

F2010-2198869

Account Activity Statement

Date: 12/03/10
Page: 1

*** Account Information ***

*** Current Account Status ***

Account Number:
27409-73015

Mail To:
LYDIA HERRERA
PO BOX 634
POCONO SUMMIT PA 18346

Payment Agreement
Installment: \$120.00 Balance: \$1675.57

Requested By:
LYDIA HERRERA
(000)000-0000 Extension:

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
02/03/2006	Payment		\$-213.08								
08/29/2006	Payment		\$-248.20								
12/04/2006	Budget Bill Int Only		\$-2.32								
12/04/2006	BUDGET BILLING		\$249.00								
12/04/2006	Regular Bill	12/26	\$246.68		\$501.63	\$-418.89	0602/0000	45043A	32	5978	
01/03/2007	Late Payment Charge		\$3.08								
01/04/2007	BUDGET BILLING		\$410.00								
01/04/2007	Regular Bill	01/25	\$659.76	\$246.68	\$576.45	\$-252.44	0824/0000	51940A	31	6897	
01/09/2007	Payment		\$-200.00								
01/19/2007	Payment		\$-200.00								
01/31/2007	Late Payment Charge		\$3.25								
02/01/2007	BUDGET BILLING		\$410.00								
02/01/2007	Regular Bill	02/22	\$673.01	\$259.76	\$617.61	\$-44.83	0939/0000	59339A	28	7399	
02/28/2007	Late Payment Charge		\$0.04								
02/28/2007	Late Payment Charge		\$8.38								
03/05/2007	Special Agreement		\$-380.75								
03/05/2007	BUDGET BILLING		\$790.75								
03/05/2007	Regular Bill	03/26	\$1091.43	\$673.01	\$835.58		1286/0000	69415A	32	10076	
03/06/2007	Payment		\$-673.01								
03/23/2007	Payment		\$-410.00								
04/03/2007	BUDGET BILLING		\$325.00								
04/03/2007	SPECIAL AGREEMENT - BB SETTLE		\$95.18								
04/03/2007	Late Payment Charge		\$0.11								
04/03/2007	Regular Bill	04/24	\$428.71	\$8.42	\$568.08	\$243.08	0721/0000	76206A	29	6791	
04/12/2007	Payment		\$-428.00								
05/03/2007	BUDGET BILLING		\$325.00								
05/03/2007	SPECIAL AGREEMENT - BB SETTLE		\$95.18								
05/03/2007	Regular Bill	05/24	\$420.89	\$0.71	\$424.79	\$342.87	0503/0000	81237A	30	5031	
05/15/2007	Payment		\$-220.89								
05/30/2007	Late Payment Charge		\$1.31								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS USED	KWH	BILLED KW
06/04/2007	BUDGET BILLING		\$512.52								
06/04/2007	SPECIAL AGREEMENT - BB SETTLE		\$95.18								
06/04/2007	Regular Bill	06/25	\$809.01	\$200.00	\$169.65		0139/0103	83135A	32	1898	
06/25/2007	Payment		\$-200.00								
07/03/2007	ELECTRIC SERVICE		\$119.81								
07/03/2007	SPECIAL AGREEMENT - BB SETTLE		\$95.21								
07/03/2007	Late Payment Charge		\$0.02								
07/03/2007	Late Payment Charge		\$6.41								
07/03/2007	Regular Bill	07/24	\$830.46	\$609.01			0016/0160	84421A	29	1286	
07/16/2007	Payment		\$-200.00								
07/31/2007	Late Payment Charge		\$3.92								
07/31/2007	Late Payment Charge		\$1.50								
07/31/2007	Late Payment Charge		\$0.08								
08/02/2007	ELECTRIC SERVICE		\$127.79								
08/02/2007	Regular Bill	08/23	\$763.75	\$630.46			0003/0279	85801A	30	1380	
08/16/2007	Payment		\$-127.00								
09/04/2007	ELECTRIC SERVICE		\$129.47								
09/04/2007	Regular Bill	09/25	\$766.22	\$636.75			0017/0278	87146A	33	1345	
09/14/2007	Payment		\$-144.47								
10/03/2007	ELECTRIC SERVICE		\$118.02								
10/03/2007	Regular Bill	10/24	\$739.77	\$621.75			0051/0127	88356A	29	1210	
10/15/2007	Payment		\$-133.02								
11/01/2007	ELECTRIC SERVICE		\$186.35								
11/01/2007	Regular Bill	11/26	\$793.10	\$606.75			0194/0065	90372A	29	2016	
11/15/2007	Payment		\$-201.35								
12/03/2007	ELECTRIC SERVICE		\$476.12								
12/03/2007	Regular Bill	12/26	\$1067.87	\$591.75			0816/0000	95806A	32	5434	
12/26/2007	Payment		\$-50.00								
01/04/2008	ELECTRIC SERVICE		\$625.93								
01/04/2008	Regular Bill	01/25	\$1643.80	\$1017.87			1057/0000	02963A	32	7157	
01/24/2008	Payment		\$-300.00								
02/01/2008	CANCELED ELECTRIC SERVICE		\$582.21								
02/01/2008	Canceled Bill	02/22	\$1926.01	\$1343.80			0925/0000	09334A	28	6371	
02/06/2008	Payment		\$-600.00								
02/11/2008	Adjustment		\$-582.21								
02/11/2008	BUDGET BILLING		\$364.00								
02/11/2008	Regular Bill	03/03	\$1107.80	\$743.80	\$582.21	\$218.21	0925/0000	09334A	28	6371	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
02/25/2008	Payment		\$-379.00								
03/04/2008	BUDGET BILLING		\$364.00								
03/04/2008	Regular Bill	03/25	\$1092.80	\$728.80	\$670.52	\$524.73	1068/0000	16698A	32	7364	
03/13/2008	Payment		\$-379.00								
04/03/2008	BUDGET BILLING		\$364.00								
04/03/2008	Regular Bill	04/24	\$1077.80	\$713.80	\$487.15	\$647.88	0761/0000	22000A	30	5302	
04/17/2008	Payment		\$-379.00								
05/02/2008	BUDGET BILLING		\$336.00								
05/02/2008	Regular Bill	05/23	\$1034.80	\$698.80	\$282.92	\$594.80	0349/0001	25005A	29	3005	
05/15/2008	Payment		\$-351.00								
06/03/2008	BUDGET BILLING		\$336.00								
06/03/2008	Regular Bill	06/24	\$1019.80	\$683.80	\$235.15	\$493.95	0240/0026	27473A	32	2468	
06/12/2008	Payment		\$-351.00								
07/02/2008	BUDGET BILLING		\$336.00								
07/02/2008	Regular Bill	07/23	\$1004.80	\$668.80	\$158.59	\$316.54	0008/0235	29080A	29	1607	
07/31/2008	Late Payment Charge		\$12.56								
08/01/2008	BUDGET BILLING		\$336.00								
08/01/2008	Regular Bill	08/22	\$1353.36	\$1004.80	\$188.82	\$169.36	0000/0306	31027A	30	1947	
08/21/2008	Payment		\$-336.00								
09/03/2008	BUDGET BILLING		\$336.00								
09/03/2008	Regular Bill	09/24	\$1353.36	\$1017.36	\$196.99	\$30.35	0009/0174	33066A	33	2039	
10/01/2008	Payment		\$-200.00								
10/02/2008	BUDGET BILLING		\$336.00								
10/02/2008	Late Payment Charge		\$14.26								
10/02/2008	Late Payment Charge		\$0.16								
10/02/2008	Regular Bill	10/23	\$1503.78	\$1153.36	\$169.63	\$-136.02	0081/0092	34797A	29	1731	
10/17/2008	Payment		\$-152.00								
10/31/2008	Late Payment Charge		\$16.56								
10/31/2008	Late Payment Charge		\$0.34								
11/03/2008	Payment		\$-352.00								
11/03/2008	BUDGET BILLING		\$384.00								
11/03/2008	Regular Bill	11/24	\$1400.68	\$999.78	\$261.92	\$-258.10	0497/0000	37566A	32	2769	
11/26/2008	Payment		\$-434.90								
12/03/2008	BUDGET BILLING		\$384.00								
12/03/2008	Regular Bill	12/26	\$1349.78	\$965.78	\$450.80	\$-191.30	0752/0000	42459A	30	4893	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
11/04/2009	Budget Bill Int Only		\$-0.34								
11/04/2009	BUDGET BILLING		\$362.00								
11/04/2009	Regular Bill	11/25	\$361.49		\$335.03	\$-304.69	0450/0000	84673A	30	3538	
12/01/2009	Late Payment Charge		\$4.52								
12/04/2009	BUDGET BILLING		\$362.00								
12/04/2009	Regular Bill	12/28	\$728.01	\$361.49	\$458.63	\$-208.06	0584/0000	89581A	30	4908	
12/29/2009	Payment		\$-300.00								
01/05/2010	Late Payment Charge		\$5.30								
01/05/2010	Late Payment Charge		\$0.06								
01/06/2010	Special Agreement		\$-270.54								
01/06/2010	BUDGET BILLING		\$632.54								
01/06/2010	Regular Bill	01/27	\$795.37	\$428.01	\$840.60		1193/0000	98098A	33	8517	
01/29/2010	Payment		\$-428.01								
02/04/2010	BUDGET BILLING		\$444.00								
02/04/2010	SPECIAL AGREEMENT - BB SETTLE		\$67.63								
02/04/2010	Regular Bill	02/25	\$878.99	\$367.36	\$945.88	\$501.88	1062/0000	05449A	29	7351	
03/01/2010	Payment		\$-526.63								
03/08/2010	BUDGET BILLING		\$444.00								
03/08/2010	SPECIAL AGREEMENT - BB SETTLE		\$67.63								
03/08/2010	Regular Bill	03/29	\$863.99	\$352.36	\$1028.65	\$1086.53	1075/0000	13450A	32	8001	
03/29/2010	Payment		\$-200.00								
04/07/2010	Late Payment Charge		\$6.61								
04/09/2010	DOMINION ENERGY SOLUTIONS		\$418.00								
04/09/2010	BUDGET BILLING		\$272.00								
04/09/2010	SPECIAL AGREEMENT - BB SETTLE		\$67.63								
04/09/2010	Regular Bill	04/30	\$1428.23	\$663.99	\$98.98	\$913.51	0434/0011	17346A	30	3896	
04/23/2010	Payment		\$-280.00								
05/07/2010	DOMINION ENERGY SOLUTIONS		\$418.00								
05/07/2010	BUDGET BILLING		\$256.00								
05/07/2010	SPECIAL AGREEMENT - BB SETTLE		\$67.65								
05/07/2010	Regular Bill	05/28	\$1889.88	\$1148.23	\$69.21	\$726.72	0293/0032	19938A	29	2592	
05/10/2010	Late Payment Charge		\$5.23								
05/10/2010	Late Payment Charge		\$0.08								
05/10/2010	Late Payment Charge		\$7.35								
05/27/2010	Payment		\$-779.00								
06/08/2010	DOMINION ENERGY SOLUTIONS		\$418.00								
06/08/2010	BUDGET BILLING		\$256.00								
06/08/2010	Regular Bill	06/29	\$1797.54	\$1110.88	\$61.94	\$532.66	0128/0132	22212A	32	2274	

Comments	Employee Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
	E163942	LYDIA HERRERA	10/19/2010	Call Transfer	DEVORA L MINNIFIELD	4:47 PM	()	N	11/1/2010
	E163942	SYSTEM GENERATED	10/19/2010	WEB Maintain Bill Account	DEVORA L MINNIFIELD	4:45 PM	(000) 000-0000	N	1/1
	CSSDR044	LYDIA HERRERA	10/19/2010	Data Repair	CSSDR044	14:14 AM	(570) 839-2672	N	1/1
trans 90091 billing	GAALBS	SYSTEM GENERATED	10/18/2010	Pull Bill	GAALBS	4:50 PM	(000) 000-0000	N	1/1
	E145503	internal	10/8/2010	PUC/Formal	KIMBERLY GERHARD	10:08 AM	(4)	N	1/1
tried to call Lidia Herrera back to discuss payment agreement options with her but everytime I called someone hung the phone up on me	E151112	LYDIA HERRERA	10/8/2010	Credit	CHARLES GALLOWAY	9:54 AM	()	N	1/1
s/w LYDIA HERRERA looking for call from rep working PUC formal status	E151112	SYSTEM GENERATED	10/8/2010	CSS WEB Interface Payment	CHARLES GALLOWAY	9:52 AM	(000) 000-0000	N	1/1
One Time Pmt Amt: \$350.00, Caller name: LYDIA HERRERA, Relationship: Ratepayer, Email Not Updated, Confirmation Number: 0011307010100851	E163125	LYDIA HERRERA	10/8/2010	Call Transfer	PAULA M BURGER	9:42 AM	()	N	1/1
s/w LYDIA HERRERA, r/p as per previous contact on 10/06/10 I tried to contact Kimberly at (484) 634-4421 and left message that I had customer on the phone- DO NOT GIVE CUSTOMER THIS PHONE #, PLEASE!- I will call Kimberly again and leave customer's updated phone # for her to return the call- trans to 90091 for further assistance-pmb	E163125	SYSTEM GENERATED	10/8/2010	Maintain Bill Account	PAULA M BURGER	9:28 AM	(570) 839-2672	N	1/1
s/w LYDIA HERRERA, r/p- changed primary phone # from (347) 626-4639 to (570) 839-2672- also removed alternate phone # (646) 228-9963 from acct as per customer- sat- pmb	CSSDR044	LYDIA HERRERA	10/8/2010	Data Repair	CSSDR044	3:49 AM	(347) 626-4639	N	1/1
DR IR 128077-02 to put perm pull	CSSDR044	SYSTEM GENERATED	10/7/2010	Correspondence - General	CSSDR044	4:16 AM	(347) 626-4639	N	1/1
contact.doc;145503;L0162;V000	E145503	outbound	10/6/2010	PUC/Formal	KIMBERLY GERHARD	2:14 PM	()	Y	11/1/2010
working PUC/Formal, called and left a message for her to contact me. If she calls please transfer call to me ext. 4421 sent contact letter.	e28224	SYSTEM GENERATED	10/5/2010	SC - GRACE EXTENSION	e28224	3:19 PM	(347) 626-4639	Y	10/20/2010

Met w/ Lydia & Cecil and comp walk through 10-4-10 found: 2,300 sq ft home w/ Electric heat pump as primary heat (OUTDOOR UNIT INOP) Only heat is all resistance 5000,10000w 8ft bb electric heat in garage for dogs. 8ft bb electric heat in crawl space to protect pipes. BILLS ARE JUSTIFIED, METER TESTED 100.02% E MAIL: TO D THIEL & C Rindock for PUC FORMAL	E28224	SYSTEM GENERATED	10/4/2010	Investigation Field-Contact	KEVIN G GEORGE	3:17 PM	(347) 626-4639	N	1/1
	E28224	SYSTEM GENERATED	10/4/2010	Other HBI Completed	KEVIN G GEORGE	3:17 PM	(347) 626-4639	N	1/1
Met w/ Lydia & Cecil and comp walk through 10-4-10 found: 2,300 sq ft home w/ Electric heat pump as primary heat (OUTDOOR UNIT INOP) Only heat is all resistance 5000,10000w 8ft bb electric heat in garage for dogs. 8ft bb electric heat in crawl space to protect pipes. BILLS ARE JUSTIFIED, METER TESTED 100.02% E MAIL: TO D THIEL & C Rindock for PUC FORMAL	E28224	appt set	10/4/2010	PUC/Formal	KEVIN G GEORGE	8:34 AM	(570) 972-7642	N	1/1
I spoke with Lydia and scheduled an appt for TODAY 10-4-10 @ 1PM	E145503	SYSTEM GENERATED	9/28/2010	Other HBI Issued	KIMBERLY GERHARD	12:49 PM	(347) 626-4639	N	1/1
working PUC Formal/ Please do 10/04 in the PM if not a good time please call her at 570-972-7642. she would like it done the week of OCT 4th because she is home and on vaca. she works in New York. insisted her usage is way out of line especially since during the week her son is the only one home.	e145503	SYSTEM GENERATED	9/28/2010	SC - HIGH BILL COMPLAINT	e145503	12:46 PM	(347) 626-4639	N	1/1
sw Lidia Herrera, complaining her actual bill is way to high and she said her usage is way out of line.	E03882	LYDIA HERRERA	9/28/2010	Call Transfer	BRENDA J SNYDER	12:22 PM	()	N	1/1
TO 4421	E163790	LYDIA HERRERA	9/27/2010	Call Transfer	ANTHONY M RICENA	11:52 AM	()	N	1/1
SW LYDIA HERRERA: cust received letter to contact ppl. As per contact 9/22/10, transferred call to ext 230-4421. AMR	CSSDR044	SYSTEM GENERATED	9/23/2010	Correspondence - General	CSSDR044	4:26 AM	(347) 626-4639	N	1/1
contact.doc:145503;L0162;V000	E145503	internal	9/22/2010	PUC/Formal	KIMBERLY GERHARD	9:15 AM	()	Y	10/1/2010
working PUC Formal, if cust calls please forward all calls to my ext. 4421; sent contact us letter unable to leave message for cust to call me back.	e03525	SYSTEM GENERATED	9/21/2010	SC - PUC Formal Complaint	e03525	9:03 AM	(347) 626-4639	Y	5/13/2012
PUC Formal Complaint Docket No. F-2010-142198869; Prior PUC Mediation BCS #2716091. The customer cannot agree to the PUC payment agreement terms. Referred to Deb Thiel and Cindy Rindock for review and response to the OGC.	CSSDR044	SYSTEM GENERATED	9/10/2010	Correspondence - General	CSSDR044	4:22 AM	(347) 626-4639	N	1/1
bbpucchoice.doc:163941;L4832;V000	e163941	SYSTEM GENERATED	9/9/2010	SC - PUC Mediation	e163941	8:30 AM	(347) 626-4639	N	1/1

bc#2716091 DATE CLOSED: 10-AUG-10 TERMS: SEPTEMBER 2010 DUE DATE SPECIAL BUDGET AMOUNT: 633 REGULAR BUDGET AMOUNT: 513 ARREARS PAYMENT PLUS: 120 *initial due is diff brwn pymt made after dec closed and spec bb amt*	E163941	SYSTEM GENERATED	9/9/2010	Added Payment Agreement	APRIL R LEWIS	8:30 AM	(000) 626-4639	N	//
bc#2716091 DATE CLOSED: 10-AUG-10 TERMS: SEPTEMBER 2010 DUE DATE SPECIAL BUDGET AMOUNT: 633 REGULAR BUDGET AMOUNT: 513 ARREARS PAYMENT PLUS: 120 *initial due is diff brwn pymt made after dec closed and spec bb amt*	E163941	SYSTEM GENERATED	9/9/2010	Changed Payment Agreement	APRIL R LEWIS	8:29 AM	(000) 626-4639	N	//
	E163941	SYSTEM GENERATED	9/9/2010	Financial Statement Added	APRIL R LEWIS	8:29 AM	(347) 626-4639	N	//
entering puc decision	E163941	Internal	9/9/2010	Credit - PUC Decision	APRIL R LEWIS	8:29 AM	(4)	N	//
PPL BUDGET PROGRAM AND ANNUAL BASE CHANGED TO INCLUDE SUPPLIER CHARGES	CUBB1011	SYSTEM GENERATED	9/2/2010	Budget Billing	CUBB1011	11:29 PM	(000) 000-0000	Y	10/31/2012
BCS Case # 2716091, in tickler for Sept due date TERMS: SEPTEMBER 2010 DUE DATE SPECIAL BUDGET AMOUNT: 633 REGULAR BUDGET AMOUNT: 513 ARREARS PAYMENT PLUS: 120	E163620	Internal	8/12/2010	Credit - PUC Decision	MARITZA RODRIGUEZ	10:38 AM	(4)	Y	9/12/2010
ESCO ADD ONE BILL		SYSTEM GENERATED	8/11/2010	Cust Choice 1 Bill	ISSUED BY BATCH PROCESS	11:11 PM	(717) 629-5610	N	//
		SYSTEM GENERATED	8/11/2010	Batch Enrollment	ISSUED BY BATCH PROCESS	11:11 PM	(347) 626-4639	N	//
	CS LETTE	SYSTEM GENERATED	7/23/2010	Billing	CS LETTE	6:31 PM	(000) 000-0000	N	//
	e34982	SYSTEM GENERATED	7/22/2010	SC - PUC Mediation	e34982	2:26 PM	(347) 626-4639	N	//
sw LYDIA HERRERA called to report PUC CASE # 2716091, satis cmn	E161422	SYSTEM GENERATED	7/22/2010	SC - GRACE EXTENSION	E161422	12:21 PM	(347) 626-4639	Y	8/6/2010
Caller LYDIA HERRERA, Ratepayer, Term Date 07/22/2010, Cust agreed No, med cert Yes, energy assistance No, Cust does not agree to CU of \$701.00 due on 07/22/2010, installments of \$15.00	E161104	SYSTEM GENERATED	7/22/2010	Disputed Payment Agreement	PATRICIA MONTALBANO	12:04 PM	(000) 000-0000	N	//
	E161104	SYSTEM GENERATED	7/22/2010	Financial Statement Added	PATRICIA MONTALBANO	12:01 PM	(347) 626-4639	N	//
Caller LYDIA HERRERA, Ratepayer, Term Date 07/22/2010, med cert Yes	E161104	SYSTEM GENERATED	7/22/2010	SC - MED CERT - 3 DAY	PATRICIA MONTALBANO	11:59 AM	(347) 626-4639	Y	7/25/2010
	CUMCL024	SYSTEM GENERATED	7/17/2010	Cut Out for Non-Pay Issued	CUMCL024	1:14 AM	(347) 626-4639	N	//
	CUBCL024	SYSTEM GENERATED	7/13/2010	3-day call - Ratepayer	CUBCL024	11:22 PM	(000) 000-0000	N	//
CUT DATE: 2010-07-19 AMOUNT: \$1,041.54		SYSTEM GENERATED	7/11/2010	Correspondence - Collections	ISSUED BY BATCH PROCESS	12:55 AM	(717) 629-5610	N	//

	E163268	SYSTEM GENERATED	4/15/2010	Disputed Payment Agreement	SETH CLUCKEY	9:03 AM	(000) 000-0000	N	//
Caller LYDIA HERRERA, Ratepayer, Term Date 04/21/2010, Cust agrees No, med cert No, energy assistance Yes, Cust does not agree to CU of \$280.00 due on 04/20/2010, installments of \$15.00.									
	E163268	SYSTEM GENERATED	4/15/2010	Financial Statement Added	SETH CLUCKEY	8:58 AM	(000) 000-0000	N	//
	CUMCL024	SYSTEM GENERATED	4/15/2010	Leave Door Hanger Issued	CUMCL024	12:23 AM	(000) 000-0000	N	//
DELIVER 3 DAY NOTICE									
		SYSTEM GENERATED	4/6/2010	Correspondence - Collections	ISSUED BY BATCH PROCESS	12:44 AM	(717) 629-5610	N	//
CUT DATE: 2010-04-16 AMOUNT: \$663.99									
		SYSTEM GENERATED	2/11/2010	Cust Choice 1 Bil	ISSUED BY BATCH PROCESS	12:25 AM	(717) 629-5610	N	//
ESCD ADD ONE BILL									
		SYSTEM GENERATED	2/11/2010	Batch Enrollment	ISSUED BY BATCH PROCESS	12:25 AM	(000) 000-0000		//
		SYSTEM GENERATED	1/28/2010	Payment Arrangement Letter Sent	ISSUED BY BATCH PROCESS	10:33 AM	(717) 629-5610	N	//
Non-Catch-Up Activation PAG									
	E162218	SYSTEM GENERATED	1/28/2010	Added Payment Agreement	KELLYANN M GRUVER	10:33 AM	(000) 000-0000	N	//
Caller lydia herrera, Ratepayer, Cust agrees Yes, med cert Yes, energy assistance Yes, Cust agrees to NCU of \$382.00 due on 02/17/2010, installments of \$15.00 .. Customer Satisfied/Understands Yes									
	E162218	SYSTEM GENERATED	1/28/2010	Financial Statement Added	KELLYANN M GRUVER	10:29 AM	(000) 000-0000	N	//
	E162218	SYSTEM GENERATED	1/28/2010	SC - MED CERT - 3 DAY	KELLYANN M GRUVER	10:27 AM	(000) 000-0000	Y	1/31/2010
Caller lydia herrera, Ratepayer, med cert Yes									
	E162218	SYSTEM GENERATED	1/28/2010	WEB Maintain Bill Account	KELLYANN M GRUVER	10:25 AM	(000) 000-0000	N	//
Updated primary phone from 646-488-2348 to 000-000-0000.									
		SYSTEM GENERATED	1/5/2010	Winter Collection	ISSUED BY BATCH PROCESS	4:04 AM	(717) 629-5610	N	//
Winter Collection Notice									
	SYSTEM	SYSTEM GENERATED	12/28/2009	Choice Inquiry	SYSTEM SYSTEM	8:14 PM	(000) 000-0000	N	//
Privacy Release Mailing, Privacy Release: No Response - OK to Release Usage									
		SYSTEM GENERATED	12/4/2009	Winter Collection	ISSUED BY BATCH PROCESS	12:50 AM	(717) 629-5610	N	//
Winter Collection Notice									
	CL2PRA	SYSTEM GENERATED	11/24/2009	Choice Inquiry	CL2PRA	1:26 AM	(000) 000-0000	N	//
Privacy Release Mailing									
		SYSTEM GENERATED	4/20/2009	Payment Arrangement Letter Sent	ISSUED BY BATCH PROCESS	8:45 PM	(717) 629-5610	N	//
Catch-Up Activation PAG									
	CUBCL105	SYSTEM GENERATED	4/20/2009	PAG Reactivated	CUBCL105	8:45 PM	(000) 000-0000	N	//
PAYMENT AGREEMENT HAS BEEN REACTIVATED									
	WCT	SYSTEM GENERATED	3/29/2009	Electric Outage - Issuance	WCT	7:29 PM	(646) 488-2348	N	//
Cond 1: Cond 2: Cond 3: Cond 4: Note: e93825 [Call Type:10 No Lights] Comments:none									
	E151106	LYDIA HERRERA	3/17/2009	Budget Billing	CHRISTOPHER ROWLANDS	3:47 PM	(646) 488-2348	N	//
sw/rpLYDIA HERRERA cust called to discuss removal from bb program expl 633.15 deferred - cust chose not to be removed from bb at this time cust sat									
		SYSTEM GENERATED	2/3/2009	Correspondence - Collections	ISSUED BY BATCH PROCESS	11:43 PM	(717) 629-5610	N	//

