

08/27/2016

To: The Pa Public Utility Commission Secretary
400 North Street
Harrisburg, PA 17120

From: Ross E. Schell
203 Knollwood Drive
Harrisburg, PA 17109-5515
PH# 717-651-0824
Fax# same but call First.

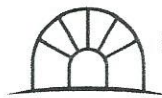
To whom this may concern. I am filing and Objection to the evidence PPL is summiting with Docket Number C-2016-2552834.

Since it has nothing to do with my complaint. Exhibit 1 ,2,3

The complaint is about power going on and off not billing issues. I have other complaints on billing issues.



Ross E. Schell



Kimberly G. Krupka

33 S. Seventh Street, P.O. Box 4060
Allentown, PA 18105
610/820-5450 • 610/820-6006
kkrupka@grossmginley.com

ATTORNEYS

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Of Counsel:
THE HON. JOHN P. LAVELLE (Ret.)
MARIANNE S. LAVELLE

*Also admitted in NY
*Also admitted in NJ
*Also admitted in DC
*Also admitted in MD
*Also admitted in MA
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Emmaus, PA 18049
Phone: 610/967-1030
Fax: 610/967-0622

Lehighon Office
415 Mahoning Street
Lehighon, PA 18235
Phone: 610/377-0500

August 23, 2016

FEDERAL EXPRESS

The Honorable Jeffrey A. Watson
Administrative Law Judge
Pennsylvania Public Utility Commission
Piatt Place
Suite 220
301 5th Avenue
Pittsburgh, PA 15222

**RE: Ross E. Schell v. PPL Electric Utilities Corporation
Docket No. C-2016-2552834**

Dear Judge Watson:

Enclosed please find in the above-referenced matters three (3) copies of PPL Hearing Exhibit Nos. 1, 2, and 3. I propose to introduce these documents into evidence at the Telephonic Hearing scheduled for Wednesday, August 31, 2016 at 10:00 AM.

I have Federal Expressed copies of these exhibits to the Complainant.

Very truly yours,

KIMBERLY G. KRUPKA

KGK:kmc
Enclosures

cc: Ross Schell (w. enc.); via Federal Express

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Ross E. Schell
Street/P.O. Box 203 Knollwood Drive Apt #
City Harrisburg State PA Zip 17109
County Dauphin

Telephone Number(s) Where We Can Contact You During the Day:

(717) 651-0824 (home) (717) 681-4142 (mobile)

E-mail Address (optional): fosbucs@verizon.net

Utility Account Number (from your bill) 09010 71010

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name
Street/P.O. Box
City State Zip

RECEIVED
2016 JUN 20 AM 10:02
PA P.U.C.
SECRETARY'S BUREAU

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.

- I would like a payment agreement.

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important. 12:15 Am 16 June 2016 power keep going out for no reason.

- Other (explain).

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

They Have no Idea what I am talking about.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

I Ross E. Schell, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Ross E. Schell
(Signature of Complainant)

16 June 2016
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. **If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.**

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will **not** be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

Account Activity Statement

Date: 08/22/16
Page: 1

*** Account Information ***

Account Number: 9010-71010
Mail To: TAMMY S SCHELL
203 KNOWLWOOD DR
HARRISBURG PA 17109
Requested By: TAMMY S SCHELL
717)651-0824 Extension:

*** Current Account Status ***

Payment Agreement
Installment: \$0.00 Balance: \$0.00
Budget Bill Amortization
Installment: \$0.00 Balance: \$0.00
Current Rate: RS

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|-----------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 8/23/2012 | Payment | | \$-977.23 | | | | | | | | |
| 8/29/2012 | ELECTRIC SERVICE | 09/19 | \$344.75 | | | | 0000/0269 | 30726A | 29 | 2963 | |
| 8/29/2012 | Regular Bill | | \$51.75 | | | | | | | | |
| 9/13/2012 | Payment | | \$-51.75 | | | | | | | | |
| 9/01/2012 | ELECTRIC SERVICE | 10/22 | \$287.86 | | | | 0065/0125 | 33205A | 33 | 2479 | |
| 9/01/2012 | Regular Bill | | \$287.86 | | | | | | | | |
| 9/24/2012 | Payment | | \$-287.86 | | | | | | | | |
| 9/30/2012 | ELECTRIC SERVICE | 11/20 | \$204.55 | | | | 0281/0003 | 34945A | 29 | 1740 | |
| 9/30/2012 | Regular Bill | | \$204.55 | | | | | | | | |
| 1/27/2012 | Late Payment Charge | | \$2.56 | | | | | | | | |
| 1/28/2012 | Payment | | \$-207.11 | | | | | | | | |
| 1/29/2012 | ELECTRIC SERVICE | 12/20 | \$241.03 | | | | 0759/0000 | 37009A | 30 | 2064 | |
| 1/29/2012 | Regular Bill | | \$241.03 | | | | | | | | |
| 2/27/2012 | Late Payment Charge | | \$3.01 | | | | | | | | |
| 2/31/2012 | ELECTRIC SERVICE | 01/21 | \$264.92 | | | | 0885/0000 | 39359A | 32 | 2350 | |
| 2/31/2012 | Regular Bill | | \$508.96 | \$241.03 | | | | | | | |
| 1/23/2013 | Payment | | \$-508.96 | | | | | | | | |
| 1/30/2013 | ELECTRIC SERVICE | 02/20 | \$261.19 | | | | 1012/0000 | 41667A | 30 | 2308 | |
| 1/30/2013 | Regular Bill | | \$261.19 | | | | | | | | |
| 2/26/2013 | Late Payment Charge | | \$3.26 | | | | | | | | |
| 2/28/2013 | ELECTRIC SERVICE | 03/21 | \$270.48 | | | | 0973/0000 | 44062A | 29 | 2395 | |
| 2/28/2013 | Regular Bill | | \$534.93 | \$261.19 | | | | | | | |
| 3/27/2013 | Late Payment Charge | | \$0.04 | | | | | | | | |
| 3/27/2013 | Late Payment Charge | | \$6.64 | | | | | | | | |
| 4/01/2013 | ELECTRIC SERVICE | 04/22 | \$279.08 | | | | 0875/0000 | 46614A | 32 | 2552 | |
| 4/01/2013 | Regular Bill | | \$820.69 | \$534.93 | | | | | | | |
| 6/01/2013 | ELECTRIC SERVICE | 05/22 | \$225.83 | | | | 0383/0012 | 48653A | 30 | 2039 | |
| 6/01/2013 | Regular Bill | | \$1046.52 | \$820.69 | | | | | | | |
| 7/22/2013 | Payment | | \$-540.83 | | | | | | | | |

Bill Account: 09010-71010

Account Activity Statement

Date: 08/22/16

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|-----------|-------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 5/31/2013 | ELECTRIC SERVICE Regular Bill | 06/21 | \$246.18 | \$505.69 | | | 0156/0071 | 50888A | 30 | 2235 | |
| 6/26/2013 | Payment | | \$-261.18 | | | | | | | | |
| 7/01/2013 | ELECTRIC SERVICE Regular Bill | 07/22 | \$288.25 | \$490.69 | | | 0002/0241 | 53357A | 31 | 2469 | |
| 7/30/2013 | Late Payment Charge | | \$9.73 | | | | | | | | |
| 7/31/2013 | Payment | | \$-303.00 | | | | | | | | |
| 7/31/2013 | ELECTRIC SERVICE Regular Bill | 08/21 | \$312.26 | \$475.94 | | | 0000/0386 | 55994A | 30 | 2637 | |
| 7/31/2013 | Regular Bill | | \$797.93 | | | | | | | | |
| 8/29/2013 | ELECTRIC SERVICE | | \$275.42 | | | | | | | | |
| 8/29/2013 | Late Payment Charge | | \$0.12 | | | | | | | | |
| 8/29/2013 | Regular Bill | 09/19 | \$9.85 | \$797.93 | | | 0000/0198 | 58305A | 29 | 2311 | |
| 8/29/2013 | Regular Bill | | \$1083.32 | | | | | | | | |
| 9/25/2013 | Payment | | \$-300.00 | | | | | | | | |
| 0/01/2013 | ELECTRIC SERVICE | | \$307.62 | | | | | | | | |
| 0/01/2013 | Regular Bill | 10/22 | \$1090.94 | \$783.32 | | | 0090/0127 | 60783A | 33 | 2478 | |
| 0/14/2013 | Payment | | \$-1090.94 | | | | | | | | |
| 0/30/2013 | ELECTRIC SERVICE | | \$227.75 | | | | | | | | |
| 0/30/2013 | Regular Bill | 11/20 | \$227.75 | | | | 0272/0033 | 62581A | 29 | 1798 | |
| 1/20/2013 | Payment | | \$-227.75 | | | | | | | | |
| 1/27/2013 | ELECTRIC SERVICE | | \$200.41 | | | | | | | | |
| 1/27/2013 | Regular Bill | 12/18 | \$200.41 | | | | 0613/0000 | 64149A | 28 | 1568 | |
| 2/26/2013 | Late Payment Charge | | \$2.51 | | | | | | | | |
| 2/31/2013 | ELECTRIC SERVICE | | \$298.76 | | | | | | | | |
| 2/31/2013 | Regular Bill | 01/21 | \$501.68 | \$200.41 | | | 1095/0000 | 65550A | 34 | 2401 | |
| 1/15/2014 | Payment | | \$-200.41 | | | | | | | | |
| 1/28/2014 | Late Payment Charge | | \$0.03 | | | | | | | | |
| 1/28/2014 | Late Payment Charge | | \$3.73 | | | | | | | | |
| 1/30/2014 | ELECTRIC SERVICE | | \$302.18 | | | | | | | | |
| 1/30/2014 | Regular Bill | 02/20 | \$607.21 | \$301.27 | | | 1276/0000 | 68954A | 30 | 2404 | |
| 2/26/2014 | Late Payment Charge | | \$7.51 | | | | | | | | |
| 2/26/2014 | Late Payment Charge | | \$0.08 | | | | | | | | |
| 2/28/2014 | BUDGET BILLING | | \$270.00 | | | | | | | | |
| 2/28/2014 | Regular Bill | 03/21 | \$884.80 | \$607.21 | \$298.59 | \$28.59 | | | 29 | | |
| 3/12/2014 | Payment | | \$-320.00 | | | | | | | | |
| 3/31/2014 | Late Payment Charge | | \$3.59 | | | | | | | | |
| 3/31/2014 | Late Payment Charge | | \$3.38 | | | | | | | | |

Bill Account: 09010-71010

Account Activity Statement

| DATE | TRANSACTION TYPE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|---------------------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 3/31/2014 | Late Payment Charge | \$0.09 | | | | | | | | |
| 4/01/2014 | BUDGET BILLING | \$270.00 | \$564.80 | \$255.28 | \$13.87 | | | 32 | | |
| 4/01/2014 | Regular Bill | \$841.86 | | | | | | | | |
| 4/09/2014 | Payment | \$-292.00 | | | | | | | | |
| 4/23/2014 | Payment | \$-227.45 | | | | | | | | |
| 5/01/2014 | BUDGET BILLING | \$270.00 | \$322.41 | \$237.72 | \$-18.41 | | | 30 | | |
| 5/01/2014 | Regular Bill | \$592.41 | | | | | | | | |
| 5/08/2014 | Payment | \$-50.00 | | | | | | | | |
| 6/02/2014 | BUDGET BILLING | \$270.00 | | | | | | | | |
| 6/02/2014 | Late Payment Charge | \$0.03 | | | | | | | | |
| 6/02/2014 | Late Payment Charge | \$6.76 | | | | | | | | |
| 6/02/2014 | Regular Bill | \$819.20 | \$542.41 | \$288.94 | \$0.53 | | | 32 | | |
| 6/20/2014 | Payment | \$-819.20 | | | | | | | | |
| 7/01/2014 | BUDGET BILLING | \$270.00 | | | | | | | | |
| 7/01/2014 | Regular Bill | \$270.00 | | \$278.90 | \$9.43 | | | 29 | | |
| 7/29/2014 | Late Payment Charge | \$3.38 | | | | | | | | |
| 7/31/2014 | BUDGET BILLING | \$270.00 | \$270.00 | \$295.82 | \$35.25 | | | 30 | | |
| 7/31/2014 | Regular Bill | \$543.38 | | | | | | | | |
| 8/29/2014 | BUDGET BILLING | \$270.00 | \$543.38 | \$261.66 | \$26.91 | | | 29 | | |
| 8/29/2014 | Regular Bill | \$813.38 | | | | | | | | |
| 9/02/2014 | Payment | \$-813.38 | | | | | | | | |
| 10/01/2014 | BUDGET BILLING | \$270.00 | | \$252.34 | \$9.25 | | | 33 | | |
| 10/01/2014 | Regular Bill | \$270.00 | | | | | | | | |
| 10/22/2014 | Payment | \$-270.00 | | | | | | | | |
| 11/20/2014 | BUDGET BILLING | \$270.00 | | \$202.59 | \$-58.16 | | | 29 | | |
| 11/20/2014 | Regular Bill | \$270.00 | | | | | | | | |
| 1/26/2014 | Late Payment Charge | \$3.38 | | | | | | | | |
| 2/01/2014 | BUDGET BILLING | \$248.00 | \$270.00 | \$217.18 | \$-88.98 | | | 32 | | |
| 2/01/2014 | Regular Bill | \$521.38 | | | | | | | | |
| 2/30/2014 | Late Payment Charge | \$6.48 | | | | | | | | |
| 2/30/2014 | Late Payment Charge | \$0.04 | | | | | | | | |
| 2/31/2014 | BUDGET BILLING | \$248.00 | \$521.38 | \$243.85 | \$-93.13 | | | 30 | | |
| 2/31/2014 | Regular Bill | \$775.90 | | | | | | | | |
| 1/29/2015 | BUDGET BILLING | \$133.12 | \$775.90 | \$226.25 | | | | 29 | | |
| 1/29/2015 | Regular Bill | \$909.02 | | | | | | | | |
| 2/02/2015 | Payment | \$-276.00 | | | | | | | | |

Bill Account: 09010-71010

Account Activity Statement

Date: 08/22/16
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7/2015 Late Payment Charge \$7.83
 7/2015 Late Payment Charge \$0.08

2/2015 BUDGET BILLING 03/23 \$255.00 \$633.02 \$276.77 \$21.77 32
 2/2015 Regular Bill \$895.93

1/2015 BUDGET BILLING 04/21 \$255.00 \$895.93 \$230.60 \$-2.63 29
 1/2015 Late Payment Charge \$11.02
 1/2015 Late Payment Charge \$0.18
 1/2015 Regular Bill \$1162.13

2/2015 Payment \$-348.00

0/2015 BUDGET BILLING 05/21 \$255.00 \$814.13 \$242.37 \$-15.26 30
 0/2015 Regular Bill \$1069.13

7/2015 Late Payment Charge \$0.24
 7/2015 Late Payment Charge \$13.13

1/2015 BUDGET BILLING 06/22 \$255.00 \$1069.13 \$294.21 \$23.95 32
 1/2015 Regular Bill \$1337.50

2/2015 Payment \$-324.00

0/2015 BUDGET BILLING 07/21 \$255.00 \$1013.50 \$284.75 \$53.70 29
 0/2015 Regular Bill \$1268.50

6/2015 Payment \$-1268.50

1/2015 BUDGET BILLING 08/21 \$255.00 \$319.42 \$118.12 31
 1/2015 Regular Bill \$255.00

6/2015 Payment \$-255.00

1/2015 BUDGET BILLING 09/21 \$255.00 \$334.51 \$197.63 31
 1/2015 Regular Bill \$255.00

9/2015 Late Payment Charge \$3.19

0/2015 BUDGET BILLING 10/21 \$255.00 \$255.00 \$331.76 \$274.39 30
 0/2015 Regular Bill \$513.19

7/2015 Late Payment Charge \$0.04
 7/2015 Late Payment Charge \$6.38

0/2015 BUDGET BILLING 11/20 \$255.00 \$513.19 \$286.26 \$305.65 30
 0/2015 Regular Bill \$774.61

4/2015 Payment \$-64.00

5/2015 COMP FEE ELEC \$30.00

1/2015 BUDGET BILLING 12/22 \$331.00 \$710.61 \$279.46 \$254.11 32
 1/2015 Regular Bill \$1071.61

1/2015 BUDGET BILLING \$331.00

Bill Account: 09010-71010 Account Activity Statement Date: 08/22/16 Page: 5

TRANSACTION TYPE DUE DATE TRANSACTION AMOUNT BALANCE FORWARD ACTUAL BILLED DEFERRED BALANCE DEG DAY RDG/TYPE DAYS USED KWH BILLED KW

1/2015 Regular Bill 01/21 \$1402.61 \$1071.61 \$239.10 \$162.21 30
 7/2016 Late Payment Charge \$0.12

Account Contact History
Account: 901071010 Customer Name: TAMMY S SCHELL
From 5/24/2012 to 8/22/2016

| Contact Date | Contact Type | Remarks | User |
|--------------|---------------------------|---|-------------------|
| 2016-07-06 | Correspondence - General | Template Name Electric Choice brochure Created By Nunez Marilyn Letter Edited No CS Letters ID 1654581 | CSLET |
| 2016-07-06 | Choice Inquiry | cont. to a lower rate to save on electric. | MARILYN NUNEZ |
| 2016-07-06 | Choice Inquiry | Told him about the standard offer program. He said his wife handles choice. Mailing Electric choice info to see about getting a lower rate. Verified cust has oil heat electric w h - 50 gallon fast recovery w h swimming pool denuridifier central a c and there are 3 ppl living there. currently his 2 grandchildren are there for the summer. Can switch.com | MARILYN NUNEZ |
| 2016-07-06 | PUC/Formal | Working WATT 1381543 Called cust to discuss his concerns. I Offered to place him on a new p a of 523 by 7 23 and then 12 instrmnts of 213 but he couldnt agree to it. His other concerns is about the many momentary interruptions. He prefers to discuss this with the judge and prefers to go to the hearing. I emailed our ally that case is not settled. | MARILYN NUNEZ |
| 2016-06-28 | Financial Statement Added | WATT Billing - Business Accounts Other Work Item 1421745 Completed | MARILYN NUNEZ |
| 2016-06-27 | Miscellaneous | WATT ID 1421745 This should be a Bill Dispute Complaint however since there is an open complaint on the account it will not let me add another. AMB | BONNIE YOUSHOCK |
| 2016-06-27 | Miscellaneous | WATT Billing - Business Accounts Other Work Item 1421745 Created | AMY M BELLIZIA |
| 2016-04-18 | Miscellaneous | A contractor will perform a meter inspection at this premise between 04 18 16 and 05 30 16. Meter inspections are being performed as part of the meter replacement project. The goal of these inspections is to gather some general information on customers meters which will be used to update our customer service database in advance of meter deployment. | AMY M BELLIZIA |
| 2016-04-15 | SC - PUC Formal Complaint | Received notice from the PUC that the customer filed Formal Complaint WATT ID 1381543. | CSDDR044 |
| 2016-04-15 | Miscellaneous | WATT ID 1381543 This Cust has 2 other pending Complaints WATTs 1368975 and 1374760. All the same items just filed at different times. | ED2623 |
| 2016-04-05 | Change Meter Only Issued | WATT CCC Formal Complaint - Bill Dispute Work Item 1381543 Created | AMY M BELLIZIA |
| 2016-04-05 | PUC/Formal | please change meter and send to SFC for testing. This is a PUC Formal case and cust is disputing usage. Please email me w the meter testing results. Thanks. | AMY M BELLIZIA |
| 2016-04-05 | Miscellaneous | Working WATT 1368975 2nd attempt. I called and Im for Ross Schell to give me a call to discuss the PUC Formal. If cust calls please transfer call to me. Thanks. | MARILYN NUNEZ |
| 2016-04-05 | Miscellaneous | WATT ID 1368975 Customer has another Complaint WATT 1374760 which is listed as Ability to Pay but should be Bill Dispute. Can not have 2 Bill Disputes on account at the same time though. AMB | AMY M BELLIZIA |
| 2016-04-05 | Miscellaneous | WATT ID 1374760 This should be a Bill Dispute but due to WATT 1368975 there can not be to Bill Dispute WATTs at the same time. | AMY M BELLIZIA |
| 2016-04-05 | Miscellaneous | WATT CCC Formal Complaint - Ability To Pay Work Item 1374760 Created | AMY M BELLIZIA |
| 2016-03-30 | Correspondence - General | Template Name Contact PPL Created By Nunez Marilyn Letter Edited Yes CS Letters ID 1519251 | AMY M BELLIZIA |
| 2016-03-30 | Maintain Bill Account | removed m a. same as premise address.. | CSLET |
| 2016-03-30 | PUC/Formal | Working WATT 1368975 I called Im for Ross Schell to call me re his PUC Formal complaint. If he calls please transfer to me. Also mailing contact letter. | MARILYN NUNEZ |
| 2016-03-23 | Miscellaneous | WATT CCC Formal Complaint - Bill Dispute Work Item 1368975 Created | AMY M BELLIZIA |
| 2016-03-22 | SC - PUC Formal Complaint | Received an email from the PUC that the customer filed Formal Complaint Docket No. C-2016-2535220. Paperwork to follow. | ED2623 |
| 2016-03-22 | Stop Budget Bill | | MICHELE K SPOTTIS |
| 2016-03-15 | Correspondence - General | Template Name Income Provided-No Change in Terms Created By Watsonnet Ellen Letter Edited No CS Letters ID 1505967 | CSLET |
| 2016-03-15 | Miscellaneous | WATT Collection - Agency Income Verification Work Item 1364988 Completed | ELLEN WATSONNET |
| 2016-03-15 | Miscellaneous | WATT ID 1364988 Agency verified income on 3 15 16 does not reflect significant change in circumstance. Income increased since last financial statement. Sent no change in terms letter. | ELLEN WATSONNET |
| 2016-03-15 | Financial Statement Added | | ELLEN WATSONNET |

| Contact Date | Contact Type | Remarks | User |
|--------------|---------------------------------|--|-------------------|
| 2016-03-15 | Miscellaneous | INCOME VERIFICATION 4 ADULTS SSI 1596 WAGCES 3518 | SASHA ROSS |
| 2016-03-15 | Miscellaneous | WAIT Collection - Agency Income Verification Work Item 1364988 Created | SASHA ROSS |
| 2016-03-14 | SC - Income Verification | Income verification required. | E167962 |
| 2016-03-14 | Added Payment Agreement | Caller Ross Schell Spouse Cust agrees No med cert No Offered Op/Help Y Cust does not agree to CU of 1 232.00 due on 03 14 2015 installments of 64.00 . | AMANDA R BACHMAN |
| 2016-03-14 | WEB Mairtain Bill Account | Caller Ross Schell Spouse Updated primary phone from 717-681-4142 to 717-651-0824. | AMANDA R BACHMAN |
| 2016-03-11 | Credit | Customer selected no option meets their needs Customer User ID ROSBUCS med cert No energy assistance Yes Password Verified | SELF SERVICE USER |
| 2016-03-01 | Winter Collection | Winter Collection Notice | |
| 2016-02-01 | Winter Collection | Winter Collection Notice | |
| 2015-12-31 | Winter Collection | Winter Collection Notice | |
| 2015-11-05 | Credit | Caller Ross Schell Spouse CSR Comments conrl service is sched to be restored today main breaker of no exact time frame satis | HEATHER N BROWN |
| 2015-11-05 | WEB Maintain Bill Account | Caller Ross Schell Spouse Updated primary phone from 717-651-0824 to 717-681-4142. | HEATHER N BROWN |
| 2015-11-04 | Payment Arrangement Letter Sent | Non-Catch-Up Activation PAG | |
| 2015-11-04 | Changed Payment Agreement | C-T-P-Reconnect Reco Pmt Amt 64.00 Caller name Ross Schell Relationship Spouse med cond Yes Confirmation Number 15110464 | MEGAN L MCGRAW |
| 2015-11-04 | Cut In Issued | SYSTEM GENERATED ORDER BASED ON CUSTOMER PAYMENT | MEGAN L MCGRAW |
| 2015-11-04 | CSS WEB Interface Payment | C-T-P-Reconnect Reco Pmt Amt 64.00 Caller name Ross Schell Relationship Spouse med cond Yes Confirmation Number 15110464 | MEGAN L MCGRAW |
| 2015-11-04 | WEB Maintain Bill Account | Caller TAMMY S SCHELL Updated email address from None to rosbuscs@verizon.net. | MEGAN L MCGRAW |
| 2015-11-04 | Added Payment Agreement | C-T-P-Reconnect Caller Ross Schell Spouse Term Date 11 04 2015 PFA Provided Yes med cond Yes Cust was provided Reco1 terms of 64.00 due on 11 10 2015 installments of 64.00. Offered Op/Help N CustDeclined Customer Understands Yes | MEGAN L MCGRAW |
| 2015-11-04 | Financial Statement Added | | MEGAN L MCGRAW |
| 2015-10-29 | Cut Out for Non-Pay Maintained | | MEGAN L MCGRAW |
| 2015-10-15 | Cut Out for Non-Pay Issued | | CUMC1024 |
| 2015-08-06 | Correspondence - Collections | CUT DATE 2015-10-29 AMOUNT 255.00 | |
| 2015-08-06 | WEB Customer Initiated Payment | Scheduled date 8 6 2015 Amount 255.00 User ROSBUCS Owner Yes. Confirmation Number 15080628 | SELF SERVICE USER |
| 2015-07-16 | Changed Payment Agreement | PA Pmt Amt 1 288.50 Customer User ID ROSBUCS med cert No Password Verified Confirmation Number 15071642 | SELF SERVICE USER |
| 2015-07-16 | WEB Customer Initiated Payment | PA Pmt Amt 1 288.50 Customer User ID ROSBUCS med cert No Password Verified Confirmation Number 15071642 | SELF SERVICE USER |
| 2015-07-13 | Added Payment Agreement | Customer User ID ROSBUCS Term Date 07 20 2015 med cert No energy assistance Yes Cust agrees to CU of 617.00 due on 07 19 2015 installments of 21.00 . Password Verified | SELF SERVICE USER |
| 2015-07-09 | 3-day call - Ratepayer | CUBCL024 | CUBCL024 |
| 2015-07-02 | Correspondence - Collections | CUT DATE 2015-07-16 AMOUNT 1 013.50 | CUBCL024 |
| 2015-06-01 | 3-day call - Ratepayer | CUBCL024 | CUBCL024 |
| 2015-06-01 | WEB Customer Initiated Payment | PA Pmt Amt 324.00 Confirmation Number 15080154 | SELF SERVICE USER |
| 2015-05-26 | MPO | Customer User ID ROSBUCS Term Date 06 05 2015 med cert No energy assistance Yes Password Verified | SELF SERVICE USER |
| 2015-05-22 | Correspondence - Collections | CUT DATE 2015-06-09 AMOUNT 1 069.13 | SELF SERVICE USER |
| 2015-04-22 | WEB Customer Initiated Payment | PA Pmt Amt 348.00 Confirmation Number 15042246 | SELF SERVICE USER |
| 2015-04-22 | MPO | Customer User ID ROSBUCS Term Date 04 22 2015 med cert Yes energy assistance Yes Password Verified | SELF SERVICE USER |
| 2015-04-20 | Cut Out for Non-Pay Issued | Customer User ID ROSBUCS Term Date 04 22 2015 med cert Yes energy assistance Yes Password Verified | CUMC1024 |
| 2015-04-20 | Planned Outage Letter | Prearranged Outage - Specific Rain Date ISSUED BY jsjohn ISSUED DATE 2015-04-20 OUTAGE DATE 2015-05-12 OUTAGE TIME 9AM-10AM RAIN DATE 2015-05-14 RAIN TIME | |
| 2015-04-20 | Credit | CSR Comments s w/rp-sp ross schell-res cust calling to see if we could extend DD till Wednesday I was unable to do that hold cust if pmt wasn't made collections will resume and if he received a shut off before then to call us back. sat-y kh | KOURTNEY HAYES |
| 2015-04-10 | Disputed Payment Agreement | Caller Ross Schell-Res Spouse Term Date 04 14 2015 Cust agrees No med cert Yes Offered Op/Help N CustDeclined Cust does not agree to CU of 437.00 due on 04 13 2015 installments of 21.00 . | HERNANDEZ KARINA |

| Contact Date | Contact Type | Remarks | User |
|--------------|--|--|---------------------|
| 2015-04-10 | Financial Statement Added | Caller: Ross Schell-Res Spouse Term Date 04/14/2015 med cert Yes | HERNANDEZ KARINA |
| 2015-04-10 | SC - MED CERT - 3 DAY | Customer selected no option meets their needs Customer User ID ROSBUCS Term Date 04/14/2015 med cert No energy assistance Yes Password Verified | E177125 |
| 2015-04-10 | Credit | LHHEAP deadline extension email | SELF SERVICE USER |
| 2015-04-08 | 3-day call - Ratepayer | CUBCL024 | CUBCL024 |
| 2015-04-02 | LHHEAP | CUT DATE 2015-04-14 AMOUNT 895.93 | CSLET |
| 2015-04-01 | Correspondence - Collections | CSR Comments called to set p a inform we tried to set one already and we are asking 437.00 3.30 sat ov | ORLANDO VAROMA |
| 2015-04-01 | Credit | CSR Comments s w Ross Schell-spouse want to set up agrmt. Adv need to pay 437 due 3.30. Cant agree. No change in income. Adv pay as much oth risk of ipc coll. Cust understands. Declined puc | CLARISSA R MOORE |
| 2015-03-30 | Credit | Caller: Ross Schell-spouse Spouse Cust agrees No med cert No Offered Opt/Help Y Cust does not agree to CU of 437.00 due on 03/30/2015 Installments of 21.00. Customer Satisfied Understands Yes | CLARISSA R MOORE |
| 2015-03-30 | Added Payment Agreement | | CLARISSA R MOORE |
| 2015-03-30 | Financial Statement Added | | CLARISSA R MOORE |
| 2015-03-16 | Credit | CSR Comments S W Ross Schell Spouse lives in the home called to see if there was an ext. available informed sorry no asked to note the account that he would be making payment on 3/23/15 SAT YES JM | MCALOOSE, JOSEPH |
| 2015-03-04 | Credit | CSR Comments cont terms of PA CB 21.00 adv of CU 154.00 due 3.9 Then CB 21.00 283.91 due 3.23 adv no shut off and to make prt asap to catch up on PA. rev d shut off recd. sd over income for lhhap stals | HEATHER N BROWN |
| 2015-03-04 | Added Payment Agreement | IVR Energy Assistance Yes Caller agrees to CU of 154.00 due on 03/09/2015 Installments of 21.00. | IVR |
| 2015-03-04 | Choice Inquiry | Privacy Release Mailing Privacy Release Default: OK to Release All | CSSDR044 |
| 2015-02-27 | LHHEAP | LHHEAP Informational Outbound Call | CSLET |
| 2015-02-26 | Winter Collection | Winter Collection Notice | |
| 2015-01-30 | WEB Customer Initiated Payment | Scheduled date 1/30/2015 Amount 276.00 User rosbucs Owner Yes. Confirmation Number 15013075 | SELF SERVICE USER |
| 2015-01-30 | Credit | CSR Comments Dauphin County temp out of Orhpel funds MD | MADELINE DE LA ROSA |
| 2015-01-19 | Payment Arrangement Letter Sent | Non-Catch-Up Activation PAG | |
| 2015-01-19 | Added Payment Agreement | Caller: Ross Schell res Spouse Cust agrees Yes med cert No Offered Energy Assistance Yes energy assistance Yes Cust agrees to NCU of 276.00 due on 02/08/2015 installments of 21.00. Customer Satisfied Understands Yes | MADELINE DE LA ROSA |
| 2015-01-19 | Financial Statement Added | Winter Collection Notice | MADELINE DE LA ROSA |
| 2014-12-31 | Winter Collection | | CUBSI006 |
| 2014-11-24 | Removed from Collections - Deferred BB Balance | | CUBSI006 |
| 2014-11-21 | LHHEAP | LHHEAP email sent | CSLET |
| 2014-11-19 | LHHEAP | LHHEAP Reminder Call 11/10 to 11/21 | CSLET |
| 2014-10-22 | WEB Customer Initiated Payment | Scheduled date 10/22/2014 Amount 270.00 User ROSBUCS Owner Yes. Confirmation Number 14102293 | SELF SERVICE USER |
| 2014-09-02 | WEB Customer Initiated Payment | Scheduled date 9/2/2014 Amount 813.38 User ROSBUCS Owner Yes. Confirmation Number 14090219 | SELF SERVICE USER |
| 2014-08-19 | Payment Arrangement Letter Sent | Non-Catch-Up Activation PAG | |
| 2014-08-19 | Added Payment Agreement | Customer User ID ROSBUCS Term Date 08/21/2014 med cert No energy assistance Yes Cust agrees to NCU of 293.00 due on 09/08/2014 Installments of 20.00. Password Verified | SELF SERVICE USER |
| 2014-08-19 | Financial Statement Added | | SELF SERVICE USER |
| 2014-08-15 | 3-day call - Ratepayer | CUBCL024 | CUBCL024 |
| 2014-08-11 | Correspondence - Collections | CUT DATE 2014-08-21 AMOUNT 270.00 | |
| 2014-07-11 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 | |
| 2014-06-20 | WEB Customer Initiated Payment | Lights Comments none | SELF SERVICE USER |
| 2014-06-20 | WEB Customer Initiated Payment | Scheduled date 6/20/2014 Amount 819.20 User ROSBUCS Owner Yes. Confirmation Number 14062054 | IVR |
| 2014-06-18 | Credit | CSR Comments ross schell called to let us know that he will be making pay of 542.41 by 6/23 advised no guarantee sat s w Ross Schell sp. cust offered to pay the full o d amt of 542.41 on 6/18 cust has a remaining bal of 276.79 that would need to be pd by 7/18 to stop term sat | ANTONIA R SINATORE |
| 2014-06-09 | Issued Collection Arrangement | PAYMENT AGREEMENT HAS BEEN UPDATED TO KEPT | WENDY M MERKEL |
| 2014-05-30 | Changed Payment Agreement | CUT DATE 2014-06-11 AMOUNT 542.41 | CUBCL109 |
| 2014-05-30 | Correspondence - Collections | | |

| Contact Date | Contact Type | Remarks | User |
|--------------|----------------------------------|---------|-------------------|
| 2014-05-21 | Electric Outage - Issuance | Cond 1 | WCT |
| 2014-05-08 | WEB Customer Initiated Payment | Cond 2 | SELF SERVICE USER |
| 2014-04-25 | SC - GRACE EXTENSION | Cond 3 | SELF SERVICE USER |
| 2014-04-23 | WEB Customer Initiated Payment | Cond 4 | WCT |
| 2014-04-09 | WEB Customer Initiated Payment | Cond 1 | WCT |
| 2014-04-01 | Credit | Cond 2 | WCT |
| 2014-04-01 | Disputed Payment Agreement | Cond 3 | WCT |
| 2014-04-01 | Financial Statement Added | Cond 4 | WCT |
| 2014-04-01 | SC - MED CERT - 3 DAY | Cond 1 | WCT |
| 2014-03-28 | Correspondence - Collections | Cond 2 | WCT |
| 2014-03-12 | WEB Customer Initiated Payment | Cond 3 | WCT |
| 2014-02-26 | Payment Arrangement Letter Sent | Cond 4 | WCT |
| 2014-02-26 | Added Payment Agreement | Cond 1 | WCT |
| 2014-02-26 | Correspondence - Budget Billing | Cond 2 | WCT |
| 2014-02-26 | Start Budget Billing | Cond 3 | WCT |
| 2014-02-26 | Financial Statement Added | Cond 4 | WCT |
| 2014-02-26 | WEB Inquiry | Cond 1 | WCT |
| 2014-02-26 | Credit | Cond 2 | WCT |
| 2014-02-12 | Correspondence - General | Cond 3 | WCT |
| 2014-02-11 | SC - RECURRING REFERRAL TO OTRK | Cond 4 | WCT |
| 2014-01-28 | Winter Collection | Cond 1 | WCT |
| 2014-01-15 | WEB Customer Initiated Payment | Cond 2 | WCT |
| 2014-01-03 | Winter Collection | Cond 3 | WCT |
| 2013-12-01 | Electric Outage - Issuance | Cond 4 | WCT |
| 2013-12-01 | IVR Account Balance Cust Inquiry | Cond 1 | WCT |
| 2013-12-02 | myPPL Alerts - IVR | Cond 2 | WCT |
| 2013-12-01 | myPPL Alerts - IVR | Cond 3 | WCT |
| 2013-12-01 | Electric Outage - Issuance | Cond 4 | WCT |
| 2013-11-22 | LIHEAP | Cond 1 | WCT |
| 2013-11-19 | WEB Customer Initiated Payment | Cond 2 | WCT |
| 2013-11-11 | LIHEAP | Cond 3 | WCT |
| 2013-10-11 | WEB Customer Initiated Payment | Cond 4 | WCT |
| 2013-09-25 | WEB Customer Initiated Payment | Cond 1 | WCT |
| 2013-09-11 | Payment Arrangement Letter Sent | Cond 2 | WCT |
| 2013-09-11 | Added Payment Agreement | Cond 3 | WCT |
| 2013-09-11 | Financial Statement Added | Cond 4 | WCT |
| 2013-09-11 | Changed Payment Agreement | Cond 1 | WCT |
| 2013-09-05 | Cut Off for Non-Pay Issued | Cond 2 | WCT |
| 2013-09-05 | Correspondence - General | Cond 3 | WCT |
| 2013-09-04 | SC - RECURRING REFERRAL TO OTRK | Cond 4 | WCT |

| Contact Date | Contact Type | Remarks | User |
|--------------|---------------------------------|---|-------------------|
| 2013-09-04 | Added Payment Agreement | IVR Term Date 09/10/2013 Med Cert - No Energy Assistance Yes Caller agrees to CU of 336.00 due on 09/09/2013 | IVR |
| 2013-08-28 | Correspondence - Collections | Installments of 15.00 | |
| 2013-07-31 | WEB Customer Initiated Payment | CUT DATE 2013-09-10 AMOUNT 797.93 PA Pmt Amt 303.00 Confirmation Number 13073113 | SELF SERVICE USER |
| 2013-07-31 | Added Payment Agreement | Customer User ID ROSBUCS Term Date 08/08/2013 med cert No budget No energy assistance Yes Customer agrees to Catchup terms of 303.00 due on 08/07/2013 15.00 due each month thereafter. | SELF SERVICE USER |
| 2013-07-29 | Correspondence - Collections | CUT DATE 2013-08-08 AMOUNT 778.94 | |
| 2013-06-22 | WEB Customer Initiated Payment | Scheduled date 6/26/2013 Amount 540.83 User ROSBUCS Owner Yes. Confirmation Number 13062676 | SELF SERVICE USER |
| 2013-05-13 | Credit | Caller Ross Schell Spouse med cert No CSR Comments stated unable to pay on 5/14 - submitted dd ext - he will make pymnt of 540.83 pn 5/22 to pay reinstatmnt amnt. CB - sat | NAOMI I SAMPSON |
| 2013-04-25 | SC - Due Date Extension | Spoke with Ross Schell placed a DueDateExtension suspend charge on account. | NAOMI I SAMPSON |
| 2013-04-24 | OnTrack Customer | On Track application mailed. Return envelope to CAC Harrisburg. | LINDAL PUGLIESE |
| 2013-04-24 | Correspondence - Collections | OTREFCU - ONTRACK REFERRAL LETTER SENT | |
| 2013-04-24 | SC - REFERRAL TO ONTRACK | Referred to Ontrack. | SELF SERVICE USER |
| 2013-04-24 | Payment Arrangement Letter Sent | Non-Catch-Up Activation PAG | |
| 2013-04-24 | Added Payment Agreement | Customer User ID ROSBUCS med cert No budget No energy assistance Yes Cust agrees to NCU of 300.00 due on 05/14/2013 Installments of 15.00. | SELF SERVICE USER |
| 2013-04-24 | Financial Statement Added | | SELF SERVICE USER |
| 2013-04-11 | Credit | Caller ross SCHELL Spouse med cert No CSR Comments verified bal and past due.no shut off issued yet.ri p a at this time explained consequences.sat | REBECCAL BALLINO |
| 2013-03-26 | Data Repair | Data Repair for BANKRUPTCY | CSSDR044 |
| 2013-01-23 | WEB Customer Initiated Payment | Scheduled date 1/23/2013 Amount 508.96 User ROSBUCS Owner Yes. Confirmation Number 13012391 | SELF SERVICE USER |
| 2012-11-28 | WEB Customer Initiated Payment | PA Pmt Amt 207.11 Customer User ID ROSBUCS med cert No Confirmation Number 12112948 | SELF SERVICE USER |
| 2012-10-24 | WEB Customer Initiated Payment | PA Pmt Amt 287.86 Customer User ID ROSBUCS med cert No Confirmation Number 12102413 | SELF SERVICE USER |
| 2012-09-13 | WEB Customer Initiated Payment | Scheduled date 9/13/2012 Amount 517.75 User ROSBUCS Owner Yes. Confirmation Number 12091358 | SELF SERVICE USER |
| 2012-08-23 | WEB Customer Initiated Payment | Scheduled date 8/23/2012 Amount 977.23 User ROSBUCS Owner Yes. Confirmation Number 12082343 | SELF SERVICE USER |
| 2012-08-01 | SC - MED CERT - 3 DAY | Customer User ID ROSBUCS Term Date 08/08/2012 med cert Yes | SELF SERVICE USER |

| Maintain Payment Agreement for Account 09010-71010 | | | |
|--|--------------|-----------|------------------|
| Start Date | Type | Status | Agreement Amount |
| 03/14/16 | Catch-Up | Refused | 1,751.16 |
| 11/04/15 | Reconnection | Defaulted | 774.61 |
| 07/13/15 | Catch-Up | Kept | 1,013.50 |
| 04/10/15 | Catch-Up | Expired | 895.93 |
| 03/30/15 | Catch-Up | Refused | 895.93 |
| 03/04/15 | Catch-Up | Refused | 633.02 |
| 01/19/15 | Non-Catch-Up | Defaulted | 775.90 |
| 06/19/14 | Non-Catch-Up | Kept | 543.38 |
| 04/01/14 | Catch-Up | Kept | 564.80 |

| Start Date | Type | Status | Agreement Amount |
|------------|--------------|-----------|------------------|
| 04/01/14 | Catch-Up | Kept | 564.80 |
| 02/26/14 | Non-Catch-Up | Defaulted | 607.21 |
| 09/11/13 | Non-Catch-Up | Kept | 1,063.32 |
| 09/04/13 | Catch-Up | Canceled | 797.93 |
| 07/31/13 | Catch-Up | Defaulted | 778.94 |
| 04/24/13 | Non-Catch-Up | Defaulted | 820.68 |
| 07/03/12 | Catch-Up | Defaulted | 578.58 |
| 02/03/12 | Catch-Up | Defaulted | 938.47 |
| 09/20/11 | Catch-Up | Defaulted | 774.79 |

View...

| Start Date | Type | Status | Agreement Amount |
|------------|--------------|-----------|------------------|
| 09/28/11 | Catch-Up | Defaulted | 774.70 |
| 09/06/11 | Catch-Up | Defaulted | 987.79 |
| 09/02/11 | Catch-Up | Canceled | 987.79 |
| 08/01/11 | Non-Catch-Up | Defaulted | 796.77 |
| 03/07/11 | Non-Catch-Up | Defaulted | 838.94 |
| 02/14/11 | Catch-Up | Defaulted | 583.65 |
| 08/10/10 | Non-Catch-Up | Defaulted | 818.65 |
| 01/05/10 | Catch-Up | Kept | 549.45 |
| 10/01/09 | Catch-Up | Defaulted | 639.65 |

View...

| Start Date | Type | Status | Agreement Amount |
|------------|--------------|-----------|------------------|
| 10/01/09 | Catch-Up | Defaulted | 504.05 |
| 07/02/09 | Non-Catch-Up | Defaulted | 504.05 |
| 10/01/08 | Non-Catch-Up | Defaulted | 504.05 |
| 08/02/07 | Catch-Up | Kept | 513.44 |
| 07/03/07 | Catch-Up | Kept | 137.05 |
| 04/02/07 | Catch-Up | Defaulted | 264.85 |
| 04/02/07 | Catch-Up | Defaulted | 385.96 |
| 03/12/07 | Catch-Up | Cancelled | 385.96 |
| 02/07/07 | Catch-Up | Defaulted | 496.90 |
| | | Defaulted | 504.05 |

View...

| Start Date | Type | Status | Agreement Amount |
|------------|--------------|-----------|------------------|
| 02/07/07 | Catch-Up | Defaulted | 504.05 |
| 01/04/07 | Catch-Up | Defaulted | 501.12 |
| 06/30/06 | Catch-Up | Defaulted | 553.19 |
| 05/31/06 | Non-Catch-Up | Defaulted | 593.60 |
| 05/03/06 | Catch-Up | Defaulted | 595.60 |
| 04/06/06 | Catch-Up | Defaulted | 621.05 |
| 03/07/06 | Catch-Up | Defaulted | 784.37 |
| 01/05/06 | Non-Catch-Up | Defaulted | 623.66 |
| 10/10/05 | Non-Catch-Up | Defaulted | 776.76 |

View...

Maintain Payment Agreement for Account 09020-71010

Agreement Edit Help

| Start Date | Type | Status | Agreement Amount |
|------------|--------------|-----------|------------------|
| 10/10/05 | Non-Catch-Up | Defaulted | 776.40 |
| 11/01/04 | Non-Catch-Up | Defaulted | 498.72 |
| 06/28/04 | Catch-Up | Defaulted | 469.24 |
| 01/29/04 | Catch-Up | Defaulted | 433.61 |
| 11/03/03 | UpFront | Defaulted | 288.54 |
| 08/05/03 | Non-Catch-Up | Defaulted | 649.20 |
| 05/16/03 | Non-Catch-Up | Defaulted | 638.85 |
| 11/04/02 | Catch-Up | Kept | 558.35 |
| 08/09/02 | Catch-Up | Defaulted | 672.88 |

View...

Maintain Payment Agreement for Account 09010-71010

Agreement Edit Help

| Start Date | Type | Status | Agreement Amount |
|------------|--------------|------------------|------------------|
| 11/03/03 | UpFront | Defaulted | 288.54 |
| 08/05/03 | Non-Catch-Up | Defaulted | 649.20 |
| 05/16/03 | Non-Catch-Up | Defaulted | 638.05 |
| 11/04/02 | Catch-Up | Kept | 558.35 |
| 08/09/02 | Catch-Up | Defaulted | 672.88 |
| 08/02/02 | Catch-Up | Dispute Canceled | 672.88 |
| 06/10/02 | Non-Catch-Up | Defaulted | 530.48 |
| 04/12/02 | Catch-Up | Defaulted | 481.09 |

View...