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Graciela Christlieb, Senior Attorney  
Legal Department  
Telephone: (215) 684-6164  
Facsimile: (215) 684-6798  
E-mail: graciela.christlieb@pgworks.com

January 17, 2014

Special Agent Tiffany Hunt  
Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building  
Harrisburg, PA 17120

RE: Crystal Fennell v. Philadelphia Gas Works, Docket No. C-2013-2386483

Dear Special Agent Hunt:

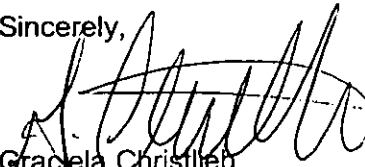
In preparation for the Initial Telephonic Hearing in the above captioned matter scheduled for January 24, 2014, please find enclosed an original and two (2) copies of supplemental documents that PGW may introduce into evidence. For convenience of use at the hearing, I have marked these as follows:

For convenience of use at the hearing, I have marked the exhibits as follows:

- PGW Exhibit – 1 Contacts for Account (6 pages)
- PGW Exhibit – 2 Account Financial History (5 pages)
- PGW Exhibit – 3 Customer Responsibility Program Agreement (1 page)
- PGW Exhibit – 4 BCS Decision dated August 8, 2013 (1 page)

If you need additional information about this matter, please contact me at my direct-dial number above. Thank you.

Sincerely,



Graciela Christlieb

cc: Service List  
Crystal Fennell (Fed Ex)

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CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS DAY SERVED A TRUE COPY OF THE FOREGOING DOCUMENT UPON THE PARTICIPANTS LISTED BELOW, IN ACCORDANCE WITH THE REQUIREMENTS OF 52 PA CODE §1.54 (RELATING TO SERVICE BY A PARTICIPANT).

Service List:

For Complainant:

Ms. Crystal Fennell  
5402 Regent Street  
Philadelphia, PA 19143

January 17, 2014

A handwritten signature in black ink, appearing to read 'Graciela Christlieb', is written over a horizontal line.

Graciela Christlieb, Esq.  
Philadelphia Gas Works  
800 W. Montgomery Avenue  
Philadelphia, PA 19122

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Contacts for Account: Fennell, Crystal L

Account: 0007 9550 4417 Fennell, Crystal L  Transaction History  Full Comments

Date	Type	Comment	Person
10/08/2013	CRU	PUC Formal Docket # C-2013-2386483 filed on 10/4/2013 12:00:00 AM	Fennell, Crystal L
10/04/2013	CRU	CRU- REC'D E-MAIL FROM PUC · JON BLACK · CUSTOMER FILED A FORMAL COMPLAINT · DOCKET C-2013-2386483 · PGW HAS NOT BEEN SERVE · PLACE 30 DAY HOLD ON ACCOUNT ·	Fennell, Crystal L
08/08/2013	CRU	BCS # 3102138 case dismissed on 8/8/2013 12:00:00 AM. Resolution: CASE DISMISSED PER 1405C. DISPUTES ARE INVALID. NO RESPONSE TO 10 DY CONTACT LTR. CUST IS IN CAP AND OWED CAP ARREARS. CUST USED 3 MED CERTS ON THE FOLLOWING DATES: 7/25/2011 WITH 2225.93 BAL, 10/27/2011, AND 7/3/2012. CUST MADE PYMTS AND RECEIVED GRANTS TOTTALLING 1,907.66 SINCE JUL 2011, HENCE INELIGIBLE FOR ADDTL MED CERT. CASE CLOSED. LTR SENT.	Fennell, Crystal L
06/26/2013	CRU	Response sent to BCS on 6/26/2013 9:40:30 AM for Case # 3102138. It is PGW's final position that Crystal Fennell has exhausted her (3) medical limit and is not eligible for another as she has not zeroed out her balance since the original 7/25/11 medical hold, pursuant to 56.114 (2). That she is currently on the CRP which is in default and must pay \$2260.62 by the July due date then resume CRP for \$123.44 beginning with the Aug bill due date per 1405 (C) which was previously	Fennell, Crystal L
06/26/2013	CRU	addressed for PUC case# 3036143, dismissed, on 2/4/13. PGW requests this case is also dismissed..	Fennell, Crystal L
05/28/2013	CRU	PUC Complaint BCS# 3102138 filed on 5/28/2013 12:00:00 AM (CRU 787-1250) regarding CAP DISPUTE (#67), by SM # of Adults in Household: 2, # and Ages of Children in Household: 5 / 14,9,8,3.9MOS. Gross Income: 1634 AD1*0 AD2	Fennell, Crystal L
05/28/2013	COLL	cor called for a medical form informed cust all 3 medicals have been exhausted	Fennell, Crystal L
03/21/2013	COLL	CDR called hopin gshe rec'd a shut off notice so she could apply for Crises, tol d her no notice on her acct since October. c/s	Fennell, Crystal L
03/11/2013	PAYM	Pending Pay Amount: 75.00 Authorization Code: 704436781 Credit Card Number: *****8060	Fennell, Crystal L
03/11/2013	PAYM	Pending Pay Amount: 50.00 Authorization Code: 090620 Credit Card Number: *****1764	Fennell, Crystal L

Change Customer Contact... Launch Related Transaction...

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Contacts for Account: Fennell, Crystal L

Account... 0007 9550 4417 Fennell, Crystal L  Transaction History  Full Comments

Date	Type	Comment	Person
03/11/2013	PAYM	Pending Pay Amount: 50.00 Authorization Code: 090620 Credit Card Number: *****1764	Fennell, Crystal L
02/04/2013	CRU	Received Closing/Decision from LORI MARRAZZO of PUC/BCS regarding BCS# 3036143 on 02/04/2013. The BCS stated the following: CASE DISMISSED. CU IS ON CRP FOR \$123.44 PER MONTH (\$118.44 + \$5.00). CRP CURE/CATCH-UP AMOUNT AS OF 2/4/13 IS \$2376.42. ACTUAL ACCOUNT BALANCE IS \$3499.66. PER 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.	Fennell, Crystal L
11/21/2012	CRU	Response sent to BCS on 11/21/2012 4:22:31 PM for Case # 3036143. It is PGW's final position that PGW request that the Complainant's Informal Complaint be dismissed in accordance with Pennsylvania law Chapter 14, 1405 (c). Customer assistance program rates shall be timely paid and shall not be the subject of payment agreements negotiated or approved by the commission. The customer's balance of 3144.34 includes CRP arrears of 2006.10. The customer is currently on a CRP agree	Fennell, Crystal L
11/21/2012	CRU	ment for 123.44/mo. PGW requests the CRP CURE amount of \$2006.10 be paid by 11/30/12 then resume the normal monthly installments in December 2012. If the customer experiences a change of income or occupancy, the customer must contact PGW to provide proof of income and SS#s for all household occupants to determine if a change in the future monthly CRP amount is warranted. However, in the event that the future CRP monthly amount is lowered, the customer is still responsible f	Fennell, Crystal L
11/21/2012	CRU	or the CRP CURE amount due. Based on the income provided, the CRP program appears to be the most beneficial agreement for the customer.	Fennell, Crystal L
11/05/2012	CRP5	cust in wpdo for crp recert,,6 people in household \$1316.00 monthly gross,,crp amount to pay is \$118.44 plus \$5.00 towards back bill,,,total \$123.44	Fennell, Crystal L
10/23/2012	CRU	PUC Complaint BCS# 3036143 filed on 10/23/2012 12:00:00 AM (CRU 787-1250) regarding CAP DISPUTE (#67), by SM # of Adults	Fennell, Crystal L

Change Customer Contact... Launch Related Transaction...

Account... 0007 9550 4417 Fennell, Crystal L  Transaction History  Full Comments

Date	Type	Comment	Person
10/23/2012	CRU	PUC Complaint BCS# 3036143 filed on 10/23/2012 12:00:00 AM (CRU 787-1250) regarding CAP DISPUTE (#67), by SM # of Adults in Household: 2, # and Ages of Children in Household: 4 / 8, 7, 3, 3 MOS. Gross Income: 1415 RP UNEMP QAD 2	Fennell, Crystal L
10/05/2012	GRT2	Customer identified as potentially eligible for LIHEAP. Please refer to the 2013 LIHEAP talking points to provide information to the customer about the grant.	Fennell, Crystal L
07/31/2012	PAY	cor called to make a payment for \$140., adv her medical hold is up this thursday 08/02., she also asked for PUC's #., c/s Account Number: 0795504417 Payment Amount: \$ 142.95 Pay By: MasterCard *****1764 Payment Date: 07/31/2012 Your confirmation number is: 092145	Fennell, Crystal L
07/03/2012	COLL	MEDICAL (3) (30) DAY HOLD 7/03/12 TO 8/02/12 CRP DEFAULTED (\$2,898.06)	Fennell, Crystal L
07/02/2012	COLL	COR called to have medical faxed back over to Dr. Gajary @ 215-590-5048. For Son Trevor Nobles D.O.B 4-27-99...c/s	Fennell, Crystal L
06/25/2012	COLL	COR called recd call from PGW quest reason for call and if med hold allowed on acct. Informed allowed 1 last med hold on acct until acct pd in full -0- out. Compl med form to be faxed to Dr Gajary/fax#(215)590-5048. Son of COR, trevon Nobles:4/27/96 under care of dr. Quest if special provisions for infant in h/h or preg considered med condition. Informed if under Dr's care and Dr states gas req at premise due to the condition. c/s	Fennell, Crystal L
06/22/2012	L&J	VACATED LIEN# 120631304 ON 6/18/12, MANAGEMENT REQUEST	Fennell, Crystal L
06/06/2012	COLL	INCLUDED TOTAL BALANCE OF 1678.93 ON THE JUNE PHA AUCTION LIST....SENT REQUEST TO LIEN THE BALANCE...BILLED BALANCE UP TO CLOSING BILL 2-9-10 FOR 6124 UPLAND ST	Fennell, Crystal L
03/21/2012	BILL	COR HUNG YUP WHILE ON HOLD C/S	Fennell, Crystal L
03/13/2012	GRT1	cor called about crisis..adv her she was approved money just has not posted yet..adv her hold was placed on acct until 04/30	Fennell, Crystal L
03/02/2012	GRT1	UNIVERSAL SERVICES PLACED BLOCKER ON ACCT. UNTIL 04/30/12 - CUSTOMER APPROVED FOR CRISIS GRANT.	Fennell, Crystal L

Change Customer Contact... Launch Related Transaction...

Contacts for Account: Fennell, Crystal L

Account... 0007 9550 4417

Fennell, Crystal L

Transaction History

Full Comments

Date	Type	Comment	Person
03/02/2012	GRT1	UNIVERSAL SERVICES PLACED BLOCKER ON ACCT. UNTIL 04/30/12 - CUSTOMER APPROVED FOR CRISIS GRANT.	Fennell, Crystal L
02/22/2012	PAY	COR called and paid \$60.00 plus fee ocnfirm#021706., c/s	Fennell, Crystal L
02/22/2012	GRT1	COR called and placed on consent list for crisis., c/s	Fennell, Crystal L
02/08/2012	GRT1	CUSTOMER MAY BE ELIGIBLE FOR A CRISIS GRANT. PLEASE FOLLOW PROCEDURE FOR OBTAINING CONSENT.	Fennell, Crystal L
11/23/2011	CRP5	cor in wpdo for crp recert. informed her that collection activity is still active and recertifying does not stop it. hh gmi is 1448.00 with 6 in hh., c/s	Fennell, Crystal L
10/28/2011	GRT2	UNIVERSAL SERVICES IDENTIFIED CUSTOMER AS POTENTIALLY ELIGIBLE FOR LIHEAP	Fennell, Crystal L
10/27/2011	COLL	M-2 MEDICAL HOLD 10-27-2011 TO 11-26-2011	Fennell, Crystal L
10/13/2011	COLL	COR CALLED IN FOR A MEDICAL 215-590-5048 DR GAJARY	Fennell, Crystal L
10/12/2011	GRT3	UESF CALLED TO CK BAL 2478.75 PER AISHA SW	Fennell, Crystal L
09/28/2011	COLL	cor called for extension on s/o notice. informed her that only extension that can be given is a medical extension. cust said that there currently is no h/h income and family is financially supporting them. sent income support doc form out and told her to have this filled out, bring into DD with ss cards and recertify for CRP. also told her that this will only change future pymts for CRP and she will still have to pay what is currently owed. cust sat.	Fennell, Crystal L
07/25/2011	BILL	cor called to verify hold on account c.s	Fennell, Crystal L
07/25/2011	COLL	MEDICAL (1) (30) DAY HOLD 7/25/11 TO 8/24/11 CRP DEFAULTED (\$2,049.52)	Fennell, Crystal L
07/14/2011	COLL	cor called about the crp said there is a change of income in the hh will need to bring proof of income sscards and id cor sat	Fennell, Crystal L
07/13/2011	COLL	c/c for med status, nothing on acct yet., c/s	Fennell, Crystal L
07/12/2011	COLL	faxed medical.....ok'd	Fennell, Crystal L
07/12/2011	COLL	Had Q/A pull the collector. I wrote up a med form for Trevon Nobles, dob: 4/27/1999, Dr. Gajary at fax#: 215-590-5048, MP hold: 7/19/11. (M1)	Fennell, Crystal L
07/12/2011	COLL	COR called in regards to shut off notice.....Offered medical, NO medical condition...."collector" on acct....C/s.	Fennell, Crystal L
07/06/2011	SERV	Francis Rowley was here on a Unbilled Usage Investigation order with Order # 3192938 , with a result of Completed Found Gas OFF, Left Gas OFF , with activities of ( M.I.U. Activities - CGI - Refer To	Fennell, Crystal L

Change Customer Contact...

Launch Related Transaction...

Contacts for Account: Fennell, Crystal L

Account... 0007 9550 4417 Fennell, Crystal L  Transaction History  Full Comments

Date	Type	Comment	Person
07/06/2011	SERV	Francis Rowley was here on a Unbilled Usage Investigation order with Order # 3192938 , with a result of Completed Found Gas OFF, Left Gas OFF , with activities of ( M.I.U. Activities - CGI - Refer To Distribution ) , with comments of "found off at curb."	Fennell, Crystal L
07/06/2011	SERV	Unbilled Usage Investigation, 07/06/2011, 1200 - 1600 ON STREET 07-06-2011 WITH MIG TEAM FOR SAFETY CHECK	Fennell, Crystal L
07/05/2011	BILL	spoke with cor , confirmed crp past due	Fennell, Crystal L
04/05/2011	GRT1	Cor asked if we received her liheap and crises grants. told her that we received her liheap grant of \$400 on 03/18/2011 and that universal services placed a crises grant hold on her acct until 04/30/2011 which means she cannot get shut off during that time. told her that she will be receiving her crises grant after 04/15/2011. cust sat.	Fennell, Crystal L
04/04/2011	1099	cor called to confirm payment from liheap of 400.00	Fennell, Crystal L
03/21/2011	GRT1	UNIVERSAL SERVICES PLACED CRISIS GRANT HOLD ON ACCOUNT UNTIL APRIL 30,2011.	Fennell, Crystal L
01/14/2011	GRT2	MAILED LIHEAP OUTREACH LETTER TO CUSTOMER	Fennell, Crystal L
09/13/2010	GRT2	SENT LETTER TO CUSTOMER TO PROVIDE INFORMATION ABOUT DPW'S MAILING OF PRE-PRINTED APPLICATIONS FOR LIHEAP.	Fennell, Crystal L
07/07/2010	GRT1	placed 7-day hold on account, pending inquiry into why customer did not receive Crisis grant.	Fennell, Crystal L
07/02/2010	PAY	cor made payment of \$700 by cc .....id#183774 - cor also informed nothing rec'd from crisis as of yet - pending 56.96 shut off notice cancelled	Fennell, Crystal L
07/01/2010	BILL	the cor will call tomorrow and pay 700.00, so noted. c/s.	Fennell, Crystal L
06/30/2010	BILL	MRS FENNELL IN WP DO ON WED 6/30/2010 WITH HER PAYSTUBS GROSS APX \$1097 MTH FR CENSUS BUREAU, HER HUSBAND AARON FENNELL WAS LAID OFF PER WIFE 5/2010 APPLIED FOR UNEMP COMPENSATION, SHE WAS NOT SURE IF HE REC'D APPROVAL OR NOT? STATED COULD NOT AFFORD CURR CRP, EXPL TO CUST IF SHE RETURN BACK TO DO ON OR BEF 7/23/2010 HER NEXT BILL FOR 8/2010 WOULD BE BASED ON CURR INCOME, BUT STILL RESP FOR ANY OUTSTANDING CRP BILLS. ALL SS CRDS 6 PEOPLE, PAYING \$300 AWARE OF S/OFF SATISFI	Fennell, Crystal L

Change Customer Contact... Launch Related Transaction...

Contacts for Account: Fennell, Crystal L

Account... 0007 9550 4417

Fennell, Crystal L

Transaction History

Full Comments

Date	Type	Comment	Person
		BE BASED ON CURR INCOME, BUT STILL RESP FOR ANY OUTSTANDING CRP BILLS. ALL SS CRDS 6 PEOPLE, PAYING \$300 AWARE OF S/OFF SATISFI	
06/30/2010	BILL	COR CALLING TO FIND OUT ABOUT CRISIS INFORM CUSTOMER THAT HER ACCOUNT WAS FLAGGED BACK IN APRIL BUT WE HAVENT RECEIVED THE GRANT OF YET... INFORM CUSTOMER TO STOP COLLECTION WHAT SHE NEED IT .. ALSO INFORM CUSTOMER WHAT SHE NEED IT SO SHE COULD HAVE HER INCOME CHANGE DUE TO IT CHANGED DRASTICALLY,C,S	Fennell, Crystal L
06/29/2010	BILL	cor in wpdo to recert crp needs ss cards	Fennell, Crystal L
06/29/2010	BILL	cor called about bill stated wriated [ar told cor that she will ned to get medical she did not respond to that then she stated about crisis gave her crisi # cor stated ok	Fennell, Crystal L
06/25/2010	COLL	COR called regarding shut off.. informed that requires \$518.46 to avoid shut off.. informed that crisis has not posted yet.. c/s	Fennell, Crystal L
06/25/2010	BILL	cor informed \$518.46 needed to avoid shut off - advised to provide proof for change of income to lower future bills but made aware amount must be paid- exp no CRISIS grant rec'd	Fennell, Crystal L
06/17/2010	BILL	COR called in regards to CRISIS grant....Explained we didnt recieve it yet....	Fennell, Crystal L
04/07/2010	GRT1	FLAGGED FOR CRISIS GRANT, PLACED HOLD ON ACCT UNTIL MAY 1ST,2010	Fennell, Crystal L
03/18/2010	SERV	AIMS Order#: 2292868 Cancelled -Richard Lipscomb(03/18/2010 01:26 PM): 9789 9869 3/18/10 cgi already off at curb, CGI - Recurbed with Expander	Fennell, Crystal L
03/18/2010	SERV	Richard Lipscomb was here on a Unbilled Usage Investigation order with Order # 2292868 , with a result of Completed Found Gas OFF, Left Gas OFF , with activities of ( M.I.U. Activities - CGI - Recurbed with Expander ) , with comments of "9789 9869 3/18/10 cgi already off at curb"	Fennell, Crystal L
03/17/2010	THFT	UU Vacant Turn Off Order, Gas off since 20100209 at index 2732. Current Index is 2792 which accounts for 60 ccf used this past month and 60 ccf used since the shut off. The last known customer was FENNELL, CRYSTAL L under Acct # 795504417	Fennell, Crystal L
03/08/2010	SERV	Richard Lipscomb was here on a Leave 72 Hour Notice order with	Fennell, Crystal L

Change Customer Contact...

Launch Related Transaction...

Account Financial History: Fennell, Crystal L

Account: 0007 9550 4417 Name: Fennell, Crystal L

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
02/19/2010	PAY	UN	-100.00	1,502.52	-100.00	74.23	0.00
03/19/2010	PAY	UN	-270.00	1,602.52	-270.00	174.23	0.00
01/28/2010	BILL	UN	176.41	1,872.52	181.41	444.23	0.00
12/29/2009	BILL	UN	176.41	1,696.11	181.41	262.82	0.00
12/18/2009	PAY	UN	-100.00	1,519.70	-100.00	81.41	0.00
11/25/2009	BILL	UN	176.41	1,619.70	181.41	181.41	0.00
11/18/2009	PAY	N	-123.23	1,443.29	0.00	0.00	0.00
11/18/2009	CRPFRZ	N	1,566.52	1,566.52	0.00	0.00	0.00
11/16/2009	CRPFRZ	U	-1,566.52	0.00	1,566.52	0.00	0.00
11/16/2009	CRPFRZ	U	1,213.70	1,566.52	1,213.70	1,566.52	0.00

Financial Details...

Account Financial History: Fennell, Crystal L

Account: 0007 9550 4417 Name: Fennell, Crystal L

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
07/25/2010	BILL	UN	176.41	1,498.16	181.41	181.41	0.00
07/09/2010	PAY	UN	-262.82	1,321.75	-181.28	0.00	0.00
07/02/2010	PAY	UN	-700.00	1,584.57	-700.00	181.28	0.00
06/24/2010	BILL	UN	176.41	2,284.57	181.41	881.28	0.00
05/25/2010	BILL	UN	176.41	2,108.16	181.41	699.87	0.00
04/26/2010	BILL	UN	176.41	1,931.75	181.41	518.46	0.00
03/25/2010	BILL	UN	176.41	1,755.34	181.41	337.05	0.00
03/19/2010	PAY	UN	-100.00	1,578.93	-100.00	155.64	0.00
02/25/2010	BILL	UN	176.41	1,678.93	181.41	255.64	0.00
02/15/2010	CRPFRZ	U	169.43	1,502.52	169.43	74.23	0.00

Financial Details..

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Account Financial History: Fennell, Crystal L

Help

Account: 0007 9550 4417 Name: Fennell, Crystal L

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
02/09/2011	PAY	UN	-210.00	2,082.47	-210.00	839.23	0.00
01/27/2011	BILL	UN	176.41	2,292.47	181.41	1,049.23	0.00
12/23/2010	BILL	UN	176.41	2,116.06	181.41	867.82	0.00
11/24/2010	BILL	UN	176.41	1,939.65	181.41	686.41	0.00
11/04/2010	PAY	UN	-120.64	1,763.24	-120.64	505.00	0.00
10/25/2010	BILL	UN	176.41	1,883.88	181.41	625.64	0.00
09/24/2010	BILL	UN	176.41	1,707.47	181.41	444.23	0.00
08/24/2010	BILL	UN	176.41	1,531.06	181.41	262.82	0.00
08/06/2010	PAY	UN	-100.00	1,354.65	-100.00	81.41	0.00
07/26/2010	CRPFOR	N	-43.51	1,454.65	0.00	181.41	0.00

Financial Details...

Account Financial History: Fennell, Crystal L

Help

Account: 0007 9550 4417 Name: Fennell, Crystal L

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
07/26/2011	BILL	UN	176.41	2,225.93	181.41	1,012.69	0.00
07/05/2011	PAY	UN	-115.00	2,049.52	-115.00	831.28	0.00
06/24/2011	BILL	UN	176.41	2,164.52	181.41	946.28	0.00
05/25/2011	BILL	UN	176.41	1,988.11	181.41	764.87	0.00
04/26/2011	BILL	UN	176.41	1,811.70	181.41	583.46	0.00
04/01/2011	PAY	UN	-400.00	1,635.29	-400.00	402.05	0.00
03/28/2011	BILL	UN	176.41	2,035.29	181.41	802.05	0.00
03/18/2011	PAY	UN	-100.00	1,858.88	-100.00	620.64	0.00
03/01/2011	PAY	UN	-300.00	1,958.88	-300.00	720.64	0.00
02/25/2011	BILL	UN	176.41	2,258.88	181.41	1,020.64	0.00

Financial Details...

Account Financial History: Fennell, Crystal L

Help

Account: 0007 9550 4417 Name: Fennell, Crystal L

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
02/22/2012	PAY	UN	-60.00	2,614.12	-60.00	1,430.88	0.00
02/09/2012	PAY	UN	-150.00	2,674.12	-150.00	1,490.88	0.00
01/26/2012	BILL	UN	130.32	2,824.12	135.32	1,640.88	0.00
12/27/2011	BILL	UN	130.32	2,693.80	135.32	1,505.56	0.00
12/09/2011	PAY	UN	-222.00	2,563.48	-222.00	1,370.24	0.00
11/25/2011	BILL	UN	130.32	2,785.48	135.32	1,592.24	0.00
10/25/2011	BILL	UN	176.41	2,655.16	181.41	1,456.92	0.00
09/26/2011	BILL	UN	176.41	2,478.75	181.41	1,275.51	0.00
08/24/2011	BILL	UN	176.41	2,302.34	181.41	1,094.10	0.00
08/13/2011	PAY	UN	-100.00	2,125.93	-100.00	912.69	0.00

Financial Details...

Account Financial History: Fennell, Crystal L

Help

Account: 0007 9550 4417 Name: Fennell, Crystal L

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
02/22/2012	PAY	UN	-60.00	2,614.12	-60.00	1,430.88	0.00
02/09/2012	PAY	UN	-150.00	2,674.12	-150.00	1,490.88	0.00
01/26/2012	BILL	UN	130.32	2,824.12	135.32	1,640.88	0.00
12/27/2011	BILL	UN	130.32	2,693.80	135.32	1,505.56	0.00
12/09/2011	PAY	UN	-222.00	2,563.48	-222.00	1,370.24	0.00
11/25/2011	BILL	UN	130.32	2,785.48	135.32	1,592.24	0.00
10/25/2011	BILL	UN	176.41	2,655.16	181.41	1,456.92	0.00
09/26/2011	BILL	UN	176.41	2,478.75	181.41	1,275.51	0.00
08/24/2011	BILL	UN	176.41	2,302.34	181.41	1,094.10	0.00
08/13/2011	PAY	UN	-100.00	2,125.93	-100.00	912.69	0.00

Financial Details...

Account Financial History: Fennell, Crystal L

Help

Account... 0007 9550 4417

Name: Fennell, Crystal L

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
03/11/2013	PAY	UN	50.00	2,885.10	50.00	1,766.86	0.00
03/11/2013	PAY	UN	75.00	2,935.10	75.00	1,816.86	0.00
02/27/2013	BILL	UN	118.44	3,010.10	123.44	1,891.86	0.00
02/09/2013	PAY	UN	608.00	2,891.66	608.00	1,768.42	0.00
01/29/2013	BILL	UN	118.44	3,499.66	123.44	2,376.42	0.00
12/28/2012	BILL	UN	118.44	3,381.22	123.44	2,252.98	0.00
11/27/2012	BILL	UN	118.44	3,262.78	123.44	2,129.54	0.00
10/25/2012	BILL	UN	130.32	3,144.34	135.32	2,006.10	0.00
09/26/2012	BILL	UN	130.32	3,014.02	135.32	1,870.78	0.00
08/24/2012	BILL	UN	130.32	2,883.70	135.32	1,735.46	0.00

Financial Details...

Account Financial History: Fennell, Crystal L

Help

Account... 0007 9550 4417

Name: Fennell, Crystal L

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
12/26/2013	BILL	UN	118.44	4,069.50	123.44	3,001.26	0.00
11/25/2013	BILL	UN	118.44	3,951.06	123.44	2,877.82	0.00
10/24/2013	BILL	UN	118.44	3,832.62	123.44	2,754.38	0.00
09/25/2013	BILL	UN	118.44	3,714.18	123.44	2,630.94	0.00
08/24/2013	BILL	UN	118.44	3,595.74	123.44	2,507.50	0.00
07/25/2013	BILL	UN	118.44	3,477.30	123.44	2,384.06	0.00
06/25/2013	BILL	UN	118.44	3,358.86	123.44	2,260.62	0.00
05/24/2013	BILL	UN	118.44	3,240.42	123.44	2,137.18	0.00
04/26/2013	BILL	UN	118.44	3,121.98	123.44	2,013.74	0.00
03/27/2013	BILL	UN	118.44	3,003.54	123.44	1,890.30	0.00

Financial Details...

Account Financial History: Fennell, Crystal L

Help

Account: 0007 9550 4417 Name: Fennell, Crystal L

Trans Date	Type	Service	Actual Amount	Actual Balance	Current Amount	Current Balance	Deposit on Hand
12/27/2013	PAY	UN	-179.00	3,890.50	-179.00	2,822.26	0.00
12/26/2013	BILL	UN	118.44	4,069.50	123.44	3,001.26	0.00
11/25/2013	BILL	UN	118.44	3,951.06	123.44	2,877.82	0.00
10/24/2013	BILL	UN	118.44	3,832.62	123.44	2,754.38	0.00
09/25/2013	BILL	UN	118.44	3,714.18	123.44	2,630.94	0.00
08/24/2013	BILL	UN	118.44	3,595.74	123.44	2,507.50	0.00
07/25/2013	BILL	UN	118.44	3,477.30	123.44	2,384.06	0.00
06/25/2013	BILL	UN	118.44	3,358.86	123.44	2,260.62	0.00
05/24/2013	BILL	UN	118.44	3,240.42	123.44	2,137.18	0.00
04/26/2013	BILL	UN	118.44	3,121.98	123.44	2,013.74	0.00

Financial Details...

Action Launch

Account: 0007 9550 4417 Name: Fennell, Crystal L ID: 795504417

Agreement Status:	D - Defaulted	Status Date:	09/20/2010
Agreement Type:	9.00 - 9.00% Of Income	Current CRP Start Date:	11/18/2009
Agreement Amount:	118.44	Date Recertified:	11/05/2012

Nbr of Persons in Household:	6	Gender:	Female
Nbr of Persons 18 and under:	5	Nbr of Persons 62 and over:	
Monthly Household Income:	1,316.00	49.98%	Source of Income: UNEM - Unemployment Com

Previous Status:	C - Curable	Previous Status Date:	06/28/2010
Previous Type:	9.00 - 9.00% Of Income	Previous CRP End Date:	11/05/2012
Previous Source of Income:	EMPL - Employment	Previous Nbr of Persons in Household:	5

Curable Amount:	0.00		
Curable Bills Nbr:	0	Nbr of Times Cured:	1

Suggested CRP Agreement Type & Amount

Calculate

- Main
- Address
- Billing
- Bill Print
- Intercept
- Misc Pers
- Misc
- Bankruptcy
- CRP Agreement
- Blocker Code
- WO Reactivation

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 WITH 2225.93 BAL, 10/27/2011, AND 7/3/2012. CUST MADE PYMTS AND  
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PGW Exhibit - 4