

C-2010-221 1868

Account Activity Statement

Date: 11/01/11  
Page: 1

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

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

Account Number:  
82930-70003

Mail To:  
SHARON GRIFFIE  
137 AMY DR  
CARLISLE PA 17013

Payment Agreement  
Installment: \$15.00 Balance: \$500.02

Requested By:  
SHARON GRIFFIE  
(717)243-8923 Extension:

Budget Bill Amortization  
Installment: \$0.00 Balance: \$0.00

Current Rate: RS

PPL Exhibit 1  
PA PUC

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/16/2007	ELECTRIC SERVICE		\$128.20								
10/16/2007	Regular Bill	11/06	\$128.20				0066/0135	90832A	29	1330	
10/26/2007	Payment		-\$128.20								
11/14/2007	ELECTRIC SERVICE		\$124.82								
11/14/2007	Regular Bill	12/05	\$124.82				0390/0012	92122A	29	1290	
11/27/2007	Payment		-\$124.82								
12/14/2007	ELECTRIC SERVICE		\$144.47								
12/14/2007	Regular Bill	01/04	\$144.47				0837/0000	93644A	30	1522	
12/21/2007	Payment		-\$144.47								
01/17/2008	ELECTRIC SERVICE		\$173.98								
01/17/2008	Regular Bill	02/07	\$173.98				0997/0000	95468A	34	1824	
01/28/2008	Payment		-\$173.98								
02/14/2008	ELECTRIC SERVICE		\$137.71								
02/14/2008	Regular Bill	03/06	\$137.71				0973/0000	96840A	28	1372	
02/26/2008	Payment		-\$137.71								
03/17/2008	ELECTRIC SERVICE		\$155.93								
03/17/2008	Regular Bill	04/07	\$155.93				0952/0000	98417A	32	1577	
03/24/2008	Payment		-\$155.93								
04/16/2008	ELECTRIC SERVICE		\$131.31								
04/16/2008	Regular Bill	05/07	\$131.31				0583/0000	99717A	30	1300	
04/28/2008	Payment		-\$131.31								
05/15/2008	ELECTRIC SERVICE		\$121.43								
05/15/2008	Regular Bill	06/05	\$121.43				0201/0006	00906A	29	1189	
05/30/2008	Payment		-\$121.43								
06/16/2008	ELECTRIC SERVICE		\$178.59								
06/16/2008	Regular Bill	07/07	\$178.59				0097/0197	02738A	32	1832	
06/23/2008	Payment		-\$178.59								
07/16/2008	ELECTRIC SERVICE		\$171.66								
07/16/2008	Regular Bill	08/06	\$171.66				0003/0273	04492A	30	1754	

SECRETARY'S BUREAU  
PA PUC

2012 JAN 26 AM 9:45

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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/22/2010	Budget Bill Int Only		\$-0.01								
04/22/2010	DOMINION ENERGY SOLUTIONS		\$165.00								
04/22/2010	BUDGET BILLING		\$80.00								
04/22/2010	Regular Bill	05/13	\$244.99		\$38.23	\$-60.12	0360/0024	39320A	32	1236	
04/26/2010	Credit		\$-60.12								
05/05/2010	Payment		\$-178.23								
05/20/2010	DOMINION ENERGY SOLUTIONS		\$140.00								
05/20/2010	BUDGET BILLING		\$38.23								
05/20/2010	Regular Bill	06/10	\$184.87	\$6.64	\$38.23		0224/0032	40556A	29	1236	
06/02/2010	Payment		\$-184.87								
06/21/2010	ELECTRIC SERVICE		\$49.19								
06/21/2010	DOMINION ENERGY SOLUTIONS		\$140.00								
06/21/2010	Regular Bill	07/12	\$189.19				0012/0219	42272A	30	1716	
07/06/2010	Payment		\$-189.19								
07/21/2010	ELECTRIC SERVICE		\$65.52								
07/21/2010	DOMINION ENERGY SOLUTIONS		\$140.00								
07/21/2010	Regular Bill	08/11	\$205.52				0000/0449	44703A	32	2431	
08/09/2010	Payment		\$-70.00								
08/16/2010	Payment		\$-70.00								
08/19/2010	DOMINION ENERGY SOLUTIONS		\$140.00								
08/19/2010	BUDGET BILLING		\$72.00								
08/19/2010	Regular Bill	09/09	\$277.52	\$65.52	\$54.38	\$89.46	0000/0393	46933A	29	2230	
09/08/2010	Payment		\$-75.00								
09/20/2010	Payment		\$-67.50								
09/20/2010	DOMINION ENERGY SOLUTIONS		\$140.00								
09/20/2010	BUDGET BILLING		\$72.00								
09/20/2010	Regular Bill	10/12	\$347.02	\$135.02	\$40.96	\$58.42	0006/0211	48543A	30	1610	
10/04/2010	Payment		\$-67.50								
10/15/2010	Payment		\$-67.50								
10/19/2010	BUDGET BILLING		\$201.00								
10/19/2010	Regular Bill	11/09	\$413.02	\$212.02	\$161.82	\$30.63	0157/0057	49884A	31	1341	
11/02/2010	Payment		\$-100.00								
11/17/2010	BUDGET BILLING		\$201.00								
11/17/2010	Regular Bill	12/08	\$514.02	\$313.02	\$171.82	\$1.45	0466/0001	51313A	29	1429	
12/06/2010	Payment		\$-100.00								
12/17/2010	BUDGET BILLING		\$201.00								
12/17/2010	Regular Bill	01/07	\$615.02	\$414.02	\$193.95	\$-5.60	0863/0000	52858A	30	1545	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
01/05/2011	Payment		\$-50.00								
01/19/2011	BUDGET BILLING		\$201.00								
01/19/2011	Regular Bill	02/09	\$766.02	\$565.02	\$234.79	\$28.19	1231/0000	54726A	33	1868	
01/20/2011	Payment		\$-100.00								
02/03/2011	Payment		\$-50.00								
02/17/2011	BUDGET BILLING		\$201.00								
02/17/2011	Regular Bill	03/10	\$817.02	\$616.02	\$220.92	\$48.11	1094/0000	56468A	29	1742	
02/24/2011	Payment		\$-300.00								
03/07/2011	Payment		\$-150.00								
03/21/2011	BUDGET BILLING		\$201.00								
03/21/2011	Regular Bill	04/11	\$568.02	\$367.02	\$184.24	\$31.35	0766/0000	57909A	30	1441	
04/06/2011	Payment		\$-50.00								
04/19/2011	BUDGET BILLING		\$201.00								
04/19/2011	Regular Bill	05/10	\$719.02	\$518.02	\$184.37	\$14.72	0607/0000	59351A	31	1442	
05/19/2011	BUDGET BILLING		\$225.00								
05/19/2011	Regular Bill	06/09	\$944.02	\$719.02	\$171.21	\$-39.07	0188/0022	60685A	30	1334	
05/23/2011	Payment		\$-50.00								
06/09/2011	Payment		\$-50.00								
06/20/2011	BUDGET BILLING		\$225.00								
06/20/2011	Regular Bill	07/11	\$1069.02	\$844.02	\$217.98	\$-46.09	0012/0199	62401A	30	1716	
07/07/2011	Payment		\$-50.00								
07/20/2011	BUDGET BILLING		\$225.29								
07/20/2011	Regular Bill	08/10	\$1244.31	\$1019.02	\$271.38		0000/0374	64628A	32	2227	
08/04/2011	Payment		\$-100.00								
08/18/2011	BUDGET BILLING		\$206.00								
08/18/2011	Regular Bill	09/08	\$1350.31	\$1144.31	\$273.86	\$67.86	0000/0388	66876A	29	2248	
08/30/2011	Payment		\$-100.00								
09/19/2011	BUDGET BILLING		\$206.00								
09/19/2011	Regular Bill	10/11	\$1456.31	\$1250.31	\$208.75	\$70.61	0020/0168	68572A	30	1696	
09/26/2011	Payment		\$-221.00								
10/19/2011	BUDGET BILLING		\$206.00								
10/19/2011	Regular Bill	11/09	\$1441.31	\$1235.31	\$157.45	\$22.06	0179/0038	69833A	32	1261	

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2012 JAN 26 AM 9:47

PPL Exhibit 2

Comments	Case Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
On track application mailed. Return envelope to CAC HARRISBURG.	E160663	INTERNAL	10/13/2011	OnTrack Customer	CHRISTINE GIRAUD	11:06 AM	( ) -	N	//
OTREFCU - ONTRACK REFERRAL LETTER SENT		SYSTEM GENERATED	10/12/2011	Correspondence - Collections	ISSUED BY BATCH PROCESS	11:11 PM	(717) 691-2900	N	//
referred cust to ontrack. she has troubled payment history. she can't afford her current bills.	e145503	SYSTEM GENERATED	10/12/2011	SC - REFERRAL TO ONTRACK	e145503	3:39 PM	(717) 243-8923	Y	11/2/2011
Cond 1: Cond 2: Cond 3: Cond 4: Note:e158255 [Call Type:90 SL/AL OUT] Comments:POLE# 15921533271 NOT CYCLILNG ON.		WCT	9/29/2011	Electric Outage - Issuance	WCT	3:02 PM	(717) 243-6331	N	//
Cond 1: Cond 2: Cond 3: Cond 4: Note:IVR [Call Type:10 No Lights] Comments:none		IVR	9/28/2011	Electric Outage - Issuance	IVR	7:55 PM	(717) 243-8923	N	//
		SYSTEM GENERATED	3/11/2011	Batch Enrollment	ISSUED BY BATCH PROCESS	11:24 PM	(717) 243-8923		//
bes#2766513 DATE CLOSED: 15-NOV-10 TERMS: JANUARY 2011 DUE DATE SPECIAL BUDGET AMOUNT: 215 REGULAR BUDGET AMOUNT: 200 ARREARS PAYMENT PLUS: 15	E163941	internal	12/21/2010	Credit - PUC Decision	APRIL R LEWIS	8:16 AM	( ) -	N	//
bes#2766513 DATE CLOSED: 15-NOV-10 TERMS: JANUARY 2011 DUE DATE SPECIAL BUDGET AMOUNT: 215 REGULAR BUDGET AMOUNT: 200 ARREARS PAYMENT PLUS: 15	e163941	SYSTEM GENERATED	12/21/2010	SC - PUC Mediation	e163941	8:15 AM	(717) 243-8923	N	//
bes#2766513 DATE CLOSED: 15-NOV-10 TERMS: JANUARY 2011 DUE DATE SPECIAL BUDGET AMOUNT: 215 REGULAR BUDGET AMOUNT: 200 ARREARS PAYMENT PLUS: 15 made pymt, still owes \$115	E163941	SYSTEM GENERATED	12/21/2010	Added Payment Agreement	APRIL R LEWIS	8:15 AM	(000) 243-8923	N	//
entering puc dec	E163941	SYSTEM GENERATED	12/21/2010	Changed Payment Agreement	APRIL R LEWIS	8:14 AM	(000) 243-8923	N	//
	E163941	SYSTEM GENERATED	12/21/2010	Financial Statement Added	APRIL R LEWIS	8:14 AM	(717) 243-8923	N	//
	E162349	SYSTEM GENERATED	12/17/2010	Financial Statement Added	MARJ A BEDE	4:13 PM	(717) 243-8923	N	//
	E145503	sharon griffie	12/3/2010	PUC/Formal	KIMBERLY GERHARD	2:57 PM	( ) -	N	//
	E145503	Sharon Griffie	12/3/2010	PUC/Formal	KIMBERLY GERHARD	2:22 PM	( ) -	Y	1/1/2011

sw sharon griffie, upset that she can't pay her budget amount she can't afford more than \$75.00 per month. gave # to liheap and crisis. will try to work with ontrack coordinator to see if I can get her on ontrack. she has no electric heat but her daughter uses a special bed for bed sores.									
	E162349	SHARON GRIFFIE	12/2/2010	Credit	MARI A BEDE	2:04 PM ( ) -	Y	12/30/2010	
	E165488	Jorge Arbelaez	11/30/2010	OnTrack Customer	JORGE ARBELAEZ	10:30 AM (717) 232-9757	N	//	
On track Agency, CAC: Customer does not meet the program guidelines for trouble payment									
	E165488	SYSTEM GENERATED	11/30/2010	Financial Statement Added	JORGE ARBELAEZ	10:25 AM (717) 243-8923	N	//	
	e03525	SYSTEM GENERATED	11/29/2010	SC - PUC Formal Complaint	e03525	3:16 PM (717) 243-8923	Y	7/21/2012	
	E165488	Jorge Arbelaez	11/18/2010	OnTrack Customer	JORGE ARBELAEZ	9:26 AM (717) 232-9757	N	//	
PUC Formal Complaint Docket No. C-2010-2211868; Prior PUC Mediation BCS #2766513. The customer cannot agree to the PUC payment agreement terms. Referred to Deb Thiel and Cindy Rindock for review and response to the OGC.									
	E163783	internal	11/16/2010	Credit - PUC Decision	TRACY L GRAHAM	4:53 PM ( ) -	N	//	
DATE CLOSED: 15-NOV-10 RESOLUTION: BB 200 + 15 = 215... LEVEL 1 BEGINNING JANUARY 2011 DUE DATE... WAIVE LPCS... SERVICE RESTORED PAY: 0 UP FRONT AMOUNT: 0 UP FRONT DUE DATE: TERMS: JANUARY 2011 DUE DATE SPECIAL BUDGET AMOUNT: 215 REGULAR BUDGET AMOUNT: 200 ARREARS PAYMENT PLUS: 15...rtd to PUC tickler									
	CSSDR044		11/16/2010	Budget Billing	CSSDR044	12:00 AM (000) 000-0000	Y	10/31/2012	
\$11.39 transferred to deferred balance, 2nd Adjustment.									
	CS LETTE	SYSTEM GENERATED	11/11/2010	Correspondence - General	CS LETTE	6:35 PM (000) 000-0000	N	//	
SENT CUSTOMER NOTIFICATION OF RETURNED PAYMENT.									
	E161109	internal	11/11/2010	OnTrack Customer	PAMELA TARAPCHAK	10:32 AM ( ) -	N	//	
ot app mailed return envelope CAC Harrisburg									
		SYSTEM GENERATED	11/10/2010	Correspondence - Collections	ISSUED BY BATCH PROCESS	11:58 PM (717) 691-2900	N	//	
	e41414	SYSTEM GENERATED	11/10/2010	SC - PUC Mediation	e41414	2:42 PM (717) 243-8923	N	//	
	e41414	SYSTEM GENERATED	11/10/2010	SC - PUC Mediation	e41414	2:39 PM (717) 243-8923	N	//	
OTREFCU - ONTRACK REFERRAL LETTER SENT									
	E162799	Karen	11/10/2010	OnTrack Customer	KAREN HOFFMAN	1:20 PM (717) 232-9757	N	//	
	e148092	SYSTEM GENERATED	11/10/2010	SC - REFERRAL TO ONTRACK	e148092	1:01 PM (717) 243-8923	N	//	
	e148092	SYSTEM GENERATED	11/10/2010	SC - PUC Mediation	e148092	1:00 PM (717) 243-8923	N	//	
puc mdia/marrazzo/bcs #2766513									
		SYSTEM GENERATED	11/10/2010	Payment Arrangement Letter Sent	ISSUED BY BATCH PROCESS	12:20 PM (717) 691-2900	N	//	
Non-Catch-Up Activation PAG									
	E148491	SYSTEM GENERATED	11/10/2010	Added Payment Agreement	LINDA M STOUTD	12:20 PM (000) 000-0000	N	//	

Caller SHARON GRIFFIE, Ratepayer, Cust agrees No, med cert Yes, energy assistance Yes, Cust does not agree to NCU of \$216.00 due on 1/30/2010, installments of \$15.00 ., Customer Satisfied/Understands Yes	E148491	SHARON GRIFFIE	11/10/2010	Credit	LINDA M STOUDT	12:15 PM	(000) 000-0000	N	//
Caller SHARON GRIFFIE, Ratepayer, med cert Yes, energy assistance Yes    CSR Comments: wanted short term to break into 3 pmts.	E148491	SYSTEM GENERATED	11/10/2010	Financial Statement Added	LINDA M STOUDT	12:15 PM	(717) 243-8923	N	//
Caller SHARON GRIFFIE, Ratepayer, med cert Yes, energy assistance Yes    CSR Comments: Cust did not want to set up a p/a nor a collections arrangement. Stated to cust that she is not in collections, so she can send in what she wants. When she is in coll, call us to protect acct. UND AMR	E163790	SHARON GRIFFIE	10/22/2010	Credit	ANTHONY M RICENA	4:50 PM	(000) 000-0000	N	//
Caller SHARON GRIFFIE, Ratepayer, med cert Yes	E163790	SYSTEM GENERATED	10/22/2010	SC - MED CERT - 3 DAY	ANTHONY M RICENA	4:44 PM	(717) 243-8923	Y	10/25/2010
Caller SHARON GRIFFIE, Ratepayer, med cert No, energy assistance Yes    CSR Comments: sw SHARON GRIFFIE, cust said that she wanted to break up back bal into installments, then cb into installments at a later date, trsfed to 9072, cust not sat	MYANDELL	SHARON GRIFFIE	10/22/2010	Credit	MARETHA YANDELL	4:42 PM	(000) 000-0000	N	//
Sw Sharon Griffie, rp. ? if pymnt \$67.50 rec'd. Std not shwng er on cb. Adv cb shwng pymnts rec'd \$142.50 which includes \$67.50. CU req new PA. Offered coll PA or MPO. Cld not agree. Adv acct shwng on coll PA and nxt pymnt due 10/6/10 \$67.50 and 3rd install 10/20/10. Adv if pays past due bal, acct will be curr and nxt pymnt dd 10/12/10. CU satis.	E163950	Sharon Griffie	9/23/2010	Credit	DIANE M RYBAK	3:34 PM	( ) -	N	//
	CUBB1011	SYSTEM GENERATED	9/16/2010	Budget Billing	CUBB1011	1:22 AM	(000) 000-0000	Y	10/31/2012
	CS LETTE	SYSTEM GENERATED	9/16/2010	Billing	CS LETTE	6:36 PM	(000) 000-0000	N	//
	CSSDR044		9/16/2010	Budget Billing	CSSDR044	12:00 AM	(000) 000-0000	Y	10/31/2012
	E164969	SYSTEM GENERATED	9/15/2010	Issued Collection Arrangement	MARCELLA HALDEMAN	11:41 AM	(717) 243-8923	N	//
	E164969	SYSTEM GENERATED	9/15/2010	SC - MED CERT - 3 DAY	MARCELLA HALDEMAN	11:38 AM	(717) 243-8923	Y	9/18/2010
	LWALTON	sharon griffie	9/3/2010	Credit	LJNDA TUSTIN	1:43 PM	(000) 000-0000	N	//
Caller sharon griffie, Ratepayer, med cert No, energy assistance Yes    CSR Comments: sw sharon griffie who mailed otp of 75.00 9/3 to take care of past due bal.sat	CS LETTE	SYSTEM GENERATED	8/17/2010	Billing	CS LETTE	6:32 PM	(000) 000-0000	N	//
	E79986	SHARON GRIFFIE	8/5/2010	Budget Billing	JAMES P SMITH	11:20 AM	( ) -	N	//

SHARON GRIFFIE - CALLING ABOUT BB LETTER SHE RECEIVED - STARTING HER ON BB TO PREP FOR CONVERS - EXPLND LETTER - SAT										
	E79986	SYSTEM GENERATED	8/5/2010	Issued Collection Arrangement	JAMES P SMITH	11:19 AM	(717) 243-8923	N	//	
Caller SHARON GRIFFIE, Ratepayer, Cust agrees Yes, med cert Yes, energy assistance Yes, Customer agrees to terms of Collection Arrangement : 68.5 due on 2010-08-12, 68.5 due on 2010-08-26, 68.52 due on 2010-09-09., Customer Satisfied/Understands Yes										
	E79986	SYSTEM GENERATED	8/5/2010	SC - MED CERT - 3 DAY	JAMES P SMITH	11:17 AM	(717) 243-8923	Y	8/8/2010	
Caller SHARON GRIFFIE, Ratepayer, med cert Yes										
		SYSTEM GENERATED	7/28/2010	Correspondence - Budget Billing	ISSUED BY BATCH PROCESS	12:41 PM	(717) 691-2900	N	//	
bbstcsr.doc										
	E02514	SYSTEM GENERATED	7/28/2010	Start Budget Billing	MICHELLE HALL	12:41 PM	(717) 243-8923	N	//	
Enrolling customer on budget in preparation of conversion for combined budget program										
	E158256	SHARON GRIFFIE	5/4/2010	Choice Billing	JENNIFER R MEININGER	9:55 AM	( ) -	N	//	
the difference would be reflected on her next bill-sat										
	E158256	SHARON GRIFFIE	5/4/2010	Choice Billing	JENNIFER R MEININGER	9:53 AM	( ) -	N	//	
sw SHARON GRIFFIE she stated she talked to supplier last night and they lowered her bb to 140.00 she wanted to know what her bal is-adv im showing right now 184.87-im showing supplier bb as 165.00 still-adv as long as the new bb amt for supplier is eff this bill pay the new bb amt if it isnt eff until next dd 184.87 is due-adv if she pays the lesser amt the										
	E09950	SYSTEM GENERATED	4/26/2010	Stop Budget Bill	BONNIE L BROZEY	2:15 PM	(717) 243-8923	N	//	
spoke to Sharon Griffie, ques high bb amt, explained billing for PPL and Dominion, suggested may want to be removed fr bb with PPL since does have a credit or could lower bb amt to \$47, opted for removal, transferred credit of 60.12 to acct bal and removed with next bill per her request, is satisfied										
	E09950	SYSTEM GENERATED	4/26/2010	Maintain Building	BONNIE L BROZEY	2:14 PM	(717) 243-8923	N	//	
corrected address format, remove RR 10										
	E153470	SHARON GRIFFIE	2/26/2010	Choice Billing	JULIE CANNON	12:06 PM	( ) -	N	//	
sw SHARON GRIFFIE, explained to her CB has PPL reduced BB of 82.00 + Direct Energy charges...next CB will be PPL BB of 171.00 and no supplier charges...then next CB will be again reduced PPL BB amt + Dominion BB. r/p aware 224.22 due 3/15. satis.										
		SYSTEM GENERATED	2/10/2010	Cust Choice 1 Bill	ISSUED BY BATCH PROCESS	11:16 PM	(717) 691-2900	N	//	
ESCO ADD ONE BILL										
		SYSTEM GENERATED	2/10/2010	Batch Enrollment	ISSUED BY BATCH PROCESS	11:16 PM	(717) 243-8923		//	
	CS LETTE	SYSTEM GENERATED	1/14/2010	Correspondence - General	CS LETTE	6:35 PM	(000) 000-0000	N	//	
Outage letters Middleton 12-1 customers										
		SYSTEM GENERATED	1/14/2010	Customer Choice Drop	ISSUED BY BATCH PROCESS	8:45 AM	(717) 691-2900	N	//	
ESSCO DROP										
		SYSTEM GENERATED	1/14/2010	Batch Enrollment	ISSUED BY BATCH PROCESS	8:45 AM	(717) 243-8923		//	

	E04726	sharon_griffie	12/31/2009	Moter	STEPHANIE FREY	5:00 PM ( ) -	N	11
direct energy states she canceled has to stay with ppl for a year								
	SYSTEM	SYSTEM GENERATED	12/29/2009	Choice Inquiry	SYSTEM SYSTEM	12:11 PM (000) 000-0000	N	11
Privacy Release Mailing, Privacy Release: No Response - OK to Release Usage								
	SYSTEM GENERATED	12/21/2009	Cust Choice 1 Bill	ISSUED BY BATCH PROCESS		9:29 AM (717) 691-2900	N	11
ESCO ADD ONE BILL								
	SYSTEM GENERATED	12/21/2009	Batch Enrollment	ISSUED BY BATCH PROCESS		9:29 AM (717) 243-8923		11
	CL2PRA	SYSTEM GENERATED	11/24/2009	Choice Inquiry	CL2PRA	9:31 AM (000) 000-0000	N	11
Privacy Release Mailing								
	E86644	sharon_griffie	2/3/2009	Budget Billing	CHARLOTTE G TROCCOLA	11:47 AM ( ) -	Y	4/30/2009
she is thinking of replacing non-electric heat with heat pump.....told her to call us back when she does this to have her bbamt re-set.								
	SYSTEM GENERATED	2/3/2009	Correspondence - Budget Billing	ISSUED BY BATCH PROCESS		11:45 AM (717) 691-2900	N	11
bbstcsr.doc								
	E86644	SYSTEM GENERATED	2/3/2009	Start Budget Billing	CHARLOTTE G TROCCOLA	11:45 AM (717) 243-8923	N	11
expl bbiling to Sharon Griffie; satis								
	CS_LETTE	SYSTEM GENERATED	11/25/2008	Correspondence - General	CS_LETTE	6:37 PM (000) 000-0000	N	11
LIHEAP Program Announcement Letter to Level 2 Customers								
	CSSDR044	SYSTEM GENERATED	8/16/2008	Data Repair	CSSDR044	8:05 AM (000) 000-0000	N	11
Based on current customer info, account updated with strata RES05. Average customer usage is: 1557. Customer deadline to sign-up by is: October 10, 2008								
	CSSDR044	SYSTEM GENERATED	4/5/2008	Data Repair	CSSDR044	12:31 PM (000) 000-0000	N	11
Based on current customer info, account updated with strata RES05. Letter to be sent on: 2008-07-16								
	E17120	daughter	12/5/2007	Miscellaneous	KATHLEEN A DELUCIA	1:11 PM ( ) -	N	11
asked about Ontrack but also said she is going to be connecting in HER name. I explained she is not eligible for Ontrack since it's for customers to get help with overdue balances. Also asked about WRAP..gave her income guidelines but still would not be eligible if she is starting in her name (12 mo residency).								
	E70471	SHARON GRIFFIE	8/22/2005	Credit	HOLLY L HANKERSON	10:00 AM ( ) -	Y	8/29/2005
s/w Sharon Griffie.. gave agreed \$65 by 8/22/05 to stop term 8/29/05... claims med cond.. understood., satis..								
	mrmage	SYSTEM GENERATED	8/22/2005	SC - Lost Payment	mrmage	9:53 AM (717) 243-8923	Y	9/6/2005
Sharon Griffie informs mailed her \$65 OT payment on 07/29/05 - just got statement - check for \$65 not paid, nor was check for her trailer payment. Advised payment may be lost. Sending WUR/Statement.								
	MRMAGE	Sharon Griffie	8/22/2005	Call Transfer	MARY LOU COLLUM	9:49 AM ( ) -	Y	8/22/2005

