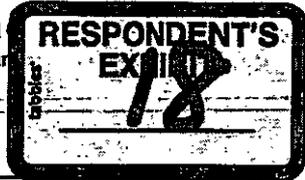


C-2018-3005331

Customer: WOLFENDALES / 800126621  
 Contract Acct: 100120101975  
 Service Address: 560 PHILADELPHIA ST, INDIANA PA 15701

Created  
Date Ran



Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/15/9999 08:41:55	10/15/2018	100120101975	Alison S Walker	PUC/BPU Complaint-Written  Received Formal PUC complaint - Docket# C-2018-3005331, - Payment agreement request and billing dispute-awalker
04/19/2020 13:17:31	04/19/2018	100120101975	Kathleen A Marsh	ROCC Alert  4/18/18 - there is one meter here suspected of serving two restaurants (can not prove at this time) side-by-side 560 and 566 Philadelphia St - recent tampering (jumpers) found at 566, they were removed and service cut at street - Ken and Brenda Arthurs own both buildings - pursuing line cut for non payment and inspection of property before restoring - personal acct for BP - Brenda Arthurs has \$11K balance owing 100120975394. History of numerous bankruptcy filings, puc complaints, name game (Alice Semsick - aunt of Brenda had service in name -w/o 100110263843 for \$10K, along with w.o 100115242800 for \$7190 - all owned by Brenda and Ken Arthurs). Seven bankruptcy w/o's totaling over \$47,000.**BP had her aunt Alice Semsick put adjoining business (Grubs) in her name - has two write offs from that address 100110263843 and 100115242800 totaling \$17,300*****
10/30/2019 12:13:43	09/16/2019	100120101975	Kathleen A Marsh	ROCC Alert  ROCC ALERT - 10/11/2019 - ***DUE TO RETURNED PAYMENT TO STOP TERMINATION RECENTLY RECEIVED, WE WANT CREDIT CARD PAYMENT OF MINIMUM \$1500 TO STOP LINE CUT FOR 10/14/19*** NO EXTENSIONS!!! LINE CUT TO BE DONE 8:00 AM 10/14/19 Blocking for nonpayment, Termination could occur any time after 8am on 10/14/2019 Offer all applicable options the customer is eligible for prior to disconnection. Please contact 610-921-6031 to cancel the FIELD activity if payment is made- manual termination for past due balance \$1500.00 if service is disc, required to pay past due balance \$1500.00 + reconnection fee \$32.00 = \$1532.00**MANUAL TERMINATION FOR UNDISPUTED BILLS - 6/25/19-7/23/19-\$1555.10 and bill 7/24/19-8/22/19-\$1539.10 = \$3094.20 - \$1500 OF THE \$3100 WAS RETURNED NSF - WE WANT CREDIT CARD FOR \$1500 BY 8:00 AM 10/14/19 OR LINE CUT CONTINUES *** MUST BE PAID PRIOR to termination date
10/15/2019 15:13:18	10/15/2019	100120101975	Kathleen A Marsh	Contract Account Changed  removed dunning lock - service was reconnected
10/15/2019 15:13:01	10/15/2019	100120101975	Kathleen A Marsh	Dunning Disconnection Document Created / Changed  Disc Doc Reason: Disconnection dunning level has been reached Activity: Reconnection entry Activity Date: 10/15/2019 Activity Time: 15:00:00

RECEIVED  
2019 OCT 17 PM 3:38  
PA PUC  
SECRETARY'S BUREAU

P186

### Customer Contact History

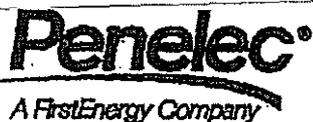
Contact Date	Created Date	Contract Acct	Created By	Description
Remote: No service was reconnected at the pole at 3:00 pm per line dept Created By: Marsh, Kathleen A				
10/15/2019 14:22:52	10/15/2019	100120101975	Robert L Akers	General Inquiry
s/w Ken Arthurs - manager advs 1-3 calendar days for recon				
10/14/2019 17:10:25	10/14/2019	100120101975	Steven L Asher	General Inquiry/Other
sw brenda arthur verified 1-3 day timeframe for reconnection				
10/14/2019 12:15:27	10/14/2019	100120101975	Stephen J LeCloux	General Inquiry/Other
s/w: Brenda Arthurs - VAI 100120101975 reason: service disconnected result: caller states she was not given notice - adv customer we left 3 day notice on door on 9/25/19 - adv customer amt needed 1500.00 + 32.00 reconnection fee with credit card per rev ops - adv customer we are required to restore service within 3 calendar days - service was cut at pole - customer paying 2000.00 online - confirmation number: 13010G1L2S - gave customer confirmation number - adv customer we are required to restore service within 3 calendar days and to turn breakers off and that service was cut at pole - adv customer pmt of 1500.00 was returned on 10/8/19				
10/14/2019 12:15:08	10/14/2019	100120101975	Stephen J LeCloux	Reconnection Process-Recon started
Reconnect at Pole will be created for reconnection on 10/14/2019. Payment Advised Breakers Off: Yes s/w: Brenda Arthurs - VAI 100120101975 reason: service disconnected result: caller states she was not given notice - adv customer we left 3 day notice on door on 9/25/19 - adv customer amt needed 1500.00 + 32.00 reconnection fee with credit card per rev ops - adv customer we are required to restore service within 3 calendar days - service was cut at pole - customer paying 2000.00 online - Created By: Stephen J LeCloux				
10/14/2019 12:10:16	10/14/2019	100120101975	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/14/2019   Payment Time: 12:09:21 Payment Amount: 2,000.00   Payment Type: Credit Vendor ID: PC   Receipt Number: 13010G1I2S				
10/14/2019 08:11:19	10/14/2019	100120101975	Kathleen A Marsh	Service Disconnected
Disc Doc Reason: Disconnection dunning level has been reached. Activity: Disconnection entry Activity Date: 10/14/2019 Remote: No Disconnection Type: Pole Service cut at pole for nonpay at 8:04 am - no contact - notice left on front door. Created By: Marsh, Kathleen A				
10/14/2019 07:36:55	10/14/2019	100120101975	Kathleen A Marsh	Contract Account Changed
added manual d/l to work manual line cut for nonpay 10/14/19				

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### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/11/2019 07:32:13	10/11/2019	100120101975	Kathleen A Marsh	Form Letter Printed to \lw8corres04p\INDNA008-P on 10/11/2019 at 7:40:4
10/10/2019 16:38:47	10/10/2019	100120101975	Michael J Sobus	Service-Disconnect Line cut scheduled for non payment due to heavy load 10/14/19 - AI (Rev Ops Collector) to meet troubleman and deliver post term notice Flat Fee \$212.00 is waived. Reason: Supervisor Approval . Approved by: JUSTIN GOOD
10/08/2019 19:30:57	10/08/2019		CS General Purpose Batch	Return Check Letter
09/29/2019 17:31:31	09/29/2019	100120101975	B2BEALOGIN	Real Time Payment Pending Payment Date: 09/29/2019   Payment Time: 17:30:00 Payment Amount: 1,600.00   Payment Type: Cash Vendor ID: AE   Receipt Number: 2728487161
09/29/2019 17:00:25	09/29/2019	100120101975	EAILOGINWM7	Ready Pay Create No 65011967 - \$ 1500.00 - 09/29/2019 WOLFENDALES Arthurs kjarthurs@gmail.com
09/25/2019 14:33:00	09/25/2019	100120101975	Michael J Sobus	3 Day Field Attempt-Successful AI posted 3 day notice on front door @ 2:33 - no contact
09/24/2019 15:56:29	09/24/2019	100120101975	Kathleen A Marsh	PA NON RES TERM AI will deliver a manual PND for this business on Wed 9/25 - see ROCC alert! Printed to \lw8corres04p\INDNA008-P on 09/24/2019 at 16:05:0
09/16/2019 12:17:29	09/16/2019	100120101975	Kathleen A Marsh	PA NON RES TERM Printed to \lw8corres04p\PPIKE167-P on 09/16/2019 at 12:24:2
08/24/2019 06:56:30	05/24/2019	100120101975	Kathleen A Marsh	ROCC Alert ROCC ALERT - 07/11/19 - Blocking for nonpayment, Termination could occur any time after 8am on 07/29/2019. Offer all applicable options the customer is eligible for prior to disconnection. Please contact 610-921-6031 to cancel the FIELD activity if payment is made- manual termination for past due balance \$4003.26, if service is disc, required to pay past due balance \$4003.26 + reconnection fee \$32.00 = \$4035.26**MANUAL TERMINATION FOR UNDISPUTED BILLS - 4/24/19-5/23/19 and 5/24/19 to 6/24/19 MUST BE PAID PRIOR to termination date
07/27/2019 20:29:16	07/27/2019	100120101975	B2BEALOGIN	Real Time Payment Pending Payment Date: 07/27/2019   Payment Time: 20:28:00 Payment Amount: 2,005.00   Payment Type: Cash Vendor ID: AE   Receipt Number: 2088360102
07/27/2019 20:28:14	07/27/2019	100120101975	B2BEALOGIN	Real Time Payment Pending Payment Date: 07/27/2019   Payment Time: 20:27:00 Payment Amount: 2,000.00   Payment Type: Cash Vendor ID: AE   Receipt Number: 2088359102
07/23/2019 12:20:00	07/23/2019	100120101975	Michael J Sobus	3 Day Field Attempt-Successful AI posted 3 day notice on front door @ 12:20 - no contact
07/22/2019 14:34:46	07/22/2019	100120101975	Kathleen A Marsh	PA NON RES TERM

P3 of 6



2800 Pottsville Pike  
PO Box 16001  
Reading PA 19612-6001  
800-545-7741

September 16, 2019

WOLFENDALES  
560 PHILADELPHIA ST  
INDIANA PA 15701

**SERVICE TERMINATION NOTICE**

Service Address: 560 PHILADELPHIA ST INDIANA PA 15701  
Account Number : 100120101975

Past-Due Amount: \$3,094.20  
Security Deposit: \$0.00  
Reconnection Charge  
If Terminated: \$32.00  
Total Amount due  
If Terminated: \$3,126.20

Under the rules established by the Public Utility Commission, we are notifying you that we intend to shut off the non-residential electric service to the premises at 560 PHILADELPHIA ST INDIANA PA 15701 on or after 8:00a.m., on 09/30/2019. This action is being taken because your bill is 60 days overdue in the amount of \$3,094.20

You may avoid the service being shut off by CALLING A SERVICE REPRESENTATIVE AT THE ABOVE LISTED PHONE NUMBER to make payment arrangements. YOU SHOULD ALSO CONTACT US AS SOON AS POSSIBLE IF YOU FEEL THAT YOU HAVE BEEN IMPROPERLY BILLED OR YOU NEED FURTHER INFORMATION.

AFTER YOU HAVE DISCUSSED YOUR PROBLEM WITH US, IF YOU ARE NOT SATISFIED WITH THE ARRANGEMENTS MADE TO CORRECT THE REASON FOR THE SERVICE BEING SHUT OFF, YOU HAVE THE RIGHT TO CALL THE:

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
P.O. Box 3265  
Harrisburg, PA 17120  
1-800-692-7380

THE COMMISSION WILL HAVE STAFF AVAILABLE TO ATTEMPT TO SOLVE YOUR PROBLEM TO AVOID THE SERVICE FROM BEING SHUT OFF.

If this account provides service for any type of residential service, please notify us immediately.

P486



2800 Pottsville Pike  
PO Box 16001  
Reading PA 19612-6001  
800-545-7741

09/25/2019

WOLFENDALES  
560 PHILADELPHIA ST  
INDIANA PA 15701

**SERVICE TERMINATION NOTICE**

Service Address: 560 PHILADELPHIA ST INDIANA PA 15701  
Account Number : 100120101975

Past-Due Amount: \$3,094.20  
Security Deposit: \$0.00  
Reconnection Charge  
If Terminated: \$32.00  
Total Amount due  
If Terminated: \$3,126.20

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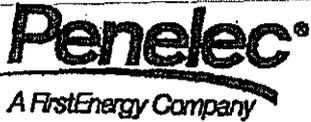
AFTER YOU HAVE DISCUSSED YOUR PROBLEM WITH US, IF YOU ARE NOT SATISFIED WITH THE ARRANGEMENTS MADE TO CORRECT THE REASON FOR THE SERVICE BEING SHUT OFF, YOU HAVE THE RIGHT TO CALL THE:

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
P.O. Box 3265  
Harrisburg, PA 17120  
1-800-692-7380

THE COMMISSION WILL HAVE STAFF AVAILABLE TO ATTEMPT TO SOLVE YOUR PROBLEM TO AVOID THE SERVICE FROM BEING SHUT OFF.

If this account provides service for any type of residential service, please notify us immediately.

95706



2800 Pottsville Pike  
PO Box 16001  
Reading PA 19612-6001  
800-545-7741

WOLFENDALES  
560 PHILADELPHIA ST  
INDIANA PA 15701

Service Address: 560 PHILADELPHIA ST INDIANA PA 15701

**POST-TERMINATION NOTICE**

Date: 10/14/2019 Time:

Past-Due Amount: \$1,500.00  
Security Deposit: \$.00  
Reconnection Charge  
If Terminated: \$32.00  
Total Amount due  
If Terminated: \$1,532.00

Account Number: 100120101975

The electric service to the above mentioned address has been terminated because of your past-due service account in the amount shown above.

In order to have the service restored, you are required to pay the amount past-due, a security deposit, and a reconnection charge.

To arrange for the restoration of service, telephone a service representative at 1-800-962-4848.

Penelec  
A FirstEnergy Company

P686

October 16, 2019

**Via Electronic and First Class Mail**

The Hon. Elizabeth Barnes  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
[ebarnes@pa.gov](mailto:ebarnes@pa.gov)

**Re: Docket No. C-2018-3005331  
Kenneth James Arthurs v. Pennsylvania Electric Company  
Late-filed Exhibit 18 of Penelec**

Dear Judge Barnes:

Consistent with your ruling at the scheduled Hearing on October 15, 2019, enclosed please find the original and two (2) copies of late-filed Exhibit 18 on behalf of Pennsylvania Electric Company (Penelec), which supports the testimony of Alison Walker regarding the issued notices for the October 14, 2019 termination.

Pages 1-3 are the customer contacts for the period July 22, 2019 through October 15, 2019. The relevant entries are highlighted.

- Page 1 reflects:
  - October 15, 2019, dunning lock removed; service was restored.
- Page 2 reflects:
  - On October 15, 2019, service was restored at 3:00 p.m.
  - On October 15, 2019, Penelec advised Ken Arthurs that service restoration would occur within 3 calendar days.
  - On October 14, 2019, Penelec advised Brenda Arthurs that a 3-day notice was posted and that service restoration would occur within 3 calendar days.
  - On October 14, 2019, service was cut at pole and a post-termination notice was posted on the front door. There was no contact with any occupant.

- Page 3 reflects:
  - On October 10, 2019, AI<sup>1</sup> was scheduled to meet troubleman and deliver post term notice.
  - On September 25, 2019, AI posted a 3-day notice on the front door.
  - On September 24, 2019, AI was scheduled to post a 3-day notice on September 25, 2019.
  - On September 16, 2019, a term notice was issued and mailed.

Pages 4-5 are copies of the notices:

- Page 4 is the mailed termination notice.
- Page 5 is the posted 3-day notice.
- Page 6 is the posted post-termination notice.

A copy of the late-filed Exhibit 18 has been provided to the Complainant's Counsel in the manner indicated on the enclosed Certificate of Service.

If there are any questions, please feel free to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM  
Enclosures

cc: John L. Munsch, Esquire, FirstEnergy Corp. [w/enc.]  
David C. Serene, Esquire, The Serene Law Firm LLC [w/enc.]

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<sup>1</sup> AI Frassenei is a field technician in the Revenue Operations Department

**Re: Docket No. C-2018-3005331  
Kenneth James Arthurs v. Pennsylvania Electric Company  
Late-filed Hearing Exhibit of Penelec**

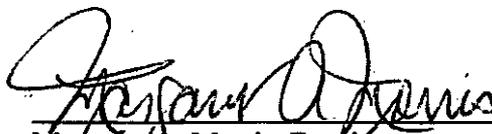
**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing document has been served upon the following person(s), in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

**Via Electronic and First Class Mail**

David C. Serene, Esquire  
The Serene Law Firm PLLC  
12 Gorman Avenue  
Indiana, PA 15701  
[dcs@serenelaw.com](mailto:dcs@serenelaw.com)

Dated: October 16, 2019

  
Margaret A. Morris, Esquire

RECEIVED  
2019 OCT 17 PM 3:38  
PA PJC  
SECRETARY'S BUREAU

**Docket No. C-2018-3005331**

**Kenneth James Arthurs v. Pennsylvania Electric Company**

**Hon. Elizabeth Barnes**

**Hearing Date: Tuesday, October 15, 2019 at 10:00 a.m.**

**PROPOSED EXHIBITS OF PENELEC\***

1. Contacts - Post-Petition Account No. 100120101975
2. Tariff Definitions, Rules and GSMD Rate Schedule
3. Post-Petition Account Statement for Account No. 100120101975
4. SOA for Pre-Petition Account No. 100001626371
5. SOA for Pre-Petition Account No. 100116275841
6. SOA for Pre-Petition Account No. 100118019023
7. Bankruptcy Court Order , May 5, 2017, dismissing Docket 15-70491-JAD
8. Monthly Bill dated 8/28/17
9. BCS Decision No. 2930457 Closed 3/14/12
10. BCS Decision No. 3470238 Closed 9/20/16
11. BCS Decision No. 3587975 Closed 4/17/18
12. Service Termination Notice, dated 10/9/18
13. Contacts: Pre-Petition Account No. 100001626371
14. Updated Post-Petition Account Statement for Account No. 100120101975-REVISED
15. Updated Contacts - Post-Petition Account No. 100120101975
16. 2017 Monthly Bills Not Provided by Complainant
17. 2018 Monthly Bills Not Provided by Complainant
- 18. Business record of termination notice for 10/14/19 termination\***

\*Late-filed Exhibit

\*No PAR history