

John L. Munsch
Attorney

724-838-6210
Fax: 234-678-2370

May 12, 2016

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

Re: Billie Jo Knapp v. Pennsylvania Electric Company
Docket No. C-2015-2511723

Dear Secretary Chiavetta:

Enclosed for filing on behalf of Pennsylvania Electric Company (“Penelec”) is the Reply in response to submission of Ms. Knapp in the above-referenced proceeding.

Copies of the enclosed Reply have been served in accordance with the attached Certificate of Service.

Please call me if you have any questions.

Sincerely,


John L. Munsch

JLM:dml

Enclosures

cc: Per Certificate of Service
Jonathan Nase – OSA (jnase@pa.gov)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BILLIE JO KNAPP

v.

PENNSYLVANIA ELECTRIC COMPANY

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DOCKET NO. C-2015-2511723

REPLY OF PENNSYLVANIA ELECTRIC COMPANY

NOW comes the Respondent, Pennsylvania Electric Company (hereinafter “Penelec” or “Company”), by its attorney, and provides a Reply to a written submission filed by Billie Jo Knapp (“Complainant”) with the Pennsylvania Public Utility Commission (“Commission”) in the above-captioned matter, as follows:

1. The hearing of the above-captioned Complaint was held February 12, 2016, before Administrative Law Judge Mary D. Long. The Complainant failed to appear for the hearing and the Administrative Law Judge granted Penelec’s Motion to Dismiss the case. An Initial Decision was issued under Secretarial Letter of April 7, 2016, dismissing the Complaint with prejudice.

2. On or about April 11, 2016, the Complainant filed a submission with the Commission stating that she requests a hearing of the above-captioned matter. The submission states that the Complainant “never received a hearing date or time.” The Complainant failed to provide a copy of the submission to Penelec and the Commission forwarded the submission to Penelec under Secretarial Letter dated May 2, 2016, directing Penelec to file a response, if desired, by May 12, 2016.

3. By way of background information, the Complainant filed a formal complaint against Penelec on October 30, 2015, requesting a payment arrangement. The Company filed an Answer and New Matter denying the statements in the Complaint. Penelec stated that the request

for a payment arrangement should be denied on the ground that the Complainant had defaulted on a previous payment arrangement afforded the Complainant through the Commission's Bureau of Consumer Services in August 2015 at Case 3327242. A copy of Penelec's Answer and New Matter was served upon Complainant.

4. A hearing on the Complainant's case was scheduled for Friday, February 12, 2016, before Administrative Law Judge Mary D. Long.

5. Penelec appeared at the hearing of February 12, 2016, represented by counsel, and was prepared to proceed with the testimony of one witness on behalf of Penelec. The Complainant failed to appear for the hearing. The Administrative Law Judge granted Penelec's Motion to Dismiss the case due to the Complainant's failure to appear and her failure to prosecute the Complaint.

6. Full due process notice requirements were met in the scheduling and notice of the hearing as described in detail in the Initial Decision. The Administrative Law Judge wrote in the Initial Decision:

A hearing notice and prehearing order were sent to the Complainant. Paragraph 10 of the prehearing order informed the Complainant that if she failed to appear for the hearing she could lose her case. Paragraph 8 of the order provided instructions for contacting the Commission to request a change of the scheduled hearing date. None of these pieces of mail were returned by the U.S. Postal Service. Notice mailed to a party's last known address and not returned by the post office is presumed to have been received. Therefore, the Complainant is deemed to have received these documents and had sufficient notice of the Commission's procedures and notice of the location, date and time of the scheduled hearing. (Footnote omitted.)

A copy of the Initial Decision is attached hereto as Attachment No. 1.

7. Penelec also states that it provided copies of Penelec's proposed exhibits to the Complainant in advance of the hearing as required by a Prehearing Order. The cover letter

submitting the exhibits also referenced the time and date of the hearing. A copy of Penelec's submission of exhibits to the Administrative Law Judge and to the Complainant is attached hereto as Attachment No. 2.

8. Despite the full array of due process notices and opportunity to be heard provided to the Complainant for her Complaint, the Complainant failed to appear at the hearing of February 12, 2016, and failed to prosecute her case. The Administrative Law Judge properly dismissed the Complainant with prejudice.


9. Therefore, to the extent that the Complainant's submission constitutes an Exception to the Initial Decision, under Section 5.533 of the Commission's rules, or as a request for reopening, reconsideration or rehearing under Section 5.571 of the rules, the request of the Complainant should be denied.

WHEREFORE, Pennsylvania Electric Company respectfully requests that the request of Billie Jo Knapp for a new or additional hearing should be denied.

Respectfully submitted,

Date: May 12, 2016

By:


John L. Munsch, Attorney for
PENNSYLVANIA ELECTRIC COMPANY
800 Cabin Hill Drive
Greensburg, PA 15601
(724) 838-6210
jmunsch@firstenergycorp.com
Pa. I.D. No. 31489



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

April 7, 2016

Billie Jo Knapp

v.

Pennsylvania Electric Company

C-2015-2511723

APR 11 2016

TO ALL PARTIES:

Enclosed is a copy of the Initial Decision of the Office of Administrative Law Judge.

If you do not agree with any part of this decision, you may send written comments (called Exceptions) to the Commission. Your signed Exceptions to the decision, if any, must be: 1) **filed** with the Secretary of the Commission, and 2) mailed or hand-delivered to each party of record, **within twenty (20) days** of the date of this letter.

To file Exceptions with the Secretary of the Commission, you must mail or hand-deliver them as follows:

If using U.S. Postal Service:

If using Overnight or Hand Delivery Service:

Secretary
Pa. Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Secretary
Pa. Public Utility Commission
400 North Street
Commonwealth Keystone Building, 2nd Floor
Harrisburg, PA 17120

Or, instead of mailing or hand-delivering your Exceptions, you may electronically file them with the Secretary of the Commission. To do so, you need to establish an account on the Commission's eFiling system, which may be accessed at <http://www.puc.state.pa.us/efiling/default.aspx>. Please note that Exceptions sent to the Commission by fax or e-mail will not be accepted for filing.

In addition to filing your Exceptions with the Secretary of the Commission, a courtesy copy of your Exceptions should be e-mailed to the Commission's Office of Special Assistants (OSA) at ra-OSA@pa.gov. If the document is too large to e-mail, please mail or hand-deliver a copy on CD-ROM or DVD (or other data storage media), in Microsoft Word 2010 format or other compatible format to either address noted above.

Replies to Exceptions, if any, must be filed with the Secretary of the Commission and served on each party of record and the Commission's OSA, in the manner described above. They are due within ten (10) days of the date when Exceptions are due.

It is your responsibility to serve all the parties with your Exceptions and Replies to Exceptions. Failure to do so may render your filing unacceptable. A certificate of service (see format in 52 Pa. Code §1.58) shall be attached to the filed Exceptions or Replies to Exceptions.

Exceptions and Replies to Exceptions shall follow 52 Pa. Code §§5.533 and 5.535 particularly the 40-page limit for Exceptions and the 25-page limit for Replies to Exceptions. Exceptions should clearly be labeled as "EXCEPTIONS OF (name of party) - (protestant, complainant, staff, etc.)". Any reference to specific sections of the Administrative Law Judge's Initial Decision shall include the page number(s) of the cited section of the decision.

If no Exceptions are received, the decision of the Administrative Law Judge could become final without further Commission action. You will receive written notification if this occurs. However, even if no exceptions are received, the Commission may review and change the decision pursuant to Section 332(h) of the Public Utility Code, 66 Pa. C.S. § 332(h).

Very truly yours,

Rosemary Chiavetta
Secretary

NW
Enclosures
Certified Mail
Receipt Requested

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Billie Jo Knapp

v.

Pennsylvania Electric Company

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C-2015-2511723

INITIAL DECISION

Before
Mary D. Long
Administrative Law Judge

A formal complaint filed by a customer of an electric distribution company is dismissed because the complainant failed to appear for the hearing without good cause.

HISTORY OF PROCEEDINGS

Billie Jo Knapp (Complainant) filed a formal complaint against the Pennsylvania Electric Company (Company) on October 30, 2015, requesting a payment arrangement. The Company filed an answer denying the material allegations of the complaint on November 25, 2015.

By hearing notice dated December 22, 2015, the hearing was scheduled for Friday, February 12, 2016, and assigned to me. I issued a prehearing order on December 28, 2015, which also provided the date and time of the hearing as well as other procedural requirements related to hearings.

The hearing convened as scheduled. John L. Munsch, Esquire appeared on behalf of the Company along with one witness and was prepared to proceed. The Complainant did not

call the conference call number. After a brief recess, the hearing proceeded in her absence. The Company made a motion to dismiss which was taken under advisement. The record closed at the conclusion of the hearing.

FINDINGS OF FACT

1. The Complainant is Billie Jo Knapp.
2. The Pennsylvania Electric Company is a jurisdictional public utility.
3. The Complainant did not call the conference number at 10:00 a.m. on Friday, February 12, 2016.
4. The Complainant did not contact the Commission to explain her failure to appear.
5. Neither the hearing notice nor the prehearing order was returned as undeliverable by the U.S. Postal Service.

DISCUSSION

It is clear that the Complainant has no interest in pursuing the claims made in her complaint. Therefore, the Company's motion to dismiss will be granted.

Administrative agencies, such as the Commission, are required to provide due process to the parties appearing before them.¹ However, this due process requirement is satisfied when the parties are provided notice and the opportunity to appear and be heard.²

¹ *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa.Cmwth. 1984).

² *Id.*

A hearing notice and prehearing order were sent to the Complainant. Paragraph 10 of the prehearing order informed the Complainant that if she failed to appear for the hearing she could lose her case. Paragraph 8 of the order provided instructions for contacting the Commission to request a change of the scheduled hearing date. None of these pieces of mail were returned by the U.S. Postal Service. Notice mailed to a party's last known address and not returned by the post office is presumed to have been received.³ Therefore, the Complainant is deemed to have received these documents and had sufficient notice of the Commission's procedures and notice of the location, date and time of the scheduled hearing.

Section 332(a) of the Public Utility Code places the burden of proof upon the proponent of a rule or order. As the proponent of a rule or order, the Complainant has the burden of demonstrating that the facts alleged in her complaint are true and that she is entitled to the relief that she requested.

By not appearing for the scheduled hearing to present evidence, the Complainant failed to meet her burden of proof. Consequently, the complaint must be dismissed. The Complainant was notified of the scheduled hearing location, date and time, as well as how to contact the Office of Administrative Law Judge, but failed to appear without explanation. Under these circumstances, the Complainant had ample opportunity to appear and be heard in this proceeding, but voluntarily chose not to do so. Therefore, the due process rights of the Complainant have been fully protected. The motion to dismiss of the Company is granted and the complaint is dismissed with prejudice.

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the parties and subject matter of this dispute. 66 Pa.C.S. § 701.

³ *Berkowitz v. Mayflower Securities, Inc.*, 455 Pa. 531, 317 A.2d 584 (1974); *Chartiers Industrial and Commercial Dev. Auth. v. Allegheny County Bd. of Property Assessment Appeals and Rev.*, 645 A.2d 944 (Pa.Cmwlt. 1994); *Geary v. Verizon Pennsylvania Inc.*, Docket No. C-2009-2118625 (Commission Opinion and Order entered September 16, 2010).

2. The due process rights of the Complainant have been fully protected. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa.Cmwlth. 1984).

3. By failing to appear at the scheduled hearing, the Complainant has waived her claims and has failed to sustain her burden of proof. 66 Pa.C.S. § 332.

ORDER

THEREFORE,

IT IS ORDERED:

1. That the motion to dismiss the complaint of Billie Jo Knapp at PUC Docket No. C-2015-2511723 is granted.

2. That the complaint of Billie Jo Knapp at PUC Docket No. C-2015-2511723, is dismissed with prejudice.

3. That this docket be marked closed and discontinued.

Date: March 14, 2016

_____/s/
Mary D. Long
Administrative Law Judge



2800 Pottsville Pike
P.O. Box 16001
Reading, PA 19612-6001

Lauren M. Lepkoski, Esq.
(610) 921-6203
(610) 939-8655 (Fax)

610-929-3601

February 4, 2016

VIA EMAIL AND UPS OVERNIGHT DELIVERY

Administrative Law Judge Mary D. Long
Office of Administrative Law Judge
Pennsylvania Public Utility Commission
301 5th Avenue
Piatt Place, Suite 220
Pittsburgh, PA 15222

Re: Bille Jo Knapp v. Pennsylvania Electric Company
Docket No. C-2015-2511723

Dear Judge Long:

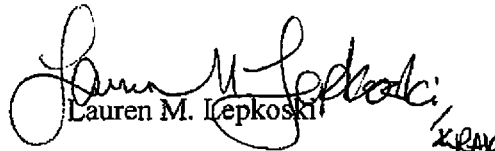
An initial telephonic hearing has been scheduled for February 12, 2016 at 10:00 a.m. Pennsylvania Electric Company ("Penelec") will have one witness available to testify at the hearing.

Additionally, I have enclosed three copies of Exhibits 1-9 which Penelec intends to present at the hearing with regard to the above-referenced matter.

Copies have been served on all parties as indicated in the attached certificate of service.

Please contact me if you have any questions.

Very truly yours,


Lauren M. Lepkoski

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Enclosures

c: Secretary Rosemary Chiavetta (Cover letter and Certificate of Service only via e-filing)
As Per Certificate of Service

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BILLIE JO KNAPP

v.

DOCKET NO. C-2015-2511723

PENNSYLVANIA ELECTRIC COMPANY

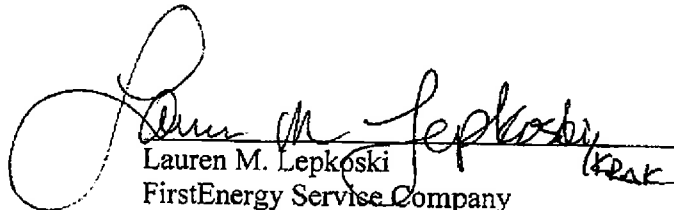
CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the Proposed Exhibits of Pennsylvania Electric Company to the Formal Complaint of Billie Jo Knapp upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 5.61 (relating to service by a participant).

Service by UPS Overnight Delivery as follows:

Billie Jo Knapp
105 Sunny Lane
Monroeton, PA 18832

Dated: February 4, 2016

A handwritten signature in black ink, appearing to read "Lauren M. Lepkoski". The signature is written over a horizontal line. To the right of the signature, there is a small, illegible handwritten mark.

Lauren M. Lepkoski
FirstEnergy Service Company
2800 Pottsville Pike
P.O. Box 16001
Reading, Pennsylvania 19612-6001
(610) 921-6203
llepkoski@firstenergycorp.com

Counsel for Pennsylvania Electric Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BILLIE JO KNAPP

v.

DOCKET NO. C-2015-2511723

PENNSYLVANIA ELECTRIC COMPANY

EXHIBITS OF PENNSYLVANIA ELECTRIC COMPANY

1. Detailed Statement of Account
2. PCAP Recertification Letter
3. PCAP Removal Letter
4. Payment Arrangement Hierarchy
5. BCS Opening and Closing Reports, Case No. 3287239
6. BCS Opening and Closing Reports, Case No. 3327242
7. Termination Notice dated October 19, 2015
8. Usage Comparison
9. Customer Contacts



DETAILED STATEMENT OF ACCOUNT

Customer Name: BILLY JO KNAPP

Account Number: 1

Service Address:

105 SUNNY LN
MONROETON PA 18832

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payme Amt
02/25/14													
02/25/14													
02/25/14	02/25/14	KWH	36,526	3,358	32	105	Act	376.15		376.15	181.00	03/19/14	
03/25/14													
03/25/14													
03/26/14	03/25/14	KWH	38,772	2,246	28	80	Est	265.68		265.68	181.00	04/17/14	-25
03/26/14													
Installment plan deactivated on 03/26/2014 - Installment Plan In Arrears													
Installment plan started on 03/26/2014 for current + 44.00.													
04/03/14													
04/24/14	04/24/14	KWH	40,103	1,331	30	44	Act	162.15		162.15	283.00	05/19/14	
04/30/14													
05/27/14	05/23/14	KWH	41,395	1,292	29	45	Est	157.68		157.68	283.00	06/18/14	-20
06/23/14													
06/24/14	06/24/14	KWH	42,287	892	32	28	Act	123.27		123.27	283.00	07/16/14	-22
07/02/14													
07/21/14													-23
07/26/14	07/24/14	KWH	43,486	1,199	30	40	Est	168.91		168.91	205.00	08/19/14	
07/28/14													
08/15/14													-12
08/26/14													-12
08/26/14	08/26/14	KWH	45,230	1,744	33	53	Act	241.22		241.22	205.00	09/17/14	
Installment plan started on 09/19/2014 for current + 83.36.													
09/25/14													
09/25/14	09/24/14	KWH	46,203	973	29	34	Est	123.74		123.74	205.00	10/20/14	
10/23/14													
10/23/14	10/23/14	KWH	47,365	1,162	29	40	Act	141.97		141.97	205.00	11/17/14	
Installment plan deactivated on 11/13/2014 - Installment Plan In Arrears													
Installment plan started on 11/13/2014 for current + 25.00.													

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt
11/25/14													
11/25/14	11/24/14	KWH	49,423	2,058	32	64	Est	243.44		243.44	205.00	12/18/14	
12/27/14	12/24/14	KWH	50,184	761	30	25	Act	92.05		92.05	205.00	01/20/15	
12/27/14													
01/26/15	01/23/15	KWH	51,759	1,575	30	53	Est	176.00		176.00	189.00	02/17/15	
01/26/15													
Installment plan deactivated on 02/25/2015 - Account Finaled.													
Installment plan deactivated on 02/25/2015 - Account Finaled.													
02/25/15													
02/25/15	02/25/15	KWH	53,184	1,425	33	43	Act	159.84		159.84	189.00	03/19/15	
03/26/15													
03/28/15	03/26/15	KWH	54,321	1,137	29	39	Est	136.20		136.20	189.00	04/20/15	-18
03/28/15													
04/06/15													-20
04/20/15													-2,35
04/27/15	04/27/15	KWH	55,109	788	32	25	Act	97.92		97.92	43.00	05/19/15	
04/27/15													
05/28/15	05/27/15	KWH	55,729	629	30	21	Est	82.92		82.92	43.00	06/22/15	
05/28/15													
06/08/15													-20
06/24/15	06/24/15	KWH	57,775	2,046	28	73	Act	287.80		287.80	43.00	07/16/15	
06/24/15													
07/29/15	07/28/15	KWH	59,394	1,619	34	48	Est	230.89		230.89	165.00	08/20/15	
07/29/15													
Installment plan started on 08/12/2015 for current + 15.00.													
08/26/15													
08/26/15	08/26/15	KWH	60,752	1,358	29	47	Act	191.74		191.74	165.00	09/17/15	
09/29/15													
09/29/15	09/28/15	KWH	62,163	1,411	33	43	Est	198.00		198.00	165.00	10/21/15	
10/27/15													
10/27/15	10/27/15	KWH	63,191	1,028	29	35	Act	147.08		147.08	176.00	11/18/15	
11/30/15	11/27/15	KWH	64,344	1,153	31	37	Est	163.74		163.74	176.00	12/22/15	
11/30/15													
12/29/15													
12/29/15	12/29/15	KWH	65,643	1,299	32	41	Act	184.91		184.91	176.00	01/20/16	
01/01/16													-20
01/28/16													
01/28/16	01/27/16	KWH	66,870	1,227	29	42	Est	176.49		176.49	176.00	02/22/16	



2800 Pottsville Pike
PO Box 16001
Reading, PA 19612-6001
1-800-962-4848 (Toll-Free)

February 26, 2013

BILLY JO KNAPP
105 SUNNY LN
MONROETON PA 18832-7878

Subject: Account Number: 100051964409
Service Address: 105 SUNNY LN MONROETON PA 18832

Dear Billy Jo Knapp:

It is time for your annual recertification with Pennsylvania Electric Company for participation in the Pennsylvania Customer Assistance Program (PCAP). This recertification is required for you to continue enjoying the benefits of the program. Please contact one of our PCAP agencies within the next 10 days to schedule a recertification appointment.

During this enrollment period, you have received the following benefits from PCAP:

- Subsidy credit of \$800.00, which lowered your payment responsibility
- Forgiveness credit of \$11.64, which lowered your balance deferred at the time of enrollment.

You will not receive additional reminders to recertify. **If you do not contact a PCAP agency within 10 days from the date of this letter, you will be removed from PCAP and your full account balance will become due.**

Please see the list below for the phone number of a PCAP agency in your area to contact for a recertification appointment.

If you wish to recertify over the phone, please call 1-888-282-6816.

County	Agency Name	Agency Address	Agency Phone
Armstrong	INDIANA COUNTY COMMUNITY ACTION PRO	827 WATER ST, INDIANA, PA 15701	724-465-2657
Bedford	CENTER FOR COMMUNITY ACTION	195 DRIVE IN LANE, EVERETT, PA 15537	800-323-9997
Blair	BLAIR COUNTY COMMUNITY ACTION	2100 SIXTH AVE. ALTOONA, PA 16602	814-946-3651
Blair	CATHOLIC CHARITIES	1300 12TH AVE, ALTOONA, PA 16601	814-944-9388
Bradford	TREHAB - TOWANDA	147 OAK RIDGE DRIVE, TOWANDA, PA 18848	570-265-6179
Cambria	CATHOLIC CHARITIES	321 MAIN STREET, JOHNSTOWN, PA 15901	814-535-6538
Cambria	COMM ACTION OF CAMBRIA CO-JOHNSTOWN	516 MAIN STREET, JOHNSTOWN, PA 15901	814-361-2395
Centre	CENTRAL PA COMM ACTION	14 SOUTH FRONT ST. PHILIPSBURG, PA 16856	800-822-2610

(Continued on other side)

Sincerely,
Penelec

Para más información por favor llame a este número de teléfono ☎ 1-800-207-9276.

County	Agency Name	Agency Address	Agency Phone
Clarion	COMMUNITY ACTION, INCORPORATED	30-A SHERIDON RD. CLARION, PA 16214	800-648-3381
Clearfield	CENTRAL PA COMM ACTION-HOUTZDALE	42 TERRACE DR, HOUTZDALE, PA 16651	800-822-2610
Clearfield	CENTRAL PA COMM ACTION-CLEARFIELD	207 EAST CHERRY ST, CLEARFIELD, PA 16830	800-822-2610
Clearfield	CENTRAL PA COMM ACTION-PHILLIPSBURG	14 SOUTH FRONT STREET, PHILLIPSBURG PA 16866	814-342-0404
Crawford	ERIE COUNTY HOUSING AUTHORITY	120 SOUTH CENTER ST. CORRY, PA 16407	814-665-5161
Crawford	NORTHWEST PA WEATHERIZATION	7940 FRANKLIN PIKE, MEADVILLE, PA 16335	866-525-1872
Crawford	VENANGO OFC OF ECONOMIC OPPORTUNITY	632 ARCH ST, MEADVILLE, PA 16335	814-333-7374
Elk	NORTHERN TIER COMMUNITY ACTION	135 W 4TH ST, EMPORIUM, PA 15834	814-486-1161
Eric	ERIE COUNTY HOUSING AUTHORITY	120 SOUTH CENTER ST, CORRY, PA 16407	814-665-5161
Eric	GREATER ERIE COMMUNITY ACTION	18 WEST NINTH ST, ERIE, PA 16501	800-769-2436
Eric	SAINT MARTIN'S CENTER	1701 PARADE ST, ERIE, PA 16503	814-651-1853
Forest	WARREN-FOREST ECONOMIC OPPT COUNCIL	1209 PENNSYLVANIA AVE WEST, WARREN, PA 16365	800-231-1797
Fulton	CENTER FOR COMMUNITY ACTION	195 DRIVE IN LANE, EVERETT, PA 15537	800-323-9997
Huntingdon	WEATHERIZATION, INC	917 MIFFLIN ST, HUNTINGDON, PA 16652	877-984-7462
Indiana	INDIANA COUNTY COMM ACTION PROGRAM	827 WATER ST, INDIANA, PA 15701	724-465-2657
Jefferson	COMMUNITY ACTION, INC	105 GRACE WAY, PUNXSUTAWNEY, PA 15767	800-648-3381
Juniata	SHELTER SERVICES, INC	13 DEPOT STREET, LEWISTOWN, PA 17044	717-248-0102
Juniata	WEATHERIZATION, INC	917 MIFFLIN ST, HUNTINGDON, PA 16652	877-984-7462
Lycoming	TREHAB - DUSHORE	210 CENTER STREET, DUSHORE, PA 18614	570-928-2119
Lycoming	TREHAB - MANSFIELD	14 S. MAIN STREET SUITE 202, MANSFIELD, PA 16933	570-662-8110
Mifflin	SHELTER SERVICES, INC	13 DEPOT STREET, LEWISTOWN, PA 17044	717-248-0102
Mifflin	WEATHERIZATION, INC	917 MIFFLIN ST, HUNTINGDON, PA 16652	877-984-7462
Perry	NEW HOPE MINISTRIES	5228 EAST TRUNDLE ROAD, MECHANICSBURG, PA 17055	717-766-7333
Potter	TREHAB - MANSFIELD	14 SOUTH MAIN STREET SUITE 202, MANSFIELD, PA 16933	570-724-5252
Potter	NORTHERN TIER COMMUNITY ACTION	135 WEST FOURTH ST, EMPORIUM, PA 15834	814-486-1161
Somerset	TABLELAND SERVICES	535 EAST MAIN STREET, SOMERSET, PA 15501	814-445-9628 X233
Sullivan	TREHAB - DUSHORE	210 CENTER STREET, DUSHORE, PA 18614	570-928-2119
Susquehanna	TREHAB - MONTROSE	81 INDUSTRIAL DRIVE, MONTROSE, PA 18801	570-278-5289
Tioga	TREHAB - MANSFIELD	14 SOUTH MAIN STREET SUITE 202, MANSFIELD, PA 16933	570-662-8110
Venango	VENANGO OFC OF ECONOMIC OPPORTUNITY	1 DALE AVE, FRANKLIN, PA 16323	814-432-9763
Warren	WARREN-FOREST ECONOMIC OPPTY COUNCI	1209 PENNSYLVANIA AVE WEST, WARREN, PA 16365	800-231-1797
Wayne	TREHAB - HONESDALE	100 4TH STREET, HONESDALE, PA 18431	570-253-8941
Westmoreland	INDIANA COUNTY COMM ACTION PROGRAM	827 WATER ST, INDIANA, PA 15701	724-465-2657
Wyoming	TREHAB - TUNKHANNOCK	115 SR 92 SOUTH, TUNKHANNOCK, PA 18637	570-278-5289



May 23, 2013

BILLY JO KNAPP
105 SUNNY LN
MONROETON PA 18832-7978

Account: 100051964409

Dear Billy Jo Knapp:

On 04/25/2013, your account was removed from Pennsylvania Electric Company's Pennsylvania Customer Assistance Program (PCAP). This is because:

You did not provide proof of your household income.

If your situation changes, please contact the agency where you applied. The agency will tell you if you are eligible for PCAP. If you have questions about the program, please call:

- Met-Ed -1-800-962-4848
- Penelec - 1-800-962-4848
- Penn Power - 1-800-774-1674

Sincerely,

Pennsylvania Electric Company

Para más información por favor llame a este número de teléfono: 1-800-545-7741 (Met-Ed/Penelec)
1-800-720-3600 (Penn Power)

FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS

Name: Billy Jo Knapp

Account Number: 100051964409

Address: 105 Sunny Ln
Monroeton, Pa

Type of Agreement	Date	Agreement Amount	Income	Agreement Tr
PUCST Case# 3327242	8/12/2015	\$553.51	\$730.00	Budget bill + \$15.00
PUCST Case #3287239	11/13/2014	\$2,027.82	\$718.00	Budget bill + \$25.00
Security Deposit	9/19/2014	\$166.72	N/A	Installment plan \$83.36 due 1
CO PA	3/26/2014	\$1,615.71	\$728.00	Budget bill + \$44.00
CO PA	7/22/2013	\$330.49	\$1,191.00	Budget bill + \$15.00
PCAP	4/26/2012	\$34.82	\$1,307.00	\$80 mo PCAP credit/\$
PCAP	1/27/2009	\$697.36	\$1,379.00	\$80 mo PCAP credit/\$
CO PA	1/7/2009	\$560.84	\$1,009.00	Budget bill + \$15.00

Remarks:

PA – Payment Agreement

SA – Settlement Agreement

PUCST – BCS Agri

Assigned To

Assigned Analyst
McCauley, Stacey L
Customer Information

Case Number
3287239

Account Number
100051964409
Service Address

First Name
BILLIE

Last Name
KNAPP

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1
105 SUNNY LN
Address2

City
MONROETON
Family

State
PA

Mail Zip
18832

Family Size
2
Adults
2

Children
0

Age

General

PUC Date Opened
9/19/2014
PUC Date Closed
11/12/2014
Case Information

PUC Date Prepared
9/19/2014

Received Date
9/19/2014

Prior Case Number
0
Case Origin
E-MAIL
Source

Term Date
9/22/2014
Universal Service
No
Business Name

Arrearage
0
Income
INCOME - \$718

Reason For Contact

ON

- PAR NEEDED (# 61)

Case Problem

WANTS LOWER PAYMENT;

WANTS TO GET BACK ON CAP; WANTS EXTENSION TILL 10/01/2014; CUATOMER EMAIL:

KNAPP72@PTD.NET

Company Position

09/18/2014 WANTS 782.00

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

NICOLE

Intaker Last Name

LIPSCOMB

Status

Status

Closed

History

Click To Expand

Is Archived



Customer Information

Case Number
3287239

Customer First Name
BILLIE

Customer Last Name
KNAPP

Account Number
100051964409

Service Address

Address 1
105 SUNNY LN
Address 2

City
MONROETON
Home Phone

Service State
PA
Work Phone

Zip
18832

Mailing Address

Address 1
105 SUNNY LN
Address 2

City
MONROETON
Family

State
PA

Zip
18832

Adults
2

Family Size
2

Children
0

Age

General

PUC Date Opened
9/19/2014
Assigned To

PUC Sent Date
11/12/2014

PUC Date Closed
11/12/2014

Assigned Analyst
McCauley, Stacey L
Case Information

PUC Violation
NO
PUC Chapter
0
Section Rule

Balance Date
9/19/2014
Bill Date

Head Date
11/14/2014
PUC Service Continue Date

Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
1453.50	0.00	237.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
212.00	0.00	25.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

DECEMBER 2014 DUE DATE

Letter Description

EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1
HOUSEHOLDS

Resolution

LEVEL

1, BUDGET 212.00 + 25.00 = 237.00 BEGINNING DEC 2014 DUE DATE. WAIVE LPCS. IF
THE CU HAS NOT SATISFIED THE SEC DEP 166.72, THE PAYMNT MUST BE MADE
IMMEDIATELY.

Has Decision Issue

Response Time

Other Information

Investigator First Name	Investigator Last Name
ERNESTINE	CRANKFIELD
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
NICOLE	LIPSCOMB
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	11/13/2014

History

Click To Expand



Assigned To

Assigned Analyst

Lash, Tammy L

Customer Information

Case Number

3327242

Account Number

100051964409

First Name

BILLIE JO

Last Name

KNAPP

Service Address

Address1

105 SUNNY LANE

Address2

Service City

MONROETON

Service State

PA

Service Zip

18832-0

Service Class

Work Phone

Home Phone

(570) 6370573

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

1

Children

0

Age

Adults

1

General

PUC Date Opened

3/25/2015

PUC Date Prepared

3/25/2015

Received Date

3/25/2015

PUC Date Closed

8/12/2015

Case Information

Prior Case Number

0

Term Date

3/31/2015

Arrearage

2575

Case Origin

LETTER

Universal Service

No

Income

SS - \$730

Source

Business Name

Reason For Contact

ON

- PAR WITH DISPUTE (#63)

Case Problem

Company Position

LCC/ THE COMPANY WANTS \$2,373.94.

Related Information

DISPUTE:

THE COMPANY WANTS \$2,373.94. THE CUSTOMER STATES THAT HER MONTHLY INCOME IS \$730.00 AND SHE CANNOT AFFORD TO PAY THE AMOUNT THE COMPANY IS REQUIRING...

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
MARIA	VELEZ	
Status		

Status

Closed

History

Click To Expand

< >

Is Archived



Customer Information

Case Number

3327242

Customer First Name

BILLIE JO

Customer Last Name

KNAPP

Account Number

100051964409

Service Address

Address 1

105 SUNNY LANE

Address 2

City

MONROETON

Service State

PA

Zip

18832

Home Phone

(570) 6370573

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

1

Family Size

1

Children

0

Age

General

PUC Date Opened

3/25/2015

PUC Sent Date

8/12/2015

PUC Date Closed

8/12/2015

Assigned To

Assigned Analyst

Lash, Tammy L

Case Information

PUC Violation

NO

PUC Chapter

0

Section Rule

Balance Date

2015

Head Date

8/14/2015

PUC Service Continue Date

Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
619.40	0.00	184.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
169.00	0.00	15.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

SEPTEMBER 2015 DUE DATE

Letter Description

EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1
HOUSEHOLDS

Resolution

LEVEL

1, BUDGET 169.00 + 15.00 = 184.00 BEGINNING SEP 2015 DUE DATE. WAIVE LPCS. PRIOR
PAR SATISFIED, BAL WAS 2027.82, PAID 2940.10

Has Decision Issue

Response Time

Other Information

Investigator First Name	Investigator Last Name
LINDA	SCOTT-MCKILLOP
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
MARIA	VELEZ
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	8/12/2015

History

Click To Expand



- If you have questions or need more information, please call us today at 1-800-962-4848. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut-off if you file the complaint before the shut-off date. To contact them call (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- If you currently have a valid Protection From Abuse order or a court order issued by a court of competent jurisdiction in this Commonwealth, which provides clear evidence of domestic violence against you, your service cannot be terminated during the winter without PUC permission. There are some additional protections available to you. Call us immediately at 1-800-962-4848. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-800-962-4848 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 1-800-962-4848.
- If you have trouble understanding or speaking English or have a disability please call us at 1-800-962-4848 for a free interpretation.
- If your service is shut off, you may be required to pay more than the amount listed on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises.
- After all conditions have been met to have the service turned back on, it may take up to three days to have your service restored. Please contact us to discuss the details.

WINTER NOTICE PROVISIONS (between December 1 - March 31)

- If we shut off your service during the winter months (between Dec. 1 - Mar. 31) we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected.
- Contact us BEFORE the shut-off date to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is at or below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 1-800-962-4848. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level (Add \$867 for each additional household member)				
Household Size	1	2	3	4
Monthly Income	\$2,452	\$3,319	\$4,185	\$5,052



BILLY JO KNAPP Billed Account Summary

Account Nbr 100051964409
 Customer Nbr 08025901560003149638
 Customer Acct Id
 Move in/out Date 01/28/2003 - Active Account
 Service Address

105 SUNNY LN
 MONROETON PA 18832

Meter Nbr(s) A91537378

Meter Read Unit P796247
 Meter Constant 1
 Voltage Level Secondary, volt
 Capacity Peak Load 2.9937
 Load Profile RSNH
 Supplier Name N/A
 Supplier Dual Bill No

CURRENT 12 MONTHS						PREVIOUS 12 MONTHS			
DATE	KVAR	DEMAND	KWH	\$	¢/KWH	DATE	KVAR	DEMAND	
Jan-16			1,227	176.49	14.38	Jan-15			
Dec-15			1,299	184.91	14.23	Dec-14			
Nov-15			1,153	163.74	14.20	Nov-14			
Oct-15			1,028	147.08	14.31	Oct-14			
Sep-15			1,411	198.00	14.03	Sep-14			
Aug-15			1,358	191.74	14.12	Aug-14			
Jul-15			1,619	230.89	14.26	Jul-14			
Jun-15			2,046	287.80	14.07	Jun-14			
May-15			620	82.92	13.37	May-14			
Apr-15			788	97.92	12.43	Apr-14			
Mar-15			1,137	136.20	11.98	Mar-14			
Feb-15			1,425	159.84	11.22	Feb-14			
TOTAL			15,111	2,057.53	13.62	TOTAL			

10/07/2015	12:31	Operating-DMC	Additional Customer Call	100051964409	EALLOGINW6
	ERT: 10/07/15 01:30 PM				
10/07/2015	12:26	Operating-DMC	Lights-None	100051964409	EALLOGINW7
09/25/2015	20:26	Budget Billing	Calculation	100051964409	CS General Purpo:
	C/A 100051964409 Contract 0007891010				
	Budget amt calculated for period ending 09/28/15 = \$ 96.00				
	Open editor for detail				
	1. 12 Mth Factor Amt:		1112.80		
	2. Current Delta:	322.19 - 288.00 + 0.00	34.19		
	3. Remaining Amount:		790.61		
	4. Diff + Remain Amt:	34.19 + 790.61	824.80		
	5. New BBP Amount:	824.80 / 9	92.00		
	* Dollar Difference:	92.00 - 96.00	4.00		
	* Pct Difference:		4.17		
	* System BBP Amount:		96.00		
09/29/2015	20:26	Budget Billing	Calculation	100051964409	CS General Purpo:
	C/A 100051964409 Contract 0007891009				
	Budget amt calculated for period ending 09/28/15 = \$ 80.00				
	Open editor for detail				
	1. 12 Mth Factor Amt:		925.97		
	2. Current Delta:	298.44 - 207.00 + 0.00	91.44		
	3. Remaining Amount:		627.53		
	4. Diff + Remain Amt:	91.44 + 627.53	718.97		
	5. New BBP Amount:	718.97 / 9	80.00		
	* Dollar Difference:	80.00 - 69.00	11.00		
	* Pct Difference:		15.94		
	* System BBP Amount:		80.00		
09/29/2015	12:45	Operating-DMC	Additional Customer Call	100051964409	EALLOGINW6
	ERT: 09/29/15 03:00 PM				
09/29/2015	12:43	Operating-DMC	Lights-None	100051964409	EALLOGINW7
09/28/2015	08:06	Operating-DMC	Outbound Call - Planned Outage	100051964409	EALLOGINW6
	Call Result - SRC_ANS_MACHINE				
	Hello. This message is from Penelec, your electric company.				
	On Wednesday, September 30th, there will be two, 30-minute				
	planned power outages to upgrade our facilities for enhanced				
	circuit reliability for our customers. These outages will				
	affect customers in the vicinity on numerous streets and roa				
	ds in Monroeton, PA. If you are receiving this message, you				
	will experience two service interruptions lasting approxima				
	tely 30-minutes each. The first 30-minute interruption will				
	occur at approximately 9:00 AM, and the second 30-minute in				
	terruption will occur at approximately 1:30 PM. In the even				
	t of an unforeseen emergency or inclement weather, these pla				
	nned outages would then occur on Thursday, October 1st, duri				
	ng the same timeframes. Penelec thanks you for your patien				
	ce and understanding while we perform this work. To hear thi				
	s message again, please remain on the line.				
09/24/2015	17:03	Dunning -Auto Dial	AMD Detected-Message left by Vendor	100051964409	CS General Purpo:
	Phone attempt 05 - AMD Detected - Left Message				
09/24/2015	08:40	Operating-DMC	Outbound Call - Planned Outage	100051964409	EALLOGINW6
	Call Result - SRC_ANS_MACHINE				
	Hello. This message is from Penelec, your electric company.				
	On Wednesday, September 30th, there will be two, 30-minute				
	planned power outages to upgrade our facilities for enhanced				
	circuit reliability for our customers. These outages will				
	affect customers in the vicinity on numerous streets and roa				
	ds in Monroeton, PA. If you are receiving this message, you				
	will experience two service interruptions lasting approxima				
	tely 30-minutes each. The first 30-minute interruption will				
	occur at approximately 9:00 AM, and the second 30-minute in				
	terruption will occur at approximately 1:30 PM. In the even				
	t of an unforeseen emergency or inclement weather, these pla				
	nned outages would then occur on Thursday, October 1st, duri				
	ng the same timeframes. Penelec thanks you for your patien				
	ce and understanding while we perform this work. To hear thi				
	s message again, please remain on the line.				
08/12/2015	14:00	General Complaint	PUC/BPU Complaint-Written	100051964409	Cheryl D Fick
	Case #3327242 - LEVEL 1, BUDGET 169.00 + 15.00 = 184.00 BEGINNING SEP				
	2015 DUE DATE. WAIVE LPCS. PRIOR PAR SATISFIED, BAL WAS 2027.82, PAID				
	2940.10 / cdf				
08/12/2015	13:59	General Complaint	PUC/BPU Complaint-Written	100051964409	Cheryl D Fick
	Case #3327242 - LEVEL 1, BUDGET 169.00 + 15.00 = 184.00 BEGINNING SEP				
	2015 DUE DATE. WAIVE LPCS. PRIOR PAR SATISFIED, BAL WAS 2027.82, PAID				
	2940.10 / cdf				
08/12/2015	13:59	Installation Plan	PA PUC Plan - IP	100051964409	Cheryl D Fick
06/24/2015	20:55	Budget Billing	Calculation	100051964409	CS General Purpo:
	C/A 100051964409 Contract 0007891010				
	Budget amt calculated for period ending 06/24/15 = \$ 96.00				
	Open editor for detail				
	1. 12 Mth Factor Amt:		1135.08		
	* System BBP Amount:		96.00		

06/24/2015	20:55	Budget Billing	Calculation	100051964409	CS General Purpo
C/A 100051964409 Contract 0007891009 Budget amt calculated for period ending 06/24/15 = \$ 69.00 Open editor for detail 1. 12 Mth Factor Amt: 816.93 * System BBP Amount: 69.00					
05/26/2015	19:18	Operating-DMC	ETR Status Update	100051964409	B2BEALOGIN
Alert Contact: (570) 637-0573					
05/26/2015	19:04	Operating-DMC	ETR Status Update	100051964409	B2BEALOGIN
Alert Contact: (570) 637-0573					
05/26/2015	18:59	Operating-DMC	Additional Customer Call	100051964409	EALOGINWM6
Played POWERONDESC: 09 We are aware of your outage and we ar e investigating the cause ERT: 05/26/15 08:00 PM					
05/26/2015	18:58	Operating-DMC	ETR Status Update	100051964409	B2BEALOGIN
Alert Contact: (570) 637-0573					
05/26/2015	18:44	Operating-DMC	ETR Status Update	100051964409	B2BEALOGIN
Alert Contact: (570) 637-0573					
05/26/2015	18:32	Operating-DMC	ETR Status Update	100051964409	B2BEALOGIN
Alert Contact: (570) 637-0573					
05/26/2015	18:24	Operating-DMC	ETR Status Update	100051964409	B2BEALOGIN
Alert Contact: (570) 637-0573					
05/26/2015	18:20	Operating-DMC	ETR Status Update	100051964409	B2BEALOGIN
Alert Contact: (570) 637-0573					
05/26/2015	18:08	Operating-DMC	ETR Status Update	100051964409	B2BEALOGIN
Alert Contact: (570) 637-0573					
05/26/2015	17:58	Operating-DMC	ETR Status Update	100051964409	B2BEALOGIN
Alert Contact: (570) 637-0573					
05/26/2015	17:57	Alerts	Contact Added to Alert Preferences	100051964409	B2BEALOGIN
Alert Contact Added: (570) 637-0573					
05/26/2015	17:46	Operating-DMC	Additional Customer Call	100051964409	EALOGINWM6
Played POWERONDESC: 09 We are aware of your outage and we ar e investigating the cause ERT: 05/26/15 08:00 PM					
05/26/2015	17:41	Operating-DMC	Lights-None	100051964409	EALOGINWM7
04/30/2015	09:31	General	General Inquiry	100051964409	C25783
sw Teri bradford county not in term status cbo team Customer was satisfied.					
04/28/2015	18:19	General	Account Balance Inquiry	100051964409	INTV IVR
04/24/2015	22:10	CIC Contacts	General Inquiry	100051964409	Kimberly D Goodw
recv paperwork showing 2351.70 pd by bedford cty hum serv agency-payment has posted-filed paperwork Satisfied Not Applicable: Reason - Correspondence					
04/15/2015	07:05	General	Account Balance Inquiry	100051964409	INTV IVR
04/07/2015	13:41	General	Account Balance Inquiry	100051964409	INTV IVR
04/06/2015	11:40	General	Account Balance Inquiry	100051964409	INTV IVR
04/06/2015	07:23	Credit & Collections	Ready Pay Create	100051964409	EALOGINWM6
No 33170336 - \$ 200.00 - 04/06/2015					
04/02/2015	11:06	Credit & Collections	Agency Commitment (not referral)	100051964409	C18016
sw Vickie Bradford County Human Services pledging \$2,351.70 FAIR Grant. Requested letter of intent. Phone number matches the public welfare dept (814- 333-3400). Online. CRK/CBO. Satisfied Not Applicable: Reason - Manual work					
04/02/2015	11:02	General	General Inquiry	100051964409	NCO-Amanda Wellit
sw vicki human services customr callign in for the CBC number to make the commitment gave her the cbo #					
03/28/2015	18:18	Budget Billing	Calculation	100051964409	CS General Purpo
C/A 100051964409 Contract 0007891010 Budget amt calculated for period ending 03/26/15 = \$ 16.00 Open editor for detail 1. 12 Mth Factor Amt: 1169.90 2. Current Delta: 888.58 - 1122.00 + 0.00 233.42- 3. Remaining Amount: 281.32 4. Diff + Remain Amt: 233.42- + 261.32 47.90 5. New BBP Amount: 47.90 / 3 16.00 * Dollar Difference: 16.00 - 14.00 98.00 * Pct Difference: 85.96 * System BBP Amount: 16.00					
03/28/2015	18:18	Budget Billing	Calculation	100051964409	CS General Purpo
C/A 100051964409 Contract 0007891009 Budget amt calculated for period ending 03/26/15 = \$ 27.00 Open editor for detail 1. 12 Mth Factor Amt: 756.57 2. Current Delta: 594.79 - 675.00 + 0.00 60.21- 3. Remaining Amount: 161.78 4. Diff + Remain Amt: 60.21- + 161.78 81.57 5. New BBP Amount: 81.57 / 3 27.00 * Dollar Difference: 27.00 - 75.00 48.00 * Pct Difference: 64.00 * System BBP Amount: 27.00					
03/27/2015	11:02	General	General Inquiry	100051964409	Jamal P Rodgers
LARGE PAST DUE BALANCE, DAUGHTER ATTEMPTING TO CHANGE THE NAME - AMIP Web request number 320007 Name: kari knapp Email: snappie18832@yahoo.com Address Line 1: 105 sunny lane					

<p>Address Line 2: null City: monroeton State: PA Province: null Zip: 18832 Country: US Phone: (570) 637 - 0573 Best Time: Any Time Account Number: null Request Type: Payment Assistance Subject: new service Text: set up for new service at my mothers residents beacause i am moving in 3/26/2015 too take care of her and help her with her bills so she can get caught up on her bills and i will be taking care of bills and ect, Kari Knapp: Thank you for utilizing our website. In order to have the electric service placed in your name, you will need to call our Contact Center and speak with a representative. Please call a Customer Service Representative at the number below for assistance. Sincerely, Janal Customer Service Satisfied Not Applicable: Reason - Manual work</p>					
03/26/2015	16:08	CIC Contacts	General Inquiry	100051964409	Na'Kia D Davis
<p>sw terry bradford co ea adv \$2351.70 needed to stop term -cba Satisfied Not Applicable: Reason - Manual work</p>					
03/26/2015	11:41	Credit & Collections	Ready Pay Create	100051964409	NCO-Nina Pollard
<p>No 33006275 - \$188.40 03/26/2015 sw : BILLY JO KNAPP , nb 3/27/2015 , stated she is applying for assistance . adv acct under PUC dispute pay current charge until recv written decision . sat not applicable</p>					
03/25/2015	13:18	General Complaint	PUC/BPU Complaint-Written	100051964409	Tammy L Lash
<p>PUC par wth dispute case 3327242, tlash/compliance</p>					
03/25/2015	12:12	Move In	Move-In Self Service - Ineligible/Cance	100051964409	Nelson L Rodrigu
<p>Move In Web Request submitted by email address SNAPPIE18832@YAHOO.COM Requested by KARI KNAPP at (570)637-7572 Address for Move-In: 105 SUNNY LN MONROETON PA 18832 { Premise number: 0003149638 } Workflow Request W000797853648 Status - Cancelled The following email was sent to the customer Please do NOT reply to this automated confirmation message Dear KARI KNAPP, Thank you for your request. In order to place electric service in your name, you will need to contact our Department by phone at 1-800-545-7741, Monday through Friday, between 8:00 a.m. and 6:00 p.m. If you are not satisfied with this reply, please reply to this email within five days. If we do not rec five days, we will consider this inquiry closed. If you have any questions, or if you did not initiate this request, you can contact us at https://www.firstenergycorp.com/content/fecorp/corporate/contact_us.html. Please reference # W000797853 your response. Sincerely, Customer Service</p>					
03/25/2015	09:16	Contract Account	Create Dunning Lock	100051964409	NCO-Amanda Wellin
<p>Dunning Lock Reason:Dispute Rights Start Date: 03/25/2015 End Date: 04/06/2015 written ur Created By: NCO-Amanda Welling</p>					
03/25/2015	09:15	General	General Inquiry	100051964409	NCO-Amanda Wellin
<p>written ur</p>					
03/25/2015	09:12	General	General Inquiry	100051964409	NCO-Amanda Wellin
<p>sw BILLY JO KNAPP gave all options considered 4 factors offered rp/cc/dc FS updated LEVEL A rei customer to DEF for PCAP asst issued written ur custoemr hung up CDL until 04/06</p>					
03/25/2015	09:10	Credit & Collections	Financial Summary Review	100051964409	NCO-Amanda Wellin
<p>LEVEL A</p>					
03/25/2015	08:55	General	General Inquiry	100051964409	EALOGIN@M7
<p>Move In Web Request submitted by email address snappie18832@yahoo.com Requested by KARI KNAPP at (570)637-7572 Address for Move-In: 105 SUNNY LN MONROETON PA 18832 { Premise number: 0003149638 } Submitted Workflow for Request W000797853648</p>					
03/25/2015	08:36	CIC Contacts	General Inquiry	100051964409	Beverly Benedett
<p>sw BILLY JO KNAPP verified info - no alt ph SHE</p>					

		called to req to put service into daughters name - tr to amp bp sat Customer was satisfied.			
03/25/2015	08:34		General	General Inquiry	100051964409 C25801
		Spoke With -BILLY JO KNAPP, called in regards to term notice... referred to liheap ..bp stated they had already had help from pcap.. and they did not think the options will be beneficial to you.. Gave All Options/ Considered 4 Factors/ Explnd and Referred to PCAP/WCAP via IP Rights Given / Set Up Budget IP at /mo + BB st /no for a () month period FS Level:: Quoted: Term amount-2540.10 C/u Amount-2989.33 TRIF-2989.33 Adv the min amt() remaining balance- new bill date- BP Satisfied Spoke With - 100051964409/via/Spoke With -BILLY JO KNAPP,wanted to know about changing the service into daughters name... Satisfied Not Applicable: Reason - Call Transferred			
03/25/2015	08:30		Credit & Collections	Financial Summary Review	100051964409 C25801
03/23/2015	10:47		Credit & Collections	Disconnection Phone Attempt - Successful	100051964409 CS General Purpo:
		Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed			
03/23/2015	09:52		CIC Contacts	General Inquiry	100051964409 Kelly A Harris
		Name: billie knapp Email: knapp72@ptd.net Address Line 1: 105 sunny lane Address Line 2: null City: monroeton State: PA Province: null Zip: 18832 Country: US Phone: (570) 637 - 0573 Best Time: Morning Account Number: 100051964409 Request Type: Start/Stop/Transfer Service Subject: having prolems with this shut off notice Text: i have been having problems last month trying too get help for my shut off notice and cant get no help, tried making a payment of 300.00 but service till be shut off, i only recieve 751.00 a month cause disabled, dollar energy cant help till service is shut off, but i cant have service shut off, i wont have heat, water or nothing loose my food and i have pets, cant get liahep program cause was used for heating, so i was wondering if i have my daughter move in and transfer service too her name, so i can have help with household bills and also work on paying my electric bill off so service can go back in my name, even if she does continue too live with me, is that possible if i get permission from landlord for her too move in can electric go in her name and i can continue too make payment? i have contacted puc aslo too see if i can do this cause one operator told me no couldnt do it that way, dollar energy said see no problem with it? help ? i am running out of choices provided credit dept phone number for assistance. not able to cut/paste. provided credit dept contact information. bp will need to contact credit dept. reg 312779			
03/19/2015	12:49		Credit & Collections	Disconnection Phone Attempt - Successful	100051964409 NCO-Regina Maybo
		Sw Billy Knapp bfr 2989.33 disc amt 2540.10 3/30 considered 4 factors gave all options fs lvl a gave def number advise tha we could do a new ip for 50% of the bif on the account cust sat			
03/19/2015	12:48		Credit & Collections	Financial Summary Review	100051964409 NCO-Regina Maybo
03/19/2015	12:32		Credit & Collections	Utility Report Issued	100051964409 NCO-Rakia Russel
		Printed and mailed PN Utility Report Satisfied Not Applicable: Reason - Correspondence			
03/19/2015	12:29		General	General Inquiry	100051964409 NCO-Rakia Russel
		sw billy jo knapp pd 2800.33 term amt and date 2540.10 03/30.. bck in feb a amt of \$627.21 ws quoted but bc another statement as issued i advs tht tht amt is no longer.. advs needs to pay term amt of 2540.10 to maintain serv past 03/30.. bp hung up.. Satisfied Not Applicable: Reason - Correspondence			
03/14/2015	20:30		Form Letters	Disconnection Notice - PA Residential	100051964409 CS General Purpo:
02/27/2015	13:15		General	General Inquiry	100051964409 Rachel F Oliver
		Web Req 280393 Name: bradly benjamin Email: knapp72@ptd.net Address Line 1: 105 Sunny Ln Text: my landlord called and said penlec had called about me getting electric on in my name and was completly confused on the situation..hes name is damon covy 570 265 8005 and i need my electric transferred asap too this new adress 105 sunny lane monroeton pa 18832 because moving			

	<p>Today and I have newborn baby in house.this is crazy i had all set up made a payment of 89.00 with my bank information and my account too show it was me and I am living at this address and just moved from 1045 south main street towanda pa 18848 and need this service on!! 3 days now and trying too be patient but this is getting unreal..and you can reach me email or this number cause my cell service is unreachable 570 637 0573!!!!!!!!!!!!!!</p> <p>Thank you for contacting us. We are unable to process your request through email. Please call a Customer Service Representative at the number below.</p> <p>Sincerely, Rachel Customer Service</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
02/27/2015	13:05	General	General Inquiry	100051964409	Chandra A Adler
	<p>Please refer to request number 260403 in any future correspondence.</p> <p><pre> Form Name: Contact Us Submit Date: 02/25/2015 14:51:03 Operating Company: PN01 Topic: Customer Service Name: bradly benjamin Email: knapp72@ptd.net Address Line 1: 105 Sunny Ln Address Line 2: null City: Monroeton State: PA Province: null Zip: 18832 Country: US Phone: (570) 637 - 0573 Best Time: Any Time Account Number: null Request Type: eBill (Paperless Billing) Subject: dont have correct account number Text: i cant even set up account online or pay bill cause account numbers isnt correct still at my old address that is too be transeferred...call my landlord i need this taking care of this is been 3 days of craziness..verified i wasnt living at 105 sunny lane monroeton pa 18832 till today and was at 1045 south towanda pa 18848 but need account transferred...and paid bill with checking too varify it was me bradley benjamin setting up new account..landlord damon covay 570 265 8005</p> <p>Bradly Benjamin:</p> <p>Thank you for your inquiry. Unfortunatley, we are unable to process your request, as additional information is needed. In order to apply for service at this property, please contact our Advanced Move-In Department at 1-800-833-4766.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
02/23/2015	15:24	General	General Inquiry	100051964409	C26837
	<p>sw. billy jo knapp. cust is planning to pay disc amt on 3/3/15. cust sat. Customer was satisfied.</p>				
02/25/2015	15:20	CIC Contacts	General Inquiry	100051964409	Gerald M Weller
	<p>S/W BILLY JO KNAPP ABOUT SHUT OFF NOTICE TRANSFER CRDT GWELLER Satisfied Not Applicable: Reason - Call Transferred</p>				
02/25/2015	15:19	Credit & Collections	General Inquiry/Other	100051964409	NCO-Cintia A Acco
	<p>sw billy jo gave all options cons 4 facts have med cond offer med cert adv cust bif 2800.93 disc amt 2373.94 disc date 02/26.adv cust min amt to pay 627.21.cust wanted to speack with supervisor cust sat</p>				
02/25/2015	14:30	Reverse Move-Out	Move-Out Reversed	100051964409	Lillian G Gunther
	<p>REC'G CALLS UPTO 5 DAYS AGO FROM CURRENT OCCUPANT BRADLEY BENJAMIN, WAS MOVE OUT AND IN. PCOR HAND WRITTEN MONTH TO MONTH FAXED AND AFTER TALKING TO LL HELEN COVEY, SAID SAME OCCUPANT AND SHE DID NOT WRITE ANYTHING. REVERSED MOVE IN /OUT..LKIMPALND Created By: Gunther-Kimpland,Lillian G</p>				
02/25/2015	14:27	Move In	Service Denied!!	100051964409	Lillian G Gunther
	<p>Bradley Benjamin 100112824360, invalid hand written month to month lease.. forged signature per LL denied 3/11/2015 is the compliance date.. helen covay LL (570)265-8005 at 20013 ROUTE 414, MONROETON PA 18832-7907.. said is same occupant since 2003.. No new parties and is calling her tenant to insure this fraud was not on their part.. service remaining in their name ..lkimpalnd Customer was satisfied.</p>				
02/25/2015	13:53	Move Out	Move-Out Created by Move-In	100051964409	Lillian G Gunther
	<p>Move out created from Move in : 000023815479 Created By: Gunther-Kimpland,Lillian G</p>				
02/25/2015	13:39	General	General Inquiry	100051964409	EALOGINW7
	<p>Move In Web Request submitted by email address knapp72@ptd.net Requested by BRADLEY BENJAMIN at (570)637-0575</p>				

Address for Move-In: 105 SUNNY LN MONROETON PA 18832 (Premise number: 0003149638) Submitted Workflow for Request W000791217837					
02/25/2015	12:50	CLC Contacts	General Inquiry	100051964409	C26022
SW: Bradley Benjamin, needs to start svc at prem, 0003149638, large prem bal, xfrd to amip Satisfied Not Applicable: Reason - Call Transferred					
02/24/2015	11:12	Move In	Service Denied!!	100051964409	Debra L Rieger
* all calls tran to amips.** REQUIER COPY OF LEASE LARGE PREMISE BAL: \$2323.60 HAD TO SET BP UP ON FAIL WOULD NOT PROCESS PENDING ACCT # 806379225/0003149638 SERVICE DATE 2/26/2015 ADVISE TO CALL BACK AFTER FAXING LEASE. S/W BRANDLEY ..SOUNDS LIKE A FEMALE checked accurint is male. . Created By: Rieger,Debra L Customer was satisfied.					
02/20/2015	17:07	Credit & Collections	Disconnection Phone Attempt - Unsuccess	100051964409	CS General Purpo
Phone attempt 05 - AMD Detected - Left Message					
02/19/2015	10:14	Credit & Collections	Disconnection Phone Attempt - Unsuccess	100051964409	CS General Purpo
Phone attempt 08 - Party Hung Up					
02/18/2015	10:50	Move In	Move-In Self Service - Ineligible/Cance	100051964409	Jamal P Rodgers
Move In Web Request submitted by email address KNAPP728PTD.NET Requested by KARI KNAPP at (570)637-0573 Address for Move-In: 105 SUNNY LN MONROETON PA 18832 (Premise number: 0003149638) Workflow Request W000789355496 Status - Cancelled The following email was sent to the customer Please do NOT reply to this automated confirmation message Dear KARI KNAPP, Thank you for your request. In order to place electric service in your name, you will need to contact o Department by phone at 1-800-545-7741, Monday through Friday, between 8:00 a.m. and 6:00 p.m. If you are not satisfied with this reply, please reply to this email within five days. If we do not rec five days, we will consider this inquiry closed. If you have any questions, or if you did not initiate this request, you can contact us at https://www.firstenergycorp.com/content/fecorp/corporate/contact_us.html . Please reference # W000789355 your response. Sincerely, Customer Service					
02/17/2015	20:30	General	General Inquiry	100051964409	EAILOGINW7
Move In Web Request submitted by email address knapp728ptd.net Requested by KARI KNAPP at (570)637-0573 Address for Move-In: 105 SUNNY LN MONROETON PA 18832 (Premise number: 0003149638) Submitted Workflow for Request W000789355496					
02/12/2015	21:42	Operating-DMC	Lights-Partial	100051964409	EAILOGINW7
02/12/2015	00:20	Form Letters	Disconnection Notice - PA Residential	100051964409	CS General Purpo
02/08/2015	23:59	Operating-DMC	Additional Customer Call	100051964409	EAILOGINW6
ERT: 02/09/15 02:00 AM					
02/08/2015	23:57	Operating-DMC	Lights-None	100051964409	EAILOGINW7
12/27/2014	18:33	Budget Billing	Calculation	100051964409	CS General Purpo
C/A 100051964409 Contract 0007891010 Budget amt calculated for period ending 12/24/14 = \$ 114.00 Open editor for detail 1. 12 Mth Factor Amt: 1466.47 2. Current Delta: 620.21 - 780.00 + 0.00 159.79- 3. Remaining Amount: 846.26 4. Diff + Remain Amt: 159.79- + 846.26 686.47 5. New BBP Amount: 686.47 / 6 114.00 * Dollar Difference: 114.00 - 130.00 16.00 * Pct Difference: 12.31 * System BBP Amount: 114.00					
12/27/2014	18:33	Budget Billing	Calculation	100051964409	CS General Purpo
C/A 100051964409 Contract 0007891009 Budget amt calculated for period ending 12/24/14 = \$ 75.00 Open editor for detail 1. 12 Mth Factor Amt: 872.88 2. Current Delta: 391.12 - 450.00 + 0.00 58.88- 3. Remaining Amount: 481.76 4. Diff + Remain Amt: 58.88- + 481.76 422.88 5. New BBP Amount: 422.88 / 6 70.00 * Dollar Difference: 70.00 - 75.00 5.00 * Pct Difference: 6.67 * System BBP Amount: 75.00					
12/01/2014	19:28	Operating-DMC	Outbound Callback About Trouble Inquiry	100051964409	EAILOGINW6
Call Result - SRC UNKNOWN					

12/01/2014	19:00	Operating-DMC	Additional Customer Call	100051964409	EALOGINW66
		Played POWERONDESC: 08 The interruption in service is due to an emergency equipment repair ERT: 12/01/14 08:30 PM			
12/01/2014	16:56	Operating-DMC	Lights-None	100051964409	EALOGINW66
		Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 12/01/14 07:00 PM			
11/13/2014	10:29	General Complaint	PUC/BPU Complaint-Written	100051964409	Cheryl D Fick
		LEVEL 1, BUDGE 212.00 + 25.00 = 237.00 BEGINNING DEC 2014 DUE DATE. WAIVE LPCS. IF THE CU HAS NOT SATISFIED THE SEC DEP 166.72, THE PAYMNT MUST BE MADE IMMEDIATELY. / cdf			
11/13/2014	10:28	Installation Plan	PA PUC Plan - IP	100051964409	Cheryl D Fick
10/10/2014	10:12	General	General Inquiry	100051964409	C25224
		sw billy jo knapp bif1990.66 past due625.62 cust calling for amnt to get back on FCAP adv 1990.66(bif)-21.24(defer amnt)=1969.42 also wanted to know if we had heard anything from PUC adv no case still pending no further questions cust sat			
09/25/2014	19:45	Budge: Billing	Calculation	100051964409	CS General Purpo:
		C/A 100051964409 Contract 0007891010 Budget amt calculated for period ending 09/24/14 = \$ 130.00 Open editor for detail			
		1. 12 Mth Factor Amt: 1570.44 2. Current Delta: 344.47 - 390.00 + 0.00 45.53- 3. Remaining Amount: 1225.97 4. Diff - Remain Amt: 45.53- + 1225.97 1180.44 5. New BBP Amount: 1180.44 / 9 131.00 * Dollar Difference: 131.00 - 130.00 1.00 * Pct Difference: 0.77 * System BBP Amount: 130.00			
09/25/2014	19:45	Budget Billing	Calculation	100051964409	CS General Purpo:
		C/A 100051964409 Contract 0007891009 Budget amt calculated for period ending 09/24/14 = \$ 75.00 Open editor for detail			
		1. 12 Mth Factor Amt: 900.54 2. Current Delta: 189.40 - 225.00 + 0.00 35.60- 3. Remaining Amount: 711.14 4. Diff + Remain Amt: 35.60- + 711.14 675.54 5. New BBP Amount: 675.54 / 9 75.00 * Dollar Difference: 75.00 - 75.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 75.00			
09/19/2014	14:55	Installation Plan	Security Deposit - IP	109051964409	Bertha M Frees
		per email into the cic helpdesk from Stacey L. McCauley Associate Business Analyst - Compliance set up ip on dep bmf t/1			
09/19/2014	12:53	General Complaint	PUC/BPU Complaint-Written	100051964409	Stacey L McCauley
		puc case 3297239 - received 9/19/2014 - collections par svc on			
09/18/2014	14:09	General	General Inquiry	100051964409	C25742
		sw billy jo knapp cust has dispute rights gv prev rep new term date 09/22. cust called to tell us DEF funds start 10/01 adv since already gv dispute rights theres nothing else I can do. cust wanted PUC#. gv# then cust hung up. prev issued utility report.			
09/18/2014	13:42	Credit & Collections	Disconnection Phone Attempt - Successful	100051964409	NCO-Linda McCoy
		sw billy jo knapp.adv bif 1799.29,discon amt 1576.38 due 9/22 and pst due 793.63.ofrd fs.declined.ofrd ck or cc. gv all opt and 4 factrs cons.sd unable to py discon amnt 1576.38 by 9/22.issued ur.gv puc tel no and new term date 9/29.acct not eligible for ip.adv on py 793.63 pst due, it will stop discon.suggested cc,sal army or st vincent depaul.adv nxt bil snt 9/25.no questions about ntc.while asking if sat,bp hung up.			
09/18/2014	13:38	Credit & Collections	Utility Report Issued	100051964409	NCO-Linda McCoy
		Utility Report Issued 09/18/2014 COMPANY POSITION: SW BILLY JO KNAPP.STATED UNABLE TO PAY THE DISCON AMT 1576.38 BY DISCON DATE 9/22.SINCE YOU ARE NOT SATISFIED WITH THE RESULTS OF THE CALL, YOU HAVE THE RIGHT TO FILE AN INFORMAL COMPLAINT WITH THE PUC.COMPLAINT MUST BE FILED WITHIN THE NEXT 10 DAYS TO GURANTEE YOUR RIGHTS.GAVE PUC TEL NO AND NEW TERM DATE 9/29 CUSTOMER POSITION:			
09/18/2014	13:36	Master Data Change	Premise Information Changed	100051964409	NCO-Linda McCoy
		Old Premise Phone: (570) 364-5875 New Premise Phone: (570) 637-0573 updt'd pho no Created By: NCO-Linda McCoy			
09/16/2014	17:06	Credit & Collections	Disconnection Phone Attempt - Successful	100051964409	CS General Purpo:
		Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed			
09/15/2014	12:09	Credit & Collections	Disconnection Phone Attempt - Unsuccess	100051964409	CS General Purpo:
		Phone attempt 08 - Party Hung Up			
09/05/2014	20:33	Form Letters	Disconnection Notice - PA Residential	100051964409	CS General Purpo:
08/26/2014	12:12	Dunning -Auto Dial	Listened to entire msg-correct household	100051964409	CS General Purpo:
		Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed			

08/15/2014	12:08 sw BILLY JO KNAPP	General	General Inquiry	100051964409	C17867
	paying prev quoted past due 121.52 via cust sat				
08/15/2014	12:07	Credit & Collections	Ready Pay Create	100051964409	C17867
	No 29529461 - \$121.52 08/15/2014				
08/15/2014	12:00	Credit & Collections	Disconnection Phone Attempt - Unsuccess	100051964409	CS General Purpo:
	Phone attempt 08 - Party Hung Up				
08/14/2014	11:11	Credit & Collections	Disconnection Phone Attempt - Successfu	100051964409	CS General Purpo:
	Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/11/2014	09:58	Credit & Collections	Disconnection Phone Attempt - Successfu	100051964409	NCO-Nicole Kraus
	SW: BILLY JO KNAPP GAVE ALL OPTS CON 4 FACTS DISC: 1202.84 BIF: 1698.66 PAST DUE:p 121.52 MIN: 121.52 WILL PAY 121.52 8/15/14 CUST SAT				
08/06/2014	23:15	Form Letters	Disconnection Notice - PA Residential	100051964409	CS General Purpo:
07/28/2014	15:16	Credit & Collections	Ready Pay Create	100051964409	EALOGINWM6
	No 29244978 - \$ 121.90 - 07/28/2014				
07/28/2014	14:55	Dunning -Auto Dial	Listened to entire msg-correct househol	100051964409	CS General Purpo:
	Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/23/2014	17:09	Dunning -Auto Dial	Listened to entire msg-correct househol	100051964409	CS General Purpo:
	Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/22/2014	22:59	Contract Account	Security Deposit Created	100051964409	BATCH
	Security Deposit warning process: \$ 410.00 deposit billed on 07/22/14				
07/08/2014	20:45	Operating-DMC	Outbound Callback About Trouble Inquiry	100051964409	EALOGINWM6
	Call Result - SRC_ANS LIVE Customer reports Power is on.				
07/08/2014	17:43	Operating-DMC	Additional Customer Call	100051964409	EALOGINWM6
	Played outage message:DISTRICTCANTRO NORTH				
07/08/2014	17:39	Operating-DMC	Lights-None	100051964409	EALOGINWM7
06/25/2014	15:01	General	General Inquiry	100051964409	C25205
	sw:Brian Stangl bif:1,432.84 pd:24.52 catch up:24.52 bp said salvation army was supposed to make a payment today of \$230 and that she was supposed to call us to get ip for \$216.11 adv bp not eligible for another ip due to 2 prev and 1 current bp said she will call back salvation army and have them call back no further questions about term notice Customer was satisfied.				
06/25/2014	14:51	Master Data Change	Premise Information Changed	100051964409	C25205
	prem # no longer valid				
06/25/2014	11:25	Credit & Collections	Agency Commitment (not referral)	100051964409	C15460
	s/w JAN FROM SALV ARMY MAKING 230.00 PLEDGE - THE HOLD WAS ALREADY PLACED ON THE ACCT FROM PREV. PLEDGE - LDG CBO TEAM Satisfied Not Applicable: Reason - Manual work				
06/24/2014	19:51	Budget Billing	Calculation	100051964409	CS General Purpo:
	C/A 100051964409 Contract 0007891010 Budget amt calculated for period ending 06/24/14 = \$ 130.00 Open editor for detail 1. 12 Mth Factor Amt: 1520.74 * System BBP Amount: 130.00				
06/24/2014	19:51	Budget Billing	Calculation	100051964409	CS General Purpo:
	C/A 100051964409 Contract 0007891009 Budget amt calculated for period ending 06/24/14 = \$ 75.00 Open editor for detail 1. 12 Mth Factor Amt: 882.87 * System BBP Amount: 75.00				
06/19/2014	13:58	General	General Inquiry	100051964409	NCO-Victoria Matl
	sw BILLY JO KNAPP /--225.00 pledge -- then another agency for 230.00 tomorrow 6/20/2014- that will py the pd -- next pd 6*26/2014-- sat yss no disc Customer was satisfied.				
06/19/2014	13:47	Credit & Collections	Agency Commitment (not referral)	100051964409	C18007
	Created dunning lock until 07/19/2014 spk w/ judy frm grace connection in towanda pa, advised disconnect amt of \$1249.66. Min Amt \$127.00. Pledging \$225.00 gen funds. **cbo team**				
06/19/2014	13:00	Credit & Collections	General Inquiry/Other	100051964409	C16512

s/w BILLY JO KNAPP 6/19 disc 1249.66 min 127.00 is calling a local agency for help, like salvation army , advised budget is 283.00 and will be reviewed in june, but is fairly accurate Quote Full 1592.86 Quote Term 1249.66 ,,Quote Catch Up/Min 127.00 Offered Med Cert - Med Cert Script Read ,,Offer EPF/IP ,,Refer to PCAP/WCAP IP Rights (Terms in Letter/LPC/Disc Resumes) Documentation: Explnd and Referred to PCAP/WCAP via IP Rights Given / Set Up Budget IP at BB + ip New Bill date 6/26 Remaining Balance FS Level Customer was satisfied.					
06/16/2014	15:24	General	Account Balance Inquiry	100051964409	INTV IVR
06/16/2014	15:15	General	General Inquiry	100051964409	C25085
SW:billy jo knapp cx stated she coulnt pay any amt to stop term adv cx to try DEF cx stated she called them and they said she had to pay BIF before she can apply adv cx PCAP doesnt req u to pay your balance in full, more than likely it would be the ED amount cx going to call PCAP gv cx 10 day ext past dd CU:455.91 PD:127.00 Term:1249.66 no further questions Customer was satisfied.					
06/16/2014	15:14	Contract Account	Create Dunning Lock	100051964409	C25085
Dunning Lock Reason: Promise to Pay (does not waive LPC) Start Date: 06/16/2014 End Date: 06/30/2014 Created By: NCO-Monst A Sanders					
06/12/2014	17:08	Credit & Collections	Disconnection Phone Attempt - Unsuccess	100051964409	CS General Purpo:
Phone attempt 05 - AMD Detected - Left Message					
06/12/2014	11:30	Credit & Collections	Disconnection Phone Attempt - Unsuccess	100051964409	CS General Purpo:
Phone attempt 05 - AMD Detected - Left Message					
06/04/2014	23:11	Form Letters	Disconnection Notice - PA Residential	100051964409	CS General Purpo:
05/24/2014	23:07	Form Letters	Security Deposit Review	100051964409	CS General Purpo:
Security Deposit Warning Process. Letter sent 05/27/2014					
04/30/2014	13:03	Credit & Collections	Ready Pay Create	100051964409	EAILOGINW6
No 27927940 - \$ 200.00 - 04/30/2014					
04/11/2014	15:35	Operating-DMC	Outbound Callback About Trouble Inquiry	100051964409	EAILOGINW6
Call Result - SRC_ANS MACHINE Invalid or no response from Customer.					
04/11/2014	15:11	Operating-DMC	Additional Customer Call	100051964409	EAILOGINW6
Played POWERONDESC: 05 The interruption in service was due t o equipment damage ERT: 04/11/14 04:30 PM					
04/11/2014	13:02	Operating-DMC	Additional Customer Call	100051964409	EAILOGINW6
Played POWERONDESC: 09 We are aware of your outage and we ar e investigating the cause ERT: 04/11/14 03:00 PM					
04/11/2014	12:57	Operating-DMC	Lights-None	100051964409	EAILOGINW7
04/03/2014	09:45	Employee Correspond.	Telememo Employee Correspondence		Workflow General
Cam needed. Thanks.					
03/27/2014	15:34	Form Letters	Special Agreement Letter	100051964409	CS General Purpo:
03/26/2014	22:11	Installment Plan	Installment Plan Created		Same as ZCSBTCH
Required Down Payment received, IP created.					
03/26/2014	19:54	Budget Billing	Calculation	100051964409	CS General Purpo:
C/A 100051964409 Contract 0007891010 Budget amt calculated for period ending 03/25/14 = \$ 193.00 Open editor for detail 1. 12 Mth Factor Amt: 1624.41 2. Current Delta: 1239.42 - 1044.00 + 0.00 195.42 3. Remaining Amount: 384.99 4. Diff + Remain Amt: 195.42 + 384.99 580.41 5. New BBP Amount: 580.41 / 3 193.00 * Dollar Difference: 193.00 - 116.00 77.00 * Pct Difference: 66.38 * System BBP Amount: 193.00					
03/26/2014	19:54	Budget Billing	Calculation	100051964409	CS General Purpo:
C/A 100051964409 Contract 0007891009 Budget amt calculated for period ending 03/25/14 = \$ 90.00 Open editor for detail 1. 12 Mth Factor Amt: 987.86 2. Current Delta: 721.09 - 717.00 + 0.00 4.09 3. Remaining Amount: 266.77					

	4. Diff + Remain Amt: 4.09 + 266.77		270.86	
	5. New BBP Amount: 270.86 / 3		90.00	
	* Dollar Difference: 90.00 - 65.00		25.00	
	* Pct Difference:		33.46	
	* System BBP Amount:		90.00	
03/25/2014	13:50	Employee Correspond.	Telememo Employee Correspondence	Workflow General
		Security Deposits		
03/25/2014	13:40	Contract Account	Security Deposit Waiver	100051964409 C3141
		Customer was granted a one-time waiver for the Security Deposit on active process on 03/25/2014. Waiver expires on 04/24/2014.		
03/25/2014	12:08	Credit & Collections	Ready Pay Create	100051964409 C16943
		No 27405254 - \$250.00 03/25/2014		
03/25/2014	12:06	Installment Plan	PA Flexible Plan-Down Pymt Required	100051964409 C16943
		DP Date: 03/30/2014	DP Amt: 250.00 Repay Plan: PA00	Instlm: # 36
		Lock Date: 04/02/2014		
02/13/2014	12:14	Credit & Collections	Disconnection Phone Attempt - Successful	100051964409 CS General Purpo:
		Phone attempt 17 - Successful		
02/13/2014	11:24	General	General Inquiry	100051964409 NCO-Victoria Fern
		s/w billy jo knapp,bp,gv all options 4 factors,updated fs lvl 1a,not elig to reset app,advsd moratorium protection thru 03/31/14 srvc will not be s/off but term notice good to 04/20/14 (60days),gv ph nmbr for def,satisfied Customer was satisfied.		
02/13/2014	11:21	Credit & Collections	Financial Summary Review	100051964409 NCO-Victoria Fern
		billy jo lvl 1a 02/13/14 extn 4371		
02/05/2014	23:27	Form Letters	Disconnection Notice - PA Residential	100051964409 CS General Purpo:
01/08/2014	14:06	Operating-DMC	Voltage Problem - Low Voltage	100051964409 Sylvia L Newman

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BILLIE JO KNAPP

v.

PENNSYLVANIA ELECTRIC COMPANY

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Complaint Docket No. C-2015-2511723

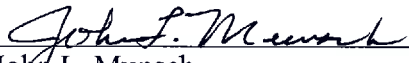
CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the Reply of Pennsylvania Electric Company upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 5.61 (relating to service by a participant).

Service by First-Class Mail, as follows:

Billie Jo Knapp
105 Sunny Lane
Monroeton, PA 18832

Date: May 12, 2016



John L. Munsch
Pa. I.D. #31489
FirstEnergy Service Company
800 Cabin Hill Drive
Greensburg, PA 15601
(724) 838-6210
(234) 678-2370 (Fax)
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Counsel for Pennsylvania Electric Company