

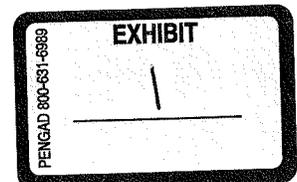
*** Account Information ***

Account Number: 58951-12110
 Account Status: Active
 Requested By: RASHEDA HARMON
 (215)499-6928 Extension:
 Mail To: RASHEDA HARMON
 7 FELTON AV
 APT A
 RIDLEY PARK PA 19078

*** Current Account Status ***

Current Bill: \$144.59
 Billed Prior: \$0.00
 Balance Due: \$144.59
 Service Address: 7 FELTON AV
 APT A
 RIDLEY PARK PA 19078
 Credit Amount: \$0.00
 Deposit Requested: \$0.00
 Deposit On-Hand: \$0.00
 Meter Bill Grp: 14
 Rate: CAP FCO Gas Residential Heating Svc
 CAP FCO Electric Residential Service

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
01/08/18	Transfer Debit				\$94.52					
03/19/18	GAS SERVICE	02/16/18 03/19/18	8714	015772500	\$41.60					
03/19/18	ELECTRIC SERVICE	02/16/18 03/19/18	39306	119104853	\$175.72					
03/19/18	InPA: In Program Arrearage				\$9.11					
03/19/18	Regular Bill						\$550.08	\$323.65	04/10	1243
03/29/18	Payment Agreement					\$531.86				
04/03/18	Payment					\$18.22				
04/16/18	InPA Forgiven - Company					\$18.22				
04/16/18	InPA Forgiven - Rate Case					\$18.22				
04/18/18	BUDGET BILLING	03/19/18 04/18/18			\$126.00					
	** Budget Bill Detail **	Actual Bill Amount: 189.55				BB Deferred Amount: 63.55				
04/18/18	DEFERRED PAYMENT AGREEMENT				\$15.20					
04/18/18	InPA: In Program Arrearage				\$9.11					
04/18/18	Regular Bill						\$150.31		05/10	1058
05/03/18	Payment					\$150.31				
05/15/18	InPA Forgiven - Company					\$9.11				
05/15/18	InPA Forgiven - Rate Case					\$9.11				
05/16/18	BUDGET BILLING	04/18/18 05/16/18			\$126.00					
	** Budget Bill Detail **	Actual Bill Amount: 132.51				BB Deferred Amount: 70.06				
05/16/18	DEFERRED PAYMENT AGREEMENT				\$15.20					
05/16/18	InPA: In Program Arrearage				\$9.11					
05/16/18	Regular Bill						\$150.31		06/07	734
06/01/18	Payment					\$150.31				
06/14/18	InPA Forgiven - Company					\$9.11				
06/14/18	InPA Forgiven - Rate Case					\$9.11				
06/18/18	CANCELED BUDGET BILLING	05/16/18 06/18/18			\$126.00	\$129.85		\$73.91		
06/18/18	DEFERRED PAYMENT AGREEMENT				\$15.20					
06/18/18	InPA: In Program Arrearage				\$9.11					
06/18/18	Regular Bill						\$150.31		07/10	703
07/11/18	Adjustment					\$126.00				
07/11/18	BUDGET BILLING	05/16/18 06/18/18			\$110.00					
	** Budget Bill Detail **	Actual Bill Amount: 129.85				BB Deferred Amount: 89.91				
07/11/18	Regular Bill						\$134.31		08/02	703
07/16/18	Bill Out DPA due to Default				\$486.26					



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PECO Account Activity Statement

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DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
07/17/18	BUDGET BILLING	06/18/18 07/17/18			\$110.00					
	** Budget Bill Detail **	Actual Bill Amount: 168.69			BB Deferred Amount: 148.60					
07/17/18	InPA: In Program Arrearage				\$9.11					
07/17/18	Late Payment Charge				\$6.59					
07/17/18	Regular Bill						\$746.27	\$517.16	08/08	1004
08/08/18	Payment Agreement					\$1456.10				
08/08/18	Paid In Advance				\$728.05					
08/14/18	Late Payment Charge				\$0.28					
08/15/18	BUDGET BILLING	07/17/18 08/15/18			\$150.00					
	** Budget Bill Detail **	Actual Bill Amount: 148.73			BB Deferred Amount: 147.33					
08/15/18	DEFERRED PAYMENT AGREEMENT				\$22.75					
08/15/18	InPA: In Program Arrearage				\$9.11					
08/15/18	Regular Bill						\$200.36	\$18.50	09/06	857
09/06/18	Payment					\$150.00				
09/11/18	Bill Out DPA due to Default				\$705.30					
09/13/18	InPA Forgiven - Company					\$27.33				
09/13/18	InPA Forgiven - Rate Case					\$27.33				
09/14/18	BUDGET BILLING	08/15/18 09/14/18			\$135.00					
	** Budget Bill Detail **	Actual Bill Amount: 150.25			BB Deferred Amount: 162.58					
09/14/18	InPA: In Program Arrearage				\$9.11					
09/14/18	Regular Bill						\$899.77	\$755.66	10/09	888
10/03/18	Payment					\$50.36				
10/03/18	Payment Agreement					\$705.30				
10/15/18	BUDGET BILLING	09/14/18 10/15/18			\$135.00					
	** Budget Bill Detail **	Actual Bill Amount: 101.53			BB Deferred Amount: 129.11					
10/15/18	DEFERRED PAYMENT AGREEMENT				\$22.75					
10/15/18	InPA: In Program Arrearage				\$9.11					
10/15/18	Regular Bill						\$310.97	\$144.11	11/06	597
11/02/18	Payment					\$130.00				
11/12/18	InPA Forgiven - Company					\$9.11				
11/12/18	InPA Forgiven - Rate Case					\$9.11				
11/12/18	Bill Out DPA due to Default				\$682.55					
11/13/18	BUDGET BILLING	10/15/18 11/13/18			\$135.00					
	** Budget Bill Detail **	Actual Bill Amount: 90.82			BB Deferred Amount: 84.93					
11/13/18	InPA: In Program Arrearage				\$9.11					
11/13/18	Regular Bill						\$1007.63	\$863.52	12/05	358
12/14/18	BUDGET BILLING	11/13/18 12/14/18			\$135.00					
	** Budget Bill Detail **	Actual Bill Amount: 163.78			BB Deferred Amount: 113.71					
12/14/18	InPA: In Program Arrearage				\$9.11					
12/14/18	Regular Bill						\$1151.74	\$1007.63	01/07	513
01/03/19	LIHEAP Payment					\$200.00				
01/16/19	InPA Forgiven - Company					\$18.22				
01/16/19	InPA Forgiven - Rate Case					\$18.22				

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
01/17/19	BUDGET BILLING	12/14/18 01/17/19			\$135.00					
	** Budget Bill Detail **	Actual Bill Amount: 165.18			BB Deferred Amount: 143.89					
01/17/19	InPA: In Program Arrearage				\$9.11					
01/17/19	Regular Bill						\$1095.85	\$951.74	02/08	673
02/18/19	BUDGET BILLING	01/17/19 02/18/19			\$135.00					
	** Budget Bill Detail **	Actual Bill Amount: 242.25			BB Deferred Amount: 251.14					
02/18/19	InPA: In Program Arrearage				\$9.11					
02/18/19	Regular Bill						\$1239.96	\$1095.85	03/12	915
03/19/19	BUDGET BILLING	02/18/19 03/19/19			\$135.00					
	** Budget Bill Detail **	Actual Bill Amount: 187.29			BB Deferred Amount: 303.43					
03/19/19	InPA: In Program Arrearage				\$9.11					
03/19/19	Regular Bill						\$1384.07	\$1239.96	04/10	656
04/02/19	Payment					\$175.00				
04/16/19	InPA Forgiven - Company					\$27.33				
04/16/19	InPA Forgiven - Rate Case					\$27.33				
04/17/19	BUDGET BILLING	03/19/19 04/17/19			\$181.00					
	** Budget Bill Detail **	Actual Bill Amount: 131.32			BB Deferred Amount: 253.75					
04/17/19	InPA: In Program Arrearage				\$9.11					
04/17/19	Regular Bill						\$1399.18	\$1209.07	05/09	503
05/02/19	Payment					\$150.00				
05/15/19	InPA Forgiven - Company					\$9.11				
05/15/19	InPA Forgiven - Rate Case					\$9.11				
05/16/19	BUDGET BILLING	04/17/19 05/16/19			\$181.00					
	** Budget Bill Detail **	Actual Bill Amount: 109.21			BB Deferred Amount: 181.96					
05/16/19	InPA: In Program Arrearage				\$9.11					
05/16/19	Regular Bill						\$1439.29	\$1249.18	06/07	573
06/17/19	BUDGET BILLING	05/16/19 06/17/19			\$181.00					
	** Budget Bill Detail **	Actual Bill Amount: 164.14			BB Deferred Amount: 165.10					
06/17/19	InPA: In Program Arrearage				\$9.11					
06/17/19	Regular Bill						\$1629.40	\$1439.29	07/09	1010
07/02/19	Payment					\$110.00				
07/16/19	InPA Forgiven - Company					\$18.22				
07/16/19	InPA Forgiven - Rate Case					\$18.22				
07/17/19	BUDGET BILLING	06/17/19 07/17/19			\$181.00					
	** Budget Bill Detail **	Actual Bill Amount: 174.74			BB Deferred Amount: 158.84					
07/17/19	InPA: In Program Arrearage				\$9.11					
07/17/19	Regular Bill						\$1709.51	\$1519.40	08/08	1055
08/15/19	BUDGET BILLING	07/17/19 08/15/19			\$181.00					
	** Budget Bill Detail **	Actual Bill Amount: 159.85			BB Deferred Amount: 137.69					
08/15/19	InPA: In Program Arrearage				\$9.11					
08/15/19	Regular Bill						\$1899.62	\$1709.51	09/06	942
09/11/19	Late Payment Charge				\$28.56					
09/16/19	BUDGET BILLING	08/15/19 09/16/19			\$181.00					
	** Budget Bill Detail **	Actual Bill Amount: 158.72			BB Deferred Amount: 115.41					
09/16/19	InPA: In Program Arrearage				\$9.11					
09/16/19	Regular Bill						\$2118.29	\$1928.18	10/08	930

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PECO Account Activity Statement

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DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
10/15/19	BUDGET BILLING	09/16/19 10/15/19			\$181.00					
	** Budget Bill Detail **	Actual Bill Amount: 110.60			BB Deferred Amount: 45.01					
10/15/19	InPA: In Program Arrearage				\$9.11					
10/15/19	Late Payment Charge				\$31.42					
10/15/19	Regular Bill						\$2339.82	\$2149.71	11/06	564
11/06/19	LIHEAP Payment					\$200.00				
11/12/19	InPA Forgiven - Company					\$36.44				
11/12/19	InPA Forgiven - Rate Case					\$36.44				
11/13/19	BUDGET BILLING	10/15/19 11/13/19			\$181.00					
	** Budget Bill Detail **	Actual Bill Amount: 102.53			BB Deferred Amount: -33.46					
11/13/19	InPA: In Program Arrearage				\$9.11					
11/13/19	Regular Bill						\$2329.93	\$2139.82	12/05	363
12/16/19	BUDGET BILLING	11/13/19 12/16/19			\$153.00					
	** Budget Bill Detail **	Actual Bill Amount: 181.06			BB Deferred Amount: -5.40					
12/16/19	InPA: In Program Arrearage				\$9.11					
12/16/19	Regular Bill						\$2492.04	\$2329.93	01/07	485
105										
01/17/20	BUDGET BILLING	12/16/19 01/17/20			\$153.00					
	** Budget Bill Detail **	Actual Bill Amount: 162.18			BB Deferred Amount: 3.78					
01/17/20	InPA: In Program Arrearage				\$9.11					
01/17/20	Regular Bill						\$2654.15	\$2492.04	02/11	378
02/18/20	BUDGET BILLING	01/17/20 02/18/20			\$153.00					
	** Budget Bill Detail **	Actual Bill Amount: 179.33			BB Deferred Amount: 30.11					
02/18/20	InPA: In Program Arrearage				\$9.11					
02/18/20	Regular Bill						\$2816.26	\$2654.15	03/11	413
03/18/20	LIHEAP Payment					\$600.00				
03/18/20	BUDGET BILLING	02/18/20 03/18/20			\$153.00					
	** Budget Bill Detail **	Actual Bill Amount: 134.07			BB Deferred Amount: 11.18					
03/18/20	InPA: In Program Arrearage				\$9.11					
03/18/20	Regular Bill						\$2378.37	\$2216.26	04/09	351
03/20/20	Payment Agreement					\$2360.15				
04/02/20	Payment					\$18.22				
04/15/20	InPA Forgiven - Company					\$54.66				
04/15/20	InPA Forgiven - Rate Case					\$54.66				
04/16/20	BUDGET BILLING	03/18/20 04/16/20			\$148.00					
	** Budget Bill Detail **	Actual Bill Amount: 96.84			BB Deferred Amount: -39.98					
04/16/20	DEFERRED PAYMENT AGREEMENT				\$98.34					
04/16/20	InPA: In Program Arrearage				\$9.11					
04/16/20	Regular Bill						\$255.45		05/08	290
05/01/20	Payment					\$124.00				
05/04/20	Miscellaneous					\$91.85				
05/05/20	Payment Agreement					\$2301.41				
05/05/20	Paid In Advance				\$2261.81					
05/14/20	InPA Forgiven - Company					\$9.11				
05/14/20	InPA Forgiven - Rate Case					\$9.11				

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PECO Account Activity Statement

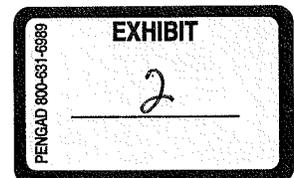
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DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
05/15/20	BUDGET BILLING	04/16/20 05/15/20			\$148.00					
	** Budget Bill Detail **		Actual Bill Amount: 89.62		BB Deferred Amount: -98.36					
05/15/20	DEFERRED PAYMENT AGREEMENT				\$47.95					
05/15/20	InPA: In Program Arrearage				\$9.11					
05/15/20	Regular Bill						\$205.06		06/08	316
06/02/20	Payment					\$105.00				
06/05/20	LIHEAP Payment					\$100.00				
06/15/20	InPA Forgiven - Company					\$9.11				
06/15/20	InPA Forgiven - Rate Case					\$9.11				
06/16/20	BUDGET BILLING	05/15/20 06/16/20			\$148.00					
	** Budget Bill Detail **		Actual Bill Amount: 132.43		BB Deferred Amount: -113.93					
06/16/20	DEFERRED PAYMENT AGREEMENT				\$47.95					
06/16/20	InPA: In Program Arrearage				\$9.11					
06/16/20	Regular Bill						\$205.12	\$0.06	07/08	745
07/01/20	Payment					\$132.43				
07/15/20	InPA Forgiven - Company					\$9.11				
07/15/20	InPA Forgiven - Rate Case					\$9.11				
07/16/20	BUDGET BILLING	06/16/20 07/16/20			\$148.00					
	** Budget Bill Detail **		Actual Bill Amount: 153.96		BB Deferred Amount: -107.97					
07/16/20	DEFERRED PAYMENT AGREEMENT				\$47.95					
07/16/20	InPA: In Program Arrearage				\$9.11					
07/16/20	Regular Bill						\$277.75	\$72.69	08/07	912
07/31/20	Payment					\$153.96				
08/13/20	InPA Forgiven - Company					\$9.11				
08/13/20	InPA Forgiven - Rate Case					\$9.11				
08/14/20	BUDGET BILLING	07/16/20 08/14/20			\$129.00					
	** Budget Bill Detail **		Actual Bill Amount: 165.26		BB Deferred Amount: -71.71					
08/14/20	DEFERRED PAYMENT AGREEMENT				\$47.95					
08/14/20	InPA: In Program Arrearage				\$9.11					
08/14/20	Regular Bill						\$309.85	\$123.79	09/08	999
09/01/20	Payment					\$165.26				

Payment Agreement History

Name: RASHEDA HARMON
Address: 7 FELTON AVE *APT A RIDLEY PARK PA 19078
Account Number: 58951-12110
Case Number: #C-2020-3019158

Agreements:					
Type:	Level:	Balance:	Agmt Date:	Beg Pymt Date:	Terms:
PA	1	\$2,301.41	2020-05-05	2020-05-05	\$47.95
PA	1	\$728.05	2018-08-08	2018-08-15	\$22.75
PA	1	\$531.86	2018-03-29	2018-04-17	\$15.20
PA	1	\$2,900.00	2015-12-18	2016-01-08	\$126.09



CAP History

Name: RASHEDA HARMON
Address: 7 FELTON AVE *APT A RIDLEY PARK PA 19078
Account Number: 58951-12110
Case Number: C-2020-3019158

8/22/07 - CAP Rate customer enrolled Tier D based on monthly income \$2,478.00 for three adults and one child (143% FPL).

10/7/11 - CAP Rate Tier E1 re-certification competed based on monthly income \$2,541.24 for three adults and one child (136% FPL).

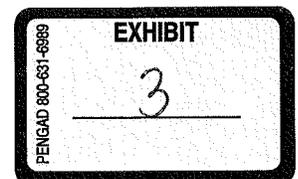
10/17/16 - changed to CAP FCO - \$1,639.10 transferred to InPA

2/16/18 Customer was removed from the CAP program for failure to recertify.

03/27/2018 as a courtesy, based on verified income received of \$1466.20 (FPL 106%) customer has been reinstated in the CAP program for 1 adult and 1 child in the household.

3/23/20 CAP LIHEAP recertification completed based on income of \$1,975.40 for 1 adult and 1 child – next recertification 3/23/22

The customer has a PPA balance of \$0.00 and a current InPA balance of \$227.47



March 16, 2020

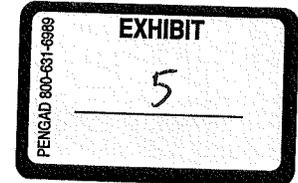
Case Details Report

BCS Case #: 003594370
Customer Name: RASHEDA HARMON
Service Address: 7 E FELTON ST APT A

BCS Bill Account #: 8888888888

Mailing Address: RIDLEY PARK, PA 19078

Home Phone: () -
Business Phone: () -
Business name:
Alternate contact:



Date Case Opened: 2018-03-26
PAR Case: N
Investigator Name: BCS CASE POOL
Investigator Phone: (717) 787-5468
Service class: R
Previous case #:

Date Cut Out: 9999-12-31
Universal Service: Y
Contact Type: TELEPHONE
Amount in Arrears: \$0.00

Adults: 1
Children: 1
Children Ages: 2
Gross Income: \$1035.00
Miscellaneous Info:

Complaint Reason:
CAP DISPUTE (#67)

Customer Problem Description:

CUST MOVED TO THIS PLACE IN JANUARY. SHE WAS ON CAP AND REALLY WANTS TO GET BACK ON IT. SHE HAS SENT IN SEVERAL APPLICATIONS AND ALL THE INFORMATION THAT THEY REQUESTED. SHE HAS HAD TO GO THROUGH SO MUCH TRYING TO REPEATEDLY COPY AND MAIL THEY ARE REQUESTING. BEFORE SHE MOVED SHE WAS TOLD THAT SHE SHOULDN'T HAVE ANY PROBLEM GETTING BACK ON THE PROGRAM BUT IT HAS BEEN A NIGHTMARE TRYING TO GET RE-ESTABLISHED. WHEN SHE MOVED IN THERE WAS NO HEAT SO SHE COULDN'T REALLY MOVE UNTIL THE FURNACE WAS REPAIRED SO SHE DOES NOT KNOW WHY THE BILL IS SO HIGH. THE CELL PHONE NUMBER (215) 499 - 6928

Exel n.

March 16, 2020

HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS
RASHEDAHARMON1029@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position:

03/20/2018 PAY 508.08 TO KEEP SERVICE.

March 16, 2020

BCS Decision Report

BCS Case #: 003594370 Open Date: 2018-03-26
Customer Name: RASHEDA HARMON
Service Address: 7 E FELTON ST APT A

RIDLEY PARK, PA 19078
BCS Bill Account #: 8888888888 Previous Case #:
Violation Type: NO Chapter Type:
Decision Type: O Section / Rule:
Investigator Name: JAMES WHITE

Decision Issued Date:
Case Closed Date: 2018-03-30

Letter Description:

Total Balance:	\$1570.12	Balance Date:	2018-03-30
Amount to Restore Service:	\$0.00	Amount to Continue Service:	\$0.00
Date Payment Due:		Regular Budget Amount:	\$0.00
Special Budget Payment:	\$0.00	Final Bill Monthly Payment:	\$0.00
Plus Arrears Payment:	\$0.00	End of Month Payment:	\$0.00
Current Monthly Payment:	\$0.00		
Payment Terms:			

PAR Description:

Resolution Description:

CURE SUCCESSFUL WITH WARM TRANSFER CURE PROCESS CONFIRMED BY VOICE MAIL RECEIVED FROM PECO COMPANY REPRESENTATIVE. NO DECISION.

Exel n

March 16, 2020

(215) 499 - 6928 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS RASHEDAHARMON1029@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position:

08/22/2018 CUST MOST PAY 200 MONTHLY.

March 16, 2020

BCS Decision Report

BCS Case #: 003649199 Open Date: 2018-09-05
Customer Name: RASHEDA HARMON
Service Address: 7 E FELTON ST APT A

RIDLEY PARK, PA 19078
BCS Bill Account #: 8888888888 Previous Case #: 3594370
Violation Type: NO Chapter Type:
Decision Type: W Section / Rule:
Investigator Name: TIM CLARK

Decision Issued Date: 2019-07-26

Case Closed Date: 2019-07-25

Letter Description:

Total Balance:	\$1918.41	Balance Date:	2018-09-21
Amount to Restore Service:	\$0.00	Amount to Continue Service:	\$0.00
Date Payment Due:		Regular Budget Amount:	\$0.00
Special Budget Payment:	\$0.00	Final Bill Monthly Payment:	\$0.00
Plus Arrears Payment:	\$0.00	End of Month Payment:	\$0.00
Current Monthly Payment:	\$0.00		

Payment Terms:

PAR Description:

Resolution Description:

DECISION ISSUED. YOU INITIALLY ENROLLED INTO THE COMPANY???'S CUSTOMER ASSISTANCE PROGRAM (CAP) ON 8/22/2007. ON 10/17/2016 YOUR ACCOUNT WAS UPDATED TO THE COMPANY???'S CUSTOMER ASSISTANCE PROGRAM (CAP) FIXED CREDIT OPTION (FCO). ON 10/17/2016, YOUR ACCOUNT BALANCE WAS PLACED ON AN IN-PROGRAM ARREARAGE FORGIVENESS (INPA) PAYMENT ARRANGEMENT. YOU ESTABLISHED UTILITY SERVICE AT 7 E FELTON ST, APT A, RIDLEY PARK, PA EFFECTIVE 1/5/2019. COMPANY RECORDS INDICATE THAT ON 3/5/2018, THE CAP DEPARTMENT RECEIVED DOCUMENTATION FROM YOU. THE DOCUMENTATION INCLUDED A CAP APPLICATION AND A SOCIAL SECURITY AWARD LETTER FOR JAYDEN GILBERT. A FOLLOW UP LETTER WAS MAILED TO YOU REQUESTING A SOCIAL SECURITY AWARD LETTER FOR RASHEDA HARMON. COMPANY RECORDS INDICATE THAT ON 3/12/2018, THE CAP DEPARTMENT RECEIVED DOCUMENTATION FROM YOU, INCLUDING A 2017

Exel n.

March 16, 2020

SOCIAL SECURITY AWARD LETTER FOR RASHEDA HARMON. A FOLLOW UP LETTER WAS MAILED TO YOU REQUESTING A 2018 AWARD LETTER FOR RASHEDA HARMON. ON 3/26/2018 YOU CONTACTED THE PUBLIC UTILITY COMMISSION AND FILED AN INFORMAL COMPLAINT, BCS #3594370. YOU STATED THAT YOU WERE HAVING DIFFICULTY RE-ENROLLING INTO CAP. THE PUBLIC UTILITY COMMISSION CLOSED BCS #3594370 ON 3/30/2018 AFTER YOU VERIFIED THAT YOU SPOKE WITH THE COMPANY, ON 3/30/2018 AND CAME TO A SATISFACTORY RESOLUTION. THE COMPANY EXPLAINED THAT YOU WERE BEING RE-ENROLLED INTO CAP EFFECTIVE 3/27/2018 AND YOUR ACCOUNT BALANCE WAS BEING PLACED ONTO A PAYMENT ARRANGEMENT. ACCORDING TO COMPANY RECORDS, A LOW INCOME USAGE REDUCTION PROGRAM (LIURP) AUDITOR VISITED YOUR RESIDENCE AT 7 E FELTON ST, APT A, RIDLEY PARK, PA. LIURP INSTALLED LINE VOLTAGE THERMOSTATS ON AN ELECTRIC BASEBOARD HEATER. THE AUDITOR IDENTIFIED THAT THE CONDENSATE LINE FROM THE CENTRAL AIR CONDITIONER WAS LEAKING IN THE ATTIC SO NO INSULATION OR WEATHERIZATION TREATMENTS COULD BE INSTALLED. AIR SEALING OR INSULATING WITH THOSE CONDITIONS COULD CREATE POTENTIAL HAZARDS TO THE HOME. AS OF 7/25/2019 THIS ACCOUNT IS ACTIVELY ENROLLED IN THE COMPANY'S CUSTOMER ASSISTANCE PROGRAM (CAP). 66 PA. C.S. ?? 1405 (C). CUSTOMER ASSISTANCE PROGRAM RATES SHALL BE TIMELY PAID AND SHALL NOT BE THE SUBJECT OF PAYMENT ARRANGEMENTS NEGOTIATED OR APPROVED BY THE COMMISSION. THIS ACCOUNT WAS CORRECTLY ENROLLED INTO CAP ON 3/27/2018. YOU ARE NOT ELIGIBLE FOR CAP DISCOUNTS ON THIS ACCOUNT FROM 1/5/2018 THROUGH 3/26/2018. THE PUBLIC UTILITY COMMISSION CANNOT ORDER THE COMPANY TO REEVALUATE THEIR LIURP AUDIT. THE PUBLIC UTILITY COMMISSION CANNOT ISSUE A PAYMENT ARRANGEMENT ON THIS ACCOUNT. YOU ARE RESPONSIBLE FOR THE BALANCE ON YOUR ACCOUNT. THIS INFORMAL COMPLAINT IS DISMISSED.