

\* Contacts for Account: Carson, Alonzo

Account: 0003 1491 4894

Carson, Alonzo

Transaction History

Full Comments

| Date       | Type | Comment  | Person         |
|------------|------|--|----------------|
| 12/22/2015 | CRU  | _CRU_ Spoke with CRU concerning formal complaint. States GMI is \$2600 with 3 in the household, except his daughter is having a baby soon, so will be 4 in the household. The CRP cure is \$1253.00. The CRP would be \$265.00 monthly with 4 in the household. The customer has had 2 broken pars so not eligible for a par. Discussed settlement offer. Customer will think about it and call me back. | Carson, Alonzo |
| 11/17/2015 | CRU  | ***CRU*** Emailed formal draft to legal.   | Carson, Alonzo |
| 11/13/2015 | CRU  | PUC Formal Docket # C-2015-2512849 filed on 11/12/2015 12:00:00 AM   | Carson, Alonzo |
| 11/12/2015 | CRU  | ***CRU*** Per Allyson Leonard of the PUC the customer filed a formal at docket C-2015-2512849. No need for hold the service has been off.  | Carson, Alonzo |
| 11/03/2015 | CRU  | BCS # 3396940 case dismissed on 10/28/2015 12:00:00 AM. Resolution:CLOSED NO DECISION. NO LETTER CLOSED THIS CASE AS A DUPLICATE OF PRIOR CASE 3306506 CLOSED WITH A DECISION BY INVEST CLARK B ON 11.14.14. NO GOOD FAITH NO PAYS IN THE LAST 19 MONTHS. FORMAL COMPLAINT FORMS SEND. CO REPORTS NO PAYMENTS NO CHANGE. NO FURTHER ACTION REQUIRED.   | Carson, Alonzo |
| 10/28/2015 | CRU  | Response sent to BCS on 10/28/2015 10:57:55 AM for Case # 3396940. It is PGW's final position that PGW requests that BCS# 3396940 be closed as a duplicate of BCS# 3306506.<br><br>___ Report sent to PUC, waiting for decision. ___   | Carson, Alonzo |
| 10/28/2015 | CRU  | PUC Complaint BCS# 3396940 filed on 10/27/2015 12:00:00 AM (CRU 787-1250) regarding APPLICANT / DEPOSITS- SERVICE IS OFF (# 64), by DAUGHTER ALEXIS # of Adults in Household: 3. # and Ages of Children in Household: 0 / . Gross Income: 1700 PENSION 900 PENSION   | Carson, Alonzo |
| 10/27/2015 | BILL | Alonzo Carson called for terms to have service turned back on.. gmi 2600.00 4phh/ I explain to cor she get back on crp and pay \$13786.70= 123.23 re co fee +1253.47 cure cor stated she does not have the money to get back on and gave cor PUC number c.s  | Carson, Alonzo |
| 01/06/2015 | CDLL | cor called regarding gas being rerstored gave terms per last contact   | Carson, Alonzo |
| 11/17/2014 | CRU  | BCS # 3306506 case dismissed on 11/17/2014 12:00:00 AM. Resolution:CASE DISMISSED. THE CUSTOMER SHOULD COMPLY WITH THE COMPANY'S REQUEST FOR \$4,309.70 TO RESTORE SERVICE (A LOSS TO BALANCE 4100.00  | Carson, Alonzo |

Change Customer Contact...

Launch Related Transaction...

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Contacts for Account: Carson, Alonzo

Account: 0003 1491 4894 Carson, Alonzo  Transaction History  Full Comments

| Date       | Type | Comment   | Person         |
|------------|------|---|----------------|
| 11/17/2014 | CRU  | BCS # 3306506 case dismissed on 11/17/2014 12:00:00 AM.<br>Resolution: CASE DISMISSED. THE CUSTOMER SHOULD COMPLY WITH THE COMPANY'S REQUEST FOR \$4,309.70 TO RESTORE SERVICE (\$4,033.70 BALANCE + \$123.23 RECONNECTION FEE + \$153.00, WHICH IS HALF OF THE \$306.00 SECURITY DEPOSIT). AFTER SERVICE IS RESTORED, THE REMAINING BALANCE OF THE SECURITY DEPOSIT WILL BE BILLED IN 2 INSTALLMENTS.<br><br>THE COMPANY REPORTS THAT THE CUSTOMER HAS DEFAULTED ON TWO OR MORE PAYMENT ARRANGEMENTS.<br>5 | Carson, Alonzo |
| 11/17/2014 | CRU  | 2 PA. CODE 756.191 (C)(2)(I) ALLOWS THE COMPANY TO REQUEST FULL PAYMENT OF THE OUTSTANDING BALANCE PLUS A RECONNECTION FEE IF THE CUSTOMER HAS DEFAULTED ON TWO OR MORE PAYMENT ARRANGEMENTS.<br><br>THE CUSTOMER IS NOT ELIGIBLE FOR A PUC PAYMENT ARRANGEMENT.<br><br>THE CUSTOMER HAS NOT MADE A PAYMENT IN OVER 19 MONTHS AND THEREFORE HAS NOT SHOWN A GOOD FAITH EFFORT TO PAY THE BILL.  | Carson, Alonzo |
| 11/14/2014 | CRU  | Response sent to BCS on 11/14/2014 2:40:06 PM for Case # 3306506. It is PGW's final position that Mr. Carson's gas service was terminated on 04/03/14 after proper notification. He reported to the PUC that the monthly income is \$2,600 with 3 people (level 2) and has two broken agreements on the account. Mr. Carson would be required to pay a total of \$4,309.70 (\$4,033.70-full balance + \$123.23-reconnection fee + \$153-1/2 of the security deposit) to have the service restored           | Carson, Alonzo |
| 11/14/2014 | CRU  | . The other half of the deposit of \$153 would be billed to the accounts in two installments (25% & 25%). Mr. Carson is not entitled to a medical due to the services being off for over 30 days.<br><br>Report sent to PUC, waiting for decision.  | Carson, Alonzo |
| 11/14/2014 | CRU  | PUC Complaint BCS# 3306506 filed on 11/13/2014 12:00:00 AM (CRU 787-1250) regarding STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82).   | Carson, Alonzo |

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

\* Contacts for Account: Carson, Alonzo

Account: 0003 1491 4894

Carson, Alonzo

Transaction History

Full Comments

| Date       | Type | Comment   | Person         |
|------------|------|---|----------------|
| 11/14/2014 | CRU  | PUC Complaint BCS# 3306506 filed on 11/13/2014 12:00:00 AM (CRU 787-1250) regarding STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82), by # of Adults in Household: . # and Ages of Children in Household: / . Gross Income:   | Carson, Alonzo |
| 10/30/2014 | SERV | Richard DeReef was here on a Cold Weather Survey order with Order # 6253782 , with a result of Completed , with activities of ( General - Cold Weather Survey Visit )   | Carson, Alonzo |
| 10/24/2014 | CWS1 | Steven Piatkowski attempted to complete a Cold Weather Survey for 5720 MALCOLM ST with occupant CARSON, ALONZO but was unable to do so due to Other, looking up account for information   | Carson, Alonzo |
| 04/03/2014 | SERV | Davis Stephen was here on a 96 C & C Field Shut Off order with Order # 5627868 , with a result of Completed Found Gas ON , Left Gas OFF , with activities of ( Field Collections - NPSO Completed ) , with comments of "No answer,s/o at Curb."   | Carson, Alonzo |
| 09/05/2013 | COLL | GAS IS ON MEDICAL -1 HOLD FROM 07/10/2013 TO 08/9/2013 BALANCE OF HE BILL IS \$929.05 RECEIVED 09/5/2013 -MED-HOLD -2 -FROM-9-5-2013 TO 10-05-2013  | Carson, Alonzo |
| 08/27/2013 | BILL | fax medical/result ok   | Carson, Alonzo |
| 08/26/2013 | COLL | Gas On. Faxed medical to Dr Kurzrok at 215 921 4215 for sposue Ernestine and sent to call center forms. sat   | Carson, Alonzo |
| 07/10/2013 | COLL | M-1 MEDICAL HOLD 7-10-2013 TO 8-9-2013  | Carson, Alonzo |
| 07/08/2013 | COLL | Faxed medical , result ok   | Carson, Alonzo |
| 07/08/2013 | COLL | COR called with Dr. info.... Dr. Scott Kurzrok at fax# 215-921-4215 for wife Ernestine Carson dob 02/06/1938.. c/s  | Carson, Alonzo |
| 07/08/2013 | COLL | cor called for par. needs upfront paymetn of 726.00. he said he will call back with dr info for medical.. MP hold entered. satisfied  | Carson, Alonzo |
| 04/05/2013 | BUD  | COR in WPDO for PAR... GMI \$2500.00 HH# 3 Level 2... Adv COR he would need to pay 40% of his arrears upfront \$332.30... COR made payment here in WPDO... Gave monthly terms of \$242.00 of that \$40.00 goes towards arrears and \$202.00 goes towards bud... COR is aware that bud may fluc with usage... C/S  | Carson, Alonzo |
| 10/18/2012 | SERV | John Sawyer was here on a Bill Paid Turn On order with Order # 3873497 , with a result of Completed Found Gas OFF, Left Gas ON , with activities of ( Meter and Connections - Turn On ) , with comments of "customer showed cerit from examiner for fleas dated 10/ 13/ 12. service on made checks piping test passed.hh and water heater left off due to rotted out cleanout and cleanout cap. issued hazard tag refer to contractor issued c/o card." | Carson, Alonzo |

Change Customer Contact ..

Launch Related Transaction ..

Contacts for Account: Carson, Alonzo

Account: 0003 1491 4894 Carson, Alonzo  Transaction History  Full Comments

| Date       | Type | Comment  | Person         |
|------------|------|--|----------------|
| 10/15/2012 | SERO | Bill Paid Turn On, 10/18/2012, 1200 - 1600 Turn On. COR Has Documents From Flea Removal.   | Carson, Alonzo |
| 10/15/2012 | CWS2 | Ondrea Gilbert declined to complete a Cold Weather Survey for 5720 MALCOLM ST with the reason Other, .   | Carson, Alonzo |
| 10/10/2012 | SERO | COR - T/on request: The cor stated had the exterminator at the property again, but, do not have the receipt. I explained to the cor that he will need to call back after he receives the receipt./Sat:Yes  | Carson, Alonzo |
| 07/25/2012 | PARC | Pending Turn On PAR is Deleted Created by: CCINEGU   | Carson, Alonzo |
| 07/06/2012 | SERV | Jason Westfield was here on a Bill Paid Turn On order with Order # 3873497 , with a result of Partially Completed , with activities of ( Partial Complete - Hazardous Conditions - Flea Infestation ) , with comments of "jwestfie(06-JUL-12):Made contact with customer... as soon as I entered the basement I realized basement was infested with fleas... customer had shown me a receipt for a exterminator before I entered premise, but basement was still inested with fleas" | Carson, Alonzo |
| 07/06/2012 | PREM | Added By tpeacock : Customer still has flees   | Carson, Alonzo |
| 07/03/2012 | SERO | Bill Paid Turn On, 07/06/2012, 1200 - 1600 corcalled to resched bpto c/s   | Carson, Alonzo |
| 06/10/2012 | SERV | Kenneth Huggins was here on a Bill Paid Turn On order with Order # 3873497 , with a result of Partially Completed Found Gas OFF, Left Gas OFF , with activities of ( Partial Complete - Hazardous Conditions - Flea Infestation ) , with comments of "khuggins(10-JUN-12):caught fleas , left gas off. instructed customer. "  | Carson, Alonzo |
| 06/08/2012 | SERO | Bill Paid Turn On, 06/10/2012, 1600 - 2000 BPTD with instructions, cor in WPDD for restoration of service, per contacts made payment of \$503.23, gross monthly income \$2200.00, household of 2, does not qualify for CRP   | Carson, Alonzo |
| 06/08/2012 | COLL | COR IN WPDO FOR TERMS----CUSTOMER DOES NOT WANT TO DO RP AT THIS TIME----COR WILL NEED 158.00 ( 1\12 OF BILL ) 123.23 RECONNECT FEE AND 222 DEPOSIT FOR A TOTAL OF 503.23\CS   | Carson, Alonzo |
| 03/07/2012 | CRP5 | COR IN WP DO FOR RECERT, COR WILL NEED 825.00, CURE AMOUNT, PROOF OF INCOME FOR LAST 30 DAYS, SS CARDS FOR HOUSE HOLD AND ID   | Carson, Alonzo |
| 10/28/2011 | CRP  | cor in wpdo for crp recert..\$2068/month from soc sec and pension with 2 in hh...not elig for crp...inactivated...offered par \$409 catch up then \$173/month with \$40 going towards arrears...couldnt agree to par...cust sat  | Carson, Alonzo |
| 10/28/2011 | GRT2 | UNIVERSAL SERVICES IDENTIFIED CUSTOMER AS POTENTIALLY ELIGIBLE FOR LIUSAP  | Carson, Alonzo |

Change Customer Contact Launch Related Transaction...

Contacts for Account: Carson, Alonzo

Account: 0003 1491 4894 Carson, Alonzo  Transaction History  Full Comments

| Date       | Type | Comment  | Person         | Fd         |
|------------|------|--|----------------|------------|
| 10/28/2011 | GRT2 | UNIVERSAL SERVICES IDENTIFIED CUSTOMER AS POTENTIALLY ELIGIBLE FOR LIHEAP  | Carson, Alonzo |            |
| 01/14/2011 | GRT2 | MAILED LIHEAP OUTREACH LETTER TO CUSTOMER  | Carson, Alonzo |            |
| 09/27/2010 | GRT2 | SENT LETTER TO CUSTOMER TO PROVIDE INFORMATION ABOUT DPW'S MAILING OF PRE-PRINTED APPLICATIONS FOR LIHEAP.   | Carson, Alonzo |            |
| 04/26/2010 | CRP  | cust in wpdo for crp ...informed cust crp cure amount is \$638.07  | Carson, Alonzo |            |
| 09/23/2009 | BILL | wpdo cust inq about shut off notice customer aware crp past due plans top pay \$140.00 on 9/29/09 and then will try to catch up bill monthly by paying a little more than crp amt cust states currently on unemp. acct noted aware that crp will remain in default and collection activity will continue | Carson, Alonzo |            |
| 07/08/2009 | BILL | customer in wpdo with receipt paid \$208.00 today cust is on crp still owes \$250.00 to bring crp current  | Carson, Alonzo |            |
| 06/26/2009 | COLL | COR IN WPDO FOR PAR \ EXPLAINED CANNOT GIVE PAR\ CUSTOMER SDAID INCOME CHANGED ADVISED CUSTOMER TO COME IN WITH INCOME CHANGE TO CHANGE CRP FOR ANY BILLS THAT HAVE NOT WENT OUT YET \CS   | Carson, Alonzo |            |
| 06/25/2009 | COL2 | COR called for PAR, expl he is on CRP and that is a PAR so we can not set up 2 PARs on one acct. Expl he either has to pay amount on shut off notice or if there is a medical condition we can fax a form to the doctor and place a hold on acct. COR said thanks alot and will pay at 52nd st.          | Carson, Alonzo |            |
| 04/29/2009 | COLL | Medical Form Faxed to doctor recd ok   | Carson, Alonzo |            |
| 04/28/2009 | COLL | COR CALLED FOR MEDICAL TO BE SENT TO DR KURZROCK 215 748 9933 C/S  | Carson, Alonzo |            |
| 04/13/2009 | CRP  | Cor in WPDO for crp recert. \$1229.40/mo with 2 in hh...\$127.94/mo on new crp..aware of \$475 defaulted amnt  | Carson, Alonzo |            |
| 03/30/2009 | GRT2 | cust applied for liheap at wpdo  | Carson, Alonzo |            |
| 05/28/2008 | METR | B.P.T.O., 05/31/2008, 1200 - 1600 COR PAID 177.80 ( 123.23 RECONT AND 54.57 1/24 OF THE BILL ) LEVEL 1 --- 2 PERSON HH --- MONTHLY INCOME 1000.00  | Carson, Alonzo | 05/01/2008 |
| 05/27/2008 | SER1 | GAS OFF // MR.CARSON NEEDS 1/24 = \$54.57 RECONNECTION \$123.23 TOTAL NEEDED \$177.80 // PROOF OF INCOME FROM HIS EMPLOYMENT & WIFE RECEIVES SSI NEEDS ALL PROOF FOR CRP & RESTORE SERVICE //R/C/S GIVEN //  | Carson, Alonzo |            |
| 04/01/2008 | GRT1 | ACCT FLAGGED FOR 500.00 CRISIS GRANT   | Carson, Alonzo |            |
| 03/18/2008 | BILL | ALONZO CARSON IN WPDO ON TUES 03/18/2008 FOR CRP. CUSTOMER HAS A SUSPENDED CRP AND WILL NEED \$ 41.19 TO CURE CRP ALONZO WITH PROOF OF INCOME AND SOCIAL   | Carson, Alonzo |            |

Change Customer Contact Launch Related Transaction

Contacts for Account: Carson, Alonzo

Account: 0003 1491 4894 Carson, Alonzo  Transaction History  Full Comments

| Date       | Type | Comment   | Person         | Fd       |
|------------|------|---|----------------|----------|
| 07/08/2009 | BILL | customer in wpdo with receipt paid \$208.00 today cust is on crp still owes \$250.00 to bring crp current   | Carson, Alonzo |          |
| 06/26/2009 | COLL | COR IN WPDO FOR PAR \ EXPLAINED CANNOT GIVE PAR\ CUSTOMER SDAID INCOME CHANGED ADVISED CUSTOMER TO COME IN WITH INCOME CHANGE TO CHANGE CRP FOR ANY BILLS THAT HAVE NOT WENT OUT YET \CS  | Carson, Alonzo |          |
| 06/25/2009 | COL2 | COR called for PAR, expl he is on CRP and that is a PAR so we can not set up 2 PARs on one acct. Expl he either has to pay amount on shut off notice or if there is a medical condition we can fax a form to the doctor and place a hold on acct. COR said thanks alot and will pay at 52nd st. | Carson, Alonzo |          |
| 04/29/2009 | COLL | Medical Form Faxed to doctor recd ok  | Carson, Alonzo |          |
| 04/28/2009 | COLL | COR CALLED FOR MEDICAL TO BE SENT TO DR KURZROCK 215 748 9933 C/S   | Carson, Alonzo |          |
| 04/13/2009 | CRP  | Cor in WPDO for crp recert..\$1229.40/mo with 2 in hh...\$127.94/mo on new crp..aware of \$475 defaulted amnt   | Carson, Alonzo |          |
| 03/30/2009 | GRT2 | cust applied for liheap at wpdo   | Carson, Alonzo |          |
| 05/28/2008 | METR | B.P.T.O.. 05/31/2008, 1200 - 1600 COR PAID 177.80 ( 123.23 RECONT AND 54.57 1/24 OF THE BILL ) LEVEL 1 --- 2 PERSON HH --- MONTHLY INCOME 1000.00   | Carson, Alonzo | 06/01/20 |
| 05/27/2008 | SER1 | GAS OFF // MR.CARSON NEEDS 1/24 = \$54.57 RECONNECTION \$123.23 TOTAL NEEDED \$177.80 // PROOF OF INCOME FROM HIS EMPLOYMENT & WIFE RECEIVES SSI NEEDS ALL PROOF FOR CRP & RESTORE SERVICE //R/C/S GIVEN //   | Carson, Alonzo |          |
| 04/01/2008 | GRT1 | ACCT FLAGGED FOR 500.00 CRISIS GRANT  | Carson, Alonzo |          |
| 03/18/2008 | BILL | ALONZO CARSON IN WPDO ON TUES 03/18/2008 FOR CRP. CUSTOMER HAS A SUSPENDED CRP AND WILL NEED \$ 41.19 TO CURE CRP ALONG WITH PROOF OF INCOME AND SOCIAL SECURITY CARDS CSUTOMER SATISFIED   | Carson, Alonzo |          |
| 12/18/2007 | GRT2 | lh app taken in wpdo  | Carson, Alonzo |          |
| 12/18/2007 | BILL | MR CARSON IN WPDO ON TUES 12/18/2007 FOR INFORMATION WANTED TO APPLY FOR LIHEAP. SENT CUSTOMER TO BACK TO APPLY. CUSTOMER SATISFIED   | Carson, Alonzo |          |
| 11/19/2007 | COL2 | cor says he wants to set up an arrangement and he can pay \$125 this friday..told cor monthly pay would be \$152 .....cor satisfied with terms  | Carson, Alonzo |          |
| 10/20/2005 | COLL | melita call.....ans mach  | Carson, Alonzo |          |
| 07/29/2005 | BANK | completed bankruptcy to 7/7/05 per contact from Collections   | Carson, Alonzo |          |
| 07/15/2005 | BANK | new account after bankruptcy, old account 01-1333-2484  | Carson, Alonzo |          |

Change Customer Contact | Launch Related Transaction

Specific Service Agreement Statement of Account SA- 8055159525

|                      |                  |                |
|----------------------|------------------|----------------|
| <b>Customer Name</b> | <b>From Date</b> | <b>To Date</b> |
| ALONZO CARSON        | 12/1/2011        | 12/28/2015     |

|                                    |                       |                  |              |             |
|------------------------------------|-----------------------|------------------|--------------|-------------|
| <b>Service address</b>             | <b>Account Number</b> | <b>SA Number</b> | <b>Meter</b> | <b>Rate</b> |
| 5720 MALCOLM ST PHIL, PA 191434509 | 314914894             | 8055159525       | 1578203      | GS          |

**STATEMENT**

| Transaction Date | Type   | Reading | Reading Code | # of Days | CCF Usage | Average CCF/Days | Heating DDD's | Payment Type | Due Date   | Transaction Amount | Current Balance | Actual Balance |
|------------------|--------|---------|--------------|-----------|-----------|------------------|---------------|--------------|------------|--------------------|-----------------|----------------|
| 12/27/2011       | LPC    |         |              |           |           | 0.00             |               |              |            | \$20.11            | \$1,366.89      | \$1,366.89     |
| 12/27/2011       | BILL   | 4735    | R            | 29        | 104       | 3.59             | 537           |              | 01/23/2012 | \$187.30           | \$1,554.19      | \$1,554.19     |
| 01/26/2012       | LPC    |         |              |           |           | 0.00             |               |              |            | \$22.92            | \$1,577.11      | \$1,577.11     |
| 01/26/2012       | BILL   | 4893    | R            | 34        | 158       | 4.65             | 914           |              | 02/21/2012 | \$262.89           | \$1,840.00      | \$1,840.00     |
| 02/27/2012       | LPC    |         |              |           |           | 0.00             |               |              |            | \$26.86            | \$1,866.86      | \$1,866.86     |
| 02/27/2012       | BILL   | 5023    | R            | 30        | 130       | 4.33             | 706           |              | 03/21/2012 | \$228.18           | \$2,095.04      | \$2,095.04     |
| 03/07/2012       | PAY    |         |              |           |           | 0.00             |               | Check        |            | (\$500.00)         | \$1,595.04      | \$1,595.04     |
| 03/27/2012       | LPC    |         |              |           |           | 0.00             |               |              |            | \$23.92            | \$1,618.96      | \$1,618.96     |
| 03/27/2012       | BILL   | 5108    | R            | 31        | 85        | 2.74             | 427           |              | 04/20/2012 | \$163.20           | \$1,782.16      | \$1,782.16     |
| 04/26/2012       | LPC    |         |              |           |           | 0.00             |               |              |            | \$26.37            | \$1,808.53      | \$1,808.53     |
| 05/01/2012       | BILL   | 5158    | R            | 23        | 50        | 2.17             | 251           |              | 05/24/2012 | \$88.05            | \$1,896.58      | \$1,896.58     |
| 06/08/2012       | BPTOCG |         |              |           |           | 0.00             |               |              |            | \$123.23           | \$2,019.81      | \$2,019.81     |
| 06/08/2012       | PAY    |         |              |           |           | 0.00             |               | Check        |            | (\$503.23)         | \$1,516.58      | \$1,516.58     |
| 08/20/2012       | WO     |         |              |           |           | 0.00             |               |              |            | (\$1,516.58)       | \$0.00          | \$0.00         |

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JUN 17 2016

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Specific Service Agreement Statement of Account SA- 2297312676

| Customer Name | From Date | To Date    |
|---------------|-----------|------------|
| ALONZO CARSON | 10/1/2012 | 12/28/2015 |

| Service address                    | Account Number | SA Number  | Meter   | Rate |
|------------------------------------|----------------|------------|---------|------|
| 5720 MALCOLM ST PHIL, PA 191434509 | 314914894      | 2297312676 | 1578203 | GS   |

STATEMENT

| Transaction Date | Type | Reading | Reading Code | # of Days | CCF Usage | Average CCF/Days | Heating DDD's | Payment Type | Due Date   | Transaction Amount | Current Balance | Actual Balance |
|------------------|------|---------|--------------|-----------|-----------|------------------|---------------|--------------|------------|--------------------|-----------------|----------------|
| 10/25/2012       | BILL | 5167    | R            | 6         | 9         | 1.50             | 25            |              | 11/20/2012 | \$17.89            | \$17.89         | \$17.89        |
| 11/28/2012       | LPC  |         |              |           |           | 0.00             |               |              |            | \$0.26             | \$18.15         | \$18.15        |
| 11/28/2012       | BILL | 5278    | R            | 33        | 111       | 3.36             | 568           |              | 12/20/2012 | \$163.91           | \$182.06        | \$182.06       |
| 12/29/2012       | LPC  |         |              |           |           | 0.00             |               |              |            | \$2.72             | \$184.78        | \$184.78       |
| 12/29/2012       | BILL | 5418    | R            | 31        | 140       | 4.52             | 657           |              | 01/24/2013 | \$232.69           | \$417.47        | \$417.47       |
| 01/29/2013       | LPC  |         |              |           |           | 0.00             |               |              |            | \$6.21             | \$423.68        | \$423.68       |
| 01/29/2013       | BILL | 5601    | R            | 32        | 183       | 5.72             | 948           |              | 02/22/2013 | \$285.01           | \$708.69        | \$708.69       |
| 02/28/2013       | LPC  |         |              |           |           | 0.00             |               |              |            | \$10.49            | \$719.18        | \$719.18       |
| 02/28/2013       | BILL | 5778    | R            | 29        | 177       | 6.10             | 841           |              | 03/22/2013 | \$272.93           | \$992.11        | \$992.11       |
| 03/01/2013       | PAY  |         |              |           |           | 0.00             |               | Check        |            | (\$420.00)         | \$572.11        | \$572.11       |
| 03/27/2013       | LPC  |         |              |           |           | 0.00             |               |              |            | \$8.58             | \$580.69        | \$580.69       |
| 03/27/2013       | BILL | 5935    | R            | 28        | 157       | 5.61             | 673           |              | 04/22/2013 | \$250.08           | \$830.77        | \$830.77       |
| 04/05/2013       | PAY  |         |              |           |           | 0.00             |               | Check        |            | (\$332.30)         | \$498.47        | \$498.47       |
| 04/26/2013       | BILL | 6038    | R            | 29        | 103       | 3.55             | 371           |              | 05/20/2013 | \$170.40           | \$668.87        | \$668.87       |
| 05/25/2013       | BILL | 6096    | R            | 29        | 58        | 2.00             | 122           |              | 06/19/2013 | \$104.49           | \$773.36        | \$773.36       |
| 06/25/2013       | LPC  |         |              |           |           | 0.00             |               |              |            | \$11.60            | \$784.96        | \$784.96       |
| 06/25/2013       | BILL | 6124    | R            | 32        | 28        | 0.88             | 25            |              | 07/19/2013 | \$53.18            | \$838.14        | \$838.14       |
| 07/25/2013       | LPC  |         |              |           |           | 0.00             |               |              |            | \$12.39            | \$850.53        | \$850.53       |
| 07/25/2013       | BILL | 6138    | R            | 30        | 14        | 0.47             | 0             |              | 08/19/2013 | \$33.50            | \$884.03        | \$884.03       |
| 08/24/2013       | LPC  |         |              |           |           | 0.00             |               |              |            | \$12.90            | \$896.93        | \$896.93       |
| 08/24/2013       | BILL | 6151    | R            | 29        | 13        | 0.45             | 0             |              | 09/18/2013 | \$32.12            | \$929.05        | \$929.05       |
| 09/25/2013       | LPC  |         |              |           |           | 0.00             |               |              |            | \$13.38            | \$942.43        | \$942.43       |

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| Transaction Date | Type | Reading | Reading Code | # of Days | CCF Usage | Average CCF/Days | Heating DDD's | Payment Type | Due Date   | Transaction Amount | Current Balance | Actual Balance |
|------------------|------|---------|--------------|-----------|-----------|------------------|---------------|--------------|------------|--------------------|-----------------|----------------|
| 09/25/2013       | BILL | 6179    | R            | 33        | 28        | 0.85             | 32            |              | 10/18/2013 | \$53.30            | \$995.73        | \$995.73       |
| 10/25/2013       | LPC  |         |              |           |           | 0.00             |               |              |            | \$14.18            | \$1,009.91      | \$1,009.91     |
| 10/25/2013       | BILL | 6238    | R            | 29        | 59        | 2.03             | 86            |              | 11/19/2013 | \$115.72           | \$1,125.63      | \$1,125.63     |
| 11/26/2013       | LPC  |         |              |           |           | 0.00             |               |              |            | \$15.91            | \$1,141.54      | \$1,141.54     |
| 11/26/2013       | BILL | 6363    | R            | 30        | 125       | 4.17             | 463           |              | 12/19/2013 | \$191.86           | \$1,333.40      | \$1,333.40     |
| 12/27/2013       | LPC  |         |              |           |           | 0.00             |               |              |            | \$18.79            | \$1,352.19      | \$1,352.19     |
| 12/27/2013       | BILL | 6533    | R            | 31        | 170       | 5.48             | 798           |              | 01/22/2014 | \$251.74           | \$1,603.93      | \$1,603.93     |
| 01/28/2014       | LPC  |         |              |           |           | 0.00             |               |              |            | \$22.57            | \$1,626.50      | \$1,626.50     |
| 01/28/2014       | BILL | 6721    | R            | 32        | 188       | 5.88             | 1076          |              | 02/21/2014 | \$273.23           | \$1,899.73      | \$1,899.73     |
| 02/27/2014       | LPC  |         |              |           |           | 0.00             |               |              |            | \$26.67            | \$1,926.40      | \$1,926.40     |
| 02/27/2014       | BILL | 6918    | R            | 32        | 197       | 6.16             | 1077          |              | 03/21/2014 | \$283.00           | \$2,209.40      | \$2,209.40     |
| 03/28/2014       | LPC  |         |              |           |           | 0.00             |               |              |            | \$30.91            | \$2,240.31      | \$2,240.31     |
| 03/28/2014       | BILL | 7072    | R            | 29        | 154       | 5.31             | 828           |              | 04/23/2014 | \$229.07           | \$2,469.38      | \$2,469.38     |
| 04/29/2014       | BILL | 7105    | R            | 8         | 33        | 4.12             | 136           |              | 05/22/2014 | \$47.51            | \$2,516.89      | \$2,516.89     |
| 08/22/2014       | WO   |         |              |           |           | 0.00             |               |              |            | (\$2,516.89)       | \$0.00          | \$0.00         |

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Account: Carson, Alonzo

Action Launch

Account: 0003.1491 4894 Name: Carson, Alonzo ID: 314914894

|                                     |                        |                                       |                                |
|-------------------------------------|------------------------|---------------------------------------|--------------------------------|
| Agreement Status:                   | 1 - Inactive           | Status Date:                          | 10/28/2011                     |
| Agreement Type:                     | 9.00 - 9.00% Of Income | Current CRP Start Date:               | 05/28/2008                     |
| Agreement Amount:                   | 99.00                  | Date Recertified:                     | 09/08/2010                     |
| Nbr of Persons in Household:        | 2                      | Gender:                               | Male                           |
| Nbr of Persons 18 and under:        |                        | Nbr of Persons 62 and over:           | 2                              |
| Monthly Household Income:           | 1,100.00               | 82.86%                                | Source of Income: OTHE - Other |
| Previous Status:                    | D - Defaulted          | Previous Status Date:                 | 10/20/2011                     |
| Previous Type:                      | 9.00 - 9.00% Of Income | Previous CRP End Date:                | 09/08/2010                     |
| Previous Source of Income:          | EMPL - Employment      | Previous Nbr of Persons In Household: | 20                             |
| Curable Amount:                     | 409.00                 |                                       |                                |
| Curable Bills Nbr:                  | 0                      | Nbr of Times Cured:                   | 2                              |
| Suggested CRP Agreement Type Amount |                        |                                       |                                |
| Calculate                           |                        |                                       |                                |

Menu

Address

Billing

Bill Print

Intercept

Misc Pers

Misc

Bankruptcy

CRP Agreement

Blocker Code

WD Reactivation

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**Search For Negotiated Payment Arrangement** [X]

Search Criteria

Account... 0003 1491 4894  Carson, Alonzo

From Date: 12/28/2015

| Date       | Seq | Status | Comments |
|------------|-----|--------|----------|
| 04/05/2013 | 1   | Broken |          |
| 11/19/2007 | 1   | Broken |          |

< | > |

2 record(s) found.

**Negotiated Payment Arrangement**

Action

**Negotiated Payment Arrangement...**

**Account Information**

Account ID: 0003 1491.4894      Name: Carson, Alonzo

Arrangement Date: 04/05/2013      Monthly Payment: 242.00

Status: Broken      Broken Count: 2

Broken Date:      Catch-Up Amount: 0.00      Remain Number Months: 0

**Background Information**

Household Income: 2,500.00      Source of Income: EMPL - Employ

**Expenses:**

Rent/Mortgage: 0.00      Arrangement Type: S - Straight

Second Mortgage: 0.00      PUC Investigator:

Food: 100.00      Level of Payment: 3

Food Stamps: 0.00      Phone number: 215 727 8965

Electric: 100.00

Gas: 100.00      Total Number in Household: 3

Water/Sewer: 0.00      65 years or older: 0

Total Other Expense: 25.00      5 years or younger: 0

Arrangement Exception Explanation:

- Main
- Arrangement/Budget
- Scheduled Payments

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 OF THE SECURITY DEPOSIT WILL BE BILLED IN 2 INSTALLMENTS. THE COMPANY  
 REPORTS THAT THE CUSTOMER HAS DEFAULTED ON TWO OR MORE PAYMENT  
 ARRANGEMENTS. 52 PA. CODE ? 56.191 (C)(2)(I) ALLOWS THE COMPANY TO  
 REQUEST FULL PAYMENT OF THE OUTSTANDING BALANCE PLUS A  
 RECONNECTION FEE IF THE CUSTOMER HAS DEFAULTED ON TWO OR MORE  
 PAYMENT ARRANGEMENTS. THE CUSTOMER IS NOT ELIGIBLE FOR A PUC  
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