		\$52.09							
02/15/2023	NRG Retail Solutions		\$13.92							
02/15/2023	AEP ENERGY INC		\$97.81							
02/15/2023	Regular Bill	03/08	\$171.12				0824/0000	59661A	31	969
03/06/2023	Payment		\$-171.12							
03/16/2023	ELECTRIC SERVICE		\$51.89							
03/16/2023	AEP ENERGY INC		\$92.18							
03/16/2023	Regular Bill	04/06	\$144.07				0806/0000	60464A	30	803
03/29/2023	Payment		\$-144.07							
04/17/2023	ELECTRIC SERVICE		\$39.56							
04/17/2023	AEP ENERGY INC		\$61.07							
04/17/2023	Regular Bill	05/08	\$100.63				0524/0017	60996A	30	532
04/28/2023	Payment		\$-100.00							
05/16/2023	ELECTRIC SERVICE		\$21.67							
05/16/2023	ELECTRIC SERVICE		\$8.16							
05/16/2023	ELECTRIC SERVICE		\$26.75							
05/16/2023	AEP ENERGY INC		\$13.09							
05/16/2023	American Power & Gas of PA LLC		\$40.85							
05/16/2023	Late Payment Charge		\$0.01							
05/16/2023	Regular Bill	06/06	\$111.16	\$0.63			0111/0000	612290	31	525
05/31/2023	Payment		\$-100.00							
06/13/2023	Late Payment Charge		\$0.14							
06/15/2023	ELECTRIC SERVICE		\$14.44							
06/15/2023	ELECTRIC SERVICE		\$26.97							
06/15/2023	American Power & Gas of PA LLC		\$27.14							
06/15/2023	AEP ENERGY INC		\$36.35							

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/15/2023	Regular Bill	07/06	\$116.20	\$11.16			0030/0040	62094A	30	548	
07/03/2023	Payment		\$-116.20								
07/17/2023	ELECTRIC SERVICE		\$59.65								
07/17/2023	AEP ENERGY INC		\$93.31								
07/17/2023	Regular Bill	08/07	\$152.96				0005/0227	63067A	30	973	
08/08/2023	Payment		\$-152.96								
08/15/2023	ELECTRIC SERVICE		\$73.35								
08/15/2023	AEP ENERGY INC		\$117.96								
08/15/2023	Regular Bill	09/05	\$191.31				0000/0273	64297A	31	1230	
09/05/2023	Payment		\$-191.31								
09/14/2023	ELECTRIC SERVICE		\$65.97								
09/14/2023	AEP ENERGY INC		\$98.78								
09/14/2023	Regular Bill	10/05	\$164.75				0002/0214	65327A	30	1030	
10/05/2023	Payment		\$-164.75								
10/16/2023	ELECTRIC SERVICE		\$38.79								
10/16/2023	ELECTRIC SERVICE		\$23.25								
10/16/2023	AP GAS AND ELECTRIC		\$42.43								
10/16/2023	Regular Bill	11/06	\$104.47				0011/0004	654480	29	652	
11/06/2023	Payment		\$-104.47								
11/16/2023	ELECTRIC SERVICE		\$44.41								
11/16/2023	AP GAS AND ELECTRIC		\$47.30								
11/16/2023	Regular Bill	12/07	\$91.71				0424/0000	66571A	29	592	
12/07/2023	Payment		\$-91.71								
12/15/2023	ELECTRIC SERVICE		\$102.16								
12/15/2023	ELECTRIC SERVICE		\$17.83								
12/15/2023	AP GAS AND ELECTRIC		\$20.69								
12/15/2023	Regular Bill	01/08	\$140.68				0290/0000	668300	33	820	
01/08/2024	Payment		\$-140.68								
01/17/2024	ELECTRIC SERVICE		\$194.74								
01/17/2024	Regular Bill	02/07	\$194.74				1026/0000	68524A	35	1133	
02/07/2024	Payment		\$-194.74								
02/14/2024	ELECTRIC SERVICE		\$152.03								
02/14/2024	Regular Bill	03/06	\$152.03				0887/0000	69395A	28	871	
03/07/2024	Payment		\$-152.03								
03/15/2024	ELECTRIC SERVICE		\$119.55								
03/15/2024	Regular Bill	04/08	\$119.55				0756/0000	70059A	30	664	
04/12/2024	Payment		\$-119.55								

Bill Account: [REDACTED]

Account Activity Statement

Date: 04/09/26  
Page: 4

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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11/04/2025	Payment		\$-200.00					
11/12/2025	Payment		\$-161.00					
11/14/2025	ELECTRIC SERVICE		\$10.86					
11/14/2025	ELECTRIC SERVICE		\$91.37					
11/14/2025	NRG Retail Solutions		\$17.75					
11/14/2025	Regular Bill	12/05	\$793.06	\$673.08	0336/0000	937840	30	594
11/18/2025	Payment		\$-200.00					
11/24/2025	Payment		\$-235.00					
11/26/2025	Payment		\$-150.00					
12/15/2025	ELECTRIC SERVICE		\$72.18					
12/15/2025	NRG Retail Solutions		\$138.88					
12/15/2025	Regular Bill	01/05	\$419.12	\$208.06	0867/0000	95037A	29	1111
01/13/2026	Payment		\$-250.00					
01/15/2026	ELECTRIC SERVICE		\$103.34					
01/15/2026	NRG Retail Solutions		\$208.50					
01/15/2026	Regular Bill	02/05	\$480.96	\$169.12	1144/0000	00236A	33	1668
02/17/2026	ELECTRIC SERVICE		\$102.56					
02/17/2026	NRG Retail Solutions		\$208.75					
02/17/2026	Regular Bill	03/10	\$792.27	\$480.96	1391/0000	01906A	30	1670
03/06/2026	Payment		\$-350.84					
03/19/2026	ELECTRIC SERVICE		\$58.56					
03/19/2026	ELECTRIC SERVICE		\$23.62					
03/19/2026	ELECTRIC SERVICE		\$22.64					
03/19/2026	NRG Retail Solutions		\$42.50					
03/19/2026	AP GAS AND ELECTRIC		\$43.39					
03/19/2026	Regular Bill	04/09	\$632.14	\$441.43	0344/0000	022460	32	996

# **PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name: LISA BOISSELLE**  
 From 4/1/2022 to 4/9/2026

Contact Date	Contact Type	Remarks	User
2026-04-09	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created By Estelle Kerestus Letter Edited No CS Letters ID 7206011	CSLET
2026-04-09	OnTrack Customer	Customer enrolled in OnTrack Active . Monthly payment is 72.00. Submitted by - Agency Schuylkill Community Action Agent Estelle Kerestus	REPBATCH
2026-04-09	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2026-04-08	Miscellaneous	WATT CCC Formal Complaint - Waiting For Hearing Work Item 4622767 Completed	RHONDA R SOLANO
2026-04-08	Miscellaneous	WATT ID 4622767 closing WATT for pending OT referral per OGC	RHONDA R SOLANO
2026-03-31	Financial Statement Added		REPBATCH
2026-03-20	Financial Statement Added		REPBATCH
2026-03-20	Special Situation	HIGH BILL ALERT	SUPP_HB
2026-03-18	Correspondence - General	Template Name Statement of Account - No Dispute Created By Denosta Jerico Letter Edited No CS Letters ID 7150567	CSLET
2026-03-18	Miscellaneous	Caller LISA BOISSELLE Ratepayer User Comments Calling to request bill for 9 1 2024 to 11 1 2025. Submit SOA and advise it s for 25 months of history and will be sent via mail	JERICO DENOSTA
2026-03-18	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JERICO DENOSTA
2026-03-18	Call Transfer	Caller LISA BOISSELLE Ratepayer User Comments s w Lisa Boisselle rp. cci regarding OT. Advsd appvd on 02 27 26 but Supplier had to be dropped but she wants a printout of her bill from 09 06 24. Xfer to billing to further assist her. No Sat	PATRICIA CLARK
2026-03-18	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	PATRICIA CLARK
2026-03-18	Special Situation	Caller LISA BOISSELLE Ratepayer. email last verified 3 18 2026	CARMELLA CURRIE
2026-03-18	Credit	Caller LISA BOISSELLE Ratepayer User Comments xfer to billing cust says that she needs a print out of bill from the time she was ontrack sat not assessed	CARMELLA CURRIE
2026-03-18	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	CARMELLA CURRIE
2026-03-18	Credit	Caller LISA BOISSELLE Ratepayer. Action. RP kept over talking me stating illegal aliens are being helped and not her. RP ended call	TAVAROUS STEWART
2026-03-18	Credit	Caller LISA BOISSELLE Ratepayer. RP ci ref to OT. Confirmed RP has been approved for OT 2 26 26 adv RP should receive enrollment packet within next 30 days. Adv i m with PPL not her OT agency which is Schuylkill Community Action. Adv we send over the app however her application is reviewed accepted or denied by her OT agency Schuylkill Community	TAVAROUS STEWART
2026-03-18	Call Transfer	Caller LISA BOISSELLE Ratepayer User Comments cci saying the supplier is cleansky energy since 3 6 2026 adv no there supplier on the account beside ppl like to know when the ot will take place transfer to OT	BRAYAN HERNANDEZ SINGH
2026-03-18	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	BRAYAN HERNANDEZ SINGH
2026-03-09	Financial Statement Added		REPBATCH
2026-03-03	Choice Inquiry	Caller LISA BOISSELLE Ratepayer User Comments cci to know what her supp is adv is ap gas and electric with an effective end 3 4 26.cust hung up	JHON REVELO
2026-03-03	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JHON REVELO
2026-02-27	AMF Opt Out Rider Letter	Customer Choice Supplier Dropped.	CSSDR044
2026-02-27	Changed Payment Agreement	Canceled Active Non-Catch-Up due to pending OT enrollment	REP_USER
2026-02-27	Customer Choice Drop	Supplier dropped on 2026-03-04 - AP Gas and Electric	

Contact Date	Contact Type	Remarks	User
2026-02-27	Customer Choice Drop	CUSTOMER WAS DROPPED FROM SUPPLIER DUE TO ONTRACK ENROLLMENT	SYSTEM SYSTEM
2026-02-26	Correspondence - General	Template Name OnTrack Enroll - PPL Drop Supplier Created By Estelle Kerestus Letter Edited No CS Letters ID 7108080	CSLET
2026-02-26	ONTRACK ENROLLMENT PENDING	Work submitted by [REDACTED] Agency Name Schuylkill Community Action	SELF SERVICE USER
2026-02-26	SC - GRACE EXTENSION	Caller REP Agency. PPL will submit supplier removal to allow completion of pending OT enrollment.	EKERESTU
2026-02-26	Financial Statement Added		EKERESTU
2026-02-26	OnTrack Customer	OnTrack application submitted by [REDACTED] Source Rep	SELF SERVICE USER
2026-02-25	OnTrack Customer	customer sent incomplete application from another agency. asked for clarification and POI as she is now indicating that she receives Disability. Submitted by Estelle Kerestus Agency SCA	SELF SERVICE USER
2026-02-24	Energy Education	Caller LISA BOISSELLE Ratepayer User Comments Sw Customer called wanting to schedule a meter test was advising her that it is a cost of 35.00 and we would need to receive that first before doing the meter test or scheduling it cust hung up	ROBIN HICKS
2026-02-24	Correspondence - General	Template Name Master Utility Report Created By ROBIN HICKS Letter Edited No CS Letters ID 7103146	CSLET
2026-02-24	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2026-02-24	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	ROBIN HICKS
2026-02-24	Call Transfer	Caller LISA BOISSELLE Ratepayer User Comments S W RP CALLING TO REQUEST METER CHECK DISPUTING USE TRANSFER TO EE	LORI PETRINI
2026-02-24	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	LORI PETRINI
2026-02-18	AMF Opt Out Rider Letter	Supplier Added - Cust Choice 1 Bill.	CSSDR044
2026-02-18	Cust Choice 1 Bill	Supplier added on 2026-02-23 - AP Gas and Electric	
2026-02-18	Batch Enrollment		
2026-02-18	OnTrack Customer	customer sent several emails stating that she has sent documentation several times which is untrue. got senior case manager Crystal involved. emailed customer stating she needs to complete new OT app Submitted by Estelle Kerestus Agency SCA	SELF SERVICE USER
2026-02-18	Special Situation	HIGH BILL ALERT	SUPP_HB
2026-02-05	Credit	Caller LISA BOISSELLE Ratepayer User Comments cci to know if we have received recent payments adv most recent payment received is 250.00 on 1 13 adv we have not received payment of 350.00 from anybody yet cx hung up	JUAN VELASQUEZ
2026-02-05	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Account Balance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JUAN VELASQUEZ
2026-01-29	Billing	Caller LISA BOISSELLE Ratepayer. R P cci to adv that she has been applying for OT for the last 3 year has not begin approved std she submitted POI when trying to question adv she disc the call	BOBBY MYERSMADDEN
2026-01-29	Call Transfer	Caller LISA BOISSELLE Ratepayer. Adv Pahaf other charites sd no funding. Sent Liheap app Adv will email supervisor cx hasn t been treated fairly. this has been going on for 2yrs. Adv SCA not going to be on paperless due to med cond no access to internet cx understood. Cx very upset and repetitive. Trans to OT apps	KENNESIA BELL
2026-01-29	Credit	Caller LISA BOISSELLE Ratepayer User Comments cci bc been rejected for not sending POI Make sure send Award letter w name address acct . updating fs. Pag set up in Oct. 39 mo bill she sd she was adv 39 mo. Protection. to stop coll act. 350.84Bill Due Date 2 5. Next Read Date 2 18.Cx was av she has Supplier sd she will callso she can shop for new one	KENNESIA BELL
2026-01-29	Correspondence - General	Template Name Master Utility Report Created By KENNESIA BELL Letter Edited No CS Letters ID 7054034	CSLET
2026-01-29	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2026-01-29	WUR Assessment	LISA BOISSELLE 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. Provided PUC No.	KENNESIA BELL
2026-01-29	Correspondence - General	Template Name 2025-26 LIHEAP Application Created By Bell Kennesia Letter Edited No CS Letters ID 7054015	CSLET
2026-01-29	Credit	LISA BOISSELLE Ratepayer. Offered LIHEAP - Yes . .	KENNESIA BELL
2026-01-29	Financial Statement Added		KENNESIA BELL
2026-01-23	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	ISAIAH NELSON

Contact Date	Contact Type	Remarks	User
2026-01-23	Credit	Caller LISA BOISSELLE Ratepayer User Comments cci abt getting a legal dept contact number cx was warned about language . Cx disconnected while trying to allocate contact for legal dept no sat .	ISAIAH NELSON
2026-01-23	Special Situation	Caller LISA BOISSELLE Ratepayer. Email was confirmed on 1 23 26	ISAIAH NELSON
2026-01-23	Miscellaneous	Caller LISA BOISSELLE Ratepayer. cci req to be transferred to legal dept where she was transf to ee upon returning to call an advising of cb cx would of disc	ISAIAH NELSON
2026-01-23	Credit	Caller LISA BOISSELLE Ratepayer User Comments x. c.i asking to be transferred to the legal department call transferred to Energy Education for help	JORGE SIERRA
2026-01-23	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JORGE SIERRA
2026-01-16	Special Situation	HIGH BILL ALERT	SUPP_HB
2026-01-09	Correspondence - General	Template Name Meter Tested OK - Fee Waived Created By Gonzalez Enid Letter Edited Yes CS Letters ID 7017165	CSLET
2026-01-09	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2026-01-09	SC - GRACE EXTENSION	meter tested okay sent results watt 4624490 on 1 9 26	309157
2026-01-09	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4624490 Completed	ENID GONZALEZ
2026-01-09	Miscellaneous	WATT ID 4624490 Sent meter test results to customer on 1 9 26. Meter test results are attached to the WATT item.	ENID GONZALEZ
2026-01-07	Account Balance	Caller LISA BOISSELLE Ratepayer User Comments cci abt the payment abt check payment of 250.06 adv cx she just mail today adv cx the PAG is active upon calculating the bal cx hangs up the call unable to assess sat und	JONNEL ALONZO
2026-01-07	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Account Balance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JONNEL ALONZO
2026-01-06	Miscellaneous	Customer filed a PUC Informal complaint. Issued CMO on 1 7 26	WENDY M MERKEL
2026-01-06	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4624490 Created	WENDY M MERKEL
2026-01-06	SC - METER TEST	Customer filed Formal Complaint. Issued CMO	e154150
2026-01-06	Change Meter Only Issued	Customer filed a formal complaint. Tag and box old meter with bill account . Send to SFC-Meter-Test-Customer Complaint	WENDY M MERKEL
2026-01-05	SC - PUC Formal Complaint	Caller Back Office Ratepayer. Received notification a formal complaint filed. Docket C-2026-3059576.	E180613
2026-01-05	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay High Bill Bill Dispute Work Item 4622767 Created	CARMEN P URBAN
2025-12-30	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2025-12-22	Miscellaneous	Caller Back Office Ratepayer. cx called ue to getting a lower PAG but the the call was disconnected	SUSANA GARCIA
2025-12-22	Correspondence - General	Template Name Master Utility Report Created By NATIFA WILLIAMS Letter Edited No CS Letters ID 6990727	CSLET
2025-12-22	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-12-22	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	NATIFA WILLIAMS
2025-12-22	Call Transfer	Caller LISA BOISSELLE Ratepayer. monthly of installment of 439 cus had question pertaing to her bill transfer to billing	NATIFA WILLIAMS
2025-12-22	Call Transfer	Caller LISA BOISSELLE Ratepayer. cci have been calling for year meter is broken send email sates 139 of her bill most of her electri bill is based on heate do not have heater been bill like is 10 people live in house when her heat is gas send 250 billing CUs was adv she was setup on pag to pay off bal of 1 084 08 TRANSFER TO BILLING	NATIFA WILLIAMS
2025-12-16	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-11-21	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By Letter Edited No CS Letters ID 6937029	CSLET
2025-11-21	OnTrack - Ineligible	Ontrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. Employment Pay stubs covering the last 30 days for	SELF SERVICE USER
2025-11-20	Credit	Caller LISA BOISSELLE Ratepayer. cx called in with questiona about payments made on the account provided cx with a list of recent payments cx says a payment is missing and she is calling a attorney and disconnected the call	ASIA NANCE

Contact Date	Contact Type	Remarks	User
2025-11-20	Correspondence - General	Template Name Statement of Account - No Dispute Created By Restrepo Juan Letter Edited No CS Letters ID 6934118	CSLET
2025-11-20	Credit	Caller LISA BOISSELLE Ratepayer User Comments cci to get an statement of the acct sent an Statement of Account letter	JUAN RESTREPO
2025-11-20	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JUAN RESTREPO
2025-11-20	OnTrack Customer	Caller LISA BOISSELLE Ratepayer User Comments RP Called in to see OT app and told app on file but needed income info and caller stated no longer have income and offered to update 0 income on app but told they will have to contact agency as they were waiting on income docs nad caller disco in middle of conversation.	AUSTIN THACKER
2025-11-20	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	AUSTIN THACKER
2025-11-20	Call Transfer	Caller LISA BOISSELLE Ratepayer User Comments CCI AS SHE WAS SUPPOSED TO BE ON OT AND SHE RECEIVED A BILL FOR 158. INFORM CX SHE IS ON A PAG TO PAY PREV BAL CX SAID THAT THE COMMU PAID FOR IT INFORM CX IT WAS NOT CLEARED OFF CX SAID SHE WOULD LIKE TO SPEAK WITH OT AS SHE CANT OFFORD THE AMT TRANS CX	AQUILA JOHN
2025-11-20	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	AQUILA JOHN
2025-11-20	WEB Maintain Bill Account	Updated email address from UnKnown to [REDACTED]	SELF SERVICE USER
2025-11-15	Special Situation	HIGH BILL ALERT	SUPP HB
2025-11-03	AMF Opt Out Rider Letter	Supplier Added - Cust Choice 1 Bill.	CSSDR044
2025-11-03	Cust Choice 1 Bill	Supplier added on 2025-11-06 - NRG Retail Solutions	
2025-11-03	Batch Enrollment		
2025-11-01	Miscellaneous	WATT Scanned - Blue Mail Other Work Item 4581436 Completed	LORI PETRINI
2025-11-01	Miscellaneous	WATT ID 4581436 Blue Mail customer sent copy of term notice with ph for her physicians office. Valid med cert was received on 10 20 25. No further action required	LORI PETRINI
2025-10-31	OB Call - Outreach	Caller Back Office Ratepayer. SUP CB REQUEST- 3 attempts to contact the customer made no answer vm left	THOMAS RAMIREZ
2025-10-31	Credit	Caller LISA BOISSELLE Ratepayer User Comments cx call asking for make a payment of 50.00 C 25103188 we adv we are going to send the confirmation by email cx was upset she request a supervisor not supervisor available we adv they can call her back in 3 hours cx hang up the call before say the recap	SALLY BLANDIN
2025-10-31	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SALLY BLANDIN
2025-10-31	CSS WEB Interface Payment	Caller LISA BOISSELLE Ratepayer Occupant. Comments Made Payment in the amount of 50.00. Confirmation number was emailed to [REDACTED] Confirmation Number [REDACTED]	SALLY BLANDIN
2025-10-28	OnTrack Customer	emailed customer requesting POI Submitted by Estelle Kerestus Agency SCA	SELF SERVICE USER
2025-10-28	OnTrack Customer	Income verification email reminder sent.	SELF SERVICE USER
2025-10-27	OnTrack Customer	Caller LISA BOISSELLE Ratepayer. and would not listen to anything I was saying cx finally decided to end the call . no understanding was given before cx disconnected call	NICOLA BLOUNT
2025-10-27	OnTrack Customer	Caller LISA BOISSELLE Ratepayer. further assist in emailed app. cx kept stating her OT is 231.00 adv OT was cancelled 10 13 for Recert cx is currently not an OT cx. cx stated her meter is broke and just spins. adv of EE cx stated she dont want to speak with EE because she not paying 75.00 for meter service . cx yelled and screamed and would not understand a	NICOLA BLOUNT
2025-10-27	OnTrack Customer	Caller LISA BOISSELLE Ratepayer User Comments cci to check acct status. adv OT app is pending review. adv when she called in on 10 20 a PAG was set up to protect acct from term for first pmt of 173.00 due 11 05 cx stated she never set up PAG she never submitted OT app . cx stated she emailed agency 2 prev apps . adv she would need to contact agency for	NICOLA BLOUNT
2025-10-27	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	NICOLA BLOUNT
2025-10-27	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SHERRI MORELL

Contact Date	Contact Type	Remarks	User
2025-10-27	Call Transfer	Caller LISA BOISSELLE Ratepayer. wants to dispute her ONTRACK BILL AMT 231 revd l m not showing she s on ONTRACK- Said she was just speaking to them and they said they we re going to transfer her to energy education said she doesn t want energy education -she wants to be transfrd back to OT xfrd OT	SHERRI MORELL
2025-10-27	OnTrack Customer	Caller LISA BOISSELLE Ratepayer User Comments cci with concerns of her OT install being more than her bill also stated there is issues with here meter and she is being charged like ten ppl live in the house when it is just herself. trans to EE for further assist	NICOLA BLOUNT
2025-10-27	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	NICOLA BLOUNT
2025-10-27	Credit	Caller LISA BOISSELLE Ratepayer User Comments cci to be trans to OT call trans to OT	CARINA MOHAMMED
2025-10-27	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	CARINA MOHAMMED
2025-10-21	Miscellaneous	WATT Scanned - Med Cert Work Item 4581843 Completed	AJADA DOUGLAS
2025-10-21	Miscellaneous	WATT ID 4581843 received valid med cert removed from collections	AJADA DOUGLAS
2025-10-21	SC - MED CERT - 30 DAY	Caller Back Office Ratepayer. received valid med cert	311538
2025-10-21	Miscellaneous	WATT Scanned - Med Cert Work Item 4581843 Created	KOFAX
2025-10-20	Miscellaneous	WATT Scanned - Blue Mail Other Work Item 4581436 Created	KOFAX
2025-10-20	Credit	Caller LISA BOISSELLE Ratepayer User Comments cci verify email 10 20 25 rev term notice amt of 950.61 due 10 27 setup pag took financial info first paymt 173 by 11 5 install 39 for 23 mo cx agreed to pag rev ophelp cx declined BB adv original term notice sent on 10 13 25 cx submitted Ot applic cx not sat cx not undstd	JEFFERY TOTH
2025-10-20	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JEFFERY TOTH
2025-10-20	OnTrack Customer	OnTrack application submitted by [REDACTED] Source Rep	SELF SERVICE USER
2025-10-20	Added Payment Agreement	LISA BOISSELLE Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 173.00 is due 11 05 2025. Future payments beginning with next bill will include installment amount of 39.00. Enrolled in BB NO.	JEFFERY TOTH
2025-10-20	Credit	LISA BOISSELLE Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED] .	JEFFERY TOTH
2025-10-20	Financial Statement Added		JEFFERY TOTH
2025-10-20	Credit	Confirmed service is scheduled for termination on 10 27 2025. Amount is 950.61. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	JEFFERY TOTH
2025-10-20	Special Situation	Caller LISA BOISSELLE Ratepayer. cci verify email 10 20 25	JEFFERY TOTH
2025-10-20	Credit - Payment Agreement	Caller LISA BOISSELLE Ratepayer User Comments Customer is calling about termination she received. She refused to go through PAG or set up payment plan. Informed her she is set for termination on 10 27. She asked for me to send med cert provided website to download form. She wanted to apply for OT tsf call.	JALIYA BEARD
2025-10-20	WUR Assessment	LISA BOISSELLE Ratepayer. 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.	JALIYA BEARD
2025-10-20	Credit	Confirmed service is scheduled for termination on 10 27 2025. Amount is 950.61. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	JALIYA BEARD
2025-10-20	SC - MED CERT - 3 DAY	Caller LISA BOISSELLE Ratepayer. IVR Med Cert	IVR
2025-10-17	Miscellaneous	Caller LISA BOISSELLE Ratepayer User Comments sw rp regarding the Letter will sent to her as i was chercking on accounts and asking if that is for OT applications cx was saying inappropriate words and warned her if going to continue will disconnect the call and called disco no sats	ANNALYN ANDRADE
2025-10-17	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	ANNALYN ANDRADE
2025-10-17	Miscellaneous	Invalid E-mail Address [REDACTED] has been unsubscribed from campaign 3 day call attempted alert	IVR
2025-10-14	Miscellaneous	Invalid E-mail Address [REDACTED] has been unsubscribed from campaign 10 day letter sent alert	IVR
2025-10-13	Correspondence - Collections	CUT DATE 2025-10-27 AMOUNT 950.61	

Contact Date	Contact Type	Remarks	User
2025-10-12	Correspondence - General	Template Name OnTrack Recertification - Failure to Recertify Created By BATCH Letter Edited No CS Letters ID 6855347	CSLET
2025-09-29	OT Reminder Call		CUBCL026
2025-09-25	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 6822380	CSLET
2025-09-24	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	CRYSTAL PHILLIPS
2025-09-24	OnTrack Customer	Caller LISA BOISSELLE Ratepayer User Comments CCI FOR ontrack help sent application removed from collections cx sat	CRYSTAL PHILLIPS
2025-09-24	SC - RECURRING REFERRAL TO OTRK	Caller LISA BOISSELLE Ratepayer. please mail application to customer	306410
2025-09-18	Miscellaneous	Invalid E-mail Address [REDACTED] has been unsubscribed from campaign OnTrack Recertification Notice	IVR
2025-09-15	Correspondence - Collections	CUT DATE 2025-09-29 AMOUNT 924.00	
2025-09-12	Correspondence - General	Template Name Ontrack Recertification Created By CSLET Letter Edited No CS Letters ID 6795506	CSLET
2025-08-27	OT Reminder Call		CUBCL026
2025-08-06	Correspondence - General	Template Name Master Utility Report Created By MELISSA PATTEN Letter Edited No CS Letters ID 6720845	CSLET
2025-08-06	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-08-06	OnTrack Customer	Caller LISA BOISSELLE Ratepayer User Comments cci to complain abt her stmnt that she isn t able to afford to pay the amnt due tried to explain to cust why her stmnt is higher due to OTBB but cust would not allow me to talk tried ti adv to contact OpHelp update income with OT but cust would not let me talk cust said to just send her TN hung up	MELISSA PATTEN
2025-08-06	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MELISSA PATTEN
2025-07-30	OT Reminder Call		CUBCL026
2025-06-10	Miscellaneous	WATT Scanned - Med Cert Work Item 4491947 Completed	AJADA DOUGLAS
2025-06-10	Miscellaneous	WATT ID 4491947 acc has open med cert sc expires 07 10 25	AJADA DOUGLAS
2025-06-10	Miscellaneous	WATT Scanned - Med Cert Work Item 4491947 Created	KOFAX
2025-06-10	SC - MED CERT - 30 DAY	KOFAX initiated MedCert 30 Day Suspend Charges	ORAMP1
2025-06-10	Miscellaneous	WATT Scanned - Med Cert Work Item 4491934 Completed	LUKE PHARAI
2025-06-10	Miscellaneous	WATT ID 4491934 Valid Signed medical certification received- 30 day extension granted until 07 10 2025	LUKE PHARAI
2025-06-10	Miscellaneous	WATT Scanned - Med Cert Work Item 4491934 Created	KOFAX
2025-06-02	Credit	Caller LISA BOISSELLE Ratepayer. called about med cert adv cus of ways to get med cert provided fax	DJ MAYHEW
2025-06-02	Credit	Caller LISA BOISSELLE Ratepayer. called about med cert caller hung up again after giving details about med cert	DJ MAYHEW
2025-06-02	Credit	Caller LISA BOISSELLE Ratepayer. adv cus how to get a med cert completed adv cus the doc can call in by phone or via online caller hung up	DJ MAYHEW
2025-06-02	OnTrack Customer	Caller LISA BOISSELLE Ratepayer. ... to further assist or assess sat unstd	ASHLEY IRICK
2025-06-02	OnTrack Customer	Caller LISA BOISSELLE Ratepayer. ... for that need help with paying bill. Adv of OH Local church salv army and or united way. Provided to OH. Cust states they inform no funds due to assistance provided to illegal alien. States they said they are entitled to help do. Cust mentioned unable to print the form. Then call dropped or cust hung up unable ...	ASHLEY IRICK
2025-06-02	OnTrack Customer	Caller LISA BOISSELLE Ratepayer. ... renewal in Sept. Adv otbb amt is unable to be changed until renewal. Cust staes was xfered to get help due to med condition. No mentioned of exemption. Adv med cert only necessary if have a termination. Bal 231.00 due 06 05. Provided website to get med cert form. Attempt to discuss usage. Cust states is not calling ...	ASHLEY IRICK
2025-06-02	Correspondence - General	Template Name Master Utility Report Created By ASHLEY IRICK Letter Edited No CS Letters ID 6589005	CSLET
2025-06-02	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-06-02	OnTrack Customer	Caller LISA BOISSELLE Ratepayer User Comments Cust called was xfered cust states need help with paying bill. States only receive 1613.00 use medical equip. Explain acct was placed on otbb due to all ot credits used within the program time frame. Otbb is basted off avg bills no longer factors income. Adv otbb amt is set for 231.00 until the next ...	ASHLEY IRICK
2025-06-02	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	ASHLEY IRICK

Contact Date	Contact Type	Remarks	User
2025-06-02	SC - AMP Hold	Caller LISA BOISSELLE Ratepayer. Cust states unable to afford OTBB amt	E186960
2025-06-02	Credit	Caller LISA BOISSELLE Ratepayer User Comments called about ot adv cus of 231 for otbb adv cus of med cert adv cus she reached benefit limit adv cus red cross and lcl churches trans to ee	DJ MAYHEW
2025-06-02	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DJ MAYHEW
2025-06-02	Special Situation	Caller LISA BOISSELLE Ratepayer. [REDACTED] verified email	DJ MAYHEW
2025-06-02	Call Transfer	Caller LISA BOISSELLE Ratepayer User Comments ci she was transferred to EE to see if eligible for exemption for OTBB she uses med equi	KENNESIA BELL
2025-06-02	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No.	KENNESIA BELL
2025-06-02	Credit	Caller LISA BOISSELLE Ratepayer User Comments CCI regarding options bill and their billing and to be in new PAG. Cx is enrolled with OT. Current bill 231. Cx transferred to OT for further assistance	MAKHAI YOUNGE
2025-06-02	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MAKHAI YOUNGE
2025-05-29	OT Reminder Call		CUBCL026
2025-05-13	OnTrack Budget Bill Activate	OnTrack Budget Bill Activate	
2025-05-08	OnTrack Customer	IVR Ratepayer. OnTrack payment plan to pay 71.00 will appear on your next bill.	IVR
2025-05-08	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 71.00. Confirmation number was Read. Confirmation Number [REDACTED]	IVR
2025-04-29	OT Reminder Call		CUBCL026
2025-04-14	OT Rev Shortfall Non-Heat Warning 2	OT Rev Shortfall Non-Heat Warning 2	
2025-04-10	OnTrack Customer	IVR Ratepayer. OnTrack payment plan to pay 71.00 will appear on your next bill.	IVR
2025-04-10	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 71.00. Confirmation number was Read. Confirmation Number [REDACTED]	IVR
2025-03-31	OT Reminder Call		CUBCL026
2025-03-14	OT Rev Shortfall Non-Heat Warning 1	OT Rev Shortfall Non-Heat Warning 1	
2025-03-13	Data Repair	Data Repair for REQ11313120 Password Reqd Critical Cntc	CSSDR044
2025-03-12	OnTrack Customer	IVR Ratepayer. OnTrack payment plan to pay 71.00 will appear on your next bill.	IVR
2025-03-12	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 71.00. Confirmation number was Read. Confirmation Number [REDACTED]	IVR
2025-03-12	Password Required	Caller LISA BOISSELLE Ratepayer. Pin [REDACTED]	CHELSI ORTEGA
2025-02-28	OT Reminder Call		CUBCL026
2025-02-28	Data Repair	Data Repair for REQ11285334_WFM_02274	CSSDR044
2025-01-29	OT Reminder Call		CUBCL026
2025-01-07	OnTrack Customer	IVR Ratepayer. OnTrack payment plan to pay 71.00 will appear on your next bill.	IVR
2025-01-07	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 71.00. Confirmation number was Read. Confirmation Number [REDACTED]	IVR
2024-12-27	OT Reminder Call		CUBCL026
2024-12-11	Credit	Caller LISA BOISSELLE Ratepayer. they had no funds. Adv they just open on 11 1 so they have funds. She hung up	DENISE WALKER
2024-12-11	Credit	Caller LISA BOISSELLE Ratepayer User Comments Calling because her income changed. Updated FS. Adv to update changes to OT agency and gave her their . Adv they will let her know if her OT amount will change. Adv to update mortgage amount when it changes in Jan. She stated she can t pay her OT of 71. Offered liheap and she stated they denied her stating	DENISE WALKER
2024-12-11	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	DENISE WALKER
2024-12-11	Credit	LISA BOISSELLE Ratepayer. Offered LIHEAP - Yes . .	DENISE WALKER
2024-12-11	Financial Statement Added		DENISE WALKER
2024-12-02	IVR Customer Initiated Payment	Scheduled date 12 2 2024 Amount 71.00 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2024-11-21	OnTrack Customer	correction- hung up before being helped because under other agency for another utility. Submitted by Richard Bigg Agency SCA	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2024-11-21	OnTrack Customer	Customer called SCA for update on application. Yelled at case manager when told she was served by another agency and hung up before we could refer her to her operating center. Submitted by Richard Bigg Agency SCA	SELF SERVICE USER
2024-11-18	OnTrack Customer	Caller LISA BOISSELLE Ratepayer. .... occur on the next bill has not. Cust hung up before could provide OUR PUC . Unable to assess unstd	ASHLEY IRICK
2024-11-18	OnTrack Customer	Caller LISA BOISSELLE Ratepayer User Comments Cust called due to ot states have no job and provided info last month only getting ss provided info via email last month. Adv cust ot enrolled in sept no changes since then. Adv report change to agency. Provided to agency. Cust mentioned disputing bill bc when reported last month was adv adj would ...	ASHLEY IRICK
2024-11-18	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	ASHLEY IRICK
2024-11-18	SC - AMP Hold	Caller LISA BOISSELLE Ratepayer. Cust indicated income change	E186960
2024-11-05	OnTrack Customer	Caller LISA BOISSELLE Ratepayer User Comments RP called in to update income info for OT and gave agency number and caller disconnected before sat.	AUSTIN THACKER
2024-11-05	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern OnTrack. 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.	AUSTIN THACKER
2024-11-05	OnTrack Customer	IVR Ratepayer. OnTrack payment plan to pay 71.00 will appear on your next bill.	IVR
2024-11-05	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 71.00. Confirmation number was Read. Confirmation Number [REDACTED]	IVR
2024-10-28	OT Reminder Call		CUBCL026
2024-10-09	OnTrack Customer	Email sent to customer with link to OnTrack Enrollment video.	CSLET
2024-09-09	IVR Customer Initiated Payment	Scheduled date 9 9 2024 Amount 65.00 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2024-09-07	Data Repair	REQ10866979 - DATA REPAIR OT INSTALLMENTS.	CSSDR044
2024-09-06	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created By Liz Rosa Letter Edited No CS Letters ID 6007949	CSLET
2024-09-06	OnTrack Customer	Customer enrolled in OnTrack Active . Monthly payment is 71.00. Submitted by - Agency Schuylkill Community Action Agent Liz Rosa	LROSADEA
2024-09-06	ONTRACK ENROLLMENT PENDING	Work submitted by [REDACTED] Agency Name Schuylkill Community Action	SELF SERVICE USER
2024-09-06	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2024-09-06	Financial Statement Added		LROSADEA
2024-08-27	Credit	Caller LISA BOISSELLE Ratepayer User Comments adv cx acct bal 225.35 due 9 9 ot app completed and explained how the ot program works	TASHINA BARNES
2024-08-27	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	TASHINA BARNES
2024-08-27	OnTrack Customer	OnTrack application submitted by [REDACTED] Source Rep	SELF SERVICE USER
2024-07-11	Customer Choice Drop	Supplier dropped on 2024-07-16 - American Power Gas of PA LLC	
2024-07-11	Batch Enrollment		
2024-07-10	Billing	Caller LISA BOISSELLE Ratepayer User Comments cci requested dupl bill asked what ppl charges for delivery adv 4.72 cents kwh she said she dropped her supplier because she thought if ppl was supplier that would be rtc adv no rtc is just for supply then you are also charged delivery she is going to callsupplier back	BRANDY WEIGEL
2024-07-10	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	BRANDY WEIGEL
2024-07-10	Issued Duplicate Bill	Caller LISA BOISSELLE Ratepayer. Issued Duplicate Bill.	BRANDY WEIGEL
2024-07-09	Miscellaneous	Caller Back Office Ratepayer. cx called stating that the bill in front of her is showing 4.7 kwh asking why are we charging 10.4 cx do not want to provide info cx hung up	JANET HAZEL DE CASTRO
2024-07-09	Billing	Caller LISA BOISSELLE Ratepayer. OF 4.7217 CENTS IS FOR DELIVERY OF ELECTRIC BUT CX DID NOT WANT TO HEAR THAT. Customer starting to curse at me and she was calling me all type of terms I issued warning and she continued cursing I adv will disco call cx disco call after warning 2.	RIANNA GILDHARRY
2024-07-09	Billing	Caller LISA BOISSELLE Ratepayer. FOR AN EXPLANATION AND SAID WE ARE FALSELY ADVISING ON THE BILL. SAID WE ADVERTISE RATE TO BE 10 CENTS BUT WE ARE CHARGING 4.7 CENTS. I TRIED MULTIPLE TIMES TO EXPLAIN THAT WE ARE A DELIVERY COMPANY AND THE RATE	RIANNA GILDHARRY

Contact Date	Contact Type	Remarks	User
2024-07-09	Billing	Caller LISA BOISSELLE Ratepayer User Comments Spoke w LISA BOISSELLE. Customer stated that we are committing fraud . Informed that there are 2 components of the bill - supply and delivery. I began to explain the supply and delivery charges but cx did not want to hear. CUSTOMER STATED SHE DID NOT CALL	RIANNA GILDHARRY
2024-07-09	WUR Assessment	LISA BOISSELLE 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. Interested in SO No.	RIANNA GILDHARRY
2024-07-08	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 111.92. Confirmation number was Read. Confirmation Number [REDACTED]	IVR
2024-06-05	IVR Customer Initiated Payment	Scheduled date 6 5 2024 Amount 75.00 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2024-05-08	IVR Customer Initiated Payment	Scheduled date 5 8 2024 Amount 100.64 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2024-04-12	IVR Customer Initiated Payment	Scheduled date 4 12 2024 Amount 119.55 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2024-04-01	Cust Choice 1 Bill	Supplier added on 2024-04-04 - American Power Gas of PA LLC	
2024-04-01	Batch Enrollment		
2024-02-06	IVR Customer Initiated Payment	Scheduled date 2 6 2024 Amount 194.74 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2024-01-23	Correspondence - General	Template Name Master Utility Report Created By TYRESE WILSON Letter Edited Yes CS Letters ID 5627605	CSLET
2024-01-23	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-01-23	Correspondence - General	Template Name Master Utility Report Created By TYRESE WILSON Letter Edited Yes CS Letters ID 5627603	CSLET
2024-01-23	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-01-23	Billing	Caller LISA BOISSELLE Ratepayer User Comments CX CALLED BEC SHE WAS OVERCHARGED.CX ADV PPL RATE IS 11.028CKWH.CX ADV DISTRIBUTION CHARGE WAS 69.79. ADV 4.8497C KWH IS APART OF TOTAL 11.028CKWH. CX DISOCNNECTED BEFORE SAT ASSESSED. CX WAS BEING DIFFICULT AND WAS NOT THOROUGHLY EXPLAINING WHAT WAS HAPPENING.	TYRESE WILSON
2024-01-23	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	TYRESE WILSON
2024-01-23	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	TYRESE WILSON
2024-01-23	Call Transfer	Caller Back Office Ratepayer. cx would like her bill corrected didn t want to s w me REQ A SUPP. ADV CX SHE LL HAVE TO GET A C B NP SUPP AVAILABLE. CX ASKED IF I CAN CORRECT IT ADV CX SHE HAS TO VERIFY THE ACC CX CURSED HUNG UP CALL	JENNA RANSOME
2024-01-23	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	TANISHA DANIEL
2024-01-23	Call Transfer	Caller LISA BOISSELLE Ratepayer. cci stated she was adv ppl rate is 0.11028 and we rubbing her cx reading page 2 under supply details call trans to ee	TANISHA DANIEL
2024-01-23	Call Transfer	Caller LISA BOISSELLE Ratepayer User Comments S W LISA BOISSELLE rp call in to to be transf. to billing call transf. to billing for further assist	VICTOR LOPEZ
2024-01-23	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	VICTOR LOPEZ
2024-01-08	IVR Customer Initiated Payment	Scheduled date 1 6 2024 Amount 140.68 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2023-12-06	IVR Customer Initiated Payment	Scheduled date 12 6 2023 Amount 91.71 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2023-11-16	Customer Choice Drop	Supplier dropped on 2023-11-21 - AP Gas and Electric	
2023-11-16	Batch Enrollment		
2023-11-16	Choice Inquiry	Caller LISA BOISSELLE Ratepayer. her that we do not show a cancellation for APG E. there is one for AEP on 9 08 with took effect on 9 13 but she hung up on me and was able to explain that these are 2 different suppliers.	KAYLA MARCHETTI
2023-11-16	Choice Inquiry	Caller LISA BOISSELLE Ratepayer User Comments RP Lisa Boisselle is trying to claim that we are double charging her on her supply. opened up the CB and explained that it was from 9 13-10 12. APG E became effective 9 18 so for the CB she had supply charges with PPL from 9 13-9 18 and then APG E from 9 18-10 12. states she cancelled APG E. was able to tell	KAYLA MARCHETTI
2023-11-16	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	KAYLA MARCHETTI
2023-11-15	Data Repair	DR_INC10894773 867IU 11 09 EXTEND BWINDOW	CSSDR044

Contact Date	Contact Type	Remarks	User
2023-11-06	IVR Customer Initiated Payment	Scheduled date 11 6 2023 Amount 104.47 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2023-10-05	Credit	Caller LISA BOISSELLE Ratepayer User Comments Customer requested to make a payment on the account. Processed payment for 164.75. Customer disconnecting before assessing satisfaction.	MADISON DIMARTINO
2023-10-05	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	MADISON DIMARTINO
2023-10-05	CSS WEB Interface Payment	Caller LISA BOISSELLE Ratepayer Occupant. Comments Made Payment in the amount of 164.75. Confirmation number was read.. Confirmation Number [REDACTED]	MADISON DIMARTINO
2023-09-13	Cust Choice 1 Bill	Supplier added on 2023-09-18 - AP Gas and Electric	
2023-09-13	Batch Enrollment		
2023-09-08	Customer Choice Drop	Supplier dropped on 2023-09-13 - AEP Energy Inc	
2023-09-08	Batch Enrollment		
2023-09-05	IVR Customer Initiated Payment	Scheduled date 9 5 2023 Amount 191.31 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2023-08-08	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHARLES PARKER
2023-08-08	Credit	Caller LISA BOISSELLE Ratepayer. s w LISA BOISSELLE Ratepayer. 152.96 was paid 8 8. Advised that there will be no late charge on the next bill Advised as long as the payment was made before the next bill generates around 8 17 no late fee will be on the next bill.	CHARLES PARKER
2023-08-08	IVR Customer Initiated Payment	Scheduled date 8 8 2023 Amount 152.96 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2023-07-03	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 116.20. Confirmation number was Read. Confirmation Number [REDACTED]	IVR
2023-06-16	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-05-23	Cust Choice 1 Bill	Supplier added on 2023-05-26 - AEP Energy Inc	
2023-05-23	Batch Enrollment		
2023-05-17	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-04-25	Cust Choice 1 Bill	Supplier added on 2023-04-28 - American Power Gas of PA LLC	
2023-04-25	Batch Enrollment		
2023-04-17	Customer Choice Drop	Supplier dropped on 2023-04-20 - AEP Energy Inc	
2023-04-17	Batch Enrollment		
2023-03-06	Correspondence - General	Template Name Electric Choice brochure Created By Dennis Nicole Yvonne Letter Edited No CS Letters ID 5086216	CSLET
2023-03-06	SC - GRACE EXTENSION	Caller LISA BOISSELLE Ratepayer. Cust made paymnt and advsd not sure why cb so high... advsd will contact PUC.. I offered to look into why bill higher but cust declined	E172179
2023-03-06	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	NICOLE Y DENNIS
2023-03-06	Correspondence - General	Template Name Programs and Services brochure Created By Dennis Nicole Yvonne Letter Edited No CS Letters ID 5085785	CSLET
2023-03-06	Billing	Caller LISA BOISSELLE Ratepayer User Comments cont Sent out brochures on Energy Savings Programs and Services Electric Choice Brochure. I blev one letter did nt go out I wl verif later today n resend.	NICOLE Y DENNIS
2023-03-06	Correspondence - General	Template Name Energy Savings Created By Dennis Nicole Yvonne Letter Edited No CS Letters ID 5085781	CSLET
2023-03-06	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	NICOLE Y DENNIS
2023-03-06	Billing	Caller LISA BOISSELLE Ratepayer. cont delcined I offered couple imes but delcined. Cust Sat w me helping her w paymnt but NOT Sat w amnt paying. corrected COMPLETE CALL option for payassist- cust happy w me asisting her w paying NOT happy w bill amnt.	NICOLE Y DENNIS
2023-03-06	Credit	Caller LISA BOISSELLE Ratepayer. making paymnt for cb amnt 171.12 due 3 8 23. Whn i confirmed amnt cust advsd correct fr paymnt but not sure why it is high has Gas heating-filed complaint w PUC. I offered to go over step to help understand why bill higher but cust	NICOLE Y DENNIS
2023-03-06	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	NICOLE Y DENNIS
2023-03-06	CSS WEB Interface Payment	Caller LISA BOISSELLE Ratepayer Occupant. Comments Made Payment in the amount of 171.12. Confirmation number was read.. Confirmation Number [REDACTED]	NICOLE Y DENNIS

Contact Date	Contact Type	Remarks	User
2023-02-16	Credit	Caller Back Office Ratepayer. esc cb 2nd attempt no answer left vm	TAYLOR ROSIE
2023-02-08	Credit	Caller Back Office Ratepayer. esc cb 1st attempt no answer left vm	TAYLOR ROSIE
2023-02-06	Account Balance	Caller LISA BOISSELLE Ratepayer. said they will sue because returned payments are affecting credit and her usage is not correct st hung up before assessing understanding	MATTHEW FINN
2023-02-06	Billing	Caller LISA BOISSELLE Ratepayer User Comments cci regarding her meter being wrong and ppl refusing to check the meter tried to get to ee thought they were speaking to a supervisor arranged callback cst also exp they wanted proof from ppl that we returned payments when cst stopped w bank cst hung up after taking payment did not want to s w ee	MATTHEW FINN
2023-02-06	Correspondence - General	Template Name Master Utility Report Created By MATTHEW FINN Letter Edited No CS Letters ID 5001087	CSLET
2023-02-06	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-02-06	WUR Assessment	LISA BOISSELLE 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. Interested in SO No.	MATTHEW FINN
2023-02-06	CSS WEB Interface Payment	Caller LISA BOISSELLE Ratepayer Occupant. Comments Made Payment in the amount of 186.50. Confirmation number was emailed to [REDACTED] Confirmation Number [REDACTED]	MATTHEW FINN
2023-02-06	Billing	Caller LISA BOISSELLE Ratepayer User Comments Caller is inquiring about credit refund for her bill expl she don t have excess credit on her acct nor estimated bill. She said all her bills are estimated xfer to Billing	JILLIAN COLLINS
2023-02-06	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	JILLIAN COLLINS
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	Credit	Caller Back Office Ratepayer. cb issued. no response. requeued. Rev 02 02 2023 09 15 not requeued	KERNESSA ALEXANDER
2023-02-02	Billing	Caller Back Office Ratepayer. callback left vm requeued call	MICHAEL CRAWFORD
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-31	SC - GRACE EXTENSION	BCS 3882324 DEC CLOSED 1 30 2023 USAGE BASED ON ACTUAL METER READINGS. TWO PAYMENTS RETURNED. RIGHT TO REQUEST METER TEST ADVISED OF FEE. CUSTOMER RESPONSIBLE FOR ACCOUNT BALANCE.	e02239
2023-01-20	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-19	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-18	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-11	Cust Choice 1 Bill	Supplier added on 2023-01-17 - AEP Energy Inc	
2023-01-11	Batch Enrollment		
2023-01-05	Call Transfer	Caller LISA BOISSELLE Ratepayer User Comments customer called upset because she received a call from a PPI agent to review the work order for PUC complaint and meter invest-reviewed account - trans to EE to further review meter issue - understanding	JENNIFER GHOLAR
2023-01-05	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	JENNIFER GHOLAR
2023-01-05	Call Transfer	Caller LISA BOISSELLE Ratepayer User Comments ret phone call rec. cx stated has a PUC complaint on file. xfer to billing	TE'SHAUNA ALEXANDER
2023-01-05	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	TE'SHAUNA ALEXANDER
2023-01-05	Miscellaneous	WATT Generalist - Escalated Call Back - Scranton Work Item 3034158 Completed	VALERIE A DICINDIO
2023-01-05	Miscellaneous	WATT ID 3034158 2nd attempt ec callback no answer closing out	VALERIE A DICINDIO
2023-01-04	Miscellaneous	WATT ID 3034158 1st attempt ec callback no answer left a message on answering machine for callback	VALERIE A DICINDIO
2023-01-03	SC - PUC Informal Complaint	PUC MDIA BCS 3882324	CUCL143
2023-01-03	Correspondence - General	Template Name Master Utility Report Created By KATHLEEN MCANDREW Letter Edited No CS Letters ID 4956714	CSLET
2023-01-03	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-01-03	Billing	Caller LISA BOISSELLE Ratepayer. customer did state another issue about her bill being taken out three times - that was done over the ivr - never got to talk about that because she hung up	KATHLEEN MCANDREW

Contact Date	Contact Type	Remarks	User
2023-01-03	Billing	Caller LISA BOISSELLE Ratepayer User Comments LISA BOISSELLE called upset that her bill states actual bill - and no one stepped foot on her property - she has video to prove it - explained remote meters - tried to do a home profile wouldn't want a call back	KATHLEEN MCANDREW
2023-01-03	WUR Assessment	LISA BOISSELLE Ratepayer. Caller's Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO No.	KATHLEEN MCANDREW
2023-01-03	Miscellaneous	LISA BOISSELLE called upset that her bill states actual bill - and no one stepped foot on her property - she has video to prove it - explained remote meters - tried to do a home profile wouldn't want a call back	KATHLEEN MCANDREW
2023-01-03	Miscellaneous	WATT Generalist - Escalated Call Back - Scranton Work Item 3034158 Created	KATHLEEN MCANDREW
2023-01-03	Credit	Caller LISA BOISSELLE Ratepayer User Comments WANNA SEE IF HER PYMT WENT THRU CNFRM NO ADV 190.50 DUE 4TH JAN CX PAID THAT TODAY SAID SHE GOT LETTER FROM US SAYING WE READ HER METER BUT SHE SAYS WE DIDNT TRNSFER TO WAM CXSAT GAVE NUM FOR WAM	LEXUS KOWLASSAR
2023-01-03	WUR Assessment	LISA BOISSELLE Ratepayer. Caller's Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller's Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO No.	LEXUS KOWLASSAR
2023-01-03	CSS WEB Interface Payment	Caller LISA BOISSELLE Ratepayer Occupant. Comments Made Payment in the amount of 190.50. Confirmation number was read.. Confirmation Number [REDACTED]	LEXUS KOWLASSAR
2023-01-03	Credit	Caller LISA BOISSELLE Ratepayer. cci TO MAKE PAYMENT WAS VERIFYING BANK INFO AND CALL DROPPED.	JEREMY DOON
2022-12-19	Call Transfer	Caller LISA BOISSELLE Ratepayer User Comments customer called to see how we determine the bills she stated that how do we read meter when no one goes to her house transferred customer to ee	NATASHA EDWARDS
2022-12-19	WUR Assessment	LISA BOISSELLE Ratepayer. Caller's Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO No.	NATASHA EDWARDS
2022-12-01	Correspondence - General	Template Name Master Utility Report Created By CHRISTOPHER KAISER Letter Edited No CS Letters ID 4925447	CSLET
2022-12-01	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-12-01	Credit	Caller LISA BOISSELLE Ratepayer User Comments cci to pay bal of 337.22 had multiple payments taken out last month without permission and wants to avoid that again processed payment	CHRISTOPHER KAISER
2022-12-01	WUR Assessment	LISA BOISSELLE 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. Provided PUC No. Interested in SO No.	CHRISTOPHER KAISER
2022-12-01	CSS WEB Interface Payment	Caller LISA BOISSELLE Ratepayer Occupant. Comments Made Payment in the amount of 337.22. Confirmation number was emailed to [REDACTED] Confirmation Number [REDACTED]	CHRISTOPHER KAISER
2022-11-10	Credit	Sent notification of returned payment to customer	CSLET
2022-11-09	Returned Item	RETURNED ITEM AMOUNT 114.93 DATE OF RETURNED ITEM 2022-11-09 REASON R11 CHECK TRUNCATION ENTRY RETURN	CUBAR080
2022-11-09	Returned Item	RETURNED ITEM AMOUNT 114.93 DATE OF RETURNED ITEM 2022-11-09 REASON R11 CHECK TRUNCATION ENTRY RETURN	CUBAR080
2022-11-07	Correspondence - General	Template Name Master Utility Report Created By TAYLOR ROSIE Letter Edited No CS Letters ID 4891116	CSLET
2022-11-07	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-11-07	Credit	Caller LISA BOISSELLE Ratepayer. about this adv cust it takes about 15 days to get the refund bc we have to make sure the payments clear the bank and dont get returned cust understood	TAYLOR ROSIE
2022-11-07	Credit	Caller LISA BOISSELLE Ratepayer. the acct as a credit to go towards future bills or we can issue a refund which will be a check sent by mail and can take about 15 days to receive adv I cannot cancel the payments bc they already posted and cust was upset about how long it takes to get the refund and she said shes going to call her disability attorney	TAYLOR ROSIE
2022-11-07	Credit	Caller LISA BOISSELLE Ratepayer User Comments esc live call cci saying the system took her payment 3 times and she wants the money put back in her bank acct immediately bc she needs it to buy food and I apologized to cust adv I see the payment of 114.93 posted twice on 11 2 and again on 11 3 adv there is a credit of 229.86 which she can either leave on	TAYLOR ROSIE
2022-11-07	WUR Assessment	LISA BOISSELLE Ratepayer. Caller's Concern Check Refund Process. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	TAYLOR ROSIE
2022-11-07	Transfer Excess Credit to Refund	cx made double payment processing refund for second payment	KARINA STEIN

Contact Date	Contact Type	Remarks	User
2022-11-07	Tranfer Excess Credit to Refund	r p requested a refund	TAYLOR ROSIE
2022-11-07	Billing	Caller LISA BOISSELLE Ratepayer User Comments cci to request refund in amount of 229.86 due to making 3 payments thru ivr. attempted to explain the refund process and start refund request cx wanted to speak with supervisor. transfer to TR unable to assess und sat	ELIZABETH VINING
2022-11-07	WUR Assessment	LISA BOISSELLE Ratepayer. Caller s Concern Check Refund Process. 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.	ELIZABETH VINING
2022-11-07	Call Transfer	Caller LISA BOISSELLE Ratepayer. xfer to billing re refund on overpayments .	MARK BENNETT
2022-11-02	IVR Customer Initiated Payment	Scheduled date 11 2 2022 Amount 114.93 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2022-11-02	IVR Customer Initiated Payment	Scheduled date 11 2 2022 Amount 114.93 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2022-11-02	IVR Customer Initiated Payment	Scheduled date 11 2 2022 Amount 114.93 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2022-10-04	Batch Enrollment		
2022-10-03	IVR Customer Initiated Payment	Scheduled date 10 3 2022 Amount 201.44 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2022-09-16	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-09-06	Batch Enrollment		
2022-08-29	IVR Customer Initiated Payment	Scheduled date 8 27 2022 Amount 206.40 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2022-08-08	Batch Enrollment		
2022-08-01	Miscellaneous	Invalid E-mail Address [REDACTED] has been unsubscribed from campaign CSS Bill Reminder alerts	IVR
2022-08-01	IVR Customer Initiated Payment	Scheduled date 8 1 2022 Amount 150.09 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2022-07-05	IVR Customer Initiated Payment	Scheduled date 7 3 2022 Amount 121.99 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2022-05-31	IVR Customer Initiated Payment	Scheduled date 5 30 2022 Amount 71.82 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2022-05-02	Batch Enrollment		
2022-04-29	IVR Customer Initiated Payment	Scheduled date 4 29 2022 Amount 90.27 User IVR Owner YES. Confirmation Number [REDACTED]	IVR
2022-04-05	Batch Enrollment		

# **PPL ELECTRIC EXHIBIT NO. 3**

Edit Help

Type : **Non-Catch-Up**

Status: **Canceled**

**Current Billing Information**

Bill Due Date: 04/09/26

Bill Amount: \$632.14

**Budget Billing Details**

Enroll in Budget Bill:

Setup BB Amount: \$200.00

**Agreement Details**

Start Date: 10/20/25

Agreement Amount: \$1,084.08

**Installment Details**

Installment Amount: \$39.00

Number Of Installments: 23

Remaining Installments: 13

Final Installment Amount: \$12.96

**Initial Payment Details**

Due Date: 11/05/25

Payment Amount: \$173.00

**Customer Offer**

Downpayment Amount: \$0.00

Downpayment Due Date: //

Installment Amount: \$0.00

Installment Due Date: //

Restore Amount: \$173.00

- 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.	3882324	Case Notes	Count : 1 <a href="#">Detail...</a>
CSS Account No.	[REDACTED]	Received Date	01/03/2023
CSS Name	LISA BOISSELLE	Due Date	02/01/2023
Name	LISA BOISSELLE	Investigator Name	CASE POOL, BCS
Service Address 1	258 STATION RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	QUAKERTOWN, PA 18951-	Mailing City, State Zip	, -
PUC Address	258 STATION RD,,QUAKERTOWN,PA,18951-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level		On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 2 HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILLS ARE EXTREMELY HIGH AND SHE DOES NOT HAVE ELECTRIC HEAT. THE USAGE IS SAYING SHE USED 584 KWH IN ONE MONTH. SHE REQUESTED THAT THE CO COME AND CHECK HER METER, BUT THE CO SAID THAT THE METER IS FINE. SHE MADE A PAYMENT OVER THE PHONE AND THE CO TOOK THE PAYMENT THREE TIMES. NOW IT IS ON HER CREDIT THAT SHE MISSED A PAYMENT BY STOPPING PAYMENT. SHE FEELS THAT THE PUC SHOULD HAVE SOMEONE COME OUT BECAUSE THEY ARE JUST GOING TO TAKE THE COMPANY'S WORD. - RELIEF SOUGHT - CUSTOMER WANTS THE CO TO COME AND CHECK THE METER TO SEE IF THEY AE CHARGING HER ACCURATELY BECAUSE SHE DOES NOT USE THAT MUCH ELECTRIC. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Company Position	01/03/2023 CO SAID THAT THE METER IS FINE AND THE CO IS GETTING A SIGNAL. CO TRACKS THE USAGE BY A WI-FI SYSTEM AND CO CALCULATES THE USAGE. THER IS NO SUPERVISOR AVAILABLE.		
Related Information			
Misc Info	NO EMAIL ADDRESS USED--NO TEXT MESSAGE, PREFERS CALLS		
Heating	No	Service	On
Acct Bal Due Date	01/04/2023	Total Account Balance	186.50

Budget Bill Amount	136.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	12/19/2022		

[Type Assignment](#)

Case Type	Informal
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[Category and Section](#)

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

[Ownership](#)

Contact Person	E169190 - Young,Jennifer
Written By	Young, Jennifer
Written By Date	01/24/2023

[Other Information](#)

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

[Informal Final Report](#)

<p>Details of the Company's Original Investigation</p> <p>10/14/2022 - The Company rendered a residential bill statement for \$114.93. This bill reflected 613 kWh for the 29 days from 09/14/2022 to 10/13/2022. This bill was due on 11/07/2022.</p> <p>11/02/2022 - The Company records indicate the customer used its Interactive Voice Response (IVR) system to submit a payment of \$114.93. The IVR provided confirmation number 22110295.</p> <p>11/02/2022 - The Company records indicate the customer used its IVR system to submit a payment of \$114.93. The IVR provided confirmation number 22110296.</p> <p>11/02/2022 - The Company records indicate the customer used its IVR system to submit a payment of \$114.93. The IVR provided confirmation number 22110205.</p> <p>11/07/2022 - The Company records indicate Lisa Boisselle contacted it and requested a refund of \$229.86. The Company records indicate three payments were submitted on 11/02/2022. Ms. Boisselle indicated the system processed the payment three times. Ms. Boisselle requested an immediate refund back to her checking account. The Company explained after all payments were submitted there was an excess credit of \$229.86. The Company explained it could issue a refund, but it would wait 15 days</p>
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prior to issuing the refund to allow the funds to clear the bank. Ms. Boisselle was not in agreement with the refund process. The Company suspended the account and sent a utility report. (letter attached)

11/09/2022 - The Company records indicate the customer's financial institution notified it that the customer's recent payment of \$114.93 was returned for (R11) Check Truncation Entry Return.

11/09/2022 - The Company records indicate the customer's financial institution notified it that the customer's recent payment of \$114.93 was returned for (R11) Check Truncation Entry Return.

11/10/2022 - The Company sent the customer a letter informing her that the bank returned the recent electric bill payment. (letter attached)

12/19/2022(date of last contact) - The Company records indicate Lisa Boisselle contacted it and explained her bill statement indicated an actual reading, but a person did not come to her property to read her meter. Ms. Boisselle indicated she has video footage to prove PPL is not reading her meter. The Company explained the meter is a remote meter. The meter is read electronically, not by an actual person. The Company records indicate the bill is based off an actual reading. The Company attempted to complete a home profile to determine where the most kWh may be used. The Company records indicate the customer requested to speak to a supervisor. The Company issued an order to have a senior representative contact Ms. Boisselle directly.

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

The Company records indicate Lisa Boisselle contacted it on 12/19/2022 and explained her bill statement indicated an actual reading, but a person did not come to her property to read her meter.

Ms. Boisselle indicated she has video footage to prove PPL is not reading her meter.

The Company explained the meter is a remote meter. The meter is read electronically, not by an actual person.

The Company records indicate the bill is based off an actual reading.

The Company attempted to complete a home profile to determine where the most kWh may be used.

The Company records indicate the customer requested to speak to a supervisor.

The Company issued an order to have a senior representative contact Ms. Boisselle directly.

#### Details of Company's Investigation after BCS Contact

01/04/2023 - The Company records indicate a Senior Customer Service Representative (SCSR) attempted to contact Ms. Boisselle, but was unsuccessful. The SCSR left a message on the customer's answering machine.

01/05/2023 - The Company records indicate a Senior Customer Service Representative (SCSR) attempted to contact Ms. Boisselle but was unsuccessful.

#### Company's Final Position to BCS

The Company billed the customer on actual Automated Meter Reader (AMR) readings.

56.2(Automatic Meter Readings (iii) states that all readings by an AMR shall be deemed actual readings for the purposes of this chapter.

The Company records indicate Ms. Boisselle declined the Company's offer to complete a home profile, which would determine which items in the home could be using the most kWh.

Ms. Boisselle should contact the Company directly to allow it the opportunity to complete a home profile and provide agency savings tips.

The Company, as per its tariff, charges a fee for this service (Tariff Rule 8D). For residential customers, the cost to test an electric meter is \$35.00. The customer must pay this prior to the test.

If Ms. Boisselle would like a meter accuracy test, she should submit a check payment of \$35.

The customer should write "meter test" and his account number on the \$35 check made payable to PPL Electric Utilities. The check should be mailed to PPL Electric Utilities, Attn: Meter Testing GENN-1 2 North 9th Street Allentown, PA 18101.

Once the Company receives payment, it will test the meter and provide the customer with the results.

The customer's account balance is \$186.50.

The Company included the necessary attachments with its response.

[Analysis Information](#)

Justified	No
<b>No Analysis Items Found</b>	

Return To Search	Case History	Print
Decision	Change State	Dismiss

Informals    Formals

Home

### Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	3882324	CSS Account No.	██████████
Customer Name	LISA BOISSELLE	Investigator Name	CASE POOL, BCS
Address 1	258 STATION RD	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	QUAKERTOWN , PA 18951	Head Date	01/30/2023
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	186.50	Closed Date	01/30/2023
Reconnect Amount	0.00	Balance Date	01/30/2023
Special Budget Amount	0.00	Regular Budget Amount	136.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: ALL USAGE AND BILLINGS BASED ON ACTUAL METER READINGS. TWO PAYMENTS WERE RETURNED BY CUSTOMER'S BANKING INSTITUTION. CUSTOMER ADVISED OF RIGHT TO REQUEST METER TEST BUT ADVISED OF NOMINAL FEE AS PER PUC APPROVED TARIFF. CUSTOMER RESPONSIBLE FOR TOTAL ACCOUNT BALANCE OF \$186.50 AS OF 01/30/2023. CUSTOMER ADVISED TO CONTACT PPL REGARDING METER TEST OR AMOUNT TO MAINTAIN SERVICE. DISMISSED.		
Terms			
Letter Description			

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

Sub Category	<input type="text" value=""/>		
Up Front Amount	<input type="text" value=""/>	Up Front Due Date	<input type="text" value=""/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		
Write-Off Amount	<input type="text" value=""/>		
Comments	BCS#3882324 DEC CLOSED 1/30/2023 USAGE AND BILLINGS BASED ON ACTUAL METER READINGS. TWO PAYMENTS WERE RETURNED BY CUSTOMER'S BANKING INSTITUTION. CUSTOMER ADVISED OF RIGHT TO REQUEST METER TEST BUT ADVISED OF NOMINAL FEE AS PER PIC APPROVED TARTEE CUSTOMER		
Processed By	E02239	Processed Date	1/31/2023 5:41:06 AM

[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



LISA BOISSELLE  
258 STATION RD  
QUAKERTOWN, PA 18951

January 9, 2026

**Bill Account Number:** [REDACTED]

Dear LISA BOISSELLE:

On 01/05/2026, you contacted us to discuss the amount of your electric bill (bill period ending 01/05/2026).

To assist you with understanding your electricity consumption and the resulting bill, we reviewed your usage history. We discussed your energy usage, which among other things, looks at the size of your home or business, number of occupants, the heating and cooling sources, and appliances. We conducted the analysis to learn more about your home and your energy consumption.

We tested your meter and have enclosed the report from the test. Based on the results, your electric meter was recording your electricity consumption accurately. Based on our review, your bills are correct.

Lastly, we encourage you to view and monitor your electricity use regularly on our website at [ppllectric.com](http://ppllectric.com). If you have not already done so, you will need to create a username and password to link your bill account number to your profile.

After logging into your account, at [ppllectric.com](http://ppllectric.com), you will see a graph of electricity use. To the right of that graph, select View Usage Details. This application lets you track your home's energy use. It also shows the average daily temperature. The weather has a direct impact on electricity usage for homes that rely on electricity for heating or cooling. Using this site regularly will improve your understanding of your electricity use and might help you find ways to save money on future bills.

We have enclosed an account activity statement for your reference. Your balance of \$419.12 is due on 01/08/2026. If you cannot pay the bill in full, please visit our website at [ppllectric.com](http://ppllectric.com) or call us.

You can pay your bill:

- Electronically, at [ppllectric.com](http://ppllectric.com).
- By phone at 1-800-342-5775.
- By mail, send your payment to PPL electric Utilities, PO Box 419054, St. Louis, MO 63141.
- In person, at a bill payment center (service fee applies). See list of payment centers at [ppllectric.com/paybill](http://ppllectric.com/paybill).
- By credit or debit card, by calling Paymentus at 1-844-278-3310, (service fee applies) to pay using Visa, MasterCard, Discover or debit card.

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

Sincerely,

**PPL Electric Utilities**

56.152 (7)(ii) The date on or after which the account will become delinquent unless a payment arrangement is entered into or an informal complaint is filed with the Commission. This date may not be earlier than the due date of the bill or 15 days after the issuance of a public utility company report, whichever is later.

## Metering Support Laboratory

### Laboratory Test Results

Customer Name: Lisa Boisselle  
Customer Billing Account: [REDACTED]  
Meter Manufacturer: Landis and Gyr  
Meter Serial Number: [REDACTED]  
Meter Test Date: 1/8/2026

Meter Test Results:  
- Full Load Test: 100.00%  
- Light Load Test: 100.04%  
- Average Accuracy: 100.01%

PPL Electric Utilities Metering Laboratory is certified by the Pennsylvania Public Utility Commission. Meters are tested in accordance with Chapter 57.20. Full load meter testing is conducted at 100% of rated nameplate test current. Light Load meter testing is conducted at 10% of rated nameplate test current. Average Result is a weighted average of the two test points using 80% full load and 20% light load.

All meter accuracy results and equipment used are traceable to the National Institute of Standards and Technology (NIST) in Gaithersburg, Maryland.

Certified meter test results for Meter Serial number [REDACTED] were obtained using a WECO Model 4150 test system with serial number 7753 301545.

Additional testing notes:

Certified:  
Joseph Chunko  
Supervising Engineer, Metering Support

### **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**

Payment Agreements:

<u>OnTrack</u>	<u>Active</u>		<u>4/9/2026</u>	<u>4/9/2026</u>
Monthly Installment Amount:	\$72.00	Agreement Amount:	\$632.14	
First Payment Due:		Number of Installments:	12	
Maximum Credits Allowed:	\$1,250.00	Remaining Installments:	12	
OnTrack Credits Used:	\$0.00	Percentage of Credits Used:	0%	
Monthly Debt Forgiveness:	\$26.36			

<u>Non-Catch-Up</u>	<u>Canceled</u>		<u>2/27/2026</u>	<u>10/20/2025</u>
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<u>OnTrack</u>	<u>Canceled</u>		<u>10/13/2025</u>	<u>5/13/2025</u>
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<u>OnTrack</u>	<u>Canceled</u>		<u>5/13/2025</u>	<u>9/6/2024</u>
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Collection Arrangements:

No collection arrangement exists for this account.

# **PPL ELECTRIC EXHIBIT NO. 7**

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



LISA BOISSELLE  
258 STATION RD  
QUAKERTOWN, PA 18951

April 9, 2026

**Bill Account Number:** [REDACTED]

Dear LISA BOISSELLE:

Congratulations! We are pleased to inform you that we approved your application for the OnTrack program. This program offers a fixed monthly payment and debt forgiveness if you have a past due balance. Each month you're enrolled in OnTrack, we'll pay the difference between your actual usage and your monthly payment, up to the maximum OnTrack credit amount.

Here are some key points to know about your plan:

- If your income changes, please notify your OnTrack agency right away so we can review your eligibility and payment amount.
- We'll let you know when it's time to reapply and update your income.

Conserving electricity will help you be successful on OnTrack. Our WRAP program offers free energy-saving products and tips to help you lower your bill. If you haven't already, we encourage you to learn more and apply at [ppllectric.com/wrap](http://ppllectric.com/wrap) or call 1-888-232-6302.

Thank you for your interest in the OnTrack program and for being a valued customer.

Sincerely,

**PPL Electric Utilities**



Information for you about PPL Electric Utilities' OnTrack Program

Customer: LISA BOISSELLE

Account No: [REDACTED]

Date: 4/9/2026



**How much you'll pay:**  
**\$72.00** each month for the next 12 months.



**When you should pay:**  
You'll start your payments after you receive your first OnTrack bill. To remain in the program and benefit from debt forgiveness, be sure to pay your bill each month by your due date.



**How you should save energy:**  
Sign up for the WRAP program at [pplelectric.com/WRAP](http://pplelectric.com/WRAP) or by calling 1-888-232-6302. This program helps you save electricity and helps prevent you from exceeding your maximum OnTrack credit of **\$1,250.00**



**Your OnTrack contact:**  
Work with your OnTrack agency by providing any information the agency requests. Notify the OnTrack agency of any changes in your household income or occupants.

**When you pay your OnTrack amount by your due date, PPL Electric Utilities will:**

- Forgive **\$26.36** per month of your overdue amount each time you make your monthly payment.
- Provide you with information on how much electricity you're using.
- Prevent any collection activity on the overdue balance on your account.

If you have any questions about OnTrack or other programs you may qualify for, please call PPL Electric Utilities at 1-800-342-5775.

**Agency Name:** Schuylkill Community Action

**Agency Email address:** casemanagers@schuylkillcommunityaction.com

**Agency Phone Number:** 570-622-1995

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



LISA BOISSELLE  
258 STATION RD  
QUAKERTOWN, PA 18951

February 26, 2026

**Bill Account Number:** [REDACTED]

Dear LISA BOISSELLE;

Your application for our OnTrack program is approved. Among other benefits, OnTrack will lower your monthly electric bill payments and help you erase any debt you may owe us.

To participate in OnTrack, you cannot have an electric generation supplier. We will cancel your contract with your supplier automatically to complete your enrollment. You won't have to pay any cancellation or early termination fees. Instead, you will receive default supply through PPL Electric.

We are committed to managing energy prices and securing the lowest cost of energy for our customers under the current approved plan. The PPL Electric default rate, or Price to Compare, changes twice per year on June 1 and December 1 and is the price you'll pay without a supplier.

We want to assure you that we've taken steps to prevent any collection activity, such as late payment charges, collection notices or service termination, while we request a cancellation from your supplier.

Your estimated OnTrack payment amount will be \$72.00. Once the supplier is removed from your account, we will enter your OnTrack agreement. We'll also send you a welcome letter, which will include all the information you need to be successful in the program.

Again, we are excited to welcome you to OnTrack.

Sincerely,

PPL Electric Utilities

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



LISA BOISSELLE  
258 STATION RD  
QUAKERTOWN, PA 18951

November 21, 2025

**Bill Account Number:** [REDACTED]

Dear LISA BOISSELLE:

Thank you for applying to PPL's OnTrack program. We reviewed your OnTrack application. This letter is to inform you that you do not meet the OnTrack guidelines based on the following reason:

You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below, your application will be processed promptly. Please return this letter along with your documents and send to the agency address below.

\* Employment: Pay stubs covering the last 30 days for all household members

If you have any questions, you may contact us at the agency listed below.

Schuylkill Community Action  
225 N. Centre Street  
Pottsville, PA 17901  
570-622-1995  
casemanagers@schuylkillcommunityaction.com

If you are not enrolled in OnTrack, you have the option of entering into a payment agreement. Please call PPL at 1-800-342-5775.

Sincerely,  
OnTrack Representative

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



LISA BOISSELLE  
258 STATION RD  
QUAKERTOWN, PA 18951

October 12, 2025

**Bill Account Number:** [REDACTED]

**Account Balance: \$950.61**

Dear LISA BOISSELLE:

As part of the OnTrack program, you receive debt forgiveness, fixed monthly payments, and a maximum OnTrack credit that pays the difference between your actual monthly bill and your OnTrack payment amount.

At the end of your enrollment period, we must review your eligibility for the OnTrack program. Unfortunately, we haven't received the information we need to confirm you're still eligible, so we canceled your OnTrack agreement.

You are now responsible for the total cost of your actual electric use each month and any overdue amount (shown above). In addition, your account may enter the collections process, which may include the possibility of service termination.

You may still be eligible for the benefits of the OnTrack program. To reapply for OnTrack or other payment assistance, visit [ppllectric.com/BillHelp](http://ppllectric.com/BillHelp) or call 1-800-342-5775.

**IMPORTANT: If you are enrolled in Automatic Bill Payment (AutoPay) for your OnTrack monthly payment amount, you must notify us immediately to cancel automatic payments or we will withdraw your total balance, including any overdue amount.**

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

Sincerely,

PPL Electric Utilities

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



LISA BOISSELLE  
258 STATION RD  
QUAKERTOWN, PA 18951

September 25, 2025

**Bill Account Number:** [REDACTED]

Dear LISA BOISSELLE,

We have referred you to our OnTrack program, which offers lower monthly payments and referrals to energy saving programs. If you have a past due balance, you'll also receive debt forgiveness. It's quick and easy to apply online at [ppllectric.com/ontrack](http://ppllectric.com/ontrack).

If you'd prefer, you may complete the enclosed application. Be sure to:

- Include proof of income for every household member
- Return your application to the OnTrack agency in the enclosed envelope

If you're eligible, the OnTrack agency will notify you of your monthly payment amount. Your first OnTrack payment will be due by the date shown on your first OnTrack bill. While we review your application, please continue to make your monthly payments to prevent any collection activity on your account.

If you have any questions, please contact the OnTrack agency listed on the back of the application.

Sincerely,

**PPL Electric Utilities**

Esta carta está disponible en español. Llame por favor a su representante de la agencia si usted prefiere una carta en español.

<b>Instructions for Completing Application PPL OnTrack Payment Program</b>	
<b>1.</b>	List your name as it appears on your electric bill. Enter your PPL Electric bill account number, daytime phone number(s), and email address. Indicate how you would like to receive information regarding your OnTrack application.
<b>2.</b>	Check the box for the employment status for head of household member.
<b>3.</b>	<p>Provide name, age, type of income and amount for each household member, including yourself and all children. If a member has no income, please check the box.</p> <p><b>Attach copies of all household members' proof of income</b> (examples: pay stub, benefit eligibility letter, income tax return)</p> <p>You may submit the most recent 30 days' income or the full past 12 months' income; whichever best represents your household's true annual income.</p>
<b>4.</b>	Provide basic information about the property so we can determine if you qualify for free weatherization.
<b>5.</b>	List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary heat source and list amount of other monthly expenses.
<b>6.</b>	Read and agree to the terms and conditions.
<b>7.</b>	Select your security deposit preference.
<b>8.</b>	Sign and date your application. Return your application to the OnTrack agency in the enclosed envelope

# PPL Electric Payment Assistance Application



1. Customer Information	2. Employment Status for head of household
Customer Name <u>LISA BOISSELLE</u> Bill Account # <u>[REDACTED]</u> Daytime Phone (    ) _____ Alternate Phone (    ) _____	<input type="checkbox"/> Full-Time (35 or more hours/week) <input type="checkbox"/> Part-Time (34 or less hours/week) <input type="checkbox"/> Unemployed (currently not employed) <input type="checkbox"/> Retired <input type="checkbox"/> Homemaker <input type="checkbox"/> Student <input type="checkbox"/> Other
Send my enrollment information to: <input type="checkbox"/> My U.S Mailbox <input type="checkbox"/> My Email Address	

**3. Members in Household-** Please list all household members, including yourself and all children. List all types of income for each person. If a member has no income, please check the box. You may submit the most recent 30 days' income or the full past 12 months' income; whichever best represents your household's true annual income. Example: If you do not work year-round, it may be beneficial to provide your income for the last 12 months. You can also complete your application online at [ppllectric.com/ontrack](http://ppllectric.com/ontrack).

<b>Full name:</b> _____	Age _____	<input type="checkbox"/> No income
Gross salary: \$ _____	Public assistance: \$ _____	Pension/SS: \$ _____
Unemployment: \$ _____	Worker's Comp/Disability: \$ _____	Other: \$ _____
SSA/SSD: \$ _____		
<b>Full name:</b> _____	Age _____	<input type="checkbox"/> No income
Gross salary: \$ _____	Public assistance: \$ _____	Pension/SS: \$ _____
Unemployment: \$ _____	Worker's Comp/Disability: \$ _____	Other: \$ _____
SSA/SSD: \$ _____		
<b>Full name:</b> _____	Age _____	<input type="checkbox"/> No income
Gross salary: \$ _____	Public assistance: \$ _____	Pension/SS: \$ _____
Unemployment: \$ _____	Worker's Comp/Disability: \$ _____	Other: \$ _____
SSA/SSD: \$ _____		
<b>Full name:</b> _____	Age _____	<input type="checkbox"/> No income
Gross salary: \$ _____	Public assistance: \$ _____	Pension/SS: \$ _____
Unemployment: \$ _____	Worker's Comp/Disability: \$ _____	Other: \$ _____
SSA/SSD: \$ _____		

*If there are additional members in your household, please list their name, age and income sources on a separate sheet of paper.*

4. Premise Information - all fields required for free weatherization	5. Monthly Expenses
Type of Structure <input type="checkbox"/> Apartment <input type="checkbox"/> Row Home <input type="checkbox"/> Single <input type="checkbox"/> Mobile Home <input type="checkbox"/> Townhouse  Year Home was Built _____ <input type="checkbox"/> I don't know  Electric Water Heater <input type="checkbox"/> Yes <input type="checkbox"/> No  <i>If you rent, provide the following</i>  Landlord Name _____ Landlord Address _____ Landlord Phone (    ) _____ Landlord Email _____	<input type="checkbox"/> Mortgage or <input type="checkbox"/> Rent \$ _____ Section 8 /Subsidized <input type="checkbox"/> Yes <input type="checkbox"/> No  Water / Sewer \$ _____ Food \$ _____ Basic Phone \$ _____ PPL Electric \$ _____  <i>Only check the box if the expense is the primary heat source:</i> Gas - <input type="checkbox"/> \$ _____                      Coal - <input type="checkbox"/> \$ _____ Oil - <input type="checkbox"/> \$ _____                              Wood - <input type="checkbox"/> \$ _____ Propane - <input type="checkbox"/> \$ _____                      Electric Heat - <input type="checkbox"/> \$ _____

**6. Review the terms of the OnTrack Program**

As a participant in PPL Electric Utilities' OnTrack Program, I agree to the Program conditions as listed below. Failure to agree or follow through on any of the accepted conditions may result in removal from the Program.

- Provide my household gross income at the time of submitting my OnTrack application and recertify this information at least once yearly, unless I receive an energy assistance grant which is posted to PPL Electric.
- Notify PPL Electric immediately of any changes to my household size or income.
- If eligible, apply for any free weatherization service including PPL Electric's WRAP program and my local county weatherization program.
- I confirm that the facts set forth in my OnTrack application are true and complete to the best of my knowledge. I also hereby authorize PPL Electric to further verify my household income, as it deems appropriate. I understand, agree, and accept that false or knowingly incomplete statements on my OnTrack application will be cause for rejecting my application or removal from the Program.

If you qualify for OnTrack and currently have an electric supplier, PPL Electric will automatically notify the supplier to cancel your contract with no cancellation or early termination fees.

**7. Security deposit refund consent request**

Once we confirm you are income-eligible, if you have paid some or all of a security deposit billed to your account, you may choose to have it refunded to you or apply it to your account balance.

If you apply the deposit to your balance, it will not change the way we calculate your monthly OnTrack payment (if you are approved). Your decision does not affect your eligibility for our assistance programs.

\_\_\_\_\_ Apply amount paid to balance

\_\_\_\_\_ Refund amount paid by check.

**8. Submit Your Application**

1. Sign and date this application.
2. Mail application and **all items listed on envelope flap** in the enclosed self-addressed envelope.

**I affirm that all information on this application is true and complete. I am aware that I can be penalized for making false statements.**

Sign Here (in ink) \_\_\_\_\_

Date \_\_\_\_\_

Please fold to ensure the return address below is visible in envelope window.

**Mail to:** Schuylkill Community Action  
Attention - OnTrack program  
225 N. Centre Street  
Pottsville, PA 17901

Phone: 570-622-1995  
Fax: 570-622-0429  
Email: casemanaqers@schuylkillcommu

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



LISA BOISSELLE  
258 STATION RD  
QUAKERTOWN, PA 18951

September 12, 2025

**Bill Account Number:** [REDACTED]

**ACTION REQUIRED!**

Dear LISA BOISSELLE:

Your OnTrack enrollment will end within the next few weeks. Right now, your OnTrack monthly payment is based on your household income -- you're not asked to pay the full amount of your electric use. And if you have a past due balance, a portion is forgiven each time you make your OnTrack payment. You can avoid losing these great benefits by reapplying now.

You can apply:

- Online at [ppllectric.com/ontrack](http://ppllectric.com/ontrack)
- Over the phone at 1-800-342-5775
- By mailing the enclosed paper application

Please submit your household's current income. You may provide either the most recent 30 days' income or the full past 12 months. If you do not re-apply and provide your current income, you will be removed from OnTrack.

Remember: If you apply by phone, you'll need to provide your income documents to the OnTrack agency to complete the recertification process. If you have any questions about your application, please contact the OnTrack agency listed on the back of the form.

Thank you for your participation in OnTrack - we hope that you have continued success in the program.

Sincerely,

**PPL Electric Utilities**

<b>Instructions for Completing Application PPL OnTrack Payment Program</b>	
<b>1.</b>	List your name as it appears on your electric bill. Enter your PPL bill account number, daytime phone number(s), and email address. Indicate how you would like to receive information regarding your OnTrack application.
<b>2.</b>	Check the box for the employment status for head of household member.
<b>3.</b>	<p>Provide name, age, type of income and amount for each household member, including yourself and all children. If a member has no income, please check the box.</p> <p><b>Attach copies of all household members' proof of income</b> (examples: pay stub, benefit eligibility letter, income tax return)</p> <p>You may submit the most recent 30 days' income or the full past 12 months' income; whichever best represents your household's true annual income.</p>
<b>4.</b>	Provide basic information about the property so we can determine if you qualify for free weatherization.
<b>5.</b>	List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary heat source and list amount of other monthly expenses.
<b>6.</b>	Read and agree to the terms and conditions.
<b>7.</b>	Select your security deposit preference.
<b>8.</b>	Sign and date your application. Return your application to the OnTrack agency in the enclosed envelope.

# PPL Electric Payment Assistance Application



1. Customer Information	2. Employment Status for head of household
Customer Name <u>LISA BOISSELLE</u> Bill Account # <u>                    </u> Daytime Phone (    ) <u>                    </u> Alternate Phone (    ) <u>                    </u>	<input type="checkbox"/> Full-Time (35 or more hours/week) <input type="checkbox"/> Part-Time (34 or less hours/week) <input type="checkbox"/> Unemployed (currently not employed) <input type="checkbox"/> Retired <input type="checkbox"/> Homemaker <input type="checkbox"/> Student <input type="checkbox"/> Other
Send my enrollment information to: <input type="checkbox"/> My U.S Mailbox <input type="checkbox"/> My Email Address	

**3. Members in Household-** Please list all household members, including yourself and all children. List all types of income for each person. If a member has no income, please check the box. You may submit the most recent 30 days' income or the full past 12 months' income; whichever best represents your household's true annual income. Example: If you do not work year-round, it may be beneficial to provide your income for the last 12 months. You can also complete your application online at [ppllectric.com/ontrack](http://ppllectric.com/ontrack).

<b>Full name:</b>	Age	<input type="checkbox"/> No income	
Gross salary: \$	Public assistance: \$	Pension/SS: \$	SSI/SSD: \$
Unemployment: \$	Worker's Comp/Disability: \$	Other: \$	
<b>Full name:</b>	Age	<input type="checkbox"/> No income	
Gross salary: \$	Public assistance: \$	Pension/SS: \$	SSI/SSD: \$
Unemployment: \$	Worker's Comp/Disability: \$	Other: \$	
<b>Full name:</b>	Age	<input type="checkbox"/> No income	
Gross salary: \$	Public assistance: \$	Pension/SS: \$	SSI/SSD: \$
Unemployment: \$	Worker's Comp/Disability: \$	Other: \$	
<b>Full name:</b>	Age	<input type="checkbox"/> No income	
Gross salary: \$	Public assistance: \$	Pension/SS: \$	SSI/SSD: \$
Unemployment: \$	Worker's Comp/Disability: \$	Other: \$	

*If there are additional members in your household, please list their name, age and income sources on a separate sheet of paper.*

4. Premise Information - all fields required for free weatherization	5. Monthly Expenses
Type of Structure <input type="checkbox"/> Apartment <input type="checkbox"/> Row Home <input type="checkbox"/> Single <input type="checkbox"/> Mobile Home <input type="checkbox"/> Townhouse  Year Home was Built _____ <input type="checkbox"/> I don't know  Electric Water Heater <input type="checkbox"/> Yes <input type="checkbox"/> No  <i>If you rent, provide the following</i>  Landlord Name _____ Landlord Address _____ Landlord Phone (    ) _____ Landlord Email _____	<input type="checkbox"/> Mortgage or <input type="checkbox"/> Rent \$ _____ Section 8 /Subsidized <input type="checkbox"/> Yes <input type="checkbox"/> No  Water / Sewer \$ _____ Food \$ _____ Basic Phone \$ _____ PPL Electric \$ _____  <i>Only check the box if the expense is the primary heat source:</i> Gas - <input type="checkbox"/> \$ _____                      Coal - <input type="checkbox"/> \$ _____ Oil - <input type="checkbox"/> \$ _____                              Wood - <input type="checkbox"/> \$ _____ Propane - <input type="checkbox"/> \$ _____                      Electric Heat - <input type="checkbox"/> \$ _____

**6. Review the terms of the OnTrack Program**

As a participant in PPL Electric Utilities' OnTrack Program, I agree to the Program conditions as listed below. Failure to agree or follow through on any of the accepted conditions may result in removal from the Program.

- Provide my household gross income at the time of submitting my OnTrack application and recertify this information at least once yearly, unless I receive an energy assistance grant which is posted to PPL Electric.
- Notify PPL Electric immediately of any changes to my household size or income.
- If eligible, apply for any free weatherization service including PPL Electric's WRAP program and my local county weatherization program.
- I confirm that the facts set forth in my OnTrack application are true and complete to the best of my knowledge. I also hereby authorize PPL Electric to further verify my household income, as it deems appropriate. I understand, agree, and accept that false or knowingly incomplete statements on my OnTrack application will be cause for rejecting my application or removal from the Program.

If you qualify for OnTrack and currently have an electric supplier, PPL Electric will automatically notify the supplier to cancel your contract with no cancellation or early termination fees.

**7. Security deposit refund consent request**

Once we confirm you are income-eligible, if you have paid some or all of a security deposit billed to your account, you may choose to have it refunded to you or apply it to your account balance.

If you apply the deposit to your balance, it will not change the way we calculate your monthly OnTrack payment (if you are approved). Your decision does not affect your eligibility for our assistance programs.

\_\_\_\_\_ Apply amount paid to balance

\_\_\_\_\_ Refund amount paid by check.

**8. Submit Your Application**

1. Sign and date this application.
2. Mail application and **all items listed on envelope flap** in the enclosed self-addressed envelope.

**I affirm that all information on this application is true and complete. I am aware that I can be penalized for making false statements.**

Sign Here (in ink) \_\_\_\_\_

Date \_\_\_\_\_

Please fold to ensure the return address below is visible in envelope window.

**Mail to:** Schuylkill Community Action  
Attention - OnTrack program  
225 N. Centre Street  
Pottsville, PA 17901

Phone: 570-622-1995  
Fax: 570-622-0429  
Email: casemanaqers@schuylkillcommu

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



LISA BOISSELLE  
258 STATION RD  
QUAKERTOWN, PA 18951

September 6, 2024

**Bill Account Number:** [REDACTED]

Dear LISA BOISSELLE:

Congratulations! We are pleased to inform you that we approved your application for the OnTrack program. This program offers a fixed monthly payment and debt forgiveness if you have a past due balance. Each month you're enrolled in OnTrack, we'll pay the difference between your actual usage and your monthly payment, up to the maximum OnTrack credit amount.

Here are some key points to know about your plan:

- If your income changes, please notify your OnTrack agency right away so we can review your eligibility and payment amount.
- We'll let you know when it's time to reapply and update your income.

Conserving electricity will help you be successful on OnTrack. Our WRAP program offers free energy-saving products and tips to help you lower your bill. If you haven't already, we encourage you to learn more and apply at [ppllectric.com/wrap](http://ppllectric.com/wrap) or call 1-888-232-6302.

Thank you for your interest in the OnTrack program and for being a valued customer.

Sincerely,

**PPL Electric Utilities**



Information for you about PPL Electric Utilities' OnTrack Program

Customer: **LISA BOISSELLE**

Account No: **[REDACTED]**

Date: **4/9/2026**



**How much you'll pay:**

**\$72.00** each month for the next 12 months.



**When you should pay:**

You'll start your payments after you receive your first OnTrack bill. To remain in the program and benefit from debt forgiveness, be sure to pay your bill each month by your due date.



**How you should save energy:**

Sign up for the WRAP program at [pplelectric.com/WRAP](http://pplelectric.com/WRAP) or by calling 1-888-232-6302. This program helps you save electricity and helps prevent you from exceeding your maximum OnTrack credit of **\$1,250.00**



**Your OnTrack contact:**

Work with your OnTrack agency by providing any information the agency requests. Notify the OnTrack agency of any changes in your household income or occupants.

**When you pay your OnTrack amount by your due date, PPL Electric Utilities will:**

- Forgive **\$26.30** per month of your overdue amount each time you make your monthly payment.
- Provide you with information on how much electricity you're using.
- Prevent any collection activity on the overdue balance on your account.

If you have any questions about OnTrack or other programs you may qualify for, please call PPL Electric Utilities at 1-800-342-5775.

Agency Name: **Schuylkill Community Action**

Agency Email address: **casemanagers@schuylkillcom**

Agency Phone Number: **570-622-1995**

# **PPL ELECTRIC EXHIBIT NO. 8**

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](http://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  | <span style="background-color: black; color: white; padding: 2px;">Balance</span>  |
| ◆ Security Deposit   | <span style="background-color: black; color: white; padding: 2px;">&amp; SD</span> |
| ◆ 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](http://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.

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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](http://ppllectric.com)

THIS NOTICE IS VALID FOR 60 DAYS.