

Assigned To

Assigned Analyst
Copeland, Jacqueline L
Customer Information

Case Number
3437578

Account Number
100108824374

First Name
CONNIE

Last Name
NELSON

Service Address

RECEIVED

Address1

101 CENTER PLACE

Address2

JAN 23 2017

Service City

JOHNSTOWN

Service State

PA

Service Zip

15906-0

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

5/9/2016

PUC Date Prepared

5/9/2016

Received Date

5/9/2016

PUC Date Closed

5/14/2016

Case Information

Prior Case Number

3359115

Term Date

5/9/2016

Arrearage

2392

Case Origin

TELEPHONE

Universal Service

No

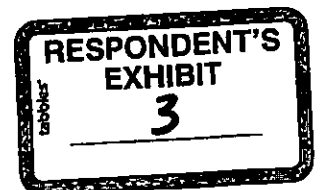
Income

SOC SEC - \$1043

Source

Business Name

WAGES - \$1200



plgth

Reason For Contact

STRAIGHT

OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82)

Case Problem

Company Position

WE ARE UNABLE TO ASSIST AT THIS TIME YOU NEED TO
PAY THE \$2392.72 IN FULL TO RESTORE SERVICE.

Related Information

LOWER

RESTORATION AMT AND PAR TO MAINTAIN SERVICE - RELIEF SOUGHT - THE CELL PHONE
NUMBER (814) 615 - 3804 HAS BEEN ALLOWED TO BE SHARED.

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	
MELANIE	SCOTT	

Status

Status

Closed

History

Click To Expand



Is Archived

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Customer Information

Case Number

3437578

Customer First Name

CONNIE

Customer Last Name

NELSON

Account Number

100108824374

Service Address

Address 1

101 CENTER PLACE

Address 2

City

JOHNSTOWN

Service State

PA

Zip

15906

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

5/9/2016

PUC Sent Date

5/18/2016

PUC Date Closed

5/14/2016

Assigned To

Assigned Analyst

Copeland, Jacqueline L

Case Information

PUC Violation

ACTUAL

PUC Chapter

56

Section Rule

1 & 191 (2)(III)

Balance Date

5/13/2016

Head Date

5/17/2016

Bill Date

PUC Service Continue Date

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Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
7576.36	631.00	1157.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
526.00	0.00	631.00
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

WITH

THE DUE DATE 1ST BILL ISSUED AFTER

Letter Description

RESTORE AMT + BDGT BILL & RC FEE, NO LPCS,
NO DPT & REFER CAP

Resolution

CLOSING - DECISION ISSUED - THE CUSTOMER ONLY HAD
ONE COMPANY PAYMENT AGREEMENT (PCAP). THE CUSTOMER'S HOUSEHOLD INCOME IS
WITHIN

A LEVEL 2A AND IS ELIGIBLE FOR A COMPANY PAYMENT AGREEMENT IN ACCORDANCE
56.191

(2) (III) ON THE TOTAL ACCOUNT BALANCE IN THE AMOUNT OF \$7,576.36 TO HAVE THE
SERVICE RESTORED. THE CUSTOMER MUST PAY \$631.00 TO HAVE THE SERVICE RESTORED.
THE REMAINING ACCOUNT BALANCE WILL BE PLACED ON A COMPANY PAYMENT
AGREEMENT FOR

THE CUSTOMER TO PAY THE BUDGET OF \$526.00 PLUS \$631.00 FOR A TOTAL OF \$1,157.00
BEGINNING WITH THE DUE DATE OF THE FIRST BILL ISSUED AFTER THE SERVICE
RESTORATION. CASE SUSTAINED.

Has Decision Issue

Response Time

Other Information

Investigator First Name Investigator Last Name

MARIA

VELEZ

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

MELANIE

Intaker Last Name

SCOTT

Status

Is SAP Completed

✓

SAP Completion Date

5/31/2016

History

Click To Expand



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