



PAYMENT AGREEMENT HISTORY

Customer Name SILFEE, DENISE
 Service Address 348 N EVERETT AVE
 City, State, Zip SCRANTON 18504
 Account number 904-502-1012-60

Date	Type of Agreement	First Payment	Amount Owed
5/19/2010	BCS-2664768	6/28/2010	\$9,858.56
Terms: BB \$384+411=795			
11/13/2009	PA	12/13/2009	\$1,307.43
Terms: \$520 to restore; then \$54/mo + \$428 bb (HH 5); prior acct #904502101251			
2/21/2007	PA	4/27/2007	\$2,409.72
Terms: \$159 upfront by 3/7/07; then \$105/mo + \$254 bb (HH 5); prior acct#904502101068 @ same address			
9/5/2006	PA	10/7/2006	\$1,107.62
Terms: \$18/mo + \$164 bb (HH 4); prior acct #904502101068			

SECRETARY'S BUREAU
 PA PUC

2010 DEC -7 AM 11:44

RECEIVED

VGI PNG II

UGI Penn Natural Gas - PPUC/BCS Case Summary Report

BCS Case # 2664768

Account # 904502101260

Open Date: 04/12/2010

Investigator: LORI MARRAZZO

Name: DENISE SILFEE
michael cotton

Home Phone: (570) 677-4519

Service Address:
348 N EVERETT AVENUE
SCRANTON, PA 18504

File Type: EGWFULL

Date to util: 04/12/2010

Prepared Date: 04/13/2010

Total Balance: 9858.56

Budget Amt: 384.00

Curr Bill Due Date: 04/28/2010

USP: N

USP Date:

CAP Payment Amt: 0.00

Term Date: 04/19/2010

Acct Type: Residential

Rate:

Service Off: N

Heating: Y

Cust Accuracy: Y

No Pmt Agree: N

Catch-Up Amt: 0.00

Called Co: Y

Last Contact: 04/12/2010

Obtain Date: 04/10/2008

Gross Income: 2574.00

Family Size: 4

Poverty Level: 2

Net Income: 1703.00

Cause: U

Department Assigned:

Dept Assign Other:

Contact Reason:

RECEIVED
 2010 DEC - 7 AM 11:44
 SECRETARY'S BUREAU
 PAPUC

Notes

Reason for Contact: ON - PAR NEEDED (# 61)

Problem: STRAIGHT PAR REQUEST A PAYMENT AGREEMENT

Company Position: 04/12/2010 UGI PENN NATURAL GAS WANTS HER TO PAY FULL BALANCE TO KEEP SERVICES ON.

Tell Cust: Customer called 4/12/10 in response to term notice issued 4/7/10. Advised not eligible for p/a, owes over \$9000, had 3 prior accounts transferred here & had more than 2 broken p/a's. Advised of LIHEAP/CRISIS & CAP.

Final Position: Customer had three prior account balances at this address transferred here totaling \$9019.61. Acct #904502101251 listed under Michael Cotton/roommate was discontinued 2/12/10 with o/s bal of \$1831.32, had 1 p/a not satisfied, no pmts rec'd, acct active 11/16/09. Acct #904502101068 listed under Denise Silfee was discontinued 4/10/08 with o/s bal of \$5161.67, had 2 p/a's not satisfied. Acct #904502101150 listed under Esther Silfee/sister was discontinued 2/16/09 with o/s bal of \$2026.62, only 1 pmt rec'd that was applied to the sec dep, acct active 10/2/08. Denise Silfee is the owner & has resided at all 3 prior accounts listed. The 2nd thru 6th payments listed are from acct #904502101068. Customer has not made a good faith effort to pay. Company requests case to be dismissed. ***Any questions regarding this report please contact Mary Pat Connell at 570-829-8623 or e-mail mconnell@ugipng.com***

Payment Agreements

Date	Type	PriorNbr	BegDate	inclLvl	Income	Expense	Balance
11/13/2009	PA		12/13/2009	1	1600.00	700.00	1307.43
Terms: \$520 to restore; then \$54/mo + \$428 bb (HH 5); prior acct #904502101251							

02/21/2007	PA	04/27/2007	2	4130.00	2561.00	2409.72
Terms: \$159 upfront by 3/7/07; then \$105/mo + \$254 bb (HH 5); prior acct#904502101068 @ same address						
09/05/2006	PA	10/07/2006	1	2470.00	1835.00	1107.62
Terms: \$18/mo + \$164 bb (HH 4); prior acct #904502101068						

Payment History

Date	Amount	Type
03/02/2010	770.00	Other
10/30/2007	2967.22	NSF
06/09/2007	359.00	
04/28/2007	359.00	
03/30/2007	360.00	
02/24/2007	200.00	

Income Source/Amt

Orig	Source	Amount	Other
CO	EMPLOYMENT	2574.00	
BCS	WAGES	3000.00	

Closing Information

Date Closed: 05/19/2010		
Violation: NO	Chapter:	Section:
Amt to restore svc: 0.00	Amt to maintain svc: 0.00	Due Date:
Special budget amt: 795.00	Regular budget amt: 384.00	Arrears: 9858.56
Arrears Payment Plus 411.00		
Payback: 25 MONTHS		
Type of decision: EGW STRAIGHT PAR/BUDGET + FOR LEVEL 2-4 HOUSEHOLDS		
Terms of payment: JUNE 2010 DUE DATE		
Resolution: BB 384.00 + 411 = 795.00... LEVEL 2 BEGINNING JUNE 2010 DUE DATE...		