

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

-----\*  
QUIANNA JONES, :  
Complainant, : Docket No.:  
vs. : F-2026-3060897  
PPL ELECTRIC UTILITIES :  
CORPORATION, :  
Respondent. :  
-----\*

Pages 1 through 68 TELEPHONIC HEARING  
Judge's Chambers  
State Office Bldg.  
801 Market Street  
Philadelphia, PA 19107

Tuesday, May 19, 2026  
Met, pursuant to notice, at 10:00 a.m.

BEFORE: THE HONORABLE BARBARA SHADIE NAUSE  
Administrative Law Judge

EXHIBITS INDEX

NUMBER	MARKED	IN EVIDENCE
COMPLAINANT:		
1 (4/30 letter)	57	57
2 (Property statement)	58	58
3 (Tenant Lease)	58	
4 (Residential Lease)	59	
5 (9/10/25 letter)	60	60
6 (5/10/23 letter)	60	61
7 (Written statement)	62	62
PPL:		
1 (Account statement)	31	62
2 (Call log)	31	63
3 (Informal case review)	31	63
4 (Contact letters)	31	63



Exhibit 1

April 30<sup>th</sup>, 2026

To Whom It May Concern:

Re: Testimony Regarding Utility Service at 347 S. 13th Street, Unit 1, Harrisburg, PA

This letter serves as a formal statement from Harrisburg Property Management Group regarding our management of the property located at 347 S. 13th Street, Harrisburg, PA, during the period in which Ms. Quianna Agent Phillips was the owner.

#### 1. Our Role and Relationship to the Property

Harrisburg Property Management Group served as the property manager for Ms. Phillips during her ownership of the above-referenced property. We handled tenant placement, rent collection, maintenance coordination, and general oversight of the units.

#### 2. Ms. Phillips' Status as Landlord

Ms. Phillips was the owner and landlord of the property.

She never occupied Unit 1 or any other unit at this address during the time we managed it.

Unit 1 was continuously occupied by a tenant.

### 3. Tenant Responsibility for Utilities

Per the lease agreements in place during Ms. Phillips' ownership, tenants were responsible for establishing and maintaining their own utility accounts, including electric service.

It was not Ms. Phillips' responsibility to maintain electric service for Unit 1.

### 4. No Knowledge of Electric Service in Ms. Phillips' Name

At no time during our management of the property were we informed that PPL had placed electric service for Unit 1 in Ms. Phillips' name.

We were not notified of any service issues, delinquencies, or account activity involving Ms. Phillips.

### 5. Sale of the Property

Ms. Phillips sold the property in May 2023.

After that date, she no longer had ownership, access, or responsibility for the property or its utility accounts.

## 6. Professional Observation

Based on our records and our direct management of the property:

- Ms. Phillips had no reason to maintain or benefit from electric service at Unit 1.
- She did not reside at the property and did not use the electricity.
- The tenant was the sole user and beneficiary of the electric service during the period in question.
- Ms. Phillips consistently acted as a responsible landlord and followed proper procedures.

We provide this statement to clarify the facts regarding occupancy, responsibility, and utility usage at the property during Ms. Phillips' ownership.

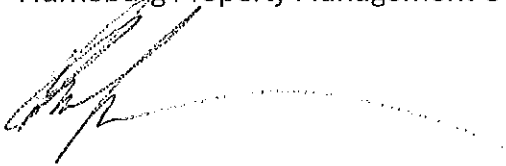
If additional information or verification is needed, we are available to assist.

Sincerely,

Cameron Norman

Owner Services & Accounting Director

Harrisburg Property Management Group

A handwritten signature in black ink, appearing to read 'C. Norman', is written over a faint dotted line. The signature is stylized and cursive.

American Land Title Association	ALTA Settlement Statement - Combined Adopted 05-01-2015
---------------------------------	--

File No./Escrow No.: 510-200027 Officer/Escrow Officer: Abby Wendel	T.A. Elite of Pennsylvania, LLC 5139 Main St. East Petersburg, PA 17520 (717) 553-0712
--	---

Property Address:	347 S. 13TH ST, HARRISBURG, PA 17104 (DAUPHIN) (02-020-044-000-0000)
Buyer:	PEDRO SMITH 1936 Berryhill St Harrisburg, PA 17104
Seller:	QUIANNA AGENT-PHILLIPS 24 Kingswood Ct Mount Holly, NJ 08060
Lender:	Magnolia Bank, ISAOA/ATIMA PO Box 264, Hodgenville, KY 42748
Settlement Date:	5/8/2023
Disbursement Date:	5/8/2023

Seller		Description	Buyer	
Debit	Credit		Debit	Credit
		<b>Deposits, Credits, Debits</b>		
	\$165,000.00	Sale Price of Property	\$165,000.00	
		Deposit		\$5,000.00
\$7,058.58		Seller Concessions		\$7,058.58
\$2,195.00		Transfer of 2 security deposits Apt 1 \$595 & apt 2 \$1600		\$2,195.00
		Lender Credit from (NA) Magnolia Bank, ISAOA/ATIMA		\$2,205.55
		<b>Prorations</b>		
	\$192.90	City/Town Taxes 5/9/2023 to 12/31/2023 @ \$298.34/Year	\$192.90	
	\$64.48	County Taxes 5/9/2023 to 12/31/2023 @ \$99.72/Year	\$64.48	
	\$60.51	School Taxes 5/9/2023 to 6/30/2023 @ \$424.76/Year	\$60.51	
		<b>Payoffs</b>		
\$68,000.00		Payoff to Service 1st Federal		
		<b>Commissions</b>		
\$4,125.00		Real Estate Commission to Harrisburg Property Management Group		
\$4,125.00		Real Estate Commission to Keller Williams Elite		
		Broker Fee - Selling to Keller Williams Elite	\$500.00	
		<b>New Loans</b>		
		Loan Amount		\$162,011.00
		Appraisal Fee to Nationwide Appraisal Network (POC \$775.00 by Pedro Smith)		
		Credit Report to Informative Research	\$32.00	
		Mortgage Insurance Premium to HUD	\$2,786.43	
		Appraisal Reinspection Fee to (NA) Magnolia Bank, ISAOA/ATIMA (POC \$200.00 by Pedro Smith)		
		Underwriting Fee to (NA) Magnolia Bank, ISAOA/ATIMA	\$1,295.00	
		Flood Certification to ServiceLink National Flood	\$12.00	

		Prepaid Interest ( 28.8100 per day from 5/8/2023 to 6/1/2023 )	\$691.44	
		Homeowner's Insurance Premium ( 12 mo.) to Nationwide Insurance	\$3,464.79	
		Homeowner's Insurance \$288.74 per month for 3 mo.	\$866.22	
		Property Taxes \$8.31 per month for 5 mo.	\$41.55	
		School Taxes Reserve \$36.10 per month for 12 mo.	\$433.20	
		Township/Borough Taxes Reserve \$24.86 per month for 5 mo.	\$124.30	
		Aggregate Adjustment		\$391.24
		<b>Title Charges</b>		
		Title - Lender's Title Insurance to T.A. Elite of Pennsylvania, LLC	\$0.00	
		Title - Owner's Title Insurance to T.A. Elite of Pennsylvania, LLC	\$1,535.05	
		Title - [ECRLPE PA] ALTA Expanded Coverage Residential Loan Policy endorsement (PA ENHAN to T.A. Elite of Pennsylvania, LLC	\$400.00	
		Title - Closing Protection Letter to Title Alliance - Hold for Remittance	\$125.00	
\$150.00		Title - Document preparation to Law office of Ryan M. Colquhoun, Esquire		
		Title - Electronic Document Transmittal to T.A. Elite of Pennsylvania, LLC	\$35.00	
		Title - Notary Fee to T.A. Elite of Pennsylvania, LLC	\$35.00	
\$35.00		Title - Document preparation to T.A. Elite of Pennsylvania, LLC		
\$30.00		Title - Overnight/Courier Fee to T.A. Elite of Pennsylvania, LLC	\$30.00	
		<b>Government Recording and Transfer Charges</b>		
\$825.00		County Deed Tax/Stamps to Hold for Recording	\$825.00	
		Recording fees: Deed \$106.75	\$106.75	
		Mortgage \$154.75	\$154.75	
\$78.75		Release \$78.75		
\$825.00		State Deed Tax/Stamps to Hold for Recording	\$825.00	
		<b>Additional Settlement Charges</b>		
\$298.34		Property Taxes - City/Township/Borough to City of Harrisburg		
\$99.72		Property Taxes - County to Dauphin County Treasurer		
		Delinquent Taxes to Dauphin County Tax Claim (POC \$965.10 by Quianna Agent-Phillips)		
\$117.00		City Settlement/Flood Cert Reimbursement to Amber Cruz		
\$97.02		Utility Billing - Trash to City of Harrisburg		
\$492.18		Utility Billing -Water Bill to Capital Region Water		
<b>Seller</b>			<b>Buyer</b>	
<b>Debit</b>	<b>Credit</b>		<b>Debit</b>	<b>Credit</b>
\$88,551.59	\$165,317.89	<b>Subtotals</b>	\$179,636.37	\$178,861.37
		<b>Due From Buyer</b>		\$775.00
		<b>Due To Seller</b>		
\$76,766.30		<b>Totals</b>	\$179,636.37	\$179,636.37
\$165,317.89	\$165,317.89			

**Acknowledgement**

We/I have carefully reviewed the ALTA Settlement Statement and find it to be a true and accurate statement of all receipts and disbursements made on my account or by me in this transaction and further certify that I have received a copy of the ALTA Settlement Statement. We/I authorize T.A. Elite of Pennsylvania, LLC to cause the funds to be disbursed in accordance with this statement.

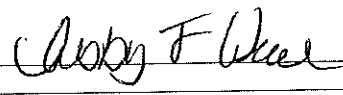
BUYER(S)

  
\_\_\_\_\_  
PEDRO SMITH

SELLER(S)

  
\_\_\_\_\_  
QUIANNA AGENT-PHILLIPS

SETTLEMENT COORDINATOR

  
\_\_\_\_\_  
Abby Wendel

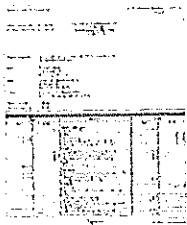
# Signature Certificate



Envelope Ref: b825182306a0127dd2d10bae379d1e21e6802b07

Author: Customer Support    Creation Date: 08 May 2023, 15:19:50, CDT    Completion Date: 08 May 2023, 15:49:40, CDT

## Document Details:



Name: ClosingStatementCombined\_5-8-2023\_16-16

Type:

Document Ref: 2244d8dddf8edadc811ad0e976280d1c26f5a4ce3f027d5c269bd53cff  
fb59

Document Total Pages: 3

## Document Signed By:

Name: Amber Cruz  
Email: amberyouragent@gmail.com  
IP: 2600:387:3:805::9d  
Location: WASHINGTON, DC (US)  
Date: 08 May 2023, 15:49:40, CDT  
Consent: eSignature Consent Accepted  
Security Level: Embedded Signing

## Document History:

Envelope Created      Customer Support created this envelope on 08 May 2023, 15:19:50, CDT  
Signed by Amber Cruz      Amber Cruz signed this Envelope on 08 May 2023, 15:49:40, CDT  
Executed      Document(s) successfully executed on 08 May 2023, 15:49:40, CDT

# Closing Disclosure

## Closing Information

Date Issued 5/8/2023  
 Closing Date 5/8/2023  
 Disbursement Date 5/8/2023  
 Settlement Agent T.A. Elite of Pennsylvania, LLC  
 File # 510-200027  
 Property 347 S. 13th St  
 Harrisburg, PA 17104  
 Sale Price \$165,000

## Transaction Information

Borrower Pedro Smith  
 1936 Berryhill St, Harrisburg, PA  
 17104  
 Seller Quianna Agent-Phillips  
 24 Kingswood Ct, Mount Holly, NJ  
 08060

## Summaries of Transactions

### SELLER'S TRANSACTION

M. Due to Seller at Closing	\$165,317.89
01 Sale Price of Property	\$165,000.00
02 Sale Price of Any Personal Property Included in Sale	
03	
04	
05	
06	
07	
08	
Adjustments for Items Paid by Seller in Advance	
09 City/Town Taxes 5/9/2023 to 12/31/2023 @ \$298.34/Year	\$192.90
10 County Taxes 5/9/2023 to 12/31/2023 @ \$99.72/Year	\$64.48
11 Assessments 5/9/2023 to 1/1/2024	
12 School Taxes 5/9/2023 to 6/30/2023 @ \$424.76/Year	\$60.51
13	
14	
15	
16	
N. Due from Seller at Closing	\$88,551.59
01 Excess Deposit	
02 Closing Costs Paid at Closing (J)	\$11,298.01
03 Seller Concessions	\$7,058.58
04 Payoff to Service 1st Federal	\$68,000.00
05 Transfer of 2 security deposits Apt 1 \$595 & apt 2 \$1600	\$2,195.00
06	
07	
08	
09	
10	
11	
12	
13	
Adjustments for Items Unpaid by Seller	
14 City/Town Taxes 1/1/2023 to 5/9/2023	
15 County Taxes 1/1/2023 to 5/9/2023	
16 Assessments 1/1/2023 to 5/9/2023	
17	
18	
19	
<b>CALCULATION</b>	
Total Due to Seller at Closing (M)	\$165,317.89
Total Due from Seller at Closing (N)	-\$88,551.59
Cash to Close <input type="checkbox"/> From <input checked="" type="checkbox"/> To Seller	\$76,766.30

## Contact Information

### Real Estate Broker(B)


Name	Keller Williams Elite
Address	5139 Main Street East Petersburg, PA 17520
PA License ID	RB068465
Contact	
Contact PA License ID	
Email	
Phone	

### Real Estate Broker(S)

Name	Harrisburg Property Management Group
Address	4411 N Front St Harrisburg, PA 17110
PA License ID	
Contact	
Contact PA License ID	
Email	
Phone	

### Settlement Agent

Name	T.A. Elite of Pennsylvania, LLC
Address	5139 Main St. East Petersburg, PA 17520
PA License ID	984136
Contact	Abby Wendel
Contact PA License ID	
Email	orders@taelitepa.com
Phone	(717) 553-0712


**Questions?** If you have questions about the loan terms or costs on this form, use the contact information below. To get more information or make a complaint, contact the Consumer Financial Protection Bureau at [www.consumerfinance.gov/mortgage-closing](http://www.consumerfinance.gov/mortgage-closing)

# Closing Cost Details

	Seller-Paid	
	At Closing	Before Closing
<b>Loan Costs</b>		
A. Origination Charges		
B. Services Borrower Did Not Shop For		
C. Services Borrower Did Shop For		
01 Title - [ECRLPE PA] ALTA Expanded Coverage Residential Loan Policy endorsement (PA ENHAN to T.A. Elite of Pennsylvania, LLC		
02 Title - Document preparation to Law office of Ryan M. Colquhoun, Esquire	\$150.00	
03 Title - Document preparation to T.A. Elite of Pennsylvania, LLC	\$35.00	
04 Title - Lender's Title Insurance to T.A. Elite of Pennsylvania, LLC	\$0.00	\$0.00
05 Title - Overnight/Courier Fee to T.A. Elite of Pennsylvania, LLC	\$30.00	
<b>Other Costs</b>		
E. Taxes and Other Government Fees		
01 Recording Fees Deed: \$106.75 Mortgage: \$154.75	\$78.75	
02 County Deed Tax/Stamps to Hold for Recording	\$825.00	
03 State Deed Tax/Stamps to Hold for Recording	\$825.00	
F. Prepays		
G. Initial Escrow Payment at Closing		
01 School Taxes Reserve \$36.10 per month for 12 mo.		
H. Other		
01 City Settlement/Flood Cert Reimbursement to Amber Cruz	\$117.00	
02 Delinquent Taxes to Dauphin County Tax Claim		\$965.10
03 Property Taxes - City/Township/Borough to City of Harrisburg	\$298.34	
04 Property Taxes - County to Dauphin County Treasurer	\$99.72	
05 Real Estate Commission to Harrisburg Property Management Group	\$4,125.00	
06 Real Estate Commission to Keller Williams Elite	\$4,125.00	
07 Title - Owner's Title Insurance (optional) to T.A. Elite of Pennsylvania, LLC	\$0.00	\$0.00
08 Utility Billing - Trash to City of Harrisburg	\$97.02	
09 Utility Billing -Water Bill to Capital Region Water	\$492.18	
<b>J. TOTAL CLOSING COSTS</b>	<b>\$11,298.01</b>	<b>\$965.10</b>

# Supplemental Page

By signing, you are only confirming that you have received this form.



\_\_\_\_\_  
QUIANNA AGENT-PHILLIPS

Payoffs Breakdown		Amount
1st Payoff (Seller): Payoff to Service 1st Federal		
Seller Debit		\$68,000.00
<b>Total:</b>		<b>\$68,000.00</b>

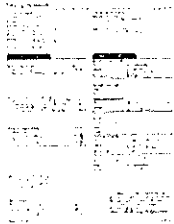
# Signature Certificate



Envelope Ref:36106117264fe9e3b830f10c600bac19588e5b1a

Author: Customer Support    Creation Date: 08 May 2023, 15:20:23, CDT    Completion Date: 08 May 2023, 15:50:35, CDT

## Document Details:



Name: CD\_5-8-2023\_16-16

Type:

Document Ref: 2eb649932fe8da415ac96cddcfd498c6b209f5d0f77be263e123ef6195f0  
b67a

Document Total Pages: 3

## Document Signed By:

Name: Amber Cruz  
Email: amberyouragent@gmail.com  
IP: 2600:387:3:805::9d  
Location: WASHINGTON, DC (US)  
Date: 08 May 2023, 15:50:35, CDT  
Consent: eSignature Consent Accepted  
Security Level: Embedded Signing

## Document History:

Envelope Created      Customer Support created this envelope on 08 May 2023, 15:20:23, CDT  
Signed by Amber Cruz      Amber Cruz signed this Envelope on 08 May 2023, 15:50:35, CDT  
Executed      Document(s) successfully executed on 08 May 2023, 15:50:35, CDT

**Service Address:**  
347 S 13TH ST, 1FL  
HARRISBURG, PA 17104

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



MB 01 001462 07450 H 6 A

Exhibit 5



Quianna Agent-Phillips  
24 Kingswood Ct  
Mount Holly NJ 08060

001462 1/3

September 10, 2025

**Bill Account Number:** 80900-64143

Dear QUIANNA AGENT-PHILLIPS:

Thank you for reaching out to us. We've enclosed an account activity statement as requested, for informational purposes.

Please contact us if you have any additional questions. You can also manage your account 24/7, view your bill and track your daily electric use at [ppllectric.com](http://ppllectric.com).

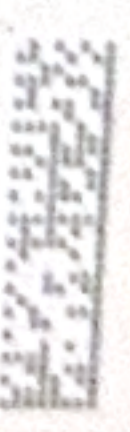
You are a valued customer, and we appreciate the opportunity to serve you.

Sincerely,

**PPL Electric Utilities**

Enclosure(s)

6792383 : 000



PPL Electric Utilities

Account Activity Statement

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

Account Number:  
8090064143

Date/Time Retrieved:  
9/10/2025 5:18 PM

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

Mail To:  
QUIANNA AGENT-PHILLIPS  
347 S 13TH ST, 1FL  
HARRISBURG, PA 17104

Service Address:  
QUIANNA AGENT-PHILLIPS  
347 S 13TH ST, 1FL  
HARRISBURG, PA 17104

Payment Agreement:

Installment: 0

Budget Bill Amortization:

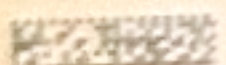
Installment: 0

Current Rate: RS

Balance: 0

Balance: 0

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
8/9/2023	Late Payment Charge		\$53.83	\$0.00	\$0.00	\$0.00			0	0	0
8/9/2023	Late Payment Charge		\$3.27	\$0.00	\$0.00	\$0.00			0	0	0
8/11/2023	ELECTRIC SERVICE		\$102.21	\$0.00	\$0.00	\$0.00			0	0	0
8/11/2023	Regular Bill	09/05	\$4,986.94	\$4,827.63	\$0.00	\$0.00	0000/0356	34576A	29	482	0
9/12/2023	ELECTRIC SERVICE		\$94.86	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2023	Late Payment Charge		\$3.98	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2023	Late Payment Charge		\$55.04	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2023	Regular Bill	10/03	\$5,140.82	\$4,986.94	\$0.00	\$0.00	0000/0347	35011A	32	435	0
10/10/2023	Late Payment Charge		\$4.72	\$0.00	\$0.00	\$0.00			0	0	0
10/10/2023	Late Payment Charge		\$56.16	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2023	ELECTRIC SERVICE		\$184.95	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2023	Regular Bill	11/01	\$5,386.65	\$5,140.82	\$0.00	\$0.00	0088/0045	35945A	29	934	0
11/7/2023	Late Payment Charge		\$58.34	\$0.00	\$0.00	\$0.00			0	0	0
11/7/2023	Late Payment Charge		\$5.48	\$0.00	\$0.00	\$0.00			0	0	0
11/9/2023	ELECTRIC SERVICE		\$389.71	\$0.00	\$0.00	\$0.00			0	0	0
11/9/2023	Regular Bill	12/04	\$5,840.18	\$5,386.65	\$0.00	\$0.00	0336/0004	38013A	29	2068	0
12/12/2023	ELECTRIC SERVICE		\$661.93	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2023	Late Payment Charge		\$62.94	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2023	Late Payment Charge		\$6.28	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2023	Regular Bill	01/02	\$6,571.33	\$5,840.18	\$0.00	\$0.00	0773/0000	41674A	33	3661	0
1/9/2024	Late Payment Charge		\$7.15	\$0.00	\$0.00	\$0.00			0	0	0
1/9/2024	Late Payment Charge		\$70.75	\$0.00	\$0.00	\$0.00			0	0	0
1/16/2024	ELECTRIC SERVICE		\$783.59	\$0.00	\$0.00	\$0.00			0	0	0
1/16/2024	Regular Bill	02/06	\$7,432.82	\$6,571.33	\$0.00	\$0.00	0917/0000	46245A	35	4571	0
2/13/2024	ELECTRIC SERVICE		\$671.79	\$0.00	\$0.00	\$0.00			0	0	0



PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
2/13/2024	Late Payment Charge		\$79.99	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2024	Late Payment Charge		\$8.12	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2024	Regular Bill	03/05	\$8,192.72	\$7,432.82	\$0.00	\$0.00	0834/0000	50187A	28	3942	0
3/12/2024	Late Payment Charge		\$87.91	\$0.00	\$0.00	\$0.00			0	0	0
3/12/2024	Late Payment Charge		\$9.22	\$0.00	\$0.00	\$0.00			0	0	0
3/14/2024	ELECTRIC SERVICE		\$554.87	\$0.00	\$0.00	\$0.00			0	0	0
3/14/2024	Regular Bill	04/04	\$8,844.72	\$8,192.72	\$0.00	\$0.00	0698/0000	53426A	30	3239	0
4/10/2024	Late Payment Charge		\$10.44	\$0.00	\$0.00	\$0.00			0	0	0
4/10/2024	Late Payment Charge		\$94.45	\$0.00	\$0.00	\$0.00			0	0	0
4/15/2024	ELECTRIC SERVICE		\$457.33	\$0.00	\$0.00	\$0.00			0	0	0
4/15/2024	Regular Bill	05/06	\$9,406.94	\$8,844.72	\$0.00	\$0.00	0506/0003	56078A	32	2652	0
5/14/2024	ELECTRIC SERVICE		\$266.33	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2024	Late Payment Charge		\$11.75	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2024	Late Payment Charge		\$99.84	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2024	Regular Bill	06/04	\$9,784.86	\$9,406.94	\$0.00	\$0.00	0202/0046	57581A	29	1503	0
6/11/2024	Late Payment Charge		\$13.15	\$0.00	\$0.00	\$0.00			0	0	0
6/11/2024	Late Payment Charge		\$102.98	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2024	ELECTRIC SERVICE		\$140.34	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2024	Regular Bill	07/05	\$10,041.33	\$9,784.86	\$0.00	\$0.00	0012/0167	58347A	30	766	0
7/11/2024	Late Payment Charge		\$14.60	\$0.00	\$0.00	\$0.00			0	0	0
7/11/2024	Late Payment Charge		\$104.63	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2024	ELECTRIC SERVICE		\$105.87	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2024	Regular Bill	08/05	\$10,266.43	\$10,041.33	\$0.00	\$0.00	0000/0497	58921A	32	574	0
8/13/2024	ELECTRIC SERVICE		\$79.29	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2024	Late Payment Charge		\$16.09	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2024	Late Payment Charge		\$105.88	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2024	Regular Bill	09/03	\$10,467.69	\$10,266.43	\$0.00	\$0.00	0000/0390	59325A	29	404	0
9/10/2024	Late Payment Charge		\$106.82	\$0.00	\$0.00	\$0.00			0	0	0
9/10/2024	Late Payment Charge		\$17.61	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2024	ELECTRIC SERVICE		\$103.15	\$0.00	\$0.00	\$0.00			0	0	0



PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
9/12/2024	Regular Bill	10/03	\$10,695.27	\$10,467.69	\$0.00	\$0.00	0008/0175	59882A	30	557	0
10/9/2024	Late Payment Charge		\$108.04	\$0.00	\$0.00	\$0.00			0	0	0
10/9/2024	Late Payment Charge		\$19.17	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2024	ELECTRIC SERVICE		\$174.99	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2024	Regular Bill	11/04	\$10,997.47	\$10,695.27	\$0.00	\$0.00	0061/0073	60900A	29	1018	0
11/11/2024	ELECTRIC SERVICE		\$377.04	\$0.00	\$0.00	\$0.00			0	0	0
11/11/2024	Regular Bill	12/02	\$11,374.51	\$10,997.47	\$0.00	\$0.00	0307/0009	63214A	31	2314	0
11/12/2024	Late Payment Charge		\$110.10	\$0.00	\$0.00	\$0.00			0	0	0
11/12/2024	Late Payment Charge		\$20.76	\$0.00	\$0.00	\$0.00			0	0	0
12/10/2024	Late Payment Charge		\$114.55	\$0.00	\$0.00	\$0.00			0	0	0
12/10/2024	Late Payment Charge		\$20.76	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2024	ELECTRIC SERVICE		\$587.54	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2024	Regular Bill	01/02	\$12,228.22	\$11,374.51	\$0.00	\$0.00	0745/0000	66809A	31	3595	0
1/8/2025	Late Payment Charge		\$24.09	\$0.00	\$0.00	\$0.00			0	0	0
1/8/2025	Late Payment Charge		\$121.48	\$0.00	\$0.00	\$0.00			0	0	0
1/14/2025	ELECTRIC SERVICE		\$811.57	\$0.00	\$0.00	\$0.00			0	0	0
1/14/2025	Regular Bill	02/04	\$13,185.36	\$12,228.22	\$0.00	\$0.00	1119/0000	71637A	33	4828	0
2/11/2025	Late Payment Charge		\$25.91	\$0.00	\$0.00	\$0.00			0	0	0
2/11/2025	Late Payment Charge		\$131.05	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2025	ELECTRIC SERVICE		\$776.48	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2025	Regular Bill	03/06	\$14,118.80	\$13,185.36	\$0.00	\$0.00	1153/0000	76206A	30	4569	0
3/12/2025	Late Payment Charge		\$27.87	\$0.00	\$0.00	\$0.00			0	0	0
3/12/2025	Late Payment Charge		\$140.21	\$0.00	\$0.00	\$0.00			0	0	0
3/14/2025	ELECTRIC SERVICE		\$591.26	\$0.00	\$0.00	\$0.00			0	0	0
3/14/2025	Regular Bill	04/04	\$14,878.14	\$14,118.80	\$0.00	\$0.00	0823/0000	79635A	29	3429	0
4/10/2025	Late Payment Charge		\$147.18	\$0.00	\$0.00	\$0.00			0	0	0
4/14/2025	ELECTRIC SERVICE		\$447.91	\$0.00	\$0.00	\$0.00			0	0	0
4/14/2025	Regular Bill	05/05	\$15,473.23	\$14,878.14	\$0.00	\$0.00	0503/0000	82208A	31	2573	0
5/13/2025	Late Payment Charge		\$31.81	\$0.00	\$0.00	\$0.00			0	0	0
5/13/2025	Late Payment Charge		\$152.46	\$0.00	\$0.00	\$0.00			0	0	0



PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
5/14/2025	ELECTRIC SERVICE		\$207.34	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2025	Regular Bill	06/04	\$15,864.84	\$15,473.23	\$0.00	\$0.00	0105/0026	83346A	30	1138	0
6/10/2025	Late Payment Charge		\$154.91	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2025	ELECTRIC SERVICE		\$191.35	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2025	Regular Bill	07/07	\$16,211.10	\$15,864.84	\$0.00	\$0.00	0094/0099	84340A	30	994	0
7/15/2025	ELECTRIC SERVICE		\$145.42	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2025	Late Payment Charge		\$157.17	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2025	Late Payment Charge		\$36.06	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2025	Regular Bill	08/05	\$16,549.75	\$16,211.10	\$0.00	\$0.00	0006/0403	85031A	32	691	0
8/12/2025	Late Payment Charge		\$158.88	\$0.00	\$0.00	\$0.00			0	0	0
8/12/2025	Late Payment Charge		\$38.47	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2025	ELECTRIC SERVICE		\$125.92	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2025	Regular Bill	09/03	\$16,873.02	\$16,549.75	\$0.00	\$0.00	0000/0360	85618A	29	587	0
9/9/2025	Late Payment Charge		\$40.94	\$0.00	\$0.00	\$0.00			0	0	0
9/9/2025	Late Payment Charge		\$160.36	\$0.00	\$0.00	\$0.00			0	0	0



Date: May 10, 2023 at 1:28:10 PM EDT

To: [zionmgmt@gmail.com](mailto:zionmgmt@gmail.com)

Subject: Are you moving?

Exhibit 6

[Home](#) [My Account](#) [Ways to Save](#) [About Us](#) | [Sign in](#)



## Are you moving?

Another party requested to start service at your address on **May 11** for the following PPL Electric Utilities account:

**Account Number:** XXXXX-08041

**Address:** 347 S 13TH ST, HOUSE METER HARRISBURG PA 17104

If this is correct, **your service will end on May 11**. You can change your stop date and update your mailing address by [signing in to your online profile](#).

If this is an error, please contact us at [1-800-342-5775](tel:1-800-342-5775) and say "I'm not moving."



**Please do not reply to this automated email. This mailbox is not monitored.**

Please visit the [PPL Electric Utilities website](#) for the latest news and services.

**Questions?** You may also contact PPL Electric Utilities Customer Service by calling [1-800-DIAL-PPL \(1-800-342-5775\)](tel:1-800-DIAL-PPL).

To ensure delivery of important email messages regarding your account, add



Interact with us

WRITTEN STATEMENT OF QUIANNA JONES

Docket No. F-2026-3060897

Your Honor:

My name is Quianna Jones, and I am submitting this written statement in support of my Formal Complaint regarding the electric account that PPL Electric Utilities incorrectly placed in my name for 347 S. 13th Street, 1FL, Harrisburg, PA.

The facts below show that I never opened, never authorized, never occupied, and never benefited from the electric service at this unit, and that the \$17,223.38 balance and related credit reporting resulted from PPL's internal error, not my actions.

### **1. My Ownership and Role as Landlord**

I owned the multi-unit property at 347 S. 13th Street from March 2017 until I sold it on May 8, 2023. During my ownership, Unit 1FL was continuously occupied. I never lived on the property and never had any reason to open service in my name for Unit 1.

### **2. Tenant Responsibility**

Beverly Miller lived in Unit 1FL beginning in 2019 and remained the occupant through and beyond the sale of the property.

Her lease required her to maintain electric service in her own name. She was the sole user and beneficiary of the electricity at all relevant times. (Exhibit 3 & Exhibit 4 & Exhibit 1)

PPL's own records confirm that she was still the occupant in September 2025, when she called to place service in her name.

### **3. Sale of Property**

I sold the property on May 8, 2023 (Exhibit 2). After that date, I had no ownership, no access, no control, and no legal or contractual relationship with the property or its utilities.

PPL provided formal notice on May 10, 2023, that they were in receipt of new property ownership. (Exhibit 6)

### **4. I Never Opened Service for Unit 1, and PPL Never Notified Me That Service Was Started in My Name**

I never opened or authorized electric service for Unit 1 at any time. Unit 1 was never vacant during my ownership, so there was never any circumstance in which I would have placed temporary landlord service there. I never lived on the property, never occupied Unit 1, and never received any benefit from the electricity used there.

PPL also never sent me any notice that service had been started in my name for this specific unit. I received no confirmation, no welcome letter, no billing statements, and no communication of any kind

indicating that an account had been opened for Unit 1. I had no knowledge that PPL had placed service in my name until the balance appeared on my credit report in September 2025.

### **5. PPL Mailed Bills to the Wrong Address**

PPL's own records show bills sent to:

- 4401 N. Front Street (a business that reported they did not know addressee), and then
- The service address itself (Unit 1FL)

I never lived at either address or received a single bill.

PPL's own records show:

"Returned Mail – Attempted Not Known." (May 28, 2024)

Despite knowing I was not receiving bills, PPL continued billing and adding late fees.

### **6. PPL Failed to Mitigate an Escalating Balance**

PPL also failed to mitigate an escalating balance by not terminating service despite years of non-payment.

Under Pennsylvania regulations, utilities must issue proper notices and discontinue service when bills remain unpaid. PPL allowed the balance to grow to more than \$17,000 without ever shutting off service, even though bills were being returned as undeliverable and no payments were being made.

This failure directly contributed to the size of the disputed balance. The fact that the correct responsible party, Beverly Miller, called (Sept 11, 2025) PPL immediately to place service in her name, once the account in my name was stopped, demonstrates that PPL could have avoided this entire discrepancy had they followed proper termination and occupancy-verification procedures.

### **7. PPL Never Notified Me of Any Balance**

From September 2022 to September 2025, I received:

- No bills
- No shutoff notices
- No delinquency notices
- No identity verification requests
- No fraud alerts

I only learned of the account when it appeared on my credit report in September 2025.

### **8. My First Notice Was in September 2025, and PPL Confirmed the Tenant Was Still Living There**

On September 10, 2025, I contacted PPL immediately after discovering the collection account. I explained that:

- I never opened or authorized service for Unit 1
- I sold the property on May 8, 2023
- I had never lived on the property
- The unit was occupied by the tenant, Beverly Miller

Because I had never received any bills or notice, PPL told me they would mail me a full statement so I could see when the balance began and understand details of this account.

The letter PPL mailed to me following that call was the first piece of mail I ever received at my address regarding this account (**Exhibit 5**). That statement also contained a discrepancy; it showed the balance beginning on August 9, 2023, which conflicts with PPL's claim that the account began on September 26, 2022. This inconsistency further demonstrates that I had no knowledge of this account and that PPL's records regarding this account are inaccurate

### **9. Police Incident Report Filed**

At PPL's direction, I filed a police incident report with the Harrisburg City Police on January 28, 2026, Incident Number HC260050-81. The report documents that the tenant at Unit 1 was receiving PPL notices at the property and continued using electric service without placing the account in her own name, which resulted in a balance accumulating in my name without my knowledge.

### **10. The \$17,223.38 Balance and Credit Damage**

PPL issued a final bill for \$17,223.38 and sent it to collections, which severely damaged my credit and caused financial harm.

This balance reflects:

- Three years of usage by a tenant
- Two years of usage after I sold the property
- Service I never authorized, received, or benefited from

### **11. Relief Requested**

I respectfully request that the Commission:


1. Remove the \$17,223.38 balance from my name
2. Direct PPL to delete all negative credit reporting
3. Confirm that I have no liability for service at 347 S. 13th Street, 1FL
4. Correct PPL's records to reflect the proper responsible party

### **Conclusion**

Your Honor, the evidence shows PPL's internal error, compounded by:

- lack of identity verification
- incorrect mailing addresses
- returned mail and verbal verification of wrong address
- failure to shut off service
- billing after the sale of the property; tenant occupancy and usage
- account balance discrepancies

Respectfully Submitted,

  
Quianna Jones  
Complainant

**PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED]  
 Mail To: QUIANNA AGENT-PHILLIPS  
 347 S 13TH ST, 1FL  
 HARRISBURG PA 17104  
 Requested By: QUIANNA AGENT-PHILLIPS  
 Extension:

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/12/2022	ELECTRIC SERVICE		\$187.24								
10/12/2022	Regular Bill	11/02	\$187.24				0151/0000	12500A	15	1009	
11/09/2022	Late Payment Charge		\$2.21								
11/10/2022	ELECTRIC SERVICE		\$408.61								
11/10/2022	Regular Bill	12/05	\$598.06	\$187.24			0308/0009	14710A	29	2210	
12/12/2022	ELECTRIC SERVICE		\$751.44								
12/12/2022	Regular Bill	01/03	\$1349.50	\$598.06			0793/0000	18651A	32	3941	
12/13/2022	Late Payment Charge		\$7.03								
12/13/2022	Late Payment Charge		\$0.03								
01/10/2023	Late Payment Charge		\$0.03								
01/10/2023	Late Payment Charge		\$15.89								
01/13/2023	ELECTRIC SERVICE		\$857.06								
01/13/2023	Regular Bill	02/06	\$2229.54	\$1349.50			0942/0000	22785A	31	4134	
02/04/2023	Miscellaneous		\$-0.03								
02/04/2023	Miscellaneous		\$-15.89								
02/10/2023	ELECTRIC SERVICE		\$724.30								
02/10/2023	Regular Bill	03/06	\$2937.92	\$2213.62			0824/0000	26274A	29	3489	
03/14/2023	ELECTRIC SERVICE		\$681.31								
03/14/2023	Late Payment Charge		\$34.35								
03/14/2023	Late Payment Charge		\$0.32								
03/14/2023	Regular Bill	04/04	\$3653.90	\$2937.92			0750/0000	29551A	32	3277	
04/11/2023	Late Payment Charge		\$0.75								
04/11/2023	Late Payment Charge		\$42.38								
04/13/2023	ELECTRIC SERVICE		\$530.29								
04/13/2023	Regular Bill	05/04	\$4227.32	\$3653.90			0477/0014	32084A	30	2533	
05/10/2023	Late Payment Charge		\$48.63								
05/10/2023	Late Payment Charge		\$1.29								
05/12/2023	ELECTRIC SERVICE		\$247.01								
05/12/2023	Regular Bill	06/05	\$4524.25	\$4227.32			0237/0017	33221A	29	1137	
06/13/2023	ELECTRIC SERVICE		\$109.41								
06/13/2023	Late Payment Charge		\$51.54								
06/13/2023	Late Payment Charge		\$1.92								
06/13/2023	Regular Bill	07/05	\$4687.12	\$4524.25			0031/0091	33705A	32	484	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
07/11/2023	Late Payment Charge		\$52.83								
07/11/2023	Late Payment Charge		\$2.58								
07/13/2023	ELECTRIC SERVICE		\$85.10								
07/13/2023	Regular Bill	08/03	\$4827.63	\$4687.12			0003/0272	34094A	30	389	
08/09/2023	Late Payment Charge		\$3.27								
08/09/2023	Late Payment Charge		\$53.83								
08/11/2023	ELECTRIC SERVICE		\$102.21								
08/11/2023	Regular Bill	09/05	\$4986.94	\$4827.63			0000/0356	34576A	29	482	
09/12/2023	ELECTRIC SERVICE		\$94.86								
09/12/2023	Late Payment Charge		\$55.04								
09/12/2023	Late Payment Charge		\$3.98								
09/12/2023	Regular Bill	10/03	\$5140.82	\$4986.94			0000/0347	35011A	32	435	
10/10/2023	Late Payment Charge		\$4.72								
10/10/2023	Late Payment Charge		\$56.16								
10/11/2023	ELECTRIC SERVICE		\$184.95								
10/11/2023	Regular Bill	11/01	\$5386.65	\$5140.82			0088/0045	35945A	29	934	
11/07/2023	Late Payment Charge		\$58.34								
11/07/2023	Late Payment Charge		\$5.48								
11/09/2023	ELECTRIC SERVICE		\$389.71								
11/09/2023	Regular Bill	12/04	\$5840.18	\$5386.65			0336/0004	38013A	29	2068	
12/12/2023	ELECTRIC SERVICE		\$661.93								
12/12/2023	Late Payment Charge		\$62.94								
12/12/2023	Late Payment Charge		\$6.28								
12/12/2023	Regular Bill	01/02	\$6571.33	\$5840.18			0773/0000	41674A	33	3661	
01/09/2024	Late Payment Charge		\$7.15								
01/09/2024	Late Payment Charge		\$70.75								
01/16/2024	ELECTRIC SERVICE		\$783.59								
01/16/2024	Regular Bill	02/06	\$7432.82	\$6571.33			0917/0000	46245A	35	4571	
02/13/2024	ELECTRIC SERVICE		\$671.79								
02/13/2024	Late Payment Charge		\$8.12								
02/13/2024	Late Payment Charge		\$79.99								
02/13/2024	Regular Bill	03/05	\$8192.72	\$7432.82			0834/0000	50187A	28	3942	
03/12/2024	Late Payment Charge		\$9.22								
03/12/2024	Late Payment Charge		\$87.91								
03/14/2024	ELECTRIC SERVICE		\$554.87								
03/14/2024	Regular Bill	04/04	\$8844.72	\$8192.72			0698/0000	53426A	30	3239	
04/10/2024	Late Payment Charge		\$10.44								
04/10/2024	Late Payment Charge		\$94.45								
04/15/2024	ELECTRIC SERVICE		\$457.33								
04/15/2024	Regular Bill	05/06	\$9406.94	\$8844.72			0506/0003	56078A	32	2652	

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

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

Account Number: [REDACTED]  
 Mail To: QUIANNA AGENT-PHILLIPS  
 347 S 13TH ST, 1FL  
 HARRISBURG PA 17104  
 Requested By: QUIANNA AGENT-PHILLIPS  
 Extension:

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
05/14/2024	ELECTRIC SERVICE		\$266.33								
05/14/2024	Late Payment Charge		\$11.75								
05/14/2024	Late Payment Charge		\$99.84								
05/14/2024	Regular Bill	06/04	\$9784.86	\$9406.94			0202/0046	57581A	29	1503	
06/11/2024	Late Payment Charge		\$13.15								
06/11/2024	Late Payment Charge		\$102.98								
06/13/2024	ELECTRIC SERVICE		\$140.34								
06/13/2024	Regular Bill	07/05	\$10041.33	\$9784.86			0012/0167	58347A	30	766	
07/11/2024	Late Payment Charge		\$104.63								
07/11/2024	Late Payment Charge		\$14.60								
07/15/2024	ELECTRIC SERVICE		\$105.87								
07/15/2024	Regular Bill	08/05	\$10266.43	\$10041.33			0000/0497	58921A	32	574	
08/13/2024	ELECTRIC SERVICE		\$79.29								
08/13/2024	Late Payment Charge		\$105.88								
08/13/2024	Late Payment Charge		\$16.09								
08/13/2024	Regular Bill	09/03	\$10467.69	\$10266.43			0000/0390	59325A	29	404	
09/10/2024	Late Payment Charge		\$106.82								
09/10/2024	Late Payment Charge		\$17.61								
09/12/2024	ELECTRIC SERVICE		\$103.15								
09/12/2024	Regular Bill	10/03	\$10695.27	\$10467.69			0008/0175	59882A	30	557	
10/09/2024	Late Payment Charge		\$19.17								
10/09/2024	Late Payment Charge		\$108.04								
10/11/2024	ELECTRIC SERVICE		\$174.99								
10/11/2024	Regular Bill	11/04	\$10997.47	\$10695.27			0061/0073	60900A	29	1018	
11/11/2024	ELECTRIC SERVICE		\$377.04								
11/11/2024	Regular Bill	12/02	\$11374.51	\$10997.47			0307/0009	63214A	31	2314	
11/12/2024	Late Payment Charge		\$20.76								
11/12/2024	Late Payment Charge		\$110.10								
12/10/2024	Late Payment Charge		\$20.76								
12/10/2024	Late Payment Charge		\$114.55								
12/12/2024	ELECTRIC SERVICE		\$587.54								
12/12/2024	Regular Bill	01/02	\$12228.22	\$11374.51			0745/0000	66809A	31	3595	
01/08/2025	Late Payment Charge		\$24.09								
01/08/2025	Late Payment Charge		\$121.48								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
01/14/2025	ELECTRIC SERVICE		\$811.57								
01/14/2025	Regular Bill	02/04	\$13185.36	\$12228.22			1119/0000	71637A	33	4828	
02/11/2025	Late Payment Charge		\$131.05								
02/11/2025	Late Payment Charge		\$25.91								
02/13/2025	ELECTRIC SERVICE		\$776.48								
02/13/2025	Regular Bill	03/06	\$14118.80	\$13185.36			1153/0000	76206A	30	4569	
03/12/2025	Late Payment Charge		\$27.87								
03/12/2025	Late Payment Charge		\$140.21								
03/14/2025	ELECTRIC SERVICE		\$591.26								
03/14/2025	Regular Bill	04/04	\$14878.14	\$14118.80			0823/0000	79635A	29	3429	
04/10/2025	Late Payment Charge		\$147.18								
04/14/2025	ELECTRIC SERVICE		\$447.91								
04/14/2025	Regular Bill	05/05	\$15473.23	\$14878.14			0503/0000	82208A	31	2573	
05/13/2025	Late Payment Charge		\$31.81								
05/13/2025	Late Payment Charge		\$152.46								
05/14/2025	ELECTRIC SERVICE		\$207.34								
05/14/2025	Regular Bill	06/04	\$15864.84	\$15473.23			0105/0026	83346A	30	1138	
06/10/2025	Late Payment Charge		\$154.91								
06/13/2025	ELECTRIC SERVICE		\$191.35								
06/13/2025	Regular Bill	07/07	\$16211.10	\$15864.84			0094/0099	84340A	30	994	
07/15/2025	ELECTRIC SERVICE		\$145.42								
07/15/2025	Late Payment Charge		\$157.17								
07/15/2025	Late Payment Charge		\$36.06								
07/15/2025	Regular Bill	08/05	\$16549.75	\$16211.10			0006/0403	85031A	32	691	
08/12/2025	Late Payment Charge		\$38.47								
08/12/2025	Late Payment Charge		\$158.88								
08/13/2025	ELECTRIC SERVICE		\$125.92								
08/13/2025	Regular Bill	09/03	\$16873.02	\$16549.75			0000/0360	85618A	29	587	
09/09/2025	Late Payment Charge		\$40.94								
09/09/2025	Late Payment Charge		\$160.36								
09/11/2025	ELECTRIC SERVICE		\$149.06								
09/11/2025	Regular Bill	10/02	\$17223.38	\$16873.02			0006/0168	863290	29	711	
01/05/2026	Charge Off		\$-13747.95								
01/05/2026	Charge Off		\$-40.94								
01/05/2026	Charge Off		\$-38.47								
01/05/2026	Charge Off		\$-36.06								
01/05/2026	Charge Off		\$-31.81								
01/05/2026	Charge Off		\$-27.87								
01/05/2026	Charge Off		\$-25.91								
01/05/2026	Charge Off		\$-24.09								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 05/08/26  
Page: 3

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
------	------------------	----------	--------------------	-----------------	---------------	------------------	-------------	----------	-----------	-----	-----------

**PPL Electric Exhibit No. 1**  
**Page 5 of 6**

01/05/2026	Charge Off		\$-20.76								
01/05/2026	Charge Off		\$-20.76								
01/05/2026	Charge Off		\$-19.17								
01/05/2026	Charge Off		\$-17.61								
01/05/2026	Charge Off		\$-16.09								
01/05/2026	Charge Off		\$-14.60								
01/05/2026	Charge Off		\$-13.15								
01/05/2026	Charge Off		\$-11.75								
01/05/2026	Charge Off		\$-10.44								
01/05/2026	Charge Off		\$-9.22								
01/05/2026	Charge Off		\$-8.12								
01/05/2026	Charge Off		\$-7.15								
01/05/2026	Charge Off		\$-6.28								
01/05/2026	Charge Off		\$-5.48								
01/05/2026	Charge Off		\$-4.72								
01/05/2026	Charge Off		\$-3.98								
01/05/2026	Charge Off		\$-3.27								
01/05/2026	Charge Off		\$-2.58								
01/05/2026	Charge Off		\$-1.92								
01/05/2026	Charge Off		\$-1.29								
01/05/2026	Charge Off		\$-0.75								
01/05/2026	Charge Off		\$-0.32								
01/05/2026	Charge Off		\$-0.03								
01/05/2026	Charge Off		\$-0.03								
01/05/2026	Charge Off		\$-160.36								
01/05/2026	Charge Off		\$-158.88								
01/05/2026	Charge Off		\$-157.17								
01/05/2026	Charge Off		\$-154.91								
01/05/2026	Charge Off		\$-152.46								
01/05/2026	Charge Off		\$-147.18								
01/05/2026	Charge Off		\$-140.21								
01/05/2026	Charge Off		\$-131.05								
01/05/2026	Charge Off		\$-121.48								
01/05/2026	Charge Off		\$-114.55								
01/05/2026	Charge Off		\$-110.10								
01/05/2026	Charge Off		\$-108.04								
01/05/2026	Charge Off		\$-106.82								
01/05/2026	Charge Off		\$-105.88								
01/05/2026	Charge Off		\$-104.63								
01/05/2026	Charge Off		\$-102.98								
01/05/2026	Charge Off		\$-99.84								
01/05/2026	Charge Off		\$-94.45								
01/05/2026	Charge Off		\$-87.91								
01/05/2026	Charge Off		\$-79.99								
01/05/2026	Charge Off		\$-70.75								
01/05/2026	Charge Off		\$-62.94								
01/05/2026	Charge Off		\$-58.34								
01/05/2026	Charge Off		\$-56.16								
01/05/2026	Charge Off		\$-55.04								
01/05/2026	Charge Off		\$-53.83								
01/05/2026	Charge Off		\$-52.83								
01/05/2026	Charge Off		\$-51.54								
01/05/2026	Charge Off		\$-48.63								
01/05/2026	Charge Off		\$-42.38								
01/05/2026	Charge Off		\$-34.35								
01/05/2026	Charge Off		\$-15.89								
01/05/2026	Charge Off		\$-7.03								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 05/08/26  
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
------	------------------	----------	--------------------	-----------------	---------------	------------------	-------------	----------	-----------	-----	-----------



**PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name: QUIANNA AGENT-PHILLIPS**  
 From 1/1/2022 to 5/8/2026

Contact Date	Contact Type	Remarks	User
2026-04-22	Account Balance	Caller QUIANNA AGENT-PHILLIPS Ratepayer. adv ppl position is it is correct as rendered and cannot be altered as we do not base bill on which name is on acct not based on lease ownership but when service is elected to be started or stopped	MATTHEW FINN
2026-04-22	Correspondence - General	Template Name Master Utility Report Created By MATTHEW FINN Letter Edited No CS Letters ID 7238432	CSLET
2026-04-22	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2026-04-22	Account Balance	Caller QUIANNA AGENT-PHILLIPS Ratepayer. is fraudulent adv until that point full bal is owed as cst was contact multiple times through email and phone about this bill can split into 24 pymnts cst not sat but understands	MATTHEW FINN
2026-04-22	Billing	Caller QUIANNA AGENT-PHILLIPS Ratepayer User Comments cci regarding making a deal with balance sent to collections for 17 223.38 adv cst that service was started through web self service on 9 27 22 ended on 9 11 2025 cst sent fraud report to credit agency adv that needs to be sent to us then we can detemrine if bal accrued	MATTHEW FINN
2026-04-22	WUR Assessment	... at No. WUR Required Yes. Caller s Concern Account End Date. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	MATTHEW FINN
2026-04-22	WUR Assessment	QUIANNA AGENT-PHILLIPS 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 Fraud Claim. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Activation Date. Position Stated Yes. S ...	MATTHEW FINN
2026-04-22	Special Situation	Caller QUIANNA AGENT-PHILLIPS Ratepayer. [REDACTED] confirmed as acct email on 4 22 26	MATTHEW FINN
2026-04-22	Call Transfer	Caller QUIANNA AGENT-PHILLIPS Ratepayer User Comments cci bc she want info on acct. info cx acct is under collections. xfer to EE	AURA RINCONES
2026-04-22	WUR Assessment	QUIANNA AGENT-PHILLIPS Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	AURA RINCONES
2026-03-05	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2026-3060897 - WATT ID 4660252	E02623
2026-03-05	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 4660252 Created	CARMEN P URBAN
2026-01-30	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4110837 DEC CLOSED01 30 2026 DISPUTE BAL FROM RENTAL PROP SOLD MAY 2023. TENANT SHOULD BE RESPONS FOR BAL. SERV EST 9 27 22. CO SENT REMINDER PHONE ATTEMPTS W NO RESPONSE. CUST DID NOT REQ DISCO IN NAME TIL 9 11 25. REMOVED 9 11 25. SENT COL AGCY 1	CUCL143
2026-01-28	Service	Caller QUIANNA AGENT-PHILLIPS Ratepayer. Cx calling to adv she received an email from PPL stated that shes putting service to her name at 347 S 13TH ST on 9 26 2022. Cx wanted to know wich floor l adv cx yes she did selservice on 9 26 2022-Mon 4 13 PM for 347 S 13TH ST 1FL HARRISBURG PA 17104	THAMARA BAPTISTE
2026-01-06	SC - PUC Informal Complaint	PUC MDIA BCS 4110837	CUCL143
2025-10-02	Correspondence - Collections	Final Bill Reminder	
2025-09-11	Connect Issued	CTP-Applicant caller BEVERLY R MILLER CallerRelation Ratepayer date of connect 09 12 2025 new address 347 S 13TH ST 1FL HARRISBURG PA 17104 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	MARIYAH THOMPSON
2025-09-11	Disconnect Completed		BATCH
2025-09-10	Credit	Caller QUIANNA AGENT-PHILLIPS Ratepayer. from when the acct was open sent cx as well the statement of the last 25 bills to have more proof of the acct cx understood adv cx to make the reports as soon as possible SAT y	THOMAS HENRIQUEZ
2025-09-10	Credit	Caller QUIANNA AGENT-PHILLIPS Ratepayer User Comments cci advising spoke with prev agent regarding a police report on the acct cx adv never opened adv cx acct is closing 9 11 2025 adv and affirmed acc t open the 9 27 2025 adv cx to show proof of cx residence when reporting the fraud cx has also has proof of who had lived at the address	THOMAS HENRIQUEZ
2025-09-10	Correspondence - General	Template Name Statement of Account - No Dispute Created By Henriquez Thomas Letter Edited No CS Letters ID 6792383	CSLET

Contact Date	Contact Type	Remarks	User
2025-09-10	WUR Assessment	QUIANNA AGENT-PHILLIPS Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	THOMAS HENRIQUEZ
2025-09-10	Disconnect Issued	Electric Caller QUIANNA AGENT-PHILLIPS Ratepayer WantDate 09 11 2025 M A Forwarding Address Unknown Send Joint1 Letter No Customer Satisfied Understands Yes System CTP	MARK BENNETT
2025-09-10	Correspondence - General	Template Name Master Utility Report Created By MARK BENNETT Letter Edited No CS Letters ID 6792367	CSLET
2025-09-10	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-09-10	Billing	Caller QUIANNA AGENT-PHILLIPS Ratepayer User Comments CUST CLLD RE SHE NEVER OPENED ACCNT. ADVSD ACCT WAS OPENED UNDER HER NAME W PH EMAIL SSN. ADVSD TO FILE POLICE REPORT AND SEND TO US ATTN FRAUD. ADVASD FAX AND ADDRESS. STOPPED SERV EFF 9 11 25.	MARK BENNETT
2025-09-10	WUR Assessment	QUIANNA AGENT-PHILLIPS Ratepayer. Caller s Concern Fraud Claim. Position Stated Yes. Sat Yes. WUR Required Yes. Caller s Concern Account End Date. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MARK BENNETT
2025-09-10	Miscellaneous	Caller QUIANNA AGENT-PHILLIPS Ratepayer User Comments cci inform yesterday it says bill about amnt 16000.00 since she sold the property last May 2023 while on set the system is freeze attempting the cx no response . no asses . no recap	KC JOHN CUNANAN
2025-09-10	WUR Assessment	QUIANNA AGENT-PHILLIPS Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	KC JOHN CUNANAN
2025-09-10	Special Situation	Caller QUIANNA AGENT-PHILLIPS Ratepayer. email verified last 9 10 25	KC JOHN CUNANAN
2025-09-09	Credit	Caller QUIANNA AGENT-PHILLIPS Ratepayer User Comments cx call cause she has trhis account and she sold that property a few tyears ago speak with billing tomorrow	ADRIAN CARRERO
2025-09-09	WUR Assessment	QUIANNA AGENT-PHILLIPS Ratepayer. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ADRIAN CARRERO
2025-09-09	Credit - Outbound Call	Caller QUIANNA AGENT-PHILLIPS Ratepayer. called cx to offer pay assist adv cx that bd- 16 873.02 due 9 3 2025 cx stated that yrs ago she was the landlord for property but doesnt even own property anymore adv her that the name was never switched to whomever own or is responsible for bill transf to billing for more info	ALLIYAH MAHASE
2025-03-18	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2025-02-19	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2025-01-22	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2025-01-16	Correspondence - General	Template Name Contact PPL Created By Wetzel Shannon Letter Edited No CS Letters ID 6261808	CSLET
2025-01-16	OB Call - Outreach	Caller Back Office Ratepayer. outbound RPNO campaign Called to offer pay assist payment Left VM to call PPL IF CALL BACK REC D PLEASE DO NOT TRANSFER THIS CALL. PLEASE ISSUE A WATT FOR RPNO CALL BACK AND INFORM THE CUSTOMER THEY WILL RECEIVE A CALL BACK WITHIN 3 DAYS. Please confirm best contact info ...sent letter to contact PPL	SHANNON WETZEL
2024-10-14	Credit - Outbound Call	Caller Back Office Ratepayer. Working Outbound RPNO Campaign Left message for customer to return our call . If not trained on RPNO accounts pls create a WATT - RPNO Call backs and inform the customer they will receive a call back within 3 days	MELANIE MERTIS
2024-10-14	WEB Maintain Bill Account	Updated email address from UnKnown to [REDACTED]	SELF SERVICE USER
2024-09-23	Credit - Outbound Call	Caller Back Office Ratepayer. Working Outbound RPNO Campaign Left message for customer to return our call . If not trained on RPNO accounts pls create a WATT - RPNO Call backs and inform the customer they will receive a call back within 3 days	MELANIE MERTIS
2024-09-12	Credit - Outbound Call	Caller Back Office Ratepayer. Working Outbound RPNO Campaign Left message for customer to return our call . If not trained on RPNO accounts pls create a WATT - RPNO Call backs and inform the customer they will receive a call back within 3 days	MELANIE MERTIS
2024-08-30	Energy Education	Caller Back Office Ratepayer. outbound RPNO campaign Called to offer pay assist payment Left VM to call PPL IF CALL BACK REC D PLEASE DO NOT TRANSFER THIS CALL. PLEASE ISSUE A WATT FOR RPNO CALL BACK AND INFORM THE CUSTOMER THEY WILL RECEIVE A CALL BACK WITHIN 3 DAYS. Please confirm best contact info	SHANNON WETZEL
2024-07-29	OB Call - Outreach	Caller Back Office Ratepayer. outbound RPNO campaign Called to offer pay assist payment Left VM to call PPL IF CALL BACK REC D PLEASE DO NOT TRANSFER THIS CALL. PLEASE ISSUE A WATT FOR RPNO CALL BACK AND INFORM THE CUSTOMER THEY WILL RECEIVE A CALL BACK WITHIN 3 DAYS. Please confirm best contact info	SHANNON WETZEL

Contact Date	Contact Type	Remarks	User
2024-07-16	OB Call - Outreach	Caller Back Office Ratepayer. outbound RPNO campaign called to offer PAG payment-cust hung up-sent letter to contact PPL-IF CALL BACK REC D PLEASE DO NOT TRANSFER THIS CALL. PLEASE ISSUE A WATT FOR RPNO CALL BACK AND INFORM THE CUSTOMER THEY WILL RECEIVE A CALL BACK WITHIN 3 DAYS. Please confirm best contact info	SHANNON WETZEL
2024-07-05	Credit - Outbound Call	Caller Back Office Ratepayer. OBC RPNO Campaign left vm	MELISSA MORALES
2024-06-19	Correspondence - General	Template Name Contact PPL Created By Ramos Diana Letter Edited No CS Letters ID 5865566	CSLET
2024-06-19	OB Call - Outreach	Caller Back Office Ratepayer. RPNO CAMPAIGN calling to review acct info-discuss bal due. No answer lm on vm .If CALL BACK REC D PLEASE DO NOT TRANSFER issue a watt for RPNO call back inform the customer they will rec a call back within 3 days. please confirm best contact info	DIANA RAMOS
2024-06-13	OB Call - Outreach	Caller Back Office Ratepayer. outbound RPNO campaign Called to offer pay assist payment Left VM to call PPL IF CALL BACK REC D PLEASE DO NOT TRANSFER THIS CALL. PLEASE ISSUE A WATT FOR RPNO CALL BACK AND INFORM THE CUSTOMER THEY WILL RECEIVE A CALL BACK WITHIN 3 DAYS. Please confirm best contact info	SHANNON WETZEL
2024-05-28	Special Situation	Returned Mail - Bills sent in March-May were returned by USPS Attempted Not Known. If customer calls please verify address.	CSLET
2023-06-23	Customer Maintained	WEB-Customer Caller GUEST USER date of connect 06 24 2023 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No customer name Quianna Agent-Phillips new adress 2604 N 6TH ST 2FL HARRISBURG PA 17110	SELF SERVICE USER
2023-06-01	Customer Maintained	WEB-Customer Caller GUEST USER date of connect 06 02 2023 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No customer name Quianna Agent-Phillips new adress 117 WALNUT ST 1FL STEELTON PA 17113	SELF SERVICE USER
2023-06-01	Customer Maintained	WEB-Customer Caller GUEST USER date of connect 06 02 2023 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No customer name Quianna Agent-Phillips new adress 117 WALNUT ST 1FL STEELTON PA 17113	SELF SERVICE USER
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-01	Miscellaneous	WATT Billing - Business Accounts Maintenance Work Item 3184878 Completed	DEVORA L MINNIFIELD
2023-02-01	Miscellaneous	WATT ID 3184878 Address has been removed as requested	DEVORA L MINNIFIELD
2023-02-01	Maintain Bill Account	Caller Back Office Ratepayer updated mailing address from to 347 S 13TH ST 1FL HARRISBURG PA 17104.	DEVORA L MINNIFIELD
2023-02-01	Maintain Bill Account	Backoffice Removed mailing address per watt 3184878. Request by the owner to remove the mailing address of 4401 N Front Street Harrisburg Pa 17101	DEVORA L MINNIFIELD
2023-01-27	Miscellaneous	the business owner at this mail addr does not know why these bills are being mailed to him please remove the mail addr from this acct it is not his bill no one there by that name	CAROLYN K GRANITZ
2023-01-27	Miscellaneous	WATT Billing - Business Accounts Maintenance Work Item 3184878 Created	CAROLYN K GRANITZ
2023-01-14	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-09-27	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2022-09-27	myPPL Alerts - WEB	User webuser agreed to T Cs-Enrolled	SELF SERVICE USER
2022-09-27	Connect Completed		SELF SERVICE USER
2022-09-26	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY N NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RENTAL RESIDENTIAL ELECTRIC HEAT N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SELF SERVICE USER
2022-09-26	Connect Issued	Electric WEB-Customer Caller GUEST USER date of connect 09 27 2022 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No customer name Quianna Agent-phillips new adress 347 S 13TH ST 1FL HARRISBURG PA 17104	SELF SERVICE USER

**PPL ELECTRIC EXHIBIT NO. 3**

### Informal Case View

<a href="#">General</a>			
BCS Case No.	4110837	Case Notes	Count : 1 <a href="#">Detail...</a>
CSS Account No.	██████████	Received Date	01/06/2026
CSS Name	QUIANNA AGENT-PHILLIPS	Due Date	02/04/2026
Name	QUIANNA AGENT-PHILLIPS	Investigator Name	CASE POOL, BCS
Service Address 1	347 S 13TH ST, 1FL	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	HARRISBURG, PA 17104-	Mailing City, State Zip	, -
PUC Address	347 S 13TH ST,UNIT 1,HARRISBURG,PA,17104-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	██████████ -	Prior Case Number	0
Income Level		On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer	<p>18-I AM DISPUTING PLACEMENT OF A \$17,000+ BALANCE IN MY NAME AND ON MY CREDIT REPORT FOR A PPL SERVICE PERIOD FROM AUGUST 2023 TO SEPTEMBER 2025 WHICH I AM NOT RESPONSIBLE FOR. BACKGROUND &amp; GROUNDS FOR COMPLAINT 1. TENANT RESPONSIBILITY PER LEASE THE ACCOUNT BELONGED TO A RENTAL UNIT MANAGED BY HARRISBURG PROPERTY MANAGEMENT. TENANT BEVERLY MILLER HELD A LEASE FROM 8/1/2019 TO 5/31/2023 AND WAS EXPLICITLY RESPONSIBLE FOR UTILITY CHARGES, INCLUDING ELECTRIC SERVICE TRANSFERRED INTO HER NAME ON 8/1/2019. ACCOUNTABILITY FOR USAGE AND PAYMENT LIES SOLELY WITH MS. MILLER, AS PER CONTRACTUAL TERMS. 2. CHANGE OF OWNERSHIP I SOLD THE PROPERTY THROUGH ZION MANAGEMENT LLC ON 5/8/2023. AFTER SALE, I HAD NO OPERATIONAL, CONTRACTUAL, OR LEGAL INTEREST IN THE ACCOUNT OR THE BILLING RELATIONSHIP WITH PPL. I RECEIVED AN EMAIL THAT SERVICE WAS CHANGED OVER FROM PPL ON</p>		

Position 5/11/2023 3. SERVICE TERMINATION PRACTICES PER 52 PA. CODE §56, PPL IS REQUIRED TO ISSUE TIMELY NOTICES AND TERMINATE SERVICE WHEN NONPAYMENT OCCURS. A \$17K UNPAID BALANCE ACCUMULATING WHILE SERVICE REMAINED ACTIVE IS INCONSISTENT WITH PPL'S TERMINATION PROTOCOL AND PENNSYLVANIA REGULATIONS. - RELIEF SOUGHT - I AM REQUESTING TO REMOVE THE \$17,000 BALANCE FROM MY NAME BECAUSE THIS WAS NEVER MY RESPONSIBILITY. CONFIRM THAT THE ACCOUNT SHOULD HAVE REMAINED IN THE TENANT'S NAME (BEVERLY MILLER) PER THE LEASE AGREEMENT AND SERVICE TRANSFER ON 8/1/2019. CORRECT ALL CREDIT REPORTING BY DELETING THIS DEROGATORY ITEM AND NOTIFYING CREDIT BUREAUS. PROVIDE WRITTEN CONFIRMATION THAT I HAVE NO LIABILITY FOR THIS ACCOUNT OR CHARGES. ENSURE PPL FOLLOWS PROPER PROCEDURES, SO THIS DOES NOT HAPPEN AGAIN. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.

Company Position 09/10/2025 I CONTACTED PPL MULTIPLE TIMES IN SEPTEMBER 2025, IDENTIFIED AS THE LANDLORD, AND WAS TOLD THAT THEY WOULD HAVE SOMEONE INVESTIGATE. THEY ONLY SENT ME A LIST OF THE SERVICE CHARGES DATING 8/2023-9/2025. THEY ONLY TERMINATED THE SERVICE IN REACTION TO MY CALL DISPUTING THIS UNAUTHORIZED CHARGE ON MY CREDIT PPL REFUSED TO REMOVE THE DEBT OR CORRECT THE INFORMATION TIED TO MY NAME AND CONTINUED TO REPORT TO CREDIT AGENCIES. THIS IS NEGATIVELY IMPACTED MY CREDIT RATING AND ABILITY TO BORROW

Related Information			
Misc Info			
Heating	No	Service	On
Acct Bal Due Date	10/02/2025	Total Account Balance	0.00
Budget Bill Amount	414.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	09/10/2025		

<a href="#">Type Assignment</a>	
Case Type	Informal

<u>Category and Section</u>	
Primary Category	Financial Responsibility
Secondary Category	Disconnect Date
Tertiary Category	
Assign To Section	CCC-

<u>Ownership</u>	
Contact Person	E02623 - Spotts,Michele K
Written By	Spotts, Michele
Written By Date	01/23/2026

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

<u>Informal Final Report</u>
<p><b>Details of the Company's Original Investigation</b></p> <p>07/25/2019 - Date the electric service was established in the name of Beverly Miller at 347 S. 13th St., 1FL, Harrisburg, PA 17104. PPL Electric Utilities (PPL EU or the Company) assigned account number [REDACTED]</p> <p>09/26/2022 - The Company records indicate that Quianna Agent-Phillips used its self-serve website and requested to place the electric service in her name at 347 S. 13th St., 1FL, Harrisburg, PA 17104 effective 09/27/2022. The Company records indicate the mailing address is 4401 N. Front St., Harrisburg, PA 17101. The Company assigned account number [REDACTED].</p> <p>01/27/2023 - The Company received a call from the business owner at 4401 N. Front St., Harrisburg, PA 17101 who indicated that he is receiving bills for Quianna Agent-Phillips, however, there is nobody by that name at that address. The Company removed the mailing address from the account. The bills would be sent to the premise address.</p> <p>01/30/2023 through 05/06/2024 - The Company sent numerous bill due date reminder emails to [REDACTED] which is the email address on file for Quianna Agent-Phillips.</p> <p>05/28/2024 - The Company received returned mail from the USPS indicating attempted not known.</p> <p>06/19/2024 - A Company representative attempted to contact the customer at [REDACTED] to review the account information and discuss the correct mailing address and account</p>

balance. A voicemail message was left for the customer to call back.

06/24/2024 - The Company sent a bill due date reminder email to [REDACTED] which is the email address on file for Quianna Agent-Phillips.

07/16/2024 - A Company representative attempted to contact the customer to offer a payment agreement. The person who answered the phone disconnected the call.

08/30/2024 - A Company representative attempted to contact the customer. A voicemail message was left for the customer to call back.

09/03/2024 through 10/03/2024 - The Company sent three bill due date reminder emails to [REDACTED]

10/14/2024 - A Company representative attempted to contact the customer. A voicemail message was left for the customer to call back.

10/28/2024 through 01/02/2025 - The Company sent five bill due date reminder emails to [REDACTED]

01/16/2025 - A Company representative attempted to contact the customer. A voicemail message was left for the customer to call back.

01/28/2025 through 09/03/2025 - The Company sent 13 bill due date reminder emails to [REDACTED]

09/10/2025 - (Date of last customer contact) - Quianna Agent-Phillips contacted the Company and indicated that she never opened this account in her name and she sold the property in May 2023. The Customer Service Representative (CSR) advised the customer that her information was used to start the service in her name and advised the customer to file a police report if this was opened without her consent. The customer was provided with information on where to send the report. The CSR advised that the billing will be stopped effective tomorrow, 09/11/2025. The Company provided a utility report and suspended collection activity. (letter attached).

09/11/2025 - The Company received a call from Beverly Miller to place the electric service in her name effective 09/12/2025. The Company assigned account number [REDACTED].

09/11/2025 - The Company rendered Quianna Agent-Phillips a final bill in the amount of \$17,223.38.

11/12/2025 - The Company sent Quianna Agent-Phillips unpaid balance of \$17,223.38 from 347 S. 13th St., 1FL, Harrisburg, PA 17104 to Contract Callers, Inc., a collection agency.

Quianna Agent-Phillips contacted the Company on 09/10/2025 and indicated that she never opened this account in her name and she sold the property in May 2023.

The Customer Service Representative (CSR) advised the customer that her information was used to start the service in her name and advised the customer to file a police report if this was opened without her consent.

The customer was provided with information on where to send the report.

The CSR advised that the billing will be stopped effective tomorrow, 09/11/2025.

The Company provided a utility report and suspended collection activity. (letter attached).

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

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

#### Company's Final Position to BCS

The Company records indicate the electric service was in the name of Beverly Miller from 07/25/2019 until 09/27/2022 which is when Quianna Agent-Phillips used its self-serve website and requested to start the service in her name.

The Company attempted numerous times to contact Ms. Agent-Phillips by telephone and email regarding the status of the account.

Ms. Agent-Phillips did not contact the Company until 09/10/2025 and requested to stop the service in her name effective 09/11/2025.

The Company has no record to support that Quianna Agent-Phillips contacted it prior to 09/10/2025 to request service discontinuance at 347 S. 13th St., 1FL, Harrisburg, PA 17104.

Quianna Agent-Phillips was not in compliance with the regulations found at 56.16(a).

The Company rendered Quianna Agent-Phillips a final bill in the amount of \$17,223.38 on 09/11/2025.

The Company sent Quianna Agent-Phillips unpaid balance of \$17,223.38 from 347 S. 13th St., 1FL, Harrisburg, PA 17104 to Contract Callers, Inc., a collection agency on 11/12/2025.

Quianna Agent-Phillips is responsible for the electric service until 09/11/2025.

The bills are correct as rendered.

The Company requests the PUC dismiss the case.  
Attachments are being sent to BCS via data exchange.

[Analysis Information](#)

Justified	Not Analyzed
-----------	--------------

**No Analysis Items Found**

Case History	Return to Normal View
Change State	Dismiss

Opening    Pending    Mediations    Informals    Formals    Admin

Home

## Decision Detail

My Work

Case Search

Reports

General			
BCS Case No.	4110837	CSS Account No.	██████████
Customer Name	QUIANNA AGENT-PHILLIPS	Investigator Name	CASE POOL, BCS
Address 1	347 S 13TH ST, 1FL	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	HARRISBURG , PA 17104	Head Date	01/30/2026
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	0.00	Closed Date	01/30/2026
Reconnect Amount	0.00	Balance Date	01/23/2026
Special Budget Amount	0.00	Regular Budget Amount	414.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
<p>DECISION ISSUED-- CASE DISMISSED: THE CUSTOMER IS DISPUTING A BALANCE OVER \$17000 THAT SHE IS BEING HELD RESPONSIBLE FOR A RENTAL PROEPRTY THAT SHE USED TO OWN AND SOLD IN MAY 2023. THE CUSTOMER STATED THAT PER LEASE AGREEMENT, THE TENANT IS RESPONSIBLE FOR THE UTILITY. THE CUSTOMER ALSO STATED THAT SHE IS NOT RESPONSIBLE FOR THE BALANCE AS THE TENANT IS RESPONSIBLE FOR THE BILL BEFORE SHE SOLD THE HOUSE AND AFTER SHE SOLD THE HOUSE. THE CUSTOMER IS ALSO QUESTIONING WHY THE SERVICE WAS NEVER SHUTOFF AFTER CONTINUOUS NON-PAYMENT. SERVICE WAS ESTABLISHED IN THE CUSTOMER'S NAME AT 347 S. 13TH ST., 1FL,</p>			

Resolution	HARRISBURG, PA, EFFECTIVE 9/27/2022. THE COMPANY SENT NUMEROUS BILL REMINDER NOTICES AND PHONE ATTEMPTS TO DISCUSS THE ACCOUNT WITH NO RESPONSE. THE CUSTOMER DID NOT REQUEST DISCONTINUANCE OF SERVICE IN HER NAME UNTIL 9/11/2025. SERVICE WAS REMOVED IN THE CUSTOMER'S NAME AT 347 S. 13TH ST., 1FL, HARRISBURG, PA, EFFECTIVE 9/11/2025. A FINAL PAST-DUE AMOUNT OF \$17,223.38 FROM 347 S. 13TH ST., 1FL, HARRISBURG, PA WAS SENT TO CONTRACT CALLERS INC, A COLLECTION AGENCY, ON 11/12/2025. THE PUC DOES NOT HAVE JURISDICTION OVER A COLLECTION AGENCY. THE BILLS ARE CORRECT AS RENDERED. CASE DISMISSED.
Terms	
Letter Description	

Action Required Options			
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text"/>		
Sub Category	<input type="text"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	BCS#4110837 DEC CLOSED01/30/2026 DISPUTE BAL FROM RENTAL PROP SOLD MAY 2023. TENANT SHOULD BE RESPONS FOR BAL. SERV EST 9/27/22. CO SENT REMINDER/PHONE ATTEMPTS W/NO RESPONSE. CUST DID NOT REQ DISCO IN NAME TIL 9/11/25. REMOVED		
Processed By	E169452	Processed Date	1/30/2026 10:33:17 AM

[Return to Case](#)

**PPL ELECTRIC EXHIBIT NO. 4**

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



QUIANNA AGENT-PHILLIPS  
347 S 13TH ST, 1FL  
HARRISBURG, PA 17104

April 22, 2026

**Bill Account Number:** [REDACTED]

Dear Quianna Agent-Phillips:

On 04/22/2026, you contacted us to discuss the following issues:

- Account Balance
- Fraud Claim
- The date we started billing you
- The date we stopped billing you

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

**Account Balance:**

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

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

To help address your concern, we reviewed the following:

- We reviewed your recent billing and payment history

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

**Fraud Claim:**

We take allegations of fraud very seriously.

To assist with the handling of this claim, we need you to provide us with a completed police incident report regarding this situation.

To help address your concern, we reviewed the following:

- The balance of \$17,223.38 accrued on [REDACTED] at 347 S 13TH ST, 1FL HARRISBURG, PA 17104.
- This account was in your name from 09/27/2022 to 09/11/2025

You are responsible for the balance listed above unless you can provide a police incident report, as well as three forms of documentation indicating you had resided at another location.

Upon our receiving the police incident report, we will send follow-up correspondence to let you know what other documentation we need to complete the investigation.

#### **Account Activation Date:**

To accommodate the needs of our customers, we strive to activate accounts with just one business day's notice.

To help address your concern, we reviewed the following:

- We processed the order as of the date requested

Based on our research and review, we activated the account in your name as of the date you requested. The balance is your responsibility.

#### **Account End Date:**

To accommodate the needs of our customers, we strive to cancel accounts with just one business day's notice.

To help address your concern, we reviewed the following:

- We processed the order as of the date requested

Based on our research and review, we cancelled the account and removed it from your name as of the date you requested. The balance is your responsibility.

We hope you found this report helpful.

Your account balance is \$0.00.

You can make payments online at [www.pplelectric.com](http://www.pplelectric.com), take them to a bill payment center, mail payments to PPL Electric Utilities, PO Box 419054, St. Louis, MO 63141, or pay over the phone by calling 1-800-DIAL-PPL (1-800-342-5775).

Sincerely,  
PPL Electric Utilities

**PPL Electric Utilities**

**Account Activity Statement**

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

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

**Account Number:**

[REDACTED]

**Mail To:**

QUIANNA AGENT-PHILLIPS  
 347 S 13TH ST, 1FL  
 HARRISBURG, PA 17104

**Service Address:**

QUIANNA AGENT-PHILLIPS  
 347 S 13TH ST, 1FL  
 HARRISBURG, PA 17104

**Payment Agreement:**

Installment: 0

Balance: 0

**Date/Time Retrieved:**

4/22/2026 4:55 PM

**Budget Bill Amortization:**

Installment: 0

Balance: 0

**Current Rate: RS**

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
4/10/2024	Late Payment Charge		\$10.44	\$0.00	\$0.00	\$0.00			0	0	0
4/10/2024	Late Payment Charge		\$94.45	\$0.00	\$0.00	\$0.00			0	0	0
4/15/2024	ELECTRIC SERVICE		\$457.33	\$0.00	\$0.00	\$0.00			0	0	0
4/15/2024	Regular Bill	05/06	\$9,406.94	\$8,844.72	\$0.00	\$0.00	0506/0003	56078A	32	2652	0
5/14/2024	ELECTRIC SERVICE		\$266.33	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2024	Late Payment Charge		\$11.75	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2024	Late Payment Charge		\$99.84	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2024	Regular Bill	06/04	\$9,784.86	\$9,406.94	\$0.00	\$0.00	0202/0046	57581A	29	1503	0
6/11/2024	Late Payment Charge		\$102.98	\$0.00	\$0.00	\$0.00			0	0	0
6/11/2024	Late Payment Charge		\$13.15	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2024	ELECTRIC SERVICE		\$140.34	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2024	Regular Bill	07/05	\$10,041.33	\$9,784.86	\$0.00	\$0.00	0012/0167	58347A	30	766	0
7/11/2024	Late Payment Charge		\$104.63	\$0.00	\$0.00	\$0.00			0	0	0
7/11/2024	Late Payment Charge		\$14.60	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2024	ELECTRIC SERVICE		\$105.87	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2024	Regular Bill	08/05	\$10,266.43	\$10,041.33	\$0.00	\$0.00	0000/0497	58921A	32	574	0
8/13/2024	ELECTRIC SERVICE		\$79.29	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2024	Late Payment Charge		\$16.09	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2024	Late Payment Charge		\$105.88	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2024	Regular Bill	09/03	\$10,467.69	\$10,266.43	\$0.00	\$0.00	0000/0390	59325A	29	404	0
9/10/2024	Late Payment Charge		\$106.82	\$0.00	\$0.00	\$0.00			0	0	0
9/10/2024	Late Payment Charge		\$17.61	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2024	ELECTRIC SERVICE		\$103.15	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2024	Regular Bill	10/03	\$10,695.27	\$10,467.69	\$0.00	\$0.00	0008/0175	59882A	30	557	0
10/9/2024	Late Payment Charge		\$108.04	\$0.00	\$0.00	\$0.00			0	0	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
10/9/2024	Late Payment Charge		\$19.17	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2024	ELECTRIC SERVICE		\$174.99	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2024	Regular Bill	11/04	\$10,997.47	\$10,695.27	\$0.00	\$0.00	0061/0073	60900A	29	1018	0
11/11/2024	ELECTRIC SERVICE		\$377.04	\$0.00	\$0.00	\$0.00			0	0	0
11/11/2024	Regular Bill	12/02	\$11,374.51	\$10,997.47	\$0.00	\$0.00	0307/0009	63214A	31	2314	0
11/12/2024	Late Payment Charge		\$110.10	\$0.00	\$0.00	\$0.00			0	0	0
11/12/2024	Late Payment Charge		\$20.76	\$0.00	\$0.00	\$0.00			0	0	0
12/10/2024	Late Payment Charge		\$20.76	\$0.00	\$0.00	\$0.00			0	0	0
12/10/2024	Late Payment Charge		\$114.55	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2024	ELECTRIC SERVICE		\$587.54	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2024	Regular Bill	01/02	\$12,228.22	\$11,374.51	\$0.00	\$0.00	0745/0000	66809A	31	3595	0
1/8/2025	Late Payment Charge		\$24.09	\$0.00	\$0.00	\$0.00			0	0	0
1/8/2025	Late Payment Charge		\$121.48	\$0.00	\$0.00	\$0.00			0	0	0
1/14/2025	ELECTRIC SERVICE		\$811.57	\$0.00	\$0.00	\$0.00			0	0	0
1/14/2025	Regular Bill	02/04	\$13,185.36	\$12,228.22	\$0.00	\$0.00	1119/0000	71637A	33	4828	0
2/11/2025	Late Payment Charge		\$25.91	\$0.00	\$0.00	\$0.00			0	0	0
2/11/2025	Late Payment Charge		\$131.05	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2025	ELECTRIC SERVICE		\$776.48	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2025	Regular Bill	03/06	\$14,118.80	\$13,185.36	\$0.00	\$0.00	1153/0000	76206A	30	4569	0
3/12/2025	Late Payment Charge		\$27.87	\$0.00	\$0.00	\$0.00			0	0	0
3/12/2025	Late Payment Charge		\$140.21	\$0.00	\$0.00	\$0.00			0	0	0
3/14/2025	ELECTRIC SERVICE		\$591.26	\$0.00	\$0.00	\$0.00			0	0	0
3/14/2025	Regular Bill	04/04	\$14,878.14	\$14,118.80	\$0.00	\$0.00	0823/0000	79635A	29	3429	0
4/10/2025	Late Payment Charge		\$147.18	\$0.00	\$0.00	\$0.00			0	0	0
4/14/2025	ELECTRIC SERVICE		\$447.91	\$0.00	\$0.00	\$0.00			0	0	0
4/14/2025	Regular Bill	05/05	\$15,473.23	\$14,878.14	\$0.00	\$0.00	0503/0000	82208A	31	2573	0
5/13/2025	Late Payment Charge		\$152.46	\$0.00	\$0.00	\$0.00			0	0	0
5/13/2025	Late Payment Charge		\$31.81	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2025	ELECTRIC SERVICE		\$207.34	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2025	Regular Bill	06/04	\$15,864.84	\$15,473.23	\$0.00	\$0.00	0105/0026	83346A	30	1138	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
6/10/2025	Late Payment Charge		\$154.91	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2025	ELECTRIC SERVICE		\$191.35	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2025	Regular Bill	07/07	\$16,211.10	\$15,864.84	\$0.00	\$0.00	0094/0099	84340A	30	994	0
7/15/2025	ELECTRIC SERVICE		\$145.42	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2025	Late Payment Charge		\$36.06	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2025	Late Payment Charge		\$157.17	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2025	Regular Bill	08/05	\$16,549.75	\$16,211.10	\$0.00	\$0.00	0006/0403	85031A	32	691	0
8/12/2025	Late Payment Charge		\$38.47	\$0.00	\$0.00	\$0.00			0	0	0
8/12/2025	Late Payment Charge		\$158.88	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2025	ELECTRIC SERVICE		\$125.92	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2025	Regular Bill	09/03	\$16,873.02	\$16,549.75	\$0.00	\$0.00	0000/0360	85618A	29	587	0
9/9/2025	Late Payment Charge		\$160.36	\$0.00	\$0.00	\$0.00			0	0	0
9/9/2025	Late Payment Charge		\$40.94	\$0.00	\$0.00	\$0.00			0	0	0
9/11/2025	ELECTRIC SERVICE		\$149.06	\$0.00	\$0.00	\$0.00			0	0	0
9/11/2025	Regular Bill	10/02	\$17,223.38	\$16,873.02	\$0.00	\$0.00	0006/0168	86329O	29	711	0
1/5/2026	Charge Off		\$-13,747.95	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-40.94	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-38.47	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-36.06	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-31.81	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-27.87	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-25.91	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-24.09	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-20.76	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-20.76	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-19.17	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-17.61	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-16.09	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-14.60	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-13.15	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
1/5/2026	Charge Off		\$-11.75	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-10.44	\$2.70	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-9.22	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-8.12	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-7.15	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-6.28	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-5.48	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-4.72	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-3.98	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-3.27	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-2.58	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-1.92	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-1.29	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-0.75	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-0.32	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-0.03	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-0.03	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-160.36	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-158.88	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-157.17	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-154.91	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-152.46	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-147.18	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-140.21	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-131.05	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-121.48	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-114.55	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-110.10	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-108.04	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-106.82	\$0.00	\$0.00	\$0.00			0	0	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
1/5/2026	Charge Off		\$-105.88	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-104.63	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-102.98	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-99.84	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-94.45	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-87.91	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-79.99	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-70.75	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-62.94	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-58.34	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-56.16	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-55.04	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-53.83	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-52.83	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-51.54	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-48.63	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-42.38	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-34.35	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-15.89	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-7.03	\$0.00	\$0.00	\$0.00			0	0	0
1/5/2026	Charge Off		\$-2.21	\$0.00	\$0.00	\$0.00			0	0	0

## **Understanding Your Rights**

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

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

The PUC will ask you to provide the following information.

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

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

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



QUIANNA AGENT-PHILLIPS  
347 S 13TH ST, 1FL  
HARRISBURG, PA 17104

September 10, 2025

**Bill Account Number:** [REDACTED]

Dear Quianna Agent-Phillips:

On 09/10/2025, you contacted us to discuss the following issues:

- Fraud Claim

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

**Fraud Claim:**

We take allegations of fraud very seriously.

To assist with the handling of this claim, we need you to provide us with a completed police incident report regarding this situation.

To help address your concern, we reviewed the following:

- This account was in your name from 09/27/0022 to 09/11/2025

You are responsible for the balance listed above unless you can provide a police incident report, as well as three forms of documentation indicating you had resided at another location.

Upon our receiving the police incident report, we will send follow-up correspondence to let you know what other documentation we need to complete the investigation.

We hope you found this report helpful.

Your account balance is \$17,074.32. This amount will become past due on 09/26/2025. If you currently have a payment plan, please make payments as per the terms of the agreement.

You can make payments online at [www.ppelectric.com](http://www.ppelectric.com), take them to a bill payment center, mail payments to PPL Electric Utilities, PO Box 419054, St. Louis, MO 63141, or pay over the phone by calling 1-800-DIAL-PPL (1-800-342-5775).

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

Sincerely,  
PPL Electric Utilities

**PPL Electric Utilities**

**Account Activity Statement**

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

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

**Account Number:**

██████████

**Mail To:**

QUIANNA AGENT-PHILLIPS  
347 S 13TH ST, 1FL  
HARRISBURG, PA 17104

**Service Address:**

QUIANNA AGENT-PHILLIPS  
347 S 13TH ST, 1FL  
HARRISBURG, PA 17104

**Payment Agreement:**

Installment: 0

Balance: 0

**Date/Time Retrieved:**

9/10/2025 5:02 PM

**Budget Bill Amortization:**

Installment: 0

Balance: 0

**Current Rate: RS**

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
8/9/2023	Late Payment Charge		\$53.83	\$0.00	\$0.00	\$0.00			0	0	0
8/9/2023	Late Payment Charge		\$3.27	\$0.00	\$0.00	\$0.00			0	0	0
8/11/2023	ELECTRIC SERVICE		\$102.21	\$0.00	\$0.00	\$0.00			0	0	0
8/11/2023	Regular Bill	09/05	\$4,986.94	\$4,827.63	\$0.00	\$0.00	0000/0356	34576A	29	482	0
9/12/2023	ELECTRIC SERVICE		\$94.86	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2023	Late Payment Charge		\$3.98	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2023	Late Payment Charge		\$55.04	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2023	Regular Bill	10/03	\$5,140.82	\$4,986.94	\$0.00	\$0.00	0000/0347	35011A	32	435	0
10/10/2023	Late Payment Charge		\$4.72	\$0.00	\$0.00	\$0.00			0	0	0
10/10/2023	Late Payment Charge		\$56.16	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2023	ELECTRIC SERVICE		\$184.95	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2023	Regular Bill	11/01	\$5,386.65	\$5,140.82	\$0.00	\$0.00	0088/0045	35945A	29	934	0
11/7/2023	Late Payment Charge		\$58.34	\$0.00	\$0.00	\$0.00			0	0	0
11/7/2023	Late Payment Charge		\$5.48	\$0.00	\$0.00	\$0.00			0	0	0
11/9/2023	ELECTRIC SERVICE		\$389.71	\$0.00	\$0.00	\$0.00			0	0	0
11/9/2023	Regular Bill	12/04	\$5,840.18	\$5,386.65	\$0.00	\$0.00	0336/0004	38013A	29	2068	0
12/12/2023	ELECTRIC SERVICE		\$661.93	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2023	Late Payment Charge		\$62.94	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2023	Late Payment Charge		\$6.28	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2023	Regular Bill	01/02	\$6,571.33	\$5,840.18	\$0.00	\$0.00	0773/0000	41674A	33	3661	0
1/9/2024	Late Payment Charge		\$7.15	\$0.00	\$0.00	\$0.00			0	0	0
1/9/2024	Late Payment Charge		\$70.75	\$0.00	\$0.00	\$0.00			0	0	0
1/16/2024	ELECTRIC SERVICE		\$783.59	\$0.00	\$0.00	\$0.00			0	0	0
1/16/2024	Regular Bill	02/06	\$7,432.82	\$6,571.33	\$0.00	\$0.00	0917/0000	46245A	35	4571	0
2/13/2024	ELECTRIC SERVICE		\$671.79	\$0.00	\$0.00	\$0.00			0	0	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
2/13/2024	Late Payment Charge		\$79.99	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2024	Late Payment Charge		\$8.12	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2024	Regular Bill	03/05	\$8,192.72	\$7,432.82	\$0.00	\$0.00	0834/0000	50187A	28	3942	0
3/12/2024	Late Payment Charge		\$87.91	\$0.00	\$0.00	\$0.00			0	0	0
3/12/2024	Late Payment Charge		\$9.22	\$0.00	\$0.00	\$0.00			0	0	0
3/14/2024	ELECTRIC SERVICE		\$554.87	\$0.00	\$0.00	\$0.00			0	0	0
3/14/2024	Regular Bill	04/04	\$8,844.72	\$8,192.72	\$0.00	\$0.00	0698/0000	53426A	30	3239	0
4/10/2024	Late Payment Charge		\$10.44	\$0.00	\$0.00	\$0.00			0	0	0
4/10/2024	Late Payment Charge		\$94.45	\$0.00	\$0.00	\$0.00			0	0	0
4/15/2024	ELECTRIC SERVICE		\$457.33	\$0.00	\$0.00	\$0.00			0	0	0
4/15/2024	Regular Bill	05/06	\$9,406.94	\$8,844.72	\$0.00	\$0.00	0506/0003	56078A	32	2652	0
5/14/2024	ELECTRIC SERVICE		\$266.33	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2024	Late Payment Charge		\$11.75	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2024	Late Payment Charge		\$99.84	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2024	Regular Bill	06/04	\$9,784.86	\$9,406.94	\$0.00	\$0.00	0202/0046	57581A	29	1503	0
6/11/2024	Late Payment Charge		\$13.15	\$0.00	\$0.00	\$0.00			0	0	0
6/11/2024	Late Payment Charge		\$102.98	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2024	ELECTRIC SERVICE		\$140.34	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2024	Regular Bill	07/05	\$10,041.33	\$9,784.86	\$0.00	\$0.00	0012/0167	58347A	30	766	0
7/11/2024	Late Payment Charge		\$14.60	\$0.00	\$0.00	\$0.00			0	0	0
7/11/2024	Late Payment Charge		\$104.63	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2024	ELECTRIC SERVICE		\$105.87	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2024	Regular Bill	08/05	\$10,266.43	\$10,041.33	\$0.00	\$0.00	0000/0497	58921A	32	574	0
8/13/2024	ELECTRIC SERVICE		\$79.29	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2024	Late Payment Charge		\$16.09	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2024	Late Payment Charge		\$105.88	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2024	Regular Bill	09/03	\$10,467.69	\$10,266.43	\$0.00	\$0.00	0000/0390	59325A	29	404	0
9/10/2024	Late Payment Charge		\$106.82	\$0.00	\$0.00	\$0.00			0	0	0
9/10/2024	Late Payment Charge		\$17.61	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2024	ELECTRIC SERVICE		\$103.15	\$0.00	\$0.00	\$0.00			0	0	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
9/12/2024	Regular Bill	10/03	\$10,695.27	\$10,467.69	\$0.00	\$0.00	0008/0175	59882A	30	557	0
10/9/2024	Late Payment Charge		\$108.04	\$0.00	\$0.00	\$0.00			0	0	0
10/9/2024	Late Payment Charge		\$19.17	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2024	ELECTRIC SERVICE		\$174.99	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2024	Regular Bill	11/04	\$10,997.47	\$10,695.27	\$0.00	\$0.00	0061/0073	60900A	29	1018	0
11/11/2024	ELECTRIC SERVICE		\$377.04	\$0.00	\$0.00	\$0.00			0	0	0
11/11/2024	Regular Bill	12/02	\$11,374.51	\$10,997.47	\$0.00	\$0.00	0307/0009	63214A	31	2314	0
11/12/2024	Late Payment Charge		\$110.10	\$0.00	\$0.00	\$0.00			0	0	0
11/12/2024	Late Payment Charge		\$20.76	\$0.00	\$0.00	\$0.00			0	0	0
12/10/2024	Late Payment Charge		\$114.55	\$0.00	\$0.00	\$0.00			0	0	0
12/10/2024	Late Payment Charge		\$20.76	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2024	ELECTRIC SERVICE		\$587.54	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2024	Regular Bill	01/02	\$12,228.22	\$11,374.51	\$0.00	\$0.00	0745/0000	66809A	31	3595	0
1/8/2025	Late Payment Charge		\$24.09	\$0.00	\$0.00	\$0.00			0	0	0
1/8/2025	Late Payment Charge		\$121.48	\$0.00	\$0.00	\$0.00			0	0	0
1/14/2025	ELECTRIC SERVICE		\$811.57	\$0.00	\$0.00	\$0.00			0	0	0
1/14/2025	Regular Bill	02/04	\$13,185.36	\$12,228.22	\$0.00	\$0.00	1119/0000	71637A	33	4828	0
2/11/2025	Late Payment Charge		\$25.91	\$0.00	\$0.00	\$0.00			0	0	0
2/11/2025	Late Payment Charge		\$131.05	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2025	ELECTRIC SERVICE		\$776.48	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2025	Regular Bill	03/06	\$14,118.80	\$13,185.36	\$0.00	\$0.00	1153/0000	76206A	30	4569	0
3/12/2025	Late Payment Charge		\$27.87	\$0.00	\$0.00	\$0.00			0	0	0
3/12/2025	Late Payment Charge		\$140.21	\$0.00	\$0.00	\$0.00			0	0	0
3/14/2025	ELECTRIC SERVICE		\$591.26	\$0.00	\$0.00	\$0.00			0	0	0
3/14/2025	Regular Bill	04/04	\$14,878.14	\$14,118.80	\$0.00	\$0.00	0823/0000	79635A	29	3429	0
4/10/2025	Late Payment Charge		\$147.18	\$0.00	\$0.00	\$0.00			0	0	0
4/14/2025	ELECTRIC SERVICE		\$447.91	\$0.00	\$0.00	\$0.00			0	0	0
4/14/2025	Regular Bill	05/05	\$15,473.23	\$14,878.14	\$0.00	\$0.00	0503/0000	82208A	31	2573	0
5/13/2025	Late Payment Charge		\$31.81	\$0.00	\$0.00	\$0.00			0	0	0
5/13/2025	Late Payment Charge		\$152.46	\$0.00	\$0.00	\$0.00			0	0	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
5/14/2025	ELECTRIC SERVICE		\$207.34	\$0.00	\$0.00	\$0.00			0	0	0
5/14/2025	Regular Bill	06/04	\$15,864.84	\$15,473.23	\$0.00	\$0.00	0105/0026	83346A	30	1138	0
6/10/2025	Late Payment Charge		\$154.91	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2025	ELECTRIC SERVICE		\$191.35	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2025	Regular Bill	07/07	\$16,211.10	\$15,864.84	\$0.00	\$0.00	0094/0099	84340A	30	994	0
7/15/2025	ELECTRIC SERVICE		\$145.42	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2025	Late Payment Charge		\$157.17	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2025	Late Payment Charge		\$36.06	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2025	Regular Bill	08/05	\$16,549.75	\$16,211.10	\$0.00	\$0.00	0006/0403	85031A	32	691	0
8/12/2025	Late Payment Charge		\$158.88	\$0.00	\$0.00	\$0.00			0	0	0
8/12/2025	Late Payment Charge		\$38.47	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2025	ELECTRIC SERVICE		\$125.92	\$0.00	\$0.00	\$0.00			0	0	0
8/13/2025	Regular Bill	09/03	\$16,873.02	\$16,549.75	\$0.00	\$0.00	0000/0360	85618A	29	587	0
9/9/2025	Late Payment Charge		\$40.94	\$0.00	\$0.00	\$0.00			0	0	0
9/9/2025	Late Payment Charge		\$160.36	\$0.00	\$0.00	\$0.00			0	0	0

### **Understanding Your Rights**

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

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

The PUC will ask you to provide the following information.

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

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

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



QUIANNA AGENT-PHILLIPS  
347 S 13TH ST, 1FL  
HARRISBURG, PA 17104

January 16, 2025

**Bill Account Number:** [REDACTED]

Dear QUIANNA AGENT-PHILLIPS:

It is important that we talk to you about your account. Please call us at the phone number listed above and reference this letter. The representative will assist you further or direct your call to the appropriate person.

We look forward to speaking with you.

Sincerely,

**PPL Electric Utilities**

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



QUIANNA AGENT-PHILLIPS  
347 S 13TH ST, 1FL  
HARRISBURG, PA 17104

June 19, 2024

**Bill Account Number:** [REDACTED]

Dear QUIANNA AGENT-PHILLIPS:

It is important that we talk to you about your account. Please call us at the phone number listed above and reference this letter. The representative will assist you further or direct your call to the appropriate person.

We look forward to speaking with you.

Sincerely,

**PPL Electric Utilities**