



Exelon™

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PA PUC

Exelon Business Services Company  
Legal Department  
2301 Market Street/S23-1  
Philadelphia, PA 19103  
215 568 3389 Fax  
www.exeloncorp.com

Direct Dial: 215.841.6841

April 22, 2014

**VIA EMAIL AND FIRST CLASS MAIL**

Kandace Melillo, Administrative Law Judge  
Pa. Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor - West  
Harrisburg, PA 17120

**Re: Sandra Hopely v. PECO Energy Company  
PUC Docket No. F-2014-2404303**

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2014 JUN 16 AM 8:05  
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Dear Judge Melillo:

Pursuant to Your Honor's request at the hearing, please find enclosed PECO Energy's proposed late filed exhibits as follows:

- (1) Exhibit 11 Case Details Report and BCS Decision Report Case Number 002888143, dated 9/19/2011
- (2) Exhibit 12 Service Denial Notice, including documents Ms. Hopely submitted when she applied for service in August 2011: Driver's License, Social Security Card and Lease Agreement.
- (3) Exhibit 13 Lexis Nexis Public Record Data for Sandra Hopely – PECO used to determine Ms. Hopely was affiliated with the service address.
- (4) Exhibit 14 Customer Contacts for income reported. The specific dates that a household member reported income are highlighted in yellow.

If Your Honor has any questions, please do not hesitate to contact me directly at 215-841-6841.

Very truly yours,

Shawane L. Lee  
Assistant General Counsel, Exelon BSC

cc: Sandra Hopely - via first class mail

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EXHIBIT "11"



April 17, 2014

## BCS Decision Report

BCS Case #: 002888143                      Open Date: 2011-09-19  
Customer Name: SANDRA HOPELY  
Service Address: 4615 VANKIRK STREET

PHILADELPHIA, PA 19135  
BCS Bill Account #: 8888888888                      Previous Case #:  
Violation Type: NO                                      Chapter Type:  
Decision Type: W                                      Section / Rule:  
Investigator Name: JAMES WHITE

Decision Issued Date:  
Case Closed Date: 2011-09-27

**Letter Description:**  
NO LETTER REQUIRED

<b>Total Balance:</b>	\$2440.28	<b>Balance Date:</b>	2011-09-22
<b>Amount to Restore Service:</b>	\$0.00	<b>Amount to Continue Service:</b>	\$1547.92
<b>Date Payment Due:</b>		<b>Regular Budget Amount:</b>	\$192.00
<b>Special Budget Payment:</b>	\$0.00	<b>Final Bill Monthly Payment:</b>	\$0.00
<b>Plus Arrears Payment:</b>	\$0.00	<b>End of Month Payment:</b>	\$0.00
<b>Current Monthly Payment:</b>	\$0.00		
<b>Payment Terms:</b>			

**PAR Description:**

**Resolution Description:**  
CASE DISMISSED COMPANY POSITION UPHELD

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EXHIBIT "12"



An Exelon Company

**Service Denial Notice  
Aviso de Servicio Denegado**

AUGUST 18, 2011

NAME: SANDY HOPELY	Account Number: 38444-01209
MAILING ADDRESS: 4615 VAN KIRK STREET	
CITY/STATE/ZIP: PHILADELPHIA PA 19135	
TELEPHONE #: 215.289.6307/267.531.8678	DATE YOU WANT SERVICE: <b>AUGUST 18, 2011</b>

You recently applied for PECO Energy service in your name at: 4615 VAN KIRK STREET, PHILADELPHIA PA 19135.

We cannot approve your application because you may be responsible for the outstanding balance or a portion of the outstanding balance due at the property.

**To apply for service in your name:**

In order to get PECO Energy service in your name, you may drop off two forms of identification and a valid lease or settlement statement at our District Office located at: 2301 Market Street Philadelphia PA between the hours of 8:30 AM and 5 PM or fax the required information to - Revenue Management 215-841-5160 or 215- 841-5038.

Following are examples of identification you may bring:

**TWO forms of valid identification from the list below (One must be photo identification):**

- Your valid driver's license
- Your photo identification from a recognized government agency, such as a welfare card or passport
- Your photo identification from an employer
- Your social security card
- Your birth certificate

**AND**

- **A valid lease or settlement statement**

Please note that these are not the only forms of identification we will accept. You may call us at (800) 494-4000 to discuss other acceptable forms of identification.

If your service is on at this address, and you do not give us the identification we described above, we will shut your service off after we send you the required shut-off notices.

If you have any questions, or if you need more information, please call the number listed on this notice. AFTER you talk with us, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). You may contact the PUC by calling their toll-free number 1-800-692-7380 or by writing to them at P.O. Box 3265, Harrisburg, PA 17105-3265.

**PECO Energy Company Offices**

If you need to talk to us, please call 1-800-494-4000, between 7:00 a.m. and 6:00 p.m., Monday through Friday, and between 9:00 a.m. and 1:00 p.m. on Saturday.

¡ATENCIÓN!

PECO ENERGY  
EXHIBIT 12

ÉSTE ES UN MENSAJE MUY IMPORTANTE. SI USTED NO LO ENTIENDE, FAVOR DE LLAMAR AL NÚMERO DE TELÉFONO QUE APARECE EN ESTE DOCUMENTO.

AUG-23-2011 TUE 04:39 PM

### RESIDENTIAL LEASE FOR LOFT, APARTMENT OR PRIVATE RESIDENCE

THIS LEASE is made on the 22 day of Aug 2011.  
The Landlord hereby agrees to lease to the Tenant, and the Tenant hereby agrees to hire and take from the Landlord, the Leased Premises described below pursuant to the terms and conditions specified herein;

LANDLORD: Lance Fisher TENANT(S): Sandra Hopely  
Address: 4615 Vankirk St Phila Pa 19135 Address: 4615 Vankirk St Phila Pa 19135

1. Leased Premises: The Leased Premises are those premises described as: 4615 Vankirk St Phila Pa 19135

2. Term: Term of the Lease shall be for a term of 2 year(s) commencing on the 23 day of 2011 and ending on Midnight of the 23 day of Aug 2013. If Tenant remains in possession of the Leased Premises with the consent of the Landlord after the lease expiration date stated above, this Lease will be converted to a month-to-month Lease and each party shall have the right to terminate the Lease by giving at least one month's prior written notice to the other party.

3. Rent: The monthly rental amount for the Leased Premises is \$ 566 per month. The rent payment must be paid by the 1st day of each month at the Landlord's address listed above. The first month's rent is to be paid when Tenant signs this lease. Landlord need not give notice to Tenant regarding Tenant's obligation to pay rent.

4. Security Deposit: Upon Tenant's execution of this Lease, Tenant shall make a security deposit of \$ 100.00 to Landlord in order to ensure that Tenant complies with all terms and conditions of the Lease, if Tenant fully complies, Landlord will return the security deposit within 2 week(s) after the date Tenant delivers possession of the Leased Premises to Landlord. If Tenant does not fully comply with the terms of the Lease, Landlord may use the security to pay amounts owed by Tenant, including damages.

5. Default/Abandonment: If Tenant defaults in the payment of rent or any other term or condition of this Lease, Landlord may give Tenant written notice to cure such default. If Tenant fails to cure such default within \_\_\_ days of receiving notice, Landlord may elect to terminate the Lease, re-enter the Leased Premises and remove the Tenant, all other occupants and their possessions. If Tenant abandons or vacates the Leased Premises during the Term of this Lease, Landlord may elect to re-enter the premises, without liability for prosecution or owing damages to Tenant, and, at his option, re-rent the Leased Premises. If the Landlord elects not to re-rent the Leased Premises, Tenant shall be liable for the remainder of the rent due under the Lease until its expiration. If the Landlord re-rent the Leased Premises but is unable to re-rent the Leased Premises for as much rent as would have been paid by Tenant during the period between Tenant's abandonment and the end of the Term, Tenant shall be liable to Landlord for the difference. Landlord may also dispose of any property left by Tenant after abandonment without liability and apply the proceeds to reduce such difference.

6. Occupants: The Leased Premises shall be occupied by the following persons only: Sandra Hopely  
her children and Mother

No other persons shall occupy the Leased premises without the advance written consent of the Landlord. The authorized occupants may only use the Leased Premises for residential purposes and may \_\_\_ may not Y utilize the premises for commercial or business purposes.

7. Repairs: Tenant must take good care of the Leased Premises and all equipment and fixtures contained therein. Tenant is liable for damages caused by his acts or neglect and any acts and neglect of his family, invitees or guests. Tenant must make all repairs and replacements when it results from his act or neglect. If Tenant fails to make a needed repair or replacement, Landlord may do it and add the expenses to the rent. Landlord is liable for any major maintenance work not the result of Tenant's acts or neglect.

8. Partial or Total Destruction of Leased Premises: If the Leased Premises are partially damaged or completely destroyed by a fire or other occurrence that is not caused by Tenant's negligence or willful act (or the negligence of Tenant's family, agent or guest), Landlord may elect to: (1) repair or rebuild the Leased premises during the period of unavailability and abate the rent proportionally for this period; or (2) not repair or rebuild the Leased Premises, terminate the Lease and prorate the rent up to the time of the damage.

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9. Alterations: Tenant must obtain Landlord's prior written consent to paint or wallpaper the Leased Premises or to install any paneling, flooring, partitions, railings or make any other alterations. Tenant must not alter the plumbing, ventilation, air conditioning, heating or electric systems. All the alterations, installations and improvements shall become property of the Landlord when completed and paid for, and shall be surrendered as part of the Leased Premises at the end of the term. Landlord is not required to pay for any of the work performed under this section unless he has agreed to pay as indicated in his prior written consent.

10. Maintenance of Leased Premises: Tenant shall, at tenant's expense, maintain the premises in a clean and sanitary condition at all times. At the end of the term, Tenant will leave the Leased Premises clean and in good condition, with the exception of ordinary wear and tear. Tenant shall remove all Tenant's belongings and surrender all keys to Landlord upon the expiration of lease.

11. Assignment/Subletting Restrictions: Tenant may \_\_\_\_\_ may not  assign this agreement or sublet the Leased Premises without the prior written consent of the Landlord. Any assignment, sublease or other purported license to use the Leased Premises by Tenant without the Landlord's consent shall be void and shall (at Landlord's option) terminate this Lease.

12. Utilities/Services: Tenant is responsible for the payment of all utilities and services, except for the following: Water which shall be paid by Landlord.

13. Landlord's Right to Enter: Landlord may, at reasonable times, enter the Leased Premises to inspect it, to make repairs or alterations, and to show it to potential buyers, lenders or tenants.

14. A tenant cannot deny the right of access to the Leased Premises without the prior written consent of the Landlord.

15. Laws and Regulations: Tenant must, at Tenant's expense, comply with all laws, regulations, ordinances and requirements of all municipal, state and federal authorities that are effective during the term of the lease agreement, pertaining to the use of the premises. Tenant must not do anything that increases the Landlord's insurance premium.

16. Legal Fees: The successful party in a legal action or proceeding between Landlord and Tenant relating to the non-payment of rent or recovery of possession of the Leased Premises, may to the extent legally available, recover reasonable legal fees and costs from the unsuccessful party.

17. Inspection Prior to Occupancy: Tenant has inspected the Leased Premises and agrees that the Leased Premises and all improvements are in good habitable condition at the time this lease is being signed.

18. Subordination: This Lease, and the Tenant's leasehold interest, is and shall be subordinate, subject and inferior to any and all liens and encumbrances now and thereafter placed on the Leased Premises by Landlord, any and all successors of such liens and encumbrances and all advances paid under such liens and encumbrances.

19. Binding Obligations: This lease agreement is binding on the Landlord and Tenant and those that lawfully succeed to their rights or take their place. Tenant and Landlord have both read this lease and all promises made by the parties are contained in this lease.

20. Additional Terms and Conditions Agreed to by Both Parties: May have pets

This lease is effective when Landlord delivers a copy signed by all parties to the Tenant. Parties have signed this agreement in duplicate the day and year written above.



(Tenant) Sandra Hopely  
(Landlord) Larone Frealey  
(Tenant) \_\_\_\_\_  
(Witness) \_\_\_\_\_


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918005902789

23-08-11:10:44AM:Rep\_John\_Taylor


**IDENTIFICATION CARD**  
 110  
 No **25 807 303** Dups 00  
 DOB **07/03/1974**  
 Sex **F**  
 Eyes **BRO**  
 Height **5'02"**  
 Issued **03/07/2006**  
 Expires **03/31/2010**  
*Sandra Hopely*  
**SANDRA LEE HOPELY**  
**4615 VANKIRK ST**  
**PHILADELPHIA PA 19138**  


**SOCIAL SECURITY**  
  
 THIS CARD IS NOT VALID UNLESS ACCOMPANIED BY THE IDENTIFICATION CARD  
**SANDRA LEE HOPELY**  
*Sandra Lee Hopely*  
 SIGNATURE

2

215  
 821 1  
 51 60



**August 30, 2011**

Sandra Hopely  
4615 Van Kirk St  
Philadelphia PA 19135

Dear Ms. Hopely,

PECO Energy records indicate that you applied for electric and or gas service at 4915 Van Kirk St Philadelphia, PA 19135 effective 08/26/11. Prior to 08/26/11 the service was in the name of Larene Fraley.

It has been determined that you may have resided at this address and or are associated with the current customer prior to requesting service. Under Pennsylvania law (66 Pa. C.S.A § 1407(D)), you are responsible for all charges incurred at the property while you resided there. Therefore, in the future if you request to have service at this address your name will be added to the account and a payment needs to be made.

If you have any questions concerning this matter, please call 1-888-494-4000, between 7:00 a.m. and 6:00 p.m., Monday through Friday, and between 9:00 a.m. and 1:00 p.m. on Saturday.

**¡ATENCIÓN!**

**ÉSTE ES UN MENSAJE MUY IMPORTANTE. SI USTED NO LO ENTIENDE, FAVOR DE LLAMAR AL NÚMERO DE TELÉFONO QUE APARECE EN ESTE DOCUMENTO.**

Sincerely,

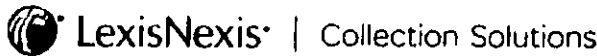
Monica Hearst

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**EXHIBIT "13"**



Sign Out | Announcements | Preferences | History | Feedback

Home | Favorites | People | Business | Property & Assets | Licenses | Phones | Court & Admin Filings | Reports

Find a Person | People At Work | Find a Business

Quick Search | SSN Lookup > | Enter SSN | Reference ID |

**Find a Person Results**

Search Terms: SSN: 168-56-0966

Search within Results:

Record 1 of 1

No.	Full Name	Address	Phone	SSN	Actions
	<a href="#">View Sources</a>	<a href="#">Click to run more address searches</a>	<a href="#">Phone Search</a>	<a href="#">Click to run SSN/LexID search</a>	
1.	HOPELY, SANDRA HOPELY, SANDRA HOPELY, SANDY HOPELY, SANDY (DOB: 07/03/1974) (Age: 39) (Gender: Female)	421 BRALLIER PL JOHNSTOWN, PA 15906-2750 CAMBRIA COUNTY > (02/2012-Current) 4615 VAN KIRK ST PHILADELPHIA, PA 19135-4011 PHILADELPHIA COUNTY > (03/2007-03/2014)  2619 SALMON ST PHILADELPHIA, PA 19125-4012 PHILADELPHIA COUNTY > (05/2001-03/2014)  3146 FILION ST PHILADELPHIA, PA 19134-5834 PHILADELPHIA COUNTY > (06/2009-02/2014)	267-343-2695EDT <input type="button" value="Feedback"/> 1 (Current Listing Name)  215-941-9042EDT <input type="button" value="Feedback"/>  215-744-2372EDT <input type="button" value="Feedback"/>   Phone may be disconnected	168-56-0966 (PA:1976-1977)  LexID(R): 0011-6380-9611	<b>Next Steps</b> Relatives Current Neighbors Address Associates Relative/Neigh/Assoc People At Work  <b>Get Person Report</b> Asset Report Contact Card Report Pre-Litigation Report Expert Searches >

Your DPPA Permissible Use: [Debt Recovery/Fraud](#)  
 Your GLBA Permissible Use: [Fraud Prevention or Detection](#)

- Key
- ▲ High Risk Indicator. These symbols may prompt you to investigate further.
  - | Moderate Risk Indicator. These symbols may prompt you to investigate further.
  - General Information Indicator. These symbols inform you that additional information is provided.
  - ✓ The most recent telephone listing as reported by Electronic Directory Assistance.
  - † Additional Fees Apply.

Record 1 of 1

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 EXHIBIT 13

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EXHIBIT "14"

LARENE FRALEY 27-03-46-013237 02/28  
 OTHER-CR CP2  
 4615 VAN KIRK ST  
 SP-AGR STRAG NEED RDG 999  
 PHILADELPHIA PA 19135 TEL-215-289-4747  
 \*\*\*\*\* CONTACT HISTORY \*\*\*\*\*  
 SEL DATE TIME PROCESS PAYNUM/CCNAME CUST PREV  
 REAC ACCT  
 05/18/06 14:40 Outbound Correspondence VENITA FIELDER  
 CONTACT NAME: Fraley Larene TYPE: Phoned  
 COMMENTS:

\* 05/15/06 14:44 CONT PC107683 S  
 CONTACT NAME: Fraley Laren TYPE: T  
 COMMENTS: a for sandra(403). Verified Financial Statement. enrllmnt cmplt, tier  
 d, snt ltr d

05/15/06 14:44 MISC PC107683 S  
 CONTACT NAME: Fraley Laren TYPE: T  
 COMMENTS: Financial Statement taken only, no agreement or Utility Report quoted  
 . rcvd cap appl and proof of support for larene(395) and called welfare line, L  
 c(316) proof of ssi for william(573) proof of ssi for dawn(603) and proof of dp

VALID FUNCTION KEYS: F1=MAIN ENTRY SCREEN F10=BWD F11=FWD ENTER=PROCESS

Account Activity for Bill Account 3844401209

4/17/2014

SANDRA HOPELY/LARENE FRALEY

4615 VAN KIRK ST PHILADELPHIA PA 19135

<u>Date</u>	<u>Activity</u>	<u>Amount</u>	<u>Additional Information</u>
10/2/2006	Credit	Payment	
10/2/2006	Debit	Electric Service	
10/2/2006	Debit	Special Agreement	Date Shown on Bill: 2006-10-02
10/2/2006	Debit	Late Payment Charge	Date Shown on Bill: 2006-10-02
10/9/2006	Credit	Adjustment	Date Shown on Bill: 2006-10-02
10/9/2006	Debit	Electric Service	
10/17/2006	Contact	Miscellaneous System Billing A	Date Shown on Bill: 2006-10-09
			System Billing Error - October initial bill sent to customer incorrect, was billed on Summer rates instead of Winter. Initial bill canceled and rebilled.
10/31/2006	Debit	Electric Service	Date Shown on Bill: 2006-10-31
10/31/2006	Debit	Special Agreement	Date Shown on Bill: 2006-10-31
11/6/2006	Credit	Reinstate AR from DPA- Cr	
11/6/2006	Debit	Transfer Service	Date Shown on Bill: 2006-12-01
11/6/2006	Debit	Special Agreement	Date Shown on Bill: 2006-12-01
11/6/2006	Adjustment	Reinstate AR from DPA- Db	
11/6/2006	Collection	Deferred Agreement Default	
11/6/2006	Contact	Correspondence - Collections	Action performed by: CUBSA200 Deferred Payment Agreement Default Letter Defaulted Amt: \$646.93 Reinstate Amt: \$24 6.73 Reinstate Amt After 2006-12-04: \$261.73
11/10/2006	Credit	Payment Agreement	
11/10/2006	Collection	Removed From Collections	
11/10/2006	Collection	Deferred Agreement Reinstated	Action performed by: CUBCL001
11/13/2006	Credit	Payment	Action performed by: CUBSA300
12/1/2006	Debit	Electric Service	
12/1/2006	Debit	Special Agreement	Date Shown on Bill: 2006-12-01
12/8/2006	Credit	Payment	Date Shown on Bill: 2006-12-01
1/3/2007	Debit	Late Payment Charge	
1/4/2007	Debit	Electric Service	Date Shown on Bill: 2007-01-04
1/4/2007	Debit	Special Agreement	Date Shown on Bill: 2007-01-04
1/8/2007	Credit	Payment	Date Shown on Bill: 2007-01-04
2/5/2007	Debit	Electric Service	
2/5/2007	Debit	Special Agreement	Date Shown on Bill: 2007-02-05
2/5/2007	Debit	Late Payment Charge	Date Shown on Bill: 2007-02-05
2/8/2007	Credit	Payment	Date Shown on Bill: 2007-02-05
3/5/2007	Debit	Late Payment Charge	
3/6/2007	Debit	Electric Service	Date Shown on Bill: 2007-03-06

3/6/2007	Debit	Special Agreement	\$14.69	Date Shown on Bill: 2007-03-06
3/9/2007	Credit	Payment	\$165.00	
4/4/2007	Debit	Electric Service	\$111.48	Date Shown on Bill: 2007-04-04
4/4/2007	Debit	Special Agreement	\$14.69	Date Shown on Bill: 2007-04-04
5/1/2007	Debit	Late Payment Charge	\$1.64	Date Shown on Bill: 2007-05-03
5/3/2007	Debit	Electric Service	\$101.54	Date Shown on Bill: 2007-05-03
5/3/2007	Debit	Special Agreement	\$14.69	Date Shown on Bill: 2007-05-03
5/29/2007	Credit	Reinstate AR from DPA- Cr	\$543.48	Date Shown on Bill: 2007-05-03
5/29/2007	Debit	Transfer Service	\$9.63	Date Shown on Bill: 2007-06-04
5/29/2007	Debit	Special Agreement	\$528.79	Date Shown on Bill: 2007-06-04
5/29/2007	Adjustment	Reinstate AR from DPA- Db	\$533.85	
5/29/2007	Collection	Deposit Review	\$0.00	Action performed by:
5/29/2007	Collection	Deferred Agreement Default	\$543.48	Action performed by: CUBSA200
5/30/2007	Debit	Late Payment Charge	\$0.24	Date Shown on Bill: 2007-06-04
5/30/2007	Debit	Late Payment Charge	\$10.86	Date Shown on Bill: 2007-06-04
5/31/2007	Collection	Proactive Customer Call	\$746.46	Action performed by: CUBCL401
6/4/2007	Debit	Electric Service	\$176.22	Date Shown on Bill: 2007-06-04
6/6/2007	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
6/7/2007	Credit	Payment	\$750.00	
7/2/2007	Debit	Late Payment Charge	\$2.73	Date Shown on Bill: 2007-07-03
7/2/2007	Collection	Deposit Review	\$0.00	Action performed by:
7/3/2007	Debit	Electric Service	\$185.87	Date Shown on Bill: 2007-07-03
7/5/2007	Collection	Proactive Customer Call	\$193.41	Action performed by: CUBCL401
7/6/2007	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Promised to pay
				TIME OF CALL: 08:14 SERVICE CLASS: RES RECOR
				D TYPE: Proactive Customer Call AMOUNT D
				UE AT TIME OF CALL: \$193.41 SERVICE AMOUNT DUE: \$19
				3.41 TOTAL BALANCE: \$382.01 PHN NBR UPDATED: NO EFT
				: Customer does not want to enroll in EFT. VENDOR: PAR3.
7/12/2007	Collection	Removed From Collections	\$193.41	Action performed by: CUBCL401
7/12/2007	Collection	Non Friendly Notice	\$193.41	Action performed by: CUBCL401
7/12/2007	Contact	Correspondence - Collections		Non Friendly Notice
7/30/2007	Collection	Disconnect Notice	\$382.01	Action performed by: CUBCL401
7/30/2007	Collection	Deposit Review	\$0.00	Action performed by:
7/30/2007	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
7/31/2007	Debit	Late Payment Charge	\$5.52	Date Shown on Bill: 2007-08-02
8/1/2007	Collection	72 Hour Notice 1	\$382.01	Action performed by: CUBCL401
8/2/2007	Debit	Electric Service	\$218.42	Date Shown on Bill: 2007-08-02
8/2/2007	Collection	Removed From Collections	\$0.00	Action performed by: U997AS7
8/2/2007	Collection	Halt Collections	\$0.00	Action performed by: U997AS7
8/2/2007	Collection	72 Hour Notice Success	\$382.01	Action performed by: CUBCL122

8/2/2007	Contact	Remove from Collection - Other		STOP CREDIT ACTION EFFECTIVE DATE : 2007-08-02: placed cust on cll back list, adv that med appl only gives 30day ext and doesn't prevent serv from being term, adv to get ext will g et cll back w/ in 24hrs
8/2/2007	Contact	72 HOUR NOTICE		(215) 289-4747 CALL RESULT: SUCCESSFUL TIME OF CALL: 16:09 SERVICE CLASS: RES RECOR D TYPE: 72 Hour Notice 1 AMOUNT D UE AT TIME OF CALL: \$382.01 SERVICE AMOUNT DUE: \$38 2.01 TOTAL BALANCE: \$382.01 PHN NBR UPDATED: NO EFT : Customer does not want to enroll in EFT. VENDOR: OSI Action performed by: U999G9W
8/3/2007	Collection	Halt Collections	\$0.00	STOP CREDIT ACTION EFFECTIVE DATE : 2007-08-03 CNO CB, PD, DD, cst's dghtr Dawn Hopely cild 2 adv py pd \$38 2.01 @ cpl/adv 3-5 bsn dys 2 pst/t/Reviewed F SMT Read UR Script for a Income Not Provided ORUR for 382.01 by August 18, 2007 Qtd PUC Rights & ph#, Mailed MED. adv cb dd
8/3/2007	Contact	Utility Report @ Income Not Pr		
8/3/2007	Contact	Credit Issues		
8/6/2007	Credit	Payment	\$382.01	
8/9/2007	Collection	Expire Stop Credit Other	\$188.60	Action performed by: CUBCL010
8/20/2007	Collection	Expire UR	\$188.60	Action performed by: CUBCL010
8/28/2007	Debit	Late Payment Charge	\$3.28	Date Shown on Bill: 2007-08-31
8/31/2007	Debit	Electric Service	\$211.00	Date Shown on Bill: 2007-08-31
10/1/2007	Debit	Late Payment Charge	\$6.45	Date Shown on Bill: 2007-10-02
10/1/2007	Collection	Disconnect Notice	\$438.22	Action performed by: CUBCL401
10/1/2007	Collection	Deposit Warning Letter	\$0.00	Action performed by:
10/1/2007	Collection	Deposit Review	\$0.00	Action performed by:
10/1/2007	Contact	Correspondence - Collections		Deposit Warning
10/1/2007	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
10/2/2007	Debit	Electric Service	\$203.21	Date Shown on Bill: 2007-10-02
10/3/2007	Collection	72 Hour Notice 1	\$438.22	Action performed by: CUBCL401
10/9/2007	Collection	72 Hour Notice Fail	\$438.22	Action performed by: CUBCL122
10/9/2007	Contact	72 HOUR NOTICE		( ) - CALL RESULT: UNSUCCESSFUL
10/10/2007	Collection	72 Hour Notice 2	\$438.22	Action performed by: CUBCL401
10/17/2007	Credit	Payment	\$439.00	
10/17/2007	Collection	Removed From Collections	\$0.00	Action performed by: U997J6K
10/17/2007	Collection	Halt Collections	\$0.00	Action performed by: U997J6K
10/17/2007	Collection	72 Hour Notice Success	\$438.22	Action performed by: CUBCL122
10/17/2007	Contact	Utility Report @ PECO Refused		STOP CREDIT ACTION EFFECTIVE DATE : 2007-10-17 (215) 289-4747 CALL RESULT: SUCCESSFUL
10/17/2007	Contact	72 HOUR NOTICE		MEDICAL CERTIFICATE ISSUED
10/17/2007	Contact	Medical Certificate		CNO CB, PD, DD, Cust called to report the payment by mail ad v cust Took FSMT/Reviewed FSMT Read UR Script for a Peco Ref
10/17/2007	Contact	Credit Issues		

				used ORUR for 438.22 by November 01, 2007 Qtd PUC Rights & p
10/30/2007	Debit	Late Payment Charge	\$3.04	h#, Ref to Agencies, Mailed MED. adv nothin will happen service
10/31/2007	Debit	Electric Service	\$146.69	Date Shown on Bill: 2007-10-31
11/1/2007	Collection	Expire UR	\$214.28	Date Shown on Bill: 2007-10-31
11/2/2007	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL010
11/5/2007	Credit	Payment	\$208.88	Action performed by: CUBCL001
11/5/2007	Contact	Miscellaneous		
				adv cust pymnt pending on acct. ur stnds cno pda and cb ur
11/19/2007	Contact	Miscellaneous		expired on 11/1 no med, refrd to agncys puc rights. Updated fsmt
				dawn hopely/dghtr clg abt elec fire at property. fire dept r
				eports illegall hook up cust states she was unawre of anythi
				ng connected to frm pole to prop. she stated she heard a pop
				ing sound all the breakers tripped and then started smelling
				smoke. expld sounds like internal issue. had cid ping mtr.
				refd to contractor/electrician.
11/19/2007	Contact	Revenue Protection Investigati		RECEIVED CALL FROM FIRE DEPT DISP#692 (215) 922-6000 FIRE DE
				PT AT PROPERTY 4615 VAN KIRK ST, PHILA ILLEGAL HOOK-UP, WIRE
				RUNNING FROM POLE INTO HOUSE DOESN'T LOOK LIKE NORMAL HOOK-UP
11/27/2007	Debit	Late Payment Charge	\$2.20	Date Shown on Bill: 2007-12-03
12/3/2007	Debit	Electric Service	\$145.75	Date Shown on Bill: 2007-12-03
12/13/2007	Contact	Revenue Protection Case		act//fd mtr registering under load, fd taps made std, fd no
				illegal hook/ups.
12/31/2007	Collection	Deposit Review	\$0.00	Action performed by:
1/2/2008	Debit	Late Payment Charge	\$4.39	Date Shown on Bill: 2008-01-04
1/2/2008	Collection	Proactive Customer Call	\$297.68	Action performed by: CUBCL401
1/4/2008	Debit	Electric Service	\$148.92	Date Shown on Bill: 2008-01-04
1/9/2008	Collection	Deposit Review	\$297.68	Action performed by:
1/9/2008	Collection	Non Friendly Notice	\$297.68	Action performed by: CUBCL401
1/9/2008	Contact	Correspondence - Collections		Non Friendly Notice
1/11/2008	Collection	Proactive Customer Call	\$297.68	Action performed by: CUBCL401
1/18/2008	Collection	Deposit Review	\$297.68	Action performed by:
1/18/2008	Collection	Non Friendly Notice	\$297.68	Action performed by: CUBCL401
1/18/2008	Contact	Correspondence - Collections		Non Friendly Notice
1/22/2008	Collection	Proactive Customer Call	\$297.68	Action performed by: CUBCL401
1/29/2008	Credit	Payment	\$451.00	
1/29/2008	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
2/5/2008	Debit	Electric Service	\$126.97	Date Shown on Bill: 2008-02-05
3/3/2008	Collection	Deposit Review	\$0.00	Action performed by:
3/4/2008	Debit	Late Payment Charge	\$1.90	Date Shown on Bill: 2008-03-05
3/5/2008	Debit	Electric Service	\$105.38	Date Shown on Bill: 2008-03-05
3/5/2008	Collection	Proactive Customer Call	\$126.96	Action performed by: CUBCL401

3/6/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Gave live message to account holder TIME OF CALL: 08:11
3/12/2008	Collection	Deposit Review	\$126.96	Action performed by:
3/12/2008	Collection	Non Friendly Notice	\$126.96	Action performed by: CUBCL401
3/12/2008	Contact	Correspondence - Collections		Non Friendly Notice
3/14/2008	Collection	Proactive Customer Call	\$126.96	Action performed by: CUBCL401
3/17/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Gave live message to account holder TIME OF CALL: 12:31 SERVICE CLASS: RES RECOR
3/21/2008	Collection	Deposit Review	\$126.96	Action performed by:
3/21/2008	Collection	Non Friendly Notice	\$126.96	Action performed by: CUBCL401
3/21/2008	Contact	Correspondence - Collections		Non Friendly Notice
3/24/2008	Collection	Proactive Customer Call	\$126.96	Action performed by: CUBCL401
3/25/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Left message with a responsible party TIME OF CALL: 12:32
3/31/2008	Collection	Deposit Review	\$234.24	Action performed by:
3/31/2008	Collection	Non Friendly Notice	\$234.24	Action performed by: CUBCL401
3/31/2008	Contact	Correspondence - Collections		Non Friendly Notice
4/1/2008	Debit	Late Payment Charge	\$3.48	Date Shown on Bill: 2008-04-03
4/2/2008	Collection	Proactive Customer Call	\$234.24	Action performed by: CUBCL401
4/3/2008	Debit	Electric Service	\$107.86	Date Shown on Bill: 2008-04-03
4/3/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Phone disconnected
4/7/2008	Contact	Customer Relations		LIURP Audit Scheduled 04-18-08
4/9/2008	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL401
4/14/2008	Contact	Request Letter		CAP Application Letter
4/24/2008	Contact	Customer Relations		LIURP Work Order Issued to Whirlpool, 1-800-675-0222
4/25/2008	Collection	Deposit Review	\$0.00	Action performed by:
4/28/2008	Collection	Proactive Customer Call	\$345.58	Action performed by: CUBCL401
4/29/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Left message with a responsible party TIME OF CALL: 11:08
4/29/2008	Contact	Request Letter		CAP Application Letter
4/30/2008	Debit	Late Payment Charge	\$5.10	Date Shown on Bill: 2008-05-02
5/1/2008	Contact	VRU Duplicate Bill Requested		
5/2/2008	Debit	Electric Service	\$116.10	Date Shown on Bill: 2008-05-02
5/5/2008	Credit	Payment	\$160.00	
5/5/2008	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL401
5/8/2008	Contact	Request Letter		CAP D Completion Letter
5/9/2008	Collection	Halt Collections	\$0.00	Action performed by: U997MW5
5/9/2008	Contact	Remove from Collection - Other		STOP CREDIT ACTION EFFECTIVE DATE : 2008-05-09
5/9/2008	Contact	Miscellaneous		PLACED EXTENTION - INCOME RECVD. PROCESS PENDING
5/16/2008	Contact	Miscellaneous		Received duplicate documents .. see notes of 5-8-08 for Cap activity .. filed in complete 5-16-08

5/27/2008	Collection	Expire Stop Credit Other	\$185.58	Action performed by: CUBCL010
6/3/2008	Debit	Electric Service	\$117.94	Date Shown on Bill: 2008-06-03
6/3/2008	Debit	Late Payment Charge	\$4.44	Date Shown on Bill: 2008-06-03
6/18/2008	Credit	Payment	\$124.00	
6/25/2008	Collection	Deposit Review	\$0.00	Action performed by:
6/26/2008	Collection	Proactive Customer Call	\$305.16	Action performed by: CUBCL401
6/27/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Gave live message to account holder TIME OF CALL: 17:14
7/1/2008	Debit	Late Payment Charge	\$4.43	Date Shown on Bill: 2008-07-02
7/2/2008	Debit	Electric Service	\$136.63	Date Shown on Bill: 2008-07-02
7/3/2008	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL401
7/17/2008	Credit	Payment	\$440.00	
7/29/2008	Debit	Late Payment Charge	\$0.09	Date Shown on Bill: 2008-08-04
8/4/2008	Debit	Electric Service	\$180.05	Date Shown on Bill: 2008-08-04
8/14/2008	Credit	Payment	\$186.36	
9/3/2008	Debit	Electric Service	\$170.25	Date Shown on Bill: 2008-09-03
9/25/2008	Collection	Deposit Review	\$0.00	Action performed by:
9/26/2008	Collection	Proactive Customer Call	\$170.25	Action performed by: CUBCL401
9/30/2008	Debit	Late Payment Charge	\$2.55	Date Shown on Bill: 2008-10-02
10/2/2008	Debit	Electric Service	\$125.26	Date Shown on Bill: 2008-10-02
10/3/2008	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL401
10/24/2008	Collection	Deposit Review	\$0.00	Action performed by:
10/27/2008	Collection	Proactive Customer Call	\$298.06	Action performed by: CUBCL401
10/29/2008	Debit	Late Payment Charge	\$4.43	Date Shown on Bill: 2008-10-31
10/31/2008	Debit	Electric Service	\$89.04	Date Shown on Bill: 2008-10-31
11/3/2008	Collection	Disconnect Notice	\$298.06	Action performed by: CUBCL401
11/3/2008	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
11/6/2008	Collection	72 Hour Notice 1	\$298.06	Action performed by: CUBCL401
11/7/2008	Contact	72 HOUR NOTICE		(215) 289-4747 CALL RESULT: UNSUCCESSFUL
11/11/2008	Collection	72 Hour Notice Fail	\$298.06	Action performed by: CUBCL122
11/12/2008	Collection	72 Hour Notice 2	\$298.06	Action performed by: CUBCL401
11/13/2008	Collection	72 Hour Notice Success	\$298.06	Action performed by: CUBCL122
11/13/2008	Contact	72 HOUR NOTICE		(215) 289-4747 CALL RESULT: SUCCESSFUL
11/14/2008	Collection	Removed From Collections	\$98.06	Action performed by: CUBCL001
11/14/2008	Collection	Halt Collections	\$0.00	Action performed by: U996CS6
11/14/2008	Contact	Utility Report @ Verification		STOP CREDIT ACTION EFFECTIVE DATE : 2008-11-14
11/14/2008	Contact	Medical Certificate		MEDICAL CERTIFICATE ISSUED
11/14/2008	Contact	Miscellaneous		CCI RE BILL...ADV CB 93.47 DUE 11-24 DPA 298.06...UPDATED FS MT POSS TIER CHANGE D TO C...SENT APP, ADV RETURN COMPLETED W/ SSI AND DPA AWRD LTRS FOR WILLIAM AND SANDRA, AND NOT LTR OF NO INCOME FOR HERSELF...ISSUED VRUR(11-29)...MED CERT...

				PUC...CST ADV APPLIED FOR CRISIS
11/14/2008	Contact	Credit Issues		CCI ABOUT SOFF NOTICE PD 298.06 CD 93.47 DD 11/24 TD 391.53.
				SD MADE PAYMENT XFER
11/14/2008	Contact	Request Letter		CAP Application Letter
11/17/2008	Credit	Payment	\$200.00	
12/1/2008	Collection	Expire UR	\$298.06	Action performed by: CUBCL010
12/2/2008	Debit	Late Payment Charge	\$2.81	Date Shown on Bill: 2008-12-03
12/3/2008	Debit	Electric Service	\$110.22	Date Shown on Bill: 2008-12-03
12/3/2008	Collection	Halt Collections	\$0.00	Action performed by: U997MW5
12/3/2008	Contact	Remove from Collection - Other		STOP CREDIT ACTION EFFECTIVE DATE : 2008-12-03
12/3/2008	Contact	Miscellaneous		PLACED EXTENTION - INCOME RECVD. PROCESS PENDING
12/3/2008	Contact	Miscellaneous		Rcvd Cap App w/ SS awd ltr for William. Updtd fsmt. Still ne ed Dpw awd ltr for Sandra and Ntrzd ltr of no inc frm Larene and Christopher. VRUR/Tier Chng Unsptrd. Filed Cmplte 12/ 3
12/31/2008	Debit	Late Payment Charge	\$4.46	Date Shown on Bill: 2009-01-06
1/2/2009	Collection	Expire Stop Credit Other	\$191.53	Action performed by: CUBCL010
1/6/2009	Debit	Electric Service	\$136.78	Date Shown on Bill: 2009-01-06
2/3/2009	Debit	Late Payment Charge	\$6.51	Date Shown on Bill: 2009-02-05
2/4/2009	Collection	Non Friendly Notice	\$445.80	Action performed by: CUBCL401
2/4/2009	Contact	Correspondence - Collections		Non Friendly Notice
2/5/2009	Debit	Electric Service	\$106.23	Date Shown on Bill: 2009-02-05
2/11/2009	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL401
2/11/2009	Collection	Deposit Review	\$0.00	Action performed by:
2/11/2009	Collection	LIHEAP Winter 10-day Terminati	\$445.80	Action performed by: CUBCL510
2/16/2009	Credit	Payment	\$558.54	
2/17/2009	Contact	Billing Issues		pmt of 558.54 on 02/16;rrd 03/06;explain crisis nnotice;tran sfer to cap;
3/6/2009	Debit	Electric Service	\$103.60	Date Shown on Bill: 2009-03-06
4/3/2009	Credit	Payment Agreement	\$103.60	
4/3/2009	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
4/3/2009	Collection	Deferred Agreement Reinstated	\$103.60	Action performed by: CUBSA300
4/6/2009	Credit	Payment	\$103.60	
4/6/2009	Debit	Electric Service	\$110.72	Date Shown on Bill: 2009-04-06
4/24/2009	Contact	VRU Duplicate Bill Requested		
4/24/2009	Contact	VRU Duplicate Bill Requested		
5/5/2009	Debit	Electric Service	\$82.87	Date Shown on Bill: 2009-05-05
5/5/2009	Debit	Special Agreement	\$7.40	Date Shown on Bill: 2009-05-05
5/5/2009	Debit	Late Payment Charge	\$0.11	Date Shown on Bill: 2009-05-05
6/1/2009	Credit	Reinstate AR from DPA- Cr	\$103.60	
6/1/2009	Debit	Special Agreement	\$96.20	Date Shown on Bill: 2009-06-04

6/1/2009	Adjustment	Reinstate AR from DPA- Db	\$103.60	
6/1/2009	Collection	Disconnect Notice	\$193.70	Action performed by: CUBCL401
6/1/2009	Collection	Deposit Review	\$193.70	Action performed by:
6/1/2009	Collection	PA Reinstatement Call	\$193.70	Action performed by: CUBCL401
6/1/2009	Collection	Deferred Agreement Default	\$103.60	Action performed by: CUBSA200
6/1/2009	Contact	Correspondence - Collections		Deferred Payment Agreement Default Letter
				Defaulted Amt: \$103.60 Reinstate Amt: \$9
				7.50 Reinstate Amt After 2009-06-05: \$104.90
6/1/2009	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
6/2/2009	Debit	Late Payment Charge	\$2.90	Date Shown on Bill: 2009-06-04
6/4/2009	Debit	Electric Service	\$105.56	Date Shown on Bill: 2009-06-04
6/5/2009	Credit	Payment Agreement	\$96.20	
6/5/2009	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
6/5/2009	Collection	Halt Collections	\$193.70	Action performed by: U995575
6/5/2009	Collection	Deferred Agreement Reinstated	\$96.20	Action performed by: CUBSA300
6/5/2009	Contact	Utility Report <input checked="" type="checkbox"/> PECO Refused		Stop Credit Action Effective Date : 2009-06-05
6/8/2009	Credit	Payment	\$110.00	
6/22/2009	Collection	Expire UR	\$193.70	Action performed by: CUBCL010
7/1/2009	Debit	Late Payment Charge	\$1.44	Date Shown on Bill: 2009-07-06
7/6/2009	Credit	Payment	\$200.00	
7/6/2009	Debit	Electric Service	\$152.28	Date Shown on Bill: 2009-07-06
7/6/2009	Debit	Special Agreement	\$7.40	Date Shown on Bill: 2009-07-06
7/6/2009	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
7/17/2009	Contact	Electric Outage - Issuance		xst Torresdale and Ditman Street. Lights Ok/Unknown Wire Dow n (Pole to Pole)
8/4/2009	Debit	Electric Service	\$173.41	Date Shown on Bill: 2009-08-04
8/4/2009	Debit	Special Agreement	\$7.40	Date Shown on Bill: 2009-08-04
8/4/2009	Debit	Late Payment Charge	\$0.86	Date Shown on Bill: 2009-08-04
8/11/2009	Credit	Payment	\$238.75	
9/2/2009	Debit	Electric Service	\$191.36	Date Shown on Bill: 2009-09-02
9/2/2009	Debit	Special Agreement	\$7.40	Date Shown on Bill: 2009-09-02
9/29/2009	Credit	Reinstate AR from DPA- Cr	\$81.40	
9/29/2009	Debit	Special Agreement	\$74.00	Date Shown on Bill: 2009-10-02
9/29/2009	Debit	Late Payment Charge	\$0.11	Date Shown on Bill: 2009-10-02
9/29/2009	Debit	Late Payment Charge	\$2.87	Date Shown on Bill: 2009-10-02
9/29/2009	Adjustment	Reinstate AR from DPA- Db	\$81.40	
9/29/2009	Collection	Disconnect Notice	\$272.76	Action performed by: CUBCL401
9/29/2009	Collection	Deposit Review	\$272.76	Action performed by:
9/29/2009	Collection	PA Reinstatement Call	\$272.76	Action performed by: CUBCL401
9/29/2009	Collection	Deferred Agreement Default	\$81.40	Action performed by: CUBSA200
9/29/2009	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL

9/29/2009	Contact	Correspondence - Collections		Deferred Payment Agreement Default Letter
				Defaulted Amt: \$81.40 Reinstatement Amt: \$19
				8.76 Reinstatement Amt After 2009-10-05: \$206.16
10/1/2009	Credit	Payment Agreement	\$74.00	
10/1/2009	Collection	Removed From Collections	\$0.00	
10/1/2009	Collection	Halt Collections	\$272.76	Action performed by: CUBCL001
10/1/2009	Collection	Deferred Agreement Reinstated	\$74.00	Action performed by: U999N1G
10/1/2009	Contact	Utility Report ☐ PECO Refused		Action performed by: CUBSA300
10/1/2009	Contact	Medical Certificate		Stop Credit Action Effective Date : 2009-10-01
10/1/2009	Contact	Maintain Bill Account		MEDICAL CERTIFICATE ISSUED
				TELEPHONE NUMBER WAS CHANGED FROM 215-469-5046 TO 215-7
				44-2372
10/1/2009	Contact	Miscellaneous		cci to obtain acct bal . cno pd amt \$275.74 .. xfd cust to
				Fcc/reviewed financial; no change
10/2/2009	Credit	Payment	\$275.00	
10/2/2009	Debit	Electric Service	\$118.89	Date Shown on Bill: 2009-10-02
10/16/2009	Collection	Expire UR	\$272.76	Action performed by: CUBCL010
11/2/2009	Debit	Electric Service	\$149.26	Date Shown on Bill: 2009-11-02
11/2/2009	Debit	Special Agreement	\$7.40	Date Shown on Bill: 2009-11-02
11/2/2009	Debit	Late Payment Charge	\$0.68	Date Shown on Bill: 2009-11-02
11/2/2009	Collection	Proactive Call 3	\$45.63	Date Shown on Bill: 2009-11-02
11/16/2009	Collection	Deposit Review	\$0.00	Action performed by: CUBCL401
11/16/2009	Collection	Proactive Customer Call	\$45.63	Action performed by:
11/23/2009	Collection	Proactive Call 2	\$45.63	Action performed by: CUBCL401
11/30/2009	Credit	Reinstatement AR from DPA- Cr	\$74.00	Action performed by: CUBCL401
11/30/2009	Debit	Special Agreement	\$66.60	Date Shown on Bill: 2009-12-03
11/30/2009	Adjustment	Reinstatement AR from DPA- Db	\$74.00	
11/30/2009	Collection	Deposit Review	\$269.57	Action performed by:
11/30/2009	Collection	Proactive Customer Call	\$269.57	Action performed by: CUBCL401
11/30/2009	Collection	PA Reinstatement Call	\$269.57	Action performed by: CUBCL401
11/30/2009	Collection	Deferred Agreement Default	\$74.00	Action performed by: CUBSA200
11/30/2009	Contact	Correspondence - Collections		Deferred Payment Agreement Default Letter
				Defaulted Amt: \$74.00 Reinstatement Amt: \$20
				2.97 Reinstatement Amt After 2009-12-04: \$210.37
12/1/2009	Debit	Late Payment Charge	\$3.99	Date Shown on Bill: 2009-12-03
12/3/2009	Debit	Electric Service	\$155.19	Date Shown on Bill: 2009-12-03
12/7/2009	Collection	Proactive Call 2	\$269.57	Action performed by: CUBCL401
12/14/2009	Collection	Non Friendly Notice	\$269.57	Action performed by: CUBCL401
12/14/2009	Contact	Correspondence - Collections		Non Friendly Notice
12/21/2009	Collection	Proactive Call 4	\$269.57	Action performed by: CUBCL401
12/28/2009	Collection	Deposit Review	\$0.00	Action performed by:
12/28/2009	Collection	Proactive Customer Call	\$428.75	Action performed by: CUBCL401

1/4/2010	Collection	Proactive Call 2	\$428.75	Action performed by: CUBCL401
1/5/2010	Debit	Late Payment Charge	\$6.32	Date Shown on Bill: 2010-01-06
1/6/2010	Debit	Electric Service	\$202.45	Date Shown on Bill: 2010-01-06
1/11/2010	Collection	Non Friendly Notice	\$428.75	Action performed by: CUBCL401
1/11/2010	Contact	Correspondence - Collections		Non Friendly Notice
1/13/2010	Credit	Payment	\$228.00	
1/19/2010	Collection	Proactive Call 4	\$200.75	Action performed by: CUBCL401
1/26/2010	Collection	Deposit Review	\$0.00	Action performed by:
1/26/2010	Collection	Proactive Customer Call	\$200.75	Action performed by: CUBCL401
2/2/2010	Debit	Late Payment Charge	\$5.98	Date Shown on Bill: 2010-02-04
2/2/2010	Collection	Proactive Call 2	\$409.52	Action performed by: CUBCL401
2/4/2010	Credit	Payment	\$228.00	
2/4/2010	Debit	Electric Service	\$149.62	Date Shown on Bill: 2010-02-04
2/9/2010	Collection	Non Friendly Notice	\$181.52	Action performed by: CUBCL401
2/9/2010	Collection	LIHEAP Winter 10-day Termini	\$181.52	Action performed by: CUBCL510
2/9/2010	Contact	Correspondence - Collections		Non Friendly Notice
2/16/2010	Collection	Proactive Call 4	\$181.52	Action performed by: CUBCL401
2/23/2010	Collection	Deposit Review	\$0.00	Action performed by:
2/23/2010	Collection	Proactive Customer Call	\$181.52	Action performed by: CUBCL401
2/24/2010	Contact	Proactive Customer Call		(215) 744-2372 CALL RESULT: Answering machine was reached.
3/2/2010	Collection	Proactive Call 2	\$337.12	Action performed by: CUBCL401
3/3/2010	Debit	Late Payment Charge	\$4.96	Date Shown on Bill: 2010-03-05
3/3/2010	Contact	Proactive Customer Call		(215) 744-2372 CALL RESULT: Answering machine was reached.
3/5/2010	Debit	Electric Service	\$157.80	Date Shown on Bill: 2010-03-05
3/9/2010	Collection	Non Friendly Notice	\$337.12	Action performed by: CUBCL401
3/9/2010	Contact	Correspondence - Collections		Non Friendly Notice
3/16/2010	Collection	Proactive Call 4	\$337.12	Action performed by: CUBCL401
3/24/2010	Collection	Proactive Call 4	\$337.12	Action performed by: CUBCL401
3/25/2010	Contact	Proactive Customer Call		(215) 744-2372 CALL RESULT: Call was not attempted
				TIME OF CALL: 08:40 SERVICE CLASS: RES RECOR
				D TYPE: Proactive Call 4 AMOUNT D
				UE AT TIME OF CALL: \$337.12 SERVICE AMOUNT DUE: \$33
				7.12 TOTAL BALANCE: \$499.88 PHN NBR UPDATED: NO EFT
				: Customer does not want to enroll in EFT. VENDOR: PAR3
3/31/2010	Collection	Disconnect Notice	\$499.88	Action performed by: CUBCL401
3/31/2010	Collection	Deposit Review	\$0.00	Action performed by:
3/31/2010	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
4/5/2010	Debit	Electric Service	\$112.49	Date Shown on Bill: 2010-04-05
4/5/2010	Debit	Late Payment Charge	\$7.33	Date Shown on Bill: 2010-04-05
4/8/2010	Contact	Request Letter		CAP Application Letter
4/13/2010	Collection	72 Hour Notice 1	\$499.88	Action performed by: CUBCL401

4/15/2010	Collection	72 Hour Notice Success	\$499.88	Action performed by: CUBCL122
4/15/2010	Contact	72 HOUR NOTICE		(215) 744-2372 CALL RESULT: SUCCESSFUL
4/16/2010	Collection	Eligible for Cut	\$499.88	Action performed by: CUBCL401
4/19/2010	Collection	Cut Out Non Pay - Pending	\$499.88	Action performed by: U002JCB
4/19/2010	Contact	Cut Out for Non-Pay Issued		
4/23/2010	Collection	Cut Out Non Pay - Pending	\$499.88	Action performed by: U002JCB
4/23/2010	Contact	Request Letter		CAP Application Letter
4/23/2010	Contact	Cut Out for Non-Pay Issued		
4/27/2010	Collection	Cut Out Non Pay	\$499.88	Action performed by: U997CM5
4/27/2010	Contact	Credit Issues		CNO CB, PD, DD, DECLINE BILL MATRIX, DAUGH DAWN CALLD HAD PROBLM WITH TECH VERY ARROGNT~~ APOLOGZD /HAVE CHILD ON NEUBLI ZR.ADV TO CALL BCK WITH DR FAX# OR HAVE DR CALL AND GIVE INFO. ATTEMPTD FSMT DIDNT HAVE MOTHER INCOME.. ADV RESTRL AMT IS SERVICE ARREARS: \$499.88 + RECONN FEE \$75.00 TOTAL \$574.88
				CNORP, CNOFP, Meter accessible
4/27/2010	Contact	Credit Issues		CNO CB, PD, DD, Account does not qualify for Reduced Restoration due to more than one default: Default DPA Agmt on 11/10/06, Default DPA Agmt on 10/1/09. term amnt: \$499.88 Rest Fee: \$75.00 Dep: \$ Tamp Fee: \$ Total: \$574.88 Adv to call back with fax # for doctor. Adv to have doctor call for info,
				CNORP, CNOFP,
4/28/2010	Contact	COMM INFRML PAR		PUC# 2674456/ CUT with field complaint/ Suspend \$619.70 PUC rights not given to customer. Customer Satisfied-NO.
4/28/2010	Contact	Miscellaneous		Dawn Hopley. CONP. Cust asking for help in getting services restored. Clearly Adv'd that she needs to speak w/ Credit Dept and meet requirements set by credit for restoration.
4/28/2010	Contact	Credit Issues		dawn -dghter cldd in std techs were very arrogant and rude a polgyzd //people in bkground are screaming can barely hear d gghter adv amt reqd fr cutin arrears:619.70 rcnntct fee :75.00 ttl=694.70 adv rp fp meter access has med adv cn hve dr cl
				l in med or fax medcert ,.
4/29/2010	Debit	Reconnect Charge	\$75.00	Date Shown on Bill: 2010-05-04
4/29/2010	Collection	Removed From Collections	\$0.00	Action performed by: U998SK8
4/29/2010	Collection	Halt Collections	\$0.00	Action performed by: U998SK8
4/29/2010	Contact	Credit - Restoration Status		CCI WILL RESTORE SERV ON 04-30-10
4/29/2010	Contact	Medical Condition		Stop Credit Action Effective Date : 2010-04-29
4/29/2010	Contact	Miscellaneous		cst cld abt needing fnd status for restoration expl med time
				frame 24 hours
4/29/2010	Contact	Credit Issues		CNO CB, CNO DD, CNO PD, CNO TOTAL BAL, CNO NXT READ DATE 21
				5-423-6743 DR. JENEFFER DEABLO// FAXED MED FORM
4/29/2010	Contact	Credit Issues		cci to see if a med cert was received adv cst nothing update

				d on the acct at this time cnorp cnofp meter accessible
4/29/2010	Contact	Credit Issues		>>Med Office << Fax received dated 4/29/10 by Dr/CRNP/ 30day
				s approved for grandson Mark Hopely contaced CCI spoke to Shajuan
4/29/2010	Contact	Credit Issues		CNO CB, PD, DD, cci to see when ser will be on ..adv cust in
				24 meter acc brck off ,,med form was approved ext till 5/29/10
4/29/2010	Contact	Credit Issues		CUST CALLED WANTING A SUP// DECLINED CALL BACK- STATED THAT
				SON NEEDS NEBULIZER// ADV CUST TO CALL EMERGNCY ASSIST IMMED
				ITELY FOR SON// ADV CUST OF 24HR TIMEFRAME TO HAVE SERVS RESTRD
4/29/2010	Contact	Cut In Issued		SYSTEM GENERATED CUT IN DUE TO COLLECTION EXCEPTION
4/30/2010	Contact	Miscellaneous		Dawn Hopely (daughter) clld to complain about losing 300.00
				worth of meats. says her service was off for 4 days and ever
				thing in fridge melted..xfd customr to Fcc.
4/30/2010	Contact	Credit Issues		CCI to say med was processed on acct and serv not on yet. Sh
				e requested to speak to sup/Offered sup callback/Cust req Su
				p/transferred call. CNORP, CNOBP, CNOFP, Meter Accessable.
4/30/2010	Contact	Credit Issues		CNO NEW CHRGS, CNO CB, CNO DD, CNO PD, CNO TOTAL BAL, CNO Su
				sponded Charges cust daughter Dawn called bec mother Isot \$30
				0.00 of meat and nephew hve a med cond -adv due to med se
				rv will be cut in within 24hr -adv med was rec on 4/29/2010-
				cst sttd need meat bck adv can spk iwth cs abt lost -//adv h
				ve cse opn wth puc adv will need to py cb by dd (CONT.)
4/30/2010	Contact	Credit Issues		(CONT.) until dec is mde //cnorp cnofp mtr access//xfer to
				cs
4/30/2010	Contact	Credit Issues		dawn(daughter) called to check the status of serv being rest
				ored//adv cust that the timeframe from yesterday(4/29/10) wa
				s 24hrs or less//adv cust that serv should be restore some t
				ime on today//CNOFP, Meter accessable //adv cust that order
				was issued as of yesterday(4/29/10) at 2:31 and if serv isn
				t restored by 2:31 today(4/30/10) if not to (CONT.)
4/30/2010	Contact	Credit Issues		(CONT.) callbk
5/3/2010	Credit	Payment	\$574.00	
5/4/2010	Debit	Electric Service	\$40.79	Date Shown on Bill: 2010-05-04
5/10/2010	Collection	Suspended Charge	\$619.70	Action performed by: U000PP0
5/10/2010	Contact	COMM INFRML PAR		PUC Decision - 5/7/10 - CASE DISMISSED - CAP ARREARS...PUC c
				ase BCS #2674456 closed PUC rights not given to customer. Cu
				stomer Satisfied-NO.
6/1/2010	Collection	Disconnect Notice	\$161.49	Action performed by: CUBCL401
6/1/2010	Collection	Deposit Review	\$0.00	Action performed by:
6/1/2010	Collection	Expire Medical Cond	\$0.00	Action performed by: CUBCL010
6/1/2010	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
6/2/2010	Debit	Late Payment Charge	\$1.19	Date Shown on Bill: 2010-06-03

6/3/2010	Debit	Electric Service	\$67.04	Date Shown on Bill: 2010-06-03
6/7/2010	Collection	72 Hour Notice 1	\$161.49	Action performed by: CUBCL401
6/8/2010	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: UNSUCCESSFUL
6/11/2010	Collection	72 Hour Notice Fail	\$161.49	Action performed by: CUBCL122
6/14/2010	Collection	72 Hour Notice 2	\$161.49	Action performed by: CUBCL401
6/24/2010	Collection	Eligible for Cut	\$161.49	Action performed by: CUBCL401
6/24/2010	Collection	72 Hour Notice Success	\$161.49	Action performed by: CUBCL122
6/24/2010	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL
6/28/2010	Contact	Cut Out for Non-Pay Issued		
6/30/2010	Debit	Late Payment Charge	\$2.20	Date Shown on Bill: 2010-07-02
6/30/2010	Collection	Cut Out Non Pay	\$161.49	Action performed by: U993J8C
6/30/2010	Contact	Credit Issues		Daughter called in stated tech didnt know on door b4 shut of f service advsd not required to bc can not take payment ... cust stated has med advsd expired 5/29 needs to renew advsd notices sent cust stated phone shut off .... trans to FCC
6/30/2010	Contact	Credit Issues		CNO CB, CNO DD, CNO PD, CNO TOTAL BAL IRATE STS ADVIS CUST TO PAY 304.72
6/30/2010	Contact	Cut Out for Non Pay Completed		ACCT-3844401209 jc...dxn...n/c prior to cut eoam on 6/30/10 @ 10:02 am est...rdg 11212...p/d amt \$ 229.72..cont after c ut wf40 hostile
7/1/2010	Contact	Miscellaneous System Credit Ad		level1:total 85.72 reduced rest arrears ,rest paid//
7/1/2010	Contact	Remove from Collection - Other		Stop Credit Action Effective Date : 2010-07-01
7/1/2010	Contact	Credit Issues		CNO CB, PD, DD, Account has one default: Default DPA Agmt o n 11/30/09. Took/Reviewed FSMT, Cust falls under Level 1 te rm amnt: \$3.57 Rest Fee: \$ Dep: \$ Tamp Fee: \$ Total: \$3.57
7/1/2010	Contact	Credit Issues		CNO CB, PD, DD, Adv to call back with fax # for doctor. Re storatation requirements were met by PCI 4.00 on 7/1/2010..cci state made pymtn of 4.00 to have serv restore place cust on hld to verify pymnt and also to see the accurate amnt she w as elgible for the reduce due to the first rep didnt see if she was elgible while doing that cust hung up..cust state med cond @ prop adv cust no med form will have to be issue e ach time cnt go on old med form cust state its \$20bucks to h ave med form fill out
7/1/2010	Contact	Credit Issues		med cond @ prop adv cust no med form will have to be issue e ach time cnt go on old med form cust state its \$20bucks to h ave med form fill out
7/1/2010	Contact	Billing Issues		cci comp 24-72 hrs restoration medical at property advsd res toration is for 7/2
7/1/2010	Contact	Cut In Issued		24-74 hrs// cnobp// odma
7/2/2010	Credit	Payment	\$219.00	
7/2/2010	Credit	Payment	\$4.00	
7/2/2010	Debit	Electric Service	\$268.95	Date Shown on Bill: 2010-07-02
7/2/2010	Collection	Removed From Collections	\$6.72	Action performed by: U999KLP

7/2/2010	Contact	Collection Special Handling		Removed from CAP	Special Handling Type
7/2/2010	Contact	Credit Issues		CNO CB, PD, DD,nw chrgs/ Dawn Hopelly(daughter)cld to chck .	
				on status of rest/adv cust pymt is pndng rest/CNORP/CNOFP/Me	
				ter accssbl/Adv to call back with fax # for doctor/Adv to ha	
				ve doctor call for info/adv med rest 24hrs/	
7/2/2010	Contact	Request Letter		CAP Removal INV Letter	
7/2/2010	Contact	Cut In Completed		ACCT-3844401209 kp...hjr...restore serv on 7.2.10@12:53pm e	
				st rdg 11212	
7/6/2010	Credit	Payment Agreement	\$349.48		
7/6/2010	Credit	Payment Agreement	\$3.39		
7/6/2010	Collection	Setup Special Payment Agmt	\$352.87		
7/6/2010	Contact	Create Special Agreement		Action performed by: U997BC4	
				PAYMENT TYPE: SPECIAL PAYMENT AGREEMENT	AGREEMENT
				AMOUNT: 352.87	DOWN PAYMENT AMOUNT: 0.00
				NUMBER OF INSTALLMENTS: 023	INSTALLMENT AMOUNT: 15.
				34 FINAL INSTALLMENT:	15.39
7/8/2010	Contact	Credit - Open Balance Inquiry		cst cld in ref to bill for \$352.87 agreement made on 07/06/1	
				0 says serv prev cut out for non pmt not able to make pmt un	
				til check recd referred to cap....aysy	
7/16/2010	Collection	Expire Stop Credit Other	\$10.72	Action performed by: CUBCL010	
7/19/2010	Contact	VRU Duplicate Bill Requested			
8/2/2010	Credit	Payment	\$352.87		
8/3/2010	Debit	Electric Service	\$388.85	Date Shown on Bill: 2010-08-03	
8/3/2010	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2010-08-03	
8/13/2010	Credit	Transfer	\$75.00		
8/13/2010	Debit	Reconnect Charge	\$75.00	Date Shown on Bill: 2010-09-01	
8/31/2010	Debit	Late Payment Charge	\$0.77	Date Shown on Bill: 2010-09-01	
9/1/2010	Debit	Electric Service	\$348.07	Date Shown on Bill: 2010-09-01	
9/1/2010	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2010-09-01	
9/8/2010	Contact	Electric Outage - Issuance		xst torresdale a truck pulled wires down drivers r moving th	
				e wire to get thru block Lights Ok/Unknown Wire Sagging	
9/24/2010	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL	
9/28/2010	Debit	Late Payment Charge	\$0.23	Date Shown on Bill: 2010-10-01	
9/28/2010	Debit	Late Payment Charge	\$5.99	Date Shown on Bill: 2010-10-01	
9/28/2010	Collection	72 Hour Notice 1	\$415.50	Action performed by: CUBCL401	
9/30/2010	Collection	72 Hour Notice Success	\$415.50	Action performed by: CUBCL122	
9/30/2010	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL	
10/1/2010	Debit	Electric Service	\$231.45	Date Shown on Bill: 2010-10-01	
10/1/2010	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2010-10-01	
10/1/2010	Collection	Eligible for Cut	\$415.50	Action performed by: CUBCL401	
10/4/2010	Collection	Cut Out Non Pay - Pending	\$415.50	Action performed by: U002JCB	
10/4/2010	Contact	Cut Out for Non-Pay Issued			

10/12/2010	Contact	Credit Issues		cci to verfi tht she didnt recv term notice advis cust we sent temr notice out > advis cust cnt grntaee servc for today cust hung up
10/12/2010	Contact	Cut Out for Non-pay Maintained		ACCT-3844401209: REFUSED ACCESS WM 40
10/14/2010	Collection	Removed From Collections	\$0.00	Action performed by: U998A5H
10/14/2010	Collection	Halt Collections	\$415.50	Action performed by: U998KL8
10/14/2010	Collection	Halt Collections	\$415.50	Action performed by: U997T4M
10/14/2010	Contact	Medical Condition		Stop Credit Action Effective Date : 2010-10-14
10/14/2010	Contact	Utility Report PECO Refused		Stop Credit Action Effective Date : 2010-10-14
10/14/2010	Contact	Credit Issues		CUTLIST REVIEW: REMOVED FROM COLLECTIONS// NO ACTION TAKEN B Y REP
10/14/2010	Contact	Credit Issues		CUST CALLED TO GET MED FAXED TO 215.423.6743 DR. DIABO FOR ( GRANDSON) MARK HOPELY...Took FSMT/Reviewed FSMT Account doe s not qualify for DPA due to One or more defaults: Default D PA Agmt on 11.30.2009. FSMT. No Change since last AGMT.Peco Refused ORUR for 415.50 by October 29, 2010 Qtd PUC Rights & ph#,..ADVISE CUST SERV IS NOT GANURTEED TODAY. med via fax approved for mark hopely (son) dated 10/14/10
10/14/2010	Contact	Credit Issues		
10/29/2010	Collection	Expire UR	\$415.50	Action performed by: CUBCL010
11/1/2010	Debit	Electric Service	\$130.70	Date Shown on Bill: 2010-11-01
11/1/2010	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2010-11-01
11/1/2010	Debit	Late Payment Charge	\$0.46	Date Shown on Bill: 2010-11-01
11/1/2010	Debit	Late Payment Charge	\$9.46	Date Shown on Bill: 2010-11-01
11/2/2010	Credit	Late Payment Charge	\$9.46	
11/2/2010	Credit	Late Payment Charge	\$0.46	
11/2/2010	Credit	Payment	\$300.00	
11/2/2010	Debit	Late Payment Charge	\$3.47	Date Shown on Bill: 2010-12-02
11/15/2010	Collection	Disconnect Notice	\$361.06	Action performed by: CUBCL401
11/15/2010	Collection	Deposit Review	\$0.00	Action performed by:
11/15/2010	Collection	Expire Medical Cond	\$415.50	Action performed by: CUBCL010
11/15/2010	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
11/19/2010	Collection	72 Hour Notice 1	\$361.06	Action performed by: CUBCL401
11/22/2010	Collection	72 Hour Notice Success	\$361.06	Action performed by: CUBCL122
11/22/2010	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL
11/23/2010	Collection	Eligible for Cut	\$361.06	Action performed by: CUBCL401
11/30/2010	Debit	Late Payment Charge	\$0.23	Date Shown on Bill: 2010-12-02
11/30/2010	Debit	Late Payment Charge	\$7.37	Date Shown on Bill: 2010-12-02
11/30/2010	Collection	Proactive Customer Call	\$514.55	Action performed by: CUBCL401
12/2/2010	Debit	Electric Service	\$154.64	Date Shown on Bill: 2010-12-02
12/2/2010	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2010-12-02
12/7/2010	Collection	Proactive Call 2	\$514.55	Action performed by: CUBCL401

12/9/2010	Contact	Supplier Enrollment		Customer enrolled with Electric Generation Supplier and enrollment letter sent.
12/14/2010	Collection	Proactive Call 3	\$514.55	Action performed by: CUBCL401
12/21/2010	Collection	Proactive Call 4	\$514.55	Action performed by: CUBCL401
12/28/2010	Collection	Proactive Customer Call	\$695.60	Action performed by: CUBCL401
1/4/2011	Debit	Late Payment Charge	\$0.46	Date Shown on Bill: 2011-01-06
1/4/2011	Debit	Late Payment Charge	\$9.69	Date Shown on Bill: 2011-01-06
1/4/2011	Collection	Proactive Call 2	\$695.60	Action performed by: CUBCL401
1/6/2011	Debit	Electric Service	\$178.16	Date Shown on Bill: 2011-01-06
1/6/2011	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2011-01-06
1/6/2011	Contact	Maintain Bill Account		Tariff changed from Electric Residential Service to Supplier Electric Residential Service
1/11/2011	Collection	Proactive Call 3	\$695.60	Action performed by: CUBCL401
1/18/2011	Collection	Proactive Call 4	\$695.60	Action performed by: CUBCL401
2/1/2011	Collection	Proactive Call 2	\$899.25	Action performed by: CUBCL401
2/2/2011	Debit	Late Payment Charge	\$0.69	Date Shown on Bill: 2011-02-07
2/2/2011	Debit	Late Payment Charge	\$12.36	Date Shown on Bill: 2011-02-07
2/7/2011	Bill	Not Assessed	\$1,059.84	Date Due: 2011-03-01 Date Extn: 2011-03-01
2/7/2011	Debit	Electric Service	\$58.76	Date Shown on Bill: 2011-02-07
2/7/2011	Debit	Alternate Electric Service	\$73.44	Date Shown on Bill: 2011-02-07
2/7/2011	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2011-02-07
2/8/2011	Collection	Proactive Call 3	\$899.25	Action performed by: CUBCL401
2/8/2011	Collection	LIHEAP Winter 10-day Termination	\$899.25	Action performed by: CUBCL510
2/15/2011	Collection	Proactive Call 4	\$899.25	Action performed by: CUBCL401
2/22/2011	Collection	Proactive Customer Call	\$899.25	Action performed by: CUBCL401
2/22/2011	Contact	Supplier Enrollment		Customer enrolled with Electric Generation Supplier and enrollment letter sent.
3/1/2011	Collection	Proactive Call 2	\$1,059.84	Action performed by: CUBCL401
3/4/2011	Credit	LIHEAP Payment	\$300.00	
3/4/2011	Credit	LIHEAP Payment	\$100.00	
3/8/2011	Bill	Not Assessed	\$811.84	Date Due: 2011-03-30 Date Extn: 2011-03-30
3/8/2011	Debit	Electric Service	\$59.42	Date Shown on Bill: 2011-03-08
3/8/2011	Debit	Alternate Electric Service	\$77.24	Date Shown on Bill: 2011-03-08
3/8/2011	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2011-03-08
3/8/2011	Collection	Proactive Call 3	\$659.84	Action performed by: CUBCL401
3/15/2011	Collection	Proactive Call 4	\$659.84	Action performed by: CUBCL401
3/17/2011	Credit	Reinstate AR from DPA- Cr	\$306.85	
3/17/2011	Debit	Special Agreement	\$230.15	Date Shown on Bill: 2011-04-07
3/17/2011	Adjustment	Reinstate AR from DPA- Db	\$306.85	
3/17/2011	Contact	Correspondence - Collections		Special Payment Agreement Defaulted
				Defaulted Amt: \$306.85 Reinstate Amt: \$67

				5.18 Reinstatement Amt After 2011-04-06: \$690.52
3/22/2011	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401
3/23/2011	Collection	Proactive Call 4	\$905.33	Action performed by: CUBCL401
3/30/2011	Collection	Disconnect Notice	\$1,041.99	Action performed by: CUBCL401
3/30/2011	Collection	Deposit Review	\$0.00	Action performed by:
3/30/2011	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
4/4/2011	Collection	72 Hour Notice 1	\$1,041.99	Action performed by: CUBCL401
4/5/2011	Collection	72 Hour Notice Success	\$1,041.99	Action performed by: CUBCL122
4/5/2011	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL
4/7/2011	Bill	Assessed	\$1,205.05	Date Due: 2011-04-29 Date Extn: 2011-04-29
4/7/2011	Debit	Electric Service	\$67.65	Date Shown on Bill: 2011-04-07
4/7/2011	Debit	Alternate Electric Service	\$95.41	Date Shown on Bill: 2011-04-07
4/7/2011	Collection	Cut Out Non Pay - Pending	\$1,041.99	Action performed by: U002ICB
4/7/2011	Contact	Cut Out for Non-Pay Issued		
4/14/2011	Debit	Reconnect Charge	\$75.00	Date Shown on Bill: 2011-05-06
4/14/2011	Collection	Cut Out Non Pay	\$1,041.99	Action performed by: U998CPD
4/14/2011	Contact	Medical Condition		Stop Credit Action Effective Date : 2011-04-14
4/14/2011	Contact	Miscellaneous		cus off xfrd, to cred
4/14/2011	Contact	Miscellaneous		service was shutoff transfered to credit..kprice
4/14/2011	Contact	Credit Issues		Sandy daughter calling sttd was cut out.adv to call back in 30 min to 1 hr// adv to callback with drs fax nbr. //cnorp, cnofp,cnobp, meter access.//24 hours with med once approved/ adv 24/72 hours// cno,cb,pd,dd.
4/14/2011	Contact	Credit Issues		CNO Restoration Amount of \$1,116.99 Sandy Hopely-daughter ca lling in to say serv was term. Faxed Med to: Dr. Jennifer Bi abo for patient Mark Hopely 215-423-6743. Account does not q ualify for Reduced Restoration due to more than one default: Default DPA Agmt on 11/30/09, Default DPA Agmt on 03/17/11. CNORP, CNOFP, CNOBP, Meter accessible.
4/14/2011	Contact	Credit Issues		Ill Patient Name:Mark Hopely Relationship to Cust: Grandson Medical Cert Approved,Process 30 day Extension from Date Sig ned by Physician/Crnp:04/14/11
4/14/2011	Contact	Credit Issues		Medical Group: Called Cci Spoke with Maria Whom Confirm the Medical Order
4/14/2011	Contact	Credit Issues		SPK W/SANDY(daughter)//cust called wntd knw if MED rcvd//adv MED rcvd & hs MED extn til 05/14//cust hung up whl on hld
4/14/2011	Contact	Credit Issues		SPOKE TO DAUGHTER SANDY// CI TO VERFY MED FORM // ADV OF 24HRS
4/14/2011	Contact	Cut Out for Non Pay Completed		ACCT-3844401209 pd..bkt #18..n/c prior to cut..cont after c ut wf 40's..eoam..odm..on 04/14/11..@11:41am est..mtr rdg 22 987..p/d amt \$1,071.99 cont claim medical after cut..refu sed ambulance

4/14/2011	Contact	Cut In Issued		SYSTEM GENERATED CUT IN DUE TO COLLECTION EXCEPTION
4/15/2011	Contact	Cut In Completed		ACCT-3844401209 kap..txm..restored service on 4/15/11 @ 11: 02am est rdg 22987..n/c
4/29/2011	Contact	Supplier Enrollment		Customer enrolled with Electric Generation Supplier and enrollment letter sent.
5/2/2011	Credit	Payment	\$100.00	
5/5/2011	Debit	Late Payment Charge	\$3.69	Date Shown on Bill: 2011-05-06
5/5/2011	Debit	Late Payment Charge	\$12.08	Date Shown on Bill: 2011-05-06
5/6/2011	Bill	Assessed	\$1,328.90	Date Due: 2011-05-31 Date Extn: 2011-05-31
5/6/2011	Debit	Electric Service	\$55.74	Date Shown on Bill: 2011-05-06
5/6/2011	Debit	Alternate Electric Service	\$77.34	Date Shown on Bill: 2011-05-06
5/16/2011	Collection	Disconnect Notice	\$1,180.05	Action performed by: CUBCL401
5/16/2011	Collection	Deposit Review	\$0.00	Action performed by:
5/16/2011	Collection	Expire Medical Cond	\$1,041.99	Action performed by: CUBCL010
5/16/2011	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
5/20/2011	Collection	72 Hour Notice 1	\$1,180.05	Action performed by: CUBCL401
5/24/2011	Collection	72 Hour Notice Success	\$1,180.05	Action performed by: CUBCL122
5/24/2011	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL
5/25/2011	Collection	Eligible for Cut	\$1,180.05	Action performed by: CUBCL401
5/26/2011	Collection	Cut Out Non Pay - Pending	\$1,180.05	Action performed by: U002JCB
5/26/2011	Contact	Cut Out for Non-Pay Issued		
6/7/2011	Debit	Late Payment Charge	\$4.85	Date Shown on Bill: 2011-06-08
6/7/2011	Debit	Late Payment Charge	\$14.19	Date Shown on Bill: 2011-06-08
6/8/2011	Bill	Assessed	\$1,554.39	Date Due: 2011-06-30 Date Extn: 2011-06-30
6/8/2011	Debit	Electric Service	\$84.03	Date Shown on Bill: 2011-06-08
6/8/2011	Debit	Alternate Electric Service	\$122.42	Date Shown on Bill: 2011-06-08
6/16/2011	Collection	Cut Out Non Pay	\$1,180.05	Action performed by: U998CPD
6/16/2011	Contact	Credit - Amount Needed to Rest		Transferred the call to credit...cust needs restoration on the acct
6/16/2011	Contact	Credit Issues		CNO Restoration Amount of \$\$1,588.90,CNO CB,CNO DD,CNO TOTAL BAL,CNO PD cust called to give fax number to DR.//215-423-1 011 Dr. Jennifer Deobo//CNOFP CNOMP CNORP//cust has one default and qualifys for RR
6/16/2011	Contact	Cut Out for Non Pay Completed		ACCT-3844401209 pd..bkt #16..cont wf 40-45.. hostile..taps cut @weatherhead on 06/16/11..@12:58pm est..n/a..dogs in yard..bkt used..no rdg..p/d amt \$1,328.90
6/20/2011	Debit	Reconnect Charge	\$260.00	Date Shown on Bill: 2011-07-07
6/20/2011	Collection	Removed From Collections	\$1,328.90	Action performed by: U997T4M
6/20/2011	Collection	Halt Collections	\$1,328.90	Action performed by: U997T4M
6/20/2011	Collection	MCNR @ Auto Add	\$1,328.90	Action performed by: CUBCL007
6/20/2011	Contact	Misc - Verify any Service Tran		cid to vrfy if we rcvd her med form..adv yes approved for 30 dys ext until 07/20..adv cst rest schld for today..cnofp..c

				no cb 225.49 due 06/30..bf 1328.90..req fee 260.00 bd 1814.39 aysy
6/20/2011	Contact	Medical Condition		Stop Credit Action Effective Date : 2011-06-20
6/20/2011	Contact	Medical Condition Non-Renewabl		Stop Credit Action Effective Date : 2011-06-20. The total a
				mount due in the MCNR letter is \$ 1,328.90
6/20/2011	Contact	Credit Issues		CNO Restoration Amount of \$\$1,588.90,CNO CB,CNO DD,CNO TOTAL
				BAL,CNO PD SANDY(DAUGH) CALLD ~ CUT OUT WNTS MED FAXD TO DR
				JENNIFER DIABO FOR MARK HOPELY AT 215-423-6743 ..CNORP CNOF
				P TAPS CUT..Account has one default: Default DPA Agmt on 11/
				30/09. Cust falls under Level 1 term amnt: \$55.41 Rest Fee
				: \$260.00 Dep: \$ Tamp Fee: \$ Total: \$315.41
6/20/2011	Contact	Cut In Completed		ACCT-3844401209 LA...BKT6...CONT WM30'S N/A TO MTR B-U...B-
				O..REST @ THE LINE ON 06/20/11 @6:30-6:45PM
6/20/2011	Contact	Cut In Issued		SYSTEM GENERATED CUT IN DUE TO COLLECTION EXCEPTION
7/6/2011	Debit	Late Payment Charge	\$6.69	Date Shown on Bill: 2011-07-07
7/6/2011	Debit	Late Payment Charge	\$15.45	Date Shown on Bill: 2011-07-07
7/7/2011	Bill	Assessed	\$2,046.07	Date Due: 2011-07-29 Date Extn: 2011-07-29
7/7/2011	Debit	Electric Service	\$84.63	Date Shown on Bill: 2011-07-07
7/7/2011	Debit	Alternate Electric Service	\$124.91	Date Shown on Bill: 2011-07-07
7/20/2011	Collection	Disconnect Notice	\$1,554.39	Action performed by: CUBCL401
7/20/2011	Collection	Deposit Review	\$0.00	Action performed by:
7/20/2011	Collection	Expire Medical Cond	\$1,328.90	Action performed by: CUBCL010
7/20/2011	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
7/25/2011	Collection	72 Hour Notice 1	\$1,554.39	Action performed by: CUBCL401
7/27/2011	Collection	72 Hour Notice Success	\$1,554.39	Action performed by: CUBCL122
7/27/2011	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL
7/28/2011	Collection	Eligible for Cut	\$1,554.39	Action performed by: CUBCL401
7/29/2011	Collection	Cut Out Non Pay - Pending	\$1,554.39	Action performed by: U002JCB
7/29/2011	Contact	Cut Out for Non-Pay Issued		
8/3/2011	Debit	Late Payment Charge	\$8.56	Date Shown on Bill: 2011-08-05
8/3/2011	Debit	Late Payment Charge	\$16.72	Date Shown on Bill: 2011-08-05
8/5/2011	Bill	Assessed	\$2,310.92	Date Due: 2011-08-29 Date Extn: 2011-08-29
8/5/2011	Debit	Electric Service	\$96.12	Date Shown on Bill: 2011-08-05
8/5/2011	Debit	Alternate Electric Service	\$143.45	Date Shown on Bill: 2011-08-05
8/18/2011	Collection	Cut Out Non Pay	\$1,554.39	Action performed by: U998CPD
8/18/2011	Contact	Miscellaneous System Credit Ad		Application Verification WFM issued for New Applicant
8/18/2011	Contact	Name Game		Cust Name:Sandy Hopely(daughter) SS#:0966 Date Wanted:asap
				Phone#:(215) 289-6307 Xtr to FCC. aysy
8/18/2011	Contact	Name Game		NAME GAME///snt denial ltr.. NAME: Sandy Hopely SSN#: 096
				6 SRV: AUG 18TH 2011 PHONE#: 215-289-6307/267-531-8678 NW
				ADDR: 4615 VAN KIRK ST PHILADELPHIA PA 19135
8/18/2011	Contact	Name Game		ADV CUST TO FAX TWO FORMS OF ID-ONE W/ PHOTO & COPY OF A VAL

				ID LEASE/DEED/SETTLEMENT STATEMENT TO (215)841-5160-ADV INCL UDE CONTACT# & ADDRESS ON COVER SHEET-ADV ONCE INFO RECVD WO ULD BE CONTACTED W/IN 3 BUS. DAYS.
8/18/2011	Contact	Cut Out for Non Pay Completed		ACCT-3844401209 pd..bkt #23..n/c..eoam on 08/18/11..@1:42pm est..mtr rdg 28363..p/d amt \$2,046.07
8/23/2011	Contact	Miscellaneous		<>REPEAT CALLER<>SANDY HOPELY CI TO CHECK STATUS OF APPLICAT ION/ADV NO INFO RECVD>>STATED INFO WAS FAXED TO: 1-800-590-2 799>ADV INCORRECT FAX#>GV FAX#215-841-5160-ADV INCLUDE CONTA CT# & ADDRESS ON COVER PAGE..ADV OF 3 BUSINESS DAY TIMEFRAME
8/24/2011	Contact	Customer Added		
8/24/2011	Contact	Name Game		SANDRA HOPELY #(267) 531-8678 CLD TO CNT SERV FOR ACCT# 3844 4-01209 FOR ASAP, XFERD TO FCC
8/25/2011	Credit	LIHEAP Payment	\$100.00	
8/25/2011	Contact	Miscellaneous		CALLING IN TO CHECK STATUS OF NAME GAME APP SENDING TO FCC
8/25/2011	Contact	Miscellaneous		RPT CLLR: SANDRA HOPELY CLLD STD THAT FAXED IN INFO. CUST H/ U WHILE ON HOLD. ID'S STILL NEEDED
8/25/2011	Contact	Miscellaneous		RPT CLLR: SANDRA HOPELY FAXED IN ID'S// ADV NO ID'S RECVD YE T// CUST H/U AGAIN WHILE ON HOLD
8/25/2011	Contact	Miscellaneous		name game repeat clr SANDRA HOPELY cld for conn ref to fcc n ame game
8/25/2011	Contact	Miscellaneous		RPT CLLR: SANDRA HOPELY FAXED IN ID'S// ADV NO ID'S RECVD YE T// ADV TO REFAX
8/25/2011	Contact	Rate Case Inquiry		cci for Aunt Sandy HOPELY, recvd letter stating that she is resp for prev tenant back bill, xfrd to res bill aysy
8/26/2011	Contact	Miscellaneous		REPEAT CLLER Sandra hopeLY CLL WANT STATUS OF SERV / ADV INF O WS FAX ON 8-26-11/ 3 BUS DYS
8/26/2011	Contact	Miscellaneous		cci to check on status of appl, advsd hve to trf to fcc dept
8/26/2011	Contact	Credit Issues		Application Verification rec'd: Applicant Sandra Hopely faxe d a lease & state ID. Applicant was notified state id is not clear to read & needs to provide a 2nd form of ID an fax th em in Partial ltr sent
8/30/2011	Contact	Misc - Informaton on Applying		Sandra hopeLY called to check on name game trans to FCC
8/31/2011	Contact	Miscellaneous System Credit Ad		SANDRA HOPELY (267) 531-8678 MS REQUEST SUP CALL IN RE TO BEING DENIED FOR NAME GAME SHE WAS NOT CONTACTED BUT DENIED SERVICE ON 8-30
8/31/2011	Contact	Miscellaneous		wants to speak with supervisor about the denial of her appli cation for srvc// took call back infomation on esclation form m
9/1/2011	Contact	Correspondence - Collections		WSVY-WSLS-Winter Survey Letter Sent
9/1/2011	Contact	Miscellaneous		RPT CLLR: SANDRA HOPELY CALLED FOR SERVICE. ADV APP WAS DENI ED 8/30/11 BC BENEFITTED FROM SERVICE. CUST STD THAT WAS LIV

				ING IN NC. ADV TO PROVIDE PROOF WHERE SHE WAS LIVING.
9/1/2011	Contact	Miscellaneous		cst cld for new connect unable to process b/c of name game x
				fer to FCC for name game process
9/6/2011	Bill	Assessed	\$2,440.28	Date Due: 2011-09-28 Date Extn: 2011-10-17
9/6/2011	Debit	Electric Service	\$52.47	Date Shown on Bill: 2011-09-06
9/6/2011	Debit	Alternate Electric Service	\$73.02	Date Shown on Bill: 2011-09-06
9/6/2011	Debit	Late Payment Charge	\$10.71	Date Shown on Bill: 2011-09-06
9/6/2011	Debit	Late Payment Charge	\$18.16	Date Shown on Bill: 2011-09-06
9/6/2011	Contact	Supplier Enrollment		Customer enrolled with Electric Generation Supplier and enro llment letter sent.
9/8/2011	Contact	Credit Issues		Sandra Hopely(daughter) cci 2 see what bal needed 2 rest ser v..reviewed fsmt;.Acct does not qualify for Red Rest due to more than one default:Default DPA Agmt on 11/30/09, Default Special Agmt o n 07/06/10. term amnt:2285.92 Rest Fee:0.00 Dep:0.00 Tamp F ee:2285.92 Total:4571.84
9/8/2011	Contact	Credit Issues		CNO CB, PD, DD, term amnt: \$2285.92 Rest Fee: \$75.00 Dep: \$ Tamp Fee: \$ Total: \$2,360.92 Adv to call back with fax # fo r doctor. Adv to have doctor call for info, CNORP, CNOFP,
9/8/2011	Contact	Credit Issues		CNO Restoration Amount of \$\$2,285.92,CNO CB,CNO DD,CNO TOTAL BAL,CNO PD,Offered Bill Matrix to customer, customer declin ed cci regards serv disconnected // med cond & expld pol // cust statd needs assist on restoral // took fsmnt // mnrc \$7 77.95 // not elig for RR amt due to 2 or more defaults ; spe c agreemnt & dpa
9/11/2011	Contact	Misc - Verify any Service Tran		call busines ofc in am to apply for service gave tel to cus t service gave call center bus hours no eemg
9/15/2011	Contact	Credit Issues		comp-cust calling to see if acct elg for agmnt STATES THAT DHS WAS OUT AND STATES WILL TAKE GRANDCHILDREN XFER FCC
9/15/2011	Contact	Credit Issues		CNO Restoration Amount of \$\$2,285.92,CNO CB,CNO DD,CNO TOTAL BAL,CNO PD cust stated that cut out // some one iss trying to take children// wants to pay 4Account does not qualify fo r Reduced Restoration due to more than one default: Default DPA Agmt on 11-30-09, Default Special Agmt on 7-6-10. term amnt: \$2285.92 Rest Fee: \$ Dep: \$ Tamp Fee: \$ (CONT.) (CONT.) Total: \$2285.9200.00 if serverces is restored//MCNR Reinstatement Amt : \$777.95//
9/15/2011	Contact	Credit Issues		
9/16/2011	Contact	Correspondence - Collections		WSVY-WSAS-Winter Survey Message Left on Answering Machine
9/19/2011	Collection	Suspended Charge	\$0.01	Action performed by: LEUNEX
9/19/2011	Contact	COMM INFRML PAR		entering new BCS 2888143
9/19/2011	Contact	COMM INFRML PAR		holding collections for 0.01 PUC rights not given to custome r. Customer Satisfied-NO.

9/19/2011	Contact	Misc PUC - Customer Relations		BCS 2888143 - Sandra Hopely filed complaint. Denied for service to 4615 Van Kirk St.
9/19/2011	Contact	PUC Complaint		BCS 2888143 - Sandra Hopely filed complaint. Denied for service to 4615 Van Kirk St.
9/21/2011	Contact	Customer Relations		Sent to Regulatory and the WFM is closed.
9/21/2011	Contact	Disconnect Completed		ACCT-3844401209:
9/22/2011	Contact	Regulatory-COMMISSION		bcs#2888143 rpt sent;dec pending
9/23/2011	Bill	Assessed	\$2,365.28	Date Due: 2011-10-17 Date Extn: 2011-10-17
9/23/2011	Contact	Miscellaneous		name game SANDRA HOPELY filed a complaint w/ puc b/c she was denied for serv .. cust found affil w/ premise since 2007. ms hopely states that her son lived in premise not her .. s he puc case# 2888143 explained cust will nd to wait for puc to make a decision aysy
9/23/2011	Contact	Miscellaneous		TAZ, CS REP, CI STATING THAT SANDRA HOPELY CI TO REPORT PUC COMPLAINT#.
9/28/2011	Collection	Suspended Charge	\$0.01	Action performed by: LEUNEX
9/28/2011	Contact	COMM INFRML PAR		PUC Decision - 9/28/11 - SANDRA HOPELY - CASE DISMISSED COMPANY POSITION UPHELD...PUC case BCS #2888143 closed PUC rights not given to customer. Customer Satisfied-NO.
9/29/2011	Contact	Maintain Additional Account Name		
9/29/2011	Contact	Maintain Primary Customer		Sandra Hopely primary ratepayer per PUC decision
10/24/2011	Debit	Late Payment Charge	\$11.81	Date Shown on Bill: 2013-01-10
10/24/2011	Debit	Late Payment Charge	\$18.95	Date Shown on Bill: 2013-01-10
10/25/2011	Debit	Late Payment Charge	\$0.79	Date Shown on Bill: 2013-01-10
10/25/2011	Debit	Late Payment Charge	\$1.10	Date Shown on Bill: 2013-01-10
2/10/2012	Contact	IMOVE RECEIVED		MAILING ADDRESS ENTERED AS: 4615 VAN KIRK ST PHI LADELPHIA PA 19135 . SYSTEM UPDATED TO: 421 BRALLIER PL JOHNSTOWN PA 15906



Exelon Business Services Company  
Legal Department  
2301 Market Street/S23-1  
Philadelphia, PA 19103  
215 568 3389 Fax  
www.exeloncorp.com

May 28, 2014

**Via Email and Federal Express:**

Kandace Melillo, Administrative Law Judge  
Pa. Public Utility Commission  
400 North Street, 2<sup>nd</sup> Fl. – West  
Commonwealth Keystone Bldg.  
Harrisburg, PA 17120

**RE: Sandra Hopely v. PECO Energy Company  
PUC Docket No.: F-2014-2404303**

RECEIVED

JUN 16 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Dear Judge Melillo:

In response to Your Honor's Order Directing Respondent to Clarify Exhibit, enclosed please find PECO Energy Company's clarification of PECO Exhibit 14, identifying the persons that provided information as to the family members residing in the home on specific dates.

Should Your Honor have any question, please contact me at 215-841-6841.

Very truly yours,

A handwritten signature in black ink, appearing to read "Shawane Lee", with a long horizontal flourish extending to the right.

Shawane Lee  
Counsel for PECO Energy Company

sl/LO  
Encl.

cc: Sandra Hopely (via Federal Express & First Class Mail)

**EXHIBIT "14"**  
(clarification)

CUSTOMER: LARENE FRALEY & SANDRA HOPELY

ADDRESS: 4615 VAN KIRK STREET

<u>DATE</u>		<u>CONTACT</u>		<u>REASON</u>		<u>CALLER VERIFIED</u>
05/15/06		LARENE FRALEY		CAP RATE ENROLLMENT		See PECO 14 page 1
08/03/07		DAWN HOPELY		PAYMENT TERMS		See PECO 14 page 4
05/08/08		CAP RATE VERIFICATION		CAP RATE ENROLLMENT		See PECO 14 page 6
10/01/09		LARENE FRALEY		ACCOUNT STATUS		See PECO 14 page 10
10/14/10		LARENE FRALEY		MEDICAL FORM/PAYMENT TERMS		See PECO 14 page 16
09/08/11		SANDRA HOPELY		RECONNECT REQUIREMENTS		See PECO 14 page 18

Account Activity for Bill Account 3844401209				4/17/2014
SANDRA HOPELY/LARENE FRALEY				
4615 VAN KIRK ST PHILADELPHIA PA 19135				
Date	Activity		Amount	Additional Information
10/2/2006	Credit	Payment	\$121.35	
10/2/2006	Debit	Electric Service	\$152.26	Date Shown on Bill: 2006-10-02
10/2/2006	Debit	Special Agreement	\$15.00	Date Shown on Bill: 2006-10-02
10/2/2006	Debit	Late Payment Charge	\$1.00	Date Shown on Bill: 2006-10-02
10/9/2006	Credit	Adjustment	\$152.26	
10/9/2006	Debit	Electric Service	\$152.26	Date Shown on Bill: 2006-10-09
10/17/2006	Contact	Miscellaneous System Billing A		System Billing Error - October initial bill sent to customer incorrect, was billed on Summer rates instead of Winter. Initial bill canceled and rebilled.
10/31/2006	Debit	Electric Service	\$132.06	Date Shown on Bill: 2006-10-31
10/31/2006	Debit	Special Agreement	\$15.00	Date Shown on Bill: 2006-10-31
11/6/2006	Credit	Reinstate AR from DPA- Cr	\$646.93	
11/6/2006	Debit	Transfer Service	\$16.14	Date Shown on Bill: 2006-12-01
11/6/2006	Debit	Special Agreement	\$616.93	Date Shown on Bill: 2006-12-01
11/6/2006	Adjustment	Reinstate AR from DPA- Db	\$630.79	
11/6/2006	Collection	Deferred Agreement Default	\$646.93	Action performed by: CUBSA200
11/6/2006	Contact	Correspondence - Collections		Deferred Payment Agreement Default Letter Defaulted Amt: \$646.93 Reinstate Amt: \$24 6.73 Reinstate Amt After 2006-12-04: \$261.73
11/10/2006	Credit	Payment Agreement	\$616.93	
11/10/2006	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
11/10/2006	Collection	Deferred Agreement Reinstated	\$616.93	Action performed by: CUBSA300
11/13/2006	Credit	Payment	\$247.87	
12/1/2006	Debit	Electric Service	\$127.59	Date Shown on Bill: 2006-12-01
12/1/2006	Debit	Special Agreement	\$14.69	Date Shown on Bill: 2006-12-01
12/8/2006	Credit	Payment	\$261.73	
1/3/2007	Debit	Late Payment Charge	\$0.41	Date Shown on Bill: 2007-01-04
1/4/2007	Debit	Electric Service	\$158.69	Date Shown on Bill: 2007-01-04
1/4/2007	Debit	Special Agreement	\$14.69	Date Shown on Bill: 2007-01-04
1/8/2007	Credit	Payment	\$190.00	
2/5/2007	Debit	Electric Service	\$138.74	Date Shown on Bill: 2007-02-05
2/5/2007	Debit	Special Agreement	\$14.69	Date Shown on Bill: 2007-02-05
2/5/2007	Debit	Late Payment Charge	\$0.17	Date Shown on Bill: 2007-02-05
2/8/2007	Credit	Payment	\$150.00	
3/5/2007	Debit	Late Payment Charge	\$0.22	Date Shown on Bill: 2007-03-06
3/6/2007	Debit	Electric Service	\$118.35	Date Shown on Bill: 2007-03-06

3/6/2007	Debit	Special Agreement	\$14.69	Date Shown on Bill: 2007-03-06
3/9/2007	Credit	Payment	\$165.00	
4/4/2007	Debit	Electric Service	\$111.48	Date Shown on Bill: 2007-04-04
4/4/2007	Debit	Special Agreement	\$14.69	Date Shown on Bill: 2007-04-04
5/1/2007	Debit	Late Payment Charge	\$1.64	Date Shown on Bill: 2007-05-03
5/3/2007	Debit	Electric Service	\$101.54	Date Shown on Bill: 2007-05-03
5/3/2007	Debit	Special Agreement	\$14.69	Date Shown on Bill: 2007-05-03
5/29/2007	Credit	Reinstate AR from DPA- Cr	\$543.48	
5/29/2007	Debit	Transfer Service	\$9.63	Date Shown on Bill: 2007-06-04
5/29/2007	Debit	Special Agreement	\$528.79	Date Shown on Bill: 2007-06-04
5/29/2007	Adjustment	Reinstate AR from DPA- Db	\$533.85	
5/29/2007	Collection	Deposit Review	\$0.00	Action performed by:
5/29/2007	Collection	Deferred Agreement Default	\$543.48	Action performed by: CUBSA200
5/30/2007	Debit	Late Payment Charge	\$0.24	Date Shown on Bill: 2007-06-04
5/30/2007	Debit	Late Payment Charge	\$10.86	Date Shown on Bill: 2007-06-04
5/31/2007	Collection	Proactive Customer Call	\$746.46	Action performed by: CUBCL401
6/4/2007	Debit	Electric Service	\$176.22	Date Shown on Bill: 2007-06-04
6/6/2007	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
6/7/2007	Credit	Payment	\$750.00	
7/2/2007	Debit	Late Payment Charge	\$2.73	Date Shown on Bill: 2007-07-03
7/2/2007	Collection	Deposit Review	\$0.00	Action performed by:
7/3/2007	Debit	Electric Service	\$185.87	Date Shown on Bill: 2007-07-03
7/5/2007	Collection	Proactive Customer Call	\$193.41	Action performed by: CUBCL401
7/6/2007	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Promised to pay
				TIME OF CALL: 08:14 SERVICE CLASS: RES RECOR
				D TYPE: Proactive Customer Call AMOUNT D
				UE AT TIME OF CALL: \$193.41 SERVICE AMOUNT DUE: \$19
				3.41 TOTAL BALANCE: \$382.01 PHN NBR UPDATED: NO EFT
				: Customer does not want to enroll in EFT. VENDOR: PAR3
7/12/2007	Collection	Removed From Collections	\$193.41	Action performed by: CUBCL401
7/12/2007	Collection	Non Friendly Notice	\$193.41	Action performed by: CUBCL401
7/12/2007	Contact	Correspondence - Collections		Non Friendly Notice
7/30/2007	Collection	Disconnect Notice	\$382.01	Action performed by: CUBCL401
7/30/2007	Collection	Deposit Review	\$0.00	Action performed by:
7/30/2007	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
7/31/2007	Debit	Late Payment Charge	\$5.52	Date Shown on Bill: 2007-08-02
8/1/2007	Collection	72 Hour Notice 1	\$382.01	Action performed by: CUBCL401
8/2/2007	Debit	Electric Service	\$218.42	Date Shown on Bill: 2007-08-02
8/2/2007	Collection	Removed From Collections	\$0.00	Action performed by: U997AS7
8/2/2007	Collection	Halt Collections	\$0.00	Action performed by: U997AS7
8/2/2007	Collection	72 Hour Notice Success	\$382.01	Action performed by: CUBCL122

8/2/2007	Contact	Remove from Collection - Other		STOP CREDIT ACTION EFFECTIVE DATE : 2007-08-02: placed cust on cll back list, adv that med appl only gives 30day ext and doesn't prevent serv from being term, adv to get ext will get cll back w/ in 24hrs
8/2/2007	Contact	72 HOUR NOTICE		(215) 289-4747 CALL RESULT: SUCCESSFUL TIME OF CALL: 16:09 SERVICE CLASS: RES RECOR D TYPE: 72 Hour Notice 1 AMOUNT D UE AT TIME OF CALL: \$382.01 SERVICE AMOUNT DUE: \$38 2.01 TOTAL BALANCE: \$382.01 PHN NBR UPDATED: NO EFT : Customer does not want to enroll in EFT. VENDOR: OSI Action performed by: U999G9W
8/3/2007	Collection	Halt Collections	\$0.00	STOP CREDIT ACTION EFFECTIVE DATE : 2007-08-03
8/3/2007	Contact	Utility Report <input checked="" type="checkbox"/> Income Not Pr		CNO CB, PD, DD, cst's dgtr Dawn Hopely cild 2 adv py pd \$38 2.01 @ cpl/adv 3-5 bsn dys 2 pst/t/Reviewed F SMT Read UR Script for a Income Not Provided ORUR for 382.01 by August 18, 2007 Qtd PUC Rights & ph#, Mailed MED. adv cb dd
8/3/2007	Contact	Credit Issues		
8/6/2007	Credit	Payment	\$382.01	
8/9/2007	Collection	Expire Stop Credit Other	\$188.60	Action performed by: CUBCL010
8/20/2007	Collection	Expire UR	\$188.60	Action performed by: CUBCL010
8/28/2007	Debit	Late Payment Charge	\$3.28	Date Shown on Bill: 2007-08-31
8/31/2007	Debit	Electric Service	\$211.00	Date Shown on Bill: 2007-08-31
10/1/2007	Debit	Late Payment Charge	\$6.45	Date Shown on Bill: 2007-10-02
10/1/2007	Collection	Disconnect Notice	\$438.22	Action performed by: CUBCL401
10/1/2007	Collection	Deposit Warning Letter	\$0.00	Action performed by:
10/1/2007	Collection	Deposit Review	\$0.00	Action performed by:
10/1/2007	Contact	Correspondence - Collections		Deposit Warning
10/1/2007	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
10/2/2007	Debit	Electric Service	\$203.21	Date Shown on Bill: 2007-10-02
10/3/2007	Collection	72 Hour Notice 1	\$438.22	Action performed by: CUBCL401
10/9/2007	Collection	72 Hour Notice Fail	\$438.22	Action performed by: CUBCL122
10/9/2007	Contact	72 HOUR NOTICE		( ) - CALL RESULT: UNSUCCESSFUL
10/10/2007	Collection	72 Hour Notice 2	\$438.22	Action performed by: CUBCL401
10/17/2007	Credit	Payment	\$439.00	
10/17/2007	Collection	Removed From Collections	\$0.00	Action performed by: U997J6K
10/17/2007	Collection	Halt Collections	\$0.00	Action performed by: U997J6K
10/17/2007	Collection	72 Hour Notice Success	\$438.22	Action performed by: CUBCL122
10/17/2007	Contact	Utility Report <input checked="" type="checkbox"/> PECO Refused		STOP CREDIT ACTION EFFECTIVE DATE : 2007-10-17
10/17/2007	Contact	72 HOUR NOTICE		(215) 289-4747 CALL RESULT: SUCCESSFUL
10/17/2007	Contact	Medical Certificate		MEDICAL CERTIFICATE ISSUED
10/17/2007	Contact	Credit Issues		CNO CB, PD, DD, Cust called to report the payment by mail ad v cust Took FSMT/Reviewed FSMT Read UR Script for a Peco Ref

				used ORUR for 438.22 by November 01, 2007 Qtd PUC Rights & p h#, Ref to Agencies, Mailed MED. adv nothin will happen service
10/30/2007	Debit	Late Payment Charge	\$3.04	Date Shown on Bill: 2007-10-31
10/31/2007	Debit	Electric Service	\$146.69	Date Shown on Bill: 2007-10-31
11/1/2007	Collection	Expire UR	\$214.28	Action performed by: CUBCL010
11/2/2007	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
11/5/2007	Credit	Payment	\$208.88	
11/5/2007	Contact	Miscellaneous		adv cust pymnt pending on acct. ur stnds cno pda and cb ur expired on 11/1 no med, refrd to agncys puc rights. Updated fsmt dawn hopely/dghtr clg abt elec fire at property. fire dept r eports illegal hook up cust states she was unawre of anythi ng connected to frm pole to prop. she stated she heard a pop ing sound all the breakers tripped and then started smelling smoke. expld sounds like internal issue. had cid ping mtr. refd to contractor/electrician.
11/19/2007	Contact	Miscellaneous		RECEIVED CALL FROM FIRE DEPT DISP#692 (215) 922-6000 FIRE DE PT AT PROPERTY 4615 VAN KIRK ST, PHILA ILLEGAL HOOK-UP, WIRE RUNNING FROM POLE INTO HOUSE DOESN'T LOOK LIKE NORMAL HOOK-UP
11/27/2007	Debit	Late Payment Charge	\$2.20	Date Shown on Bill: 2007-12-03
12/3/2007	Debit	Electric Service	\$145.75	Date Shown on Bill: 2007-12-03
12/13/2007	Contact	Revenue Protection Case		act//fd mtr registering under load, fd taps made std, fd no illegal hook/ups.
12/31/2007	Collection	Deposit Review	\$0.00	Action performed by:
1/2/2008	Debit	Late Payment Charge	\$4.39	Date Shown on Bill: 2008-01-04
1/2/2008	Collection	Proactive Customer Call	\$297.68	Action performed by: CUBCL401
1/4/2008	Debit	Electric Service	\$148.92	Date Shown on Bill: 2008-01-04
1/9/2008	Collection	Deposit Review	\$297.68	Action performed by:
1/9/2008	Collection	Non Friendly Notice	\$297.68	Action performed by: CUBCL401
1/9/2008	Contact	Correspondence - Collections		Non Friendly Notice
1/11/2008	Collection	Proactive Customer Call	\$297.68	Action performed by: CUBCL401
1/18/2008	Collection	Deposit Review	\$297.68	Action performed by:
1/18/2008	Collection	Non Friendly Notice	\$297.68	Action performed by: CUBCL401
1/18/2008	Contact	Correspondence - Collections		Non Friendly Notice
1/22/2008	Collection	Proactive Customer Call	\$297.68	Action performed by: CUBCL401
1/29/2008	Credit	Payment	\$451.00	
1/29/2008	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
2/5/2008	Debit	Electric Service	\$126.97	Date Shown on Bill: 2008-02-05
3/3/2008	Collection	Deposit Review	\$0.00	Action performed by:
3/4/2008	Debit	Late Payment Charge	\$1.90	Date Shown on Bill: 2008-03-05
3/5/2008	Debit	Electric Service	\$105.38	Date Shown on Bill: 2008-03-05
3/5/2008	Collection	Proactive Customer Call	\$126.96	Action performed by: CUBCL401

3/6/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Gave live message to account holder TIME OF CALL: 08:11
3/12/2008	Collection	Deposit Review	\$126.96	Action performed by:
3/12/2008	Collection	Non Friendly Notice	\$126.96	Action performed by: CUBCL401
3/12/2008	Contact	Correspondence - Collections		Non Friendly Notice
3/14/2008	Collection	Proactive Customer Call	\$126.96	Action performed by: CUBCL401
3/17/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Gave live message to account holder TIME OF CALL: 12:31 SERVICE CLASS: RES RECOR
3/21/2008	Collection	Deposit Review	\$126.96	Action performed by:
3/21/2008	Collection	Non Friendly Notice	\$126.96	Action performed by: CUBCL401
3/21/2008	Contact	Correspondence - Collections		Non Friendly Notice
3/24/2008	Collection	Proactive Customer Call	\$126.96	Action performed by: CUBCL401
3/25/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Left message with a responsible party TIME OF CALL: 12:32
3/31/2008	Collection	Deposit Review	\$234.24	Action performed by:
3/31/2008	Collection	Non Friendly Notice	\$234.24	Action performed by: CUBCL401
3/31/2008	Contact	Correspondence - Collections		Non Friendly Notice
4/1/2008	Debit	Late Payment Charge	\$3.48	Date Shown on Bill: 2008-04-03
4/2/2008	Collection	Proactive Customer Call	\$234.24	Action performed by: CUBCL401
4/3/2008	Debit	Electric Service	\$107.86	Date Shown on Bill: 2008-04-03
4/3/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Phone disconnected
4/7/2008	Contact	Customer Relations		LIURP Audit Scheduled 04-18-08
4/9/2008	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL401
4/14/2008	Contact	Request Letter		CAP Application Letter
4/24/2008	Contact	Customer Relations		LIURP Work Order Issued to Whirlpool, 1-800-675-0222
4/25/2008	Collection	Deposit Review	\$0.00	Action performed by:
4/28/2008	Collection	Proactive Customer Call	\$345.58	Action performed by: CUBCL401
4/29/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Left message with a responsible party TIME OF CALL: 11:08
4/29/2008	Contact	Request Letter		CAP Application Letter
4/30/2008	Debit	Late Payment Charge	\$5.10	Date Shown on Bill: 2008-05-02
5/1/2008	Contact	VRU Duplicate Bill Requested		
5/2/2008	Debit	Electric Service	\$116.10	Date Shown on Bill: 2008-05-02
5/5/2008	Credit	Payment	\$160.00	
5/5/2008	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL401
5/8/2008	Contact	Request Letter		CAP D Completion Letter
5/9/2008	Collection	Halt Collections	\$0.00	Action performed by: U997MW5
5/9/2008	Contact	Remove from Collection - Other		STOP CREDIT ACTION EFFECTIVE DATE : 2008-05-09
5/9/2008	Contact	Miscellaneous		PLACED EXTENTION - INCOME RECVD. PROCESS PENDING
5/16/2008	Contact	Miscellaneous		Received duplicate documents .. see notes of 5-8-08 for Cap activity .. filed in complete 5-16-08

5/27/2008	Collection	Expire Stop Credit Other	\$185.58	Action performed by: CUBCL010
6/3/2008	Debit	Electric Service	\$117.94	Date Shown on Bill: 2008-06-03
6/3/2008	Debit	Late Payment Charge	\$4.44	Date Shown on Bill: 2008-06-03
5/18/2008	Credit	Payment	\$124.00	
6/25/2008	Collection	Deposit Review	\$0.00	Action performed by:
6/26/2008	Collection	Proactive Customer Call	\$305.16	Action performed by: CUBCL401
6/27/2008	Contact	Proactive Customer Call		(215) 289-4747 CALL RESULT: Gave live message to account holder TIME OF CALL: 17:14
7/3/2008	Debit	Late Payment Charge	\$4.43	Date Shown on Bill: 2008-07-02
7/2/2008	Debit	Electric Service	\$136.63	Date Shown on Bill: 2008-07-02
7/3/2008	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL401
7/17/2008	Credit	Payment	\$440.00	
7/29/2008	Debit	Late Payment Charge	\$0.09	Date Shown on Bill: 2008-08-04
8/4/2008	Debit	Electric Service	\$180.05	Date Shown on Bill: 2008-08-04
8/14/2008	Credit	Payment	\$186.36	
9/3/2008	Debit	Electric Service	\$170.25	Date Shown on Bill: 2008-09-03
9/25/2008	Collection	Deposit Review	\$0.00	Action performed by:
9/26/2008	Collection	Proactive Customer Call	\$170.25	Action performed by: CUBCL401
9/30/2008	Debit	Late Payment Charge	\$2.55	Date Shown on Bill: 2008-10-02
10/2/2008	Debit	Electric Service	\$125.26	Date Shown on Bill: 2008-10-02
10/3/2008	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL401
10/24/2008	Collection	Deposit Review	\$0.00	Action performed by:
10/27/2008	Collection	Proactive Customer Call	\$298.06	Action performed by: CUBCL401
10/29/2008	Debit	Late Payment Charge	\$4.43	Date Shown on Bill: 2008-10-31
10/31/2008	Debit	Electric Service	\$89.04	Date Shown on Bill: 2008-10-31
11/3/2008	Collection	Disconnect Notice	\$298.06	Action performed by: CUBCL401
11/3/2008	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
11/6/2008	Collection	72 Hour Notice 1	\$298.06	Action performed by: CUBCL401
11/7/2008	Contact	72 HOUR NOTICE		(215) 289-4747 CALL RESULT: UNSUCCESSFUL
11/11/2008	Collection	72 Hour Notice Fail	\$298.06	Action performed by: CUBCL122
11/12/2008	Collection	72 Hour Notice 2	\$298.06	Action performed by: CUBCL401
11/13/2008	Collection	72 Hour Notice Success	\$298.06	Action performed by: CUBCL122
11/13/2008	Contact	72 HOUR NOTICE		(215) 289-4747 CALL RESULT: SUCCESSFUL
11/14/2008	Collection	Removed From Collections	\$98.06	Action performed by: CUBCL001
11/14/2008	Collection	Halt Collections	\$0.00	Action performed by: U996CS6
11/14/2008	Contact	Utility Report Verification		STOP CREDIT ACTION EFFECTIVE DATE : 2008-11-14
11/14/2008	Contact	Medical Certificate		MEDICAL CERTIFICATE ISSUED
11/14/2008	Contact	Miscellaneous		CCI RE BILL...ADV CB 93.47 DUE 11-24 DPA 298.06...UPDATED FS MT POSS TIER CHANGE D TO C...SENT APP, ADV RETURN COMPLETED W/ SSI AND DPA AWRD LTRS FOR WILLIAM AND SANDRA, AND NOT LTR OF NO INCOME FOR HERSELF...ISSUED VRUR(11-29)...MED CERT...

				PUC...CST ADV APPLIED FOR CRISIS
11/14/2008	Contact	Credit Issues		CCI ABOUT SOFF NOTICE PD 298.06 CD 93.47 DD 11/24 TD 391.53.
				SD MADE PAYMENT XFER
11/14/2008	Contact	Request Letter		CAP Application Letter
11/17/2008	Credit	Payment	\$200.00	
12/1/2008	Collection	Expire UR	\$298.06	Action performed by: CUBCL010
12/2/2008	Debit	Late Payment Charge	\$2.81	Date Shown on Bill: 2008-12-03
12/3/2008	Debit	Electric Service	\$110.22	Date Shown on Bill: 2008-12-03
12/3/2008	Collection	Halt Collections	\$0.00	Action performed by: U997MW5
12/3/2008	Contact	Remove from Collection - Other		STOP CREDIT ACTION EFFECTIVE DATE : 2008-12-03
12/3/2008	Contact	Miscellaneous		PLACED EXTENTION - INCOME RECVD. PROCESS PENDING
12/3/2008	Contact	Miscellaneous		Rcvd Cap App w/ SS awd ltr for William. Updtd fsmt. Still ne
				ed Dpw awd ltr for Sandra and Ntrzd ltr of no inc frm Larene
				and Christopher. VRUR/Tier Chnge Unspptrd. Filed Cmplte 12/
				3
12/31/2008	Debit	Late Payment Charge	\$4.46	Date Shown on Bill: 2009-01-06
1/2/2009	Collection	Expire Stop Credit Other	\$191.53	Action performed by: CUBCL010
1/6/2009	Debit	Electric Service	\$136.78	Date Shown on Bill: 2009-01-06
2/3/2009	Debit	Late Payment Charge	\$6.51	Date Shown on Bill: 2009-02-05
2/4/2009	Collection	Non Friendly Notice	\$445.80	Action performed by: CUBCL401
2/4/2009	Contact	Correspondence - Collections		Non Friendly Notice
2/5/2009	Debit	Electric Service	\$106.23	Date Shown on Bill: 2009-02-05
2/11/2009	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL401
2/11/2009	Collection	Deposit Review	\$0.00	Action performed by:
2/11/2009	Collection	LIHEAP Winter 10-day Terminati	\$445.80	Action performed by: CUBCL510
2/16/2009	Credit	Payment	\$558.54	
2/17/2009	Contact	Billing Issues		pmt of 558.54 on 02/16;rrd 03/06;explain crisis nnotice;tran
				sfer to cap;
3/6/2009	Debit	Electric Service	\$103.60	Date Shown on Bill: 2009-03-06
4/3/2009	Credit	Payment Agreement	\$103.60	
4/3/2009	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
4/3/2009	Collection	Deferred Agreement Reinstated	\$103.60	Action performed by: CUBSA300
4/6/2009	Credit	Payment	\$103.60	
4/6/2009	Debit	Electric Service	\$110.72	Date Shown on Bill: 2009-04-06
4/24/2009	Contact	VRU Duplicate Bill Requested		
4/24/2009	Contact	VRU Duplicate Bill Requested		
5/5/2009	Debit	Electric Service	\$82.87	Date Shown on Bill: 2009-05-05
5/5/2009	Debit	Special Agreement	\$7.40	Date Shown on Bill: 2009-05-05
5/5/2009	Debit	Late Payment Charge	\$0.11	Date Shown on Bill: 2009-05-05
6/1/2009	Credit	Reinstate AR from DPA- Cr	\$103.60	
6/1/2009	Debit	Special Agreement	\$96.20	Date Shown on Bill: 2009-06-04

6/1/2009	Adjustment	Reinstate AR from DPA- Db	\$103.60	
6/1/2009	Collection	Disconnect Notice	\$193.70	Action performed by: CUBCL401
6/1/2009	Collection	Deposit Review	\$193.70	Action performed by:
6/1/2009	Collection	PA Reinstatement Call	\$193.70	Action performed by: CUBCL401
6/1/2009	Collection	Deferred Agreement Default	\$103.60	Action performed by: CUBSA200
6/1/2009	Contact	Correspondence - Collections		Deferred Payment Agreement Default Letter
				Defaulted Amt: \$103.60 Reinstate Amt: \$9
				7.50 Reinstate Amt After 2009-06-05: \$104.90
6/1/2009	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
6/2/2009	Debit	Late Payment Charge	\$2.90	Date Shown on Bill: 2009-06-04
6/4/2009	Debit	Electric Service	\$105.56	Date Shown on Bill: 2009-06-04
6/5/2009	Credit	Payment Agreement	\$96.20	
6/5/2009	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
6/5/2009	Collection	Halt Collections	\$193.70	Action performed by: U995575
6/5/2009	Collection	Deferred Agreement Reinstated	\$96.20	Action performed by: CUBSA300
6/5/2009	Contact	Utility Report <input checked="" type="checkbox"/> PECO Refused		Stop Credit Action Effective Date : 2009-06-05
6/8/2009	Credit	Payment	\$110.00	
6/22/2009	Collection	Expire UR	\$193.70	Action performed by: CUBCL010
7/1/2009	Debit	Late Payment Charge	\$1.44	Date Shown on Bill: 2009-07-06
7/6/2009	Credit	Payment	\$200.00	
7/6/2009	Debit	Electric Service	\$152.28	Date Shown on Bill: 2009-07-06
7/6/2009	Debit	Special Agreement	\$7.40	Date Shown on Bill: 2009-07-06
7/6/2009	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
7/17/2009	Contact	Electric Outage - Issuance		xst Torresdale and Ditman Street. Lights Ok/Unknown Wire Down n (Pole to Pole)
8/4/2009	Debit	Electric Service	\$173.41	Date Shown on Bill: 2009-08-04
8/4/2009	Debit	Special Agreement	\$7.40	Date Shown on Bill: 2009-08-04
8/4/2009	Debit	Late Payment Charge	\$0.86	Date Shown on Bill: 2009-08-04
8/11/2009	Credit	Payment	\$238.75	
9/2/2009	Debit	Electric Service	\$191.36	Date Shown on Bill: 2009-09-02
9/2/2009	Debit	Special Agreement	\$7.40	Date Shown on Bill: 2009-09-02
9/29/2009	Credit	Reinstate AR from DPA- Cr	\$81.40	
9/29/2009	Debit	Special Agreement	\$74.00	Date Shown on Bill: 2009-10-02
9/29/2009	Debit	Late Payment Charge	\$0.11	Date Shown on Bill: 2009-10-02
9/29/2009	Debit	Late Payment Charge	\$2.87	Date Shown on Bill: 2009-10-02
9/29/2009	Adjustment	Reinstate AR from DPA- Db	\$81.40	
9/29/2009	Collection	Disconnect Notice	\$272.76	Action performed by: CUBCL401
9/29/2009	Collection	Deposit Review	\$272.76	Action performed by:
9/29/2009	Collection	PA Reinstatement Call	\$272.76	Action performed by: CUBCL401
9/29/2009	Collection	Deferred Agreement Default	\$81.40	Action performed by: CUBSA200
9/29/2009	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL

9/29/2009	Contact	Correspondence - Collections		Deferred Payment Agreement Default Letter
				Defaulted Amt: \$81.40 Reinstatement Amt: \$19
				8.76 Reinstatement Amt After 2009-10-05: \$206.16
10/1/2009	Credit	Payment Agreement	\$74.00	
10/1/2009	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
10/1/2009	Collection	Halt Collections	\$272.76	Action performed by: U999N1G
10/1/2009	Collection	Deferred Agreement Reinstated	\$74.00	Action performed by: CUBSA300
10/1/2009	Contact	Utility Report <input type="checkbox"/> PECO Refused		Stop Credit Action Effective Date : 2009-10-01
10/1/2009	Contact	Medical Certificate		MEDICAL CERTIFICATE ISSUED
10/1/2009	Contact	Maintain Bill Account		TELEPHONE NUMBER WAS CHANGED FROM 215-469-5046 TO 215-7
				44-2372
10/1/2009	Contact	Miscellaneous		cci to obtain acct bal . cno pd amt \$275.74 .. xfd cust to
				Fcc/reviewed financial; no change
10/2/2009	Credit	Payment	\$275.00	
10/2/2009	Debit	Electric Service	\$118.89	Date Shown on Bill: 2009-10-02
10/16/2009	Collection	Expire UR	\$272.76	Action performed by: CUBCL010
11/2/2009	Debit	Electric Service	\$149.26	Date Shown on Bill: 2009-11-02
11/2/2009	Debit	Special Agreement	\$7.40	Date Shown on Bill: 2009-11-02
11/2/2009	Debit	Late Payment Charge	\$0.68	Date Shown on Bill: 2009-11-02
11/2/2009	Collection	Proactive Call 3	\$45.63	Action performed by: CUBCL401
11/16/2009	Collection	Deposit Review	\$0.00	Action performed by:
11/16/2009	Collection	Proactive Customer Call	\$45.63	Action performed by: CUBCL401
11/23/2009	Collection	Proactive Call 2	\$45.63	Action performed by: CUBCL401
11/30/2009	Credit	Reinstatement AR from DPA- Cr	\$74.00	
11/30/2009	Debit	Special Agreement	\$66.60	Date Shown on Bill: 2009-12-03
11/30/2009	Adjustment	Reinstatement AR from DPA- Db	\$74.00	
11/30/2009	Collection	Deposit Review	\$269.57	Action performed by:
11/30/2009	Collection	Proactive Customer Call	\$269.57	Action performed by: CUBCL401
11/30/2009	Collection	PA Reinstatement Call	\$269.57	Action performed by: CUBCL401
11/30/2009	Collection	Deferred Agreement Default	\$74.00	Action performed by: CUBSA200
11/30/2009	Contact	Correspondence - Collections		Deferred Payment Agreement Default Letter
				Defaulted Amt: \$74.00 Reinstatement Amt: \$20
				2.97 Reinstatement Amt After 2009-12-04: \$210.37
12/1/2009	Debit	Late Payment Charge	\$3.99	Date Shown on Bill: 2009-12-03
12/3/2009	Debit	Electric Service	\$155.19	Date Shown on Bill: 2009-12-03
12/7/2009	Collection	Proactive Call 2	\$269.57	Action performed by: CUBCL401
12/14/2009	Collection	Non Friendly Notice	\$269.57	Action performed by: CUBCL401
12/14/2009	Contact	Correspondence - Collections		Non Friendly Notice
12/21/2009	Collection	Proactive Call 4	\$269.57	Action performed by: CUBCL401
12/28/2009	Collection	Deposit Review	\$0.00	Action performed by:
12/28/2009	Collection	Proactive Customer Call	\$428.75	Action performed by: CUBCL401

1/4/2010	Collection	Proactive Call 2	\$428.75	Action performed by: CUBCL401
1/5/2010	Debit	Late Payment Charge	\$6.32	Date Shown on Bill: 2010-01-06
1/6/2010	Debit	Electric Service	\$202.45	Date Shown on Bill: 2010-01-06
1/11/2010	Collection	Non Friendly Notice	\$428.75	Action performed by: CUBCL401
1/11/2010	Contact	Correspondence - Collections		Non Friendly Notice
1/13/2010	Credit	Payment	\$228.00	
1/19/2010	Collection	Proactive Call 4	\$200.75	Action performed by: CUBCL401
1/26/2010	Collection	Deposit Review	\$0.00	Action performed by:
1/26/2010	Collection	Proactive Customer Call	\$200.75	Action performed by: CUBCL401
2/2/2010	Debit	Late Payment Charge	\$5.98	Date Shown on Bill: 2010-02-04
2/2/2010	Collection	Proactive Call 2	\$409.52	Action performed by: CUBCL401
2/4/2010	Credit	Payment	\$228.00	
2/4/2010	Debit	Electric Service	\$149.62	Date Shown on Bill: 2010-02-04
2/9/2010	Collection	Non Friendly Notice	\$181.52	Action performed by: CUBCL401
2/9/2010	Collection	LIHEAP Winter 10-day Terminati	\$181.52	Action performed by: CUBCL510
2/9/2010	Contact	Correspondence - Collections		Non Friendly Notice
2/16/2010	Collection	Proactive Call 4	\$181.52	Action performed by: CUBCL401
2/23/2010	Collection	Deposit Review	\$0.00	Action performed by:
2/23/2010	Collection	Proactive Customer Call	\$181.52	Action performed by: CUBCL401
2/24/2010	Contact	Proactive Customer Call		(215) 744-2372 CALL RESULT: Answering machine was reached.
3/2/2010	Collection	Proactive Call 2	\$337.12	Action performed by: CUBCL401
3/3/2010	Debit	Late Payment Charge	\$4.96	Date Shown on Bill: 2010-03-05
3/3/2010	Contact	Proactive Customer Call		(215) 744-2372 CALL RESULT: Answering machine was reached.
3/5/2010	Debit	Electric Service	\$157.80	Date Shown on Bill: 2010-03-05
3/9/2010	Collection	Non Friendly Notice	\$337.12	Action performed by: CUBCL401
3/9/2010	Contact	Correspondence - Collections		Non Friendly Notice
3/16/2010	Collection	Proactive Call 4	\$337.12	Action performed by: CUBCL401
3/24/2010	Collection	Proactive Call 4	\$337.12	Action performed by: CUBCL401
3/25/2010	Contact	Proactive Customer Call		(215) 744-2372 CALL RESULT: Call was not attempted
				TIME OF CALL: 08:40 SERVICE CLASS: RES RECOR
				D TYPE: Proactive Call 4 AMOUNT D
				UE AT TIME OF CALL: \$337.12 SERVICE AMOUNT DUE: \$33
				7.12 TOTAL BALANCE: \$499.88 PHN NBR UPDATED: NO EFT
				: Customer does not want to enroll in EFT. VENDOR: PAR3
3/31/2010	Collection	Disconnect Notice	\$499.88	Action performed by: CUBCL401
3/31/2010	Collection	Deposit Review	\$0.00	Action performed by:
3/31/2010	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
4/5/2010	Debit	Electric Service	\$112.49	Date Shown on Bill: 2010-04-05
4/5/2010	Debit	Late Payment Charge	\$7.33	Date Shown on Bill: 2010-04-05
4/8/2010	Contact	Request Letter		CAP Application Letter
4/13/2010	Collection	72 Hour Notice 1	\$499.88	Action performed by: CUBCL401

4/15/2010	Collection	72 Hour Notice Success	\$499.88	Action performed by: CUBCL122
4/15/2010	Contact	72 HOUR NOTICE		(215) 744-2372 CALL RESULT: SUCCESSFUL
4/16/2010	Collection	Eligible for Cut	\$499.88	Action performed by: CUBCL401
4/19/2010	Collection	Cut Out Non Pay - Pending	\$499.88	Action performed by: U002JCB
4/19/2010	Contact	Cut Out for Non-Pay Issued		
4/23/2010	Collection	Cut Out Non Pay - Pending	\$499.88	Action performed by: U002JCB
4/23/2010	Contact	Request Letter		CAP Application Letter
4/23/2010	Contact	Cut Out for Non-Pay Issued		
4/27/2010	Collection	Cut Out Non Pay	\$499.88	Action performed by: U997CM5
4/27/2010	Contact	Credit Issues		CNO CB, PD, DD, DECLINE BILL MATRIX, DAUGH DAWN CALLD HAD PROBLM WITH TECH VERY ARROGNT~~ APOLOGZD /HAVE CHILD ON NEUBLI ZR.ADV TO CALL BCK WITH DR FAX# OR HAVE DR CALL AND GIVE INFO. ATTEMPTD FSMT DIDNT HAVE MOTHER INCOME.. ADV RESTRL AMT IS SERVICE ARREARS: \$499.88 + RECONN FEE \$75.00 TOTAL \$574.88
				CNORP, CNOFP, Meter accessible
4/27/2010	Contact	Credit Issues		CNO CB, PD, DD, Account does not qualify for Reduced Restoration due to more than one default: Default DPA Agmt on 11/10/06, Default DPA Agmt on 10/1/09. term amnt: \$499.88 Rest Fee: \$75.00 Dep: \$ Tamp Fee: \$ Total: \$574.88 Adv to call back with fax # for doctor. Adv to have doctor call for info,
				CNORP, CNOFP,
4/28/2010	Contact	COMM INFRML PAR		PUC# 2674456/ CUT with field complaint/ Suspend \$619.70 PUC rights not given to customer. Customer Satisfied-NO.
4/28/2010	Contact	Miscellaneous		Dawn Hopley, CONP. Cust asking for help in getting services restored. Clearly Adv'd that she needs to speak w/ Credit Dept and meet requirements set by credit for restoration.
4/28/2010	Contact	Credit Issues		dawn -dghter cldd in std techs were very arrogant and rude a polgyzd //people in bkground are screaming can barely hear d gghter adv amt reqd fr cutin arrears:619.70 rcnntct fee :75.00 ttl=694.70 adv rp fp meter access has med adv cn hve dr cl
				l in med or fax medcert ..
4/29/2010	Debit	Reconnect Charge	\$75.00	Date Shown on Bill: 2010-05-04
4/29/2010	Collection	Removed From Collections	\$0.00	Action performed by: U998SK8
4/29/2010	Collection	Halt Collections	\$0.00	Action performed by: U998SK8
4/29/2010	Contact	Credit - Restoration Status		CCI WILL RESTORE SERV ON 04-30-10
4/29/2010	Contact	Medical Condition		Stop Credit Action Effective Date : 2010-04-29
4/29/2010	Contact	Miscellaneous		cst cld abt needing fnd status for restoration expl med time frame 24 hours
4/29/2010	Contact	Credit Issues		CNO CB, CNO DD, CNO PD, CNO TOTAL BAL, CNO NXT READ DATE 21
				5-423-6743 DR. JENEFFER DEABLO// FAXED MED FORM
4/29/2010	Contact	Credit Issues		cci to see if a med cert was received adv cst nothing update

4/29/2010	Contact	Credit Issues		d on the acct at this time cnorp cnofp meter accessible >>Med Office << Fax received dated 4/29/10 by Dr/CRNP/ 30day
4/29/2010	Contact	Credit Issues		s approved for grandson Mark Hopely contacted CCI spoke to Shajuan CNO CB, PD, DD, cci to see when ser will be on ..adv cust in
4/29/2010	Contact	Credit Issues		24 meter acc brck off ,,med form was approved ext till 5/29/10 CUST CALLED WANTING A SUP// DECLINED CALL BACK- STATED THAT SON NEEDS NEBULIZER// ADV CUST TO CALL EMERGNCY ASSIST IMMED ITELY FOR SON// ADV CUST OF 24HR TIMEFRAME TO HAVE SERVS RESTRD
4/29/2010	Contact	Cut In Issued		SYSTEM GENERATED CUT IN DUE TO COLLECTION EXCEPTION
4/30/2010	Contact	Miscellaneous		Dawn Hopely (daughter) cldd to complain about losing 300.00 worth of meats. says her service was off for 4 days and ever ything in fridge melted..xfrd customr to Fcc.
4/30/2010	Contact	Credit Issues		CCI to say med was processed on acct and serv not on yet. Sh e requested to speak to sup/Offered sup callback/Cust req Su p/transferred call. CNORP, CNOBP, CNOFP, Meter Accessable.
4/30/2010	Contact	Credit Issues		CNO NEW CHRGS, CNO CB, CNO DD, CNO PD, CNO TOTAL BAL, CNO Su spended Charges cust daughter Dawn called bec mother Isot \$30 0.00 of meat and newpew hve a med cond -adv due to med se rv will be cut in within 24hr -adv med was rec on 4/29/2010- cst sttd need meat bck adv can spk iwth cs abt lost -//adv h ve cse opn wth puc adv will need to py cb by dd (CONT.) (CONT.) until dec is mde //cnorp cnofp mtr access//xfer to cs
4/30/2010	Contact	Credit Issues		dawn(daughter) called to check the status of serv being rest ored//adv cust that the timeframe from yesterday(4/29/10) wa s 24hrs or less//adv cust that serv should be restore some t ime on today//CNOFP, Meter accessable //adv cust that order was issued as of yesterday(4/29/10) at 2:31 and if serv isn t restored by 2:31 today(4/30/10) if not to (CONT.) (CONT.) callbk
4/30/2010	Contact	Credit Issues		
5/3/2010	Credit	Payment	\$574.00	
5/4/2010	Debit	Electric Service	\$40.79	Date Shown on Bill: 2010-05-04
5/10/2010	Collection	Suspended Charge	\$619.70	Action performed by: U000PP0
5/10/2010	Contact	COMM INFRML PAR		PUC Decision - 5/7/10 - CASE DISMISSED - CAP ARREARS...PUC c ase BCS #2674456 closed PUC rights not given to customer. Cu stomer Satisfied-NO.
6/1/2010	Collection	Disconnect Notice	\$161.49	Action performed by: CUBCL401
6/1/2010	Collection	Deposit Review	\$0.00	Action performed by:
6/1/2010	Collection	Expire Medical Cond	\$0.00	Action performed by: CUBCL010
6/1/2010	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
6/2/2010	Debit	Late Payment Charge	\$1.19	Date Shown on Bill: 2010-06-03

6/3/2010	Debit	Electric Service	\$67.04	Date Shown on Bill: 2010-06-03
6/7/2010	Collection	72 Hour Notice 1	\$161.49	Action performed by: CUBCL401
6/8/2010	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: UNSUCCESSFUL
6/11/2010	Collection	72 Hour Notice Fail	\$161.49	Action performed by: CUBCL122
6/14/2010	Collection	72 Hour Notice 2	\$161.49	Action performed by: CUBCL401
6/24/2010	Collection	Eligible for Cut	\$161.49	Action performed by: CUBCL401
6/24/2010	Collection	72 Hour Notice Success	\$161.49	Action performed by: CUBCL122
6/24/2010	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL
6/28/2010	Contact	Cut Out for Non-Pay Issued		
6/30/2010	Debit	Late Payment Charge	\$2.20	Date Shown on Bill: 2010-07-02
6/30/2010	Collection	Cut Out Non Pay	\$161.49	Action performed by: U993J8C
6/30/2010	Contact	Credit Issues		Daughter called in stated tech didnt know on door b4 shut of f service advsd not required to bc can not take payment ...
				cust stated has med advsd expired 5/29 needs to renew advsd
				notices sent cust stated phone shut off .... trans to FCC
6/30/2010	Contact	Credit Issues		CNO CB, CNO DD, CNO PD, CNO TOTAL BAL IRATE STS ADVIS CUST
				TO PAY 304.72
6/30/2010	Contact	Cut Out for Non Pay Completed		ACCT-3844401209 jc...dxn...n/c prior to cut eoam on 6/30/10
				@ 10:02 am est...rdg 11212...p/d amt \$ 229.72...cont after c
				ut wf40 hostile
7/1/2010	Contact	Miscellaneous System Credit Ad		level1:total 85.72 reduced rest arrears ,rest paid//
7/1/2010	Contact	Remove from Collection - Other		Stop Credit Action Effective Date : 2010-07-01
7/1/2010	Contact	Credit Issues		CNO CB, PD, DD, Account has one default: Default DPA Agmt o
				n 11/30/09. Took/Reviewed FSMT, Cust falls under Level 1 te
				rm amnt: \$3.57 Rest Fee: \$ Dep: \$ Tamp Fee: \$ Total: \$3.57
7/1/2010	Contact	Credit Issues		CNO CB, PD, DD, Adv to call back with fax # for doctor. Re
				storatation requirements were met by PCI 4.00 on 7/1/2010 .cci
				state made pymtn of 4.00 to have serv restore place cust on
				hld to verify pymnt and also to see the accurate amnt she w
				as eligible for the reduce due to the first rep didnt see if
				she was eligible while doing that cust hung up..cust state
7/1/2010	Contact	Credit Issues		med cond @ prop adv cust no med form will have to be issue e
				ach time cnt go on old med form cust state its \$20bucks to h
				ave med form fill out
7/1/2010	Contact	Billing Issues		cci comp 24-72 hrs restoration medical at property advsd res
				toration is for 7/2
7/1/2010	Contact	Cut In Issued		24-74 hrs// cnobp// odma
7/2/2010	Credit	Payment	\$219.00	
7/2/2010	Credit	Payment	\$4.00	
7/2/2010	Debit	Electric Service	\$268.95	Date Shown on Bill: 2010-07-02
7/2/2010	Collection	Removed From Collections	\$6.72	Action performed by: U999KLP

7/2/2010	Contact	Collection Special Handling		Removed from CAP	Special Handling Type
7/2/2010	Contact	Credit Issues		CNO CB, PD, DD,nw chrgs/ Dawn Hopelly(daughter)cld to chck	
				on status of rest/adv cust pymt is pndng rest/CNORP/CNOFP/Me	
				ter accssbl/Adv to call back with fax # for doctor/Adv to ha	
				ve doctor call for info/adv med rest 24hrs/	
7/2/2010	Contact	Request Letter		CAP Removal INV Letter	
7/2/2010	Contact	Cut In Completed		ACCT-3844401209 kp...hjr...restore serv on 7.2.10@12:53pm e	
				st rdg 11212	
7/6/2010	Credit	Payment Agreement	\$349.48		
7/6/2010	Credit	Payment Agreement	\$3.39		
7/6/2010	Collection	Setup Special Payment Agmt	\$352.87		
7/6/2010	Contact	Create Special Agreement		Action performed by: U997BC4	
				PAYMENT TYPE: SPECIAL PAYMENT AGREEMENT	AGREEMENT
				AMOUNT: 352.87	DOWN PAYMENT AMOUNT: 0.00
				NUMBER OF INSTALLMENTS: 023	INSTALLMENT AMOUNT: 15.
				34 FINAL INSTALLMENT:	15.39
7/8/2010	Contact	Credit - Open Balance Inquiry		cst cld in ref to bill for \$352.87 agreement made on 07/06/1	
				0 says serv prev cut out for non pmt not able to make pmt un	
				til check recd referred to cap....aysy	
7/16/2010	Collection	Expire Stop Credit Other	\$10.72		
7/19/2010	Contact	VRU Duplicate Bill Requested		Action performed by: CUBCL010	
8/2/2010	Credit	Payment	\$352.87		
8/3/2010	Debit	Electric Service	\$388.85		Date Shown on Bill: 2010-08-03
8/3/2010	Debit	Special Agreement	\$15.34		Date Shown on Bill: 2010-08-03
8/13/2010	Credit	Transfer	\$75.00		
8/13/2010	Debit	Reconnect Charge	\$75.00		Date Shown on Bill: 2010-09-01
8/31/2010	Debit	Late Payment Charge	\$0.77		Date Shown on Bill: 2010-09-01
9/1/2010	Debit	Electric Service	\$348.07		Date Shown on Bill: 2010-09-01
9/1/2010	Debit	Special Agreement	\$15.34		Date Shown on Bill: 2010-09-01
9/8/2010	Contact	Electric Outage - Issuance		xst torresdale a truck pulled wires down drivers r moving th	
				e wire to get thru block Lights Ok/Unknown Wire Sagging	
9/24/2010	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL	
9/28/2010	Debit	Late Payment Charge	\$0.23		Date Shown on Bill: 2010-10-01
9/28/2010	Debit	Late Payment Charge	\$5.99		Date Shown on Bill: 2010-10-01
9/28/2010	Collection	72 Hour Notice 1	\$415.50		Action performed by: CUBCL401
9/30/2010	Collection	72 Hour Notice Success	\$415.50		Action performed by: CUBCL122
9/30/2010	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL	
10/1/2010	Debit	Electric Service	\$231.45		Date Shown on Bill: 2010-10-01
10/1/2010	Debit	Special Agreement	\$15.34		Date Shown on Bill: 2010-10-01
10/1/2010	Collection	Eligible for Cut	\$415.50		Action performed by: CUBCL401
10/4/2010	Collection	Cut Out Non Pay - Pending	\$415.50		Action performed by: U002JCB
10/4/2010	Contact	Cut Out for Non-Pay Issued			

10/12/2010	Contact	Credit Issues		cci to verfi tht she didnt recv term notice advis cust we sent temr notice out > advis cust cnt grntaee servc for today cust hung up
10/12/2010	Contact	Cut Out for Non-pay Maintained		ACCT-3844401209: REFUSED ACCESS WM 40
10/14/2010	Collection	Removed From Collections	\$0.00	Action performed by: U998A5H
10/14/2010	Collection	Halt Collections	\$415.50	Action performed by: U998KL8
10/14/2010	Collection	Halt Collections	\$415.50	Action performed by: U997T4M
10/14/2010	Contact	Medical Condition		Stop Credit Action Effective Date : 2010-10-14
10/14/2010	Contact	Utility Report <input type="checkbox"/> PECO Refused		Stop Credit Action Effective Date : 2010-10-14
10/14/2010	Contact	Credit Issues		CUTLIST REVIEW: REMOVED FROM COLLECTIONS// NO ACTION TAKEN B Y REP
10/14/2010	Contact	Credit Issues		CUST CALLED TO GET MED FAXED TO 215.423.6743 DR. DIABO FOR ( GRANDSON) MARK HOPELY...Took FSMT/Reviewed FSMT Account doe s not qualify for DPA due to One or more defaults: Default D PA Agmt on 11.30.2009. FSMT. No Change since last AGMT.Peco Refused ORUR for 415.50 by October 29, 2010 Qtd PUC Rights & ph#,...ADVISE CUST SERV IS NOT GANURTEED TODAY. med via fax approved for mark hopely (son) dated 10/14/10
10/14/2010	Contact	Credit Issues		
10/29/2010	Collection	Expire UR	\$415.50	Action performed by: CUBCL010
11/1/2010	Debit	Electric Service	\$130.70	Date Shown on Bill: 2010-11-01
11/1/2010	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2010-11-01
11/1/2010	Debit	Late Payment Charge	\$0.46	Date Shown on Bill: 2010-11-01
11/1/2010	Debit	Late Payment Charge	\$9.46	Date Shown on Bill: 2010-11-01
11/2/2010	Credit	Late Payment Charge	\$9.46	
11/2/2010	Credit	Late Payment Charge	\$0.46	
11/2/2010	Credit	Payment	\$300.00	
11/2/2010	Debit	Late Payment Charge	\$3.47	Date Shown on Bill: 2010-12-02
11/15/2010	Collection	Disconnect Notice	\$361.06	Action performed by: CUBCL401
11/15/2010	Collection	Deposit Review	\$0.00	Action performed by:
11/15/2010	Collection	Expire Medical Cond	\$415.50	Action performed by: CUBCL010
11/15/2010	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
11/19/2010	Collection	72 Hour Notice 1	\$361.06	Action performed by: CUBCL401
11/22/2010	Collection	72 Hour Notice Success	\$361.06	Action performed by: CUBCL122
11/22/2010	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL
11/23/2010	Collection	Eligible for Cut	\$361.06	Action performed by: CUBCL401
11/30/2010	Debit	Late Payment Charge	\$0.23	Date Shown on Bill: 2010-12-02
11/30/2010	Debit	Late Payment Charge	\$7.37	Date Shown on Bill: 2010-12-02
11/30/2010	Collection	Proactive Customer Call	\$514.55	Action performed by: CUBCL401
12/2/2010	Debit	Electric Service	\$154.64	Date Shown on Bill: 2010-12-02
12/2/2010	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2010-12-02
12/7/2010	Collection	Proactive Call 2	\$514.55	Action performed by: CUBCL401

12/9/2010	Contact	Supplier Enrollment		Customer enrolled with Electric Generation Supplier and enrollment letter sent.
12/14/2010	Collection	Proactive Call 3	\$514.55	Action performed by: CUBCL401
12/21/2010	Collection	Proactive Call 4	\$514.55	Action performed by: CUBCL401
12/28/2010	Collection	Proactive Customer Call	\$695.60	Action performed by: CUBCL401
1/4/2011	Debit	Late Payment Charge	\$0.46	Date Shown on Bill: 2011-01-06
1/4/2011	Debit	Late Payment Charge	\$9.69	Date Shown on Bill: 2011-01-06
1/4/2011	Collection	Proactive Call 2	\$695.60	Action performed by: CUBCL401
1/6/2011	Debit	Electric Service	\$178.16	Date Shown on Bill: 2011-01-06
1/6/2011	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2011-01-06
1/6/2011	Contact	Maintain Bill Account		Tariff changed from Electric Residential Service to Supplier Electric Residential Service
1/11/2011	Collection	Proactive Call 3	\$695.60	Action performed by: CUBCL401
1/18/2011	Collection	Proactive Call 4	\$695.60	Action performed by: CUBCL401
2/1/2011	Collection	Proactive Call 2	\$899.25	Action performed by: CUBCL401
2/2/2011	Debit	Late Payment Charge	\$0.69	Date Shown on Bill: 2011-02-07
2/2/2011	Debit	Late Payment Charge	\$12.36	Date Shown on Bill: 2011-02-07
2/7/2011	Bill	Not Assessed	\$1,059.84	Date Due: 2011-03-01 Date Extn: 2011-03-01
2/7/2011	Debit	Electric Service	\$58.76	Date Shown on Bill: 2011-02-07
2/7/2011	Debit	Alternate Electric Service	\$73.44	Date Shown on Bill: 2011-02-07
2/7/2011	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2011-02-07
2/8/2011	Collection	Proactive Call 3	\$899.25	Action performed by: CUBCL401
2/8/2011	Collection	LIHEAP Winter 10-day Termination	\$899.25	Action performed by: CUBCL510
2/15/2011	Collection	Proactive Call 4	\$899.25	Action performed by: CUBCL401
2/22/2011	Collection	Proactive Customer Call	\$899.25	Action performed by: CUBCL401
2/22/2011	Contact	Supplier Enrollment		Customer enrolled with Electric Generation Supplier and enrollment letter sent.
3/1/2011	Collection	Proactive Call 2	\$1,059.84	Action performed by: CUBCL401
3/4/2011	Credit	LIHEAP Payment	\$300.00	
3/4/2011	Credit	LIHEAP Payment	\$100.00	
3/8/2011	Bill	Not Assessed	\$811.84	Date Due: 2011-03-30 Date Extn: 2011-03-30
3/8/2011	Debit	Electric Service	\$59.42	Date Shown on Bill: 2011-03-08
3/8/2011	Debit	Alternate Electric Service	\$77.24	Date Shown on Bill: 2011-03-08
3/8/2011	Debit	Special Agreement	\$15.34	Date Shown on Bill: 2011-03-08
3/8/2011	Collection	Proactive Call 3	\$659.84	Action performed by: CUBCL401
3/15/2011	Collection	Proactive Call 4	\$659.84	Action performed by: CUBCL401
3/17/2011	Credit	Reinstate AR from DPA- Cr	\$306.85	
3/17/2011	Debit	Special Agreement	\$230.15	Date Shown on Bill: 2011-04-07
3/17/2011	Adjustment	Reinstate AR from DPA- Db	\$306.85	
3/17/2011	Contact	Correspondence - Collections		Special Payment Agreement Defaulted
				Defaulted Amt: \$306.85 Reinstate Amt: \$67

				5.18 Reinstatement Amt After 2011-04-06: \$690.52
3/22/2011	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401
3/23/2011	Collection	Proactive Call 4	\$905.33	Action performed by: CUBCL401
3/30/2011	Collection	Disconnect Notice	\$1,041.99	Action performed by: CUBCL401
3/30/2011	Collection	Deposit Review	\$0.00	Action performed by:
3/30/2011	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
4/4/2011	Collection	72 Hour Notice 1	\$1,041.99	Action performed by: CUBCL401
4/5/2011	Collection	72 Hour Notice Success	\$1,041.99	Action performed by: CUBCL122
4/5/2011	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL
4/7/2011	Bill	Assessed	\$1,205.05	Date Due: 2011-04-29 Date Extn: 2011-04-29
4/7/2011	Debit	Electric Service	\$67.65	Date Shown on Bill: 2011-04-07
4/7/2011	Debit	Alternate Electric Service	\$95.41	Date Shown on Bill: 2011-04-07
4/7/2011	Collection	Cut Out Non Pay - Pending	\$1,041.99	Action performed by: U002ICB
4/7/2011	Contact	Cut Out for Non-Pay Issued		
4/14/2011	Debit	Reconnect Charge	\$75.00	Date Shown on Bill: 2011-05-06
4/14/2011	Collection	Cut Out Non Pay	\$1,041.99	Action performed by: U998CPD
4/14/2011	Contact	Medical Condition		Stop Credit Action Effective Date : 2011-04-14
4/14/2011	Contact	Miscellaneous		cus off xfrd, to cred
4/14/2011	Contact	Miscellaneous		service was shutoff transfered to credit..kprice
4/14/2011	Contact	Credit Issues		Sandy daughter calling sttd was cut out.adv to call back in 30 min to 1 hr// adv to callback with drs fax nbr. //cnorp, cnofp,cnobp, meter access.//24 hours with med once approved/ adv 24/72 hours// cno,cb,pd,dd.
4/14/2011	Contact	Credit Issues		CNO Restoration Amount of \$1,116.99 Sandy Hopely-daughter ca lling in to say serv was term. Faxed Med to: Dr. Jennifer Bi abo for patient Mark Hopely 215-423-6743. Account does not q ualify for Reduced Restoration due to more than one default: Default DPA Agmt on 11/30/09, Default DPA Agmt on 03/17/11. CNORP, CNOFP, CNOBP, Meter accessible.
4/14/2011	Contact	Credit Issues		Ill Patient Name:Mark Hopely Relationship to Cust: Grandson Medical Cert Approved,Process 30 day Extension from Date Sig ned by Physician/Crnp:04/14/11
4/14/2011	Contact	Credit Issues		Medical Group: Called Cci Spoke with Maria Whom Confirm the Medical Order
4/14/2011	Contact	Credit Issues		SPK W/SANDY(daughter)//cust called wntd knw if MED rcvd//adv MED rcvd & hs MED extn til 05/14//cust hung up whl on hid
4/14/2011	Contact	Credit Issues		SPOKE TO DAUGHTER SANDY// CI TO VERFY MED FORM // ADV OF 24HRS
4/14/2011	Contact	Cut Out for Non Pay Completed		ACCT-3844401209 pd..bkt #18..n/c prior to cut..cont after c ut wf 40's..eoam..odm..on 04/14/11..@11:41am est..mtr rdg 22 987..p/d amt \$1,071.99 cont claim medical after cut..refu sed ambulance

4/14/2011	Contact	Cut In Issued		SYSTEM GENERATED CUT IN DUE TO COLLECTION EXCEPTION
4/15/2011	Contact	Cut In Completed		ACCT-3844401209 kap..bkm..restored service on 4/15/11 @ 11: 02am est rdg 22987..n/c
4/29/2011	Contact	Supplier Enrollment		Customer enrolled with Electric Generation Supplier and enro llment letter sent.
5/2/2011	Credit	Payment	\$100.00	
5/5/2011	Debit	Late Payment Charge	\$3.69	Date Shown on Bill: 2011-05-06
5/5/2011	Debit	Late Payment Charge	\$12.08	Date Shown on Bill: 2011-05-06
5/6/2011	Bill	Assessed	\$1,328.90	Date Due: 2011-05-31 Date Extn: 2011-05-31
5/6/2011	Debit	Electric Service	\$55.74	Date Shown on Bill: 2011-05-06
5/6/2011	Debit	Alternate Electric Service	\$77.34	Date Shown on Bill: 2011-05-06
5/16/2011	Collection	Disconnect Notice	\$1,180.05	Action performed by: CUBCL401
5/16/2011	Collection	Deposit Review	\$0.00	Action performed by:
5/16/2011	Collection	Expire Medical Cond	\$1,041.99	Action performed by: CUBCL010
5/16/2011	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
5/20/2011	Collection	72 Hour Notice 1	\$1,180.05	Action performed by: CUBCL401
5/24/2011	Collection	72 Hour Notice Success	\$1,180.05	Action performed by: CUBCL122
5/24/2011	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL
5/25/2011	Collection	Eligible for Cut	\$1,180.05	Action performed by: CUBCL401
5/26/2011	Collection	Cut Out Non Pay - Pending	\$1,180.05	Action performed by: U002/CB
5/26/2011	Contact	Cut Out for Non-Pay Issued		
6/7/2011	Debit	Late Payment Charge	\$4.85	Date Shown on Bill: 2011-06-08
6/7/2011	Debit	Late Payment Charge	\$14.19	Date Shown on Bill: 2011-06-08
6/8/2011	Bill	Assessed	\$1,554.39	Date Due: 2011-06-30 Date Extn: 2011-06-30
6/8/2011	Debit	Electric Service	\$84.03	Date Shown on Bill: 2011-06-08
6/8/2011	Debit	Alternate Electric Service	\$122.42	Date Shown on Bill: 2011-06-08
6/16/2011	Collection	Cut Out Non Pay	\$1,180.05	Action performed by: U998CPD
6/16/2011	Contact	Credit - Amount Needed to Rest		Transferred the call to credit...cust needs restoration on the acct
6/16/2011	Contact	Credit Issues		CNO Restoration Amount of \$\$1,588.90,CNO CB,CNO DD,CNO TOTAL BAL,CNO PD cust called to give fax number to DR.//215-423-1 011 Dr. Jennifer Deobo//CNOFP CNOMP CNORP//cust has one defa ult and qualifys for RR
6/16/2011	Contact	Cut Out for Non Pay Completed		ACCT-3844401209 pd..bkt #16..cont wf 40-45.. hostile..taps cut @weatherhead on 06/16/11..@12:58pm est..n/a..dogs in yar d..bkt used..no rdg..p/d amt \$1,328.90
6/20/2011	Debit	Reconnect Charge	\$260.00	Date Shown on Bill: 2011-07-07
6/20/2011	Collection	Removed From Collections	\$1,328.90	Action performed by: U997T4M
6/20/2011	Collection	Halt Collections	\$1,328.90	Action performed by: U997T4M
6/20/2011	Collection	MCNR ☐ Auto Add	\$1,328.90	Action performed by: CUBCL007
6/20/2011	Contact	Misc - Verify any Service Tran		cld to vrfy if we rcvd her med form..adv yes approved for 30 dys ext until 07/20..adv cst rest schld for today..cnofp..c

				no cb 225.49 due 06/30..bf 1328.90..req fee 260.00 bd 1814.39 aasy
6/20/2011	Contact	Medical Condition		Stop Credit Action Effective Date : 2011-06-20
6/20/2011	Contact	Medical Condition Non-Renewabl		Stop Credit Action Effective Date : 2011-06-20. The total a
				mount due in the MCNR letter is \$ 1,328.90
6/20/2011	Contact	Credit Issues		CNO Restoration Amount of \$\$1,588.90,CNO CB,CNO DD,CNO TOTAL
				BAL,CNO PD SANDY(DAUGH) CALLD ~ CUT OUT WNTS MED FAXD TO DR
				JENNIFER DIABO FOR MARK HOPELY AT 215-423-6743 ..CNORP CNOF
				P TAPS CUT..Account has one default: Default DPA Agmt on 11/
				30/09. Cust falls under Level 1 term amnt: \$55.41 Rest Fee
				: \$260.00 Dep: \$ Tamp Fee: \$ Total: \$315.41
6/20/2011	Contact	Cut in Completed		ACCT-3844401209 LA...BKT6...CONT WM30'S N/A TO MTR B-U...B-
				O..REST @ THE LINE ON 06/20/11 @6:30-6:45PM
6/20/2011	Contact	Cut in Issued		SYSTEM GENERATED CUT IN DUE TO COLLECTION EXCEPTION
7/6/2011	Debit	Late Payment Charge	\$6.69	Date Shown on Bill: 2011-07-07
7/6/2011	Debit	Late Payment Charge	\$15.45	Date Shown on Bill: 2011-07-07
7/7/2011	Bill	Assessed	\$2,046.07	Date Due: 2011-07-29 Date Extn: 2011-07-29
7/7/2011	Debit	Electric Service	\$84.63	Date Shown on Bill: 2011-07-07
7/7/2011	Debit	Alternate Electric Service	\$124.91	Date Shown on Bill: 2011-07-07
7/20/2011	Collection	Disconnect Notice	\$1,554.39	Action performed by: CUBCL401
7/20/2011	Collection	Deposit Review	\$0.00	Action performed by:
7/20/2011	Collection	Expire Medical Cond	\$1,328.90	Action performed by: CUBCL010
7/20/2011	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
7/25/2011	Collection	72 Hour Notice 1	\$1,554.39	Action performed by: CUBCL401
7/27/2011	Collection	72 Hour Notice Success	\$1,554.39	Action performed by: CUBCL122
7/27/2011	Contact	72 HOUR NOTICE		(215) 289-6307 CALL RESULT: SUCCESSFUL
7/28/2011	Collection	Eligible for Cut	\$1,554.39	Action performed by: CUBCL401
7/29/2011	Collection	Cut Out Non Pay - Pending	\$1,554.39	Action performed by: U002JCB
7/29/2011	Contact	Cut Out for Non-Pay Issued		
8/3/2011	Debit	Late Payment Charge	\$8.56	Date Shown on Bill: 2011-08-05
8/3/2011	Debit	Late Payment Charge	\$16.72	Date Shown on Bill: 2011-08-05
8/5/2011	Bill	Assessed	\$2,310.92	Date Due: 2011-08-29 Date Extn: 2011-08-29
8/5/2011	Debit	Electric Service	\$96.12	Date Shown on Bill: 2011-08-05
8/5/2011	Debit	Alternate Electric Service	\$143.45	Date Shown on Bill: 2011-08-05
8/18/2011	Collection	Cut Out Non Pay	\$1,554.39	Action performed by: U998CPD
8/18/2011	Contact	Miscellaneous System Credit Ad		Application Verification WFM issued for New Applicant
8/18/2011	Contact	Name Game		Cust Name:Sandy Hopely(daughter) SS#:0966 Date Wanted:asap
				Phone#:(215) 289-6307 Xtr to FCC. aasy
8/18/2011	Contact	Name Game		NAME GAME///snt denial ltr.. NAME: Sandy Hopely SSN#: 096
				6 SRV: AUG 18TH 2011 PHONE#: 215-289-6307/267-531-8678 NW
				ADDR: 4615 VAN KIRK ST PHILADELPHIA PA 19135
8/18/2011	Contact	Name Game		ADV CUST TO FAX TWO FORMS OF ID-ONE W/ PHOTO & COPY OF A VAL

				ID LEASE/DEED/SETTLEMENT STATEMENT TO (215)841-5160-ADV INCL UDE CONTACT# & ADDRESS ON COVER SHEET-ADV ONCE INFO RECVD WO ULD BE CONTACTED W/IN 3 BUS. DAYS.
8/18/2011	Contact	Cut Out for Non Pay Completed		ACCT-3844401209 pd..bkt #23..n/c..eoam on 08/18/11..@1:42pm est..mtr rdg 28363..p/d amt \$2,046.07
8/23/2011	Contact	Miscellaneous		<>REPEAT CALLER<>SANDY HOPELY CI TO CHECK STATUS OF APPLICAT ION/ADV NO INFO RECVD>>STATED INFO WAS FAXED TO: 1-800-590-2 799>ADV INCORRECT FAX#>GV FAX#215-841-5160-ADV INCLUDE CONTA CT# & ADDRESS ON COVER PAGE..ADV OF 3 BUSINESS DAY TIMEFRAME
8/24/2011	Contact	Customer Added		
8/24/2011	Contact	Name Game		SANDRA HOPELY #(267) 531-8678 CLD TO CNT SERV FOR ACCT# 3844 4-01209 FOR ASAP, XFERD TO FCC
8/25/2011	Credit	LIHEAP Payment	\$100.00	
8/25/2011	Contact	Miscellaneous		CALLING IN TO CHECK STATUS OF NAME GAME APP SENDING TO FCC
8/25/2011	Contact	Miscellaneous		RPT CLLR: SANDRA HOPELY CLLD STD THAT FAXED IN INFO. CUST H/ U WHILE ON HOLD. ID'S STILL NEEDED
8/25/2011	Contact	Miscellaneous		RPT CLLR: SANDRA HOPELY FAXED IN ID'S// ADV NO ID'S RECVD YE T// CUST H/U AGAIN WHILE ON HOLD
8/25/2011	Contact	Miscellaneous		name game repeat clr SANDRA HOPELY cld for conn ref to fcc n ame game
8/25/2011	Contact	Miscellaneous		RPT CLLR: SANDRA HOPELY FAXED IN ID'S// ADV NO ID'S RECVD YE T// ADV TO REFAX
8/25/2011	Contact	Rate Case Inquiry		cci for Aunt Sandy HOPEly, recvd letter stating that she is resp for prev tenant back bill, xfrd to res bill aysy
8/26/2011	Contact	Miscellaneous		REPEAT CLLER Sandra hopely CLL WANT STATUS OF SERV / ADV INF O WS FAX ON 8-26-11/ 3 BUS DYS
8/26/2011	Contact	Miscellaneous		cci to check on status of appl, advsd hve to trf to fcc dept
8/26/2011	Contact	Credit Issues		Application Verification rec'd: Applicant Sandra Hopely faxe d a lease & state ID. Applicant was notified state id is not clear to read & needs to provide a 2nd form of ID an fax th em in Partial ltr sent
8/30/2011	Contact	Misc - Informaton on Applying		Sandra hopely called to check on name game trans to FCC
8/31/2011	Contact	Miscellaneous System Credit Ad		SANDRA HOPELY (267) 531-8678 MS REQUEST SUP CALL IN RE TO BEING DENIED FOR NAME GAME SHE WAS NOT CONTACTED BUT DENIED SERVICE ON 8-30
8/31/2011	Contact	Miscellaneous		wants to speak with supervisor about the denial of her appli cation for srvc// took call back infomation on esclation form m
9/1/2011	Contact	Correspondence - Collections		WSVY-WLSL-Winter Survey Letter Sent
9/1/2011	Contact	Miscellaneous		RPT CLLR: SANDRA HOPELY CALLED FOR SERVICE. ADV APP WAS DENI ED 8/30/11 BC BENEFITTED FROM SERVICE. CUST STD THAT WAS LIV

				ING IN NC. ADV TO PROVIDE PROOF WHERE SHE WAS LIVING.
9/1/2011	Contact	Miscellaneous		cst cld for new connect unable to process b/c of name game x fer to FCC for name game process
9/6/2011	Bill	Assessed	\$2,440.28	Date Due: 2011-09-28 Date Extn: 2011-10-17
9/6/2011	Debit	Electric Service	\$52.47	Date Shown on Bill: 2011-09-06
9/6/2011	Debit	Alternate Electric Service	\$73.02	Date Shown on Bill: 2011-09-06
9/6/2011	Debit	Late Payment Charge	\$10.71	Date Shown on Bill: 2011-09-06
9/6/2011	Debit	Late Payment Charge	\$18.16	Date Shown on Bill: 2011-09-06
9/6/2011	Contact	Supplier Enrollment		Customer enrolled with Electric Generation Supplier and enro llment letter sent.
9/8/2011	Contact	Credit Issues		Sandra Hopely(daughter) cci 2 see what bal needed 2 rest ser v..reviewed fsmt;.Acct does not qualify for Red Rest due to more than one default:Default DPA Agmt on 11/30/09, Default Special Agmt o n 07/06/10. term amnt:2285.92 Rest Fee:0.00 Dep:0.00 Tamp F ee:2285.92 Total:4571.84
9/8/2011	Contact	Credit Issues		CNO CB, PD, DD, term amnt: \$2285.92 Rest Fee: \$75.00 Dep: \$ Tamp Fee: \$ Total: \$2,360.92 Adv to call back with fax # fo r doctor. Adv to have doctor call for info, CNORP, CNOFP,
9/8/2011	Contact	Credit Issues		CNO Restoration Amount of \$\$2,285.92,CNO CB,CNO DD,CNO TOTAL BAL,CNO PD,Offered Bill Matrix to customer, customer declin ed cci regards serv disconnected // med cond & expld pol // cust statd needs assist on restoral // took fsmnt // mnrc \$7 77.95 // not elig for RR amt due to 2 or more defaults ; spe c agreemnt & dpa
9/11/2011	Contact	Misc - Verify any Service Tran		call busines ofc in am to apply for service gave tel to cus t service gave call center bus hours no eemg
9/15/2011	Contact	Credit Issues		comp-cust calling to see if acct elg for agmnt STATES THAT DHS WAS OUT AND STATES WILL TAKE GRANDCHILDREN XFER FCC
9/15/2011	Contact	Credit Issues		CNO Restoration Amount of \$\$2,285.92,CNO CB,CNO DD,CNO TOTAL BAL,CNO PD cust stated that cut out // some one iss trying to take children// wants to pay 4Account does not qualify fo r Reduced Restoration due to more than one default: Default DPA Agmt on 11-30-09, Default Special Agmt on 7-6-10. term amnt: \$2285.92 Rest Fee: \$ Dep: \$ Tamp Fee: \$ (CONT.) (CONT.) Total: \$2285.9200.00 if serverces is restored//MCNR Reinstatement Amt : \$777.95//
9/15/2011	Contact	Credit Issues		
9/16/2011	Contact	Correspondence - Collections		WSVY-WSAS-Winter Survey Message Left on Answering Machine
9/19/2011	Collection	Suspended Charge	\$0.01	Action performed by: LEUNEX
9/19/2011	Contact	COMM INFRML PAR		entering new BCS 2888143
9/19/2011	Contact	COMM INFRML PAR		holding collections for 0.01 PUC rights not given to custome r. Customer Satisfied-NO.

9/19/2011	Contact	Misc PUC - Customer Relations		BCS 2888143 - Sandra Hopely filed complaint. Denied for service to 4615 Van Kirk St.
9/19/2011	Contact	PUC Complaint		BCS 2888143 - Sandra Hopely filed complaint. Denied for service to 4615 Van Kirk St.
9/21/2011	Contact	Customer Relations		Sent to Regulatory and the WFM is closed.
9/21/2011	Contact	Disconnect Completed		ACCT-3844401209:
9/22/2011	Contact	Regulatory-COMMISSION		bcs#2888143 rpt sent;dec pending
9/23/2011	Bill	Assessed	\$2,365.28	Date Due: 2011-10-17 Date Extn: 2011-10-17
9/23/2011	Contact	Miscellaneous		name game SANDRA HOPELY filed a complaint w/ puc b/c she was denied for serv .. cust found affil w/ premise since 2007. ms hopely states that her son lived in premise not her .. s he puc case# 2888143 explained cust will nd to wait for puc to make a decision aysy
9/23/2011	Contact	Miscellaneous		TAZ, CS REP, CI STATING THAT SANDRA HOPELY CI TO REPORT PUC COMPLAINT#.
9/28/2011	Collection	Suspended Charge	\$0.01	Action performed by: LEUNEX
9/28/2011	Contact	COMM INFRML PAR		PUC Decision - 9/28/11 - SANDRA HOPELY - CASE DISMISSED COM PANY POSITION UPHELD...PUC case BCS #2888143 closed PUC rights not given to customer. Customer Satisfied-NO.
9/29/2011	Contact	Maintain Additional Account Name		
9/29/2011	Contact	Maintain Primary Customer		Sandra Hopely primary ratepayer per PUC decision
10/24/2011	Debit	Late Payment Charge	\$11.81	Date Shown on Bill: 2013-01-10
10/24/2011	Debit	Late Payment Charge	\$18.95	Date Shown on Bill: 2013-01-10
10/25/2011	Debit	Late Payment Charge	\$0.79	Date Shown on Bill: 2013-01-10
10/25/2011	Debit	Late Payment Charge	\$1.10	Date Shown on Bill: 2013-01-10
2/10/2012	Contact	IMOVE RECEIVED		MAILING ADDRESS ENTERED AS: 4615 VAN KIRK ST PHI LADELPHIA PA 19135 . SYSTEM UPDATED TO: 421 BRALLIER PL JOHNSTOWN PA 15906