



C-2019-3009073

RECEIVED

DETAILED STATEMENT OF ACCOUNT

2019 JUN 21 AM 9:37

Customer Name: HEATHER MILLER
 Service Address: 40 MILLER LN
 OSCEOLA MILLS PA 16666

PA PUC
 SECRETARY'S BUREAU
 Account Number: 100121667495
 FRONT DESK

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	Adj Amt	Adj Type	Account Balance
06/15/17	06/14/17	KWH	13,483	1,590	30	53	Est	231.76		231.76	266.00	07/10/17		44.16	LPC	11,751.56
07/15/17	07/14/17	KWH	14,609	1,126	30	38	Act	167.72		167.72	266.00	08/07/17				11,919.28
08/16/17	08/15/17	KWH	16,034	1,425	32	45	Est	209.26		209.26	159.00	09/07/17				12,128.54
09/16/17	09/15/17	KWH	17,351	1,317	31	42	Act	189.78		189.78	159.00	10/10/17				12,318.32
10/17/17	10/16/17	KWH	18,683	1,332	31	43	Est	187.02		187.02	159.00	11/08/17				12,505.34
Installment plan deactivated on 10/24/2017 - Installment Plan In Arrears:																
Installment plan started on 10/24/2017 for current + 207.00.																
11/13/17	11/13/17	KWH	20,517	1,834	28	66	Act	253.25		253.25	223.00	12/05/17				12,758.59
12/16/17	12/14/17	KWH	22,542	2,025	31	65	Est	288.30		288.30	223.00	01/08/18		6.45	LPC	13,053.34
01/11/18	01/11/18	KWH	24,574	2,032	28	73	Act	300.73		300.73	223.00	02/05/18		12.90	LPC	13,366.97
02/14/18	02/13/18	KWH	26,765	2,191	33	66	Est	322.63		322.63	239.00	03/08/18		19.35	LPC	13,708.95
03/12/18	03/12/18	KWH	28,340	1,575	27	58	Act	228.52		228.52	239.00	04/03/18		26.04	LPC	13,963.51
04/14/18	04/12/18	KWH	30,567	2,227	31	72	Est	307.53		307.53	239.00	05/07/18				14,271.04
05/12/18	05/11/18	KWH	31,752	1,185	29	41	Act	168.53		168.53	252.00	06/04/18		39.42	LPC	14,478.99
06/14/18	06/13/18	KWH	33,284	1,532	33	46	Est	219.64		219.64	252.00	07/09/18				14,698.63
07/14/18	07/12/18	KWH	34,926	1,642	29	57	Act	233.13		233.13	252.00	08/06/18				14,931.76
08/10/18													-252.00			14,679.76
08/13/18	08/12/18	KWH	36,908	1,982	31	64	Act	279.44		279.44	252.00	09/04/18				14,959.20
08/20/18														12.00	RCC	14,971.20
08/20/18													252.00			15,223.20
Payment Returned - Non Sufficient Funds																
08/26/18													-252.00			14,971.20
09/03/18														12.00	RCC	14,983.20
09/03/18													252.00			15,235.20
Payment Returned - Non Sufficient Funds																
09/13/18	09/12/18	KWH	38,450	1,542	31	50	Act	218.65		218.65	252.00	10/09/18				15,453.85
09/28/18													-252.00			15,201.85
10/13/18	10/11/18	KWH	39,798	1,348	29	48	Act	191.41		191.41	252.00	11/05/18		72.49	LPC	15,465.75
11/12/18	11/11/18	KWH	41,438	1,638	31	53	Act	230.55		230.55	275.00	12/04/18		81.08	LPC	15,777.38

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	Adj Amt	Adj Type	Account Balance
12/12/18	12/11/18	KWH	43,573	2,137	30	71	Act	298.97		298.97	275.00	01/03/19		88.31	LPC	16,164.66
01/14/19	01/13/19	KWH	46,072	2,499	33	76	Act	353.51		353.51	275.00	02/05/19		95.54	LPC	16,613.71
02/12/19	02/11/19	KWH	48,524	2,452	29	85	Act	349.39		349.39	248.00	03/06/19		102.77	LPC	17,065.87
03/13/19	03/12/19	KWH	50,536	2,012	29	69	Act	284.97		284.97	248.00	04/04/19		109.60	LPC	17,460.44
04/11/19	04/10/19	KWH	52,247	1,711	29	59	Act	240.07		240.07	248.00	05/06/19				17,700.51
05/14/19	05/13/19	KWH	53,728	1,481	33	45	Act	208.33		208.33	140.00	06/05/19				17,908.84

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**

Name: Heather Miller

Address: 40 Miller Ln
Osceola Mills, Pa. 16666

Type of Agreement	Date	Agreement Amount	Income	Agreement Terms/Remarks
BCS / 3559191	10/24/2017	\$12,471.84	\$2,340.00	Budget bill + \$207.00 beginning 12/5/2017
BCS / 3477003	10/5/2016	\$9,792.53	\$3,336.67	Budget bill + \$164.00 beginning 12/5/2016
CO PA	5/1/2015	\$7,732.99	\$1,415.21	Budget bill + \$322.00 beginning 6/8/2015
CO PA	8/19/2013	\$2,448.83	\$2,600.00	Budget bill + \$63.00 beginning 10/7/2013
PCAP	4/9/2008	\$3,068.64	\$936.00	\$80.00 monthly credit; \$85.24 potential forgiveness

Remarks: Removed from PCAP effective 5/13/13 for failure to re-verify.

RECEIVED

JUN 21 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BCS – BCS Payment Agreement
CO PA – Company Payment Agreement
PCAP – Pa Customer Assistance Program

Assigned To

JUN 21 2019

Assigned Specialist
Townsend, Clovis Y
Customer Information

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Case Number

3594420

Account Number

100121667495

First Name

HEATHER

Last Name

MILLER

Service Address

Address1

40 MILLER LN

Address2

Service City

OSCEOLA MILLS

Service State

PA

Service Zip

16666-0

Service Class

Work Phone

Home Phone

(814) 4962218

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

1

Age

14

Adults

2

General

PUC Date Opened

3/26/2018

PUC Date Prepared

3/27/2018

Received Date

3/27/2018

PUC Date Closed

5/10/2018

Case Information

Prior Case Number

3542319

Term Date

4/2/2018

Arrearage

0

Case Origin

Universal Service

Income

PUC WEBSITE

No

CustIncome - \$1600

Source

Business Name

HEATHER MILLER

Reason For Contact

DO NOT SELECT - AUTOMATED CODE - CHALLENGED
STRAIGHT PAR (#73)

Case Problem

Company Position

03/22/2018 COMPANY SAID TO CALL PUC>

Related Information

I DO NOT HAVE THE MONEY RIGHT NOW TO STOP
TERMINATION NOTICE. - RELIEF SOUGHT - I JUST NEED A PAYMENT PLAN BECAUSE MY
INCOME HAS DECLINED. THE CELL PHONE NUMBER (814) 496 - 2218 HAS BEEN ALLOWED TO
BE SHARED. THE EMAIL ADDRESS HEATHERM@NAVACOIND.COM HAS BEEN ALLOWED TO BE
SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
TOM	CERENE	(717)
Intaker First Name	Intaker Last Name	
DEBRA	BARNHART	

Status

Status

Closed

History

Click To Expand
< [] >

Is Archived

Customer Information

Case Number

3594420

Customer First Name

HEATHER

Customer Last Name

MILLER

Account Number

100121667495

Service Address

Address 1

40 MILLER LN

Address 2

City

OSCEOLA MILLS

Service State

PA

Zip

16666

Home Phone

(814) 4962218

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

3

Children

1

Age

14

General

PUC Date Opened

3/26/2018

PUC Sent Date

5/11/2018

PUC Date Closed

5/10/2018

Case Type

Repeater

Assigned To

Assigned Specialist

Townsend, Clovis Y

Case Information

PUC Violation

ACTUAL

PUC Chapter

TITLE66

Section Rule

1410.1.3 56.1

Balance Date

5/10/2018

Head Date

5/14/2018

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
14271.04	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	2726.24	0.00
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

Letter Description

Resolution

DISMISSAL LETTER ISSUED CASE DISMISSED PER 1405D
 B.C.S. 3559191 NOT SATISFIED CO WILL BE CITED PER 1410.1.3 10,000.00 BALANCE
 AND \$6.1 FOR ALLOWING THE CUSTOMER TO ACCUMULATE A LARGE AND UNMANAGEABLE
 ARREARAGE

Has Decision Issue	Response Time
--------------------	---------------

Other Information

Investigator First Name	Investigator Last Name
TOM	CERENE
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
DEBRA	BARNHART
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	5/11/2018

History

Click To Expand
< <input type="text"/> >

RECEIVED

Assigned To

JUN 21 2019

Assigned Specialist

Cruz, Tonya M

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Customer Information

Case Number

3559191

Account Number

100121667495

First Name

HEATHER

Last Name

MILLER

Service Address

Address1

40 MILLER LANE

Address2

Service City

OSCEOLA MILLS

Service State

PA

Service Zip

16666-0

Service Class

Work Phone

Home Phone

(814) 4962218

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

5

Children

2

Age

17,13

Adults

3

General

PUC Date Opened

9/5/2017

PUC Date Prepared

9/5/2017

Received Date

9/5/2017

PUC Date Closed

10/4/2017

Case Information

Prior Case Number

3542319

Term Date

9/5/2017

Arrearage

0

Case Origin

TELEPHONE

Universal Service

Yes

Income

WAGES - \$2340

Source

Business Name

HEATHER MILLER

Reason For Contact

CII - CHANGE IN INCOME PAR (#71)

Case Problem
Company Position
Related Information

CUSTOMER

DEFAULTED ON PUC PAR #3477003 WHICH WAS ISSUED IN OCTOBER 2016. INCOME AT THAT TIME WAS \$3336.67/MONTH. CUSTOMER HAS RETURNED DOCUMENTATION SHOWING INCOME HAS DECREASED 30% SINCE THAT PAR WAS ISSUED. CUSTOMER WANTS A NEW PAR.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
JEREMY	PLAGUE	(717)
Intaker First Name	Intaker Last Name	
JEREMY	PLAGUE	

Status

Status

Closed

History

Click To Expand

< >

Is Archived

Customer Information

Case Number

3559191

Customer First Name

HEATHER

Customer Last Name

MILLER

Account Number

100121667495

Service Address

Address 1

40 MILLER LANE

Address 2

City

OSCEOLA MILLS

Service State

PA

Zip

16666

Home Phone

(814) 4962218

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

5

Children

2

Age

17,13

General

PUC Date Opened

9/5/2017

PUC Sent Date

10/4/2017

PUC Date Closed

10/4/2017

Case Type

CII

Assigned To

Assigned Specialist

Cruz, Tonya M

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

10/3/2017

Head Date

10/5/2017

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
12367.89	0.00	366.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
159.00	4331.50	207.00
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 NOVEMBER 2017 DUE DATE

Letter Description

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

Resolution

DECISION

LETTER SENT--CII VALID--PAR ISSUED. LEVEL 1, BUDGET 159.00 + 207.00 = 366.00
BEGINNING NOVEMBER 2017 DUE DATE. WAIVE LPCS.

Has Decision Issue

Response Time

Other Information

Investigator First Name	Investigator Last Name
JEREMY	PLAGUE
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
JEREMY	PLAGUE

Status

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	10/24/2017

History

Click To Expand

Cira Centre, 13th Floor
2929 Arch Street
Philadelphia, PA 19104Main: 215.495.6500
Direct: 215.495.6524
Fax: 215.495.6600

September 20, 2016

RECEIVED

Via Electronic and First Class Mail

JUN 21 2019

Heather Miller
40 Miller Lane
Osceola Mills, PA 16666
JHZCMOM@hotmail.comPA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**Re: Docket No. C-2016-2552800; BCS Decision No. 3445603
Heather Miller v. Pennsylvania Electric Company
Settlement**

Dear Ms. Miller:

This will confirm our discussion during yesterday's hearing regarding the settlement of your Informal and Formal Complaints filed with the Pennsylvania Public Utility Commission (PUC) against Pennsylvania Electric Company (Penelec) under finalized Account No. 100063919573, in the above-referenced proceedings.

You agree that there are no disputed charges or service issues related to the finalized account.

Penelec has confirmed the following:

- There are no PCAP arrears in the finalized Account balance of \$9,804.53.
- You are entitled to a PUC payment arrangement (PAR).
- Your household size is 3 adults and 2 minors.
- The gross monthly household income is \$4,904.00.¹
- The household income is between 200% and 250% of the Federal Poverty Guideline (Level 2).
- The pay back period for Level 2 income is 36-months.
- The payment for a 36-month pay back period is \$272.00 on a PAR balance of \$9,804.53.

You contacted the PUC's Bureau of Consumer Services (BCS) to file an informal complaint requesting a PUC PAR. The BCS case number you relayed to me is 3477003; Penelec will expedite its response that you are entitled to a PUC PAR. Once BCS issues its decision, you

¹ Heather's income is \$1,536.00 and Douglas's income is \$3,368.00.

Heather Miller
Re: Settlement
September 20, 2016
Page 2

Exhibit No. 6
Page 2 of 2

will call Penelec's Call Center (800-545-7741) to apply for service. Once your account is established, the PUC PAR will be placed on your account.

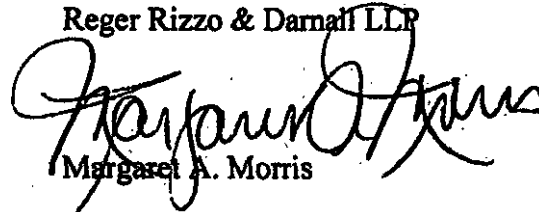
Penelec has agreed that if you timely pay your monthly bill (budget plus PAR amount of \$272.00) for the first six months, it will credit the account \$602.00 for the lawfully billed late payment charges, which will reduce the PAR balance to \$8,172.53.² Penelec also has agreed to offer a 36-month Company PAR on the new PAR balance of \$7,570.53.³ The terms of the Company PAR will be budget bill plus \$210.00.

The Certificate of Satisfaction that we discussed which terminates the matter before the PUC was filed and forwarded to you on September 14, 2016. **No further action is required on your part. If you do not agree to this, you have ten (10) days from that date to object in writing as indicated on the Certificate of Satisfaction.**

I am glad that the matter was amicably resolved. I have also enclosed information about various programs offered in Clearfield County.

Very truly yours,

Reger Rizzo & Damali LLP



Margaret A. Morris

MAM

cc: Lauren Lepkoski, Esquire, FirstEnergy Service Company

² PAR balance of \$9,804.53 - \$1,632 (\$272 x 6) = \$8,172.

³ \$8,172 - \$602 = \$7,570.

Customer: HEATHER MILLER / 804369579
 Contract Acct:
 Service Address:

Created On: 04/17/2019 Page 1 of 60
 Date Range: 01/01/1900 to 04/17/2019

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
10/07/9999 08:48:16	10/07/2016	100063919573	Laurie E Parker	PUC/BPU Complaint-Written																
<p>*****CASH OR CREDIT CARD ONLY*****</p> <p>OVER \$15,000.00 IN RETURN PAYMENTS/SAME PREMISE-PRIOR TO 6/1/16 TERMINATION FOR NONPAYMENT.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>																				
05/17/9999 12:21:26	05/17/2016	100063919573	C0037	ROCC Alert																
<p>rocc alert 5/17/16 please referred any call to HIGH BALANCE team at 1-888-392-5103</p> <p>6/1/16 4:13pm S/w Heather Miller (bp) no medical condition no pfa advised unable to accept anything less advised 4097.09 amount to recon she states removed from PCAP for income too high advised shows reason as failure to reverify she will try to contact them gave DEF # sat DDOUGLAS</p>																				
04/17/9999 10:24:43	04/17/2019	100121667495	Laurie E Parker	PUC/BPU Complaint-Written																
<p>PaPUC Formal Complaint Docket No. C-2019-3009073 (Repeater / PAR Request) received.</p>																				
04/15/2019 11:39:54	04/15/2019	100121667495	B2BEALOGIN	Contact Added to Alert Preferences																
<p>Alert Contact Added: heatherm@navacoind.com</p>																				
04/15/2019 11:38:56	04/15/2019	100121667495	EAILOGINWM7	Self-Serve Credit Interaction																
<p>Contact Person: Account Holder Offered All Options</p>																				
04/11/2019 19:22:40	04/11/2019	100121667495	CS General Purpose Batch	Calculation																
<p>C/A 100121667495 Contract 0024481860 Budget amt calculated for period ending 04/10/19 = \$ 108.00 Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">1321.67</td> </tr> <tr> <td>2. Current Delta: 759.47 - 678.00 + 0.00</td> <td style="text-align: right;">81.47</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">562.20</td> </tr> <tr> <td>4. Diff + Remain Amt: 81.47 + 562.20</td> <td style="text-align: right;">643.67</td> </tr> <tr> <td>5. New BBP Amount: 643.67 / 6</td> <td style="text-align: right;">107.00</td> </tr> <tr> <td>* Dollar Difference: 107.00 - 108.00</td> <td style="text-align: right;">1.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">0.93</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">108.00</td> </tr> </table>					1. 12 Mth Factor Amt:	1321.67	2. Current Delta: 759.47 - 678.00 + 0.00	81.47	3. Remaining Amount:	562.20	4. Diff + Remain Amt: 81.47 + 562.20	643.67	5. New BBP Amount: 643.67 / 6	107.00	* Dollar Difference: 107.00 - 108.00	1.00	* Pct Difference:	0.93	* System BBP Amount:	108.00
1. 12 Mth Factor Amt:	1321.67																			
2. Current Delta: 759.47 - 678.00 + 0.00	81.47																			
3. Remaining Amount:	562.20																			
4. Diff + Remain Amt: 81.47 + 562.20	643.67																			
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* Dollar Difference: 107.00 - 108.00	1.00																			
* Pct Difference:	0.93																			
* System BBP Amount:	108.00																			
04/11/2019 19:22:40	04/11/2019	100121667495	CS General Purpose Batch	Calculation																
<p>C/A 100121667495 Contract 0024481859 Budget amt calculated for period ending 04/10/19 = \$ 140.00 Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">1746.59</td> </tr> <tr> <td>2. Current Delta: 997.99 - 891.00 + 0.00</td> <td style="text-align: right;">106.99</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">748.60</td> </tr> <tr> <td>4. Diff + Remain Amt: 106.99 + 748.60</td> <td style="text-align: right;">855.59</td> </tr> <tr> <td>5. New BBP Amount: 855.59 / 6</td> <td style="text-align: right;">143.00</td> </tr> <tr> <td>* Dollar Difference: 143.00 - 140.00</td> <td style="text-align: right;">3.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">2.14</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">140.00</td> </tr> </table>					1. 12 Mth Factor Amt:	1746.59	2. Current Delta: 997.99 - 891.00 + 0.00	106.99	3. Remaining Amount:	748.60	4. Diff + Remain Amt: 106.99 + 748.60	855.59	5. New BBP Amount: 855.59 / 6	143.00	* Dollar Difference: 143.00 - 140.00	3.00	* Pct Difference:	2.14	* System BBP Amount:	140.00
1. 12 Mth Factor Amt:	1746.59																			
2. Current Delta: 997.99 - 891.00 + 0.00	106.99																			
3. Remaining Amount:	748.60																			
4. Diff + Remain Amt: 106.99 + 748.60	855.59																			
5. New BBP Amount: 855.59 / 6	143.00																			
* Dollar Difference: 143.00 - 140.00	3.00																			
* Pct Difference:	2.14																			
* System BBP Amount:	140.00																			

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JUN 21 2019

PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/10/2019 09:31:35	04/10/2019	100121667495	Tammy L Lash	PUC/BPU Complaint-Written
Per call from PUC formal case C - 2019 -3009073, tlash				
04/05/2019 09:12:18	04/05/2019	100121667495	Zachary A Bartel	Utility Report Issued
<p>Spoke with: HEATHER MILLER</p> <p>Created By: Zachary A Bartel</p> <p>Dispute Rights Dunning lock created - Lock date: 04/15/2019</p> <p>Company Position:</p> <p>offered all options including acct bal and disc amt</p> <p>Customer Position:</p> <p>cannot pay</p>				
04/05/2019 09:10:32	04/05/2019	100121667495	Zachary A Bartel	Disconnection Phone Attempt - Successful
04/05/2019 09:08:07	04/05/2019	100121667495	Zachary A Bartel	Negotiation Tool - Service On
<p>Spoke with: HEATHER MILLER</p> <p>Created By: Zachary A Bartel</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>pcap number provided - already had liheap number</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$8311.21</p> <p>Offered - Pay Disconnection Amt of: \$7388.26</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>s/w - Heather Miller BP - called to stop disc - reviewed fs level a - pcap phone number provided - adv pcap amt @ 17264.05 (oab 17264.05 - dhsp 0 - CC 0) bill already past due - already had liheap phone number - offered all options including acct bal and disc amt - customer cannot pay - ineligible for ip/budget - dispute rights issued</p>				
04/05/2019 09:08:07	04/05/2019	100121667495	Zachary A Bartel	Financial Summary Review
<p>Spoke with: HEATHER MILLER</p> <p>Created By: Zachary A Bartel</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
04/02/2019 17:08:00	04/02/2019	100121667495	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
04/02/2019 09:44:36	04/02/2019	100121667495	EAILOGINWM7	Financial Summary Review
Financial Summary was taken.				
04/02/2019 09:43:11	04/02/2019	100121667495	EAILOGINWM7	Self-Serve Credit Interaction
<p>Agency Referral Accepted</p> <p>CAP Referral Accepted</p> <p>Contact Person: Account Holder</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct.	Created By	Description																
Offered All Options																				
04/02/2019 09:42:13	04/02/2019	100121667495	EAILOGINWM7	Change Profile																
Douglas Miller jhzcmmom@hotmail.com Changed Password From Forgot Password																				
04/02/2019 09:42:13	04/02/2019	100063919573	EAILOGINWM7	Change Profile																
Douglas Miller jhzcmmom@hotmail.com Changed Password From Forgot Password																				
04/02/2019 09:41:27	04/02/2019	100121667495	EAILOGINWM7	Forgot Password Email Sent																
Douglas Miller jhzcmmom@hotmail.com Requested Forgot Password link																				
04/02/2019 09:41:27	04/02/2019	100063919573	EAILOGINWM7	Forgot Password Email Sent																
Douglas Miller jhzcmmom@hotmail.com Requested Forgot Password link																				
04/01/2019 10:15:00	04/01/2019	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful																
Phone attempt 09 - Sit Tone/invalid Phone Number																				
03/23/2019 23:41:57	03/23/2019	100121667495	CS General Purpose Batch	Disconnection Notice - PA Residential																
03/21/2019 14:16:36	03/21/2019	100121667495	Kristen L Delle Donne	Create Dunning Lock																
Dunning Lock Reason:Off Cycle Disconnection Start Date: 03/21/2019 End Date: 03/21/2019 Created By: Kristen L Delle Donne																				
03/13/2019 09:49:00	03/13/2019	100121667495	CS General Purpose Batch	No answer																
Phone attempt 04 - No Answer																				
03/04/2019 13:17:32	03/04/2019	100121667495	Bethel M Folmsbee	Outbound Call																
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP																				
02/27/2019 22:48:11	02/27/2019	100121667495	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc																
02/22/2019 12:48:49	02/22/2019	100121667495	Bethel M Folmsbee	Outbound Call																
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP																				
02/12/2019 09:19:00	02/12/2019	100121667495	CS General Purpose Batch	No answer																
Phone attempt 04 - No Answer																				
01/14/2019 19:25:36	01/14/2019	100121667495	CS General Purpose Batch	Calculation																
C/A 100121667495 Contract 0024481860 Budget amt calculated for period ending 01/13/19 = \$ 108.00 Open editor for detail																				
<table> <tr> <td>1. 12 Mth Factor Amt:</td> <td>1325.91</td> </tr> <tr> <td>2. Current Delta: 384.95 - 354.00 + 0.00</td> <td>30.95</td> </tr> <tr> <td>3. Remaining Amount:</td> <td>940.96</td> </tr> <tr> <td>4. Diff + Remain Amt: 30.95 + 940.96</td> <td>971.91</td> </tr> <tr> <td>5. New BBP Amount: 971.91 / 9</td> <td>108.00</td> </tr> <tr> <td>* Dollar Difference: 108.00 - 118.00</td> <td>10.00</td> </tr> <tr> <td>* Pct Difference:</td> <td>8.47</td> </tr> <tr> <td>* System BBP Amount:</td> <td>108.00</td> </tr> </table>					1. 12 Mth Factor Amt:	1325.91	2. Current Delta: 384.95 - 354.00 + 0.00	30.95	3. Remaining Amount:	940.96	4. Diff + Remain Amt: 30.95 + 940.96	971.91	5. New BBP Amount: 971.91 / 9	108.00	* Dollar Difference: 108.00 - 118.00	10.00	* Pct Difference:	8.47	* System BBP Amount:	108.00
1. 12 Mth Factor Amt:	1325.91																			
2. Current Delta: 384.95 - 354.00 + 0.00	30.95																			
3. Remaining Amount:	940.96																			
4. Diff + Remain Amt: 30.95 + 940.96	971.91																			
5. New BBP Amount: 971.91 / 9	108.00																			
* Dollar Difference: 108.00 - 118.00	10.00																			
* Pct Difference:	8.47																			
* System BBP Amount:	108.00																			
01/14/2019 19:25:33	01/14/2019	100121667495	CS General Purpose Batch	Calculation																
C/A 100121667495 Contract 0024481859 Budget amt calculated for period ending 01/13/19 = \$ 140.00 Open editor for detail																				
<table> <tr> <td>1. 12 Mth Factor Amt:</td> <td>1726.60</td> </tr> <tr> <td>2. Current Delta: 498.08 - 471.00 + 0.00</td> <td>27.08</td> </tr> <tr> <td>3. Remaining Amount:</td> <td>1228.52</td> </tr> </table>					1. 12 Mth Factor Amt:	1726.60	2. Current Delta: 498.08 - 471.00 + 0.00	27.08	3. Remaining Amount:	1228.52										
1. 12 Mth Factor Amt:	1726.60																			
2. Current Delta: 498.08 - 471.00 + 0.00	27.08																			
3. Remaining Amount:	1228.52																			

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				4. Diff + Remain Amt: 27.08 + 1228.52 1255.60 5. New BBP Amount: 1255.60 / 9 140.00 * Dollar Difference: 140.00 - 157.00 17.00 * Pct Difference: 10.83 * System BBP Amount: 140.00
11/07/2018 15:49:14	11/07/2018	100121667495	Chyanne Shaffer	Negotiation Tool - Service On
				Spoke with: HEATHER MILLER Created By: Chyanne Shaffer Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$5477.91 Offered - Pay Disconnection Amt of: \$504.00 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was not satisfied. Rights provided to customer.
11/07/2018 15:49:14	11/07/2018	100121667495	Chyanne Shaffer	Financial Summary Review
				Spoke with: HEATHER MILLER Created By: Chyanne Shaffer BP Fed and Reg Inc Levels updated. Low income letter will be sent.
10/30/2018 17:06:00	10/30/2018	100121667495	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
				Phone attempt 04 - No Answer
10/29/2018 09:10:00	10/29/2018	100121667495	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
				Phone attempt 03 - Busy
10/15/2018 10:16:31	10/15/2018	100121667495	C54587	Utility Report Issued
				Spoke with: HEATHER MILLER Created By: Justin P Parsons Dispute Rights Dunning lock created - Lock date: 10/28/2018 Company Position: Offered all options. Issued dispute rights. Customer Position: Customer can not pay.
10/15/2018 10:13:56	10/15/2018	100121667495	C54587	Negotiation Tool - Service On
				Spoke with: HEATHER MILLER Created By: Justin P Parsons Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$5477.91 Offered - Pay Past Due Amt of \$4832.66 Offered - Pay Disconnection Amt of: \$504.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes</p>
10/15/2018 10:13:56	10/15/2018	100121667495	C54587	Financial Summary Review
				<p>Spoke with: HEATHER MILLER Created By: Justin P Parsons FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>
10/15/2018 10:13:13	10/15/2018		C54587	Personal Data Changed
				<p>Old BP Phone:(814)496-2218 New BP Phone:(814)303-2175 Created By: Justin P Parsons</p>
10/13/2018 19:23:02	10/13/2018	100121667495	CS General Purpose Batch	Calculation
				<p>C/A 100121667495 Contract 0024481859 Budget amt calculated for period ending 10/11/18 = \$ 157.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1828.96 * System BBP Amount: 157.00</p>
10/13/2018 19:23:02	10/13/2018	100121667495	CS General Purpose Batch	Calculation
				<p>C/A 100121667495 Contract 0024481860 Budget amt calculated for period ending 10/11/18 = \$ 118.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1369.82 * System BBP Amount: 118.00</p>
10/12/2018 11:08:21	10/12/2018	100121667495	Gina M Dietrich	General Inquiry
				<p>case dismissed. final order recvd...gd Satisfied Not Applicable: Reason - Manual work</p>
10/12/2018 08:29:39	10/12/2018	100121667495	EAILOGINWM7	Self-Serve Credit Interaction
				<p>Contact Person: Account Holder Offered All Options</p>
10/10/2018 17:09:00	10/10/2018	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
				<p>Phone attempt 09 - Sit Tone/Invalid Phone Number</p>
10/09/2018 09:13:00	10/09/2018	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
				<p>Phone attempt 09 - Sit Tone/Invalid Phone Number</p>
10/01/2018 22:50:30	10/01/2018	100121667495	CS General Purpose Batch	Disconnection Notice - PA Residential

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/28/2018 14:46:18	09/28/2018	100121667495	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/28/2018 Payment Time: 14:46:17 Payment Amount: 252.00 Payment Type: Cash Vendor ID: AP Receipt Number: PA0381067960017				
09/17/2018 12:32:56	09/17/2018	100121667495	Samantha L Roy	Utility Report Issued
Spoke with: HEATHER MILLER Created By: Samantha L Roy Dispute Rights Dunning lock created - Lock date: 09/30/2018 Company Position: BP needs to pay Customer Position: BP cannot pay				
09/17/2018 12:31:03	09/17/2018	100121667495	Samantha L Roy	Negotiation Tool - Service On
Spoke with: HEATHER MILLER Created By: Samantha L Roy Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. Human Services Options used. *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes Payment Options provided: Offered - Pay Acct Balance of: \$5084.66 Offered - Pay Past Due Amt of \$4625.66 Offered - Pay Disconnection Amt of: \$252.00 Dispute Rights Issued Option Used. PA Final Wrap-up Considered 4 factors: Yes				
09/17/2018 12:31:03	09/17/2018	100121667495	Samantha L Roy	Financial Summary Review
Spoke with: HEATHER MILLER Created By: Samantha L Roy FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/17/2018 08:22:47	09/17/2018	100121667495	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
09/13/2018 19:22:14	09/13/2018	100121667495	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
09/11/2018 17:05:00	09/11/2018	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
09/10/2018 09:30:00	09/10/2018	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
09/04/2018 15:30:47	09/04/2018		CS General Purpose Batch	Return Check Letter
08/29/2018 22:56:52	08/29/2018	100121667495	CS General Purpose Batch	Disconnection Notice - PA Residential

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/27/2018 10:09:15	08/27/2018	100121667495	Makeba D Mahoney	General Inquiry
<p>web 2538816</p> <p>Could you at least tell me if Monday is the day they will be there to shut off power</p> <p>....</p> <p>Thank you for your reply. Unfortunately, we do not handle inquiries regarding past due balances, payment arrangements or termination/reconnection activities through our email service. You would need to contact our Credit Department. Please call Penelec at 1-800-962-4848.</p>				
08/26/2018 14:55:08	08/26/2018	100121667495	EAILOGINWM7	Ready Pay Create
<p>No 56182553 - \$ 252.00 - 08/26/2018 Douglas Miller jhzcmmom@hotmail.com</p>				
08/26/2018 14:54:37	08/26/2018	100121667495	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder</p> <p>Offered All Options</p>				
08/25/2018 23:40:56	08/25/2018	100121667495	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder</p> <p>Offered All Options</p>				
08/25/2018 23:39:18	08/25/2018	100063919573	EAILOGINWM7	Change Profile
<p>Douglas Miller jhzcmmom@hotmail.com</p> <p>Changed Password From Forgot Password</p>				
08/25/2018 23:39:18	08/25/2018	100121667495	EAILOGINWM7	Change Profile
<p>Douglas Miller jhzcmmom@hotmail.com</p> <p>Changed Password From Forgot Password</p>				
08/25/2018 23:30:39	08/25/2018	100121667495	EAILOGINWM7	Forgot Password Email Sent
<p>Douglas Miller jhzcmmom@hotmail.com</p> <p>Requested Forgot Password link</p>				
08/25/2018 23:30:38	08/25/2018	100063919573	EAILOGINWM7	Forgot Password Email Sent
<p>Douglas Miller jhzcmmom@hotmail.com</p> <p>Requested Forgot Password link</p>				
08/24/2018 11:53:12	08/24/2018	100121667495	Teresa Dolin	General Inquiry
<p>Please refer to request number 2538816</p> <p>Name: Heataher Miller</p> <p>Email: Heatherm@navacoind.com</p> <p>Address Line 1: 40 Miller Lane</p> <p>Address Line 2: null</p> <p>City: Osceola Mills</p> <p>State: PA</p> <p>Province: null</p> <p>Zip: 16666</p> <p>Country: null</p> <p>Phone: 8143421161</p> <p>Best Time: null</p> <p>Account Number: 100121667495</p> <p>Request Type: Billing & Rates</p> <p>Subject: Service Interruption</p> <p>Text: I just paid \$252.00 on Aug.10th to stop my interruption the confirmation number is 55850960. Could you tell me why I have a service interruption for Monday the</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>27th? REPLY: Thank you for your bill credit inquiry. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. Satisfied Not Applicable: Reason - Manual work</p>				
08/22/2018 17:08:00	08/22/2018	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
08/21/2018 09:27:00	08/21/2018	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
08/20/2018 15:30:45	08/20/2018		CS General Purpose Batch	Return Check Letter
08/20/2018 10:23:34	08/20/2018	100121667495	Deborah L Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 252.00 Disconnection Date: 08/27/2018				
08/10/2018 08:24:47	08/10/2018	100121667495	EAILOGINWM7	Ready Pay Create
No 55850960 - \$ 252.00 - 08/10/2018 Douglas Miller jhzcrom@hotmail.com				
08/10/2018 08:24:16	08/10/2018	100121667495	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/03/2018 10:09:25	08/03/2018	100121667495	Makeba D Mahoney	General Inquiry
<p>web 2486056 Name: Heather Miller Email: Heatherm@navacoind.com Address Line 1: 40 Miller Ln Address Line 2: null City: Osceola Mills State: PA Province: null Zip: 16666 Country: null Phone: 8144962218 Best Time: null Account Number: 100121667495 Request Type: Billing & Rates Subject: Service Interruption Text: I have a service interruption date of August 2, 2018. I will not be able to pay that bill until the 10th, is there any way I could get an extention until then? *** Thank you for your bill credit inquiry. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. Satisfied Not Applicable: Reason - Manual work</p>				
08/01/2018 13:51:29	08/01/2018	100121667495	C54057	Utility Report Issued
<p>Spoke with: HEATHER MILLER Created By: Porcia A Batson Dispute Rights Dunning lock created - Lock date: 08/12/2018</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Company Position: HEATHER MILLER Financial Summary was reviewed Customer Position: PUC contact information New termination date: 8/13/18 All options were given Four factors were considered				
08/01/2018 13:49:33	08/01/2018	100121667495	C54057	Negotiation Tool - Service On
Spoke with: HEATHER MILLER Created By: Porcia A Batson Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$4142.66 Offered - Pay Past Due Amt of \$3683.66 Offered - Pay Disconnection Amt of: \$252.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
08/01/2018 13:49:33	08/01/2018	100121667495	C54057	Financial Summary Review
Spoke with: HEATHER MILLER Created By: Porcia A Batson BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
08/01/2018 13:38:04	08/01/2018	100121667495	Leigh Ann Williams	General Inquiry
sw HEATHER MILLER vai: Acct 100121667495 has questions about extension on disconnect. xfer to credit. Satisfied Not Applicable: Reason - Call Transferred				
08/01/2018 13:23:54	08/01/2018	100121667495	INTV IVR	Account Balance Inquiry
08/01/2018 12:26:57	08/01/2018	100121667495	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/27/2018 17:05:00	07/27/2018	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/26/2018 09:42:00	07/26/2018	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/18/2018 22:54:58	07/18/2018	100121667495	CS General Purpose Batch	Disconnection Notice - PA Residential

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/18/2018 11:32:08	07/18/2018	100121667495	Kristen L Delle Donne	Create Dunning Lock
Dunning Lock Reason: Off Cycle Disconnection Start Date: 07/18/2018 End Date: 07/18/2018 fast tracked Kdelle donne Created By: Kristen L Delle Donne				
07/14/2018 19:17:58	07/14/2018	100121667495	CS General Purpose Batch	Calculation
C/A 100121667495 Contract 0024481860 Budget amt calculated for period ending 07/12/18 = \$ 101.00 Open editor for detail 1. 12 Mth Factor Amt: 1236.21 2. Current Delta: 999.89 - 909.00 + 0.00 90.89 3. Remaining Amount: 236.32 4. Diff + Remain Amt: 90.89 + 236.32 327.21 5. New BBP Amount: 327.21 / 3 109.00 * Dollar Difference: 109.00 - 101.00 8.00 * Pct Difference: 7.92 * System BBP Amount: 101.00				
07/14/2018 19:17:58	07/14/2018	100121667495	CS General Purpose Batch	Calculation
C/A 100121667495 Contract 0024481859 Budget amt calculated for period ending 07/12/18 = \$ 151.00 Open editor for detail 1. 12 Mth Factor Amt: 1672.11 2. Current Delta: 1322.37 - 1233.00 + 0.00 89.37 3. Remaining Amount: 349.74 4. Diff + Remain Amt: 89.37 + 349.74 439.11 5. New BBP Amount: 439.11 / 3 146.00 * Dollar Difference: 146.00 - 151.00 5.00 * Pct Difference: 3.31 * System BBP Amount: 151.00				
05/22/2018 10:54:43	05/22/2018	100121667495	Gina M Dietrich	PUC/BPU Complaint-Written
formal complaint per call from puc docket c-2018-3002097 .gmd				
05/22/2018 08:21:45	05/22/2018	100121667495	EAILOGINW7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/15/2018 22:58:31	05/15/2018	100121667495	CS General Purpose Batch	Disconnection Notice - PA Residential
05/15/2018 09:40:20	05/15/2018	100121667495	Julie A Colatruglio	Create Dunning Lock
Dunning Lock Reason: Off Cycle Disconnection Start Date: 05/15/2018 End Date: 05/15/2018 Fast tracked Created By: Julie A Colatruglio				
05/11/2018 15:42:08	05/11/2018	100121667495	Clovis Y Townsend	Contract Account Changed
**PUC Case #3594420 - Case Dismissed.				
04/14/2018 18:09:53	04/14/2018	100121667495	CS General Purpose Batch	Calculation

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>C/A 100121667495 Contract 0024481860</p> <p>Budget amt calculated for period ending 04/12/18 = \$ 101.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1239.98</p> <p>2. Current Delta: 735.92 - 606.00 + 0.00 129.92</p> <p>3. Remaining Amount: 504.06</p> <p>4. Diff + Remain Amt: 129.92 + 504.06 633.98</p> <p>5. New BBP Amount: 633.98 / 6 106.00</p> <p>* Dollar Difference: 106.00 - 101.00 5.00</p> <p>* Pct Difference: 4.95</p> <p>* System BBP Amount: 101.00</p>
04/14/2018 18:09:52	04/14/2018	100121667495	CS General Purpose Batch	Calculation
				<p>C/A 100121667495 Contract 0024481859</p> <p>Budget amt calculated for period ending 04/12/18 = \$ 151.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1688.54</p> <p>2. Current Delta: 965.04 - 780.00 + 0.00 185.04</p> <p>3. Remaining Amount: 723.50</p> <p>4. Diff + Remain Amt: 185.04 + 723.50 908.54</p> <p>5. New BBP Amount: 908.54 / 6 151.00</p> <p>* Dollar Difference: 151.00 - 138.00 13.00</p> <p>* Pct Difference: 9.42</p> <p>* System BBP Amount: 151.00</p>
03/27/2018 11:37:22	03/27/2018	100121667495	Clovis Y Townsend	PUC/BPU Complaint-Written
				<p>PUC case# 3594420 received on 03/27/18 regarding a PUC payment agreement request (PAR). C Townsend, Compliance</p>
03/24/2018 20:23:37	03/24/2018	100121667495	CS General Purpose Batch	Disconnection Notice - PA Residential
03/23/2018 13:13:11	03/23/2018	100121667495	Kristen L Delle Donne	Create Dunning Lock
				<p>Dunning Lock Reason:Off Cycle Disconnection</p> <p>Start Date: 03/23/2018 End Date: 03/23/2018</p> <p>fast tracked</p> <p>Created By: Kristen L Delle Donne</p>
03/15/2018 11:29:00	03/15/2018	100121667495	CS General Purpose Batch	Phone out of order
				Phone attempt 09 - Sit Tone/Invalid Phone Number
03/05/2018 22:47:12	03/05/2018	100121667495	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/11/2018 19:23:11	01/11/2018	100121667495	CS General Purpose Batch	Calculation
				<p>C/A 100121667495 Contract 0024481860</p> <p>Budget amt calculated for period ending 01/11/18 = \$ 101.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1184.02</p> <p>2. Current Delta: 357.16 - 303.00 + 0.00 54.16</p> <p>3. Remaining Amount: 826.86</p> <p>4. Diff + Remain Amt: 54.16 + 826.86 881.02</p> <p>5. New BBP Amount: 881.02 / 9 98.00</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				\$32.00 = \$12,415.28 kdelles donne Satisfied Not Applicable: Reason - Manual work
10/09/2017 14:47:11	10/09/2017	100121667495	Kristen L Delle Donne	Delete Dunning Lock
				Dunning Lock Reason:Supervisory Review Start Date: 10/09/2017 End Date: 10/09/2017 Created By: Kristen L Delle Donne
10/07/2017 08:52:44	10/07/2016	100121667495	Laure E Parker	PUC/BPU Complaint-Written
				*****CASH OR CREDIT CARD ONLY***** OVER \$15,000.00 IN RETURN PAYMENTS/SAME PREMISE-PRIOR TO 6/1/16 TERMINATION FOR NONPAYMENT. Satisfied Not Applicable: Reason - Manual work
09/05/2017 10:19:51	09/05/2017	100121667495	Tonya M Cruz	PUC/BPU Complaint-Written
				puc case 3559191 - CII Change in income. tcruz
08/22/2017 09:22:47	08/22/2017	100121667495	C4650	Disconnection Phone Attempt - Successful
				sw heather miller offered med cert offered IP/epp offered pcap . offered bif 12203.49 offered term amt 11919.28 offered past due 4008.50 . cant pay by 8/23/17 issued ur . she is eligible for one more IP ,but only with down payment of 3000.00 before 9/5/17 and can only reset for 12 months(currently on 60 months)
08/22/2017 09:20:36	08/22/2017	100121667495	C4650	Utility Report Issued
				Utility Report Issued 08/22/2017 COMPANY POSITION: cust is scheduled for disconn on 8/23/17 for 11919.28 cust is required to pay 4008.50 to stop term. cust is unable to pay by the term date . gave all options. gave puc phone # and advised of new term date 9/5/17 cust position: cust is unable to pay 4008.50 by 8/23/17
08/10/2017 07:05:22	08/10/2017	100121667495	Kristen L Delle Donne	PA Residential Term Notice
				Mailed manual 10 day termination notice - TERM DATE 8/23/17 Printed to \\w8corres04p\PPPIKE165-P on 08/10/2017 at 7:10:1
08/10/2017 06:55:27	08/10/2017	100121667495	Kristen L Delle Donne	Create Dunning Lock
				Dunning Lock Reason:Supervisory Review Start Date: 08/10/2017 End Date: 10/09/2017 THIS DUNNING LOCK IS NOT AN EXTENSION FOR CUSTOMER - TERMINATION IS ACTIVE - WORKING DUNNING MANUALLY KDELLE DONNE Created By: Kristen L Delle Donne
08/08/2017 09:07:21	08/08/2017	100121667495	Amber S Banker	PUC/BPU Complaint-Written
				Puc case 3542319 dismissed 8-2-17
07/15/2017 18:06:04	07/15/2017	100121667495	CS General Purpose Batch	Calculation
				C/A 100121667495 Contract 0024481860 Budget amt calculated for period ending 07/14/17 = \$ 51.00 Open editor for detail 1. 12 Mth Factor Amt: 1229.02 2. Current Delta: 964.81 - 1077.00 + 0.00 112.19- 3. Remaining Amount: 284.21

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				4. Diff + Remain Amt: 112.19- + 264.21 152.02 5. New BBP Amount: 152.02 / 3 51.00 * Dollar Difference: 51.00 - 129.00 78.00 * Pct Difference: 60.47 * System BBP Amount: 51.00
07/15/2017 18:06:03	07/15/2017	100121667495	CS General Purpose Batch	Calculation
				C/A 100121667495 Contract 0024481859 Budget amt calculated for period ending 07/14/17 = \$ 108.00 Open editor for detail 1. 12 Mth Factor Amt: 1376.92 2. Current Delta: 1107.44 - 1053.00 + 0.00 54.44 3. Remaining Amount: 269.48 4. Diff + Remain Amt: 54.44 + 269.48 323.92 5. New BBP Amount: 323.92 / 3 108.00 * Dollar Difference: 108.00 - 137.00 29.00 * Pct Difference: 21.17 * System BBP Amount: 108.00
07/07/2017 13:42:07	07/07/2017	100121667495	Tammy L Lash	PUC/BPU Complaint-Written
				PUC case# 3542319 received on 07/07/17 regarding a CII # change in income request. Trash, Compliance
07/06/2017 17:07:00	07/06/2017	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
				Phone attempt 09 - Sit Tone/Invalid Phone Number
07/05/2017 11:29:00	07/05/2017	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
				Phone attempt 09 - Sit Tone/Invalid Phone Number
07/05/2017 09:18:13	07/05/2017	100121667495	C13457	General Inquiry/Other
				sw Heather Miller advised we are not able to give any more time. All pmt smust be made with credit card and advised of fee, Needs 1,455.13 to stop term, satisfied Customer was satisfied.
06/20/2017 09:44:23	06/20/2017	100121667495	Joshua M Kinney	General Inquiry
				Web Request: 1613513 Name: Douglas M Miller Email: jhzcmmom@hotmail.com Address Line 1: 40 Miller Ln Address Line 2: null City: Osceola Mills State: PA Province: null Zip: 16666 Country: US Phone: (814) 496 - 2218 Best Time: Any Time Account Number: 100121667495 Request Type: Billing and Rates Subject: Servie Termination Text: My service is suppose to be shut off tomorrow, but I

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>had a meeting with community action and they were looking into getting me help. I had honestly forgotten about it due to a death in the family. When I checked my account this morning it says nothing about a termination and I didn't get anything on my door about it. I just need to know if it is still in effect or did community action do something. Thank you</p> <p>Reply:</p> <p>Thank you for your inquiry. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
06/19/2017 13:29:36	06/19/2017	100121667495	C16769	Disconnection Phone Attempt - Successful
				<p>sw heather miller-cash adv 3578.50 open 1455.13 disc. by 06/20 adv 5 options, consid 4 factors needs 11751.56 to go back on pcap declined fs she intends to seek crisis assistance adv nb 07/17 issued dispute rights</p>
06/19/2017 13:27:19	06/19/2017	100121667495	C16769	Utility Report Issued
				<p>Utility Report Issued 06/19/2017 COMPANY POSITION: 07/05/2017 CUSTOMER POSTION:</p> <p>You have stated that you are unable to pay the amount of 1,455.13 by the termination date of 06/20/2017. If you are not satisfied with the explanation given and what is needed to stop the termination you have the right to file an informal complaint with the Pennsylvania Public Utility Commission(PUC). The informal complaint must be filed within the next 10 days to guarantee your rights. Your service will not be terminated during this 10 day period. If you decide to file a complaint, you may do so by contacting the PUC at:</p> <p>The Pennsylvania Public Utility Commission 1-800-692-7380 (toll free) Bureau of Consumer Services-Mediation Unit PO Box 3265 Harrisburg, PA 17120</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Again, service will not be terminated during this 10 - day period; however if you do not file a complaint or pay the past due amount of \$1455.13 the termination process will continue. Your new termination date is 07/05/2017</p> <p>Documentation</p> <p>Company Position: Customer is scheduled for disc on 06/20/2017 for \$1,455.13. Customer is required to pay \$1455.13 to stop termination. Customer is unable to pay by the termination date. Took FS Level 'N/A'. Considered 4 factors. No drop in income or change in circumstance. Gave customer ALL options. Gave PUC phone number and advised of new termination date of 07/05/2017.</p>				
06/19/2017 08:05:59	06/19/2017	100063919573	EAILOGINWM7	Change Profile
<p>Douglas Miller jhzcmmom@hotmail.com Changed Password From Forgot Password</p>				
06/19/2017 08:05:59	06/19/2017	100121667495	EAILOGINWM7	Change Profile
<p>Douglas Miller jhzcmmom@hotmail.com Changed Password From Forgot Password</p>				
06/19/2017 08:04:46	06/19/2017	100121667495	EAILOGINWM7	Forgot Password Email Sent
<p>Douglas Miller jhzcmmom@hotmail.com Requested Forgot Password link</p>				
06/19/2017 08:04:46	06/19/2017	100063919573	EAILOGINWM7	Forgot Password Email Sent
<p>Douglas Miller jhzcmmom@hotmail.com Requested Forgot Password link</p>				
06/14/2017 17:08:00	06/14/2017	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
<p>Phone attempt 09 - Sit Tone/Invalid Phone Number</p>				
06/13/2017 14:16:00	06/13/2017	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
<p>Phone attempt 09 - Sit Tone/Invalid Phone Number</p>				
06/05/2017 22:51:01	06/05/2017	100121667495	CS General Purpose Batch	Disconnection Notice - PA Residential
05/19/2017 09:24:30	05/19/2017	100121667495	C4227	General Inquiry
<p>heather miller called, has appt with wefare, comm act, adv disc process ended 5/16...cust sat Customer was satisfied.</p>				
05/17/2017 08:27:12	05/17/2017	100121667495	Robert F Marchesani	General Inquiry
<p>web request number 1546982 I have been trying for two days to get through to the high balance credit department but after I wait on hold for at least 45 minutes, it disconnects me reply Thank you for your reply. Our records indicate that you were assisted by a Customer Service Representative on 05/17/2017.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct.	Created By	Description
Satisfied Not Applicable: Reason - Manual work				
05/15/2017 13:39:17	05/15/2017	100121667495	C13215	General Inquiry
<p>SW HEATHER MILLER GAVE HBT NUMBER CUS SAT Customer was satisfied.</p>				
05/15/2017 12:20:16	05/15/2017	100121667495	C31957	General Inquiry
<p>sw Heather Miller. Called to discuss her acct. ROCC alert. Transferred to high bal team as instructed.</p>				
05/15/2017 11:29:22	05/15/2017	100121667495	Sean M Sell	General Inquiry
<p>s/w-HEATHER MILLER Acct#-100121667495 val calling about shut off notice on acct, transferred to hbt per rocc alert. Satisfied Not Applicable: Reason - Call Transferred</p>				
05/12/2017 16:31:46	05/12/2017	100121667495	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_MACHINE Hello, this is Penelec your electric company calling to advise that a reading of your meter is scheduled for our next work day. Our records indicate you have either asked us to provide this courtesy call or you have a dog at your location, in which case we ask, for their safety, that you secure your pet so our meter reader can obtain an actual read at your premise. If we are unable to read your meter due to weather, emergency or other situation, you may be rescheduled or receive an estimated bill, in which case you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line and thank you for your patience as Penelec works to serve you better.</p>				
05/11/2017 17:02:00	05/11/2017	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
05/10/2017 12:04:39	05/10/2017	100121667495	Joshua M Kinney	General Inquiry
<p>Web Request: 1546982 Name: Heather Miller Email: jhzcmmom@hotmail.com Address Line 1: 40 Miller Lane Address Line 2: null City: Osceola Mills State: PA Province: null Zip: 16666 Country: US Phone: (814) 496 - 2218 Best Time: Any Time Account Number: 100121667495 Request Type: Billing and Rates Subject: payment Text: I have a disconnection date of 5/17, I am getting a loan to pay this but it won't be ready until the 22nd. Can I</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>get an extension until this date, please? Reply: Thank you for your inquiry. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. Satisfied Not Applicable: Reason - Manual work</p>				
05/10/2017 11:54:00	05/10/2017	100121667495	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
<p>Phone attempt 09 - Sit Tone/Invalid Phone Number</p>				
05/10/2017 08:11:17	05/10/2017	100121667495	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
05/10/2017 08:10:17	05/10/2017	100063919573	EAILOGINWM7	Change Profile
<p>Douglas Miller jhzcmmom@hotmail.com Changed Password From Forgot Password</p>				
05/10/2017 08:10:17	05/10/2017	100121667495	EAILOGINWM7	Change Profile
<p>Douglas Miller jhzcmmom@hotmail.com Changed Password From Forgot Password</p>				
05/10/2017 08:09:14	05/10/2017	100121667495	EAILOGINWM7	Forgot Password Email Sent
<p>Douglas Miller jhzcmmom@hotmail.com Requested Forgot Password link</p>				
05/10/2017 08:09:13	05/10/2017	100063919573	EAILOGINWM7	Forgot Password Email Sent
<p>Douglas Miller jhzcmmom@hotmail.com Requested Forgot Password link</p>				
05/02/2017 22:45:34	05/02/2017	100121667495	CS General Purpose Batch	Disconnection Notice - PA Residential
04/20/2017 15:31:16	04/20/2017		CS General Purpose Batch	Return Check Letter
04/15/2017 17:59:23	04/15/2017	100121667495	CS General Purpose Batch	Calculation
<p>C/A 100121667495 Contract 0024481860 Budget amt calculated for period ending 04/13/17 = \$ 129.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1465.78 2. Current Delta: 697.07 - 690.00 + 0.00 7.07 3. Remaining Amount: 768.71 4. Diff + Remain Amt: 7.07 + 768.71 775.78 5. New BBP Amount: 775.78 / 6 129.00 * Dollar Difference: 129.00 - 115.00 14.00 * Pct Difference: 12.17 * System BBP Amount: 129.00</p>				
04/15/2017 17:59:23	04/15/2017	100121667495	CS General Purpose Batch	Calculation
<p>C/A 100121667495 Contract 0024481859 Budget amt calculated for period ending 04/13/17 = \$ 137.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1466.62 2. Current Delta: 733.68 - 642.00 + 0.00 91.68 3. Remaining Amount: 732.94 4. Diff + Remain Amt: 91.68 + 732.94 824.62 5. New BBP Amount: 824.62 / 6 137.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>there a way I could do a prepayment with my credit card to be taken out on the 6? Thank You</p> <p>Thank you for your bill credit inquiry. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. Please refer to request number 1467505 in any future correspondence.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
03/27/2017 07:59:36	03/27/2017	100121667495	EAILOGINWM7	Change Profile
				<p>Douglas Miller jhzcmmom@hotmail.com</p> <p>Changed Password From Forgot Password</p>
03/27/2017 07:59:36	03/27/2017	100063919573	EAILOGINWM7	Change Profile
				<p>Douglas Miller jhzcmmom@hotmail.com</p> <p>Changed Password From Forgot Password</p>
03/27/2017 07:58:31	03/27/2017	100121667495	EAILOGINWM7	Forgot Password Email Sent
				<p>Douglas Miller jhzcmmom@hotmail.com</p> <p>Requested Forgot Password link</p>
03/27/2017 07:58:31	03/27/2017	100063919573	EAILOGINWM7	Forgot Password Email Sent
				<p>Douglas Miller jhzcmmom@hotmail.com</p> <p>Requested Forgot Password link</p>
03/16/2017 15:14:00	03/16/2017	100121667495	CS General Purpose Batch	Phone out of order
				<p>Phone attempt 09 - Sit Tone/Invalid Phone Number</p>
03/15/2017 14:39:24	09/15/2016	100063919573	Laurie E Parker	PUC/BPU Complaint-Written
				<p>****INTERNAL INFORMATION****</p> <p>Heather Miller agrees that there are no disputed charges or service issues related to the finalized account.</p> <p>Penelec has confirmed the following:</p> <ul style="list-style-type: none"> * There are no PCAP arrears in the finalized account balance of \$9,804.53. * Household size is 3 adults and 2 minors. *The gross monthly household income is \$4,914.(Heather's income \$1,536, Douglas income \$3,368) *#The household income is between 200% and 250% of the Federal Poverty Guideline (Level 2).
03/14/2017 14:02:30	03/14/2017	100121667495	EAILOGINWM6	Outbound Call
				<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello, this is Penelec your electric company calling to advise that a reading of your meter is scheduled for our next work day. Our records indicate you have either asked us to provide this courtesy call or you have a dog at your location, in which case we ask, for their safety, that you secure your pet so our meter reader can obtain an actual read at your premise. If we are unable to read your meter due to weather, emergency or other situation, you may be rescheduled or receive an estimated bill, in which case you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line and thank you for your pati</p>

Customer Contact History

Contact Date	Created Date	Contract Acct.	Created By	Description
ence as Penelec works to serve you better.				
03/01/2017 22:47:43	03/01/2017	100121667495	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/14/2017 10:38:00	02/14/2017	100121667495	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
02/06/2017 10:48:21	02/06/2017	100121667495	C6190	General Inquiry
OUTBOUND CALL - voicemail full unable to leave message however could leave telephone # for call back ... pd \$988.15 last payment 10/5/16 ext 68013 DDOUGLAS HBT				
01/16/2017 19:28:23	01/16/2017	100121667495	CS General Purpose Batch	Calculation
<p>C/A 100121667495 Contract 0024481860</p> <p>Budget amt calculated for period ending 01/16/17 = \$ 115.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1447.00</p> <p>2. Current Delta: 374.27 - 345.00 + 0.00 29.27</p> <p>3. Remaining Amount: 1072.73</p> <p>4. Diff + Remain Amt: 29.27 + 1072.73 1102.00</p> <p>5. New BBP Amount: 1102.00 / 9 122.00</p> <p>* Dollar Difference: 122.00 - 115.00 7.00</p> <p>* Pct Difference: 6.09</p> <p>* System BBP Amount: 115.00</p>				
01/16/2017 19:28:23	01/16/2017	100121667495	CS General Purpose Batch	Calculation
<p>C/A 100121667495 Contract 0024481859</p> <p>Budget amt calculated for period ending 01/16/17 = \$ 107.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1343.51</p> <p>2. Current Delta: 334.55 - 321.00 + 0.00 13.55</p> <p>3. Remaining Amount: 1008.96</p> <p>4. Diff + Remain Amt: 13.55 + 1008.96 1022.51</p> <p>5. New BBP Amount: 1022.51 / 9 114.00</p> <p>* Dollar Difference: 114.00 - 107.00 7.00</p> <p>* Pct Difference: 6.54</p> <p>* System BBP Amount: 107.00</p>				
01/14/2017 15:08:41	01/14/2017	100121667495	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello, this is Penelec your electric company calling to advise that a reading of your meter is scheduled for our next work day. Our records indicate you have either asked us to provide this courtesy call or you have a dog at your location, in which case we ask, for their safety, that you secure your pet so our meter reader can obtain an actual read at your premise. If we are unable to read your meter due to weather, emergency or other situation, you may be rescheduled or receive an estimated bill, in which case you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line and thank you for your patience as Penelec works to serve you better.</p>				
12/13/2016 11:30:53	12/13/2016	100121667495	C4227	General Inquiry
left message to call on ans mach for heather, past due on				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				ip... Satisfied Not Applicable: Reason - Other -
10/14/2016 10:24:44	10/14/2016	100121667495	Terri Y Dean	Billing Error backout to chg mter
10/10/2016 15:24:57	10/10/2016	100121667495	EALOGINWM6	Outbound Call Call Result - SRC_ANS_MACHINE Hello, this is Penelec your electric company calling to advise that a reading of your meter is scheduled for our next work day. Our records indicate you have either asked us to provide this courtesy call or you have a dog at your location, in which case we ask, for their safety, that you secure your pet so our meter reader can obtain an actual read at your premise. If we are unable to read your meter due to weather emergency or other situation, you may be rescheduled or receive an estimated bill, in which case you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line and thank you for your patience as Penelec works to serve you better.
10/06/2016 15:32:37	10/06/2016		CS General Purpose Batch	Special Agreement Letter
10/06/2016 12:44:29	10/06/2016	100121667495	Bertha M Frees	ALERT! Sensitive Account sent email to the cic helpdesk "Please create an IT ticket by Laurie Parker in compliance to have the new acct 100121667495 marked as #CASH ONLY#. Spoke to Shirley Holden Customer Svc, Revenue Assurance Dept. and she advised; # can not code account cash only because do not have doc # to use. all has been trfd over. there was one doc on old acct that we could have used but the others are too old# Because the acct was disc non print in June we needed to create a new account then trans the bal over and set ip due to PUC decision. Please send to IT to see about the cash only being added " to have IT ticket created to set "cash only" on acct per laurie parker in compliance. the IT ticket # is SD580386 Satisfied Not Applicable: Reason - Manual work
10/06/2016 11:57:50	10/06/2016		Linda R Bumup	Return Reason Code Changed Revised Return History Reason Code Changed From M to G for BP# 0804369579 Acct# 100063919573 Return Doc# 000406470991
10/06/2016 11:57:44	10/06/2016		Linda R Bumup	Return Reason Code Changed Revised Return History Reason Code Changed From to M for BP# 0804369579 Acct# 100063919573 Return Doc# 000406470991
10/06/2016 11:57:26	10/06/2016		Linda R Bumup	Return Reason Code Changed Revised Return History Reason Code Changed From M to G for BP# 0804369579 Acct# 100063919573 Return Doc# 033074049999
10/06/2016 11:57:20	10/06/2016		Linda R Bumup	Return Reason Code Changed Revised Return History Reason Code Changed From to M for BP# 0804369579 Acct# 100063919573 Return Doc# 033074049999

Customer Contact History

Contact Date	Created Date	Contract Acct.	Created By	Description
10/05/2016 16:54:41	10/05/2016	100063919573	Alexandros N Simotas	PUC/BPU Complaint-Written
<p>PUC case 3477003; has been closed; removed locks; the customer was granted a PUC payment plan budget plus 164.00; customer made the required payment of 196.00 to restore service and set up the agreement. see the customer's new account: 100121667495; ASimotas/Compliance.</p>				
10/05/2016 16:34:16	10/05/2016	100121667495	Bertha M Frees	ALERT! Sensitive Account
<p>HEATHER MILLER calling was told by puc to pay 196.00 pmt then pay 300 and ? a month .. adv her I can take the pmt but cannot rec svc till I see that agreement noted on the acct. sent same time to laurie parker adv cust svc compliance She is to pay \$196 to restore. She will then pay \$386 (\$222 budget + \$164) until the balance is paid in full. and her pmt must be done by credit card and her acct noted cash only confirmation ID 130807EK4F 196.00 + 4.50 = 200.50. **THE ACT MUST BE CASH ONLY** NO CHECK PMTS. SENDING AND EMAIL TO SHIRLEY HOLDEN TO MARK** old acct noted as well 100063919573 bmf Satisfied Not Applicable: Reason - Manual work</p>				
10/05/2016 16:33:55	10/05/2016	100063919573	Bertha M Frees	ALERT! Sensitive Account
<p>HEATHER MILLER calling was told by puc to pay 196.00 pmt then pay 300 and ? a month .. adv her I can take the pmt but cannot rec svc till I see that agreement noted on the acct. sent same time to laurie parker adv cust svc compliance She is to pay \$196 to restore. She will then pay \$386 (\$222 budget + \$164) until the balance is paid in full. and her pmt must be done by credit card and her acct noted cash only confirmation ID 130807EK4F 196.00 + 4.50 = 200.50. **THE ACT MUST BE CASH ONLY** NO CHECK PMTS. SENDING AND EMAIL TO SHIRLEY HOLDEN TO MARK** set new acct 100121667495 bmf Satisfied Not Applicable: Reason - Manual work</p>				
10/05/2016 16:31:07	10/05/2016	100121667495	Bertha M Frees	Budget Billing Plan Simulated/Created
<p>Account set up on EPP for budget amount 222.00 Contract - DIST 0024481859 107.00 Contract - SUPP 0024481860 115.00 Anniv Mo: October Periodic Review: Quarterly Script provided: Yes Created By: Bertha M Frees</p>				
10/05/2016 16:30:21	10/05/2016	100121667495	Bertha M Frees	PA Payment - IP
10/05/2016 16:29:19	10/05/2016	100121667495	Bertha M Frees	Transfer Posting
<p>Created Automatically. See the Business Objects tab for more information.</p>				
10/05/2016 16:28:56	10/05/2016	100063919573	Bertha M Frees	Transfer Posting
<p>per puc decision moved bal to new act 100121667495 set ip and epp</p>				
10/05/2016 16:28:55	10/05/2016	100121667495	Workflow General Purpose Batch	Optional Payment Programs
<p>E-Bill Selection: No</p>				
10/05/2016 16:28:51	10/05/2016	100121667495	Bertha M Frees	Transfer call w/data to Allconnect
10/05/2016 16:28:50	10/05/2016	100121667495	Bertha M Frees	Move-In / Advised of Service Charge

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Move In Date: 10/06/2016 Own/Rent: Own Electric Heat Source: No Electric Water Heat Source: Yes Dog moving In: Yes Alternate contact phone: (814)496-2218 Customer Contact: Email Address: jhzcmmom@hotmail.com Ebill:No Reconnect Fee: 0.00 Service Charge: 9.50 Allconnect/PA Referral: Transfer call w/data Closed Active Account: No Summary Script Read - Yes Guarantor Script Shown: N/A Pending Guarantor: HEATHER MILLER calling was told by puc to pay 196.00 pmt then pay 300 and ? a month .. adv her I can take the pmt but cannot rec svc till I see that agreement noted on the acct. sent same time to laurie parker adv cust svc compliance She is to pay \$196 to restore. She will then pay \$388 (\$222 budget + \$164) until the balance is paid in full. and her pmt must be done by credit card and her acct noted cash only conyment ID 130807EK4F 196.00 + 4.50 = 200.50. **THE ACT MUST BE CASH ONLY** NO CHECK PMTS.. SENDING AND EMAIL TO SHIRLEY HOLDEN TO MARK** New Move In Premise Phone Number: (814)496-2218 Customer supplied receipt id 130807EK4F Advised Breakers Off: Yes Bills will be mailed to: service address Advised Service Charge:Yes Created By: Frees,Bertha M Release BP Information Release Load Do not Send Shopping discounts Release Phone Number Customer was satisfied.</p>				
10/05/2016 16:22:27	10/05/2016	100121667495	EAILOGINWM7	Account Added to Website Profile
<p>Bertha M Frees Added Account 100121667495</p>				
10/05/2016 16:22:10	10/05/2016	100063919573	EAILOGINWM7	Change Profile
<p>Bertha M Frees Update Customer jhzcmmom Changed Password</p>				
10/05/2016 16:18:33	10/05/2016	100121667495	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 10/05/2016 Payment Time: 16:18:03 Payment Amount: 196.00 Payment Type: Credit Vendor ID: PC Receipt Number: 130807EK4F</p>				
10/05/2016 15:21:11	10/05/2016	100063919573	Sefora R Bogush	Pos ID Follow-up

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				HEATHER MILLER -level a- -power off- pfa na--called to get serv restored- has 1ip- denied for prem balance9804.53---past bal /24= 408.52 upfront- there is a puc case- however no update at this time on decision- she stated will call puc to mk sure they send in the update than call back- sat Customer was satisfied.
10/05/2016 15:16:58	10/05/2016	100121667495	Sefora R Bogush	Form Letter
Printed to \\WPAEP01P\PIPIKE139-P on 10/05/2016 at 15:21:21				
10/05/2016 15:15:35	10/05/2016		Sefora R Bogush	Service Denied!!
				<p>** Transfer all calls to AMIP **</p> <p>Business Partner: 0804369579 PREMISE: 0003104244 Past due amount exist for 9792.53 Security deposit required for 0.00 waived for Human Services (PCap, Pipp, USF) Guarantor Script Shown: Yes Pending Guarantor: CSR negotiated amount 408.52 Contract Account 100121667495 created. Financial Summary created: Yes Income Level = A</p> <p>Advance Move-in Notes: Applicant Name: HEATHER MILLER Daytime Contact Number: (814)496-2218 BP/Premise: 0804369579 / 0003104244 Requested Move in Date: 10/05/2016 Pending Acct: 100121667495 Denial of Service Reason: Past Due Balance Block Date Given: 10/19/2016 Accurant Residency Pass Through: N Requirements Total Premise Account Balance: 9804.53 Total BP Required: 408.52 Total Amount Needed: 408.52 Shut-Off/Comply Date Advised: N User ID: 51814 Username: Sefora R Bogush Mailing Address: 40 MILLER LN OSCEOLA MILLS PA 16666 Contact Phone: (814)496-2218 Customer was satisfied.</p> <p>HEATHER MILLER -level a- -power off- pfa na--called to get serv restored- has 1ip- denied for prem balance9804.53---past bal /24= 408.52 upfront- there is a puc case- however no update at this time on decision- she stated will call puc to mk sure they send in the update than call back- sat</p>

Customer Contact History

Contact Date	Created Date	Contract Acct.	Created By	Description
Created By: Bogush, Sefora R				
10/05/2016 15:15:35	10/05/2016	100063919573	Sefora R Bogush	Service Denied!!
<p>** Transfer all calls to AMIP **</p> <p>Business Partner: 0804369579</p> <p>PREMISE: 0003104244</p> <p>Past due amount exist for 9792.53</p> <p>Security deposit required for 0.00</p> <p>waived for Human Services (PCap, Pipp, USF)</p> <p>Guarantor Script Shown: Yes</p> <p>Pending Guarantor:</p> <p>CSR negotiated amount 408.52</p> <p>Contract Account 100121667495 created.</p> <p>Financial Summary created: Yes Income Level = A</p> <p>Advance Move-in Notes:</p> <p>Applicant Name: HEATHER MILLER</p> <p>Daytime Contact Number: (814)496-2218</p> <p>BP/Premise: 0804369579 / 0003104244</p> <p>Requested Move in Date: 10/05/2016</p> <p>Pending Acct: 100121667495</p> <p>Denial of Service Reason: Past Due Balance</p> <p>Block Date Given: 10/19/2016</p> <p>Accurint Residency Pass Through: N</p> <p>Requirements</p> <p>Total Premise Account Balance: 9804.53</p> <p>Total BP Required: 408.52</p> <p>Total Amount Needed: 408.52</p> <p>Shut-Off/Comply Date Advised: N</p> <p>User ID: 51814 Username: Sefora R Bogush</p> <p>Mailing Address:</p> <p>40 MILLER LN</p> <p>OSCEOLA MILLS PA 16666</p> <p>Contact Phone: (814)496-2218</p> <p>Customer was satisfied.</p> <p>HEATHER MILLER -level a- -power off- pfa na--called to get serv restored- has 1ip- denied for prem balance9804.53--past bal /24= 408.52 upfront- there is a puc case- however no update at this time on decision-</p> <p>Created By: Bogush, Sefora R</p>				
10/05/2016 15:14:01	10/05/2016	100121667495	Sefora R Bogush	Financial Summary Process Cancelled
10/05/2016 14:58:05	10/05/2016	100063919573	Tatyana A Darby	General Inquiry
<p>S/W HEATHER MILLER CUST NEEDS TO HAVE SVCS RESTORED -</p> <p>BLOCKED FOR NON PYMNT GREATER THAN 30 DAYS XFER TO AMIP</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
10/05/2016 14:28:27	10/05/2016	100063919573	C29837	General Inquiry/Other
<p>Name: Heather Miller</p> <p>Relationship: N/A</p> <p>Verified: Yes</p> <p>Account #: 100063919573</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				Reason for Call: Wants to make payment to get services restored mentioned, PUC case Transferring to: High bal team 1-888-392-5103 Satisfied Not Applicable: Reason - Call Transferred
10/05/2016 11:50:09	10/05/2016	100063919573	Cynthia L Salata	General Inquiry
				s/w Heather Miller - verified - said heard from PUC today at 9:30 and was adv bp needs to pay \$196 - to activate service - was told to wait 1 hour to call penelec - reached out to compliance dept thru res spec Carol Keer. we have not heard from the puc at this time - bp will call back - bp sat Customer was satisfied.
10/05/2016 11:29:34	10/05/2016	100063919573	Kathleen M. Myers	General Inquiry
				s/w heather miller, vai, said that received call from puc that needed to call and make payment of 196.00 to have service restored account 100063919573 disconnected in june for non pay, transferred to amip Customer was satisfied.
09/29/2016 12:08:32	09/29/2016	100063919573	EAILOGINWM7	Change Profile
				Douglas Miller jhzcmmom@hotmail.com Changed Password From Forgot Password
09/29/2016 12:07:50	09/29/2016	100063919573	EAILOGINWM7	Forgot Password Email Sent
				Douglas Miller jhzcmmom@hotmail.com Requested Forgot Password link
09/15/2016 15:30:51	09/15/2016	100063919573	Alexandros N Simotas	PUC/BPU Complaint-Written
				PUC offcase; 3477003; opened 9/15/16; ASimotas
07/13/2016 15:35:20	07/13/2016	100063919573	Alison S Walker	PUC/BPU Complaint-Written
				PUC case# 3445603 closed-awalker
06/24/2016 11:26:47	06/30/2016	100063919573	Laurie E Parker	PUC/BPU Complaint-Written
				PaPUC Formal Complaint Docket # C- 2016-2552800
06/20/2016 16:54:39	06/20/2016	100063919573	Erika L Tracy	General Inquiry
				web request 1024936 Name: Heather Miller Email: jhzcmmom@hotmail.com Address Line 1: 40 Miller Lane Text: I am wondering about your crisis program that I found on the internet. My power was shut off and I owe 4092.00 to have it turned back on. I have applied for the Cap program and I am qualified but since the past due amount includes Cap, I can't enroll. I have no way of paying 4000.00, I am low income, I qualify for Cap but can get no kind of help Thank you for your inquiry. Your account is being reviewed by the PUC. Once we complete the investigation they will contact you directly. At this time you have been offered

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
all of your options to restore your electric service. Satisfied Not Applicable: Reason - Manual work				
06/17/2016 10:52:17	06/17/2016	100063919573	C6505	General Inquiry
sw heather miller called to say she wanted to pay \$2000 towards the amt to to be reconnected. adv her if she waited too long to get total paid of the amt req to restore service she would have to go through cs and have acct reopened as a new acct. call dropped				
06/15/2016 15:19:36	06/15/2016	100063919573	C0037	ALERT! Sensitive Account
6/15 3:19 rocc alert reviewed acct. service off, pending puc filed on 6/2. Satisfied Not Applicable: Reason - Manual work				
06/11/2016 00:06:54	06/11/2016	100063919573	Workflow General Purpose Batch	Auto Move-Out / Disconnected for Non-Payment
06/10/2016 09:26:41	06/10/2016	100063919573	C26375	General Inquiry
sw heather miller ci to go over our pay. opt. cust sat				
06/08/2016 11:49:52	06/08/2016	100063919573	Barbara J Fragiskatos	General Inquiry
web #1006646 Name: Heather Miller Email: jhzcmmom@hotmail.com Address Line 1: 40 Miller Lane Address Line 2: null City: Osceola Mills State: PA Province: null Zip: 16666 Country: US Phone: (814) 496 - 2218 Best Time: Any Time Account Number: 100063919573 Request Type: Payment Assistance Subject: Termination Text: My service was shut off on June 1, 2016 and I understand that I need 4092.66 to have it reconnected. I have been able to come up with 2000.00. Is there anyway that I could pay the 2000.00 and have the others put on a payment agreement. Thank you Thank you for your bill credit inquiry. All questions concerning past due balances, payment arrangements or disconnection/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. Satisfied Not Applicable: Reason - Manual work				
06/02/2016 13:25:17	06/02/2016	100063919573	Alison S Walker	PUC/BPU Complaint-Written
6/12/2016 - PUC case# 3445603, Off case-awalker				
06/01/2016 17:28:25	06/01/2016	100063919573	C25400	General Inquiry
Sw:HEATHER MILLER Bif:10258.04 to get back on PCAP				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer was satisfied.				
06/01/2016 12:30:31	06/01/2016	100063919573	Eallogon	Service Disconnected
DISC, Non-Pay, Total Arrears \$ 6114.72 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)				
05/27/2016 09:18:32	05/23/2016	100063919573	C6180	ALERT! Sensitive Account
<p>S/w Heather Miller (bp) wanted to know if account in the field advised not at this time states reason for delinquency is loss of income for 1 year she wanted to pay \$200 per month advised bif 10502.xx and disco amount 4000.xx already given ur negotiated to 550 she states will try to borrow from her sister and will give us a callback advised if able to pay 550 on 5/26/2016 can then setup biweekly payments for at least that amount per supr Bob this will be her only option at this time sat</p> <p>5/26 9:23am S/w Heather Miller (bp) able to make payment by epay for \$550 at 2pm advised will t/u sat</p> <p>5/27 2:11pm Left message to return call DDOUGLAS</p>				
05/24/2016 17:20:00	05/24/2016	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/23/2016 12:13:00	05/23/2016	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/23/2016 09:07:57	05/23/2016	100063919573	C7506	General Inquiry
HEATHER MILLS WAS GIVEN HIGH VOLUME NBER TO CLL PER NOTE L MAY Customer was satisfied.				
05/18/2016 09:03:00	05/18/2016	100063919573	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder				
05/18/2016 09:02:22	05/18/2016	100063919573	EAILOGINWM7	Change Profile
Douglas Miller jhzcmmom@hotmail.com Changed Password From Forgot Password				
05/18/2016 09:01:23	05/18/2016	100063919573	EAILOGINWM7	Forgot Password Email Sent
Douglas Miller jhzcmmom@hotmail.com Requested Forgot Password link				
05/12/2016 19:22:34	05/12/2016	100063919573	CS General Purpose Batch	Calculation
<p>C/A 100063919573 Contract 0010351171</p> <p>Budget amt calculated for period ending 05/12/16 = \$ 97.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1361.83</p> <p>2. Current Delta: 1024.02 - 1071.00 + 0.00 46.98-</p> <p>3. Remaining Amount: 337.81</p> <p>4. Diff + Remain Amt: 46.98- + 337.81 290.83</p> <p>5. New BBP Amount: 290.83 / 3 97.00</p> <p>* Dollar Difference: 97.00 - 119.00 22.00</p> <p>* Pct Difference: 18.49</p> <p>* System BBP Amount: 97.00</p>				
05/12/2016 19:22:31	05/12/2016	100063919573	CS General Purpose Batch	Calculation
C/A 100063919573 Contract 0010351170				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Budget amt calculated for period ending 05/12/16 = \$ 133.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1264.92 2. Current Delta: 948.31 - 867.00 + 0.00 81.31 3. Remaining Amount: 316.61 4. Diff + Remain Amt: 81.31 + 316.61 397.92 5. New BBP Amount: 397.92 / 3 133.00 * Dollar Difference: 133.00 - 109.00 24.00 * Pct Difference: 22.02 * System BBP Amount: 133.00</p>				
05/11/2016 15:04:45	05/11/2016	100063919573	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_LIVE Hello, this is Penelec your electric company calling to advise that a reading of your meter is scheduled for our next work day. Our records indicate you have either asked us to provide this courtesy call or you have a dog at your location, in which case we ask, for their safety, that you secure your pet so our meter reader can obtain an actual read at your premise. If we are unable to read your meter due to weather, emergency or other situation, you may be rescheduled or receive an estimated bill, in which case you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line and thank you for your patience as Penelec works to serve you better.</p>				
05/11/2016 09:33:01	05/11/2016	100063919573	Tiffany M Szankovics	Utility Report Issued
<p>Utility Report Issued 05/11/2016 COMPANY POSITION: GAVE ALL OPTIONS AND NEW TERM 05/23/2016 CUSTOMER POSITION: CUSTOMER UNABLE TO PAY BY DISCONNECT</p>				
05/11/2016 09:31:36	05/11/2016	100063919573	Tiffany M Szankovics	Dunning Explanation
<p>sw HEATHER MILLER term 4065.09 05/16 full 6114.72 past due 6114.72 Med cert no FS level A IP not eligible remaining balance of 151.21 gave dispute rights and new term 05/23/16 provided number for pcap and def BP sat Customer was satisfied.</p>				
05/11/2016 09:31:16	05/11/2016	100063919573	Tiffany M Szankovics	Financial Summary Review
05/10/2016 17:03:00	05/10/2016	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/09/2016 10:42:00	05/09/2016	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 05 - AMD Detected - Left Message				
04/30/2016 20:24:27	04/30/2016	100063919573	CS General Purpose Batch	Disconnection Notice - PA Residential
04/25/2016 15:31:02	04/25/2016		CS General Purpose Batch	Return Check Letter
04/18/2016 07:47:42	04/18/2016	100063919573	EAILOGINWM6	Ready Pay Create
No 39468653 - \$ 3489.76 - 04/18/2016				
04/04/2016 13:08:09	04/04/2016	100063919573	Erika L Tracy	General Inquiry
<p>web request 899030 Name: Heather Miller Email: jhzcmmom@hotmail.com Address Line 1: 40 Miller Lane Text: I have a shut off notice for Tuesday April 5, 2016, but I contacted LLeap and have an appt. on Tuesday, and if that does not work out I will be getting my income tax on Friday April 8, 2016. I was just wondering if I could get an extension til Monday April 11th. Thank You Thank you for your inquiry. Our records indicate you were provided with your dispute rights, which gives you until 04/18/16 to set up an arrangement or make a payment. Satisfied Not Applicable: Reason - Manual work</p>				
04/04/2016 11:38:13	04/04/2016	100063919573	Siomara Sanchez Torres	General Inquiry/Other
Customer was satisfied.				
04/04/2016 11:38:07	04/04/2016	100063919573	Siomara Sanchez Torres	Contract Account Changed
04/04/2016 11:37:23	04/04/2016	100063919573	Siomara Sanchez Torres	Utility Report Issued
<p>Utility Report Issued 04/04/2016 COMPANY POSITION: CUSTOMER POSTION: HEATHER MILLER ****disconnection**** term date 4/4 term amt 3489.76 med cert catch up amt considered 4 factors fs-level-A adv hmsrvc#-pcap adv acct bal 9853.19 adv pd bal 4941.57 gave dispute rights adv new term date 4/18</p>				
04/04/2016 11:34:33	04/04/2016	100063919573	Siomara Sanchez Torres	Financial Summary Review
updated fs				
03/31/2016 08:36:48	03/31/2016	100063919573	EAILOGINWM7	Change Profile
<p>Douglas Miller jhzcmmom@hotmail.com Changed Password From Unlock Password</p>				
03/31/2016 08:34:11	03/31/2016	100063919573	EAILOGINWM7	Unlock Login Email Sent
<p>Douglas Miller jhzcmmom@hotmail.com Requested Unlock Password link</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/16/2016 16:58:00	03/16/2016	100063919573	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/11/2016 13:23:49	03/11/2016	100063919573	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello, this is Penelec your electric company calling to advise that a reading of your meter is scheduled for our next work day. Our records indicate you have either asked us to provide this courtesy call or you have a dog at your location, in which case we ask, for their safety, that you secure your pet so our meter reader can obtain an actual read at your premise. If we are unable to read your meter due to weather, emergency or other situation, you may be rescheduled or receive an estimated bill, in which case you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line and thank you for your patience as Penelec works to serve you better.</p>				
03/02/2016 22:41:34	03/02/2016	100063919573	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/16/2016 19:15:09	02/16/2016	100063919573	CS General Purpose Batch	Calculation
<p>C/A 100063919573 Contract 0010351171</p> <p>Budget amt calculated for period ending 02/15/16 = \$ 119.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1388.46</p> <p>2. Current Delta: 747.77 - 714.00 + 0.00 33.77</p> <p>3. Remaining Amount: 640.69</p> <p>4. Diff + Remain Amt: 33.77 + 640.69 674.46</p> <p>5. New BBP Amount: 674.46 / 6 112.00</p> <p>* Dollar Difference: 112.00 - 119.00 7.00</p> <p>* Pct Difference: 5.88</p> <p>* System BBP Amount: 119.00</p>				
02/16/2016 19:15:06	02/16/2016	100063919573	CS General Purpose Batch	Calculation
<p>C/A 100063919573 Contract 0010351170</p> <p>Budget amt calculated for period ending 02/15/16 = \$ 109.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1195.31</p> <p>2. Current Delta: 660.43 - 540.00 + 0.00 120.43</p> <p>3. Remaining Amount: 534.88</p> <p>4. Diff + Remain Amt: 120.43 + 534.88 655.31</p> <p>5. New BBP Amount: 655.31 / 6 109.00</p> <p>* Dollar Difference: 109.00 - 90.00 19.00</p> <p>* Pct Difference: 21.11</p> <p>* System BBP Amount: 109.00</p>				
02/10/2016 15:30:06	02/10/2016	100063919573	Max S Webb	PUC/BPU Complaint-Written
PUC CASE 3369867 DISMISSED.				
01/13/2016 15:06:23	01/13/2016	100063919573	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_LIVE</p> <p>Hello, this is Penelec your electric company calling to advise</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>se that a reading of your meter is scheduled for our next work day. Our records indicate you have either asked us to provide this courtesy call or you have a dog at your location, in which case we ask, for their safety, that you secure your pet so our meter reader can obtain an actual read at your premise. If we are unable to read your meter due to weather, emergency or other situation, you may be rescheduled or receive an estimated bill, in which case you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line and thank you for your patience as Penelec works to serve you better.</p>				
11/13/2015 09:49:20	11/13/2015	100063919573	Melissa M Todero	Single Bill/Invoice Generated
11/13/2015 09:49:16	11/13/2015	100063919573	Melissa M Todero	Calculation
<p>C/A 100063919573 Contract 0010351171 Budget amt calculated for period ending 11/12/15 = \$ 119.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1359.29 2. Current Delta: 328.74 - 357.00 + 0.00 28.26- 3. Remaining Amount: 1030.55 4. Diff + Remain Amt: 28.26- + 1030.55 1002.29 5. New BBP Amount: 1002.29 / 9 111.00 * Dollar Difference: 111.00 - 119.00 8.00 * Pct Difference: 6.72 * System BBP Amount: 119.00</p>				
11/13/2015 09:49:16	11/13/2015	100063919573	Melissa M Todero	Calculation
<p>C/A 100063919573 Contract 0010351170 Budget amt calculated for period ending 11/12/15 = \$ 90.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1115.71 2. Current Delta: 297.38 - 270.00 + 0.00 27.38 3. Remaining Amount: 818.33 4. Diff + Remain Amt: 27.38 + 818.33 845.71 5. New BBP Amount: 845.71 / 9 94.00 * Dollar Difference: 94.00 - 90.00 4.00 * Pct Difference: 4.44 * System BBP Amount: 90.00</p>				
11/12/2015 13:09:06	11/12/2015	100063919573	C7379	Reconnection Process-Recon started
<p>Reconnect at Meter will be created for reconnection on 11/13/2015. Payment Cust supplied Receipt: RECPT#PA0381055750018 Considered all factors and provided all options Reconnection amount negotiated for 32.00 Disconnect amount negotiated for 213.32 CSR negotiated amount 245.32 Advised Breakers Off: Yes s/w HEATHER MILLER terminated needs 213.32 +32.00 recon for 245.32 she pd 246.00 on 11/12 @ wless market recpt#pa0381055750018 adv breakers off confirmed access to meter adv 1-3 day window to reconnect every attempt for 24 hrs adv past due 2,753.17 new bill out 11/17 cust is satisfied</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: NCO-Deanna Schmac				
11/12/2015 12:47:35	11/12/2015	100063919573	B2BEALOGIN	Real Time Payment Pending
Payment Date: 11/12/2015 Payment Time: 12:47:58 Payment Amount: 246.00 Payment Type: Cash Vendor ID: AP Receipt Number: PA0381055750018				
11/12/2015 12:30:45	11/12/2015	100063919573	Janesa S Brooks	Reconnection Process-Inquiry
Reconnection: NO Considered all factors and provided all options Reconnection amount negotiated for 32.00 Disconnect amount negotiated for 213.32 CSR negotiated amount 245.32 sw Heather Miller Gave options Med cert-no Pfa-no customer offered to pay the full post term amount Updated fs level A /gave DEF# /not eligible for a new ip Customer will call back in with her receipt# bp sat Created By: Brooks, Janesa S				
11/12/2015 12:28:41	11/12/2015	100063919573	Janesa S Brooks	Financial Summary Review
sw HEATHER MILLER updated fs level A				
11/12/2015 12:05:45	11/12/2015	100063919573	Eallogon	Service Disconnected
DISC, Non-Pay, Total Arrears \$ 2942.39 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)				
10/28/2015 17:03:00	10/28/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/27/2015 09:27:00	10/27/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/16/2015 09:12:19	10/16/2015	100063919573	C27153	Utility Report Issued
UTILITY RIGHTS GIVEN Termination date 10/19/2015 TERMINATION AMOUNT 213.32 ***** full balance - 8579.97 catch up 2453.39 Medical condition exsist in the home? offered PA customer asstance plan- on asstance budget plan? pending puc decion place 10 day hold on account because it was stated a payment can not be HEATHER MILLER cant pay term by term date ALL OPS were GIVEN puc info given new term date- 10/27 shes going to update fs when she calls back and makes payment - tmojar				
10/16/2015 08:12:03	10/16/2015	100063919573	Erika L Tracy	Dunning Explanation
wm 630036 Name: Heather Miller Email: jhzcmmom@hotmail.com Address Line 1: 40 Miller Lane Text: I have a service termination notice for Monday October the 19th, for \$213.32, could I pay this amount on Thursday October the 22nd? My husband just got laid off for the winter and his unemployment check will				

Customer Contact History

Contact Date	Created Date	Contract Acct.	Created By	Description
<p>be in the bank that morning.</p> <p>Thank you for your credit inquiry. All questions concerning past due balances, payment arrangements or disconnection/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
10/13/2015 17:11:00	10/13/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/12/2015 12:51:00	10/12/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/03/2015 20:39:48	10/03/2015	100063919573	CS General Purpose Batch	Disconnection Notice - PA Residential
08/18/2015 09:14:25	08/18/2015	100063919573	Kathleen A Marsh	Contract Account Changed
fast tracked				
08/17/2015 20:06:43	08/17/2015	100063919573	CS General Purpose Batch	Calculation
<p>C/A 100063919573 Contract 0010351171</p> <p>Budget amt calculated for period ending 08/14/15 = \$ 119.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1402.04</p> <p>* System BBP Amount: 119.00</p>				
08/17/2015 20:06:43	08/17/2015	100063919573	CS General Purpose Batch	Calculation
<p>C/A 100063919573 Contract 0010351170</p> <p>Budget amt calculated for period ending 08/14/15 = \$ 90.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1063.32</p> <p>* System BBP Amount: 90.00</p>				
07/30/2015 16:11:14	07/30/2015	100063919573	Max S Webb	PUC/BPU Complaint-Written
PUC CASE 3369867 RECEIVED 07/30/15. CAP DISPUTE: MWEBB.				
07/17/2015 09:02:23	07/17/2015	100063919573	C27918	General Inquiry
<p>S/W Heather Miller</p> <p>GAVE ALL OPTIONS/ CONSIDERED 4 FACTORS</p> <p>MED CERT:No</p> <p>BIF:8297.48</p> <p>PD: 1023.16</p> <p>TERM:2264.37 7/20</p> <p>WAS SAT</p> <p>Customer is scheduled for disc on 07/20/2015 for \$2264.37</p> <p>Customer is required to pay \$2264.37 to stop termination.</p> <p>Customer is unable to pay by the termination date.</p> <p>Considered 4 factors. No drop in income or change in circumstance. Gave customer All options. Gave PUC phone number and advised of new termination date of 08/03/2015</p> <p>Customer is unable to pay the required amt of \$2264.37 by the termination date of 07/20/2015</p>				
07/17/2015 08:59:31	07/17/2015	100063919573	C27918	Create Dunning Lock

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Dunning Lock Reason:Dispute Rights Start Date: 07/17/2015 End Date: 08/16/2015 Created By: NCO-Bridgette R Taylor				
07/14/2015 17:17:00	07/14/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/13/2015 10:08:00	07/13/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/02/2015 23:21:20	07/02/2015	100063919573	CS General Purpose Batch	Disconnection Notice - PA Residential
05/14/2015 20:41:07	05/14/2015	100063919573	CS General Purpose Batch	Calculation
C/A 100063919573 Contract 0010351171 Budget amt calculated for period ending 05/14/15 = \$ 64.00 Open editor for detail 1. 12 Mth Factor Amt: 1517.18 2. Current Delta: 1064.23 - 1326.00 + 0.00 261.77- 3. Remaining Amount: 452.95 4. Diff + Remain Amt: 261.77- + 452.95 191.18 5. New BBP Amount: 191.18 / 3 64.00 * Dollar Difference: 64.00 - 134.00 70.00 * Pct Difference: 52.24 * System BBP Amount: 64.00				
05/14/2015 20:41:05	05/14/2015	100063919573	CS General Purpose Batch	Calculation
C/A 100063919573 Contract 0010351170 Budget amt calculated for period ending 05/14/15 = \$ 61.00 Open editor for detail 1. 12 Mth Factor Amt: 975.51 2. Current Delta: 746.71 - 792.00 + 0.00 45.29- 3. Remaining Amount: 228.80 4. Diff + Remain Amt: 45.29- + 228.80 183.51 5. New BBP Amount: 183.51 / 3 61.00 * Dollar Difference: 61.00 - 88.00 27.00 * Pct Difference: 30.68 * System BBP Amount: 61.00				
05/02/2015 15:37:24	05/02/2015		CS General Purpose Batch	Special Agreement Letter
05/01/2015 22:06:48	05/01/2015	100063919573	Same as ZCSBTCH - no printer	Installment Plan Created
Required Down Payment received, IP created.				
04/30/2015 17:01:04	04/30/2015	100063919573	C25516	Disconnection Phone Attempt - Successful
SW:HEATHER MILLER/BP No alt phone# BIF:7906.99 PD:7596.24 TERMDATE:4/27, 7148.24 Gave all options/considered all factors Med Cert:NO FS:Level A Paid 150 by cc, conf#130804CJZW IP322.21/EPP222 ADVNB:5/15				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
No further questions about notice Customer was satisfied.				
04/30/2015 17:00:36	04/30/2015	100063919573	B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/30/2015 Payment Time: 17:00:10 Payment Amount: 150.00 Payment Type: Debit Vendor ID: PC Receipt Number: 130804CJZW				
04/30/2015 16:57:57	04/30/2015	100063919573	C25516	PA Flexible Plan-Down Pymt Required
DP Date: 05/05/2015 DP Amt: 150.00 Repay Pln: PA00 Instlm: # 24 Lock Date: 05/08/2015				
04/23/2015 17:07:00	04/23/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/22/2015 09:21:00	04/22/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/21/2015 22:24:23	04/21/2015	100063919573	Same as ZCSBTCH - no printer	Down Pymt Not Rcvd No IP Created
Required Down Payment amt not rcvd, no IP created				
04/13/2015 10:22:44	04/13/2015	100063919573	Jennifer Lynn McKahan	PA Flexible Plan-Down Pymt Required
DP Date: 04/18/2015 DP Amt: 150.00 Repay Pln: PA00 Instlm: # 24 Lock Date: 04/21/2015 S/W: HEATHER MILLER VAI ACCT# 100063919573 -OPTIONS PREV GIVEN- FS LEVEL A BP OFFERED 150.00 MDWN AND 312.96 A MONTH FOR 24 MONTHS NEXT BILL DATE 04-16-15 BP SAT				
04/13/2015 10:18:59	04/13/2015	100063919573	Jennifer Lynn McKahan	Financial Summary Review
FS LEVEL A				
04/10/2015 18:02:06	04/10/2015	100063919573	C26201	Utility Report Issued
Printed and mailed PN Utility Report				
04/10/2015 18:01:00	04/10/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				
04/10/2015 17:56:54	04/10/2015	100063919573	C26201	General Inquiry/Other
sw heather miller updated fs. waas in the middle of updating fs. call was disco. sent ur.				
04/09/2015 09:15:00	04/09/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/01/2015 23:00:39	04/01/2015	100063919573	CS General Purpose Batch	Disconnection Notice - PA Residential
03/02/2015 17:01:00	03/02/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
02/27/2015 09:06:00	02/27/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
02/26/2015 15:33:32	02/26/2015		CS General Purpose Batch	Return Check Letter

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
02/26/2015 10:03:02	02/26/2015	100063919573	ZSCBTCH	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 6463.24 Disconnection Date: 03/09/2015				
02/20/2015 13:31:47	02/20/2015	100063919573	EAILOGINWAM6	Ready Pay Create
No 32448184 - \$ 6463.24 - 02/20/2015				
02/14/2015 18:26:48	02/14/2015	100063919573	CS General Purpose Batch	Calculation
C/A 100063919573 Contract 0010351171 Budget amt calculated for period ending 02/12/15 = \$ 134.00 Open editor for detail				
1. 12 Mth Factor Amt: 1725.99 2. Current Delta: 761.35 - 924.00 + 0.00 162.65- 3. Remaining Amount: 964.64 4. Diff + Remain Amt: 162.65- + 964.64 801.99 5. New BBP Amount: 801.99 / 6 134.00 * Dollar Difference: 134.00 - 149.00 15.00 * Pct Difference: 10.07 * System BBP Amount: 134.00				
02/14/2015 18:26:48	02/14/2015	100063919573	CS General Purpose Batch	Calculation
C/A 100063919573 Contract 0010351170 Budget amt calculated for period ending 02/12/15 = \$ 88.00 Open editor for detail				
1. 12 Mth Factor Amt: 1038.85 2. Current Delta: 528.44 - 528.00 + 0.00 0.44 3. Remaining Amount: 510.41 4. Diff + Remain Amt: 0.44 + 510.41 510.85 5. New BBP Amount: 510.85 / 6 85.00 * Dollar Difference: 85.00 - 88.00 3.00 * Pct Difference: 3.41 * System BBP Amount: 88.00				
02/11/2015 17:19:00	02/11/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
02/10/2015 11:27:00	02/10/2015	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMP Detected - Left Message				
02/02/2015 23:21:09	02/02/2015	100063919573	CS General Purpose Batch	Disconnection Notice - PA Residential
11/17/2014 15:32:49	11/17/2014		CS General Purpose Batch	Return Check Letter
11/12/2014 20:01:00	11/12/2014	100063919573	CS General Purpose Batch	Calculation
C/A 100063919573 Contract 0010351171 Budget amt calculated for period ending 11/12/14 = \$ 149.00 Open editor for detail				
1. 12 Mth Factor Amt: 1822.36 2. Current Delta: 371.49 - 477.00 + 0.00 105.51- 3. Remaining Amount: 1450.87 4. Diff + Remain Amt: 105.51- + 1450.87 1345.36 5. New BBP Amount: 1345.36 / 9 149.00 * Dollar Difference: 149.00 - 159.00 10.00 * Pct Difference: 6.29 * System BBP Amount: 149.00				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
11/12/2014 20:01:00	11/12/2014	100063919573	CS General Purpose Batch	Calculation
<p>C/A 100063919573 Contract 0010351170</p> <p>Budget amt calculated for period ending 11/12/14 = \$ 88.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1049.94</p> <p>2. Current Delta: 244.99 - 264.00 + 0.00 19.01-</p> <p>3. Remaining Amount: 804.95</p> <p>4. Diff + Remain Amt: 19.01- + 804.95 785.94</p> <p>5. New BBP Amount: 785.94 / 9 87.00</p> <p>* Dollar Difference: 87.00 - 88.00 1.00</p> <p>* Pct Difference: 1.14</p> <p>* System BBP Amount: 88.00</p>				
11/06/2014 07:50:11	11/06/2014	100063919573	EALOGINWMB	Ready Pay Create
No 30816849 - \$ 5690.62 - 11/06/2014				
10/31/2014 17:23:00	10/31/2014	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
10/30/2014 09:32:00	10/30/2014	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/22/2014 23:21:53	10/22/2014	100063919573	CS General Purpose Batch	Disconnection Notice - PA Residential
10/14/2014 08:32:37	10/14/2014	100063919573	Theresa Kelly Kehr	PUC/BPU Complaint-Written
<p>CASE DISMISSED PER 1405(C)...CUSTOMER OWES \$819.18 IN PCAP ARREARS.</p> <p>Case Number</p> <p>3256566</p>				
08/14/2014 19:42:39	08/14/2014	100063919573	CS General Purpose Batch	Calculation
<p>C/A 100063919573 Contract 0010351170</p> <p>Budget amt calculated for period ending 08/13/14 = \$ 88.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1038.99</p> <p>* System BBP Amount: 88.00</p>				
08/14/2014 19:42:39	08/14/2014	100063919573	CS General Purpose Batch	Calculation
<p>C/A 100063919573 Contract 0010351171</p> <p>Budget amt calculated for period ending 08/13/14 = \$ 159.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1863.63</p> <p>* System BBP Amount: 159.00</p>				
07/30/2014 02:20:20	07/30/2014	100063919573	CS General Purpose Batch	Email Address Unsubscribed from Marketing Emails
<p>Email address jhzcmm@hotmail.com</p> <p>Unsubscribed from Marketing Emails on 01/07/2008 at 12:03:56 via FIRSTENERGY</p>				
06/26/2014 13:35:48	06/26/2014	100063919573	Tammy L Lash	PUC/BPU Complaint-Written
PUC par with dispute case 3256566, flash/compliance				
06/24/2014 08:13:49	06/24/2014	100063919573	C6303	General Inquiry
<p>heather miller asked for another extention had dispute</p> <p>rights could not do it gave puc phone # satisfied</p> <p>Customer was satisfied.</p>				
06/23/2014 17:01:00	06/23/2014	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/20/2014 09:02:00	06/20/2014	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 05 - AMD Detected - Left Message				
06/09/2014 15:29:49	06/09/2014	100063919573	C0052	Utility Report Issued
<p>Company Position: HEATHER MILLER for disc on 6/10/14 for \$4,566.74</p> <p>Customer is required to pay \$2,810.55 TO WAIVE DEP & to stop termination. Customer is unable to pay by the termination date. Took FS Level A. Considered 4 factors. No drop in income or change in circumstance. Gave customer ALL options. NOT ELIG EXT Gave PUC phone number and advised of new termination date of 6/20/14. ADVD RP & CC</p> <p>Customer Position: Customer is unable to pay the required amt of \$2,810.55 by the termination date of 6/10/14 WP \$2,810.55 6/13/14 RP & HV DEP WAIVED</p>				
06/09/2014 15:28:20	06/09/2014	100063919573	C0052	Disconnection Phone Attempt - Successful
<p>Utility Report Issued 06/09/2014 COMPANY POSITION: CUSTOMER POSITION:</p>				
06/09/2014 15:27:20	06/09/2014	100063919573	C0052	Financial Summary Review
LVL A				
06/04/2014 17:06:00	06/04/2014	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/03/2014 11:42:00	06/03/2014	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/24/2014 23:09:21	05/24/2014	100063919573	CS General Purpose Batch	Disconnection Notice - PA Residential
05/13/2014 21:10:54	05/13/2014	100063919573	CS General Purpose Batch	Calculation
<p>C/A 100063919573 Contract 0010351171 Budget amt calculated for period ending 05/13/14 = \$ 128.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1879.40 2. Current Delta: 1410.68 - 1494.00 + 0.00 83.32- 3. Remaining Amount: 468.72 4. Diff + Remain Amt: 83.32- + 468.72 385.40 5. New BBP Amount: 385.40 / 3 128.00 * Dollar Difference: 128.00 - 166.00 38.00 * Pct Difference: 22.89 * System BBP Amount: 128.00</p>				
05/13/2014 21:10:49	05/13/2014	100063919573	CS General Purpose Batch	Calculation
<p>C/A 100063919573 Contract 0010351170 Budget amt calculated for period ending 05/13/14 = \$ 37.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1086.27 2. Current Delta: 810.19 - 975.00 + 0.00 164.81- 3. Remaining Amount: 276.08 4. Diff + Remain Amt: 164.81- + 276.08 111.27</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
5. New BBP Amount: 111.27 / 3 37.00 * Dollar Difference: 37.00 - 96.00 59.00 * Pct Difference: 61.46 * System BBP Amount: 37.00				
03/24/2014 17:00:00	03/24/2014	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
03/21/2014 11:02:00	03/21/2014	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
03/20/2014 22:17:19	03/20/2014	100063919573	Same as ZCSBTCH - no printer	Down Pymt Not Rcvd No IP Created
Required Down Payment amt not rcvd, no IP created				
03/12/2014 09:26:26	03/12/2014	100063919573	C16937	Disconnection Phone Attempt - Successful
HAD NO QUESTIONS ABOUT 10 DAY NOTICE				
03/12/2014 09:25:58	03/12/2014	100063919573	C16937	General Inquiry
SW HEATHER MILLER GAVE ALL OPTIONS/CONSIDERED 4 FACTORS NO MEDICAL NEEDS UPDTED FS-LEVEL A GAVE # TO DEF. SETUP IP=84.56 OPEN 4260.24 PD 2345.41 TERM 3709.12 03/11/14 ADVISED NOTICE IS VALID UNTIL PAYMENT IS MADE. BILL 2345.41 NOT ELGIBLE FOR AN EXTENTION DUE TO RISK SCORE TOO HIGH AND NO PAYMENT IN PAST 90 DAYS. WILL MAKE PAYMENT OF 640.00 BY CHK FOR THE DP FOR THE IP ON 03/12/14. CX MAY MAKE PAYMENT OF 3000.00 ON 03/14/14 NBD 03/14/14 LEFT TO PAY 2345.41 Customer was satisfied.				
03/12/2014 09:23:40	03/12/2014	100063919573	C16937	PA Flexible Plan-Down Pymt Required
DP Date: 03/17/2014 DP Amt: 640.00 Repay Pln: PA00 Instlm: # 36 Lock Date: 03/20/2014 84.56				
03/12/2014 09:22:47	03/12/2014	100063919573	C16937	Financial Summary Review
LEVEL A				
03/05/2014 17:05:00	03/05/2014	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/04/2014 11:37:00	03/04/2014	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
02/24/2014 23:40:33	02/24/2014	100063919573	CS General Purpose Batch	Disconnection Notice - PA Residential
02/13/2014 19:20:04	02/13/2014	100063919573	CS General Purpose Batch	Calculation
C/A 100063919573 Contract 0010351171 Budget amt calculated for period ending 02/12/14 = \$ 166.00 Open editor for detail 1. 12 Mth Factor Amt: 2035.28 2. Current Delta: 898.99 - 996.00 + 0.00 97.01- 3. Remaining Amount: 1136.29				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
4. Diff + Remain Amt: 97.01- + 1136.29 1039.28 5. New BBP Amount: 1039.28 / 6 173.00 * Dollar Difference: 173.00 - 166.00 7.00 * Pct Difference: 4.22 * System BBP Amount: 166.00				
02/13/2014 19:20:00	02/13/2014	100063919573	CS General Purpose Batch	Calculation
C/A 100063919573 Contract 0010351170 Budget amt calculated for period ending 02/12/14 = \$ 96.00 Open editor for detail 1. 12 Mth Factor Amt: 1265.81 2. Current Delta: 528.58 - 687.00 + 0.00 158.42- 3. Remaining Amount: 737.23 4. Diff + Remain Amt: 158.42- + 737.23 578.81 5. New BBP Amount: 578.81 / 6 96.00 * Dollar Difference: 96.00 - 109.00 13.00 * Pct Difference: 11.93 * System BBP Amount: 96.00				
02/13/2014 10:23:00	02/13/2014	100063919573	CS General Purpose Batch	Answered-Hung up during message
Phone attempt 08 - Party Hung Up				
11/14/2013 17:15:00	11/14/2013	100063919573	CS General Purpose Batch	Answered-Hung up during message
Phone attempt 08 - Party Hung Up				
11/13/2013 19:05:05	11/13/2013	100063919573	CS General Purpose Batch	Calculation
C/A 100063919573 Contract 0010351171 Budget amt calculated for period ending 11/13/13 = \$ 166.00 Open editor for detail 1. 12 Mth Factor Amt: 2058.30 2. Current Delta: 412.76 - 498.00 + 0.00 85.24- 3. Remaining Amount: 1645.54 4. Diff + Remain Amt: 85.24- + 1645.54 1560.30 5. New BBP Amount: 1560.30 / 9 173.00 * Dollar Difference: 173.00 - 166.00 7.00 * Pct Difference: 4.22 * System BBP Amount: 166.00				
11/13/2013 19:05:01	11/13/2013	100063919573	CS General Purpose Batch	Calculation
C/A 100063919573 Contract 0010351170 Budget amt calculated for period ending 11/13/13 = \$ 109.00 Open editor for detail 1. 12 Mth Factor Amt: 1344.04 2. Current Delta: 234.04 - 360.00 + 0.00 125.96- 3. Remaining Amount: 1110.00 4. Diff + Remain Amt: 125.96- + 1110.00 984.04 5. New BBP Amount: 984.04 / 9 109.00 * Dollar Difference: 109.00 - 120.00 11.00 * Pct Difference: 9.17 * System BBP Amount: 109.00				
11/11/2013 13:45:45	11/11/2013	100063919573	EAILOGINWM6	Outbound Call
Call Result - SRC_ANS_MACHINE				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Hello, this is Penelec calling to advise you that a reading of your electric meter is scheduled within the next three working days. Our records indicate you may have a dog at your location. If your dog is loose we may not be able to obtain an actual meter reading. If we are unable to read your meter you will receive an estimated bill. To avoid an estimate you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line.</p>				
11/07/2013 08:40:45	11/07/2013	100063919573	C0037	Disconnection Phone Attempt - Successful
Customer was satisfied.				
11/07/2013 08:38:47	11/07/2013	100063919573	C0037	General Inquiry
<p>HEATHER MILLER cld advsd of total bal \$3446.07, total due \$703.24 past due \$349.00 and notice amt \$2478.83 offered all options she declined t/s and pd the \$349.00 advsd bal \$354.24 and nb date.. gave # for def for assistance sat</p> <p>Customer was satisfied.</p>				
11/07/2013 08:37:10	11/07/2013	100063919573	C0037	Ready Pay Create
No 25436011 - \$349.00 11/09/2013 HEATHER MILLER cld advsd bal \$354.24 and nb date.. sat				
11/01/2013 17:13:00	11/01/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/31/2013 10:10:00	10/31/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
10/23/2013 23:34:15	10/23/2013	100063919573	CCSBILL95	Disconnection Notice - PA Residential
10/21/2013 22:03:46	10/19/2013	100063919573	BATCH	Security Deposit Created
Security Deposit warning process: \$ 576.00 deposit billed on 10/21/13				
09/11/2013 08:57:01	09/11/2013	100063919573	EAILOGINWMB	Outbound Call
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello, this is Penelec calling to advise you that a reading of your electric meter is scheduled within the next three working days. Our records indicate you may have a dog at your location. If your dog is loose we may not be able to obtain an actual meter reading. If we are unable to read your meter you will receive an estimated bill. To avoid an estimate you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line.</p>				
08/19/2013 15:21:27	08/19/2013		CCSBILL98	Special Agreement Letter
08/19/2013 08:32:58	08/19/2013	100063919573	C0059	General Inquiry
<p>Sw Heather Miller</p> <p>BIF: 2492.83</p> <p>TERM: 2044.33 8/13</p> <p>C/U: 2284.68</p> <p>NEXT BILL: 9/16</p> <p>No alt ph#. Offered all options. Considered 4 factors.</p> <p>Updated FS Level 1A. Not eligible for PCAP until pays bal down to \$0. Offered to pay 200.00 w/ cc under Jacob Miller, son, conf# 130801MVQA. Says was auth. EPP 286.00 + IP 63.00 = 349.00.</p> <p>Adv next bill.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer was satisfied.				
08/19/2013 08:32:28	08/19/2013	100063919573	C0059	Create Dunning Lock
Created dunning lock until 08/21/2013				
08/19/2013 08:28:50	08/19/2013	100063919573	C0059	PA Payment - IP
IP 63.00				
08/19/2013 08:27:28	08/19/2013	100063919573	C0059	Budget Billing Plan Simulated/Created
EPP 286.00				
08/19/2013 08:27:14	08/19/2013	100063919573	C0059	Calculation
<p>C/A 100063919573 Contract 0010351171</p> <p>A new monthly average amount has been calculated = \$ 166.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1963.31</p> <p>2. New Avg Mthly Amt: 1963.31 x 31 / 366 166.00</p> <p>* System BBP Amount: 166.00</p>				
08/19/2013 08:27:14	08/19/2013	100063919573	C0059	Calculation
<p>C/A 100063919573 Contract 0010351170</p> <p>A new monthly average amount has been calculated = \$ 120.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1411.37</p> <p>2. New Avg Mthly Amt: 1411.37 x 31 / 366 120.00</p> <p>* System BBP Amount: 120.00</p>				
08/19/2013 08:24:18	08/19/2013	100063919573	C0059	Financial Summary Review
Level 1A				
08/19/2013 08:21:12	08/19/2013	100063919573	C0059	Disconnection Phone Attempt - Successful
Heather Miller does not have ?s about 10 day notice.				
08/09/2013 17:01:00	08/09/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/08/2013 10:50:00	08/08/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
08/07/2013 22:07:59	08/07/2013	100063919573	Same as ZCSBTCH - no printer	Down Pymt Not Rcvd No IP Created
Required Down Payment amt not rcvd, no IP created				
07/30/2013 13:56:58	07/30/2013	100063919573	C15997	General Inquiry
<p>sw heather miller, bif 2284.68 pd 2088.33 disc 2044.33. disc</p> <p>date 7/31. gave all op 4 fac. set up ip with dwn psyment of</p> <p>200. cust will pay friday. gave lock till 8/3. cust will</p> <p>pay dwn on 8/2</p> <p>Customer was satisfied.</p>				
07/30/2013 13:55:03	07/30/2013	100063919573	C15997	Create Dunning Lock
Created dunning lock until 08/03/2013				
07/30/2013 13:52:41	07/30/2013	100063919573	C15997	PA Flexible Plan-Down Pymt Required
<p>DP Date: 08/04/2013 DP Amt: 200.00 Repay Pin: PA00 Instlm: # 36 </p> <p>Lock Date: 08/07/2013</p>				
07/25/2013 17:02:00	07/25/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/24/2013 11:22:00	07/24/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/16/2013 23:16:24	07/16/2013	100063919573	CCSBILL97	Disconnection Notice - PA Residential

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/16/2013 15:01:48	07/16/2013		CCSBILL98	Return Check Letter
07/16/2013 10:04:18	07/16/2013	100063919573	ZSCBTCH	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 1400.18 Disconnection Date: 07/18/2013				
07/13/2013 21:13:48	07/13/2013	100063919573	CCSBILL95	Security Deposit Review
Security Deposit Warning Process. Letter sent 07/15/2013				
07/11/2013 15:56:23	07/11/2013	100063919573	EALOGINWM6	Outbound Call
Call Result - SRC_ANS_MACHINE Hello, this is Penelec calling to advise you that a reading of your electric meter is scheduled within the next three working days. Our records indicate you may have a dog at your location. If your dog is loose we may not be able to obtain an actual meter reading. If we are unable to read your meter you will receive an estimated bill. To avoid an estimate you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line.				
07/09/2013 12:25:13	07/09/2013	100063919573	C4180	General Inquiry
SW Heather Miller and she called in to verify when services will be reconnected. She verified it was sched for today. Suggested to check for the red tag on the meter, sat Customer was satisfied.				
07/08/2013 12:31:01	07/08/2013	100063919573	C15877	Reconnection Process-Recon started
Reconnect at Meter will be created for reconnection on 07/08/2013. Payment Considered all factors and provided all options Reconnection amount negotiated for 32.00 Disconnect amount negotiated for 1368.18 CSR negotiated amount 1400.18 Advised Breakers Off:Yes sw heather miller made payment for full term amount plus reconnect fee via check. put reconnect order in for today. adv may take between 1 to 3 days but try to restore within 24hrs. adv to turn breaker off and clear access to meter. was satisfied Created By: NCO-Yolanda Cook				
07/08/2013 12:27:50	07/08/2013	100063919573	C15877	Ready Pay Create
No 23747570 - \$1400.18 07/08/2013				
07/08/2013 12:24:41	07/08/2013	100063919573	Eallogon	Service Disconnected
DISC, Non-Pay, Total Arrears \$ 1640.22 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)				
06/24/2013 17:02:00	06/24/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/21/2013 10:23:00	06/21/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/17/2013 03:01:49	06/17/2013	100063919573	CS General Purpose Batch	Sent PCAP Removal Letter
06/15/2013 19:22:58	06/15/2013	100063919573	CCSBILL95	Failure to Reverify
06/10/2013 14:58:13	06/10/2013	100063919573	C0054	Utility Report Issued
06/10/2013 ALERTED HEATHER MILLER OF DSCNCT ON 06/11/2013 FOR 1,640.22 SHE CANNOT PAY THAT NOW ADVISED HER TO PAY 1,368.18 BY 06/21/2013 (NEW TERMINATION DATE) OFFERED TO UPDATE FS AND TOOK FS LEVEL A PCAP NO				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
CHANGE GAVE HER 5 OPTIONS AND CONSIDERED 4 FACTORS ALSO GAVE HER PHONE#S FOR DEF(LIHEAP/PCAP) AND PUC SATISFIED X4152PV Customer was satisfied.				
06/10/2013 14:57:01	06/10/2013	100063919573	C0054	Disconnection Phone Attempt - Successful
06/05/2013 17:01:00	06/05/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/04/2013 12:29:00	06/04/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/26/2013 00:33:33	05/26/2013	100063919573	CCSBILL97	Disconnection Notice - PA Residential
05/18/2013 06:19:34	05/18/2013	100063919573	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A 100063919573 A new PCAP amount has been calculated = \$ 80.00 Open editor for details. 1. Minimum Payment: 11232.00 * 3.00 % 336.96 2. Current burden: 269.39 x 12 3232.68 3. LIHEAP amount: 0.00 4. Unassisted burden: 3232.68 - 0.00 3232.68 5. Monthly Credit Amt: (3232.68 - 336.96) / 12 241.31 Monthly Credit Amount adjusted for limit				
05/12/2013 21:40:44	05/12/2013	100063919573	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A 100063919573 A new PCAP amount has been calculated = \$ 80.00 Open editor for details. 1. Minimum Payment: 11232.00 * 3.00 % 336.96 2. Current burden: 259.47 x 12 3113.64 3. LIHEAP amount: 0.00 4. Unassisted burden: 3113.64 - 0.00 3113.64 5. Monthly Credit Amt: (3113.64 - 336.96) / 12 231.39 Monthly Credit Amount adjusted for limit				
05/12/2013 12:21:58	05/12/2013	100063919573	EALOGINWM6	Outbound Call
Call Result - SRC_ANS_LIVE Hello, this is Penelec calling to advise you that a reading of your electric meter is scheduled within the next three working days. Our records indicate you may have a dog at your location. If your dog is loose we may not be able to obtain an actual meter reading. If we are unable to read your meter you will receive an estimated bill. To avoid an estimate you can enter a meter reading at www.firstenergycorp.com . To hear this message again, please remain on the line.				
05/08/2013 09:57:24	05/08/2013	100063919573	C12501	Disconnection Phone Attempt - Successful
sw HEATHER MILLER gave all options and factors ms said is going to try to come up with disco amount 1104.50 ms said doesnt know if can come up with full disco amount by disco date 05/10 granted ptp til 05/20/2013 to pay disco amount 1104.50 bp sat ngates Customer was satisfied.				
05/08/2013 09:55:58	05/08/2013	100063919573	C12501	Create Dunning Lock

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created dunning lock until 05/20/2013				
05/06/2013 17:02:00	05/06/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/03/2013 10:47:00	05/03/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
04/25/2013 23:14:06	04/25/2013	100063919573	CCSBILL95	Disconnection Notice - PA Residential
04/14/2013 17:36:33	04/14/2013	100063919573	CCSBILL98	PCAP Payment Counseling Letter
04/09/2013 21:00:00	04/09/2013	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
03/12/2013 09:16:07	03/12/2013	100063919573	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello, this is Penelec calling to advise you that a reading of your electric meter is scheduled within the next three working days. Our records indicate you may have a dog at your location. If your dog is loose we may not be able to obtain an actual meter reading. If we are unable to read your meter you will receive an estimated bill. To avoid an estimate you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line.</p>				
03/11/2013 13:20:28	03/11/2013	100063919573	C13205	General Inquiry
<p>sw Heather Miller</p> <p>Gave all opts, 4 facts</p> <p>Open-\$901.50</p> <p>Term-\$698.61</p> <p>PD -\$901.50</p> <p>Offered rp/dc/cc (paid \$150)</p> <p>Decline FS (PCAP)</p> <p>approved extension to 3/29</p> <p>Cust sat x28585</p>				
03/11/2013 13:19:38	03/11/2013	100063919573	C13205	Create Dunning Lock
Created dunning lock until 03/29/2013 sw Heather Miller				
03/11/2013 13:18:55	03/11/2013	100063919573	C13205	Ready Pay Create
No 22176736 - \$150.00 03/11/2013 sw Heather Miller				
03/08/2013 17:04:00	03/08/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/05/2013 11:33:00	03/05/2013	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
02/25/2013 23:18:07	02/25/2013	100063919573	CCSBILL95	Disconnection Notice - PA Residential
02/12/2013 23:44:55	02/12/2013	100063919573	CCSBILL97	PCAP Payment Counseling Letter
02/11/2013 21:00:00	02/11/2013	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
01/12/2013 22:38:42	01/12/2013	100063919573	CCSBILL95	PCAP Payment Counseling Letter
01/10/2013 10:05:16	01/10/2013	100063919573	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello, this is Penelec calling to advise you that a reading of your electric meter is scheduled within the next three working days. Our records indicate you may have a dog at your location. If your dog is loose we may not be able to obtain an actual meter reading. If we are unable to read your meter</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
you will receive an estimated bill. To avoid an estimate yo u can enter a meter reading at www.firsenenergycorp.com. To h ear this message again, please remain on the line.				
01/08/2013 21:00:00	01/08/2013	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
12/12/2012 00:41:00	12/12/2012	100063919573	CCSBILL95	PCAP Payment Counseling Letter
12/10/2012 21:00:00	12/10/2012	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
11/13/2012 23:34:11	11/13/2012	100063919573	CCSBILL95	PCAP Payment Counseling Letter
11/12/2012 21:00:00	11/12/2012	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
10/15/2012 08:49:32	10/15/2012	100063919573	C5887	Create Dunning Lock
Created dunning lock until 10/30/2012				
10/15/2012 08:48:39	10/15/2012	100063919573	C5887	Ready Pay Create
No 20393376 - \$216.55 10/15/2012 and No 20393377 - \$119.66 10/26/2012 sw HEATHER MILLER gave all options and cons 4 factors adv service not guaranteed on day of disc CDL LOCK offered RP/DC/CC satisfied 425				
10/15/2012 08:46:32	10/15/2012	100063919573	C5887	Disconnection Phone Attempt - Successful
Asked 10 day question... Customer had no questions				
10/04/2012 17:03:00	10/04/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
10/03/2012 10:48:00	10/03/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/26/2012 01:07:33	09/26/2012	100063919573	CCSBILL97	Disconnection Notice - PA Residential
09/13/2012 00:25:17	09/13/2012	100063919573	CCSBILL95	PCAP Payment Counseling Letter
09/10/2012 14:26:01	09/10/2012	100063919573	EAILGINWM6	Outbound Call
Call Result - SRC_ANS_MACHINE Hello, this is Penelec calling to advise you that a reading of your electric meter is scheduled within the next three wo rking days. Our records indicate you have a dog at your loc ation. We ask your cooperation in keeping your dog leashed o r confined to prevent our employees from being exposed to un necessary risk. If we are unable to read your meter you will receive an estimated bill. To avoid an estimate you can ent er a meter reading at www.firsenenergycorp.com. To hear this message again, please remain on the line.				
09/04/2012 17:00:00	09/04/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/31/2012 10:09:00	08/31/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/25/2012 20:36:07	08/25/2012	100063919573	CCSBILL95	Disconnection Notice - PA Residential
08/15/2012 00:26:17	08/15/2012	100063919573	CCSBILL97	PCAP Payment Counseling Letter
08/14/2012 10:41:04	08/14/2012	100063919573	C11999	Disconnection Phone Attempt - Successful
SW-HEATHER MILLER BIF-688.71 PAID-559.69 via check TERM-8/9 559.69				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
gave all options con 4 fact				
NB-9/13				
x28537				
Customer was satisfied.				
08/14/2012 10:40:36	08/14/2012	100063919573	C11999	Ready Pay Create
No 19619872 - \$559.69 08/15/2012 HEATHER MILLER				
08/03/2012 17:00:00	08/03/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
08/02/2012 10:44:00	08/02/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
07/26/2012 00:37:19	07/26/2012	100063919573	CCSBILL97	Disconnection Notice - PA Residential
07/10/2012 10:41:21	07/10/2012	100063919573	EALOGINWM8	Outbound Call
Call Result - SRC_ANS_MACHINE				
Hello, this is Penelec your electric company calling to advise that a reading of your meter is scheduled within the next three working days. Our records indicate you have either asked us to provide this courtesy call or you have a dog at your location, in which case we ask, for their safety, that you secure your pet so our meter reader can obtain an actual read at your premise. If we are unable to read your meter due to weather, emergency or other situation, you may be rescheduled or receive an estimated bill, in which case you can enter a meter reading at www.firstenergycorp.com. To hear this message again, please remain on the line and thank you for your patience as Penelec works to serve you better.				
06/04/2012 17:01:00	06/04/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/01/2012 11:16:00	06/01/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/24/2012 23:29:33	05/24/2012	100063919573	CCSBILL95	Disconnection Notice - PA Residential
05/08/2012 11:05:30	05/08/2012	100063919573	C12006	General Inquiry
sw HEATHER MILLER stated can pay the term amt of 152.43 on fri with cc pmt..adv next bill date..ext28520				
Customer was satisfied.				
05/08/2012 11:03:57	05/08/2012	100063919573	C12006	Create Dunning Lock
Created dunning lock until 05/15/2012..cln				
05/08/2012 11:01:05	05/08/2012	100063919573	C12006	Premise Information Changed
updated number				
05/03/2012 17:00:00	05/03/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/02/2012 11:25:00	05/02/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/24/2012 22:56:26	04/24/2012	100063919573	CCSBILL95	Disconnection Notice - PA Residential
04/05/2012 09:25:31	04/05/2012	100063919573	C9938	General Inquiry
sw heather miller bp alt number added ask 10 day question/had questions gave pcap options considered 4 factors no med cert ur issued satisfied 4332				
Customer was satisfied.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/05/2012 09:23:27	04/05/2012	100063919573	C9938	Utility Report Issued
<p>Company Position: Customer is scheduled for disc on 4/9/2012 for \$142.51 pay \$(142.51 to stop termination. Customer is unable to pay by the termination date. Took FS Level pcap (Or declined FS if refused). Considered 4 factors. No drop in income or change in circumstance (if FS was updated). Gave customer ALL options. Gave PUC phone number and advised of new termination date of 4/16/2012</p> <p>Customer Position: Customer is unable to pay the required amt of \$142.51 by the termination date of 4/9/2012. Customer was satisfied.</p>				
04/05/2012 09:22:58	04/05/2012	100063919573	C9938	Disconnection Phone Attempt - Successful
<p>Utility Report Issued 04/05/2012 COMPANY POSITION: CUSTOMER POSTION:</p>				
04/05/2012 09:22:03	04/05/2012	100063919573	C9938	Disconnection Phone Attempt - Successful
<p>Customer was satisfied.</p>				
04/05/2012 09:20:25	04/05/2012		C9938	Personal Data Changed
03/25/2012 00:10:09	03/25/2012	100063919573	CCSBILL95	Disconnection Notice - PA Residential
03/19/2012 14:17:35	03/19/2012	100063919573	C12183	Create Dunning Lock
<p>Created dunning lock until 03/22/2012 sw heather miller bif 965.76 term 700.82 con 079930014112 made today at wise market cust was sat with call x28519 NON</p>				
03/09/2012 09:53:04	03/09/2012		C12494	Personal Data Changed
03/09/2012 09:44:25	03/09/2012	100063919573	C12494	Utility Report Issued
<p>Utility Report Issued 03/09/2012 COMPANY POSITION: CUST. IS SCHEDULED FOR DISC. ON 3/7/12 FOR 700.82 CUST. IS REQUIRED TO PAY 700.82 TO STOP TERM. CUST IS UNABLE TO PAY BY TERM. DATE. CUST. ON PCAP. GAV PUC PHONE NUMBER AND ADVISED OF NEW TERM. DATE OF 3/20/12. CUSTOMER POSTION: CUST. IS UNABLE TO PAY THE REQUIRED AMT. OF 700.82 BY THE TERM. DATE OF 3/07/12. CUST. ON PCAP. REALLY DOES NOT WANT TO DISPUTE HER BILL JUST NEEDED TILL NEXT FRIDAY TO PAY. DOES NOT QUALIFY FOR A PTP.</p>				
03/01/2012 17:00:00	03/01/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
02/29/2012 12:05:00	02/29/2012	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Invalid Unsuccessful
<p>Phone attempt 15 - Invalid Phone Number</p>				
02/22/2012 00:12:05	02/22/2012	100063919573	CCSBILL95	Disconnection Notice - PA Residential
02/10/2012 00:17:12	02/10/2012	100063919573	CCSBILL97	PCAP Payment Counseling Letter
02/06/2012 21:00:00	02/06/2012	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
<p>Phone attempt 04 - No Answer</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/11/2012 00:11:59	01/11/2012	100063919573	CCSBILL95	PCAP Payment Counseling Letter
01/09/2012 21:00:00	01/09/2012	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
12/09/2011 00:17:51	12/09/2011	100063919573	CCSBILL95	PCAP Payment Counseling Letter
12/05/2011 21:05:00	12/05/2011	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
11/07/2011 09:17:39	11/07/2011	100063919573	C7921	Disconnection Phone Attempt - Successful
Customer was satisfied.				
11/07/2011 09:17:08	11/07/2011	100063919573	C7921	General Inquiry
sw heather miller; bp; pcap cust; 2nd phone # offered or confirmed gave all available options/ considered 4 factors adv term date 11/07/2011 for term amt 213.34 adv open amt 334.57 adv past due amt 334.57 adv cur amt .00 offered rp and cc/ fee 3.95 cust ptp 213.34 11/11/2011 cc; set cdl; cln; satisfied; ext 2078 Customer was satisfied.				
11/07/2011 09:16:34	11/07/2011	100063919573	C7921	Create Dunning Lock
Created dunning lock until 11/15/2011				
10/23/2011 00:13:27	10/23/2011	100063919573	CCSBILL95	Disconnection Notice - PA Residential
10/12/2011 11:22:44	10/12/2011	100063919573	C10415	General Inquiry/Other
s/w HEATHER MILLER -- added number -- 5 options 4 factor -- bal \$398.68 - disco \$64.11 -- cust offer disc \$64.11 -- CC \$64.11 10/12 conf# 130831285040862 -- next bill 11/10 -- bp sat cstemig Customer was satisfied.				
10/12/2011 11:22:02	10/12/2011	100063919573	C10415	Create Dunning Lock
Created dunning lock until 10/17/2011				
10/12/2011 11:17:38	10/12/2011		C10415	Personal Data Changed
updated				
10/04/2011 12:58:29	10/04/2011	100063919573	OVR-Brandi Bedenbaugh	Disconnection Phone Attempt - Successful
10/04/2011 12:58:12	10/04/2011	100063919573	OVR-Brandi Bedenbaugh	Create Dunning Lock
Created dunning lock until 10/12/2011 NON				
09/30/2011 17:13:00	09/30/2011	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
09/29/2011 10:52:00	09/29/2011	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
09/22/2011 00:38:33	09/22/2011	100063919573	CCSBILL97	Disconnection Notice - PA Residential
09/11/2011 00:08:48	09/11/2011	100063919573	CCSBILL95	PCAP Payment Counseling Letter
09/06/2011 21:02:00	09/06/2011	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
08/12/2011 09:08:58	08/12/2011	100063919573	C9941	General Inquiry
sw HEATHER MILLER, was adv of pcap options on 8/04 and ur til 8/15, took c/c for 162.36 conf # 130831224132815, adv 91.27 still past due, adv 52.84 due 9/01, non, satisfied, x2614				

Customer Contact History

Contact Date	Created Date	Contract Acct.	Created By	Description
Customer was satisfied.				
08/12/2011 09:08:32	08/12/2011	100063919573	C9941	Create Dunning Lock
Created dunning lock until 08/16/2011				
08/04/2011 09:36:35	08/04/2011	100063919573	C6501	General Inquiry
s/w Heather Miller Issued dispute rights & gave new disc date of 8/15. She will call on 8/12 to pay 162.36 disc amt with cc. Advised 3.95 cc fee. Advised no rp Advised on pcap & 91.27 remaining past due bif & new bill out 8/11. She will try to pay bif following week. Gave three options and considered four factors again. Ext. 2119				
08/04/2011 09:34:49	08/04/2011		C6501	Personal Data Changed
Removed auto D.				
08/04/2011 09:30:34	08/04/2011	100063919573	C6501	Utility Report Issued
Utility Report Issued 08/04/2011 COMPANY POSITION: CUSTOMER IS SCHEDULED FOR DISCONNECTION ON 8/8/11 FOR \$162.36. CUSTOMER IS REQUIRED TO PAY \$162.36 TO STOP TERMINATION. CUSTOMER IS UNABLE TO PAY BY THE TERMINATION DATE. GAVE CUSTOMER ALL OPTIONS. GAVE PUC PHONE NUMBER AND ADVISED NEW TERMINATION DATE OF 8/15/11. CUSTOMER POSITION: CUSTOMER IS UNABLE TO PAY THE REQUIRED AMOUNT OF \$162.36 BY THE TERMINATION DATE OF 8/8/11.				
08/04/2011 09:28:01	08/04/2011	100063919573	C6501	Disconnection Phone Attempt - Successful
08/04/2011 09:24:51	08/04/2011	100063919573	C6501	Disconnection Phone Attempt - Successful
Customer was satisfied.				
08/03/2011 11:47:08	08/03/2011	100063919573	C9472	General Inquiry
SW-Heather Miller-RE-Disc for \$162.36 on PCAP Acct. Gave all options, Cons. 4 factors, wanted EXT, unable to grant. Unable to pay today. No to MEDCERT. She will see if she's able to come up W/PYMT by Mon.-Will call back later or tomorrow. NON EXT#2036 Customer was satisfied.				
08/02/2011 17:05:00	08/02/2011	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
08/01/2011 13:16:00	08/01/2011	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
07/24/2011 01:06:02	07/24/2011	100063919573	CCSBILL95	Disconnection Notice - PA Residential
07/08/2011 15:05:37	07/08/2011	100063919573	MM367	General Inquiry
HEATHER MILLER CALLED SHE PD 200.00 RE# 189430039111. ADVISED NEEDS 39.84 ...WILL PAY IPS 7-9 WILL CALL 7-11 TO SEE IF POST ...ALREADY A HOLD SATISFIED 2087 Customer was satisfied.				
07/05/2011 12:16:03	07/05/2011	100063919573	C7866	General Inquiry
sw heather miller report paytm of 200 at weiss on 7/6 recpt# 186430030111 and has a prior ptp 239.84 on 7/8 satisfied				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
2052 Customer was satisfied.				
07/05/2011 09:39:32	07/05/2011	100063919573	C6667	Create Dunning Lock
Created dunning lock until 07/12/2011				
07/05/2011 09:38:13	07/05/2011	100063919573	C6667	Disconnection Phone Attempt - Successful
07/05/2011 09:37:30	07/05/2011	100063919573	C6667	General Inquiry
sw Heather Miller... Gave all options and considered four factors... Will do a pmt of 200.00 TODAY @ pmt cntr and call back w/ rect#... Will do the remaining 239.84 on 07/08/2011 @ pmt cntr and call back rect#... These pmnts will cover the disc amt and stop term... Advised RP, CC/DC as pmt methods... On PCAP... Cust satisfied x2088				
07/01/2011 17:37:00	07/01/2011	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/30/2011 10:31:00	06/30/2011	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
06/23/2011 00:08:54	06/23/2011	100063919573	CCSBILL95	Disconnection Notice - PA Residential
06/13/2011 15:11:50	06/13/2011		CCSBILL98	Return Check Letter
06/13/2011 10:04:16	06/13/2011	100063919573	ZSCBTCH	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 324.21 Disconnection Date: 06/20/2011				
06/10/2011 00:16:46	06/10/2011	100063919573	CCSBILL96	PCAP Payment Counseling Letter
06/08/2011 10:43:48	06/08/2009	100063919573	C6334	Financial Summary Review
06/04/2011 10:25:39	06/04/2011	100063919573	EALOGINWV6	Ready Pay Create
No 15116721 - \$ 324.21 - 06/07/2011				
05/31/2011 11:07:00	05/31/2011	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				
05/24/2011 00:05:53	05/24/2011	100063919573	CCSBILL95	Disconnection Notice - PA Residential
05/14/2011 14:04:45	05/14/2011		CCSBILL98	Return Check Letter
05/13/2011 10:49:10	05/13/2011	100063919573	Heather M Johnson	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 225.53 Disconnection Date: 05/20/2011				
05/12/2011 00:15:39	05/12/2011	100063919573	CCSBILL95	PCAP Payment Counseling Letter
05/02/2011 08:40:30	05/02/2011	100063919573	C5887	Ready Pay Create
No 14794515 - \$225.53 05/09/2011				
05/02/2011 08:39:22	05/02/2011	100063919573	C5887	Create Dunning Lock
Created dunning lock until 05/11/2011 sw HEATHER MILLER gave all options and cons 4 factors CLN cd; locvk til5/11/2011 225.53 took RP offered RP/DC/CC ADV REM BILL AMT 98.68 satisfied 2 092				
05/02/2011 08:37:01	05/02/2011	100063919573	C5887	Disconnection Phone Attempt - Successful
05/02/2011 08:36:22	05/02/2011		C5887	Personal Data Changed
(814)339-7716				
04/29/2011 17:36:00	04/29/2011	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
04/21/2011 00:08:16	04/21/2011	100063919573	CCSBILL95	Disconnection Notice - PA Residential
04/13/2011 00:21:59	04/13/2011	100063919573	CCSBILL95	PCAP Payment Counseling Letter
04/11/2011 21:03:00	04/11/2011	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
03/13/2011 00:30:26	03/13/2011	100063919573	CCSBILL95	PCAP Payment Counseling Letter

Customer Contact History

Contact Date	Created Date	Contract Acct.	Created By	Description
03/08/2011 21:02:00	03/08/2011	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
03/03/2011 08:31:57	03/03/2011	100063919573	EAILOGINWM6	Ready Pay Create
No 14230236 - \$ 322.94 - 03/04/2011				
02/22/2011 00:12:24	02/22/2011	100063919573	CCSBILL95	Disconnection Notice - PA Residential
02/10/2011 23:24:18	02/10/2011	100063919573	CCSBILL95	PCAP Payment Counseling Letter
02/07/2011 21:02:00	02/07/2011	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
01/11/2011 23:12:20	01/11/2011	100063919573	CCSBILL95	PCAP Payment Counseling Letter
01/10/2011 21:01:00	01/10/2011	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
11/21/2010 14:36:15	11/21/2010	100063919573	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_FAULT_DIAL</p> <p>Hello, this is a message from Penelec, your electric company . In order to upgrade our facilities and improve service reliability in your area, Penelec has scheduled an interruption to your electric service on Sunday 1121 starting at 11pm and lasting until 5am Monday morning, 1122. In the event of an emergency or inclement weather the planned interruption to your service will occur on Sunday 1128, with the same time frames. This outage will impact customers in the Osceola Mills area. To hear this message again please remain on the line, and thank you for your patience as Penelec works to serve you better.</p>				
11/14/2010 12:20:39	11/14/2010	100063919573	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_FAULT_DIAL</p> <p>Hello, this is a message from Penelec, your electric company . In order to upgrade our facilities and improve service reliability in your area, Penelec has scheduled an interruption to your electric service on Sunday 1121 starting at 11pm and lasting until 5am Monday morning, 1122. In the event of an emergency or inclement weather the planned interruption to your service will occur on Sunday 1128, with the same time frames. This outage will impact customers in the Osceola Mills area. To hear this message again please remain on the line, and thank you for your patience as Penelec works to serve you better.</p>				
11/11/2010 23:19:18	11/11/2010	100063919573	CCSBILL96	PCAP Payment Counseling Letter
11/10/2010 10:24:10	11/10/2010	100063919573	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_FAULT_DIAL</p> <p>Hello, this is a message from Penelec, your electric company . In order to upgrade our facilities and improve service reliability in your area, Penelec has scheduled an interruption to your electric service on Sunday 1121 starting at 11pm and lasting until 5am Monday morning, 1122. In the event of an emergency or inclement weather the planned interruption to your service will occur on Sunday 1128, with the same time frames. This outage will impact customers in the Osceola Mills area. To hear this message again please remain on the</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
line, and thank you for your patience as Penelec works to s erve you better.				
11/08/2010 21:01:00	11/08/2010	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
10/12/2010 23:55:17	10/12/2010	100063919573	CCSBILL95	PCAP Payment Counseling Letter
10/12/2010 17:54:00	10/12/2010	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
10/11/2010 21:00:00	10/11/2010	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
09/15/2010 23:53:45	09/15/2010	100063919573	CCSBILL95	PCAP Payment Counseling Letter
09/13/2010 21:00:00	09/13/2010	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
09/08/2010 12:38:00	09/08/2010	100063919573	C9280	Disconnection Phone Attempt - Successful
Customer was satisfied.				
09/08/2010 12:36:58	09/08/2010	100063919573	C9280	Ready Pay Create
No 12614974 - \$137.03 09/09/2010 sw heather miller gave pcap opt cons four fact cust paid term amt of 137.03 cust was satisfied ext 2041				
09/07/2010 08:26:45	09/07/2010	100063919573	47036	General Inquiry
sw HEATHER MILLER, verified. called about past due. adv phone system error, can't get her to nco. adv her of phone #, to call back later. bp sat. MMH Customer was satisfied.				
09/02/2010 10:39:00	09/02/2010	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
08/25/2010 23:13:37	08/25/2010	100063919573	CCSBILL95	Disconnection Notice - PA Residential
08/14/2010 21:20:46	08/14/2010	100063919573	CCSBILL95	PCAP Payment Counseling Letter
07/14/2010 23:29:25	07/14/2010	100063919573	CCSBILL95	PCAP Payment Counseling Letter
07/12/2010 21:07:00	07/12/2010	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
06/15/2010 23:30:37	06/15/2010	100063919573	CCSBILL96	PCAP Payment Counseling Letter
06/08/2010 08:47:10	06/08/2010	100063919573	C5764	Ready Pay Create
No 11827666 - \$138.80 06/10/2010 s/w heather miller adv of 3 options adv bal still due 41.43 cust satified 4226 hopes to pay bal due by 06/22 cust satified				
05/27/2010 00:28:15	05/27/2010	100063919573	CCSBILL97	Disconnection Notice - PA Residential
05/19/2010 02:00:42	05/19/2010	100063919573	CCSBILL95	PCAP Payment Counseling Letter
05/17/2010 21:04:00	05/17/2010	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
04/15/2010 00:41:42	04/15/2010	100063919573	CCSBILL95	PCAP Payment Counseling Letter
04/12/2010 21:03:00	04/12/2010	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
03/17/2010 01:25:38	03/17/2010	100063919573	CCSBILL95	PCAP Payment Counseling Letter
03/15/2010 21:02:00	03/15/2010	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
01/30/2010 10:01:49	01/30/2010	100063919573	EAILOGINWM6	Ready Pay Create
No 10762254 - \$ 188.19 - 02/02/2010				
12/23/2009 21:00:00	12/23/2009	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
12/16/2009 00:57:57	12/16/2009	100063919573	CCSBILL97	PCAP Payment Counseling Letter

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
11/13/2009 00:48:04	11/13/2009	100063919573	CCSBILL95	PCAP Payment Counseling Letter
10/29/2009 00:58:18	10/29/2009	100063919573	CCSBILL95	Disconnection Notice - PA Residential
09/23/2009 17:29:09	09/23/2009	100063919573	CCSBILL95	Promise To Pay
Promise 200000056508 was broken.				
09/09/2009 10:58:12	09/09/2009	100063919573	C6424	Disconnection Phone Attempt - Successful
sw heather miller gave 4 options considered 4 factors PTP & rp of 191.32 on 9/14/09 adv rp & next bill date & rem bal of 23.77 will pay by 9/25/09 agreed and satisfied ext 2110 Customer was satisfied.				
09/09/2009 10:57:01	09/09/2009	100063919573	C6424	Ready Pay Create
No 9683737 - \$191.32 09/14/2009				
09/09/2009 10:55:42	09/09/2009	100063919573	C6424	Promise To Pay
PTP \$191.32 by 09/21/2009				
08/27/2009 00:45:16	08/27/2009	100063919573	CCSBILL95	Disconnection Notice - PA Residential
08/15/2009 22:03:56	08/15/2009	100063919573	CCSBILL95	PCAP Payment Counseling Letter
08/11/2009 14:20:00	08/11/2009	100063919573	CS General Purpose Batch	Unsuccessful - Left Message
Phone attempt 05 - AMD Detected - Left Message				
07/21/2009 18:08:34	07/21/2009	100063919573	CCSBILL96	Promise To Pay
Promise 200000035027 was broken.				
07/06/2009 13:59:39	07/06/2009	100063919573	C7378	General Inquiry
sw heather miller gave all pcap options placed onto p2p will be calling in on 7.17.09 to make pymnt via db/cc cust satisfied and agreed x4170 Customer was satisfied.				
07/06/2009 13:59:09	07/06/2009	100063919573	C7378	Create Dunning Lock
Created dunning lock until 07/20/2009				
07/06/2009 13:58:42	07/06/2009	100063919573	C7378	Promise To Pay
PTP \$191.01 by 07/17/2009				
06/27/2009 22:08:27	06/27/2009	100063919573	CCSBILL96	Disconnection Notice - PA Residential
06/17/2009 00:59:29	06/17/2009	100063919573	CCSBILL95	PCAP Payment Counseling Letter
06/16/2009 17:28:59	06/16/2009	100063919573	CCSBILL95	Promise To Pay
Promise 200000027098 was fulfilled.				
06/15/2009 21:02:00	06/15/2009	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
06/08/2009 10:46:28	06/08/2009	100063919573	C6334	Disconnection Phone Attempt - Successful
Customer was satisfied.				
06/08/2009 10:41:15	06/08/2009	100063919573	C6334	Ready Pay Create
No 9007599 - \$102.86 06/15/2009 sw heather miller. gave all options considered 4 factors. updated fs level a no changes in income. took ready pay for \$102.86. advised bif and \$100.98 due today. no exact commitment on that. stop coll. satisfied and agreed x2064				
06/08/2009 10:39:41	06/08/2009	100063919573	C6334	Promise To Pay
PTP \$102.86 by 06/12/2009				
06/05/2009 17:08:00	06/05/2009	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/04/2009 12:30:00	06/04/2009	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/28/2009 01:00:52	05/28/2009	100063919573	CCSBILL95	Disconnection Notice - PA Residential
05/14/2009 00:51:27	05/14/2009	100063919573	CCSBILL96	PCAP Payment Counseling Letter

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/11/2009 21:03:00	05/11/2009	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
05/05/2009 10:08:00	05/05/2009	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/05/2009 09:41:14	05/05/2009	100063919573	C6424	General Inquiry
sw heather miller adv 4 options rp of 181.17 on 5/06/09 stops term adv rp & next bill date & rem bal of 102.86 will try to pay by end of may fs lev 1 on pcap - referred to central pa comm act agreed and satisfied ext 2110 Customer was satisfied.				
05/05/2009 09:38:53	05/05/2009	100063919573	C6424	Financial Summary Review
heather 37 douglas 38 jacob 18 fs lev 1 5/05/09				
05/05/2009 09:31:47	05/05/2009	100063919573	EAILOGINWM6	Ready Pay Create
No 8769933 - \$ 181.17 - 05/06/2009				
04/28/2009 00:58:43	04/28/2009	100063919573	CCSBILL96	Disconnection Notice - PA Residential
04/10/2009 01:04:44	04/10/2009	100063919573	CCSBILL96	PCAP Payment Counseling Letter
04/06/2009 21:05:00	04/06/2009	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
03/13/2009 00:48:55	03/13/2009	100063919573	CCSBILL96	PCAP Payment Counseling Letter
03/06/2009 19:40:00	03/06/2009	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/06/2009 09:45:14	03/06/2009	100063919573	EAILOGINWM6	Ready Pay Create
No 8326786 - \$ 115.13 - 03/09/2009				
03/05/2009 14:49:00	03/05/2009	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
02/26/2009 01:38:01	02/26/2009	100063919573	CCSBILL96	Disconnection Notice - PA Residential
02/18/2009 19:42:26	02/18/2009	100063919573	EAILOGINWM6	Ready Pay Create
No 8205261 - \$ 200.00 - 02/20/2009				
02/18/2009 19:24:20	02/18/2009	100063919573	INTV IVR	Account Balance Inquiry
02/13/2009 00:11:17	02/13/2009	100063919573	CCSBILL96	PCAP Payment Counseling Letter
02/09/2009 21:02:00	02/10/2009	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
02/09/2009 21:02:00	02/10/2009	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
01/27/2009 19:28:00	01/27/2009	100063919573	CS General Purpose Batch	Successful Phone Contact
Phone attempt 17 - Successful				
01/22/2009 21:26:14	01/22/2009	100063919573	EAILOGINWM6	Ready Pay Create
No 8017046 - \$ 150.00 - 01/26/2009				
01/21/2009 19:52:17	01/21/2009	100063919573	EAILOGINWM6	Lights-None
ERT: 01/21/09 10:00 PM				
01/14/2009 00:35:51	01/14/2009	100063919573	CCSBILL96	PCAP Payment Counseling Letter
01/12/2009 13:36:00	01/16/2009	100063919573	CS General Purpose Batch	Unsuccessful - No Answer
Phone attempt 04 - No Answer				
10/24/2008 00:35:47	10/24/2008	100063919573	CCSBILL96	PCAP Payment Counseling Letter
09/23/2008 00:48:01	09/23/2008	100063919573	CCSBILL96	PCAP Payment Counseling Letter
09/04/2008 19:56:00	09/04/2008	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
09/04/2008 10:36:31	09/04/2008	100063919573	C4654	General Inquiry
sw bp advised of bal 3244.33 term 9/10 187.35---				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
260.85 due 9/3 advised of rp no med took fs level a issued w/r satisfied & agreed 2030				
09/04/2008 10:35:40	09/04/2008	100063919573	C4654	Utility Report Issued
Utility Report Issued 09/04/2008 COMPANY POSITION:Customer is scheduled for disc on 9/10 /08 for \$ ___ 187.35 ___. Customer is required to pay \$ ___ 187.35 ___ to stop term. Customer is unable to pay by the term date. Took FS Level ___ a already on pcap___. Considered 4 factors. No drop in income or change in circumstance. Gave customer all options. Gave PUC phone number and advised of new term date of 9/ 15 /08 CUSTOMER POSTION:customer is unable to pay the req amount of 187.35 by 9/10				
09/04/2008 10:34:40	09/04/2008	100063919573	C4654	Financial Summary Review
heather doug level a 9/08				
09/04/2008 10:32:24	09/04/2008	100063919573	C4654	Disconnection Phone Attempt - Successful
09/03/2008 14:47:00	09/03/2008	100063919573	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/27/2008 00:33:03	08/27/2008	100063919573	CCSBILL95	Disconnection Notice - PA Residential
07/16/2008 11:05:31	07/16/2008	100063919573	EAILOGINWM6	Account Added to Website Profile
Douglas Miller jhzcmmom@hotmail.com Added Account 100063919573				
07/12/2008 23:06:21	07/12/2008	100063919573	CCSBILL95	PCAP Payment Counseling Letter
07/11/2008 00:53:00	07/11/2008	100063919573	CS General Purpose Batch	Unsuccessful - Left Message
Phone attempt 05 - AMD Detected - Left Message				
05/11/2008 16:53:34	05/11/2008	100063919573	EAILOGINWM6	Ready Pay Create
No 6408123 - \$ 93.75 - 05/13/2008				
04/19/2008 02:39:22	04/19/2008	100063919573	CS General Purpose Batch	Calculation of Monthly PCAP Credit
C/A 100063919573 A new PCAP amount has been calculated = \$ 80.00 Open editor for details. 1. Minimum Payment: 11232.00 * 3.00 % 336.96 2. Current burden: 145.08 x 12 1740.96 3. LIHEAP amount: 0.00 4. Unassisted burden: 1740.96 - 0.00 1740.96 5. Monthly Credit Amt: (1740.96 - 336.96) / 12 117.00 Monthly Credit Amount reduced to limit				
04/09/2008 01:12:03	04/09/2008	100063919573	CCSBILL96	CAP Past Due - First Notice
03/31/2008 07:17:08	03/31/2008	100063919573	CS General Purpose Batch	Sent CAP Changing Letter
03/10/2008 08:47:04	03/10/2008	100063919573	EAILOGINWM6	Ready Pay Create
No 6026899 - \$ 154.00 - 03/11/2008				
03/08/2008 22:36:07	03/08/2008	100063919573	CCSBILL96	CAP - Dismissal Warning Notice
02/09/2008 22:05:46	02/09/2008	100063919573	CCSBILL96	CAP Past Due - First Notice
01/09/2008 02:01:18	01/09/2008	100063919573	CCSBILL95	CAP - Dismissal Warning Notice
12/08/2007 21:47:47	12/08/2007	100063919573	CCSBILL95	CAP Past Due - First Notice
10/11/2007 09:22:13	10/11/2007	100063919573	C5590	Ready Pay Create
No 5152739 - \$154.00 10/15/2007 sw heather offered rdpy & crcd. pd 154.00. stop coll. new bill due ard				

Customer Contact History

Contact Date	Created Date	Contract Acct.	Created By	Description
11/29. Agreed & Satisfied 2016				
10/06/2007 22:58:23	10/06/2007	100063919573	CCSBILL2	CAP Past Due - First Notice
08/08/2007 01:21:46	08/08/2007	100063919573	CCSBILL17	CAP Past Due - First Notice
04/30/2007 11:00:53	04/30/2007	100063919573	Deborah A Kehm	Energy Savings Program Completed
04/09/2007 12:22:18	04/09/2007	100063919573	Deborah A Kehm	Application Received
added to warn				
01/18/2007 11:26:04	01/18/2007	100063919573	EAILOGINWM6	Ready Pay Create
No 3691701 - \$ 77.00 - 01/19/2007				
01/15/2007 10:30:28	01/15/2007		BATCH	Reverification
01/15/2007 10:18:11	01/15/2007	100063919573	EAILOGINWM6	Ready Pay Create
No 3673477 - \$ 77.00 - 01/17/2007				
01/10/2007 00:34:03	01/10/2007	100063919573	CCSBILL2	CAP Past Due - First Notice
04/18/2006 15:54:18	04/18/2006	100063919573	M8053	Application Received
Holding for WARM				
02/24/2006 19:40:08	02/24/2006		BATCH	Enrolled into Program
02/23/2006 03:12:20	02/23/2006	100063919573	CCSBILL14	Pre-disconnection Warning Letter - PA/NY
02/11/2006 15:11:41	02/11/2006	100063919573	C3162	Disconnection Phone Attempt - Unsuccessful
3 Day attempt unsuccessful. phu...cont coll. 2108				
01/11/2006 08:04:48	01/11/2006	100063919573	Kimberly A Fleming	How much Owed/ Was Payment Received
heather miller calling to see if new bill issued -				
1/12.kkasp-satisfied				
12/21/2005 14:55:30	12/21/2005	100063919573	C3057	Budget Billing Plan Simulated/Created
12/21/2005 14:55:04	12/21/2005		C3057	Calculation
C/A 100063919573 Contract 0010351171 A new monthly average amount has been calculated = \$ 80.00 Open editor for detail 1. 12 Mth Factor Amt: 954.76 2. New Avg Mthly Amt: $954.76 \times 31 / 372$ 80.00 * System BBP Amount: 80.00				
12/21/2005 14:55:01	12/21/2005		C3057	Calculation
C/A 100063919573 Contract 0010351170 A new monthly average amount has been calculated = \$ 65.00 Open editor for detail 1. 12 Mth Factor Amt: 776.02 2. New Avg Mthly Amt: $776.02 \times 31 / 372$ 65.00 * System BBP Amount: 65.00				
12/21/2005 14:54:36	12/21/2005	100063919573	C3057	PA Payment - IP
sw heather level a consd 4 factors, set up 60 mon 121+cc offered epp. satisfied agreed stop coll. 2074				
12/21/2005 14:52:12	12/21/2005	100063919573	C3057	General Inquiry
12/21/05 fs heather 33 level a ref cap already has apptmnt sched.				
11/16/2005 13:48:58	11/16/2005	100063919573	Megan C Beers	Financial Summary Process Cancelled
Called Heather Miller regarding Transferred balance. She is aware that we transferred \$7140.54 to her new account. she needs payment arrangements. Started to process fs. She needs to take child to the doctor and will call back to make payment arrangements. 30 day dunning lock previously added. Satisfied. MEngleman				

Customer Contact History

Contact Date	Created Date	Contract Acct.	Created By	Description
11/16/2005 10:42:02	11/16/2005	100063919573	Megan C Beers	Create Dunning Lock
Created dunning lock until 12/16/2005 Added 30 day dunning lock until customer can be contacted for arrangements. MEngleman				
11/16/2005 10:38:13	11/16/2005	100063919573	Megan C Beers	Pos ID Follow-up
Balance of \$7,140.54 was transferred from acct 100063919573. Tried to call Heather Miller to make payment arrangements. Line busy. Will try again. Mengleman				
11/16/2005 10:37:15	11/16/2005	100063919573	Megan C Beers	Transfer Posting
Created Automatically. See the Business Objects tab for more information.				
11/16/2005 08:51:59	11/16/2005	100063919573	M6262	PUC/BPU Complaint-Written
For the record, the PUC Complaint, Case #1986568 under the name of Heather Miller was dismissed as of 11/14/05. The PUC noted that Ms. Miller should be responsible for the balance that accrued in husband Douglas' name. The PUC notified Ms. Miller accordingly. Roe				
10/24/2005 10:52:19	10/24/2005	100063919573	C3418	General Inquiry
CUST REQUESTED BILL BE FAXED TO # 8143397283 CUST HAS NO BILL YET.SDUNKELBERGER				
10/24/2005 10:46:29	10/24/2005	100063919573	INTV IVR	Account Balance Inquiry
10/07/2005 10:04:13	10/07/2005		B0212	Connection Object Changed
per Heather 911 change from RR1 BOX 527 Ishiner				
10/07/2005 09:54:06	10/07/2005	100063919573	B0212	Customer decline (Allconnect)
10/07/2005 09:54:05	10/07/2005	100063919573	B0212	Move-In / Advised of Service Charge
Move In Date: 10/07/2005 move in per Heather, same day unblock due to med cert, see documentation under acct 100002249686(Douglas Miller)..sending TM to revenue protection due to balance under that account, FS states she was living in home. adv to have main breaker off. adv of svc charge. satisfied Ishiner				

Heather's CaseNotes

If you are listed as an author and you don't remember writing the casenote it is because Chronicles automatically generates casenotes when certain actions are taken. The author of the casenote is the person who took the action.

Date: 6/1/2016 4:45:36 PM **Author:** Sippora Scales **Subject:** inquiry

Referred Customer to Credit and Collections to determine payment needed before re-enrollment advised to pay re connection fee \$32

Date: 2/13/2013 12:06:10 PM **Author:** Scott Mages **Subject:** PCAP Dismissal

Ratepayer was dismissed 2/13/2013. Removal Reason: Failure To Reverify

Date: 2/13/2013 12:05:59 PM **Author:** Scott Mages **Subject:** FE Re-cert/removal

Client has been enrolled since 04/09/2008. Has been contacted more than 3 times 12/13/2012, 12/28/2012 12/31/2012 1/2/2013 with letter sent 1/15/2013 with no response. Removed client from PCAP via Chronicles.

Date: 12/31/2012 10:12:50 AM **Author:** Leslie Myrick **Subject:** 3rd Attempt/ FE RECERT

814-496-2218 - left message

Date: 12/28/2012 4:14:49 PM **Author:** Leslie Myrick **Subject:** 2nd Attempt/ FE RECERT

814-496-2218 - left message

Date: 12/13/2012 9:00:08 AM **Author:** Karen Hamerski **Subject:** reverification needed

FE Re-cert/spoke with rp/said she will cb tomorrow to reverify for pcap

RECEIVED

JUN 21 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RECEIVED

JUN 21 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Heather Miller
40 Miller Ln
Osceola Mills Pa 16666

Account No. 100121667495

Termination History

10 Day Term Notice	3-Day	Result
5/3/17 for \$1,213.67 Term date 5/17/17	5/10/17 @ 11:54 AM – Sit Tone/Invalid Phone Number	Dispute rights
	5/11/17 @ 5:02 PM – Sit Tone/Invalid Phone Number	
6/9/17 for \$1,455.13 Term date 6/20/17	6/13/17 @ 2:16 PM – Sit Tone/Invalid Phone Number	Dispute rights
	6/14/17 @ 5:08 PM – Sit Tone/Invalid Phone Number	
	7/5/17 @ 11:29 AM - Sit Tone/Invalid Phone Number	
	7/6/17 @ 5:07 PM - Sit Tone/Invalid Phone Number	
7/7/17 BCS case no. 3542319 received 8/2/17 BCS case no. 3542319 dismissed		
8/10/17 manual notice for \$11,919.28 Term date 8/23/17	8/22/17 Spoke with customer.	All options provided. PAR offered.
9/5/17 BCS case no. 3559191 received		
10/4/2017 BCS case no. 3559191 directed level 1 PAR		
Moratorium		

<p>3/5/18 low Income notice for \$3,551.66 Term date 4/2/18</p>	<p>3/15/18 @ 11:29 AM - Sit Tone/Invalid Phone Number</p>	
<p>3/27/18 BCS case no. 3594420 received 5/10/18 BCS case no. 3594420 dismissed</p>		
<p>5/16/18 for \$4,314.05 Term date 5/30/18</p>		
<p>5/22/2018 Formal Complaint Docket No. C-2018-3002097 received</p>		
<p>7/19/18 for \$252.00 Term date 8/2/18</p>	<p>7/26/18 @ 9:42 AM - Sit Tone/Invalid Phone Number 7/27/18 @ 5:05 PM - Sit Tone/Invalid Phone Number</p>	<p>Dispute rights</p>
<p>8/20/18 Resume disconnect due to return payment \$252.00. Term date 8/27/18</p>	<p>8/21/18 @ 9:27 AM - Sit Tone/Invalid Phone Number 8/22/18 @ 5:08 PM - Sit Tone/Invalid Phone Number</p>	<p>Payment made</p>
<p>8/30/18 for \$252.00 Term date 9/17/18</p>	<p>9/10/18 @ 9:30 AM - Sit Tone/Invalid Phone Number 9/11/18 @ 5:05 PM - Sit Tone/Invalid Phone Number</p>	<p>Dispute rights</p>
<p>10/2/18 for \$504.00 Term date 10/16/18</p>	<p>10/9/18 @ 9:21 AM - Sit Tone/Invalid Phone Number 10/10/18 @ 5:09 PM - Sit Tone/Invalid Phone Number</p>	<p>Dispute rights</p>
<p>Formal Complaint Docket No. C-2018-3002097 Dismissed</p>		

2/28/19 low income notice for \$7,037.49 Term date 4/1/19	4/1/19 @ 10:15 AM - Sit Tone/Invalid Phone Number	Dispute rights
	4/2/19 @ 5:08 PM – No Answer	
4/17/19 Formal Complaint Docket No. C-2019-3009073 received.		