

Account Activity Statement

Date: 03/25/13
Page: 1

*** Account Information ***

*** Current Account Status ***

Account Number:
46951-24115

Mail To:
THOMAS HARTNETT
1407 LAKESIDE DR LOT K-37
TOBYHANNA PA 18466

Payment Agreement
Installment: \$0.00 Balance: \$0.00

Requested By:
THOMAS HARTNETT
(570)894-8720 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
03/20/2009	ELECTRIC SERVICE		\$210.33								
03/20/2009	CANCELED DEPOSIT		\$345.00								
03/20/2009	Regular Bill	04/13	\$555.33				0441/0000	46510A	17	2232	
04/21/2009	ELECTRIC SERVICE		\$331.60								
04/21/2009	Late Payment Charge		\$2.63								
04/21/2009	Regular Bill	05/12	\$544.56	\$210.33			0634/0000	50010A	32	3500	
05/20/2009	ELECTRIC SERVICE		\$215.22								
05/20/2009	Regular Bill	06/10	\$759.78	\$544.56			0202/0039	52220A	29	2210	
06/19/2009	ELECTRIC SERVICE		\$170.03								
06/19/2009	Regular Bill	07/10	\$929.81	\$759.78			0062/0055	53929A	30	1709	
07/21/2009	ELECTRIC SERVICE		\$158.59								
07/21/2009	Regular Bill	08/11	\$1088.40	\$929.81			0000/0161	55511A	32	1582	
08/21/2009	ELECTRIC SERVICE		\$158.13								
08/21/2009	Regular Bill	09/11	\$1246.53	\$1088.40			0000/0279	57088A	31	1577	
09/21/2009	ELECTRIC SERVICE		\$144.59								
09/21/2009	Regular Bill	10/12	\$1391.12	\$1246.53			0055/0089	58515A	31	1427	
10/20/2009	ELECTRIC SERVICE		\$204.30								
10/20/2009	Regular Bill	11/10	\$1595.42	\$1391.12			0338/0013	60604A	29	2088	
11/19/2009	ELECTRIC SERVICE		\$244.46								
11/19/2009	Regular Bill	12/10	\$1839.88	\$1595.42			0462/0000	63138A	30	2534	
12/21/2009	ELECTRIC SERVICE		\$387.45								
12/21/2009	Regular Bill	01/11	\$2227.33	\$1839.88			0909/0000	67257A	32	4119	
12/23/2009	Payment		\$-101.00								
01/21/2010	ELECTRIC SERVICE		\$596.70								
01/21/2010	Regular Bill	02/11	\$2723.03	\$2126.33			1148/0000	72327A	31	5070	
02/23/2010	ELECTRIC SERVICE		\$127.87								
02/23/2010	CON EDISON SOLUTIONS		\$484.10								
02/23/2010	Regular Bill	03/16	\$3335.00	\$2723.03			1177/0000	77488A	32	5161	
03/03/2010	Payment		\$-100.00								
03/24/2010	ELECTRIC SERVICE		\$95.84								
03/24/2010	CON EDISON SOLUTIONS		\$352.50								
03/24/2010	Regular Bill	04/14	\$3683.34	\$3235.00			0658/0000	81246A	29	3758	

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Bill Account: 46951-24115

Account Activity Statement

Date: 03/25/13
Page: 5

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/22/2012	ELECTRIC SERVICE		\$31.93								
06/22/2012	CON EDISON SOLUTIONS		\$57.45								
06/22/2012	Regular Bill	07/13	\$3940.47	\$3851.09			0026/0144	43113A	30	693	
07/23/2012	ELECTRIC SERVICE		\$27.34								
07/23/2012	CON EDISON SOLUTIONS		\$46.09								
07/23/2012	Regular Bill	08/13	\$4013.90	\$3940.47			0000/0390	43669A	30	556	
08/01/2012	Payment		\$-135.00								
08/21/2012	ELECTRIC SERVICE		\$26.13								
08/21/2012	CON EDISON SOLUTIONS		\$43.11								
08/21/2012	Regular Bill	09/11	\$3948.14	\$3878.90			0000/0292	44189A	31	520	
09/20/2012	ELECTRIC SERVICE		\$24.65								
09/20/2012	CON EDISON SOLUTIONS		\$39.46								
09/20/2012	Regular Bill	10/11	\$4012.25	\$3948.14			0022/0165	44665A	30	476	
10/22/2012	ELECTRIC SERVICE		\$43.93								
10/22/2012	CON EDISON SOLUTIONS		\$87.21								
10/22/2012	Regular Bill	11/13	\$4143.39	\$4012.25			0237/0007	45717A	30	1052	
11/20/2012	ELECTRIC SERVICE		\$80.38								
11/20/2012	CON EDISON SOLUTIONS		\$177.49								
11/20/2012	Regular Bill	12/11	\$4401.26	\$4143.39			0583/0000	47858A	31	2141	
12/20/2012	ELECTRIC SERVICE		\$102.88								
12/20/2012	CON EDISON SOLUTIONS		\$233.20								
12/20/2012	Regular Bill	01/10	\$4737.34	\$4401.26			0805/0000	50671A	30	2813	
01/22/2013	ELECTRIC SERVICE		\$129.51								
01/22/2013	CON EDISON SOLUTIONS		\$302.25								
01/22/2013	Regular Bill	02/12	\$5169.10	\$4737.34			1029/0000	54317A	33	3646	
01/30/2013	Payment		\$-100.00								
02/22/2013	ELECTRIC SERVICE		\$132.86								
02/22/2013	CON EDISON SOLUTIONS		\$292.64								
02/22/2013	Regular Bill	03/15	\$5494.60	\$5069.10			1136/0000	58093A	30	3776	
03/21/2013	ELECTRIC SERVICE		\$112.44								
03/21/2013	CON EDISON SOLUTIONS		\$242.27								
03/21/2013	Regular Bill	04/11	\$5849.31	\$5494.60			0817/0000	61219A	28	3126	

Account #46951-24115

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Comments	Employee Number	Contact Information	PA PPL Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
PPL Alerts Terms and Conditions	IVR	SYSTEM GENERATED	11/26/2012	myPPL Alerts - IVR	IVR	10:53 AM	(717) 629-5610	N	//
Enrolled- T&Cs mailed	IVR	SYSTEM GENERATED	11/24/2012	myPPL Alerts - IVR	IVR	10:53 AM	(000) 000-0000	N	//
Cond 1: Cond 2: Cond 3: Cond 4: Note:IVR [Call Type:10 No Lights] Comments:none	IVR	SYSTEM GENERATED	11/24/2012	Electric Outage - Issuance	IVR	10:51 AM	(570) 269-8645	N	//
LIHEAP Program Announcement Letter	CSLET	CSLET	11/21/2012	LIHEAP	CSLET	1:14 PM	(000) 000-0000	N	//
Data Repair for INC429643	CSSDR044	THOMAS HARTNETT	10/30/2012	Data Repair	CSSDR044	3:27 AM	(570) 894-8720	N	//
Template Name Contact PPL: Created By Dorris,Mae F: Letter Edited No: CS Letters ID 47902	CSLET	SYSTEM GENERATED	10/23/2012	Correspondence - General	CSLET	3:10 PM	(000) 000-0000	N	//
LEFT MOM FOR CUSTOMER TO CONTACT ME-LEFT MY DIRECT EXT- SENT CONTACT LETTER-IF YOU RCV CALL PLEASE TRANSFER TO ME 370-7859 OR GET GOOD TIME TO CONTACT CUSTOMER THANK YOU	E00919	INTERNAL	10/23/2012	Credit - Outbound Call	MAE F DORRIS	2:51 PM	() -	Y	11/30/2012
PER FORMAL COMPLAINT RESPONSESE- ADDING DAYTIME NO 570-269-8645 -PER THOMAS HARTNETT	E00919	SYSTEM GENERATED	10/23/2012	Maintain Bill Account	MAE F DORRIS	2:09 PM	(570) 894-8720	N	//
PUC Formal Complaint Docket No. F-2012-2329578; Prior PUC Informal BCS # 2975495. The customer cannot agree to the company payment agreement. Referred to Jen Zwiebel, Deb Thiel and Cindy Rindock for review and response to the OGC.	E02623	SYSTEM GENERATED	10/19/2012	SC - PUC Formal Complaint	E02623	4:30 PM	(000) 000-0000	Y	6/11/2014
WATT (Collection - PUC Payment Agreement Residential) Work Item 414741 Completed	E162277	e162277	10/3/2012	Miscellaneous	SUZANNE R CONKLIN	2:13 PM	(000) 000-0000	N	//
	e162277	SYSTEM GENERATED	10/3/2012	SC - PUC Mediation	e162277	2:12 PM	(570) 894-8720	N	//

BCS# 2975495 DATE CLOSED: 13-SEP-12 RESOLUTION: DISMISS COMPLAINT WITH DECISION. THE CUSTOMER WAS REMOVED FROM THE ONTRACK PROGRAM DUE TO MISSING THIER ONTRACK PAYMENTS. THE CUSTOMER HAD NOT MADE ANY PAYMENTS ON THE ACCOUNT SINCE 12/5/2011 WHEN HE PAID 43.00.									
	PUCMED	PUCMed	9/18/2012	Miscellaneous	PUCMED	4:57 PM	(000) 000-0000	N	//
WATT (Collection - PUC Payment Agreement Residential) Work Item 414741 Created									
DISPREM - REMINDER TO PAY CURRENT BILL WHILE DISPUTE PENDING	CS LETTE	SYSTEM GENERATED	6/1/2012	Credit	CS LETTE	6:30 PM	(000) 000-0000	N	//
Caller THOMAS HARTNETT, Ratepayer, med cert No CSR Comments: rp has 30 day med hold til 6/29 of amt due 755. will do his best in these 30 day sat	KHARRIS	THOMAS HARTNETT	5/31/2012	Credit	KIMBERLY HARRIS	12:19 PM	(000) 000-0000	N	//
PUC MDIA/BYNDAS-BCS#2975495	e34982	SYSTEM GENERATED	5/31/2012	SC - PUC Mediation	e34982	8:35 AM	(570) 894-8720	N	//
WATT (Scanned - Med Cert) Work Item 335114 Completed	E03534	e03534	5/30/2012	Miscellaneous	KOREY R KOSTIC	1:58 PM	(000) 000-0000	N	//
CTP-PayAssist: Spoke with FAX, placed a MedCert30Day suspend charge on account.	E03534	SYSTEM GENERATED	5/30/2012	SC - MED CERT - 30 DAY	KOREY R KOSTIC	1:58 PM	(570) 894-8720	N	//
WATT (Scanned - Med Cert) Work Item 335114 Created	KOFAX	KoFax	5/30/2012	Miscellaneous	KOFAX	11:52 AM	(000) 000-0000	N	//
Term Date 06/05/2012, med cert No CSR Comments: ADV NO VALID FORM YET RECEIVED FROM DOCQ	KFRANELL		5/30/2012	Credit	KHOURTNY FRANELL	11:43 AM	(000) 000-0000	N	//
Caller THOMAS HARTNETT, Ratepayer, Term Date 06/05/2012, med cert Yes CSR Comments: adv cust that med cert was not valid b/c wasn't filled out. sat.	CWATTS	THOMAS HARTNETT	5/30/2012	Credit	CHA NEL WATTS	9:30 AM	(000) 000-0000	N	//
MED CERT FORM STATES "NOT ACUTELY ILL" NO DR INFO FILLED IN OR DR SIGNATURE. NOT A VALID MED CERT.	E71683	SILVER COURIER	5/29/2012	Credit	TAMI L ROLAND	2:29 PM	() -	Y	6/10/2012
WATT (Scanned - Med Cert) Work Item 334068 Completed	E71683	e71683	5/29/2012	Miscellaneous	TAMI L ROLAND	2:28 PM	(000) 000-0000	N	//
	KOFAX	KoFax	5/29/2012	Miscellaneous	KOFAX	12:54 PM	(000) 000-0000	N	//

WATT (Scanned - Med Cert) Work Item 334068 Created									
	jmcclain	SYSTEM GENERATED	5/29/2012	SC - MED CERT - 7 DAY	jmcclain	11:14 AM	(570) 894-8720	N	/ /
S/W MARIA FROM DRS OFFICE, CALLED IN FOR MEDCERT FORM. FAXED. SATIS									
	PNORMAN	THOMAS HARTNETT	5/29/2012	Credit	PRUDENCE NORMAN	10:03 AM	(000) 000-0000	N	/ /
Caller THOMAS HARTNETT, Term Date 06/05/2012, med cert No CSR Comments: THOMAS HARTNETT (RP) CI VERY UPSET THAT NO ONE CAN HELP HIM - HE IS ON ONTRACK PROGRAM AND NO AGREEMT CAN BE SET UP FOR HIM - CUST NOT SAT									
	PNORMAN	SYSTEM GENERATED	5/29/2012	SC - MED CERT - 3 DAY	PRUDENCE NORMAN	9:58 AM	(570) 894-8720	Y	6/1/2012
Caller THOMAS HARTNETT, Ratepayer, Term Date 06/05/2012, med cert Yes									
		SYSTEM GENERATED	5/23/2012	Correspondence - Collections	ISSUED BY BATCH PROCESS	1:24 AM	(717) 629-5610	N	/ /
		SYSTEM GENERATED	4/19/2012	OT Auto Default	ISSUED BY BATCH PROCESS	11:52 PM	(717) 629-5610	N	/ /
OT Auto Default									
	e02030	SYSTEM GENERATED	3/29/2012	SC - GRACE EXTENSION	e02030	12:26 PM	(000) 000-0000	Y	4/13/2012
bcs# 2932182. decision closed: 03/29/2012. CLOSED. CUSTOMER ENROLLED IN CAP (ONTRACK), WHICH IS A BENEFICIAL RATE. THE CURRENT ONTRACK PAYMENT AMOUNT IS \$151.00 (\$143.00 + \$8.00). PER 1405(C), PUC CANNOT OFFER PAYMENT AGREEMENT FOR CUST'S ENROLLED IN CAP PROGRAM OR HAVE CAP ARREARS IN BALANCE.									
	CSSDR044		2/26/2012	Choice Inquirv	CSSDR044	7:32 AM	(000) 000-0000	N	/ /
Privacy Release Mailing, Privacy Release: Default- OK to Release All									
	e41414	SYSTEM GENERATED	2/16/2012	SC - PUC Informal Complaint	e41414	7:55 AM	(570) 894-8720	N	/ /
pucc informal/byndas/bcs #2932182									
	CSSDR044	THOMAS HARTNETT	2/14/2012	Data Repair	CSSDR044	4:26 AM	(570) 894-8720	N	/ /
DR for HP Issue 325 - IR 127428 - Remove Acct from OTC									
	CSSDR044		1/21/2012	Act 129	CSSDR044	6:02 PM	(000) 000-0000	N	/ /
Program Name - Low Income WRAP Job Id - 150796 Install Date - 9/15/2011 Measure DescFull Cost WRAP Residential Service Package									
	CSSDR044		1/21/2012	Act 129	CSSDR044	6:02 PM	(000) 000-0000	N	/ /
Program Name - Customer Education Measure Desc - CUSTPART Job Id - 20111122-4695124115-4695124115 Job Install Date - 10/31/2011									
	CSSDR044	SYSTEM GENERATED	1/14/2012	Correspondence - General	CSSDR044	4:35 AM	(570) 894-8720	N	/ /
urotrno:154954;L0294;V000									
	E154954	SYSTEM GENERATED	1/10/2012	SC - OnTrack Dispute	HELENE E DALE	9:15 AM	(570) 894-8720	Y	1/20/2012

Per Web Email from pwheelz60@yahoo.com 1/5/2012 but am experiencing hardship paying the new amount that was started a couple months ago. They doubled my amount that I used to pay and now added an extra \$8 on top I feel is not right because that is to be used for their clothes, food, etc. sent Wur										
	CS LETTE	SYSTEM GENERATED	12/9/2011	Correspondence - General	CS LETTE	7:00 PM	(000) 000-0000	N	//	
	CS LETTE	SYSTEM GENERATED	10/27/2011	Correspondence - General	CS LETTE	6:39 PM	(000) 000-0000	N	//	
LIHEAP Program Announcement Letter										
	CS LETTE	SYSTEM GENERATED	10/19/2011	OnTrack Customer	CS LETTE	6:37 PM	(000) 000-0000	N	//	
Letter to OnTrack customer to notify of monthly amount change beginning November.										
DR for HP Issue 325 - IR 127428 - Remove Acct from OTC	CSSDR044	THOMAS HARTNETT	10/13/2011	Data Repair	CSSDR044	4:21 AM	(570) 894-8720	N	//	
DR for HP Issue 325 - IR 127428 - Remove Acct from OTC	CSSDR044	THOMAS HARTNETT	9/13/2011	Data Repair	CSSDR044	4:24 AM	(570) 894-8720	N	//	
	E159794	e159794	8/26/2011	Miscellaneous	DONNA M BROWER	10:28 AM	(000) 000-0000	N	//	
WATT (Collection - PUC Payment Agreement Residential) Work Item 87999 Completed										
	E159794	SYSTEM GENERATED	8/26/2011	SC - PUC Mediation	E159794	10:28 AM	(570) 894-8720	N	//	
OT ENROLLMENT 08/10/11 @ \$143.00/MONTH BCS CASE # 2849642 DATE CLOSED: 15-JUL-11 RESOLUTION: DISMISS PER 1405(D)... A REVIEW OF OUR RECORDS INDICATES YOU CONTACTED US IN THE PAST AND WE SET UP A PAYMENT PLAN FOR YOU ON BCS 2529434 WHICH HAS NOT BEEN SATISFIED.										
	E159794	internal	8/26/2011	Credit - PUC Decision	DONNA M BROWER	10:28 AM	() -	N	//	
OT ENROLLMENT 08/10/11 @ \$143.00/MONTH BCS CASE # 2849642 DATE CLOSED: 15-JUL-11 RESOLUTION: DISMISS PER 1405(D)... A REVIEW OF OUR RECORDS INDICATES YOU CONTACTED US IN THE PAST AND WE SET UP A PAYMENT PLAN FOR YOU ON BCS 2529434 WHICH HAS NOT BEEN SATISFIED.										
	PUCMED	PUCMed	8/24/2011	Miscellaneous	PUCMED	9:39 AM	(000) 000-0000	N	//	
WATT (Collection - PUC Payment Agreement Residential) Work Item 87999 Created										
	E159732	SYSTEM GENERATED	8/10/2011	OnTrack Customer	CURT DOLL	11:54 AM	(000) 000-0000	Y		9/10/2012

Informal Case View

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General

BCS Case No.	2932182	Case Notes	Count : 3
CSS Account No.	4695124115	Received Date	02/15/2012
CSS Name	THOMAS HARTNETT	Due Date	03/15/2012
Name	THOMAS HARTNETT	Investigator Name	BYNDAS, JULIA
Service Address 1	1407 LAKESIDE DR LOT K-37	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	TOBYHANNA, PA 18466-	Mailing City, State Zip	, -
PUC Address	1407 LAKESIDE DR LOT K37,,TOBYHANNA,PA,18466-		
Service Class	RESIDENTIAL	Case Origin	E-MAIL
Phone Number	(570) 269-8645	Prior Case Number	2849642
Income Level	1	On Track	Yes
Reason For Contact	CAP DISPUTE (#67)		
Customer Position	CAP DISPUTE. MR. HARTNETT CLAIMS PPL/ONTRACK IS CHARGING TWO DIFFERENT RATES ON HIS BILLS, 75.00 AND 143.00 + 8.00. MR. HARTNETT HAS ATTEMPTED TO CONTACT BOTH PPL AND ONTRACK TO FIND OUT WHICH IS ACCURATE BUT NEITHER CAN GIVE HIM A CLEAR ANSWER. MR. HARTNETT REQUESTS PUC INV HIS ONTRACK RATE, ENSURE ACCURATE AND ADJ, WAIVE PENALTIES FOR PPL'S LACK OF RELIABLE CUST SVC.		
Company Position	LCC APX. 30 DAYS AGO. PPL CLAIMS PAY THE AMNT DUE ON THE BILL. NO CLEAR EXPLANATION PROVIDED, NO FURTHER ASSIST.		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	03/15/2012	Total Account Balance	3449.07
Budget Bill			

PA PUC
SECRETARY'S BUREAU

PPL EXHIBIT 4B

Amount 252.00

Arrearage Reported
Income 800.00
Amount

Date of Last Customer Contact prior to Complaint 01/10/2012

Type Assignment

Case Type Informal

Category and Section

Primary Category Z-2012-On-Track

Secondary Category

Tertiary Category

Assign To Section CCC-

Ownership

Contact Person E02030 - Worthington,Dennis R

Written By Worthington,Dennis R

Written By Date 03/13/2012

Other Information

Adults	1	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Informal Final Report

Details of the Company's Original Investigation

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08/10/2011 - The Company enrolled the customer on its CAP program, OnTrack, at a monthly rate of \$143.00. The first OnTrack payment would be due on the September bill due date, which was 09/12/2011.

Note: OnTrack is a special payment plan for PPL customers with limited incomes who are struggling to pay the full cost of their electric service.

Note: In 2010, the Company filed a rate case requesting higher distribution rates. As part of the settlement, the Company agreed to charge OnTrack customers a portion of the OnTrack program costs to reduce costs for customers on the residential rate who pay for this program. The Company implemented this program in December 2011 by adding a monthly amount of \$8.00 to its OnTrack customers' monthly payment obligations.

01/05/2012 (date of last customer contact) - Thomas Hartnett emailed the Company regarding the amount it was charging him monthly for the OnTrack program. The customer stated in his email that he was experiencing a hardship paying the new monthly OnTrack amount.

01/10/2012 - The Company sent a utility report, which provided the customer with his monthly OnTrack amount.

Company's Final Position to the Customer

The Company received an email from Thomas Hartnett on 01/05/2012 regarding the amount it was charging him monthly for the OnTrack program.

The customer stated in his email that he was experiencing a hardship paying the new monthly OnTrack amount.

The Company sent a utility report, which provided the customer with his monthly OnTrack amount, on 01/10/2012.

Details of Company's Investigation after BCS Contact

No additional investigation is necessary.

Company's Final Position to BCS

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The Company requests the PUC dismiss this case.

Note: The Company is making this request based on the regulations in Chapter 14.05(C) which state the following:

Customer Assistance Program rates shall be timely paid and shall not be the subject of payment agreements negotiated or approved by the Commission.

Beginning with the December bill due date (12/12/2011), the customer's monthly OnTrack payment obligation changed from \$143.00 to \$151.00. The Company included this additional \$8.00 charge on all OnTrack bills as a result of its 2010 rate case filing.

Analysis Information

Justified No

No Analysis Items Found

Case History	Return to Normal View	Change State
Dismiss		

Home

Case Search

Decision Detail**General**

BCS Case No.	2932182	CSS Account No.	4695124115
Customer Name	THOMAS HARTNETT	Investigator Name	BYNDAS, JULIA
Address 1	1407 LAKESIDE DR LOT K-37	Service Class	RESIDENTIAL
Address 2		Case Origin	E-MAIL
City, State Zip	TOBYHANNA , PA 18466	Head Date	04/02/2012
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	3494.28	Closed Date	03/29/2012
Reconnect Amount	0.00	Balance Date	03/29/2012
Special Budget Amount	0.00	Regular Budget Amount	0.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00

Resolution

CASE CLOSED.. ONTRACK ENROLLED AT A BENEFICIAL RATE. ACCORDING TO COMPANY RECORDS, CUSTOMER WAS ENROLLED IN ONTRACK ON 8/10/2011 AT A MONTHLY RATE OF 143.00. THE FIRST ONTRACK PAYMENT WAS DUE 9/12/2011. IN 2010, THE COMPANY FILED A RATE CASE REQUESTING HIGHER DISTRIBUTION RATES. AS PART OF THE SETTLEMENT, THE COMPANY AGREED TO CHARGE ONTRACK CUSTOMERS A PORTION OF THE ONTRACK PROGRAM COSTS TO REDUCE COSTS FOR CUSTOMERS ON THE RESIDENTIAL RATE WHO PAY FOR THIS PROGRAM. THE COMPANY IMPLEMENTED THIS PROGRAM IN DECEMBER 2011 BY ADDING A MONTHLY AMOUNT OF 8.00 TO ITS

ONTRACK CUSTOMERS' MONTHLY PAYMENT OBLIGATIONS. ACCORDING TO COMPANY RECORDS, THE CURRENT ONTRACK PAYMENT AMOUNT IS 151.00 (143.00 + 8.00). CUSTOMER IS ALSO ELIGIBLE TO RECEIVE MONTHLY ARREARAGE FORGIVENESS IN THE AMOUNT OF 105.79. ACCORDING TO COMPANY RECORDS, THE BASE BUDGET ON THE ACCOUNT IS CURRENTLY 229.00. UNDER PA LAW 66 PA. C.S. ? 1405(C), THE PUC IS NOT ALLOWED TO ESTABLISH PAYMENT ARRANGEMENTS FOR CUSTOMERS ENROLLED IN THE COMPANY'S CAP PROGRAM AND/ OR HAVE CAP ARREARS IN THE ACCOUNT BALANCE.

Terms

Letter Description EGW PAR W/COMPLEX DISPUTE/NO PAYMENT AGREEMENT/LEVEL 1

Action Required Options

Action Required Yes No

WorkQ Category Sub Category

Up Front Amount Up Front Due Date

Bill Type

Plus Amount

Beginning Date

Write-Off Amount

Comments bcst# 2932182. decision closed: 03/29/2012. CLOSED. CUSTOMER ENROLLED IN CAP (ONTRACK), WHICH IS A BENEFICIAL RATE. THE CURRENT ONTRACK PAYMENT AMOUNT IS \$151.00 (\$143.00 + \$8.00). PER

Processed By E02030 Processed Date 3/29/2012 12:26:48 PM

Return to Case

Informal Case View

General

BCS Case No.	2529434	Case Notes	Count : 2 <input type="button" value="Detail..."/>
CSS Account No.	4695124115	Received Date	05/01/2009
CSS Name	THOMAS HARTNETT	Due Date	05/30/2009
Name	THOMAS HARTNETT	Investigator Name	MEURON, PAUL
Service Address 1	1407 LAKESIDE DR LOT K-37	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	TOBYHANNA, PA 18466-	Mailing City, State Zip	, -
PUC Address	1407 LAKESIDE DR,,TOBYHANNA,PA,18466-		
Service Class	RESIDENTIAL	Case Origin	E-MAIL
Phone Number	(570) 216-4286	Prior Case Number	
Income Level	1	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		

Customer Position

I MOVED HERE IN MARCH AND TRIED TO ESTABLISH SERVICE WHICH I DID. THEY WANTED A SECURITY DEPOSIT, BUT IT WAS WAIVED BECAUSE I RECEIVE SS DISABILITY AS THE ONLY INCOME. WELL, WHEN I SAW MY FIRST BILL I COULD NOT BELIEVE IT. I DID NOT REALIZE HOW EXPENSIVE ELECTRIC IS HERE. 2 WEEKS WORTH WAS OVER \$200. MY ENTIRE BILL IN MY PREVIOUS COUNTY WAS NEVER THAT MUCH AND I HAD A PROBLEM WITH PAYING THOSE. I CALLED THEM BEFORE MY NEXT BILL CAME IN BECAUSE I COULD IMAGINE WHAT A FULL MONTH WILL COST ME. I EXPLAINED MY CIRCUMSTANCES AND ASKED THEM IF I COULD GET ON THEIR "ON TRACK" PROGRAM. SOMEONE TOLD ME I SHOULD ASK. RIGHT AWAY I WAS TOLD I DON'T QUALIFY, BUT THAT I COULD GET ON THE BUDGET PLAN FOR \$276. PER MONTH. WITH WHAT INCOME I HAVE, THAT IS ALOT. I ASKED IF I CAN GET ANYTHING LOWER AND THE WOMAN WAS UNWILLING TO DO ANYTHING. I WILL BE STRUGGLING WITH THE AMOUNT A MONTH AND WOULD LIKE TO KNOW WHAT OTHER

ARRANGEMENTS CAN BE MADE BESIDES BUDGET. I KNOW MY SERVICE JUST STARTED, BUT I REALLY CANNOT BELIEVE THE RATE UP HERE AND BEING ON DISABILITY DOES NOT HELP. ANYTHING YOU CAN DO TO HELP, WOULD BE APPRECIATED. THANK YOU!

Company Position 04/10/2009 COULD ONLY DO BUDGET FOR 276 MONTHLY

Related Information
Misc Info

Heating	No	Service	On
Acct Bal Due Date	05/12/2009	Total Account Balance	544.56
Budget Bill Amount	269.00		
Arrearage	0.00	Reported Income Amount	1376.00
Date of Last Customer Contact prior to Complaint			04/13/2009

Type Assignment

Case Type Informal

Category and Section

Primary Category Z-2012-Balance

Secondary Category

Tertiary Category

Assign To Section CCC-

Ownership

Contact Person E02026 - E02026

Written By E02026

Written By Date 05/29/2009

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Other Information

Adults	2	Children	3
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Informal Final Report

Details of the Company's Original Investigation

03/03/09 - The service at 1407 Hartnett Dr Lot K-37 was established in the name of Thomas Hartnett per his request on 03/02/09. Per information received from Equifax, a security deposit of \$690.00 was requested in three installments beginning with his first bill (50%, 25%, and 25%). Correspondence was sent explaining the deposit and waiver options.

04/13/09 - (Date of last contact) - Thomas Hartnett contacted the company to discuss his billing and receiving possible assistance. The customer requested OnTrack. The Customer Service Representative, (CSR) explained that he currently did not qualify for the program and offered Budget billing as an alternative. The customer stated that he was unable to afford the budget amount quoted, (\$261.00). The customer refused a payment agreement. The company explained that he currently had no past due balance. The customer discontinued the call.

04/16/09-The company received verification of low income and waived the \$690.00 security deposit.

Company's Final Position to the Customer

The company received verification of low income and waived the \$690.00 security deposit.

Details of Company's Investigation after BCS Contact

No further investigation is necessary

Company's Final Position to BCS

The company is billing the customer per the approved tariff.

The company's CAP program is reserved for payment troubled customers. In this situation the customer was not currently behind on payment nor did he have any defaulted payment agreements.

The company waived the \$690.00 security deposit.

The company is willing to establish payment terms to assist this customer.

The current account balance is \$759.78, which includes the current bill of \$215.22 due 06/10/09.

Analysis Information

Justified No

No Analysis Items Found

Case History	Return to Normal View	Change State
Dismiss		

Home

Case Search

Decision Detail**General**

BCS Case No.	2529434	CSS Account No.	4695124115
Customer Name	THOMAS HARTNETT	Investigator Name	MEURON, PAUL
Address 1	1407 LAKESIDE DR LOT K-37	Service Class	RESIDENTIAL
Address 2		Case Origin	E-MAIL
City, State Zip	TOBYHANNA, PA 18466	Head Date	05/27/2010
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	4263.06	Closed Date	05/26/2010
Reconnect Amount	0.00	Balance Date	05/29/2009
Special Budget Amount	189.00	Regular Budget Amount	118.00
Arrears Payment Plus	71.00	Final Monthly Payment	0.00
Resolution	CU ELIG FOR LEVEL 1 PUC PAR BDGT 118 PLUS 71 = 189 A MONTH TO START WITH JUNE 14TH DUE DATE IN ORDER TO MAINTAIN SERV AND PAY OFF ARREARS...CU ENROLLED WITH SUPPLIER CON EDISION AND PER PROCEDURES PPL BOUGHT ACCT RECEIVABLE THEREFORE CO OWNS MONIES AND CAN ISSUE PAR...CU DOES NOT HAVE A VALID DISPUTE AS AFFORDABILITY IS NOT ADDRESSED BY CO OR PUC...CASE CLOSED		
Terms	WITH JUNE 14TH 2010 DUE DATE		
Letter Description	EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLDS		

Action Required Options

Action Required Yes No
 WorkQ Category PUC Decision
 Sub Category Res P/A
 Up Front Amount Up Front Due Date
 Bill Type Budget Billing
 Plus Amount
 Beginning Date
 Write-Off Amount

Comments

Processed By E02030 Processed Date 5/26/2010 12:14:45 PM

[Return to Case](#)

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