

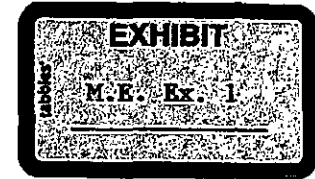


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DETAILED STATEMENT OF ACCOUNT

SECRETARY'S BUREAU



Customer Name: BARBARA A MEDAGLIA

Account Number: 100013595226

Service Address:

967 GREEN HILLS RD
BIRDSBORO PA 19508

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
07/09/10													-81.00			305.72
07/15/10														-17.92	CAPFA	287.80
07/15/10														-80.00	CAPB	207.80
07/15/10	07/15/10	KWH	23,149	2,606	29	90	Act	312.25		312.25	161.00	08/05/10				520.05
07/27/10													-81.00			439.05
08/18/10	08/18/10	KWH	25,987	2,838	34	83	Act	340.72		340.72	205.00	09/08/10				779.77
08/18/10														-80.00	CAPB	699.77
08/18/10														-17.92	CAPFA	681.85
08/26/10													-81.00			600.85
09/18/10	09/17/10	KWH	27,786	1,799	30	60	Act	220.71		220.71	205.00	10/12/10				821.56
09/18/10														-80.00	CAPB	741.56
09/19/10													-234.98			506.58
10/18/10	10/18/10	KWH	29,544	1,758	31	57	Est	215.92		215.92	205.00	11/08/10				722.50
10/18/10														-80.00	CAPB	642.50
10/20/10													-125.00			517.50
11/16/10														-17.92	CAPFA	499.58
11/16/10														-80.00	CAPB	419.58
11/16/10	11/16/10	KWH	30,675	1,131	29	39	Act	142.74		142.74	205.00	12/07/10				562.32
11/18/10													-125.00			437.32
12/10/10													-125.00			312.32
12/16/10	12/16/10	KWH	32,360	1,685	30	56	Act	207.41		207.41	205.00	01/06/11				519.73
12/16/10														-80.00	CAPB	439.73
12/16/10														-35.84	CAPFA	403.89
01/17/11														-80.00	CAPB	323.89
01/17/11	01/17/11	KWH	34,404	2,044	32	64	Act	252.61		252.61	205.00	02/07/11				576.50
01/28/11													-250.00			326.50
02/15/11	02/15/11	KWH	35,876	1,472	29	51	Est	186.62		186.62	70.00	03/08/11		1.88	LPC	515.00
03/15/11	03/15/11	KWH	37,638	1,762	28	63	Act	229.26		229.26	70.00	04/05/11		6.23	LPC	750.49
04/16/11	04/15/11	KWH	38,965	1,327	31	43	Est	180.02		180.02	70.00	05/09/11				930.51

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
Installment plan started on 04/27/2011 for current + 36.00.																
05/14/11	05/13/11	KWH	40,276	1,311	28	47	Act	178.08		178.08	90.00	06/06/11		12.37	LPC	1,120.96
06/09/11													-138.37			982.59
06/15/11	06/15/11	KWH	41,931	1,655	33	50	Est	215.66		215.66	90.00	07/06/11		11.83	LPC	1,210.08
07/11/11													-137.83			1,072.25
07/13/11	07/13/11	KWH	44,348	2,417	28	86	Act	298.96		298.96	90.00	08/03/11		11.29	LPC	1,382.50
08/16/11	08/16/11	KWH	47,214	2,866	34	84	Est	352.79		352.79	228.00	09/06/11		19.67	LPC	1,754.96
Installment plan deactivated on 09/09/2011 - Installment Plan In Arrears.																
Installment plan started on 09/09/2011 for current + 29.24.																
09/13/11	09/13/11	KWH	49,455	2,241	28	80	Act	288.40		288.40	228.00	10/04/11		23.10	LPC	2,066.46
Installment plan deactivated on 10/12/2011 - Installment Plan In Arrears.																
Installment plan started on 10/12/2011 for current + 31.00.																
10/15/11	10/14/11	KWH	51,773	2,318	31	75	Est	310.55		310.55	228.00	11/07/11				2,377.01
11/12/11	11/11/11	KWH	51,926	153	28	5	Act	29.08		29.08	228.00	12/05/11		3.89	LPC	2,409.98
12/15/11	12/15/11	KWH	53,836	1,910	34	56	Est	254.61		254.61	228.00	01/05/12		7.77	LPC	2,672.36
01/12/12	01/12/12	KWH	55,204	1,368	28	49	Act	182.22		182.22	228.00	02/02/12		11.66	LPC	2,866.24
Supplier Switch Met-Ed to FIRSTENERGY SOLUTIONS on 02/15/2012.																
02/15/12	02/15/12	KWH	56,865	1,661	34	49	Est	219.66		219.66	78.00	03/07/12		15.54	LPC	3,101.44
03/14/12	03/14/12	KWH	58,113	1,248	28	45	Act	58.19	102.21	160.40	229.00	04/04/12				3,261.84
Installment plan deactivated on 03/28/2012 - Installment Plan In Arrears.																
Installment plan started on 03/28/2012 for current + 56.00.																
04/17/12	04/16/12	KWH	59,528	1,415	33	43	Est	68.57	115.89	184.46	229.00	05/08/12				3,446.30
04/25/12													-151.00			3,295.30
05/15/12	05/15/12	KWH	60,774	1,246	29	43	Act	61.45	102.05	163.50	204.00	06/05/12		2.01	LPC	3,460.81
05/21/12													-151.00			3,309.81
Installment plan deactivated on 06/06/2012 - Installment Plan In Arrears.																
Installment plan started on 06/06/2012 for current + 56.00.																
06/18/12	06/18/12	KWH	62,979	2,205	34	65	Est	101.33	180.59	281.92	204.00	07/09/12				3,591.73

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**

Name: Barbara Medaglia
Address: 967 Green Hills Rd
Birdsboro, PA 19508

Account Number: 100013595226

Type of Agreement	Date	Agreement Amount	Income	Agreement Terms/Remarks
BCS#2942372	03/28/12	\$3,342.92	\$2,629.78	Budget+\$56.00
PA	10/12/11	\$1,881.27	\$1,677.00	Budget+\$31.00
PA	09/09/11	\$1,630.70	\$2,464.33	Budget+\$29.00
PA	04/27/11	\$884.42	\$2,568.78	Budget+\$36.00
PCAP	04/15/08	\$51.39	\$1,675.45	PCAP credit \$80.00 per month

Remarks:

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PA FILE

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PA – Payment Agreement

SA – Settlement Agreement

PUCST – BCS Agreement



Seasonal Usage Comparison
2011-2012

Barbara Medaglia
100013595226
Residential

967 Green Hills Rd
Birdsboro, PA 19508

MEDAGLIA

Winter 2011

Read Date	Meter Reading	Kwh Used	# Days	Daily Use	Read Type	Bill Amount
3/15/2011	37638	1,762	28	63	ACT	\$235.49
2/15/2011	35876	1,472	29	51	EST	\$188.50
1/17/2011	34404	2,044	32	64	ACT	\$252.61
Average:		1,759				\$225.53

Spring 2011

Read Date	Meter Reading	Kwh Used	# Days	Daily Use	Read Type	Bill Amount
6/15/2011	41931	1,655	33	50	EST	\$227.49
5/13/2011	40276	1,311	28	47	ACT	\$190.45
4/15/2011	38965	1,327	31	43	EST	\$180.02
Average:		1,431				\$199.32

Summer 2010

Read Date	Meter Reading	Kwh Used	# Days	Daily Use	Read Type	Bill Amount
9/17/2010	27786	1,799	30	60	ACT	\$220.71
8/18/2010	25987	2,838	34	83	ACT	\$340.72
7/15/2010	23149	2,606	29	90	ACT	\$312.25
Average:		2,414				\$291.23

Fall 2010

Read Date	Meter Reading	Kwh Used	# Days	Daily Use	Read Type	Bill Amount
12/16/2010	32360	1,685	30	56	ACT	\$207.41
11/16/2010	30675	1,131	29	39	ACT	\$142.74
10/18/2010	29544	1,758	31	57	EST	\$215.92
Average:		1,525				\$188.69

SECRETARY'S BUREAU

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Seasonal Usage Comparison
2011-2012

Barbara Medaglia
100013595226
Residential

967 Green Hills Rd
Birdsboro, PA 19508

MEDAGLIA

Winter 2012

Read Date	Meter Reading	KwH Used	# Days	Daily Use	Read Type	Bill Amount
3/14/2012	58113	1,248	28	45	ACT	\$160.40
2/15/2012	56865	1661	34	49	EST	\$235.20
1/12/2012	55204	1368	28	49	ACT	\$193.88
Average:		1,426				\$196.49

Spring 2011

Read Date	Meter Reading	KwH Used	# Days	Daily Use	Read Type	Bill Amount
6/18/2012	62979	2205	34	65	EST	\$281.92
5/15/2012	20774	1246	29	43	ACT	\$165.51
4/16/2012	59528	1415	33	43	EST	\$184.46
Average:		1,622				\$210.63

Summer 2011

Read Date	Meter Reading	KwH Used	# Days	Daily Use	Read Type	Bill Amount
9/13/2011	49455	2241	28	80	ACT	\$311.50
8/16/2011	47214	2866	34	84	EST	\$372.46
7/13/2011	44348	2417	28	86	ACT	\$310.25
Average:		2,508				\$331.40

Fall 2011

Read Date	Meter Reading	KwH Used	# Days	Daily Use	Read Type	Bill Amount
12/15/2011	53836	1910	34	56	EST	\$262.38
11/11/2011	51926	153	28	5	CSR	\$32.97
10/14/2011	51773	2318	31	75	EST	\$310.55
Average:		1,460				\$201.97

Opening Data Report Case # 2942372
Company Name: MET ED (FIRST ENERGY)

Customer Information

First Name:	BARBARA	Last Name:	MEDAGLIA
Account Number:	100013595226		
Service Address			
Address 1:	967 GREEN HILLS RD		
Address 2:			
City:	BIRDSBORO	State:	PA
Postal Code:	19508-		
Home Phone:	(610)-5821912	Work Phone:	()-
Service Class:	RESIDENTIAL		
Mailing Address			
Address 1:			
Address 2:			
City:		State:	
Postal Code:	-		
Family			
Adults:	2	Family Size:	
Children:	0	Age:	
General			
Date Opened:	03/15/2012	Received Date:	03/15/2012
Date Closed:	03/27/2012		

Assigned To

Assigned To: Laurie E Parker/FirstEnergy



PH 1015
SECRETARY'S BUREAU
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Case Information			
Prior Case #:	2493507	Term Date:	03/19/2012
Arrearage:	\$2,817.00		
Case Origin:	TELEPHONE	Univ. Service:	N
Income Amount:	\$865.00 \$787.33 \$873.00	Source:	AD1 SSI PENSION AD2 SSI
Reason for Contact:	ON - PAR WITH DISPUTE (#63)		
Business Name:	SM		
Case Problem:			
Company Position:	03/09/2012 CO STATED CUSTOMER HAS TO PAY 1000.00+ TO KEEP SERVICE ACTIVATED. NO PAR NEGOTIATED.		
Related Information:	CUSTOMER IS REQUESTING AN AFFORDABLE PAYMENT ARRANGEMENT TO ASSIST WITH KEEPING CURRENT ON HER BILLING AND PREVENT TERMINATION OF HER SERVICE. SHE ALSO WANTS TO VALIDATE THE \$2,816.59 AS SHE DOESNT FEEL THIS IS A ACCURATE DOLLAR AMOUNT FOR HER USAGE.		
Case Misc. Info:	VER CU INFO		
Hot Issue:			

Other Info			
BCS Inv. First Name:	DENNIS	BCS Inv. Last Name:	SCATTON
BCS Invest. Phone:	(717)-7054028	BCS Fax:	()-
BCS. Int First Name:	RICHARD	BCS. Int Last Name:	YEAKLEY

Status
Status: Closed

Full EGW Par Report Case # 2942372
Company Name: MET ED (FIRST ENERGY)

Customer Information	
First Name:	BARBARA
Last Name:	MEDAGLIA
Account Number:	100013595226
Service Address	
Address 1:	967 GREEN HILLS RD
Address 2:	
City:	BIRDSBORO
State:	PA
Postal Code:	19508-
Home Phone:	(610)-5821912
Work Phone:	()-
Mailing Address	
Address 1:	
Address 2:	
City:	
State:	
Postal Code:	-
Family	
Adults:	2
Family Size:	
Children:	0
Age:	
General	
Date Opened:	03/15/2012
Received Date:	03/15/2012
Prepared Date:	03/15/2012
Complete Date:	03/27/2012
Date Closed:	03/27/2012

Prepared by	
Prepared By:	Laurie E Parker/FirstEnergy
Prepared by Phone:	(610)-9216418
Prepared:	lparker@firstenergycorp.com
Prepared:	(330)-3157580

by Email: _____ by Fax: _____

Other Info	
BCS Inv. First Name: DENNIS	BCS Inv. Last Name: SCATTON
BCS Invest. Phone: (717)-7054028	BCS Fax: (330)-
BCS. Int First Name: RICHARD	BCS. Int Last Name: YEAKLEY

Case Information	
Account Type: Residential	Cust. Accuracy: <input checked="" type="radio"/> Yes <input type="radio"/> No
Service On: <input checked="" type="radio"/> Yes <input type="radio"/> No	Case Heating: <input type="radio"/> Yes <input checked="" type="radio"/> No
Universal Service: <input checked="" type="radio"/> Yes <input type="radio"/> No	Total Balance: \$3,342.92
Bill Due Date: 04/04/2012	CAP Amt:
Budget Amt.: \$151.00	Catch Up Amt.:
Total Gross: \$1,738.00	Case Term Date: 04/02/2012
Obtain Date: 03/06/2012	Last Contact Date: 03/26/2012
Income Level: <input checked="" type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	
Full Report Requested? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Response to Customer:	<p>3/15/12 Barbara Medaglia contacted Met-Ed collection center. Company representative advised \$2816.59 is needed to stop termination. After updating financial information, Company representative requested catchup amount of \$1059.32 to stop termination and provided all options to stop termination, per 56.97. Customer was referred to appropriate agency for possible energy assistance and PCAP. Customer denied ability to pay and was given dispute rights.</p> <p>BCS case received.</p> <p>3/26/12 Barbara Medaglia contacted our office stating she received a letter from the PUC and is requesting Dollar Energy phone number-phone number provided. Customer stated the PUC told her she is eligible. Confirmed PUC case received. Satisfied.</p>
Final Position:	Prior BCS #2493507 - dismissed (2/2009) 1405(C)

This customer had more than two good Company agreements, which were not maintained. The customer made only 3 payments in 2011, which has contributed for the large past due balance. See account statement. The customer has not disputed/discussed the accuracy of the account balance with Met-Ed prior to filing this complaint with the PUC. The Company respectfully requests dismissal on the dispute 56.166.



MedagliaBAccSt32712.pdf

Send only the attachment for this Case: Yes No

History

Income

Item	Source	Source Amount	Other Description:
1	SS	\$873.00	Barbara
2	OTHER	\$865.00	John

Pay History

Item	Pay Date:	Pay Amt.:	Pay Comments:
1	07/11/2011	\$137.83	NA
2	06/09/2011	\$138.37	NA
3	01/28/2011	\$250.00	NA
4	12/10/2010	\$125.00	NA
5	11/19/2010	\$125.00	NA
6	10/21/2010	\$125.00	NA

Agreement

Item	Date:	Type	Income	Expenses	Balance	Terms	Level	Beginning
1	10/12/201	Pa	\$1,677.0	\$0.00	\$1,881.2	bb + \$31	1	11/07/2
2	09/09/201	Pa	0	\$0.00	7	bb + \$29.24	2	011
1			\$2,464.3		\$1,630.1			10/04/2
			3		7			011

Internal Information

Justified:	<input type="radio"/> Yes <input checked="" type="radio"/> No	Response Time:	12
Justified Completed Date:			
COC:	Reading	Emp Last spoke to Customer:	
Case Type:	PAR with Dispute	Company Name:	Met-Ed
CIC Reason:		Prior Case #:	2493507
Prior CIC (Qty.):			
		Circuit:	
Responsible	ROCC - ICS		

Process:
Reason Justified:
Classification of Collections consumer
Complaints:
Comments:
Misc. Email Info:

Infractions	
Anticipated	
Section(s) Violated:	Date of Infraction:
Employee(s):	
Actual	
Section(s) Violated:	Date of Infraction:
Employee(s):	
Violations:	
Comments:	

Status
Status: Closed

Closing Data Report Case # 2942372
Company Name: MET ED (FIRST ENERGY)

Customer Information

First Name:	BARBARA	Last Name:	MEDAGLIA
Account Number:	100013595226		
Service Address			
Address 1:	967 GREEN HILLS RD		
Address 2:			
City:	BIRDSBORO	State:	PA
Postal Code:	19508-		
Home Phone:	()-	Work Phone:	()-
Mailing Address			
Address 1:			
Address 2:			
City:		State:	
Postal Code:	-		
Family			
Adults:		Family Size:	
Children:		Age:	
General			
Date Opened:	03/15/2012	Received Date:	03/28/2012
Date Closed:	03/27/2012		
Complete in SAP:	<input checked="" type="checkbox"/> Yes	Date Complete in SAP:	03/28/2012



Assigned To:
Assigned To: Laurie E Parker/FirstEnergy

Case Information	
Decision Issue: Y	Oral Written: W
Violation: NO	Chapter:
Section Rule:	
Balance Date: 03/27/2012	Head Date: 03/27/2012
Bill Date:	Serv. Continue Date:
Total Balance: \$3,343.00	Serv. Restore Pay: \$0.00
Sp. Budget Amt.: \$207.00	Rg. Budget Amt.: \$151.00
Serv. Continue Amt.: \$0.00	Arrears Pay Plus: \$56.00
Final Monthly Pay: \$0.00	Current Monthly Pay: \$0.00
End Monthly Pay: \$0.00	Reconnect Amt.: \$0.00
Pay Amt.: \$0.00	
Terms: MAY 2012	
Paragraph:	
Letter Desc:	EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLDS
Resolution:	THE CUSTOMER WILL NEED TO DISPUTE THE BILLS WITH THE COMPANY PRIOR TO FILING A PUC COMPLAINT. SHE HAS NOT CONTACTED THE COMPANY TO DISPUTE THE BILLING. THE CUSTOMER IS ELIGIBLE FOR THE BELOW LISTED PAYMENT AGREEMENT. THE CUSTOMER WAS INFORMED OF THIS AND UNDERSTOOD. DECISION ISSUED. PAYMENT AGREEMENT ESTABLISHED. LEVEL 1, BB 151.00 + 56.00 = 207.00 BEGINNING MAY 2012 DUE DATE. WAIVE LPCS.
Decision:	<input type="radio"/> Yes <input type="radio"/> No

Other Info	
BCS Inv. First Name: KEVIN	BCS Inv. Last Name: FORD
BCS Invest. Phone: ()-	BCS Fax: (717)-7876641
BCS. Int First Name:	BCS. Int Last Name:

Chronicles Case Management Service - v2012

FirstEnergy Corp

Customer Record

CID: 94622 Social Security Number: ***-**-4069
 HID: 214949 FirstEnergy Account: 100013595226
 Customer: Madaglia, Barbara Record Opened: 6/22/2012 9:27:26 AM

Location

Service History
 Section

ALERT Please enter the result of Barbara's 1/30/2012 appointment.

Please Note

Services provided prior to August 5, 2002, are not part of this database

History of Services for Barbara

Action	Date	Status	Worker	CC	HH	Inc	Removed
Dismissed	1/26/2011 10:19:20 AM		<u>Michelle Miller</u>	ME	2	\$965	Customer Rel...
Data Scrape	1/26/2011 10:18:29 AM		<u>Michelle Miller</u>	ME			
Reviewed	1/26/2011 10:18:01 AM		<u>Michelle Miller</u>	ME	2	\$965	
Reviewed	12/13/2010 6:17:37 PM		<u>Michelle Miller</u>	ME	2	\$965	
Analysis	12/13/2010 4:33:05 PM		<u>Michelle Miller</u>	ME	2	\$1,781	
Data Scrape	12/13/2010 4:32:46 PM		<u>Michelle Miller</u>	ME			
Reviewed	12/13/2010 4:32:30 PM		<u>Michelle Miller</u>	ME	2	\$965	
Analysis	8/10/2009 1:07:57 PM	HS over \$10	<u>Devin Welner</u>	ME	2	\$1,781	
Data Scrape	8/10/2009 1:07:33 PM		<u>Devin Welner</u>	ME			
Reviewed	8/10/2009 1:07:26 PM		<u>Devin Welner</u>	ME	2	\$965	
Reviewed	2/13/2009 10:24:03 AM		<u>Stephanie Ramos-Vega</u>	ME	2	\$965	
WARM Application	5/7/2007 3:13:45 PM		<u>cleotilde lopez</u>	ME	2	\$965	
Cap Application	5/7/2007 3:13:08 PM		<u>cleotilde lopez</u>	ME	2	\$965	
Analysis	5/7/2007 3:03:07 PM	PreScreen OK	<u>cleotilde lopez</u>	ME			
Data Scrape Saved	5/7/2007 3:01:32 PM		<u>cleotilde lopez</u>	ME			

Records 31 to 45 of 47

First Previous Next Last

Navigation

- CARES Raps
- CARES Data
- FEHS Data
- Appointments
- QuickView
- Profile
- Household
- Residence
- Account
- Assistance
- DEF Grant
- Eligibility
- PCAP Removal
- CaseNotes
- Reference
- Chronicles Help
- DEF Grant Help
- Close Record

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 PA FILE
 SECRETARY S BURLAY



Chronicles Case Management Service - v2012

FirstEnergy Corp

Customer Record

CID: 94622
 MID: 214949
 Customer: Madaglia, Barbara

Social Security Number: ***-**-4069
 FirstEnergy Account: 100013595226
 Record Opened: 6/22/2012 9:27:26 AM

Location

Service History
 Section

ALERT Please enter the result of Barbara's 1/30/2012 appointment.

Please Note

Services provided prior to August 5, 2002, are not part of this database

History of Services for Barbara

Action	Date	Status	Worker	CC	MH Inc	Removed
Appointment Result	12/20/2011 4:09:26 PM	Re-scheduled by customer	<u>Evelyn Rivera</u>	ME		
Appointment Set	12/20/2011 5:08:20 PM	In-Person	<u>Evelyn Rivera</u>	ME		
Reviewed	12/20/2011 5:07:45 PM		<u>Evelyn Rivera</u>	ME	2 \$965	
Appointment Result	12/1/2011 11:04:56 AM	Re-scheduled by agency	<u>Evelyn Rivera</u>	ME		
Appointment Set	12/1/2011 12:04:35 PM	In-Person	<u>Evelyn Rivera</u>	ME		
Reviewed	12/1/2011 12:00:08 PM		<u>Evelyn Rivera</u>	ME	2 \$965	
Appointment Result	11/9/2011 11:19:20 AM	Re-scheduled by customer	<u>Evelyn Rivera</u>	ME		
Appointment Set	11/9/2011 12:18:14 PM	In-Person	<u>Evelyn Rivera</u>	ME		
Reviewed	11/9/2011 12:15:10 PM		<u>Evelyn Rivera</u>	ME	2 \$965	
Appointment Set	10/26/2011 3:25:17 PM	In-Person	<u>Evelyn Rivera</u>	ME		
Reviewed	10/26/2011 3:22:08 PM		<u>Evelyn Rivera</u>	ME	2 \$965	
Analysis	10/26/2011 3:20:56 PM		<u>Evelyn Rivera</u>	ME	2 \$1,701	
Data Scrape	10/26/2011 3:19:10 PM		<u>Evelyn Rivera</u>	ME		
Reviewed	10/26/2011 3:18:51 PM		<u>Evelyn Rivera</u>	ME	2 \$965	
Reviewed	1/26/2011 10:20:51 AM		<u>Nichelle Miller</u>	ME	2 \$965	

Records 18 to 30 of 47

First

Previous

Next

Last

Navigation

CARES Reps

FEHS Data

Appointments

QuickView

Profile

Household

Residence

Account

Assistance

DEF Grant

Eligibility

PCAP Removal

CaseNotes

Reference

Chronicles Help

DEF Grant Help

Close Record

Chronicles Case Management Service - v2012

FirstEnergy Corp

Customer Record

CID: 94622 Social Security Number: ***-**-4069
 HID: 214949 FirstEnergy Account: 100013595226
 Customer: Madaglia, Barbara Record Opened: 6/22/2012 9:27:26 AM

Location

Service History Section

ALERT Please enter the result of Barbara's 1/30/2012 appointment.

Please Note

Services provided prior to August 5, 2002, are not part of this database

History of Services for Barbara

Action	Date	Status	Worker	CC	HH Inc	Removed
Reviewed	6/22/2012 9:27:26 AM		<u>Stephanie Ramos-Vega</u>	ME	2	\$2,629
Appointment Result	6/14/2012 2:02:21 PM	Interviewed - Not PCAP eligible	<u>Carmen Fontanez</u>	ME		
Reviewed	6/14/2012 1:45:33 PM		<u>Carmen Fontanez</u>	ME	2	\$2,629
Reviewed	6/14/2012 9:54:20 AM		<u>Stephanie Ramos-Vega</u>	ME	2	\$2,629
Reviewed	6/14/2012 8:13:44 AM		<u>Stephanie Ramos-Vega</u>	ME	2	\$2,629
Reviewed	6/14/2012 8:07:13 AM		<u>Stephanie Ramos-Vega</u>	ME	2	\$2,629
Reviewed	2/1/2012 9:39:37 AM		<u>Carmen Rivera</u>	ME	2	\$965
Data Scrape	1/31/2012 10:03:18 AM		<u>Evelyn Rivera</u>	ME		
Reviewed	1/31/2012 11:01:56 AM		<u>Evelyn Rivera</u>	ME	2	\$965
Appointment Set	1/6/2012 5:31:14 PM	In-Person	<u>Carmen Rivera</u>	ME		
Appointment Result	1/6/2012 4:30:23 PM	Re-scheduled by agency	<u>Carmen Rivera</u>	ME		
Appointment Result	1/6/2012 4:28:57 PM	Re-scheduled by agency	<u>Carmen Rivera</u>	ME		
Appointment Set	1/6/2012 5:24:57 PM	In-Person	<u>Carmen Rivera</u>	ME		
Appointment Set	1/6/2012 5:19:18 PM	In-Person	<u>Carmen Rivera</u>	ME		
Reviewed	1/6/2012 5:17:56 PM		<u>Carmen Rivera</u>	ME	2	\$965

Records 1 to 15 of 47

Next Last

Navigation

- CARES Reps
- [Redacted]
- FEHS Data
- Appointments
- [Redacted]
- QuickView
- Profile
- Household
- Residence
- [Redacted]
- Account
- Assistance
- OEF Grant
- Eligibility
- PCAP Removal
- CaseNotes
- Reference
- Chronicles Help
- OEF Grant Help
- Close Record

Chronicles Case Management Service - v2012

FirstEnergy Corp

Customer Record

CID: 94622 Social Security Number: ***-**-4069
HID: 214949 FirstEnergy Account: 100013595226
Customer: Madaglia, Barbara Record Opened: 6/22/2012 9:27:26 AM

Location

CaseNotes
Section

ALERT Please enter the result of Barbara's 1/30/2012 appointment.

CaseNotes for Barbara Madaglia

If you are listed as an author and you don't remember writing the casenote it is because Chronicles automatically generates casenotes when certain actions are taken. The author of the casenote is the person who took the action.

Date: 1/26/2011 10:19:20 AM Author: Michelle Miller Subject: Dismissal
Ratepayer was dismissed 1/26/2011. Removal Reason: Customer Did Not Reverify PCAP Client has been enrolled since 4/15/2008. Has been contacted 3 times with no response. Removed client from PCAP via Chronicles.

Date: 12/13/2010 4:33:28 PM Author: Michelle Miller Subject: Prescreen
Screened for PCAP, awaiting income verification.

Date: 12/13/2010 4:33:04 PM Author: Michelle Miller Subject: Analysis Performed
Barbara was screened on 12/13/2010, and reported that the household size was 2 and the household gross monthly income was \$1,781. The analysis was performed using this information. If Barbara provides different information during the interview, then the analysis would be incorrect.

Date: 8/10/2009 1:09:41 PM Author: Devln Weiner Subject: Prescreened
prescreened for PCAP reverification, awaiting proof of income

Date: 8/10/2009 1:07:44 PM Author: Devln Weiner Subject: Analysis: No Code
Barbara was prescreened on 8/10/2009, and reported that the household size was 2 and the household gross annual income was \$1,781. The analysis was performed using this information. If Barbara provides different information during the interview, then the analysis would be incorrect.

Records 16 to 20 of 20

First

Previous

Navigation

- CARES Reps
- FEMS Data
- Appointments
- QuickView
- Profile
- Household
- Residence
- Account
- Assistance
- DEF Grant
- Eligibility
- PCAP Removal
- Add CaseNote

- Reference
- Chronicles Help
- DEF Grant Help
- Close Record

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RECEIVED
2012 JUL 12 AM 8:38
FA PUC
SECRETARY'S BUREAU



Chronicles Case Management Service - v2012

FirstEnergy Corp

Customer Record

CID:	94622	Social Security Number:	***-**-4069
HID:	214949	FirstEnergy Account:	100013595226
Customer:	Madaglia, Barbara	Record Opened:	6/22/2012 9:27:26 AM

Location

CaseNotes Section

ALERT Please enter the result of Barbara's 1/30/2012 appointment.

CaseNotes for Barbara Madaglia

If you are listed as an author and you don't remember writing the casenote it is because Chronicles automatically generates casenotes when certain actions are taken. The author of the casenote is the person who took the action.

Date: 1/6/2012 5:24:57 PM Author: Carmen Rivera Subject: Appointment Set

An appointment for Barbara with Carmen Rivera was scheduled for 01/30/2012 at 1:00 PM.

Date: 1/6/2012 5:19:18 PM Author: Carmen Rivera Subject: Appointment Set

An appointment for Barbara with Carmen Rivera was scheduled for 01/31/2012 at 10:00 AM.

Date: 12/20/2011 5:09:26 PM Author: Evelyn Rivera Subject: Appointment Result

Barbara had an appointment with Evelyn Rivera scheduled for 12/20/2011 at 3:00 PM. The result of the appointment was: client called that her husband had an accident and she can not make it to appointment

Date: 12/20/2011 5:08:20 PM Author: Evelyn Rivera Subject: Appointment Set

An appointment for Barbara with Evelyn Rivera was scheduled for 01/12/2012 at 2:30 PM.

Date: 12/1/2011 12:04:56 PM Author: Evelyn Rivera Subject: Appointment Result

Barbara had an appointment with Evelyn Rivera scheduled for 11/28/2011 at 3:00 PM. The result of the appointment was: client was resched by office .

Records 6 to 10 of 20

First

Previous

Next

Last

Navigation

- CARES Reps
- [REDACTED]
- FEHS Date
- Appointments
- [REDACTED]
- QuickView
- Profile
- Household
- Residence
- [REDACTED]
- Account
- Assistance
- DEF Grant
- Eligibility
- PCAP Removal
- [REDACTED]
- Add CaseNote
- Reference
- Chronicles Help
- DEF Grant Help
- Close Record

Chronicles Case Management Service - v2012

FirstEnergy Corp

Customer Record

CID: 94622 Social Security Number: ***-**-4069
HID: 214949 FirstEnergy Account: 100013595226
Customer: Madaglia, Barbara Record Opened: 6/22/2012 9:27:26 AM

Location

CaseNotes
Section

ALERT Please enter the result of Barbara's 1/30/2012 appointment.

Navigation

CaseNotes for Barbara Madaglia

If you are listed as an author and you don't remember writing the casenote it is because Chronicles automatically generates casenotes when certain actions are taken. The author of the casenote is the person who took the action.

- CARES Reps
- Add CaseNote
- FEHS Date
- Appointments
- Add CaseNote
- QuickView

Date: 6/14/2012 2:02:21 PM Author: Carmen Fontanez Subject: Appointment Result
Barbara had an appointment with Carmen Rivera scheduled for 1/31/2012 at 10:00 AM. The result of the appointment was: Customer was over income for PCAP. The total income in the household for 2 members is \$2629.78. The break down of the income is two Social Security checks one is \$873.00 and the other one is \$855.00 and there are two pension checks also one is \$104.45 and the other is \$787.33. Therefore the customer is over income for 2 in the household.

- Profile
- Household
- Residence
- Account
- Assistance
- DEF Grant

Date: 1/31/2012 10:03:40 AM Author: Evelyn Rivera Subject: Analysis Performed
Barbara was screened on 1/31/2012, and reported that the household size was 2 and the household gross monthly income was \$2,630. This analysis was performed using this information. If Barbara provides different information during the interview, then the analysis would be incorrect.

Date: 1/6/2012 5:31:14 PM Author: Carmen Rivera Subject: Appointment Set
An appointment for Barbara with Carmen Rivera was scheduled for 01/30/2012 at 1:00 PM.

- Eligibility
- PCAP Removal
- Add CaseNote

Date: 1/6/2012 5:30:23 PM Author: Carmen Rivera Subject: Appointment Result
Barbara had an appointment with Carmen Rivera scheduled for 1/30/2012 at 1:00 PM. The result of the appointment was: appt is not correct-correct appt is for 1/31/2012 @ 10 am

Date: 1/6/2012 5:28:57 PM Author: Carmen Rivera Subject: Appointment Result
Barbara had an appointment with Carmen Rivera scheduled for 1/31/2012 at 10:00 AM. The result of the appointment was: previous appt was not available

- Reference
- Chronicles Help
- DEF Grant Help
- Close Record

Records 1 to 5 of 20

Next

Last

Customer Interaction Center

Navigation Application End Context

Business Unit
PC/cty/ta
Part/col
Cont. Accr

Automatic Screen Pop On

Actions
New Sev Basic DCT

Environment Title Contact Mail

Search Process

Object Key

- BARBARA A NEAGLIA
- ACTV 667 GREEN HILLS RD, B
- 667 GREEN HILLS RD, S/POE
- METER-DIST 12/31/8325
- DIST 667 GREEN HILLS F
- L76281738 KWH
- FIRST-PA 12/31/8399 EA B
- SUPP 667 GREEN HILLS
- L76281734 KWH

Financial Summary

Business partner: 001828878 BARBARA A NEAGLIA 18 RD SBORO PA 18504
 Contract account: 108813595228
 Financial summary date: 04/16/2012

Occupants

Number of occupants: 3
 Age of occupants: 77 78

Customer Interaction Center

Registration Application End Contact

System - 0
pc/ajyle
Partial
Cont. Acct

Admission Screen Pop On

Action
Queue Size 0 Basic 0 DCT

Environment Tree Contact Point Filter Business Partner Over Business Partner Over Display Fin. Summary

Launch Profile

- BARBARA A MEDAGLIA Business Partner 000
- AGYV 867 GREEN HILLS RD, B Contract Account 701
- 867 GREEN HILLS RD, BIRDA Project 0012534266
- METED 0817 12/01/9988 Contract 00003107300
- 0817 867 GREEN HILLS Installation 070088271
- L76201736 KWH Device 00000000000
- FIRST PA 12/31/9989 ER B Contract 0016344506
- SUPP 867 GREEN HILLS Installation 070088271
- L76201736 KWH Device 00000000000

Financial Summary

Menu Back Cancel System

Business partner 801870070 BARBARA A MEDAGLIA / BIROSBORO PA 19208
 Contract account 100013585226
 Financial summary date 04/16/2012

Employment	Amount	Cycle	Prty	ORNet	Gross Monthly	Net Monthly
	0.00				0.00	0.00
	0.00				0.00	0.00
2RD PENSION	104.45				104.45	82.44
Unemployment	0.00				0.00	0.00
Risk Assistance	0.00				0.00	0.00
Rentals	0.00				0.00	0.00
Social Security	0.00				0.00	0.00
Supp Gov Sec Income	970.00				970.00	970.00
Workmg Compn 12/31/9989	0.00				0.00	0.00
Pension	787.33				787.33	787.33
Child Support	0.00				0.00	0.00
Alimony	0.00				0.00	0.00
Investment Income	0.00				0.00	0.00
For Her Parent	0.00				0.00	0.00

Prints Window Contents

\$1764.78 - Barbara total

Customer Interaction Center

Navigation Application End Connect

Automatic Screen Pop On

Actions:

Environment Tree:

Financial Summary

Menu Back Cancel System

Business partner: 80182870 BARBARA A MEDAGLIA / BIRDSBORO PA 19508
 Contract account: 00012605228
 Quantity summary date: 04/10/2012

- Launch Process
- Object Key
- BARBARA A MEDAGLIA Business Partner 080
 - ACTV 967 GREEN HILLS RD. Contract Account 100
 - 967 GREEN HILLS RD, BIRDSBORO PA 19008
 - MEYED-CHST 12/01/2009 Contract 000107300
 - DIST 967 GREEN HILLS Installation 07036971
 - 17628 1738 KWH Device 0000000000
 - 967 PA 12/01/2009 ETI Contract 0016344502
 - SUPP 967 GREEN HILLS Installation 07036971
 - 17628 1738 KWH Device 0000000000

JOHN

Employment	Amount	Cy	Hic/Wh	OTH	Gross Monthly	Net Monthly
	0.00	0			0.00	0.00
	0.00	0			0.00	0.00
	0.00	0			0.00	0.00
Unemployment	0.00				0.00	0.00
Public Assistance	0.00				0.00	0.00
Retirols	0.00				0.00	0.00
Retrol Security	0.00				0.00	0.00
Supp Soc Sec Income	865.00				865.00	865.00
Workmen Compensation	0.00				0.00	0.00
Pension	0.00				0.00	0.00
Child Support	0.00				0.00	0.00
Alimony	0.00				0.00	0.00
Investment Income	0.00				0.00	0.00
Forier Parent	0.00				0.00	0.00