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July 25, 2013

VIA FEDERAL EXPRESS

Administrative Law Judge Eranda Vero  
Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
801 Market Street, Suite 4063  
Philadelphia, PA 19107

**Re: Karen Hawkins v. PECO Energy Company  
PUC Docket No. C-2013-2360047**

Dear Judge Vero:

Please find enclosed PECO Energy's late filed Exhibit 12 demonstrating the customer contacts with Ms. Hawkins from April 2012 to present as follows:

- (1) Exhibit 12 Customer Contacts – April 2012 to Present

If Your Honor has any questions or you require additional testimony on this exhibit, please do not hesitate to contact me directly at 215-841-6841.

Very truly yours,

Shawane L. Lee  
Assistant General Counsel, Exelon BSC  
Encl.

cc: Karen Hawkins (*via first class mail*)

RECEIVED

JUL 26 2013

PUBLIC UTILITY COMMISSION  
PHILADELPHIA OFFICE  
ADMINISTRATIVE LAW JUDGE

RECEIVED  
2013 DEC -3 AM 9:56  
PA PUC  
SECRETARY'S BUREAU

**EXHIBIT "12"**

**RECEIVED**  
**2013 DEC -3 AM 9:56**  
**SECRETARY'S OFFICE**  
**SECRETARY'S OFFICE**

## CUSTOMER CONTACTS

**CUSTOMER: KAREN HAWKINS ACCT #64887-38045**

**PERIOD REQUESTED : 2012 TO PRESENT**

*\*Note: "Comments" correspondence to the highlighted item*

Select Customer Contact for KAREN HAWKINS		
Contacted	Type	
06/14/12	Correspondence - Collections	338 SYCAMORE AVE FOLSOM F
05/11/12	Billing Issues	
05/11/12	Credit Issues	
05/11/12	Credit Issues	
05/11/12	Billing Issues	
05/11/12	Maintain EFT	
03/29/12	Miscellaneous	
02/13/12	Miscellaneous	
10/19/11	Maintain Bill Account	
10/06/11	Regulatory-COMMISSION	
09/06/11	Supplier Enrollment	
08/23/11	Maintain EFT	
08/23/11	Regulatory-COMMISSION	
08/23/11	Create Special Agreement	
08/23/11	Remove from Collection - Other	
08/23/11	Post Misc Debit/Credit	

Comments:  
pat from del. co. llheap called to verify heat source.

Select Customer Contact for KAREN HAWKINS		
Contacted	Type	
06/14/12	Correspondence - Collections	338 SYCAMORE AVE FOLSOM F
05/11/12	Billing Issues	
05/11/12	Credit Issues	
05/11/12	Credit Issues	
05/11/12	Billing Issues	
05/11/12	Maintain EFT	
03/29/12	Miscellaneous	
02/13/12	Miscellaneous	
10/19/11	Maintain Bill Account	
10/06/11	Regulatory-COMMISSION	
09/06/11	Supplier Enrollment	
08/23/11	Maintain EFT	
08/23/11	Regulatory-COMMISSION	
08/23/11	Create Special Agreement	
08/23/11	Remove from Collection - Other	
08/23/11	Post Misc Debit/Credit	

Comments:  
cust calling to rpt that she set up agreement and has eft on acct, rpts gets paid on the 15th and 30th of every month and eft keeps getting her late payments advised can remove eft as requested but in the 7 day cycle so will still debit for the current month trans to credit to discuss agreement aysy

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
06/14/12	Correspondence - Collections	338 SYCAMORE AVE FOLSOM F
05/11/12	Billing Issues	
05/11/12	Credit Issues	
05/11/12	Credit Issues	
05/11/12	Billing Issues	
05/11/12	Maintain EFT	
03/29/12	Miscellaneous	
02/13/12	Miscellaneous	
10/19/11	Maintain Bill Account	
10/06/11	Regulatory-COMMISSION	
09/06/11	Supplier Enrollment	
08/23/11	Maintain EFT	
08/23/11	Regulatory-COMMISSION	
08/23/11	Create Special Agreement	
08/23/11	Remove from Collection - Other	
08/23/11	Post Misc Debit/Credit	

Comments:

CNO CB,CNO DD,CNO TOTAL BAL Offered Bill Matrix to customer, customer declined cci re to pymnt arran //adv cust currently on pymnt arran //adv cust to pay cb asap // no fsmnt change //cust sites money will not be in acct //adv custt cust calling to rpt that she set up agreement and has eft on acct, rpt gets paid on the 15th and 30th of every month (CONT.)

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
06/14/12	Correspondence - Collections	338 SYCAMORE AVE FOLSOM F
05/11/12	Billing Issues	
05/11/12	Credit Issues	
05/11/12	Credit Issues	
05/11/12	Billing Issues	
05/11/12	Maintain EFT	
03/29/12	Miscellaneous	
02/13/12	Miscellaneous	
10/19/11	Maintain Bill Account	
10/06/11	Regulatory-COMMISSION	
09/06/11	Supplier Enrollment	
08/23/11	Maintain EFT	
08/23/11	Regulatory-COMMISSION	
08/23/11	Create Special Agreement	
08/23/11	Remove from Collection - Other	
08/23/11	Post Misc Debit/Credit	

Comments:

(CONT.) and eft keeps getting her late payments advised can remove eft as requested but in the 7 day cycle so will still debit for the current month trans to credit to discuss agreement aysy //cust still wanted to try to stop eft from being tken out of bnk acct //adv cust to spk w cs //trans to cs.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
06/14/12	Correspondence - Collections	338 SYCAMORE AVE FOLSOM F
05/11/12	Billing Issues	
05/11/12	Credit Issues	
05/11/12	Credit Issues	
05/11/12	Billing Issues	
05/11/12	Maintain EFT	
03/29/12	Miscellaneous	
02/13/12	Miscellaneous	
10/19/11	Maintain Bill Account	
10/06/11	Regulatory-COMMISSION	
09/06/11	Supplier Enrollment	
08/23/11	Maintain EFT	
08/23/11	Regulatory-COMMISSION	
08/23/11	Create Special Agreement	
08/23/11	Remove from Collection - Other	
08/23/11	Post Misc Debit/Credit	

Comments:

9268 ver> KAREN HAWKINS clld inq about eft paymnt< ver eft stopped but will still be taken out acct on 05/15/12 for \$772.52 (7 day window); inf cust to cll bank and see if hold was put on money, if so PECO can send letter req unhold> aysy

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
08/27/12	Cut In Issued	
08/27/12	Cut In Issued	
08/27/12	Medical Condition	
08/27/12	Credit Issues	
08/27/12	Credit Issues	
08/27/12	Cut Out for Non Pay Completed	
08/27/12	Credit Issues	
08/23/12	Cut Out for Non-Pay Issued	
08/21/12	72 HOUR NOTICE	
08/13/12	Correspondence - Collections	
06/28/12	Cut Out for Non-Pay Issued	
06/26/12	72 HOUR NOTICE	
06/19/12	PA Reins Call	
06/18/12	Correspondence - Collections	
06/18/12	Agreement Default	
06/14/12	Correspondence - Collections	

Comments:

TEN DAY NOTICE RESIDENTIAL

Select Customer Contact for KAREN HAWKINS	
Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:

PUC Agreement Default      Defaulted Amt: - \$13,934.38  
 Reinstate Amt: \$717.99    Reinstate Amt After 2012-06-20: \$1,182.47

Select Customer Contact for KAREN HAWKINS	
Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:

TEN DAY NOTICE RESIDENTIAL

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:

(610) 586-0985 CALL RESULT: Answering machine was reached. Left message. TIME OF CALL: 20:43 SERVICE CLASS: RES RECORD TYPE: PA Reinstatement Call AMOUNT DUE AT TIME OF CALL: \$14,187.89 SERVICE AMOUNT DUE: \$14,187.89 TOTAL BALANCE: \$14,187.89 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:

(610) 586-0985 CALL RESULT: SUCCESSFUL TIME OF CALL: 14:07 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$14,187.89 SERVICE AMOUNT DUE: \$14,187.89 TOTAL BALANCE: \$14,187.89 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: OSI

Select Customer Contact for KAREN HAWKINS	
Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:  
TEN DAY NOTICE RESIDENTIAL

Select Customer Contact for KAREN HAWKINS	
Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:  
[610] 586-0985 CALL RESULT: SUCCESSFUL TIME OF CALL: 14:03  
SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE  
AT TIME OF CALL: \$15,182.84 SERVICE AMOUNT DUE: \$14,652.33 TOTAL BALANCE:  
\$14,652.33 PHN NBR UPDATED: NO LEFT: Customer does not want to enroll in EFT  
VENDOR: OSI

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:

KAREN HAWKINS<> cci that the serv was term<>adv cust tech hasnt updated shutt off and  
 cll bck 30mins<>med cond<>adv cust the dr name and fax # is needed<>cust stated will  
 cll bck with the info...

\* cci - customer called in

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:

ACCT-6488738045-DLB...PTK...EOAM & GOAM ON 8-27-12 @1:11PM EST...RDG.#4895 &  
 69338...PJD AMT \$15182.84...CONT WF40

Select Customer Contact for KAREN HAWKINS	
Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:

CNO CB,CNO DD,CNO TOTAL BAL,CNO PD,Offered Bill Matrix to customer, customer declined cci abt rest..says was on PUC agreemnt..wnts med fxd ..Dr Lebita..fx 610-874-1337...Dillian Hawkins(9/3/2000).son..adv cus sys has to update cut off(cil bck w/35min)..cus askd for PUC number..gave to cus..cu says nvr rec'd bill/shit off ntce...adv cus of dates (CONT.)

Select Customer Contact for KAREN HAWKINS	
Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:

(CONT.) sht off ntces were sent..adv cus of fuse,meter acessiblilty..and 24hr rest w/apprvd med

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:

Stop Credit Action Effective Date: 2012-08-27

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
08/27/12	Cut In Issued
08/27/12	Cut In Issued
08/27/12	Medical Condition
08/27/12	Credit Issues
08/27/12	Credit Issues
08/27/12	Cut Out for Non Pay Completed
08/27/12	Credit Issues
08/23/12	Cut Out for Non-Pay Issued
08/21/12	72 HOUR NOTICE
08/13/12	Correspondence - Collections
06/28/12	Cut Out for Non-Pay Issued
06/26/12	72 HOUR NOTICE
06/19/12	PA Reins Call
06/18/12	Correspondence - Collections
06/18/12	Agreement Default
06/14/12	Correspondence - Collections

Comments:

SYSTEM GENERATED CUT IN DUE TO COLLECTION EXCEPTION

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report I Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:  
med via fax APPROVED for DYLAN HAWKINS ( son ) dated 8/27/12

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report I Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:  
self // cust called abt med cert// cust stated that she has puc #// ADV CST.DN'T HV SPECIFIC TIME OR DATE 4 RESTORE OF SVC adv in timeframe CNOFP, CNORP, MTR ACCESS//24 hr or less

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report I Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

puc 3012734  
Dismissal granted per request - LE

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report I Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

puc \$15,786.48 PUC rights not given to customer. Customer Satisfied-NO.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report   Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

cc: to see when serv be restored, adv cust 24 hour or less, time frame, adv cust of restoration policy

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report   Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

ACCT:6488738045 TONN  
ELECTRIC. 8/27/12. 18:20

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report   Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

ACCT-6488738045 TONN GAS 8/27/12..18:25:RELIT  
GAS APPLS...

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report   Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

report sent to bcs/ taf

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report I Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

PUC decision - 9/3/12 - CASE DISMISSED PER 1405D. PRIOR PUC PAR BCS 2616961 NOT SATISFIED. PUC case BCS #3012734 closed PUC rights not given to customer. Customer Satisfied-NO.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report I Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

TEN DAY NOTICE RESIDENTIAL

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report   Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

(610) 586-0985 CALL RESULT: SUCCESSFUL TIME OF CALL: 17:18  
 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE:  
 AT TIME OF CALL: \$15,631.48 SERVICE AMOUNT DUE: \$15,631.48 TOTAL BALANCE:  
 \$15,631.48 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT  
 VENDOR: OSI

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report   Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

KAREN HAWKINS cld to Inq about paymnt options> prov crnt bal \$590.23 due 10/12/12  
 and pd \$15,631.48 due asap= \$16,221.71> also prov MEAF and CAP inf; expl suppl drop>  
 aysy

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report I Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

CNO CB, PD, DD, Account does not qualify for DPA due to One or more defaults: Default DPA Agmt on 6/18/2012. FSMT. No Change since last AGMT. Customer Refused ORUR for 15631.48 by October 15, 2012. Qtd PUC Rights & ph#, - Adv to call back with fax # for doctor. Significant Payment of 5407.24.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
10/05/12	Credit Issues
10/05/12	Credit Issues
10/05/12	Utility Report I Customer Refused Terms
10/05/12	Credit Issues
10/04/12	Cut Out for Non-Pay Issued
10/02/12	72 HOUR NOTICE
09/26/12	Correspondence - Collections
08/30/12	COMM INFRML PAR
08/28/12	Regulatory-COMMISSION
08/27/12	Cut In Completed
08/27/12	Cut In Completed
08/27/12	Credit Issues
08/27/12	COMM INFRML PAR
08/27/12	PUC Complaint
08/27/12	Credit Issues
08/27/12	Credit Issues

Comments:

cust lost a son and couldnt pay for funeral, says defaulted last agrmnt bc of a fraud/ adv had a little time to reinstate but after serv termed not elig for that agrmnt/ adv significant pymnt is based off of acct bal, cust req puc #/ gave # / cust req sup/trans t o sup

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
11/27/12	Medical Condition	338 SYCAMORE AVE FOLSOM F
11/27/12	Credit Issues	
11/27/12	Credit Issues	
11/27/12	Utility Report   Customer Refused Terms	
11/27/12	Cut Out for Non-Pay Issued	
11/21/12	72 HOUR NOTICE	
11/14/12	Correspondence - Collections	
10/09/12	COMM INFRML PAR	
10/09/12	Regulatory-COMMISSION	
10/08/12	COMM INFRML PAR	
10/07/12	PUC Complaint	
10/05/12	Credit Issues	
10/05/12	Medical Certificate	
10/05/12	Credit Issues	
10/05/12	Credit Issues	
10/05/12	Utility Report   Customer Refused Terms	

Comments:

MEDICAL CERTIFICATE ISSUED

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
11/27/12	Medical Condition	338 SYCAMORE AVE FOLSOM F
11/27/12	Credit Issues	
11/27/12	Credit Issues	
11/27/12	Utility Report   Customer Refused Terms	
11/27/12	Cut Out for Non-Pay Issued	
11/21/12	72 HOUR NOTICE	
11/14/12	Correspondence - Collections	
10/09/12	COMM INFRML PAR	
10/09/12	Regulatory-COMMISSION	
10/08/12	COMM INFRML PAR	
10/07/12	PUC Complaint	
10/05/12	Credit Issues	
10/05/12	Medical Certificate	
10/05/12	Credit Issues	
10/05/12	Credit Issues	
10/05/12	Utility Report   Customer Refused Terms	

Comments:

ESCALATIONS..TKVR..CUST WANTED A SUP FOR A BETTER AGREEMNT..CUST WAS ADV  
 Customer Refused ORUR for 15631.48 by October 15, 2012 CNO Significant Payment of  
 5407.24.CUST REQUESTED PUC NUMBER,GAVE PUC NUMBER //MAILED MED

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
11/27/12	Medical Condition	338 SYCAMORE AVE FOLSOM F
11/27/12	Credit Issues	
11/27/12	Credit Issues	
11/27/12	Utility Report I Customer Refused Terms	
11/27/12	Cut Out for Non-Pay Issued	
11/21/12	72 HOUR NOTICE	
11/14/12	Correspondence - Collections	
10/09/12	COMM INFRML PAR	
10/09/12	Regulatory-COMMISSION	
10/08/12	COMM INFRML PAR	
10/07/12	PUC Complaint	
10/05/12	Credit Issues	
10/05/12	Medical Certificate	
10/05/12	Credit Issues	
10/05/12	Credit Issues	
10/05/12	Utility Report I Customer Refused Terms	

Comments:

BCS 3012734 - PAR/ CII - Holding collections for PUC rights not given to customer.  
Customer Satisfied-NO.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
11/27/12	Medical Condition	338 SYCAMORE AVE FOLSOM F
11/27/12	Credit Issues	
11/27/12	Credit Issues	
11/27/12	Utility Report I Customer Refused Terms	
11/27/12	Cut Out for Non-Pay Issued	
11/21/12	72 HOUR NOTICE	
11/14/12	Correspondence - Collections	
10/09/12	COMM INFRML PAR	
10/09/12	Regulatory-COMMISSION	
10/08/12	COMM INFRML PAR	
10/07/12	PUC Complaint	
10/05/12	Credit Issues	
10/05/12	Medical Certificate	
10/05/12	Credit Issues	
10/05/12	Credit Issues	
10/05/12	Utility Report I Customer Refused Terms	

Comments:

puc case#3029206 report sent to BCS (rt) -decision pending; cust may pay \$2751.81  
immediately to reinstate agmt

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
11/27/12	Medical Condition	338 SYCAMORE AVE FOLSOM F ^
11/27/12	Credit Issues	
11/27/12	Credit Issues	
11/27/12	Utility Report I Customer Refused Terms	
11/27/12	Cut Out for Non-Pay Issued	
11/21/12	72 HOUR NOTICE	
11/14/12	Correspondence - Collections	
10/09/12	COMM INFRML PAR	
10/09/12	Regulatory-COMMISSION	
10/08/12	COMM INFRML PAR	
10/07/12	PUC Complaint	
10/05/12	Credit Issues	
10/05/12	Medical Certificate	
10/05/12	Credit Issues	
10/05/12	Credit Issues	
10/05/12	Utility Report I Customer Refused Terms	

Comments:

PUC Decision - 10/11/12 - CASE DISMISSED PER 1405 (D) ??? COMPANY REPORTS THAT PRIOR PUC PAR ISSUED IN FEB 2010, BCS 2616961, HAS NOT BEEN SATISFIED. PUC case BCS #3029206 closed PUC rights not given to customer. Customer Satisfied-NO

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
11/27/12	Medical Condition	338 SYCAMORE AVE FOLSOM F ^
11/27/12	Credit Issues	
11/27/12	Credit Issues	
11/27/12	Utility Report I Customer Refused Terms	
11/27/12	Cut Out for Non-Pay Issued	
11/21/12	72 HOUR NOTICE	
11/14/12	Correspondence - Collections	
10/09/12	COMM INFRML PAR	
10/09/12	Regulatory-COMMISSION	
10/08/12	COMM INFRML PAR	
10/07/12	PUC Complaint	
10/05/12	Credit Issues	
10/05/12	Medical Certificate	
10/05/12	Credit Issues	
10/05/12	Credit Issues	
10/05/12	Utility Report I Customer Refused Terms	

Comments:

TEN DAY NOTICE RESIDENTIAL

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
11/27/12	Medical Condition	338 SYCAMORE AVE FOLSOM F
11/27/12	Credit Issues	
11/27/12	Credit Issues	
11/27/12	Utility Report I Customer Refused Terms	
11/27/12	Cut Out for Non-Pay Issued	
11/21/12	72 HOUR NOTICE	
11/14/12	Correspondence - Collections	
10/09/12	COMM INFRML PAR	
10/09/12	Regulatory-COMMISSION	
10/08/12	COMM INFRML PAR	
10/07/12	PUC Complaint	
10/05/12	Credit Issues	
10/05/12	Medical Certificate	
10/05/12	Credit Issues	
10/05/12	Credit Issues	
10/05/12	Utility Report I Customer Refused Terms	

Comments:

[610] 586-0985 CALL RESULT: SUCCESSFUL TIME OF CALL: 15:02  
 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE  
 AT TIME OF CALL: \$16,413.01 SERVICE AMOUNT DUE: \$16,413.01 TOTAL BALANCE:  
 \$16,413.01 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT.  
 VENDOR: OSI

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
11/27/12	Medical Condition	338 SYCAMORE AVE FOLSOM F
11/27/12	Credit Issues	
11/27/12	Credit Issues	
11/27/12	Utility Report I Customer Refused Terms	
11/27/12	Cut Out for Non-Pay Issued	
11/21/12	72 HOUR NOTICE	
11/14/12	Correspondence - Collections	
10/09/12	COMM INFRML PAR	
10/09/12	Regulatory-COMMISSION	
10/08/12	COMM INFRML PAR	
10/07/12	PUC Complaint	
10/05/12	Credit Issues	
10/05/12	Medical Certificate	
10/05/12	Credit Issues	
10/05/12	Credit Issues	
10/05/12	Utility Report I Customer Refused Terms	

Comments:

CNO CB,CNO,DD,CNO PD,Offered Bill Matrix to customer, customer declined cci to  
 provide the doc fax#...CNO CB, PD, DD, Account does not qualify for DPA due to One or  
 more defaults: Default DPA Agmt on 6/18/2012: FSMT. No Change since last  
 AGMT.Customer Refused ORUR for 16413.01 by December 07, 2012 Qtd PUC Rights &  
 ph#. Faxed MED to:DR (CONT.)

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
11/27/12	Medical Condition	338 SYCAMORE AVE FOLSOM F
11/27/12	Credit Issues	
11/27/12	Credit Issues	
11/27/12	Utility Report I Customer Refused Terms	
11/27/12	Cut Out for Non-Pay Issued	
11/21/12	72 HOUR NOTICE	
11/14/12	Correspondence - Collections	
10/09/12	COMM INFRML PAR	
10/09/12	Regulatory-COMMISSION	
10/08/12	COMM INFRML PAR	
10/07/12	PUC Complaint	
10/05/12	Credit Issues	
10/05/12	Medical Certificate	
10/05/12	Credit Issues	
10/05/12	Credit Issues	
10/05/12	Utility Report I Customer Refused Terms	

Navigation icons: back, forward, search, etc.

Comments:

(CONT.) Lebita...610-874-1337 for son Dylon Hawkins Significant Payment of 5647.11

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
11/27/12	Medical Condition	338 SYCAMORE AVE FOLSOM F
11/27/12	Credit Issues	
11/27/12	Credit Issues	
11/27/12	Utility Report I Customer Refused Terms	
11/27/12	Cut Out for Non-Pay Issued	
11/21/12	72 HOUR NOTICE	
11/14/12	Correspondence - Collections	
10/09/12	COMM INFRML PAR	
10/09/12	Regulatory-COMMISSION	
10/08/12	COMM INFRML PAR	
10/07/12	PUC Complaint	
10/05/12	Credit Issues	
10/05/12	Medical Certificate	
10/05/12	Credit Issues	
10/05/12	Credit Issues	
10/05/12	Utility Report I Customer Refused Terms	

Navigation icons: back, forward, search, etc.

Comments:

Stop Credit Action, Effective Date : 2012-11-27

Contacted	Type
03/18/13	Proactive Customer Call
03/13/13	Proactive Customer Call
03/12/13	Proactive Customer Call
03/06/13	Proactive Customer Call
03/04/13	Regulatory-COMMISSION
02/20/13	Correspondence - Collections
02/15/13	Proactive Customer Call
02/08/13	Proactive Customer Call
02/01/13	Proactive Customer Call
01/25/13	Proactive Customer Call
01/18/13	Proactive Customer Call
01/11/13	Proactive Customer Call
01/07/13	Proactive Customer Call
12/28/12	Proactive Customer Call
11/27/12	Credit Issues
11/27/12	Medical Condition

Comments:

med via fax approvevd for dylan ( son) dated 11/27/12 >> attempted call no a nswer

Contacted	Type
03/18/13	Proactive Customer Call
03/13/13	Proactive Customer Call
03/12/13	Proactive Customer Call
03/06/13	Proactive Customer Call
03/04/13	Regulatory-COMMISSION
02/20/13	Correspondence - Collections
02/15/13	Proactive Customer Call
02/08/13	Proactive Customer Call
02/01/13	Proactive Customer Call
01/25/13	Proactive Customer Call
01/18/13	Proactive Customer Call
01/11/13	Proactive Customer Call
01/07/13	Proactive Customer Call
12/28/12	Proactive Customer Call
11/27/12	Credit Issues
11/27/12	Medical Condition

Comments:

[610] 586-0985 CALL RESULT: Telephone system errors TIME OF CALL: 10:11 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$16,735.45 SERVICE AMOUNT DUE: \$16,735.45 TOTAL BALANCE: \$17,623.20 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO

\*PROACTIVE CUSTOMER CALL—system generated collection call /auto dial

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
03/18/13	Proactive Customer Call
03/13/13	Proactive Customer Call
03/12/13	Proactive Customer Call
03/06/13	Proactive Customer Call
03/04/13	Regulatory-COMMISSION
02/20/13	Correspondence - Collections
02/15/13	Proactive Customer Call
02/08/13	Proactive Customer Call
02/01/13	Proactive Customer Call
01/25/13	Proactive Customer Call
01/18/13	Proactive Customer Call
01/11/13	Proactive Customer Call
01/07/13	Proactive Customer Call
12/28/12	Proactive Customer Call
11/27/12	Credit Issues
11/27/12	Medical Condition

Comments:

Non Friendly Notice

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
03/18/13	Proactive Customer Call
03/13/13	Proactive Customer Call
03/12/13	Proactive Customer Call
03/06/13	Proactive Customer Call
03/04/13	Regulatory-COMMISSION
02/20/13	Correspondence - Collections
02/15/13	Proactive Customer Call
02/08/13	Proactive Customer Call
02/01/13	Proactive Customer Call
01/25/13	Proactive Customer Call
01/18/13	Proactive Customer Call
01/11/13	Proactive Customer Call
01/07/13	Proactive Customer Call
12/28/12	Proactive Customer Call
11/27/12	Credit Issues
11/27/12	Medical Condition

Comments:

PUC called as cust contacted PUC claiming she changed her bank acct and that is why payments were not received - expld no payment since May 2012, Med Certs and 9 informals - explained PECO will not stop any collection activity. Cust claimed had 10 day notice but I did not see that on the acct - cust is claiming level 2.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report I Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

TEN DAY NOTICE RESIDENTIAL

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report I Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

Telephone number was change from 610-586-0985 to 610 809-2552

Select Customer: Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report I Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

[610] 586-0985 CALL RESULT: SUCCESSFUL TIME OF CALL: 15:01  
 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE  
 AT TIME OF CALL: \$18,963.66 SERVICE AMOUNT DUE: \$18,963.66 TOTAL BALANCE:  
 \$18,963.66 PHN NBR UPDATED: YES EFT: Customer does not want to enroll in EFT.  
 VENDOR: OSI

Select Customer: Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report I Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

<AKT: CNO NEW CHRGS \$234.63,CNO CB \$701.40,CNO DD,CNO TOTAL BAL  
 \$19,899.69,CNO PD \$18,963.66/CCI wants to make arrgmts/states that she was on arrgmt  
 that defaulted but it defaulted because we didnt take the funds out/cust wants to know  
 why/Revised notes from May 11, 2012 cust called in to have EFT stopped stating that  
 funds wont be in the acct [CONT.]

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report   Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

[CONT.] states get paid on 15th and 30th of every month/cust was inform that we can stop EFT as req which will go through in 7 days so for the amt of 772.52 due 5/15 that will still be withdrawn from her acct/expl after that amt was withdrawn her EFT was stopped as req so it was up to her to pay the bill of 717.99 issued 5/22 due 6/13/cust [CONT.]

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report   Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

[CONT.] states that she never asked to be removed from EFT/cust states will file a formal complaint with the PUC/Reviewed FSMT/Read UR Script for a Customer Refused ORUR for 18963.66 by April 13, 2013/Qtd PUC Rights & ph# Mailed MED/Significant Payment of 6633.30

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report I Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

MEDICAL CERTIFICATE ISSUED

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report I Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

Stop Credit Action Effective Date : 2013-04-10

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report I Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

med via fax APPROVED for DYLAN HAWKINS ( son) dated 4/10/13, cont cust [ no ans ]

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report I Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

Stop Credit Action Effective Date : 2013-04-10. The total amount due in the MCNR letter is \$ 18,963.66

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report I Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

4/12/13\*\*\*High Balance Review - Cld cust no ans left mess snt out cll me ltr.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Credit Issues
04/03/13	Utility Report I Customer Refused Terms
04/01/13	72 HOUR NOTICE
04/01/13	Customer Maintained
03/21/13	Correspondence - Collections

Comments:

PUC# C2360047

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/30/13	Credit Issues
05/30/13	Maintain Bill Account
05/29/13	Cut Out for Non-Pay Issued
05/23/13	72 HOUR NOTICE
05/16/13	Correspondence - Collections
05/14/13	Credit Issues
04/30/13	COMM FORMAL
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate

Comments:

PUC # C2360047 PUC rights not given to customer. Customer Satisfied-NO.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/30/13	Credit Issues
05/30/13	Maintain Bill Account
05/29/13	Cut Out for Non-Pay Issued
05/23/13	72 HOUR NOTICE
05/16/13	Correspondence - Collections
05/14/13	Credit Issues
04/30/13	COMM FORMAL
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate

Comments:

5/14/13\*\*\*\*High Balance Review - F/U cust hs pending PUC Case.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/30/13	Credit Issues
05/30/13	Maintain Bill Account
05/29/13	Cut Out for Non-Pay Issued
05/23/13	72 HOUR NOTICE
05/16/13	Correspondence - Collections
05/14/13	Credit Issues
04/30/13	COMM FORMAL
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate

Comments:

TEN DAY NOTICE RESIDENTIAL

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/30/13	Credit Issues
05/30/13	Maintain Bill Account
05/29/13	Cut Out for Non-Pay Issued
05/23/13	72 HOUR NOTICE
05/16/13	Correspondence - Collections
05/14/13	Credit Issues
04/30/13	COMM FORMAL
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate

Comments:

(610) 586-0985 CALL RESULT: SUCCESSFUL TIME OF CALL: 14:26  
 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE  
 AT TIME OF CALL: \$863.30 SERVICE AMOUNT DUE: \$863.30 TOTAL BALANCE:  
 \$863.30 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT  
 VENDOR: OSI

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/30/13	Credit Issues
05/30/13	Maintain Bill Account
05/29/13	Cut Out for Non-Pay Issued
05/23/13	72 HOUR NOTICE
05/16/13	Correspondence - Collections
05/14/13	Credit Issues
04/30/13	COMM FORMAL
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate

Comments:

TELEPHONE NUMBER WAS CHANGED FROM 610-586-0985 TO 610-809-2552

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/30/13	Credit Issues
05/30/13	Maintain Bill Account
05/29/13	Cut Out for Non-Pay Issued
05/23/13	72 HOUR NOTICE
05/16/13	Correspondence - Collections
05/14/13	Credit Issues
04/30/13	COMM FORMAL
04/30/13	COMM INFRML PAR
04/29/13	COMM FORMAL
04/29/13	PUC Complaint
04/26/13	Credit Issues
04/12/13	Credit Issues
04/10/13	Medical Condition Non-Renewable
04/10/13	Credit Issues
04/10/13	Medical Condition
04/03/13	Medical Certificate

Comments:

c/c abt serv. being cut out non pay; adv pda \$20,528.35; cb \$273.37; dd 06/14/13 and th \$20,801.72; and trnsfrd to FCC

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
05/30/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
05/30/13	Credit Issues	
05/30/13	Credit Issues	
05/30/13	Credit Issues	
05/30/13	Utility Report   Customer Refused Terms	
05/30/13	Credit Issues	
05/30/13	Maintain Bill Account	
05/29/13	Cut Out for Non-Pay Issued	
05/23/13	72 HOUR NOTICE	
05/16/13	Correspondence - Collections	
05/14/13	Credit Issues	
04/30/13	COMM FORMAL	
04/30/13	COMM INFRML PAR	
04/29/13	COMM FORMAL	
04/29/13	PUC Complaint	
04/26/13	Credit Issues	

Comments:

(610) 586-0985//cc: for assist// Took FSMT/Reviewed FSMT. MPO offered, 40% of account balance (\$1136.67). Declined. Adv customer to call back. Read UR Script for a Customer Refused [ORUR] for \$863.30 by Sun Jun 9 2013. Qtd PUC Rights & ph#. Significant Payment of \$1000. Mailed MED. Advised would receive callback of approval/denial. Patient: (CONT.)

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
05/30/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
05/30/13	Credit Issues	
05/30/13	Credit Issues	
05/30/13	Credit Issues	
05/30/13	Utility Report   Customer Refused Terms	
05/30/13	Credit Issues	
05/30/13	Maintain Bill Account	
05/29/13	Cut Out for Non-Pay Issued	
05/23/13	72 HOUR NOTICE	
05/16/13	Correspondence - Collections	
05/14/13	Credit Issues	
04/30/13	COMM FORMAL	
04/30/13	COMM INFRML PAR	
04/29/13	COMM FORMAL	
04/29/13	PUC Complaint	
04/26/13	Credit Issues	

Comments:

(CONT.) dylon Hawkins dob 9/3/00, -Rel: son 610-874-1337 son dylon Hawkins dob 9/3/00// adv cust puc state were still resp for cb// adv cust to call back in 30. In further assist with restore// xfer to cs further assist with puc

Contact Edit Actions Help

Contacted	Type	
05/30/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
05/30/13	Credit Issues	
05/30/13	Credit Issues	
05/30/13	Credit Issues	
05/30/13	Utility Report I Customer Refused Terms	
05/30/13	Credit Issues	
05/30/13	Maintain Bill Account	
05/29/13	Cut Out for Non-Pay Issued	
05/23/13	72 HOUR NOTICE	
05/16/13	Correspondence - Collections	
05/14/13	Credit Issues	
04/30/13	COMM FORMAL	
04/30/13	COMM INFRML PAR	
04/29/13	COMM FORMAL	
04/29/13	PUC Complaint	
04/26/13	Credit Issues	

Comments:

cust adv her svc was shut off without notice; cust adv puc told her the svc will not be shut off; cust wanted to speak to super; xfr call to fcc for super; adv curr bill \$273.37; past due bill \$20,528.35; total due \$20,801.72; aysy

Contact Edit Actions Help

Contacted	Type	
05/30/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
05/30/13	Credit Issues	
05/30/13	Credit Issues	
05/30/13	Credit Issues	
05/30/13	Utility Report I Customer Refused Terms	
05/30/13	Credit Issues	
05/30/13	Maintain Bill Account	
05/29/13	Cut Out for Non-Pay Issued	
05/23/13	72 HOUR NOTICE	
05/16/13	Correspondence - Collections	
05/14/13	Credit Issues	
04/30/13	COMM FORMAL	
04/30/13	COMM INFRML PAR	
04/29/13	COMM FORMAL	
04/29/13	PUC Complaint	
04/26/13	Credit Issues	

Comments:

CCI STS NEEDS TO SPK WITH SUP AND STS HAS EMG AND STS PROTECTED BY PUC!!! STS SHOULD NOT BE TERM.. CUST STS DID NOT GET NOTICE.. EXPL TO CUST NOT WAS SENT OUT... ADVS CUST HAD TO STILL PAY CURR CHRGE TO PRVEN DISCON... CUST STS WS NT AWRE... ADVS CUST OF MED VERBAL OF FAX... EXPL PLCY ADVS CUST 24 HR REST SYS STILL NOT SAYING CUST COMP TRNS TO (CONT.)

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:

[CONT.] 4797#

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:

ACCT-6488738045 AV...CXC...EOAM...ON 5/30/13...@3:28PM EST...RDG  
81015...P/D...AMT:9863.30...WF40

\*Service cut-out for unpaid monthly charges after filing



Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:  
 cci//cut off at the premise.. Faxed MED. Advised would receive callback of approval/denial. Fax No: 610 874 1337. Patient: dylan hawkins, DOB: 09/3/2000 fuse and meter and restoral time//medical restoral 24 hours or less dr chang libo patience dylan hawkins fax 610 874 1337//sent to fax machine//sug to call doctor in 20-30 minutes// verified the information

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:  
 Faxed MED. Advised would receive callback of approval/denial. Fax No: 1-610-874-1337. Patient: Dylan Hawkins, Rel: Son, DOB: 09/03/2000

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:

cst cld ets about acct CONP.ref'd to FCC during business hours for restoration information took supervisor callback

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:

rtrnd esc sup cll to Ms. K. Hawkins at 6108092552 rgrdng CONP.LM with 800#

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:

med via fax DENIED for DILLON HAWKINS ( son ) dated 5/30/13, DR NAME AND LICENSE # DO NOT MATCH VIA WEBSEARCH, completed by fuzen chang 206 e 9th st chester pa 610-874-2460. cont cust adv of denial, mailed denial/med cert

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:

dup>>med via fax DENIED for DILLON HAWKINS ( son ) dated 5/30/13, DR NAME AND LICENSE # DO NOT MATCH VIA WEBSEARCH, completed by fuzen chang 206 e 9th st chester pa 610-874-2460

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:

cst cllng to check on med form..... CNO CB \$273.37,CNO DD,CNO TOTAL BAL \$20,801.72,CNO PD \$20,528.35 adv not yet...cncorp cnofp meter accessible

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:

Stop Credit Action Effective Date : 2013-05-31

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:

SYSTEM GENERATED CUT IN DUE TO COLLECTION EXCEPTION

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Cut In Issued
05/31/13	Medical Condition
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/30/13	Supervisor Comments
05/30/13	Credit - Restoration Status
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Credit Issues
05/30/13	Cut Out for Non Pay Completed
05/30/13	Credit Issues
05/30/13	Credit Issues

Comments:

med via fax approve'd for Dillon ( son ) dated 5/30/13 >< no answer

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

ccj to se elf med received adv yes adv 24 hrs or less/ CNOFP CNOFP and meter access

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

Formal PUC followup (no cust contact) - cust must pay CBs since filing date; cut-out was valid; hearing scheduled 7/25/13; new pymt terms not warranted unless level change

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

cust called adv med aprvd 24 hrs meter accessible breaker off cust hung up before going over bal.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

cc to see when service will be rest/adv med hold on the acct until 6/29,timeframe is 24hrs / CNO NEW CHRGS \$75.00,CNO CB \$273.37,CNO DD,CNO TOTAL BAL \$20,876.72,CNO PD \$20,528.35 cnoip,cnorp,meter accessible/adv med was rcvd today

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

cci in regards to status of restoration. CNO NEW CHRGS \$75.00,CNO NXT READ DATE,CNO CB \$273.37,CNO DD,CNO TOTAL BAL \$20,876.72,CNO PD,\$20,528.35 adv of med form 24hr.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

CALLED IN REGARDS TO CUT IN XFRD TO FCC

Select Customer Contacts for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

cci wanted to know her service will be restored cust said meter box is making ticking noise and she wanted to know if something its going to happen adv cust that it will take 24 hours for services to be restored

Select Customer Contacts for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

Esc: cci sd needs to kno when servc will b restored adv rp fp.mtr access 24hrs claims meter has a ticking noise reffrd to emrgncy outgw wnts to kno if a danger or not

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

states elec mtr tickling (nop advised must be something else ticking like a clock serv is off mtrs off tech enroute for rest transd from credit rep maria

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

6/6/13\*\*\*High Bal Rev - F/U cust still hs pending PUC case.

Select Customer Contact for KAREN HAWKINS	
Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:  
TEN DAY NOTICE RESIDENTIAL

Select Customer Contact for KAREN HAWKINS	
Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:  
FORMAL PUC followup - hearing schedule 7/25/13; need \$7164.67 prior to hearing date to reinstate prior terms; no pymt in good faith since 5/2012; must submit poi for CAP RATE or new terms

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

HBAR 7/3/13\*\*High Bal Rev - F/U puc case still pending.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type
07/08/13	Regulatory-COMMISSION
07/03/13	Credit Issues
07/02/13	Regulatory-COMMISSION
07/01/13	Correspondence - Collections
06/06/13	Credit Issues
05/31/13	Cut In Completed
05/31/13	Miscellaneous
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Miscellaneous
05/31/13	Outage Status Request
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Credit Issues
05/31/13	Regulatory-COMMISSION
05/31/13	Credit Issues

Comments:

Customer has a PUC hrg for 7/25 - cust must pay current charges since formal open - cust not eligible for med cert - cust is eligible for termination for nonpayment of current charges!

Select Customer Contact for KAREN HAWKINS		
Contacted	Type	
07/24/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
07/24/13	Credit Issues	
07/24/13	Utility Report   Customer Refused Terms	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Regulatory-COMMISSION	
07/24/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/17/13	Correspondence - Collections	
07/11/13	Cut Out for Non-Pay Issued	
07/09/13	72 HOUR NOTICE	
07/08/13	Regulatory-COMMISSION	
07/03/13	Credit Issues	

Comments:  
TEN DAY NOTICE RESIDENTIAL

Select Customer Contact for KAREN HAWKINS		
Contacted	Type	
07/24/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
07/24/13	Credit Issues	
07/24/13	Utility Report   Customer Refused Terms	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Regulatory-COMMISSION	
07/24/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/17/13	Correspondence - Collections	
07/11/13	Cut Out for Non-Pay Issued	
07/09/13	72 HOUR NOTICE	
07/08/13	Regulatory-COMMISSION	
07/03/13	Credit Issues	

Comments:  
customer called about getting back on prior agmt and formal case - will pul the records and get back to her

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
07/24/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
07/24/13	Credit Issues	
07/24/13	Utility Report   Customer Refused Terms	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Regulatory-COMMISSION	
07/24/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/17/13	Correspondence - Collections	
07/11/13	Cut Out for Non-Pay Issued	
07/09/13	72 HOUR NOTICE	
07/08/13	Regulatory-COMMISSION	
07/03/13	Credit Issues	

Comments:

Formal PUC Case - left message on ans machine: informed must pay bal of requested amt for PUC agmt reinstatement or going fwd with hearing 7/25/13

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
07/24/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
07/24/13	Credit Issues	
07/24/13	Utility Report   Customer Refused Terms	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Regulatory-COMMISSION	
07/24/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/17/13	Correspondence - Collections	
07/11/13	Cut Out for Non-Pay Issued	
07/09/13	72 HOUR NOTICE	
07/08/13	Regulatory-COMMISSION	
07/03/13	Credit Issues	

Comments:

Formal PUC tele attempt- retd cust's call per Legal's request: no answer; left message on ans machine; Co willing to proceed with hearing telephonically; must pay required amount(\$6028) to resolve complaint

Select Customer Contact for KAREN HAWKINS		
Contacted	Type	
07/24/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
07/24/13	Credit Issues	
07/24/13	Utility Report   Customer Refused Terms	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Regulatory-COMMISSION	
07/24/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/17/13	Correspondence - Collections	
07/11/13	Cut Out for Non-Pay Issued	
07/09/13	72 HOUR NOTICE	
07/08/13	Regulatory-COMMISSION	
07/03/13	Credit Issues	

Comments:  
 Formal PUC followup- cust retd call; requested required amt reduced-reviewed acct history including unkept agmts; prior Formal settlement and one pymt since 5/2012 when banking issue was resolved; expld Co would not have denied payments even though ineligible for terms if no significant change in financial; informed must present issues at hearing 7/25

**\*\*Note:7/24/13 "Credit Issues" contact -duplicate entry by one individual (see below)**

Select Customer Contact for KAREN HAWKINS		
Contacted	Type	
07/24/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
07/24/13	Credit Issues	
07/24/13	Utility Report   Customer Refused Terms	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Regulatory-COMMISSION	
07/24/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/17/13	Correspondence - Collections	
07/11/13	Cut Out for Non-Pay Issued	
07/09/13	72 HOUR NOTICE	
07/08/13	Regulatory-COMMISSION	
07/03/13	Credit Issues	

Comments:  
 cci- rec call. CNO DD.CNO TOTAL BAL \$20,240.98.CNO PD \$19,962.38.MCNR BAL NA.Offered Bill Matrix to customer, customer declined. Took FSMT/Reviewed FSMT. MPO offered, 50% of account balance \$575.93, which is \$287.97. Declined. Adv customer to call back. Read UR Script for a Customer Refused [ORUR] for \$297.33 by Sat Aug 3 2013. Qtd PUC Rights & [CONT.]

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
07/24/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
07/24/13	Credit Issues	
07/24/13	Utility Report   Customer Refused Terms	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Regulatory-COMMISSION	
07/24/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/17/13	Correspondence - Collections	
07/11/13	Cut Out for Non-Pay Issued	
07/09/13	72 HOUR NOTICE	
07/08/13	Regulatory-COMMISSION	
07/03/13	Credit Issues	

Comments:

(CONT.) ph#. Adv to call back with fax # for doctor. Significant Payment of \$1000.

Select Customer Contact for KAREN HAWKINS

Contact Edit Actions Help

Contacted	Type	
07/24/13	Credit Issues	338 SYCAMORE AVE FOLSOM F
07/24/13	Credit Issues	
07/24/13	Utility Report   Customer Refused Terms	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Regulatory-COMMISSION	
07/24/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/17/13	Correspondence - Collections	
07/11/13	Cut Out for Non-Pay Issued	
07/09/13	72 HOUR NOTICE	
07/08/13	Regulatory-COMMISSION	
07/03/13	Credit Issues	

Comments:

cci- rec call. CNO DD. CNO TOTAL BAL \$20,240.98. CNO\_PD \$19,962.38. MCNR BAL NA. Offered Bill Matrix to customer, customer declined, Took FSMT/Reviewed FSMT. MPO offered, 50% of account balance \$575.93, which is \$287.97. Declined. Adv customer to call back. Read UR Script for a Customer Refused (ORUR) for \$297.33 by Sat Aug 3 2013. Old PUC Rights & (CONT.)

Contact Edit Actions Help

Contacted	Type	Address
07/24/13	Credit Issues	338 SYCAMORE AVE FOLSOM PA
07/24/13	Credit Issues	
07/24/13	Utility Report   Customer Refused Terms	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Credit Issues	
07/24/13	Regulatory-COMMISSION	
07/24/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/22/13	Regulatory-COMMISSION	
07/17/13	Correspondence - Collections	
07/11/13	Cut Out for Non-Pay Issued	
07/09/13	72 HOUR NOTICE	
07/08/13	Regulatory-COMMISSION	
07/03/13	Credit Issues	

Comments:

[CONT.] ph#, Adv to call back with fax # for doctor. Significant Payment of \$1000.

Contacted	Type	Address	Use
07/24/13	Credit Issues	338 SYCAMORE AVE FOLSOM PA 19033	SALLEY, SHAWNA
07/24/13	Credit Issues		SALLEY, SHAWNA
07/24/13	Utility Report   Customer Refused Terms		SALLEY, SHAWNA
07/24/13	Credit Issues		SALLEY, SHAWNA
07/24/13	Credit Issues		SALLEY, SHAWNA
07/24/13	Credit Issues		SALLEY, SHAWNA
07/24/13	Credit Issues		SALLEY, SHAWNA