

Szczesniak v. PECO Energy  
Docket No. F-2020-3022040  
Hearing Date: December 16, 2020

PECO Exhibit

- 1 account activity statement
- 5 residential high bill investigation report
- 6 8/9/19 letter to C. Larocca
- 8 service address history
- 9 phone contact record

**Khadijah Scott, Esquire**  
Assistant General Counsel  
2301 Market Street / S23-1  
Philadelphia, PA 19103

Direct Dial: 215-841-6841

December 14, 2020

**VIA E-MAIL**

Honorable F. Joseph Brady, ALJ  
PA Public Utility Commission  
801 Market Street, Suite 4063  
Philadelphia, PA 19107

**RE: Regina Szczesniak v. PECO Energy Company**  
**Docket No. F-2020-3022040**  
**Date of Hearing: December 16<sup>th</sup> 2020 at 10:00 a.m.**

Dear Judge Brady:

Enclosed please find a copy of PECO Energy Company Exhibits 1 through 8, which it intends to use in the above referenced hearing. By copy of this letter, I am sending a copy of same to the Complainant.

Please call my direct dial number if you have any questions regarding this case.

Respectfully submitted,



Khadijah Scott

KS/ab  
Enclosure

Cc: Regina Szczesniak (via email)

# **EXHIBIT 1**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Account Number: 92143-87068			<b>Service Address:</b>			Current Bill:			\$0.00	<b>Account Balance \$0.00</b>							
2	Account Name: REGINA SZCZESNIAK			APT A 210 W BRISTOL RD			Billed Prior:			\$0.00								
3	Account Status: FINAL			WARMINSTER, PA 18974			Balance Due:			\$0.00								
4	Meter Bill Group: 20																	
5				<b>Mail To:</b>			Credit Amount:			\$0.00	<b>Rates:</b>		Electric Residential Service					
6				REGINA SZCZESNIAK			Deposit Requested:			\$0.00	Gas Residential Heating Service							
7				COTTAGE 7134 N STATE ST			Deposit On-Hand:			\$0.00								
8				WARMINSTER, PA 18974			CAP Pre-program Arrears:			\$0.00								
9							Payment Agreement Balance:			\$0.00								
10																		
11																		
12	Account Transaction Activity																	

PECO Exhibit 1 F-2020-3022040 12/16/20 JK
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13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
14	12/09/2015	Transfr debit#92143-87040									\$683.57							
15	12/15/2015	CONNECTION CHARGE - STANDARD									\$6.00							
16	12/15/2015	ELECTRIC SERVICE		11/05/2015-11/26/2015	10732	ACTUAL	122046775	301	0		\$49.35	\$10.10	\$746.26	\$756.36	01/06/2016	\$756.36	248	\$0.00
17	12/15/2015	GAS SERVICE		11/05/2015-11/26/2015	892	ACTUAL	115003180		0	13	\$17.44	\$10.10	\$746.26	\$756.36	01/06/2016	\$756.36	248	\$0.00
18	12/16/2015		PAYMENT AGREEMENT								-\$756.36							
19	12/31/2015	DEFERRED PAYMENT AGREEMENT									\$34.38							
20	12/31/2015	ELECTRIC SERVICE		11/26/2015-12/31/2015	11422	ESTIMATE	122046775	690	0		\$108.68	\$0.00	\$173.77	\$173.77	01/25/2016	\$895.75	490	\$0.00
21	12/31/2015	GAS SERVICE		11/26/2015-12/31/2015	919	ACTUAL	115003180		0	27	\$30.71	\$0.00	\$173.77	\$173.77	01/25/2016	\$895.75	490	\$0.00
22	02/01/2016	LATE PAYMENT CHARGE									\$2.61							
23	02/01/2016	DEFERRED PAYMENT AGREEMENT									\$34.38							
24	02/01/2016	ELECTRIC SERVICE		12/31/2015-02/01/2016	12160	ACTUAL	122046775	738	0		\$120.26	\$176.38	\$227.97	\$404.35	02/23/2016	\$1,091.95	961	\$0.00
25	02/01/2016	GAS SERVICE		12/31/2015-02/01/2016	1007	ACTUAL	115003180		0	88	\$73.33	\$176.38	\$227.97	\$404.35	02/23/2016	\$1,091.95	961	\$0.00
26	02/01/2016	BILL OUT DPA									\$687.60							
27	02/02/2016	LATE PAYMENT CHARGE									\$11.10							
28	03/01/2016	LATE PAYMENT CHARGE									\$16.09							
29	03/01/2016	ELECTRIC SERVICE		02/01/2016-03/01/2016	12647	ACTUAL	122046775	487	0		\$82.23	\$1,119.14	\$140.25	\$1,259.39	03/23/2016	\$1,259.39	759	\$0.00
30	03/01/2016	GAS SERVICE		02/01/2016-03/01/2016	1073	ACTUAL	115003180		0	66	\$58.02	\$1,119.14	\$140.25	\$1,259.39	03/23/2016	\$1,259.39	759	\$0.00
31	03/30/2016	ELECTRIC SERVICE		03/01/2016-03/30/2016	13069	ACTUAL	122046775	422	0		\$70.81	\$1,259.39	\$100.92	\$1,360.31	04/21/2016	\$1,360.31	427	\$0.00
32	03/30/2016	GAS SERVICE		03/01/2016-03/30/2016	1098	ACTUAL	115003180		0	25	\$30.11	\$1,259.39	\$100.92	\$1,360.31	04/21/2016	\$1,360.31	427	\$0.00
33	04/26/2016	LATE PAYMENT CHARGE									\$19.70							
34	04/29/2016	ELECTRIC SERVICE		03/30/2016-04/28/2016	13453	ESTIMATE	122046775	384	0		\$65.17	\$1,380.01	\$94.54	\$1,474.55	05/23/2016	\$1,474.55	291	\$0.00
35	04/29/2016	GAS SERVICE		03/30/2016-04/28/2016	1122	ESTIMATE	115003180		0	27	\$29.37	\$1,380.01	\$94.54	\$1,474.55	05/23/2016	\$1,474.55	291	\$0.00
36	05/02/2016		CANCELED BILL	03/30/2016-04/28/2016							-\$94.54							
37	05/02/2016	ELECTRIC SERVICE		03/30/2016-04/28/2016	13456	ACTUAL	122046775	387	0		\$65.61	\$1,380.01	\$86.88	\$1,466.89	05/24/2016	\$1,466.89	291	\$0.00
38	05/02/2016	GAS SERVICE		03/30/2016-04/28/2016	1111	ACTUAL	115003180		0	13	\$21.27	\$1,380.01	\$86.88	\$1,466.89	05/24/2016	\$1,466.89	291	\$0.00
39	05/27/2016	ELECTRIC SERVICE		04/28/2016-05/27/2016	13850	ACTUAL	122046775	394	0		\$66.65	\$1,466.89	\$81.29	\$1,548.18	06/21/2016	\$1,548.18	175	\$0.00
40	05/27/2016	GAS SERVICE		04/28/2016-05/27/2016	1115	ACTUAL	115003180		0	4	\$14.64	\$1,466.89	\$81.29	\$1,548.18	06/21/2016	\$1,548.18	175	\$0.00
41	06/01/2016	LATE PAYMENT CHARGE									\$21.00							
42	06/28/2016	LATE PAYMENT CHARGE									\$1.22							
43	06/28/2016	ELECTRIC SERVICE		05/27/2016-06/28/2016	14229	ACTUAL	122046775	379	0		\$62.60	\$1,570.40	\$74.29	\$1,644.69	07/20/2016	\$1,644.69		\$0.00

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
44	06/28/2016	GAS SERVICE		05/27/2016-06/28/2016	1115	ACTUAL	115003180		0	0	\$11.69	\$1,570.40	\$74.29	\$1,644.69	07/20/2016	\$1,644.69		\$0.00
45	07/25/2016		PAYMENT								-\$806.45							
46	07/26/2016	LATE PAYMENT CHARGE									\$11.49							
47	07/28/2016	ELECTRIC SERVICE		06/28/2016-07/28/2016	14612	ACTUAL	122046775	383	0		\$63.21	\$849.73	\$74.90	\$924.63	08/19/2016	\$924.63		\$0.00
48	07/28/2016	GAS SERVICE		06/28/2016-07/28/2016	1115	ACTUAL	115003180		0	0	\$11.69	\$849.73	\$74.90	\$924.63	08/19/2016	\$924.63		\$0.00
49	08/03/2016		PAYMENT								-\$924.63							
50	08/04/2016	RECONNECT FEE - CUT-OUT NON-PAY									\$20.00							
51	08/24/2016	LATE PAYMENT CHARGE									\$0.30							
52	08/29/2016	ELECTRIC SERVICE		07/28/2016-08/27/2016	15030	ACTUAL	122046775	418	0		\$68.22	\$20.30	\$79.91	\$100.21	09/20/2016	\$100.21		\$0.00
53	08/29/2016	GAS SERVICE		07/28/2016-08/27/2016	1115	ACTUAL	115003180		0	0	\$11.69	\$20.30	\$79.91	\$100.21	09/20/2016	\$100.21		\$0.00
54	09/27/2016	LATE PAYMENT CHARGE									\$1.50							
55	09/27/2016	ELECTRIC SERVICE		08/27/2016-09/27/2016	15437	ACTUAL	122046775	407	0		\$67.79	\$101.71	\$79.48	\$181.19	10/19/2016	\$181.19		\$0.00
56	09/27/2016	GAS SERVICE		08/27/2016-09/27/2016	1115	ACTUAL	115003180		0	0	\$11.69	\$101.71	\$79.48	\$181.19	10/19/2016	\$181.19		\$0.00
57	10/25/2016	LATE PAYMENT CHARGE									\$2.70							
58	10/26/2016	ELECTRIC SERVICE		09/27/2016-10/26/2016	15809	ACTUAL	122046775	372	0		\$62.68	\$183.89	\$74.37	\$258.26	11/17/2016	\$258.26	85	\$0.00
59	10/26/2016	GAS SERVICE		09/27/2016-10/26/2016	1115	ACTUAL	115003180		0	0	\$11.69	\$183.89	\$74.37	\$258.26	11/17/2016	\$258.26	85	\$0.00
60	10/28/2016		LATE PAYMENT CHARGE								-\$0.30							
61	10/31/2016		PAYMENT								-\$160.89							
62	11/22/2016	LATE PAYMENT CHARGE									\$1.40							
63	11/28/2016	ELECTRIC SERVICE		10/26/2016-11/28/2016	16340	ACTUAL	122046775	531	0		\$85.87	\$98.47	\$97.56	\$196.03	12/20/2016	\$196.03	473	\$0.00
64	11/28/2016	GAS SERVICE		10/26/2016-11/28/2016	1115	ACTUAL	115003180		0	0	\$11.69	\$98.47	\$97.56	\$196.03	12/20/2016	\$196.03	473	\$0.00
65	12/28/2016	LATE PAYMENT CHARGE									\$2.87							
66	12/29/2016	GAS SERVICE		11/28/2016-12/29/2016	1147	ACTUAL	115003180		0	32	\$34.63	\$198.90	\$148.77	\$347.67	01/20/2017	\$347.67	764	\$0.00
67	12/29/2016	ELECTRIC SERVICE		11/28/2016-12/29/2016	17081	ACTUAL	122046775	741	0		\$114.14	\$198.90	\$148.77	\$347.67	01/20/2017	\$347.67	764	\$0.00
68	01/25/2017	LATE PAYMENT CHARGE									\$5.10							
69	01/31/2017	ELECTRIC SERVICE		12/29/2016-01/31/2017	17907	ACTUAL	122046775	826	0		\$126.16	\$352.77	\$159.36	\$512.13	02/22/2017	\$512.13	866	\$0.00
70	01/31/2017	GAS SERVICE		12/29/2016-01/31/2017	1177	ACTUAL	115003180		0	30	\$33.20	\$352.77	\$159.36	\$512.13	02/22/2017	\$512.13	866	\$0.00
71	02/15/2017		PAYMENT								-\$150.00							
72	02/28/2017	LATE PAYMENT CHARGE									\$5.31							
73	03/01/2017	ELECTRIC SERVICE		01/31/2017-03/01/2017	18510	ACTUAL	122046775	603	0		\$94.37	\$367.44	\$121.17	\$488.61	03/23/2017	\$488.61	629	\$0.00
74	03/01/2017	GAS SERVICE		01/31/2017-03/01/2017	1198	ACTUAL	115003180		0	21	\$26.80	\$367.44	\$121.17	\$488.61	03/23/2017	\$488.61	629	\$0.00
75	03/28/2017	LATE PAYMENT CHARGE									\$7.13							
76	03/30/2017	ELECTRIC SERVICE		03/01/2017-03/30/2017	19052	ACTUAL	122046775	542	0		\$83.99	\$495.74	\$112.62	\$608.36	04/21/2017	\$608.36	680	\$0.00
77	03/30/2017	GAS SERVICE		03/01/2017-03/30/2017	1219	ACTUAL	115003180		0	21	\$28.63	\$495.74	\$112.62	\$608.36	04/21/2017	\$608.36	680	\$0.00
78	04/03/2017		PAYMENT								-\$150.00							
79	04/20/2017		PAYMENT								-\$183.34							
80	04/26/2017	LATE PAYMENT CHARGE									\$3.94							
81	04/27/2017		MISC BILLING ADJUSTMENT								-\$0.01							
82	04/28/2017	ELECTRIC SERVICE		03/30/2017-04/28/2017	19451	ACTUAL	122046775	399	0		\$63.72	\$278.95	\$75.40	\$354.35	05/22/2017	\$354.35	229	\$0.00
83	04/28/2017	GAS SERVICE		03/30/2017-04/28/2017	1219	ACTUAL	115003180		0	0	\$11.68	\$278.95	\$75.40	\$354.35	05/22/2017	\$354.35	229	\$0.00
84	05/30/2017	LATE PAYMENT CHARGE									\$5.08							
85	05/30/2017	ELECTRIC SERVICE		04/28/2017-05/30/2017	19957	ACTUAL	122046775	506	0		\$78.32	\$359.43	\$90.00	\$449.43	06/21/2017	\$449.43	39	\$0.00
86	05/30/2017	GAS SERVICE		04/28/2017-05/30/2017	1219	ACTUAL	115003180		0	0	\$11.68	\$359.43	\$90.00	\$449.43	06/21/2017	\$449.43	39	\$0.00
87	06/27/2017	LATE PAYMENT CHARGE									\$6.43							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
88	06/28/2017	ELECTRIC SERVICE		05/30/2017-06/28/2017	20379	ACTUAL	122046775	422	0		\$66.34	\$455.86	\$78.02	\$533.88	07/20/2017	\$533.88		\$0.00
89	06/28/2017	GAS SERVICE		05/30/2017-06/28/2017	1219	ACTUAL	115003180		0	0	\$11.68	\$455.86	\$78.02	\$533.88	07/20/2017	\$533.88		\$0.00
90	07/17/2017		PAYMENT								-\$200.00							
91	07/25/2017	LATE PAYMENT CHARGE									\$4.80							
92	07/28/2017	ELECTRIC SERVICE		06/28/2017-07/28/2017	20739	ACTUAL	122046775	360	0		\$57.78	\$338.68	\$69.46	\$408.14	08/21/2017	\$408.14		\$0.00
93	07/28/2017	GAS SERVICE		06/28/2017-07/28/2017	1219	ACTUAL	115003180		0	0	\$11.68	\$338.68	\$69.46	\$408.14	08/21/2017	\$408.14		\$0.00
94	08/28/2017	LATE PAYMENT CHARGE									\$5.85							
95	08/28/2017	ELECTRIC SERVICE		07/28/2017-08/28/2017	21156	ACTUAL	122046775	417	0		\$65.59	\$413.99	\$77.27	\$491.26	09/19/2017	\$491.26		\$0.00
96	08/28/2017	GAS SERVICE		07/28/2017-08/28/2017	1219	ACTUAL	115003180		0	0	\$11.68	\$413.99	\$77.27	\$491.26	09/19/2017	\$491.26		\$0.00
97	09/05/2017		PAYMENT								-\$200.00							
98	09/26/2017	LATE PAYMENT CHARGE									\$4.06							
99	09/26/2017	ELECTRIC SERVICE		08/28/2017-09/26/2017	21489	ACTUAL	122046775	333	0		\$54.16	\$295.32	\$65.84	\$361.16	10/18/2017	\$361.16		\$0.00
100	09/26/2017	GAS SERVICE		08/28/2017-09/26/2017	1219	ACTUAL	115003180		0	0	\$11.68	\$295.32	\$65.84	\$361.16	10/18/2017	\$361.16		\$0.00
101	10/02/2017		PAYMENT								-\$311.26							
102	10/03/2017	RECONNECT FEE - CUT-OUT NON-PAY									\$20.00							
103	10/23/2017		PAYMENT								-\$69.90							
104	10/26/2017	ELECTRIC SERVICE		09/26/2017-10/26/2017	21859	ACTUAL	122046775	370	0		\$59.24	\$0.00	\$70.92	\$70.92	11/17/2017	\$70.92		\$0.00
105	10/26/2017	GAS SERVICE		09/26/2017-10/26/2017	1219	ACTUAL	115003180		0	0	\$11.68	\$0.00	\$70.92	\$70.92	11/17/2017	\$70.92		\$0.00
106	11/22/2017	LATE PAYMENT CHARGE									\$1.07							
107	11/27/2017	ELECTRIC SERVICE		10/26/2017-11/27/2017	22384	ACTUAL	122046775	525	0		\$80.52	\$71.99	\$110.90	\$182.89	12/19/2017	\$182.89	501	\$0.00
108	11/27/2017	GAS SERVICE		10/26/2017-11/27/2017	1244	ACTUAL	115003180		0	25	\$30.38	\$71.99	\$110.90	\$182.89	12/19/2017	\$182.89	501	\$0.00
109	11/28/2017		PAYMENT								-\$72.00							
110	12/28/2017	ELECTRIC SERVICE		11/27/2017-12/28/2017	22951	ACTUAL	122046775	567	0		\$86.69	\$110.89	\$149.47	\$260.36	01/19/2018	\$260.36	775	\$0.00
111	12/28/2017	GAS SERVICE		11/27/2017-12/28/2017	1313	ACTUAL	115003180		0	69	\$62.78	\$110.89	\$149.47	\$260.36	01/19/2018	\$260.36	775	\$0.00
112	01/05/2018		PAYMENT								-\$160.36							
113	01/24/2018	LATE PAYMENT CHARGE									\$1.50							
114	01/30/2018	ELECTRIC SERVICE		12/28/2017-01/30/2018	23593	ACTUAL	122046775	642	0		\$95.77	\$101.50	\$208.82	\$310.32	02/21/2018	\$310.32	1106	\$0.00
115	01/30/2018	GAS SERVICE		12/28/2017-01/30/2018	1450	ACTUAL	115003180		0	137	\$113.05	\$101.50	\$208.82	\$310.32	02/21/2018	\$310.32	1106	\$0.00
116	02/05/2018		PAYMENT								-\$100.00							
117	02/27/2018	LATE PAYMENT CHARGE									\$3.14							
118	02/28/2018	ELECTRIC SERVICE		01/30/2018-02/28/2018	24043	ACTUAL	122046775	450	0		\$69.54	\$213.46	\$137.46	\$350.92	03/22/2018	\$350.92	701	\$0.00
119	02/28/2018	GAS SERVICE		01/30/2018-02/28/2018	1526	ACTUAL	115003180		0	76	\$67.92	\$213.46	\$137.46	\$350.92	03/22/2018	\$350.92	701	\$0.00
120	03/05/2018		PAYMENT								-\$250.00							
121	03/27/2018	LATE PAYMENT CHARGE									\$1.51							
122	03/29/2018	ELECTRIC SERVICE		02/28/2018-03/29/2018	24468	ACTUAL	122046775	425	0		\$65.65	\$102.43	\$143.08	\$245.51	04/23/2018	\$245.51	771	\$0.00
123	03/29/2018	GAS SERVICE		02/28/2018-03/29/2018	1600	ACTUAL	115003180		0	74	\$77.43	\$102.43	\$143.08	\$245.51	04/23/2018	\$245.51	771	\$0.00
124	04/02/2018		PAYMENT								-\$100.00							
125	04/27/2018	ELECTRIC SERVICE		03/29/2018-04/27/2018	24863	ACTUAL	122046775	395	0		\$61.79	\$145.51	\$106.35	\$251.86	05/21/2018	\$251.86	436	\$0.00
126	04/27/2018	GAS SERVICE		03/29/2018-04/27/2018	1637	ACTUAL	115003180		0	37	\$44.56	\$145.51	\$106.35	\$251.86	05/21/2018	\$251.86	436	\$0.00
127	04/30/2018	LATE PAYMENT CHARGE									\$2.15							
128	05/16/2018		PAYMENT								-\$145.51							
129	05/29/2018	ELECTRIC SERVICE		04/27/2018-05/29/2018	25267	ACTUAL	122046775	404	0		\$63.00	\$110.10	\$74.68	\$184.78	06/20/2018	\$184.78		\$0.00
130	05/29/2018	GAS SERVICE		04/27/2018-05/29/2018	1637	ACTUAL	115003180		0	0	\$11.68	\$110.10	\$74.68	\$184.78	06/20/2018	\$184.78		\$0.00
131	05/29/2018	LATE PAYMENT CHARGE									\$1.60							

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13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
132	06/13/2018		PAYMENT								-\$106.00							
133	06/26/2018	LATE PAYMENT CHARGE									\$1.14							
134	06/27/2018	ELECTRIC SERVICE		05/29/2018-06/27/2018	25659	ACTUAL	122046775	392	0		\$62.22	\$79.92	\$73.90	\$153.82	07/19/2018	\$153.82		\$0.00
135	06/27/2018	GAS SERVICE		05/29/2018-06/27/2018	1637	ACTUAL	115003180		0	0	\$11.68	\$79.92	\$73.90	\$153.82	07/19/2018	\$153.82		\$0.00
136	07/09/2018		PAYMENT								-\$153.82							
137	07/27/2018	ELECTRIC SERVICE		06/27/2018-07/27/2018	26396	ACTUAL	122046775	737	0		\$109.45	\$0.00	\$121.37	\$121.37	08/20/2018	\$121.37		\$0.00
138	07/27/2018	GAS SERVICE		06/27/2018-07/27/2018	1637	ACTUAL	115003180		0	0	\$11.92	\$0.00	\$121.37	\$121.37	08/20/2018	\$121.37		\$0.00
139	08/27/2018	LATE PAYMENT CHARGE									\$1.82							
140	08/27/2018	ELECTRIC SERVICE		07/27/2018-08/27/2018	27144	ACTUAL	122046775	748	0		\$110.97	\$123.19	\$122.85	\$246.04	09/18/2018	\$246.04		\$0.00
141	08/27/2018	GAS SERVICE		07/27/2018-08/27/2018	1637	ACTUAL	115003180		0	0	\$11.88	\$123.19	\$122.85	\$246.04	09/18/2018	\$246.04		\$0.00
142	08/30/2018		PAYMENT								-\$121.37							
143	09/25/2018	LATE PAYMENT CHARGE									\$1.84							
144	09/26/2018	ELECTRIC SERVICE		08/27/2018-09/26/2018	27833	ACTUAL	122046775	689	0		\$100.51	\$126.51	\$112.39	\$238.90	10/18/2018	\$238.90		\$0.00
145	09/26/2018	GAS SERVICE		08/27/2018-09/26/2018	1637	ACTUAL	115003180		0	0	\$11.88	\$126.51	\$112.39	\$238.90	10/18/2018	\$238.90		\$0.00
146	10/23/2018	LATE PAYMENT CHARGE									\$3.53							
147	10/25/2018	ELECTRIC SERVICE		09/26/2018-10/25/2018	28247	ACTUAL	122046775	414	0		\$63.86	\$242.43	\$78.31	\$320.74	11/16/2018	\$320.74	69	\$0.00
148	10/25/2018	GAS SERVICE		09/26/2018-10/25/2018	1640	ACTUAL	115003180		0	3	\$14.45	\$242.43	\$78.31	\$320.74	11/16/2018	\$320.74	69	\$0.00
149	11/19/2018		PAYMENT								-\$150.00							
150	11/21/2018	LATE PAYMENT CHARGE									\$2.51							
151	11/27/2018	ELECTRIC SERVICE		10/25/2018-11/27/2018	28878	ACTUAL	122046775	631	0		\$94.08	\$173.25	\$155.53	\$328.78	12/19/2018	\$328.78	629	\$0.00
152	11/27/2018	GAS SERVICE		10/25/2018-11/27/2018	1698	ACTUAL	115003180		0	58	\$61.45	\$173.25	\$155.53	\$328.78	12/19/2018	\$328.78	629	\$0.00
153	12/27/2018	LATE PAYMENT CHARGE									\$4.84							
154	12/28/2018	ELECTRIC SERVICE		11/27/2018-12/28/2018	29581	ACTUAL	122046775	703	0		\$100.84	\$333.62	\$175.44	\$509.06	01/22/2019	\$509.06	787	\$0.00
155	12/28/2018	GAS SERVICE		11/27/2018-12/28/2018	1769	ACTUAL	115003180		0	71	\$74.60	\$333.62	\$175.44	\$509.06	01/22/2019	\$509.06	787	\$0.00
156	01/28/2019	ELECTRIC SERVICE		12/28/2018-01/28/2019	30320	ACTUAL	122046775	739	0		\$69.72	\$509.06	\$166.41	\$675.47	02/19/2019	\$675.47	885	\$0.00
157	01/28/2019	GAS SERVICE		12/28/2018-01/28/2019	1862	ACTUAL	115003180		0	93	\$96.69	\$509.06	\$166.41	\$675.47	02/19/2019	\$675.47	885	\$0.00
158	01/29/2019	LATE PAYMENT CHARGE									\$7.47							
159	02/18/2019		PAYMENT								-\$300.00							
160	02/26/2019	LATE PAYMENT CHARGE									\$5.56							
161	02/26/2019	ELECTRIC SERVICE		01/28/2019-02/26/2019	31028	ACTUAL	122046775	708	0		\$102.48	\$388.50	\$199.19	\$587.69	03/20/2019	\$587.69	855	\$0.00
162	02/26/2019	GAS SERVICE		01/28/2019-02/26/2019	1955	ACTUAL	115003180		0	93	\$96.71	\$388.50	\$199.19	\$587.69	03/20/2019	\$587.69	855	\$0.00
163	03/26/2019	LATE PAYMENT CHARGE									\$8.55							
164	03/27/2019	ELECTRIC SERVICE		02/26/2019-03/27/2019	31610	ACTUAL	122046775	582	0		\$87.68	\$596.24	\$178.46	\$774.70	04/18/2019	\$774.70	705	\$0.00
165	03/27/2019	GAS SERVICE		02/26/2019-03/27/2019	2030	ACTUAL	115003180		0	75	\$90.78	\$596.24	\$178.46	\$774.70	04/18/2019	\$774.70	705	\$0.00
166	04/23/2019	LATE PAYMENT CHARGE									\$11.23							
167	04/24/2019		PAYMENT								-\$52.30							
168	04/24/2019		LATE PAYMENT CHARGE								-\$11.23							
169	04/25/2019	BUDGET BILLING									\$130.00							
170	04/25/2019	ELECTRIC SERVICE		03/27/2019-04/25/2019	32050	ACTUAL	122046775	440	0		\$68.59	\$745.08	\$130.00	\$875.08	05/17/2019	\$845.93	217	-\$29.15
171	04/25/2019	GAS SERVICE		03/27/2019-04/25/2019	2049	ACTUAL	115003180		0	19	\$32.26	\$745.08	\$130.00	\$875.08	05/17/2019	\$845.93	217	-\$29.15
172	05/09/2019		PAYMENT AGREEMENT								-\$875.08							
173	05/24/2019	DEFERRED PAYMENT AGREEMENT									\$38.05							
174	05/24/2019	BUDGET BILLING									\$130.00							
175	05/24/2019	ELECTRIC SERVICE		04/25/2019-05/24/2019	32420	ACTUAL	122046775	370	0		\$59.26	\$0.00	\$168.05	\$168.05	06/18/2019	\$928.99	81	-\$76.09

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
176	05/24/2019	GAS SERVICE		04/25/2019-05/24/2019	2060	ACTUAL	115003180		0	11	\$23.80	\$0.00	\$168.05	\$168.05	06/18/2019	\$928.99	81	-\$76.09
177	06/18/2019		PAYMENT								-\$168.05							
178	06/25/2019	DEFERRED PAYMENT AGREEMENT									\$38.05							
179	06/25/2019	BUDGET BILLING									\$130.00							
180	06/25/2019	ELECTRIC SERVICE		05/24/2019-06/25/2019	32855	ACTUAL	122046775	435	0		\$67.13	\$0.00	\$168.05	\$168.05	07/17/2019	\$840.22		-\$126.81
181	06/25/2019	GAS SERVICE		05/24/2019-06/25/2019	2060	ACTUAL	115003180		0	0	\$12.15	\$0.00	\$168.05	\$168.05	07/17/2019	\$840.22		-\$126.81
182	07/17/2019		PAYMENT								-\$168.05							
183	07/25/2019	DEFERRED PAYMENT AGREEMENT									\$38.05							
184	07/25/2019	BUDGET BILLING									\$130.00							
185	07/25/2019	ELECTRIC SERVICE		06/25/2019-07/25/2019	33603	ACTUAL	122046775	748	0		\$108.65	\$0.00	\$168.05	\$168.05	08/16/2019	\$792.97		-\$136.01
186	07/25/2019	GAS SERVICE		06/25/2019-07/25/2019	2060	ACTUAL	115003180		0	0	\$12.15	\$0.00	\$168.05	\$168.05	08/16/2019	\$792.97		-\$136.01
187	08/21/2019	BILL OUT DPA									\$760.93							
188	08/23/2019		LATE PAYMENT CHARGE								-\$60.82							
189	08/23/2019		BUDGET BILL SETTLEMENT								-\$81.94							
190	08/23/2019	ELECTRIC SERVICE		07/25/2019-08/07/2019	33888	ACTUAL	122046775	285	0		\$41.92	\$868.16	-\$81.94	\$786.22	09/16/2019	\$786.22		\$0.00
191	08/23/2019	GAS SERVICE		07/25/2019-08/23/2019	2060	ACTUAL	115003180		0	0	\$12.15	\$868.16	-\$81.94	\$786.22	09/16/2019	\$786.22		\$0.00
192	08/26/2019		CREDIT ADJUSTMENT								-\$774.07							
193	09/24/2019	GAS SERVICE		08/23/2019-09/24/2019	2060	ACTUAL	115003180		0	0	\$12.15	\$12.15	\$12.15	\$0.00	10/16/2019	\$0.00		\$0.00
194	10/07/2019	GAS SERVICE		09/24/2019-10/04/2019	2060	ACTUAL	115003180		0	0	\$4.04	\$24.30	\$28.34	\$28.34	10/29/2019	\$28.34		\$0.00
195	11/25/2019		PAYMENT								\$28.34							

## **EXHIBIT 2**

1	Account Number: 6463645012	<b>Service Address:</b>	Current Bill: \$279.02	<b>Account Balance: \$0.00</b>														
2	Account Name: REGINA SZCZESNIAK	BEACON HILL DR28-18	Billed Prior: \$1,324.60															
3	Account Status: FINAL	HOLLAND, PA 18966	Balance Due: \$0.00															
4	Meter Bill Group: 11																	
5		<b>Mail To:</b>	Credit Amount: \$0.00	<b>Rates:</b>														
6		REGINA SZCZESNIAK	Deposit Requested: \$0.00	XCAP OPT D1 ELECTRIC RESIDENTIAL HEATING SVC														
7		BEACON HILL DR28-18	Deposit On-Hand: \$0.00															
8		HOLLAND, PA 18966	CAP Pre-program Arrears: \$0.00															
9			Payment Agreement Balance: \$0.00															
10																		
11																		
12	Account Transaction Activity																	

13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
14	10/10/2014	CONNECTION CHARGE - STANDARD									\$6.00							
15	10/10/2014	ELECTRIC SERVICE		10/08/2014-10/10/2014	4482	ACTUAL	122126914	23	0		\$3.32	\$0.00	\$9.32	\$9.32	11/04/2014	\$9.32	1	\$0.00
16	11/10/2014	ELECTRIC SERVICE		10/10/2014-11/10/2014	4901	ACTUAL	122126914	419	0		\$40.00	\$9.32	\$40.00	\$49.32	12/03/2014	\$49.32	264	\$0.00
17	11/11/2014	LATE PAYMENT CHARGE									\$0.05							
18	11/11/2014	Transfer Debit#86279-25051									\$842.68							
19	12/09/2014	LATE PAYMENT CHARGE									\$0.65							
20	12/11/2014	ELECTRIC SERVICE		11/10/2014-12/11/2014	5888	ACTUAL	122126914	987	0		\$93.17	\$892.70	\$93.17	\$985.87	01/02/2015	\$985.87	703	\$0.00
21	01/07/2015	LATE PAYMENT CHARGE									\$14.23							
22	01/14/2015	ELECTRIC SERVICE		12/11/2014-01/14/2015	7424	ACTUAL	122126914	1536	0		\$145.20	\$1,000.10	\$145.20	\$1,145.30	02/05/2015	\$1,145.30	957	\$0.00
23	02/10/2015	LATE PAYMENT CHARGE									\$16.41							
24	02/13/2015	ELECTRIC SERVICE		01/14/2015-02/13/2015	9094	ACTUAL	122126914	1670	0		\$162.89	\$1,161.71	\$162.89	\$1,324.60	03/10/2015	\$1,324.60	998	\$0.00
25	03/17/2015	LATE PAYMENT CHARGE									\$18.85							
26	03/17/2015	ELECTRIC SERVICE		02/13/2015-03/17/2015	11071	ACTUAL	122126914	1977	0		\$196.29	\$1,343.45	\$196.29	\$1,539.74	04/08/2015	\$1,539.74	1128	\$0.00
27	04/02/2015	ELECTRIC SERVICE		03/17/2015-04/02/2015	11776	ACTUAL	122126914	705	0		\$63.88	\$1,324.60	\$279.02	\$1,603.62	04/27/2015	\$1,603.62	383	\$0.00
28	04/10/2015		LIHEAP PAYMENT								-\$340.00							
29	04/24/2015		LIHEAP PAYMENT								-\$500.00							
30	05/04/2015	LATE PAYMENT CHARGE									\$10.52							
31	05/05/2015	LATE PAYMENT CHARGE									\$9.56							
32	06/18/2015	LATE PAYMENT CHARGE									\$9.57							
33	07/20/2015	LATE PAYMENT CHARGE									\$10.52							
34	08/07/2015		CHARGE OFF								-\$803.79							
35	09/30/2015		PAYMENT								-\$33.49							
36	09/30/2015	LATE PAYMENT CHARGE									\$23.12							
37	10/05/2015		TRANSFER								-\$793.42							
38																		
39																		

# **EXHIBIT 3**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Account Number: 8627925051		<b>Service Address:</b>		Current Bill: \$39.20		<b>Account Balance: \$0.00</b>											
2	Account Name: REGINA SZCZESNIAK		BEACON HILL DR30-8		Billed Prior: \$803.48													
3	Account Status: FINAL		HOLLAND, PA 18966		Balance Due: \$0.00													
4	Meter Bill Group: 11																	
5			<b>Mail To:</b>		Credit Amount: \$0.00		<b>Rates:</b>											
6			REGINA SZCZESNIAK		Deposit Requested: \$0.00		XCAP OPT D1 ELECTRIC RESIDENTIAL HEATING SVC											
7			3008 BEACON HILL DR		Deposit On-Hand: \$0.00													
8			HOLLAND, PA 18966		CAP Pre-program Arrears: \$0.00													
9					Payment Agreement Balance: \$0.00													
10																		
11																		
12	Account Transaction Activity																	

13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
14	10/12/2012	CONNECTION CHARGE - STANDARD									\$6.00							
15	10/12/2012	ELECTRIC SERVICE		10/10/2012-10/11/2012	27060	ACTUAL	107101360	22	0		\$3.40	\$0.00	\$9.40	\$9.40	11/05/2012	\$9.40	3	\$0.00
16	11/12/2012	ELECTRIC SERVICE		10/11/2012-11/11/2012	27732	ACTUAL	107101360	672	0		\$103.91	\$9.40	\$103.91	\$113.31	12/04/2012	\$113.31	359	\$0.00
17	11/13/2012	LATE PAYMENT CHARGE									\$0.05							
18	12/04/2012		PAYMENT								-\$75.00							
19	12/11/2012	LATE PAYMENT CHARGE									\$0.57							
20	12/13/2012	ELECTRIC SERVICE		11/11/2012-12/12/2012	28667	ACTUAL	107101360	935	0		\$136.29	\$38.93	\$136.29	\$175.22	01/04/2013	\$175.22	609	\$0.00
21	01/09/2013	LATE PAYMENT CHARGE									\$2.02							
22	01/16/2013	ELECTRIC SERVICE		12/12/2012-01/15/2013	30004	ACTUAL	107101360	1337	0		\$180.05	\$177.24	\$180.05	\$357.29	02/07/2013	\$357.29	844	\$0.00
23	02/12/2013	LATE PAYMENT CHARGE									\$5.31							
24	02/13/2013		PAYMENT								-\$60.00							
25	02/13/2013		LATE PAYMENT CHARGE								-\$5.31							
26	02/15/2013	ELECTRIC SERVICE		01/15/2013-02/14/2013	31551	ACTUAL	107101360	1547	0		\$207.20	\$299.99	\$207.20	\$507.19	03/12/2013	\$507.19	951	\$0.00
27	03/18/2013	ELECTRIC SERVICE		02/14/2013-03/17/2013	32857	ACTUAL	107101360	1306	0		\$176.04	\$507.19	\$176.04	\$683.23	04/09/2013	\$683.23	796	\$0.00
28	03/19/2013	LATE PAYMENT CHARGE									\$7.53							
29	04/16/2013	LATE PAYMENT CHARGE									\$10.17							
30	04/16/2013	ELECTRIC SERVICE		03/17/2013-04/15/2013	33764	ACTUAL	107101360	907	0		\$132.70	\$700.93	\$132.70	\$833.63	05/08/2013	\$833.63	521	\$0.00
31	04/23/2013		TRANSFER TO PPA								-\$833.63							
32	05/15/2013		PPA FORGIVEN								-\$69.47							
33	05/15/2013	ELECTRIC SERVICE		04/15/2013-05/14/2013	34228	ACTUAL	107101360	464	0		\$44.94	\$0.00	\$44.94	\$44.94	06/06/2013	\$44.94	199	\$0.00
34	06/11/2013	LATE PAYMENT CHARGE									\$0.67							
35	06/14/2013	ELECTRIC SERVICE		05/14/2013-06/13/2013	34686	ACTUAL	107101360	458	0		\$46.87	\$45.61	\$46.87	\$92.48	07/08/2013	\$92.48		\$0.00
36	06/24/2013		PAYMENT								-\$44.94							
37	07/15/2013	LATE PAYMENT CHARGE									\$0.70							
38	07/16/2013	ELECTRIC SERVICE		06/13/2013-07/15/2013	35194	ACTUAL	107101360	508	0		\$63.76	\$48.24	\$63.76	\$112.00	08/07/2013	\$112.00		\$0.00
39	08/09/2013		PAYMENT								-\$50.00							
40	08/13/2013	LATE PAYMENT CHARGE									\$0.93							
41	08/14/2013	ELECTRIC SERVICE		07/15/2013-08/13/2013	35708	ACTUAL	107101360	514	0		\$64.44	\$62.93	\$64.44	\$127.37	09/05/2013	\$127.37		\$0.00
42	08/30/2013		PAYMENT								-\$64.44							
43	09/10/2013	LATE PAYMENT CHARGE									\$0.94							
44	09/13/2013	ELECTRIC SERVICE		08/13/2013-09/12/2013	36220	ACTUAL	107101360	512	0		\$67.17	\$63.87	\$67.17	\$131.04	10/07/2013	\$131.04		\$0.00
45	10/10/2013		PAYMENT								-\$135.00							
46	10/14/2013		PPA FORGIVEN								-\$69.47							
47	10/14/2013		EXCESS CREDIT								-\$3.96							
48	10/14/2013	ELECTRIC SERVICE		09/12/2013-10/13/2013	36708	ACTUAL	107101360	488	0		\$56.91	\$0.00	\$52.95	\$52.95	11/05/2013	\$52.95		\$0.00
49	11/12/2013	LATE PAYMENT CHARGE									\$0.79							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
50	11/12/2013	ELECTRIC SERVICE		10/13/2013-11/11/2013	37170	ACTUAL	107101360	462	0		\$54.17	\$53.74	\$54.17	\$107.91	12/04/2013	\$107.91	311	\$0.00
51	12/10/2013	LATE PAYMENT CHARGE									\$1.60							
52	12/13/2013	ELECTRIC SERVICE		11/11/2013-12/12/2013	38128	ACTUAL	107101360	958	0		\$109.54	\$109.51	\$109.54	\$219.05	01/06/2014	\$219.05	719	\$0.00
53	01/13/2014	LATE PAYMENT CHARGE									\$3.24							
54	01/16/2014	ELECTRIC SERVICE		12/12/2013-01/15/2014	39500	ACTUAL	107101360	1372	0		\$152.79	\$222.29	\$152.79	\$375.08	02/07/2014	\$375.08	1000	\$0.00
55	02/12/2014	LATE PAYMENT CHARGE									\$5.53							
56	02/13/2014	ELECTRIC SERVICE		01/15/2014-01/27/2014	40107	ACTUAL	107101360	607			\$162.66	\$380.61	\$162.66	\$543.27	03/07/2014	\$543.27	451	\$0.00
57	02/13/2014	ELECTRIC SERVICE		01/27/2014-02/13/2014	857	ACTUAL	122128345	857			\$162.66	\$380.61	\$162.66	\$543.27	03/07/2014	\$543.27	633	\$0.00
58	03/12/2014	LATE PAYMENT CHARGE									\$7.97							
59	03/14/2014	ELECTRIC SERVICE		02/13/2014-03/14/2014	2154	ACTUAL	122128345	1297	0		\$134.63	\$551.24	\$134.63	\$685.87	04/07/2014	\$685.87	882	\$0.00
60	04/14/2014	LATE PAYMENT CHARGE									\$9.99							
61	04/15/2014	ELECTRIC SERVICE		03/14/2014-04/15/2014	3119	ACTUAL	122128345	965	0		\$102.36	\$695.86	\$102.36	\$798.22	05/07/2014	\$798.22	563	\$0.00
62	04/24/2014		LIHEAP PAYMENT								-\$543.27							
63	04/28/2014		PAYMENT AGREEMENT								-\$254.95							
64	05/13/2014	DEFERRED PAYMENT AGREEMENT									\$21.25							
65	05/13/2014	ELECTRIC SERVICE		04/15/2014-05/13/2014	3658	ACTUAL	122128345	539	0		\$59.62	\$0.00	\$80.87	\$80.87	06/04/2014	\$80.87	210	\$0.00
66	05/14/2014		PPA FORGIVEN								-\$69.47							
67	06/09/2014	BILL OUT DPA									\$233.70							
68	06/09/2014	LATE PAYMENT CHARGE - BAL									\$17.96							
69	06/10/2014	LATE PAYMENT CHARGE									\$4.45							
70	06/12/2014	ELECTRIC SERVICE		05/13/2014-06/12/2014	4113	ACTUAL	122128345	455	0		\$57.39	\$319.02	\$57.39	\$376.41	07/07/2014	\$376.41		\$0.00
71	06/13/2014		PAYMENT								-\$75.00							
72	06/30/2014		PAYMENT								-\$5.87							
73	06/30/2014		PAYMENT AGREEMENT								-\$233.70							
74	07/14/2014		PPA FORGIVEN								-\$69.47							
75	07/14/2014	DEFERRED PAYMENT AGREEMENT									\$21.25							
76	07/14/2014	LATE PAYMENT CHARGE									\$0.86							
77	07/14/2014	ELECTRIC SERVICE		06/12/2014-07/14/2014	4646	ACTUAL	122128345	533	0		\$57.78	\$62.70	\$79.03	\$141.73	08/05/2014	\$141.73		\$0.00
78	08/11/2014	BILL OUT DPA									\$212.45							
79	08/11/2014	LATE PAYMENT CHARGE - BAL									\$9.99							
80	08/12/2014	LATE PAYMENT CHARGE									\$5.09							
81	08/12/2014	ELECTRIC SERVICE		07/14/2014-08/12/2014	5113	ACTUAL	122128345	467	0		\$51.23	\$359.27	\$51.23	\$410.50	09/03/2014	\$410.50		\$0.00
82	08/25/2014		PAYMENT AGREEMENT								-\$212.45							
83	08/26/2014		PAYMENT								-\$141.73							
84	09/09/2014	LATE PAYMENT CHARGE									\$0.77							
85	09/10/2014		PPA FORGIVEN								-\$69.47							
86	09/11/2014	DEFERRED PAYMENT AGREEMENT									\$21.25							
87	09/11/2014	ELECTRIC SERVICE		08/12/2014-09/11/2014	5554	ACTUAL	122128345	441	0		\$47.66	\$57.09	\$68.91	\$126.00	10/03/2014	\$126.00		\$0.00
88	10/08/2014	BILL OUT DPA									\$191.20							
89	10/08/2014	LATE PAYMENT CHARGE									\$1.80							
90	10/08/2014	LATE PAYMENT CHARGE - BAL									\$5.31							
91	10/10/2014	ELECTRIC SERVICE		09/11/2014-10/10/2014	5934	ACTUAL	122128345	380	0		\$36.73	\$319.00	\$36.73	\$355.73	11/04/2014	\$355.73		\$0.00
92	10/13/2014		PPA DEFAULT								-\$486.28							
93	10/13/2014	LATE PAYMENT CHARGE - BAL									\$17.70							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
94	10/13/2014	ELECTRIC SERVICE		10/10/2014-10/11/2014	5940	ACTUAL	122128345	6	0		\$0.67	\$803.48	\$39.20	\$842.68	11/04/2014	\$842.68	7	\$0.00
95	11/11/2014		TRANSFER								-\$842.68							
96																		
97																		
98																		
99																		
100																		
101																		
102																		
103																		
104																		

# **EXHIBIT 4**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Account Number: 4916704119			<b>Service Address:</b>			Current Bill: \$186.84			<b>Account Balance: \$0.00</b>								
2	Account Name: REGINA SZCZESNIAK			134 N STATE ST COTTAGE			Billed Prior: \$71.30											
3	Account Status: WRITTEN OFF			NEWTOWN, PA 18940			Balance Due: \$0.00											
4	Meter Bill Group: 13																	
5				<b>Mail To:</b>			Credit Amount: \$0.00			<b>Rates:</b>								
6				REGINA SZCZESNIAK			Deposit Requested: \$0.00			GAS RESIDENTIAL SERVICE								
7				COTTAGE 7134 N STATE ST			Deposit On-Hand: \$0.00			ELECTRIC RESIDENTIAL SERVICE								
8				NEWTOWN, PA 18940			CAP Pre-program Arrears: \$0.00											
9							Payment Agreement Balance: \$0.00											
10																		
11																		
12	Account Transaction Activity																	

13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
14	10/14/2019	CONNECTION CHARGE - STANDARD									\$6.00							
15	10/14/2019	ELECTRIC SERVICE		10/02/2019-10/14/2019	32874	ACTUAL	119114393	107	0		\$18.62	\$0.00	\$29.47	\$29.47	11/05/2019	\$29.47	19	\$0.00
16	10/14/2019	GAS SERVICE		10/02/2019-10/14/2019	10	ACTUAL	15759616		0	0	\$4.85	\$0.00	\$29.47	\$29.47	11/05/2019	\$29.47	19	\$0.00
17	11/12/2019	LATE PAYMENT CHARGE									\$0.35							
18	11/12/2019	ELECTRIC SERVICE		10/14/2019-11/12/2019	33072	ACTUAL	119114393	198	0		\$37.17	\$29.82	\$70.95	\$100.77	12/04/2019	\$100.77	312	\$0.00
19	11/12/2019	GAS SERVICE		10/14/2019-11/12/2019	32	ACTUAL	15759616		0	22	\$33.78	\$29.82	\$70.95	\$100.77	12/04/2019	\$100.77	312	\$0.00
20	12/04/2019		PAYMENT								-\$29.47							
21	12/10/2019	LATE PAYMENT CHARGE									\$1.07							
22	12/13/2019	ELECTRIC SERVICE		11/12/2019-12/13/2019	33305	ACTUAL	119114393	233	0		\$41.86	\$72.37	\$109.86	\$182.23	01/06/2020	\$182.23	745	\$0.00
23	12/13/2019	GAS SERVICE		11/12/2019-12/13/2019	93	ACTUAL	15759616		0	61	\$68.00	\$72.37	\$109.86	\$182.23	01/06/2020	\$182.23	745	\$0.00
24	01/02/2020	ELECTRIC SERVICE		12/13/2019-12/31/2019	33528	ACTUAL	119114393	223	0		\$36.56	\$71.30	\$186.84	\$258.14	01/24/2020	\$258.14	480	\$0.00
25	01/02/2020	GAS SERVICE		12/13/2019-12/31/2019	132	ACTUAL	15759616		0	39	\$39.35	\$71.30	\$186.84	\$258.14	01/24/2020	\$258.14	480	\$0.00
26	01/29/2020	LATE PAYMENT CHARGE									\$3.86							
27	01/30/2020	LATE PAYMENT CHARGE									\$2.72							
28	04/01/2020		CHARGE OFF								-\$264.72							
29																		
30																		
31																		
32																		
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49																		

# **EXHIBIT 5**

Name: Regina Dzygalska  
 Account Number: 42143 87068

Address: 210 W Bristol Rd Apt A

COST ESTIMATE

Type of High Bill Complaint:

**Cooking and Refrigeration**

Refrigerator type	No. of	Avg Kwh's	Act. Kwh's
<input type="checkbox"/> Manual		120	
<input checked="" type="checkbox"/> Top/Bottom		200	<u>250</u>
<input type="checkbox"/> Side/Side		300	
<input type="checkbox"/> Sub Zero		450	
<input type="checkbox"/> Student		100	

**Freezer type**

<input type="checkbox"/> Upright		210	
<input type="checkbox"/> Chest		110	

**Cooking - Electric**

<input checked="" type="checkbox"/> Range		150	<u>150</u>
<input type="checkbox"/> Microwave		40	
<input type="checkbox"/> Toaster Oven		40	
<input type="checkbox"/> Coffee Maker		38	
<input type="checkbox"/> Toaster		2	

**Other Kitchen Appliances**

<input checked="" type="checkbox"/> Dishwasher		48	
<input type="checkbox"/> Exhaust Fan		5	
<input type="checkbox"/> Trash Compactor		8	
<input type="checkbox"/> Other:			
<input type="checkbox"/> Other:			
<input type="checkbox"/> Other:			

**Laundry Service**

<input checked="" type="checkbox"/> Washer		10	<u>10</u>
<input checked="" type="checkbox"/> Dryer		110	<u>110</u>
<input type="checkbox"/> Iron		10	

**Air Conditioning/Ventilation**

Act. Kwh's	Btu's	Watts
	<u>Central</u>	
	<u>10x</u>	
	<u>2500</u>	
	<u>2500</u>	
<input type="checkbox"/> Dehumidifier	324	
<input checked="" type="checkbox"/> Ceiling Fan	40	
<input type="checkbox"/> Standing Fan	30	
<input type="checkbox"/> Attic Fan	48	

**Heating-Gas and Oil**

<input checked="" type="checkbox"/> Furnace Fan	240	<u>240</u>
<input type="checkbox"/> Circulator	150	
<input type="checkbox"/> Oil Burner Motor	65	

**Heating Electric**

<input type="checkbox"/> Heat Pump		
<input type="checkbox"/> Baseboard		
<input type="checkbox"/> Space Heater		

**Hot Water**

Gallons/Watts	
<input checked="" type="checkbox"/> Elec WH	<u>1 person</u> <u>250</u>

250 kwh for 1 person and 125 kwh's for each adult/child

**Lighting**

No. of Rooms
<u>50</u>

4 to 5 rooms = 50 kwh's  
 6 to 8 rooms = 65 kwh's  
 9 to 12 rooms = 75 kwh's

Approx Lighting: \_\_\_\_\_  
 OD Lighting: \_\_\_\_\_

**Home Entertainment**

Act. Kwh's	No. of	Avg. Kwh's
<u>48</u>	<input checked="" type="checkbox"/>	TV 20" to 27"
	<input type="checkbox"/>	TV 32" to 36"
	<input type="checkbox"/>	TV Big Screen
	<input type="checkbox"/>	CABLE BOX
	<input type="checkbox"/>	VCR/DVD
	<input type="checkbox"/>	Home theater/Stereo
	<input type="checkbox"/>	Computer
	<input type="checkbox"/>	Other:

**Other Services**

<input type="checkbox"/> Well Pump	60	
<input type="checkbox"/> Sump Pump	12	
<input type="checkbox"/> Swimming Pool Pump(12hr/day)	270	
<input type="checkbox"/> Hot tub heater (2hr/day)	300	
<input type="checkbox"/> Water Bed Heater	144	
<input type="checkbox"/> Other:		
<input type="checkbox"/> Other:		
<input type="checkbox"/> Other:		

**GAS SERVICE**

Rated	Clocked
<input checked="" type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

13 AVG KWH'S SUMMER: \_\_\_\_\_ AVG KWH'S WINTER: 1058/35.2

Electric Meter Number:	Rate:	Kwh	Sec.	Gas Meter Number:	Rate:	R dial	Sec.
<u>122 046 715</u>	<u>R</u>	<u>7.2</u>	<u>80</u>	<u>115 003 180</u>	<u>H</u>	<u>12</u>	<u>---</u>
DATE	Reading	Usage	DAU	DATE	Reading	Usage	DAU
<u>5/11</u>	<u>13645</u>	<u>189</u>	<u>14.8</u>	<u>5/11</u>	<u>1115</u>	<u>4</u>	<u>.3</u>
<u>4/28</u>	<u>13456</u>	<u>387</u>	<u>133</u>	<u>4/28</u>	<u>1111</u>	<u>13</u>	<u>.4</u>
DATE	Reading	Usage	DAU	DATE	Reading	Usage	DAU

**HIGH BILL REPORT-RESIDENTIAL SERVICE**

**1. LAST BILLED READING VERIFIED:**

YES  NO  NO ACCESS

**2. DROPPED LOAD AND IDLED METER**

YES  NO  DECLINED

**3. PASSING LOAD TEST PERFORMED:**

ELECTRIC:  YES  NO  DECLINED

APPLIANCE USED: \_\_\_\_\_

KH: \_\_\_\_\_ No. of Seconds: \_\_\_\_\_

CLOCKED: \_\_\_\_\_ OF \_\_\_\_\_ (waits)

GAS:  YES  NO  DECLINED

APPLIANCE USED: \_\_\_\_\_

FI Dial: \_\_\_\_\_ No. of Seconds: \_\_\_\_\_

CLOCKED: \_\_\_\_\_ OF \_\_\_\_\_ (btu's)

**4. FOREIGN WIRING/FOREIGN PIPING FOUND:**

YES  NO  NO ACCESS

DETAILS: \_\_\_\_\_

**5. METER MIX-UP FOUND:**

YES  NO  NO ACCESS

METER NUMBER	READING	AS LISTED	SHOULD BE

**ADDITIONAL REPORT:** cap = ka balance transfer issues - understands need to call office for both - LBR conflict - DPH on line both for rates - analysis of use verifies potential to use service billed - no meter found - no access for PW check - under of obs can arrange access + call to Mopen / re sch schedule with access - will call for terms if needed

INVESTIGATOR: P. D. Small

DATE OF INVESTIGATION: 5/11/16

**ORAL UTILITY REPORT**

NAME: Regina Dziedzic ADDRESS: 210 W Bustle

ACCOUNT NUMBER: 92243 87068 MAILING: Apt 14  
Wilmington

58.152(1) DISPUTES THE FOLLOWING: FD

58.152(2) PECO Energy's POSITION ON THIS DISPUTE IS: SEE REPORT

58.152(3) Termination of service will not take place during any Informal or Formal Complaint proceedings, provided you pay the undisputed portion of bills as they become due.

58.152(4) If you do not agree with this report you have ten days from today for filing an informal complaint with the Pennsylvania Public Utility Commission.

58.152(5) The closest company location is 2301 Market St. Philadelphia. Gave closest authorized payment location. Payments may be mailed to P.O. Box 13439, Phila., PA 19101. You may obtain additional information by writing to P.O. Box 13778, Phila., PA 19101, or by calling us at 1-800-494-4000

58.152(6) An Informal Complaint may be filed with the PUC by calling 1-800-782-1110, or by writing to P.O. Box 3265, Harrisburg, PA 17120. The following information must be included in your complaint.

- The name of the customer
- The address of the customer, and if different, the address at which service is provided.
- The account number of the customer, if applicable.
- The name of the utility.
- A brief statement of the dispute.
- Whether the dispute formerly has been the subject of a utility company investigation and report.
- Whether the dispute formerly has been the subject of a PUC informal or formal complaint.
- The date, if any, of proposed termination.
- The relief sought

58.152(7) Your open balance is now \$ 116.89 and will become delinquent on 5/11/16 unless a Payment Agreement is entered into, or an Informal Complaint is filed with the Commission.

(Note: This date must be the later of 16 days from today, or the actual due date of the bill.)

\*The current bill in the amount of \$ \_\_\_\_\_ is due

The past due amount of \$ \_\_\_\_\_ will become delinquent on \_\_\_\_\_

Payment arrangements are: with call office

By: P. D. Small

Remarks noted:  ( ) Customer Requested Written Report

Date: 5/11/16

Mailed on \_\_\_\_\_

# **EXHIBIT 6**

PECO Exhibit 6  
F-2020-3022040  
12/16/20 JK



2501 Market Street  
N 27  
Philadelphia PA 19107

www.pECO.com

An Exelon Company

August 9, 2019

Craig F. Larocca  
1045 Boulder Hill Rd  
Green Lane, Pa 18054

Regarding: 210 W Bristol Rd  
Apt A  
Warminster, Pa 18974

Dear Mr. Larocca:

On 8-7-19 a PECO field technician visited the above referenced property in response to a high bill complaint. The technician found rear outlet and spotlight, 2<sup>nd</sup> level deck outdoor light, rear detached garages light and outlets connect to apartment A meter. This is known as foreign wiring. Please have your electrician check for any additional foreign wiring that may not have been detected at the time of the field visit.

When PECO identifies foreign wiring. Pennsylvania State Law requires the electric service to be transferred into the name of the landlord, until the wiring is properly corrected. (Per Section 1529.1(b) of the Pennsylvania Public Utility Code, 66 Pa. C.S. 1529.1)

Please be advised that the electric service for the accounts in question will be transferred into your name effective immediately. If any of the current tenant's balance due is attributable to the found foreign wiring the entire balance will be transferred into your name as well. The service can only go back into your tenants name if you have your electrician correct the wiring for each apartment.

If you have completed the repairs, or have any questions regarding this matter, please telephone 844-542-6164.

Cordially,

Aaron S.  
Customer Field Operations



**UTILITY COMPANY REPORT**  
**Reporte De La Compania Utilidades**

<b>Date:</b> 8/27/19	<b>Prepared By:</b> John B.
-------------------------	--------------------------------

<b>Name:</b> REGINA SZCZESNIAK
<b>Mailing Address:</b> 210A W BRISTOL RD WARMINSTER PA 18974
<b>Account Number:</b> 92143-87068

<b>Primary Phone:</b> (609) 977-1777	<b>Alternate Phone:</b>
<b>Service Address:</b> 210 W BRISTOL RD *APT A WARMINSTER PA 18974	

**Problem As You Described It**

---

On 7/31/19 you contacted our office regarding your PECO bill.

**Our Response**

---

On 8/7/19 a PECO field technician visited the above property in response to a high bill complaint. The technician found REAR OUTLET AND SPOTLIGHT, 2ND LEVEL DECK LIGHT, REAR DETTACHED GARAGES LIGHTS AND OUTLETS, connected to your meter # 122046775. This is known as foreign wiring.

When PECO identifies foreign wiring, Pennsylvania State Law requires the electric service be transferred into the name of the landlord, until the wiring is properly corrected. (Per Section 1529.1(b) of the Pennsylvania Public Utility Code, 66 Pa. C.S. 1529.1) Please be advised that the electric for the account in question was transferred into your landlord's name effective 8/7/19.

The balance on your account is \$12.15 as of 8/27/19. The amount due by 9/16/19 to avoid delinquency is \$0.00.

The investigation is being closed at this time. If you have questions regarding the High Bill Investigation, please contact our High Bill Back Office at 1-844-542-6164. Or if you need payment arrangements, please contact our Financial Care Center at 1-888-480-1533.

Cordially,  
~~Duane V.~~ *Down S.*  
High Bill Field



## **UTILITY COMPANY REPORT**

### **To file a Complaint**

If you do not agree with this report you may file a Complaint with the Public Utility Commission (PUC). You may file a complaint by calling the PUC at 1-800-692-7380 or by writing to the following address:

Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg PA 17105-3265  
Attention: Service Termination Mediation Unit

To protect your rights your complaint should be filed within 10 days of the date on this report and should include the following information:

1. Your name.
2. Your address.
3. The address where this service is being used.
4. Your account number.
5. Our name, PECO Energy Company.
6. A brief statement of the problem.
7. Whether a Complaint about this problem was filed with the PUC before.
8. Whether the problem was investigated and reported by us on or before the shut-off date, if any.
9. How you would like the problem to be solved.

If you file a complaint and do the things the PUC tells you to do, we will not shut off your service while they are handling your complaint.

### **PECO ENERGY COMPANY**

If you need to talk to us, please call 1-800-494-4000, between 7:00 a.m. and 7:00 p.m., Monday through Friday.

PECO Energy Company's Business Office hours are Monday through Friday, from 8:30 a.m. to 5:00 p.m. Our Business Office is located at:

2301 Market Street, Philadelphia, PA 19101



**HIGH BILL REPORT-RESIDENTIAL SERVICE**

**1. LAST BILLED READING VERIFIED:**

YES  NO  NO ACCESS

**2. DROPPED LOAD AND IDLED METER**

YES  NO  DECLINED

**3. PASSING LOAD TEST PERFORMED:**

ELECTRIC:  YES  NO  DECLINED

APPLIANCE USED: \_\_\_\_\_

KH: \_\_\_\_\_ No. of Seconds: \_\_\_\_\_

CLOCKED: \_\_\_\_\_ OF \_\_\_\_\_ (watts)

GAS:  YES  NO  DECLINED

APPLIANCE USED: \_\_\_\_\_

Fl Dial: \_\_\_\_\_ No. of Seconds: \_\_\_\_\_

CLOCKED: \_\_\_\_\_ OF \_\_\_\_\_ (btu's)

**4. FOREIGN WIRING/FOREIGN PIPING FOUND:**

YES  NO  NO ACCESS

DETAILS: Fw = Rear outlet & Spotlight  
2nd level light on Deck  
Rear Detached Garages

**5. METER MIX-UP FOUND:**  YES  NO  NO ACCESS

METER NUMBER	READING	AS LISTED	SHOULD BE

**ADDITIONAL REPORT:** met w/ Tenant, vert meter and reads  
Dropped load at main breaker, confirmed no mmv  
found fw using voltage probe, also garage  
lighting affected w/ main breaker dt  
Also found breaker in cust panel labeled Garage  
which controls Garage power

Work - Transfer Acct & Balance  
to owner of record  
\* send fw letters

**ORAL UTILITY REPORT**

NAME: Regina Szczesniak ADDRESS: 210 W. Bristol Rd. Apt. A

ACCOUNT NUMBER: 92143-87068 MAILING: \_\_\_\_\_

**56.152(1)** DISPUTES THE FOLLOWING: H/B

**56.152(2)** PECO Energy's POSITION ON THIS DISPUTE IS: SEE REPORT

**56.152(3)** Termination of service will not take place during any Informal or Formal Complaint proceedings, provided you pay the undisputed portion of bills as they become due.

**56.152(4)** If you do not agree with this report you have ten days from today for filing an informal complaint with the Pennsylvania Public Utility Commission.

**56.152(5)** The closest company location is 2301 Market St. Philadelphia. Gave closest authorized payment location. Payments may be mailed to P.O. Box 13439, Phila., PA 19101. You may obtain additional information by writing to P.O. Box 13778, Phila., PA 19101, or by calling us at 1-800-494-4000

**56.152(6)** An Informal Complaint may be filed with the PUC by calling 1-800-782-1110, or by writing to P.O. Box 3265, Harrisburg, PA 17120. The following information must be included in your complaint.

- a. The name of the customer
- b. The address of the customer, and if different, the address at which service is provided.
- c. The account number of the customer, if applicable.
- d. The name of the utility.
- e. A brief statement of the dispute.
- f. Whether the dispute formerly has been the subject of a utility company investigation and report.
- g. Whether the dispute formerly has been the subject of a PUC informal or formal complaint.
- h. The date, if any, of proposed termination.
- i. The relief sought

**56.152(7)** Your open balance is now \$ \_\_\_\_\_ and will become delinquent on \_\_\_\_\_ unless a Payment Agreement is entered into, or an Informal Complaint is filed with the Commission.

(Note: This date must be the later of 16 days from today, or the actual due date of the bill.)

The current bill in the amount of \$ \_\_\_\_\_ is due \_\_\_\_\_

The past due amount of \$ \_\_\_\_\_ will become delinquent on \_\_\_\_\_

Payment arrangements are: \_\_\_\_\_

By: \_\_\_\_\_ Remarks Noted: \_\_\_\_\_  
 ( ) Customer Requested Written Report

Date: \_\_\_\_\_ Mailed on \_\_\_\_\_

INVESTIGATOR: Aaron S.

DATE OF INVESTIGATION: 8-7-19

# **EXHIBIT 7**

October 24, 2019

Regina Szczesniak  
Cottage 7  
134 N State St  
Newtown, PA 18940

RE: 210 W Bristol Rd, Apt A, Warminster PA  
Account Number: 92143-87068

Dear Ms. Szczesniak:

In response to the Informal Complaint (BCS #03737548) that was filed with the Bureau of Consumer Services on 9/27/19.

I am writing to provide our position in response to your complaint as you requested.

Our investigation disclosed no foreign wiring was observed on your electric meter before 8/7/19. Following our field visit on 5/11/16, you contacted our office on 7/20/16 to advise you had turned off your circuit breaker and the garage was apparently affected. The Company had offered to revisit the property to investigate further your claim of foreign wiring. You declined our offer to revisit suggesting you had been notified by your landlord he would not renew your lease if you pursued the issue. You indicated you would call back just before you were ready to move to have our investigator revisit or is things for you got bad with the landlord you would consult an attorney.

We did not hear from you again to further investigate until 7/31/19 after your landlord labeled your circuit breaker box. An investigation was initiated, and we revisited on 8/7/19 to investigate. Company took correct actions once the foreign wiring was observed on your meter 8/7/19. We cannot take actions against the landlord for foreign wiring if we have not observed the condition exists. That occurred on 8/7/19. No further adjustment is required.

The final bill balance of \$28.34 is due by 10/29/19.

Please contact me with questions or concerns. I can be reached at 215-841-4362.

This information will be provided to the Bureau of Consumer Services. You will be notified of their decision regarding your complaint.

Cordially,

*Deborah Shinn*  
Business Analyst

# **EXHIBIT 8**

**SERVICE ADDRESS HISTORY**

**NAME: REGINA SZCZESNIAK**

**ACCOUNT NUMBER: 92143-87068**

**ADDRESS: 210 W BRISTOL RD \*APT A, Warminster PA**

**Docket Number: F-2020-3022040**

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**Service Name:** Regina Szczesniak  
**Service Date:** 10/10/2012-10/10/2014  
**Service Address:** 0 Beacon Hill 30-8; Holland PA  
**Account Number:** 86279-25051  
**Unpaid Balance:** \$842.68 transferred to #64636-45012 on 11/11/14  
**Service Type:** Residential

**Service Name:** Regina Szczesniak  
**Service Date:** 10/08/2014-04/02/2015  
**Service Address:** 0 Beacon Hill 28-18, Philadelphia PA  
**Account number:** 64636-45012  
**Unpaid balance:** \$793.42 transferred to #92143-87040 on 10/05/15  
**Service Type:** Residential

**Service Name:** Regina Szczesniak  
**Service Date:** 10/01/2015-11/05/2015\* discontinued due to applicant applying in error  
**Service Address:** 210 W BRISTOL RD \*APT A, Warminster PA  
**Account Number:** 92143-87040  
**Unpaid Balance:** \$683.57 transferred to #92143-87068 on 12/09/15  
**Service Type:** Residential

**Service Name:** Regina Szczesniak  
**Service Date:** 11/05/2015-10/04/2019  
**Service Address:** 210 W BRISTOL RD \*APT A, Warminster PA  
**Account Number:** 92143-87068  
**Unpaid balance:** \$0.00  
**Service Type:** Residential  
**Note:** balance \$774.07 transferred to LL due to F/W on 08/26/19

**Service Name:** Regina Szczesniak  
**Service Date:** 10/02/2019-12/31/2019  
**Service Address:** 134 N STATE ST, COTTAGE NEWTOWN PA  
**Account Number:** 49167-04119

**SERVICE ADDRESS HISTORY Cont.**

**Unpaid balance:** \$264.72

**Service Type:** Residential

# EXHIBIT 9

0 Date	Activity	Amount	Additional Information
2/22/2013	Contact	Billing Issues	cus was trans from credit about high bill- infrmd cus insola tion important during winter season and cus states landlord her bill was not high when she lived in thr property for 200 8-2010- explained no longer recvg rh discount and prev tenan t average winter bill 320.00 gave cb:212.54 due 03/12/13 bf: 294.65 bd:507.19 offer credit cus decliend gave# liurp aysy cno cb 150.40 due 5/8/13 pda 683.23 ttl 833.63, updated fsmt , adv hold exp 4/13/13 adv can't guarantee services, adv to refax, gave agencies, declined pymt mailed liheap app
4/17/2013	Contact	Miscellaneous	CNO CB 150.40 PD 683.23---DD 5/8---advsd ur expired 4/13--- advsd unable to guantee servc---states mailed her income ---n ot shwng as rcvd---states faxed mon & today---advdf not shwng as processed yet advsd processing time ===wnts trnsfrd supe r---trnsfrd
4/17/2013	Contact	Miscellaneous	mailed liheap app
4/17/2013	Contact	Miscellaneous	CNO CB 150.40 PD 683.23---DD 5/8---advsd ur expired 4/13--- advsd unable to guantee servc---states mailed her income ---n ot shwng as rcvd---states faxed mon & today---advdf not shwng as processed yet advsd processing time ===wnts trnsfrd supe r---trnsfrd
4/18/2013	Contact	Miscellaneous	CAPFLU recvd thru fax app and w2 for gross 857.23 amt doe s not match current fsmt sent letter for last 30 days stubs n 5/3
4/23/2013	Contact	Miscellaneous	received thru fax, cap app, W2 form..pulled f/u files, Enro lled on cap tier D1... ppa balance 833.63, no deposit... Fil ed in 4/23 completed...
4/24/2013	Contact	Miscellaneous	recvd cap app dup, filed completed.
4/30/2013	Contact	Credit Issues	cci due to cap app going to wrong address..cust was infmd th at cap was approve... PRIOR DEFAULT ACCOUNTS: NON
12/11/2013	Contact	Customer Maintained	Telephone number was change from 215-676-3872 to 609 9 77-1777 ;
4/7/2014	Contact	Miscellaneous	pat from bucks cao called to verify acct in shut off and pas t due bal. \$543.27
4/28/2014	Contact	Miscellaneous	Processed DPA per Crisis Grant posting
6/9/2014	Collection	Deferred Agreement Default	Action performed by: CUBSA200
6/30/2014	Contact	Billing Issues	
8/11/2014	Collection	Deferred Agreement Default	Action performed by: CUBSA200
10/8/2014	Collection	Deferred Agreement Default	Action performed by: CUBSA200
2/25/2015	Contact	Miscellaneous	nick from bucks cao verified act elect acct with elect heati ng
3/12/2015	Contact	CAP - PECO	recvd cap app and tax forms for wages recert complt
3/27/2015	Contact	Miscellaneous	FLAGGED ACCT- per DPW promise cust approved for \$500 LIHEA P crisis auth # 0210699549
9/30/2015	Contact	Misc - Informaton on Applying	PTFD REGINA SZCZESNIAK 64636-45012 (609) 977-1777 called to set up serv bal 803.79 not 4 yrs or over .. cust wants se rv at 92143-87031
11/3/2015	Contact	Billing Issues	cc 223.04 dd 11/19 REGINA SZCZESNIAK (609) 977-1777 ci abt b lg address updt'd to apt a sent dupe
11/6/2015	Debit	Transfer Service	Date Shown on Bill: 2015-12-15
12/7/2015	Debit	Late Payment Charge	Date Shown on Bill: 2015-12-15
12/8/2015	Contact	Connect Completed	ACCT-9214387068: AMI Remote Connect New Customer
12/8/2015	Contact	Connect Issued	Gas
12/8/2015	Contact	Connect Issued	AMI Remote Connect - New Customer csut sd never moved out o f property advise any program that she was on will be added back on act xplained no connection charge updated billing ad d aysy
12/8/2015	Contact	Override Service Denial	
12/9/2015	Contact	Net Transfer	\$ 683.57 IS TRANSFERRED FROM 210 W BRISTOL RD WARMINSTER PA 18974 WHICH HAD SERVICE D ISCONNECTED ON 2015-11-06
12/9/2015	Contact	Connect Completed	ACCT-9214387068:
12/9/2015	Trnsfr frm	92143-87040 ST	\$673.47 SPECIALAGR Reason: Customer Request
12/9/2015	Trnsfr frm	92143-87040 ST	\$10.10 LPC - ELE Reason: Customer Request
12/9/2015	Trnsfr frm	92143-87040 TC	\$0.00 Reason: Customer Request
12/10/2015	Contact	Miscellaneous System Billing A	PLEASE CHANGE CONN DTE TO 11/5/15 OFF IN ERROR
12/10/2015	Contact	Miscellaneous System Credit Ad	PLEASE PLACE ACCOUNT \$683.57 ON SPECIAL AGMT FOR 22 INSTALLM ENTS
12/10/2015	Contact	Miscellaneous	WORKING BO WFM OFF IN ERROR AS OF 11/5/15 REF'D ACCT TO HV C ONN DTE CHANGED TO 11/5/15 FROM 12/8/15 SPEC AGMT REIN ON BA L \$683.57 22 INSTALLMENTS, \$6.00 TRANS FEE WAIVED/CREDIT
12/15/2015	Debit	Gas Service	\$17.44 Date Shown on Bill: 2015-12-15
12/15/2015	Debit	Electric Service	\$49.35 Date Shown on Bill: 2015-12-15
12/15/2015	Debit	Service Charge	\$6.00 Date Shown on Bill: 2015-12-15
12/15/2015	Contact	Billing Issues	ACCOUNT PROCESSED THROUGH ENTER READS FOR SERVICE - Maintain ed service activation date to 11/5/15 Due to OIE per ESC WFM (See prev rmk) - Billed acct current 11/5/15 to 11/26/15 R RD using actual readings - Next RRD 12/30/15
12/16/2015	Credit	Payment Agreement	\$17.44
12/16/2015	Credit	Payment Agreement	\$49.35
12/16/2015	Credit	Payment Agreement	\$673.47
12/16/2015	Credit	Payment Agreement	\$6.00
12/16/2015	Credit	Payment Agreement	\$10.10
12/16/2015	Collection	Setup Deferred Payment Agmt	\$756.36 Action performed by: REAHVX
12/16/2015	Contact	Address Updated for USPS Compl	MAILING ADDRESS ENTERED AS: 210 W BRISTOL RD APT A WARMINSTER PA 18974 SYSTEM UPDATED TO: 210 W BRISTOL RD A PT A WARMINSTER PA 18974
12/16/2015	Contact	Credit Issues	place acct on payment agmt for 22 months. wfm close
12/16/2015	Contact	Create Special Agreement	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 756.36 DOWN PAYMENT AMOUNT: 0.00 NUMBER OF INSTALLMENTS: 022 INSTALLMENT AMOUNT: 34. 38 FINAL INSTALLMENT: 34.38
12/31/2015	Debit	Gas Service	\$30.71 Date Shown on Bill: 2015-12-31
12/31/2015	Debit	Electric Service	\$108.68 Date Shown on Bill: 2015-12-31
12/31/2015	Debit	Special Agreement	\$34.38 Date Shown on Bill: 2015-12-31
2/1/2016	Credit	Reinstate AR from DPA- Cr	\$756.36
2/1/2016	Debit	Gas Service	\$73.33 Date Shown on Bill: 2016-02-01
2/1/2016	Debit	Electric Service	\$120.26 Date Shown on Bill: 2016-02-01

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12/16/20 JK

2/1/2016	Debit	Special Agreement	\$34.38	Date Shown on Bill: 2016-02-01
2/1/2016	Debit	Special Agreement	\$687.60	Date Shown on Bill: 2016-03-01
2/1/2016	Debit	Late Payment Charge	\$0.46	Date Shown on Bill: 2016-02-01
2/1/2016	Debit	Late Payment Charge	\$0.52	Date Shown on Bill: 2016-02-01
2/1/2016	Debit	Late Payment Charge	\$1.63	Date Shown on Bill: 2016-02-01
2/1/2016	Adjustment	Reinstate AR from DPA- Db	\$756.36	
2/1/2016	Collection	Deposit Review	\$895.75	Action performed by:
2/1/2016	Collection	PA Reinstatement Call	\$895.75	Action performed by: CUBCL401
2/1/2016	Collection	Deferred Agreement Default	\$756.36	Action performed by: CUBSA200
2/1/2016	Collection	Non Friendly Notice	\$895.75	Action performed by: CUBCL401
2/1/2016	Contact	Correspondence - Collections		Non Friendly Notice
2/1/2016	Contact	Agreement Default		Deferred Payment Agreement Default
				Defaulted Amt: \$756.36 Reinstate Amt: \$20
				8.15
2/2/2016	Debit	Late Payment Charge	\$0.26	Date Shown on Bill: 2016-03-01
2/2/2016	Debit	Late Payment Charge	\$0.74	Date Shown on Bill: 2016-03-01
2/2/2016	Debit	Late Payment Charge	\$10.10	Date Shown on Bill: 2016-03-01
2/2/2016	Contact	PA Reins Call		(609) 977-1777 CALL RESULT: Answering machine was reached.
				Left message TIME OF CALL: 11:04 SERVICE CLASS: RES RECOR
				D TYPE: PA Reinstatement Call AMOUNT D
				UE AT TIME OF CALL: \$895.75 SERVICE AMOUNT DUE: \$89
				5.75 TOTAL BALANCE: \$1,091.95 PHN NBR UPDATED: NO EFT
				: Customer wants to enroll in EFT. VENDOR: NCO
2/9/2016	Contact	Request Account Activity State		
2/9/2016	Contact	Request Account Activity State		
2/9/2016	Contact	Miscellaneous		customer cllng bceause she is confused aobut her bill and n
				eeds assistance understanding where that balances are coming
				from.. gave bill ex strating w/ old address.. cust has quest
				ions about adv cust will get print outs of bills and act strn
				nts to show balances and forgiveness program.. cust ok
2/16/2016	Collection	Proactive Call 3	\$895.75	Action performed by: CUBCL401
2/17/2016	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached.
				Left message TIME OF CALL: 11:15 SERVICE CLASS: RES RECOR
				D TYPE: Proactive Call 3 AMOUNT D
				UE AT TIME OF CALL: \$895.75 SERVICE AMOUNT DUE: \$89
				5.75 TOTAL BALANCE: \$1,103.05 PHN NBR UPDATED: NO EFT
				: Customer wants to enroll in EFT. VENDOR: NCO
2/23/2016	Collection	Deposit Review	\$0.00	Action performed by:
2/23/2016	Collection	Non Friendly Notice	\$1,091.95	Action performed by: CUBCL401
2/23/2016	Contact	Correspondence - Collections		Non Friendly Notice
3/1/2016	Debit	Gas Service	\$58.02	Date Shown on Bill: 2016-03-01
3/1/2016	Debit	Electric Service	\$82.23	Date Shown on Bill: 2016-03-01
3/1/2016	Debit	Late Payment Charge	\$1.82	Date Shown on Bill: 2016-03-01
3/1/2016	Debit	Late Payment Charge	\$4.17	Date Shown on Bill: 2016-03-01
3/1/2016	Debit	Late Payment Charge	\$10.10	Date Shown on Bill: 2016-03-01
3/2/2016	Contact	Request Account Activity State		
3/2/2016	Contact	Credit Issues		clld stating bal incorrect cno cur bal \$167.44 dd 3/23/16 cno
				pd \$1091.95 cno total \$1259.39 adv although acct foie only
				pymnt rec for cust at this address was \$223.04 11/19/15 adv
				no other pymnt rec adv bal is accurate as cust not making py
				mts cust stated that is incorrect stated activity stmnts not
				rec adv will sent another req sup aiaic trf to credit
3/2/2016	Contact	Credit Issues		SUP TKOVER, CNO TOTAL BAL \$1,259.39 cci 2 report hvn't rc
				vd 2/9/16 actvty stmt's. cust wrfd mailer is correct. cust s
				ttd she hs a po box addr but cust DECLINED 2 add po box addr
				. cust claims ddn't rcv 12/16/15 dpa cnfrmtn ltr, only 1st
				bill. cust dsn't believe chrgs are incrrct, disputing chrgs,
				xfr cust srvc rep jim. adv cll bck if term ntc. (CONT.)
3/2/2016	Contact	Credit Issues		(CONT.) rcvd. cust sttd wll go to 2 mob 2 spk w/ someone di
				rectly, cust rqstd name of sup @ mob, adv i do not have accs
				s 2 that info, refrird 2 cust srvc.
3/2/2016	Contact	Billing Issues		REGINA SZCZESNIAK-questioning balance of bill-forced off in e
				rror-money tranfer from 92143-87040-683.57-money transfer to
				that acct from 64636-45012-793.42-money transfer to that
				account from 86279-25051 842.6-confused over cap and liheap
				payments made--does not think full balance 1259.39-says gets
				told something different, each rep talks to took sup call
3/2/2016	Contact	Billing Issues		(cont) asked for supervisor and call transfer to credit--cred
				it transfer to me--Needs detailed explanation of accounts sh
				e had and balances transferred--also was on cap at previous a
				dress and questioning liheap and grants applied--snt activit
				y statements for four accounts to show how money and liheap
				applied
3/2/2016	Contact	Supervisor Comments		clld cus back at 03:25 PM, lft msg regarding bill and activi
				ty statements that have been ordered.
3/9/2016	Collection	Proactive Call 3	\$1,091.95	Action performed by: CUBCL401
3/9/2016	Collection	Non Friendly Notice	\$1,091.95	Action performed by: CUBCL401
3/9/2016	Contact	Correspondence - Collections		Non Friendly Notice
3/10/2016	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached.
				Left message TIME OF CALL: 09:58 SERVICE CLASS: RES RECOR
				D TYPE: Proactive Call 3 AMOUNT D
				UE AT TIME OF CALL: \$1,091.95 SERVICE AMOUNT DUE: \$1,09
				1.95 TOTAL BALANCE: \$1,259.39 PHN NBR UPDATED: NO EFT
				: Customer wants to enroll in EFT. VENDOR: NCO
3/14/2016	Collection	Suspended Charge	\$1,259.39	Action performed by: ANDELV
3/14/2016	Collection	Removed From Collections	\$0.00	Action performed by: CUBCLD01
3/14/2016	Contact	HIGH BILL		CIMS Assist tool:
Suspended Ch	arges for 3	0 days.		
3/14/2016	Contact	Billing Issues		Customer calling in to dispute all charges, Customer req'd
				only to speak with a sup. Will escalate
3/14/2016	Contact	Supervisor Comments		called REGINA SZCZESNIAK at (609) 977-1777 left msg to conta
				ct PECO if still had questions about bill or address to call
				PECO back Updated address to reflect apt A
3/14/2016	Contact	Misc High Bill Dispute		CIMS Assist tool:
SUSPEND:WFM				
Customer sta	ted that sh	e is		
				disputing her charges because she feels that she has been do
				uble charged for two separate addr, 210A W bristol rd ivyla

				nd and 210 w bristol rd.
3/15/2016	Contact	Customer Relations		1st review sl, looking at high bill notes on 3/14/16 cust is requesting to speak with supervisor only about bills. Supervisor from care center reached out to cust l/m waiting for callback in order to discuss issue.
3/23/2016	Contact	Customer Relations		2nd review sl, pm call to customer @ (609) 977-1777 l/m call me letter sent.
3/30/2016	Debit	Gas Service	\$30.11	Date Shown on Bill: 2016-03-30
3/30/2016	Debit	Electric Service	\$70.81	Date Shown on Bill: 2016-03-30
4/1/2016	Contact	Customer Relations		3rd review sl, am call to customer @ (609) 977-1777 l/m wrwr will be sent on 4/4/16 due to no succes in reaching customer. Cust is disputing possible double charges on two acct; however, the bal on current acct 92143-87068 is correct \$51,360.31. There was a transfer debit amt \$683.57 from final acct 92143-87040, also cust hasn't made pymnt cont..
4/1/2016	Contact	Customer Relations		cont.. since service activation 11/5/15 the balance of new account is \$676.74 totaling \$1,360.31. Will expld in wrwr if customer doesn't return call. closing dispute
4/4/2016	Collection	Suspended Charge	\$1,360.31	Action performed by: C060539
4/4/2016	Contact	HIGH BILL		wrwr closed: customer believes there is possible double charge
4/4/2016	Contact	HIGH BILL		wrwr closed: 16days given please see previous remarks. PUC ges betwn final acct 92143-87040 and current acct92143-87068 rights given to customer. Customer Satisfied-NO.
				. Current bal in the amt of \$1,360.31 is correct. Cust had a bal from final acct \$676.74 and has not made any pymnts towards current acct since activation 11/5/15. Bal is cortt.
4/13/2016	Contact	Customer Relations		pm call from @1:45pm customer who sttd she would like tech to come out to property to check for possible foreign wiring/ meter mix-up. Cust sttd she was mixed with apt B was given a n acct #92143-87040 the acct was finalized on 11/5/16 new acct created #92143-87068 cust was not aware. Cust sttd she will make pymnt after appt.
4/13/2016	Contact	High Bill Issued		Please do pass/load and appliance analysis test. Customer believes there is a possible mix-up with apt B. Would like a 30min call ahead @609-977-1777, Preferred time 12-3pm.
4/22/2016	Collection	Disconnect Notice	\$1,360.31	Action performed by: CUBCL401
4/22/2016	Collection	Deposit Review	\$0.00	Action performed by:
4/22/2016	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
4/26/2016	Debit	Late Payment Charge	\$3.14	Date Shown on Bill: 2016-04-29
4/26/2016	Debit	Late Payment Charge	\$6.46	Date Shown on Bill: 2016-04-29
4/26/2016	Debit	Late Payment Charge	\$10.10	Date Shown on Bill: 2016-04-29
4/27/2016	Collection	Suspended Charge	\$1,380.01	Action performed by: U000MMO
4/27/2016	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
4/27/2016	Contact	HIGH BILL		LM ENROUTE AND ON SIGHT-MS LEAVING FOR WORK-UNDERSTANDS NEEDS TO CALL TO REOPEN/RESCHEDULE APPMNT PUC rights given to customer. Customer Satisfied-NO.
4/27/2016	Contact	Miscellaneous		cust called to state that she recv a call with no call back # she has an HBI field visit cust req from 12 to 3 t expl hbi techs work from 7 am to 3 aysy
4/27/2016	Contact	High Bill Completed		LM ENROUTE AND ON SIGHT-MS LEAVING FOR WORK-UNDERSTANDS NEEDS TO CALL OFFICE TO REOPEN/RESCHEDULE
4/27/2016	Contact	Investigation Field-Contact		LM ENROUTE AND ON SIGHT-MS LEAVING FOR WORK-UNDERSTANDS NEEDS TO CALL OFFICE TO REOPEN/RESCHEDULE
4/29/2016	Debit	Gas Service	\$29.37	Date Shown on Bill: 2016-04-29
4/29/2016	Debit	Electric Service	\$65.17	Date Shown on Bill: 2016-04-29
5/2/2016	Credit	Estimated Bill	\$29.37	
5/2/2016	Credit	Estimated Bill	\$65.17	
5/2/2016	Debit	Gas Service	\$21.27	Date Shown on Bill: 2016-05-02
5/2/2016	Debit	Electric Service	\$65.61	Date Shown on Bill: 2016-05-02
5/2/2016	Contact	Cancel Service		Received mdm work queue ROLLOVER_DETECTED. Cancel rebill 4/28/16 using actual reading for gas and elec.
5/2/2016	Contact	Cancel Service		
5/2/2016	Contact	Billing Issues		ACCOUNT PROCESSED THROUGH ENTER READS FOR SERVICE.
5/4/2016	Contact	Customer Relations		Received call from customer (Regina) to reschedule f/v appt. Customer stated tech (Peggy) came to the property and was very rude, customer stated she told the tech she wanted someone to come betwn 12-3pm. Tech became upset and sttd she will not be back at property and stated "I have been working at PECO for 44yrs, don't tell me how to do my job." cont.. cont.. customer state she doesn't want tech (Peggy) to ever come back to her property. Advised customer will address issue to Tech supervisor and request the timeframe of 12 to 3pm . F/V set 5/11/16 w/ 30min call ahead.
5/4/2016	Contact	High Bill Maintained		ACCT-9214387068: DO as last job per Lerro / Give job to Aaron Saunders not Peg O. Please do pass/load and appliance analysis test. Customer believes there is a possible mix-up with apt B. Would like a 30min call ahead @609-977-1777, Preferred time 12-3pm.
5/4/2016	Contact	High Bill Issued		Please do pass/load and appliance analysis test. Customer believes there is a possible mix-up with apt B. Would like a 30min call ahead @609-977-1777, Preferred time 12-3pm no guarantee but documented.
5/11/2016	Contact	High Bill Completed		POTENTIAL TO USE-NO MM-NO ACCESS FW CHK
5/11/2016	Contact	Investigation Field-Contact		POTENTIAL TO USE-NO MM-NO ACCESS FW CHK
5/12/2016	Collection	Suspended Charge	\$1,466.89	Action performed by: U000MMO
5/12/2016	Contact	HIGH BILL		field verified lbr correct-dau in line last month both rates #NAME?
				led meter-no mm found-no access fw check-can reopen/reschedule fw check with access-understands needs to contact cap and customer service regarding cap and fa balance/pymnt terms
5/27/2016	Debit	Gas Service	\$14.64	Date Shown on Bill: 2016-05-27
5/27/2016	Debit	Electric Service	\$66.65	Date Shown on Bill: 2016-05-27
6/1/2016	Debit	Late Payment Charge	\$3.46	Date Shown on Bill: 2016-06-28
6/1/2016	Debit	Late Payment Charge	\$7.44	Date Shown on Bill: 2016-06-28
6/1/2016	Debit	Late Payment Charge	\$10.10	Date Shown on Bill: 2016-06-28
6/22/2016	Collection	Disconnect Notice	\$1,548.18	Action performed by: CUBCL401
6/22/2016	Collection	Deposit Review	\$0.00	Action performed by:
6/22/2016	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL

6/28/2016	Debit	Gas Service	\$11.69	Date Shown on Bill: 2016-06-28
6/28/2016	Debit	Electric Service	\$62.60	Date Shown on Bill: 2016-06-28
6/28/2016	Debit	Late Payment Charge	\$0.22	Date Shown on Bill: 2016-06-28
6/28/2016	Debit	Late Payment Charge	\$1.00	Date Shown on Bill: 2016-06-28
6/28/2016	Collection	Halt Collections	\$1,548.18	Action performed by: U993RS6
6/28/2016	Contact	Utility Report Income Not Pr		Stop Credit Action Effective Date : 2016-06-28
6/28/2016	Contact	IVR Credit Self Service		Cust quoted payment amount to retain service \$1548.18 by 2016-06-28 06:00:00 to retain service
6/28/2016	Contact	Miscellaneous		cont..wld need to speak with the FCC abt the shut off notice on the acct to ensure tht the svc is nt terminated also adv cust sent email to HB escalation for the cust for follow up abt what she is able to do since did nt want me to open dispute
6/28/2016	Contact	Credit Issues		CCI: Regina Szczeniak customer was told to call sarah and was getting no answer xfer to customer service for assistance
6/28/2016	Contact	Credit Issues		Jennifer from CS Dept redirected Ms Szczeniak to FCC abt rec a notice , CNO NEW CHRGS \$21.00,CNO CB \$0.00 ,CNO DD,CNO TOTAL BAL \$1,548.18,CNO PD \$1,548.18, Cust called re: DPA reinstatement; Balance of \$998.10; Advsd balance subject to change, call back before making a payment, Offered to take FSMT. Declined. MPO offered, 50% of (CONT.)
6/28/2016	Contact	Credit Issues		(CONT.) account balance \$1548.18, which is \$774.09. Declined. Adv customer to call back. Read UR Script for a Income Not Provided (ORUR) for \$1527.18 by Fri Jul 8 2016, Qtd PUC Rights & ph#, Sent CAP, & explained, No MED Cond Cust can rein paymnt agreemnt for amnt of 998.10 sub to chng, Cust disputed bal on acct,
6/28/2016	Contact	Billing Issues		cust is clling abt bal on the acct wanted to speak w/ HB rep Sarah Luxamar adv cust per notes on the acct frm 5/12 need to open high bill fw cust did nt want to do for fear of retaliation frm LL said wld contact him first and then call bck in future to do also adv cust bal frm prev acct said tht rep told her wld investigate and cll her back. Advise cust she
7/7/2016	Contact	Billing Issues		PER HB ESCALATION EMAIL; ATTEMPTED TO CONTACT REGINA ON PHONE # 609-977-1777; LEFT VM REGARDING THE TWO HB APPTS AT THE PROPERTY; PROVIDED HB LINE FOR CALLBACK; ALSO PROVIDED PUC PHONE NUMBER IN CASE CUSTOMER WANTS TO OPEN UP A PUC CASE.
7/8/2016	Collection	Disconnect Notice	\$1,548.18	Action performed by: CUBCL401
7/8/2016	Collection	Deposit Review	\$0.00	Action performed by:
7/8/2016	Collection	Expire UR	\$1,548.18	Action performed by: CUBCL010
7/8/2016	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
7/15/2016	Collection	72 Hour Notice 1	\$1,548.18	Action performed by: CUBCL401
7/19/2016	Collection	72 Hour Notice Success	\$1,548.18	Action performed by: CUBCL122
7/19/2016	Contact	72 HOUR NOTICE		(609) 977-1777 CALL RESULT: SUCCESSFUL TIME OF CALL: 15:01 SERVICE CLASS: RES RECORDER TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$1,548.18 SERVICE AMOUNT DUE: \$1,548.18 TOTAL BALANCE: \$1,548.18 PHN NBR UPDATED: NO EFT : Customer does not want to enroll in EFT. VENDOR: OSI
7/20/2016	Collection	Eligible for Cut	\$1,548.18	Action performed by: CUBCL401
7/20/2016	Contact	Customer Relations		Representative received call from customer (REGINA) who stated technician never followed up about meter for foreign wiring. Representative explained to customer Landlord has to give access to meter in order to investigate for foreign wiring. Customer stated she was informed by tech who visited property on 5/11/16 for a field visit to turn off cont...
7/21/2016	Collection	Cut Out Non Pay - Pending	\$1,548.18	Action performed by: CUBCL015
7/21/2016	Contact	Customer Relations		cont. breakers and if landlord contact her that means that there are other meters connected to customers meter. Customer stated Landlord contacted her right away and stated why were the lights off in the garages. Landlord informed customer will not renew lease, needs tenant that will comply. Customer stated will wait until lease is up in October and cont.. cont.. if it get worse she will contact a lawyer. Customer also stated she will pay \$802.00, does not believe she is responsible for the rest of the balance. Customer believe her meter is hooked up to wires from the 4 garages that have different businesses running through them. Customer thanked representative for assistance and will call if any questions.
7/21/2016	Contact	Cut Out for Non-Pay Issued		
7/24/2016	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZENIAK ; A \$806.45 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *7917 HAS BEEN MADE
7/25/2016	Credit	Payment	\$806.45	
7/26/2016	Debit	Late Payment Charge	\$3.14	Date Shown on Bill: 2016-07-28
7/26/2016	Debit	Late Payment Charge	\$8.35	Date Shown on Bill: 2016-07-28
7/28/2016	Debit	Gas Service	\$11.69	Date Shown on Bill: 2016-07-28
7/28/2016	Debit	Electric Service	\$63.21	Date Shown on Bill: 2016-07-28
8/2/2016	Collection	Cut Out Non Pay	\$838.24	Action performed by: COMEDRT
8/2/2016	Collection	Removed From Collections	\$838.24	Action performed by: COMEDRT
8/2/2016	Contact	Miscellaneous		Cust called in regards to bill Trans to Res Bill cust states she made a payment to account(cut-out) and would like to have her services restored xfer to res billing
8/2/2016	Contact	Credit Issues		CCI STATED SHE MADE A PYMT OF \$800.00 2 WKS AGO., CNO Restoration Amount of \$858.24,CNO NXT READ DATE,CNO CB \$86.39,CNO DD,CNO TOTAL BAL \$924.63,CNO PD \$838.24,Offered Bill Matrix to customer, customer declined, PRIOR DEFAULT ACCOUNTS: 86279-25051 ADV CUST SHE HAS TO \$858.24 TO GET SERVICE BACK ON. .CUST REQUEST TO SPEAK WITH A SUP..XFER TO 4797
8/2/2016	Contact	Credit Issues		ESC OPERATE TKOV cci ref to term, CNO Restoration Amount of \$858.24,CNO NXT READ DATE,CNO CB \$86.39,CNO DD,CNO TOTAL BAL \$924.63,CNO PD \$838.24, PRIOR DEFAULT ACCOUNTS: 86279-25051 adv cust not eligible for RR & full rest amnt 858.24.....cust wants to know defaults.....adv cust on acct 86279-25051, 10/08/14 & other default 02/01/16 on acct # (CONT.) (CONT.) 92143-87068.....cust says agreement was for a deposit, adv cust she would not have received a 22 installment for a deposit, would have only been 3.....cust says she never

				agreed to any agreement, was not relieving bills, had diff a	
				cct #'s....acknowledged the acct # change that took place wh	
				en serv was forced out of her name due to someone (CONT.)	
8/2/2016	Contact	Credit Issues		(CONT.) applying for serv using her address, also adv cust	
				that error was corrected that is why she had a new acct #, a	
				lso adv cust agreement was orig. from 10/08/15 around when s	
				he started serv at 210 W BRISTOL RD *APT A because she was a	
				cap cust....cust asked about LIHEAP pymts....adv cust BEAC	
				ON HILL DR, 30-8 LIHEAP paid a total of 543.27 in (CONT.)	
8/2/2016	Contact	Credit Issues		(CONT.) 2014 & for BEACON HILL DR, 28-18 LIHEAP paid a tota	
				l bal of 840.00 in 2015, adv cust after that pymt there was	
				still a bal due on that address that then trans to her activ	
				e acct 210 W BRISTOL.....cust says she will take this to s	
				mall claims court or call the guys at chanel 10 news....say	
				s will sue for double something is not right	
8/2/2016	Contact	Credit Issues		cust clld in adv she just made a pymnt with pymnt loc center	
				adv can take a couple of days to post to acct xfer to cred	
				it to see when svc can be retored	
8/2/2016	Contact	Credit Issues		Trans To One Rate....	
8/2/2016	Contact	Credit Issues		cci: regina szczesniak just made a pymnt//ref# 611755000031	
				30, Arrears Amount: \$838.24 Rest Fee: \$20.00 Dep: \$0.00 Tamp	
				Fee: \$0.00 Total: \$858.24, restoration requirements were me	
				t by 924.63 08/02/16, eoam, CNORP, CNOFP, ODM, PRIOR DEFAULT	
				ACCOUNTS: 86279-25051 made a pymnt: \$924.63 on 8/2/16. ref	
				# 611755000008130, advised of restore time frame (CONT.)	
8/2/2016	Contact	Credit Issues		(CONT.) of 4-72 hours//could be sooner.	
8/2/2016	Contact	Billing Issues		cust ci comp stating bal on file that was in dpa was already	
				paid. Tried to explain that even though she was forced off	
				in error the bal transfered back to update acc and dpa was e	
				stablished again but defaulted cust stated this bal was paid	
				adv this is a bal from an old address that she agreed to pa	
				y in a dpa to start serv at cur address cust stated bal was.	
8/2/2016	Contact	Billing Issues		paid before she left 0 BEACON HILL DR 28-8 adv was charged o	
				ff sent to collections and cust spoke to rev mgmt ptfd and w	
				as informed of this bal cust called me a liar req sup trans	
				to sup boyd	
8/2/2016	Contact	Supervisor Comments		Ms Szczesniak disputing bal. adv cust of bal transfer frm Be	
				acon Hill addr. also adv cust of Liheap pymnt \$500 on 4/24/1	
				5 & \$340 on 4/10/15 cust wnt svc re-connected transfer to F	
				CC to make pymnt to restore sv. w/ mail final bill out to s	
				vc frm Beacon Hill addr	
8/2/2016	Contact	Cut Out for Non Pay Completed		ACCT-9214387068 COMPLETED CUT-OUT	
8/2/2016	Contact	Cut In Completed		ACCT-9214387068 AMI Remote Connect Cut In order	
				Eoam CNORP C ""	
8/2/2016	Contact	Cut In Issued		AMI Remote Connect - Cut-In order Eoam, CNORP, C	
				NOFP, ODM	
8/3/2016	Credit	Payment	\$924.63		
8/4/2016	Credit	Transfer	\$20.00		
8/4/2016	Debit	Reconnect Charge	\$20.00	Date Shown on Bill: 2016-08-29	
8/24/2016	Debit	Late Payment Charge	\$0.30	Date Shown on Bill: 2016-08-29	
8/29/2016	Debit	Gas Service	\$11.69	Date Shown on Bill: 2016-08-29	
8/29/2016	Debit	Electric Service	\$68.22	Date Shown on Bill: 2016-08-29	
9/21/2016	Collection	Proactive Customer Call	\$100.21	Action performed by: CUBCL401	
9/22/2016	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: No answer at the number dialed	
				TIME OF CALL: 12:10 SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Customer Call AMOUNT D	
				UE AT TIME OF CALL: \$100.21 SERVICE AMOUNT DUE: \$10	
				0.21 TOTAL BALANCE: \$100.21 PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT. VENDOR: NCO	
9/27/2016	Debit	Gas Service	\$11.69	Date Shown on Bill: 2016-09-27	
9/27/2016	Debit	Electric Service	\$67.79	Date Shown on Bill: 2016-09-27	
9/27/2016	Debit	Late Payment Charge	\$0.18	Date Shown on Bill: 2016-09-27	
9/27/2016	Debit	Late Payment Charge	\$1.32	Date Shown on Bill: 2016-09-27	
9/28/2016	Collection	Proactive Call 4	\$100.21	Action performed by: CUBCL401	
9/29/2016	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached.	
				Left message TIME OF CALL: 12:47 SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Call 4 AMOUNT D	
				UE AT TIME OF CALL: \$100.21 SERVICE AMOUNT DUE: \$10	
				0.21 TOTAL BALANCE: \$181.19 PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT. VENDOR: NCO	
10/4/2016	Collection	Deposit Review	\$0.00	Action performed by:	
10/4/2016	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401	
10/7/2016	Collection	Deposit Review	\$0.00	Action performed by:	
10/7/2016	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401	
10/12/2016	Collection	Deposit Review	\$0.00	Action performed by:	
10/12/2016	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401	
10/17/2016	Collection	Deposit Review	\$0.00	Action performed by:	
10/17/2016	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401	
10/20/2016	Collection	Disconnect Notice	\$181.19	Action performed by: CUBCL401	
10/20/2016	Collection	Deposit Review	\$0.00	Action performed by:	
10/20/2016	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL	
10/25/2016	Debit	Late Payment Charge	\$0.36	Date Shown on Bill: 2016-10-26	
10/25/2016	Debit	Late Payment Charge	\$2.34	Date Shown on Bill: 2016-10-26	
10/25/2016	Collection	72 Hour Notice 1	\$181.19	Action performed by: CUBCL401	
10/26/2016	Debit	Gas Service	\$11.69	Date Shown on Bill: 2016-10-26	
10/26/2016	Debit	Electric Service	\$62.68	Date Shown on Bill: 2016-10-26	
10/27/2016	Collection	72 Hour Notice Success	\$181.19	Action performed by: CUBCL122	
10/27/2016	Contact	72 HOUR NOTICE		(609) 977-1777 CALL RESULT: SUCCESSFUL	
				TIME OF CALL: 15:00 SERVICE CLASS: RES RECOR	
				D TYPE: 72 Hour Notice 1 AMOUNT D	
				UE AT TIME OF CALL: \$181.19 SERVICE AMOUNT DUE: \$18	
				1.19 TOTAL BALANCE: \$181.19 PHN NBR UPDATED: NO EFT	
				: Customer does not want to enroll in EFT. VENDOR: OSI	
10/28/2016	Credit	Late Payment Charge	\$0.30		
10/28/2016	Collection	Halt Collections	\$181.19	Action performed by: C067562	
10/28/2016	Contact	Utility Report   Verification		Stop Credit Action Effective Date : 2016-10-28	
10/28/2016	Contact	IVR Credit Self Service		Cust quoted payment amount to retain service \$181.19 by 2016	
				-10-20T00:00:00 to retain service	

10/28/2016	Contact	Cancel Late Pmt Charge		
10/28/2016	Contact	Credit Issues		cci ,CNO NXT READ DATE,CNO CB \$77.07,CNO DD,CNO TOTAL BAL \$258.26,CNO PD \$181.19, Took FSMT/Reviewed FSMT. MPO offered, 70% of account balance \$258.26, which is \$180.78. Declined. Adv customer to call back. Read UR Script for a Verification Required (ORUR) for \$181.19 by Mon Nov 7 2016, adv cust o f her balances . broke down the balances with (CONT.) (CONT.) her adv her she missed her sept pymnt & owes her oc t bill on 11/17 ... // cust stated she made a full pymnt bac k in august so her account should be a 0 balance ... trnsfrd cust to cust serv to discuss usage & to get paperwork sent t o her
10/28/2016	Contact	Credit Issues		expl unable to send 0 BEACON HILL DR, 30-8 HOLLAND statement due to age. on cur 72 hr note. cust wont pay reconnect fee 20 twice. 160.89 (minus 20\$ which she refuses to pay) . tra ns to FCC
10/28/2016	Contact	Credit Issues		cci Regina trans from cust serv, dropped call due to no resp onse , Took FSMT/Reviewed FSMT. MPO offered, 70% of account balance \$257.96, which is \$180.57. Declined. Adv customer to call back. Read UR Script for a PE Refused (Still Stands) f or 180.89 remaining by Mon Nov 7 2016,
10/28/2016	Contact	Billing Issues		SUPES PROMISED WOULD BE SENT INFO. SAYS LIHEAP PAID OFF OLD BILL. WAS WAITING FOR SUPE CHARLES B TO SEND COPY OF FINAL86 279-25051 30-8 (dpa default 212=bill of 355.73+ppa end 486.2 8=842.68) trans to 64636-45012 28-18 where due to nonpay 7 m onths=1603.62. 2 payments liheap 500+340=charge off 803.79-p ayment 33.49=793.42. says received 2 grants of 800, (page2) supv esc cl. left mess. notes states cust wnt \$20 re-conn fe e waived I adv cust tht svc has nt been cut. wnt more clarit y on wht fee being waived
10/31/2016	Credit	Payment	\$160.89	
10/31/2016	Collection	Removed From Collections	\$20.00	
10/31/2016	Contact	Supervisor Comments		Action performed by: CUBCL001 escalated callback0spoke to cust on 10/28..cust upset that n o liheap pmt posted to incorrect acct and wnts moved to cove r balance from previous acct. adv cust when liheap pmts post ed to accts she had a balance on those accts..adv bal of \$84 2.68 was after pmts posted..trd to rvw pmt hist..cust wld nt lstn..adv wll prnt and mail all strmts avble to shw liheap
11/7/2016	Collection	Expire UR	\$181.19	Action performed by: CUBCL010
11/18/2016	Collection	Proactive Customer Call	\$97.07	
11/21/2016	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:07 SERVICE CLASS: RES RECOR D TYPE: Proactive Customer Call AMOUNT D UE AT TIME OF CALL: \$97.07 SERVICE AMOUNT DUE: \$9 7.07 TOTAL BALANCE: \$97.07 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
11/22/2016	Debit	Late Payment Charge	\$0.18	Date Shown on Bill: 2016-11-28
11/22/2016	Debit	Late Payment Charge	\$1.22	Date Shown on Bill: 2016-11-28
11/28/2016	Debit	Gas Service	\$11.69	Date Shown on Bill: 2016-11-28
11/28/2016	Debit	Electric Service	\$85.87	Date Shown on Bill: 2016-11-28
11/29/2016	Collection	Proactive Call 4	\$97.07	Action performed by: CUBCL401
11/30/2016	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:16 SERVICE CLASS: RES RECOR D TYPE: Proactive Call 4 AMOUNT D UE AT TIME OF CALL: \$97.07 SERVICE AMOUNT DUE: \$9 7.07 TOTAL BALANCE: \$196.03 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
12/5/2016	Collection	Deposit Review	\$0.00	Action performed by:
12/5/2016	Collection	Non Friendly Notice	\$97.07	Action performed by: CUBCL401
12/5/2016	Contact	Correspondence - Collections		Non Friendly Notice
12/20/2016	Collection	Proactive Call 3	\$196.03	Action performed by: CUBCL401
12/21/2016	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Telephone system errors TIME OF CALL: 11:05 SERVICE CLASS: RES RECOR D TYPE: Proactive Call 3 AMOUNT D UE AT TIME OF CALL: \$196.03 SERVICE AMOUNT DUE: \$19 6.03 TOTAL BALANCE: \$196.03 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
12/28/2016	Debit	Late Payment Charge	\$0.36	Date Shown on Bill: 2016-12-29
12/28/2016	Debit	Late Payment Charge	\$2.51	Date Shown on Bill: 2016-12-29
12/29/2016	Debit	Gas Service	\$34.63	Date Shown on Bill: 2016-12-29
12/29/2016	Debit	Electric Service	\$114.14	Date Shown on Bill: 2016-12-29
12/29/2016	Collection	Deposit Review	\$0.00	Action performed by:
12/29/2016	Collection	Non Friendly Notice	\$196.03	Action performed by: CUBCL401
12/29/2016	Contact	Correspondence - Collections		Non Friendly Notice
1/17/2017	Collection	Proactive Call 3	\$196.03	Action performed by: CUBCL401
1/18/2017	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:17 SERVICE CLASS: RES RECOR D TYPE: Proactive Call 3 AMOUNT D UE AT TIME OF CALL: \$196.03 SERVICE AMOUNT DUE: \$19 6.03 TOTAL BALANCE: \$347.67 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
1/24/2017	Collection	Deposit Review	\$0.00	Action performed by:
1/24/2017	Collection	Non Friendly Notice	\$347.67	Action performed by: CUBCL401
1/24/2017	Contact	Correspondence - Collections		Non Friendly Notice
1/25/2017	Debit	Late Payment Charge	\$0.88	Date Shown on Bill: 2017-01-31
1/25/2017	Debit	Late Payment Charge	\$4.22	Date Shown on Bill: 2017-01-31
1/31/2017	Debit	Gas Service	\$33.20	Date Shown on Bill: 2017-01-31
1/31/2017	Debit	Electric Service	\$126.16	Date Shown on Bill: 2017-01-31
2/8/2017	Collection	Proactive Call 3	\$347.67	Action performed by: CUBCL401
2/9/2017	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:17 SERVICE CLASS: RES RECOR D TYPE: Proactive Call 3 AMOUNT D UE AT TIME OF CALL: \$347.67 SERVICE AMOUNT DUE: \$34 7.67 TOTAL BALANCE: \$512.13 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
2/15/2017	Credit	Payment	\$150.00	
2/15/2017	Collection	Deposit Review	\$0.00	Action performed by:
2/15/2017	Collection	Non Friendly Notice	\$197.67	Action performed by: CUBCL401

2/15/2017	Contact	Correspondence - Collections		Non Friendly Notice
2/15/2017	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A \$150 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *7917 HAS BEEN MADE
2/17/2017	Collection	LIHEAP Winter 10-day Termination	\$197.67	Action performed by: CUBCL510
2/17/2017	Contact	Correspondence - Collections		10-day termination notices were mailed to LIHEAP Crisis eligible customers. This notice is a requirement for LIHEAP Crisis grants. A letter accompanied the notice advising the customer what actions to take to apply for the LIHEAP Crisis grant. Advise the customer to call 1-800-34-HELP-4 our LIHEAP hotline for additional assistance.
2/20/2017	Collection	Halt Collections	\$197.67	Action performed by: E069805
2/20/2017	Contact	Remove from Collection - Other		Stop Credit Action Effective Date : 2017-02-20
2/28/2017	Debit	Late Payment Charge	\$1.02	Date Shown on Bill: 2017-03-01
2/28/2017	Debit	Late Payment Charge	\$4.29	Date Shown on Bill: 2017-03-01
3/1/2017	Debit	Gas Service	\$26.80	Date Shown on Bill: 2017-03-01
3/1/2017	Debit	Electric Service	\$94.37	Date Shown on Bill: 2017-03-01
3/17/2017	Collection	Deposit Review	\$0.00	Action performed by:
3/17/2017	Collection	Expire Stop Credit Other	\$197.67	Action performed by: CUBCL010
3/17/2017	Collection	Recycle Winter Income Verif Lt	\$0.00	Action performed by: CUBCL401
3/22/2017	Collection	Deposit Review	\$0.00	Action performed by:
3/22/2017	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401
3/23/2017	Collection	Proactive Call 4	\$488.61	Action performed by: CUBCL401
3/24/2017	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:25 SERVICE CLASS: RES RECORD TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$488.61 SERVICE AMOUNT DUE: \$488.61 TOTAL BALANCE: \$488.61 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
3/28/2017	Debit	Late Payment Charge	\$1.42	Date Shown on Bill: 2017-03-30
3/28/2017	Debit	Late Payment Charge	\$5.71	Date Shown on Bill: 2017-03-30
3/29/2017	Collection	Disconnect Notice	\$488.61	Action performed by: CUBCL401
3/29/2017	Collection	Deposit Review	\$0.00	Action performed by:
3/29/2017	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
3/30/2017	Debit	Gas Service	\$28.63	Date Shown on Bill: 2017-03-30
3/30/2017	Debit	Electric Service	\$83.99	Date Shown on Bill: 2017-03-30
4/2/2017	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A \$150 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *7917 HAS BEEN MADE
4/3/2017	Credit	Payment	\$150.00	
4/5/2017	Collection	72 Hour Notice 1	\$338.61	Action performed by: CUBCL401
4/6/2017	Collection	Halt Collections	\$338.61	Action performed by: C072346
4/6/2017	Contact	Utility Report Income Not Provided		Stop Credit Action Effective Date : 2017-04-06
4/6/2017	Contact	IVR Credit Self Service		Cust quoted payment amount to retain service \$338.61 by 2017-03-29T00:00:00 to retain service
4/6/2017	Contact	Credit Issues		spoke to regina regarding a shut off notice, CNO NEXT READ DATE, CNO CB \$119.75, CNO DD, CNO TOTAL BAL \$458.36, CNO PD \$338.61, Offered to take FSMT. Declined. MPO offered, 40% of account balance \$458.36, which is \$183.34. Declined. Adv customer to call back. Read UR Script for a Income Not Provided (ORUR) for \$338.61 by Sun Apr 16 2017, customer (CONT.)
4/6/2017	Contact	Credit Issues		(CONT.) states they will make a payment; advised of any remaining balances and obligations; obtained/updated FSMT as needed
4/6/2017	Contact	Credit Issues		spoke to regina regarding a shut off notice, CNO NEXT READ DATE, CNO CB \$119.75, CNO DD, CNO TOTAL BAL \$458.36, CNO PD \$338.61, Offered to take FSMT. Declined. MPO offered, 40% of account balance \$458.36, which is \$183.34. Declined. Adv customer to call back. Read UR Script for a Income Not Provided (ORUR) for \$338.61 by Sun Apr 16 2017, customer (CONT.)
4/6/2017	Contact	Credit Issues		(CONT.) states they will make a payment; advised of any remaining balances and obligations; obtained/updated FSMT as needed
4/17/2017	Collection	72 Hour Notice 1	\$338.61	Action performed by: CUBCL401
4/17/2017	Collection	Expire UR	\$338.61	Action performed by: CUBCL010
4/20/2017	Credit	Payment	\$183.34	
4/20/2017	Collection	Halt Collections	\$338.61	Action performed by: C072949
4/20/2017	Collection	72 Hour Notice Success	\$338.61	Action performed by: CUBCL122
4/20/2017	Contact	72 HOUR NOTICE		(609) 977-1777 CALL RESULT: SUCCESSFUL TIME OF CALL: 15:00 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$338.61 SERVICE AMOUNT DUE: \$338.61 TOTAL BALANCE: \$488.61 PHN NBR UPDATED: NO EFT : Customer does not want to enroll in EFT. VENDOR: OSI
4/20/2017	Contact	Minimum Payment Option		Stop Credit Action Effective Date : 2017-04-20
4/20/2017	Contact	IVR Credit Self Service		Cust quoted payment amount to retain service \$338.61 by 2017-03-29T00:00:00 to retain service
4/20/2017	Contact	IVR Credit Self Service		Cust quoted payment amount to retain service \$338.61 by 2017-03-29T00:00:00 to retain service
4/20/2017	Contact	Credit Issues		spoke with , CNO NEXT READ DATE, CNO CB \$119.75, CNO TOTAL BAL \$458.36, CNO PD \$338.61, Offered Bill Matrix to customer, customer declined, MPO offered, 40% of account balance \$458.36, which is \$183.34. Advised today's service not guaranteed. Declined. Adv customer to call back. adv cust of Notice Amount: 488.61// Adv cust cannot guarantee serv for (CONT.)
4/20/2017	Contact	Credit Issues		(CONT.) today/adv cust must call bck if serv is term// customer will call back in hour to make a pmt system errors with bill matrix
4/20/2017	Contact	Credit Issues		CNO NEXT READ DATE, CNO CB \$119.75, CNO DD, CNO TOTAL BAL \$458.36, CNO PD \$338.61, MPO offered, 40% of account balance \$458.36, which is \$183.34. Advised today's service not guaranteed. Accepted. Advised of \$2.35 payment fee. Took Bill Matrix payment for \$183.34 plus \$2.35 payment fee for total of \$185.69 on 4/20/2017. Confirmation Number 915162 (CONT.)
4/20/2017	Contact	Credit Issues		(CONT.) Payment Processed - Confirmation Code: 915162 183.34 with pf 275.02 remaining
4/26/2017	Debit	Late Payment Charge	\$0.83	Date Shown on Bill: 2017-04-28
4/26/2017	Debit	Late Payment Charge	\$3.11	Date Shown on Bill: 2017-04-28

4/27/2017	Credit	Misc Billing Adjustment	\$0.01	
4/27/2017	Contact	Billing - Rates/Riders		A Misc Credit of 0.01 has been applied effective April 27, 2017 correcting the Natural Gas Supply charges on the March 2017 billing statement.
4/28/2017	Debit	Gas Service	\$11.68	Date Shown on Bill: 2017-04-28
4/28/2017	Debit	Electric Service	\$63.72	Date Shown on Bill: 2017-04-28
5/8/2017	Collection	Disconnect Notice	\$275.01	Action performed by: CUBCL401
5/8/2017	Collection	Deposit Review	\$0.00	Action performed by:
5/8/2017	Collection	Expire MPO	\$338.61	Action performed by: CUBCL010
5/8/2017	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
5/11/2017	Collection	72 Hour Notice 1	\$275.01	Action performed by: CUBCL401
5/15/2017	Collection	72 Hour Notice Success	\$275.01	Action performed by: CUBCL122
5/15/2017	Contact	72 HOUR NOTICE		(609) 977-1777 CALL RESULT: SUCCESSFUL TIME OF CALL: 15:01 SERVICE CLASS: RES RECOR D TYPE: 72 Hour Notice 1 AMOUNT D UE AT TIME OF CALL: \$275.01 SERVICE AMOUNT DUE: \$27 5.01 TOTAL BALANCE: \$275.01 PHN NBR UPDATED: NO EFT : Customer does not want to enroll in EFT. VENDOR: OSI
5/16/2017	Collection	Eligible for Cut	\$275.01	Action performed by: CUBCL401
5/30/2017	Debit	Gas Service	\$11.68	Date Shown on Bill: 2017-05-30
5/30/2017	Debit	Electric Service	\$78.32	Date Shown on Bill: 2017-05-30
5/30/2017	Debit	Late Payment Charge	\$1.01	Date Shown on Bill: 2017-05-30
5/30/2017	Debit	Late Payment Charge	\$4.07	Date Shown on Bill: 2017-05-30
6/27/2017	Debit	Late Payment Charge	\$1.19	Date Shown on Bill: 2017-06-28
6/27/2017	Debit	Late Payment Charge	\$5.24	Date Shown on Bill: 2017-06-28
6/28/2017	Debit	Gas Service	\$11.68	Date Shown on Bill: 2017-06-28
6/28/2017	Debit	Electric Service	\$66.34	Date Shown on Bill: 2017-06-28
7/3/2017	Collection	Disconnect Notice	\$449.43	Action performed by: CUBCL401
7/3/2017	Collection	Deposit Review	\$275.01	Action performed by:
7/3/2017	Collection	Expire From Cut-List	\$275.01	Action performed by: CUBCL401
7/3/2017	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
7/7/2017	Collection	72 Hour Notice 1	\$449.43	Action performed by: CUBCL401
7/11/2017	Collection	72 Hour Notice Success	\$449.43	Action performed by: CUBCL122
7/11/2017	Contact	72 HOUR NOTICE		(609) 977-1777 CALL RESULT: SUCCESSFUL TIME OF CALL: 15:01 SERVICE CLASS: RES RECOR D TYPE: 72 Hour Notice 1 AMOUNT D UE AT TIME OF CALL: \$449.43 SERVICE AMOUNT DUE: \$44 9.43 TOTAL BALANCE: \$449.43 PHN NBR UPDATED: NO EFT : Customer does not want to enroll in EFT. VENDOR: OSI
7/12/2017	Collection	Eligible for Cut	\$449.43	Action performed by: CUBCL401
7/14/2017	Contact	Web Billing and Payment Enroll		EBILL ENROLLMENT REQUEST FROM PECO.COM PROCESSED SUCCESSFULLY.
7/15/2017	Contact	eBill Enrollment Request		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK
7/15/2017	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A \$200 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *7917 HAS BEEN MADE
7/17/2017	Credit	Payment	\$200.00	
7/25/2017	Debit	Late Payment Charge	\$0.54	Date Shown on Bill: 2017-07-28
7/25/2017	Debit	Late Payment Charge	\$4.26	Date Shown on Bill: 2017-07-28
7/28/2017	Debit	Gas Service	\$11.68	Date Shown on Bill: 2017-07-28
7/28/2017	Debit	Electric Service	\$57.78	Date Shown on Bill: 2017-07-28
8/28/2017	Debit	Gas Service	\$11.68	Date Shown on Bill: 2017-08-28
8/28/2017	Debit	Electric Service	\$65.59	Date Shown on Bill: 2017-08-28
8/28/2017	Debit	Late Payment Charge	\$0.72	Date Shown on Bill: 2017-08-28
8/28/2017	Debit	Late Payment Charge	\$5.13	Date Shown on Bill: 2017-08-28
8/28/2017	Collection	Disconnect Notice	\$408.14	Action performed by: CUBCL401
8/28/2017	Collection	Deposit Review	\$249.43	Action performed by:
8/28/2017	Collection	Expire From Cut-List	\$249.43	Action performed by: CUBCL401
8/28/2017	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
8/31/2017	Collection	72 Hour Notice 1	\$408.14	Action performed by: CUBCL401
9/4/2017	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A \$200 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *7917 HAS BEEN MADE
9/5/2017	Credit	Payment	\$200.00	
9/5/2017	Collection	72 Hour Notice Success	\$408.14	Action performed by: CUBCL122
9/5/2017	Contact	72 HOUR NOTICE		(609) 977-1777 CALL RESULT: SUCCESSFUL TIME OF CALL: 16:40 SERVICE CLASS: RES RECOR D TYPE: 72 Hour Notice 1 AMOUNT D UE AT TIME OF CALL: \$408.14 SERVICE AMOUNT DUE: \$40 8.14 TOTAL BALANCE: \$408.14 PHN NBR UPDATED: NO EFT : Customer does not want to enroll in EFT. VENDOR: OSI
9/6/2017	Collection	Eligible for Cut	\$208.14	Action performed by: CUBCL401
9/22/2017	Collection	Cut Out Non Pay - Pending	\$208.14	Action performed by: U998E1B
9/22/2017	Contact	Cut Out for Non-Pay Issued		
9/26/2017	Debit	Gas Service	\$11.68	Date Shown on Bill: 2017-09-26
9/26/2017	Debit	Electric Service	\$54.16	Date Shown on Bill: 2017-09-26
9/26/2017	Debit	Late Payment Charge	\$0.54	Date Shown on Bill: 2017-09-26
9/26/2017	Debit	Late Payment Charge	\$3.52	Date Shown on Bill: 2017-09-26
10/2/2017	Credit	Payment	\$311.26	
10/2/2017	Collection	Cut Out Non Pay	\$208.14	Action performed by: COMEDRT
10/2/2017	Collection	Removed From Collections	\$208.14	Action performed by: COMEDRT
10/2/2017	Contact	Credit - Amount Needed to Rest		bd 361.16 bf 291.26 cb 69.90 dd 10/18/17 cus ci about billing and acct bal.adv of last pymt rec and bills sent.cus ups et bc shut off and new notice not sent after last \$200 paid. .trans to credit to restore
10/2/2017	Contact	Credit Issues		REGINA SZCZESNIAK CI ABOUT REST STATUS ..., CNO NXT READ DATE,CNO CB \$69.90,CNO DD,CNO TOTAL BAL \$361.16,CNO PD \$291.26 CUST STATES THAT SERVICE IS OFF ... ADV CUST TO CB IN 25 MIN TO ALLOW SYSTEM TO UPDATE... FOR RESTORAL STATUS ...
10/2/2017	Contact	Credit Issues		sp'w REGINA SZCZESNIAK ci to process pymt , CNO NXT READ DATE,CNO CB \$69.90,CNO DD,CNO TOTAL BAL \$361.16,CNO PD \$291.26, Arrears Amount: \$291.26 Rest Fee: \$20.00 Dep: \$0.00 Tamp Fee: \$0.00 Total: \$311.26, restoration requirements were met by 311.26 10/2/17, eoam, CNORP, CNOFP, ODM Payment Processed - Confirmation Code: 274325...\$2.35 Fee Total: (CONT.) (CONT.) \$313.61 // issue cut in //adv cust of gas-meter-fus e policy
10/2/2017	Contact	Cut Out for Non Pay Completed		ACCT-9214387068 OTHER

				UNSUCCESSFUL CONTACT
10/2/2017	Contact	Cut In Completed		unSUCCESSFUL contact ACCT-9214387068 AMI Remote Connect Cut In order
10/2/2017	Contact	Cut In Issued		AMI Remote Connect - Cut-In order Eoam, CNORP, C NOFP, ODM
10/3/2017	Credit	Transfer	\$20.00	
10/3/2017	Debit	Reconnect Charge	\$20.00	Date Shown on Bill: 2017-10-26
10/19/2017	Collection	Proactive Customer Call	\$69.90	Action performed by: CUBCL401
10/20/2017	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
10/20/2017	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:02 SERVICE CLASS: RES RECOR D TYPE: Proactive Customer Call AMOUNT D UE AT TIME OF CALL: \$69.90 SERVICE AMOUNT DUE: \$6 9.90 TOTAL BALANCE: \$69.90 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
10/20/2017	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A \$69.9 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD N UMBER ENDING IN *5553 HAS BEEN MADE
10/23/2017	Credit	Payment	\$69.90	
10/26/2017	Bill	Not Assessed	\$70.92	Date Due: 2017-11-17 Date Extn: 2017-11-17
10/26/2017	Debit	Gas Service	\$11.68	Date Shown on Bill: 2017-10-26
10/26/2017	Debit	Electric Service	\$59.24	Date Shown on Bill: 2017-10-26
11/20/2017	Collection	Proactive Customer Call	\$70.92	Action performed by: CUBCL401
11/21/2017	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:05 SERVICE CLASS: RES RECOR D TYPE: Proactive Customer Call AMOUNT D UE AT TIME OF CALL: \$70.92 SERVICE AMOUNT DUE: \$7 0.92 TOTAL BALANCE: \$70.92 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
11/22/2017	Debit	Late Payment Charge	\$0.18	Date Shown on Bill: 2017-11-27
11/22/2017	Debit	Late Payment Charge	\$0.89	Date Shown on Bill: 2017-11-27
11/27/2017	Bill	Not Assessed	\$182.89	Date Due: 2017-12-19 Date Extn: 2017-12-19
11/27/2017	Debit	Gas Service	\$30.38	Date Shown on Bill: 2017-11-27
11/27/2017	Debit	Electric Service	\$80.52	Date Shown on Bill: 2017-11-27
11/28/2017	Credit	Payment	\$72.00	
11/28/2017	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
11/28/2017	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A \$72 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUM BER ENDING IN *7917 HAS BEEN MADE
12/20/2017	Collection	Proactive Customer Call	\$110.89	Action performed by: CUBCL401
12/21/2017	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:06 SERVICE CLASS: RES RECOR D TYPE: Proactive Customer Call AMOUNT D UE AT TIME OF CALL: \$110.89 SERVICE AMOUNT DUE: \$11 0.89 TOTAL BALANCE: \$110.89 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
12/28/2017	Bill	Not Assessed	\$260.36	Date Due: 2018-01-19 Date Extn: 2018-01-19
12/28/2017	Debit	Gas Service	\$62.78	Date Shown on Bill: 2017-12-28
12/28/2017	Debit	Electric Service	\$86.69	Date Shown on Bill: 2017-12-28
12/29/2017	Collection	Proactive Call 4	\$110.89	Action performed by: CUBCL401
1/2/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:03 SERVICE CLASS: RES RECOR D TYPE: Proactive Call 4 AMOUNT D UE AT TIME OF CALL: \$110.89 SERVICE AMOUNT DUE: \$11 0.89 TOTAL BALANCE: \$260.36 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
1/5/2018	Credit	Payment	\$160.36	
1/5/2018	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
1/5/2018	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A \$160.36 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *8740 HAS BEEN MADE
1/12/2018	Contact	Winter Termination Protection		Winter termination protection granted due to low income indi cation from financial statement, CAP, prior CAP, or past LIH EAP or MEAF grants for this customer.
1/22/2018	Collection	Proactive Customer Call	\$100.00	Action performed by: CUBCL401
1/23/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:04 SERVICE CLASS: RES RECOR D TYPE: Proactive Customer Call AMOUNT D UE AT TIME OF CALL: \$100.00 SERVICE AMOUNT DUE: \$10 0.00 TOTAL BALANCE: \$100.00 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
1/24/2018	Debit	Late Payment Charge	\$0.20	Date Shown on Bill: 2018-01-30
1/24/2018	Debit	Late Payment Charge	\$1.30	Date Shown on Bill: 2018-01-30
1/29/2018	Collection	Proactive Call 4	\$100.00	Action performed by: CUBCL401
1/30/2018	Bill	Not Assessed	\$310.32	Date Due: 2018-02-21 Date Extn: 2018-02-21
1/30/2018	Debit	Gas Service	\$113.05	Date Shown on Bill: 2018-01-30
1/30/2018	Debit	Electric Service	\$95.77	Date Shown on Bill: 2018-01-30
1/30/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted TIME OF CALL: 10:45 SERVICE CLASS: RES RECOR D TYPE: Proactive Call 4 AMOUNT D UE AT TIME OF CALL: \$100.00 SERVICE AMOUNT DUE: \$10 0.00 TOTAL BALANCE: \$101.50 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
2/2/2018	Collection	Non Friendly Notice	\$100.00	Action performed by: CUBCL401
2/2/2018	Contact	Winter Termination Protection		Winter termination protection granted due to low income indi cation from financial statement, CAP, prior CAP, or past LIH EAP or MEAF grants for this customer.
2/2/2018	Contact	Correspondence - Collections		Non Friendly Notice
2/3/2018	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A \$100 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NU MBER ENDING IN *7917 HAS BEEN MADE
2/5/2018	Credit	Payment	\$100.00	
2/5/2018	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
2/5/2018	Contact	Routine Tree Trimming		
2/22/2018	Collection	Proactive Customer Call	\$210.32	Action performed by: CUBCL401
2/23/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:05 SERVICE CLASS: RES RECOR

				D TYPE: Proactive Customer Call	AMOUNT D	
				UE AT TIME OF CALL: \$210.32	SERVICE AMOUNT DUE: \$21	
				0.32 TOTAL BALANCE: \$210.32	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
2/27/2018	Debit	Late Payment Charge	\$1.44	Date Shown on Bill: 2018-02-28		
2/27/2018	Debit	Late Payment Charge	\$1.70	Date Shown on Bill: 2018-02-28		
2/28/2018	Bill	Not Assessed	\$350.92	Date Due: 2018-03-22	Date Extn: 2018-03-22	
2/28/2018	Debit	Gas Service	\$67.92	Date Shown on Bill: 2018-02-28		
2/28/2018	Debit	Electric Service	\$69.54	Date Shown on Bill: 2018-02-28		
3/1/2018	Collection	Proactive Call 4	\$210.32	Action performed by: CUBCL401		
3/2/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached.		
				Left message TIME OF CALL: 11:03	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Call 4	AMOUNT D	
				UE AT TIME OF CALL: \$210.32	SERVICE AMOUNT DUE: \$21	
				0.32 TOTAL BALANCE: \$350.92	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
3/5/2018	Credit	Payment	\$250.00			
3/5/2018	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001		
3/5/2018	Contact	Electric Outage - Issuance		All Out		
3/5/2018	Contact	Maintain Bill Account		THE CUSTOMER ROI WAS CHANGED FROM	All Information TO No In	
				formation		
3/5/2018	Contact	Maintain Bill Account		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A		
3/5/2018	Contact	Payment Submitted		\$250 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NU		
				MBER ENDING IN *8740 HAS BEEN MADE		
3/5/2018	Contact	Enroll Outage Alert Text Messa				
3/5/2018	Contact	Outage Status Request		Msg: ERT displayed by eCustomer Time: 03/05/2018 23:59		
				Outage ID: B1803030PROBABLE CAUSE: Severe Weather		
3/5/2018	Contact	Outage Status Request		Msg: ERT displayed by eCustomer Time: 03/05/2018 23:59		
				Outage ID: B1803030PROBABLE CAUSE: Severe Weather		
3/5/2018	Contact	Outage Status Request		Msg: ERT displayed by eCustomer Time: 03/05/2018 23:59		
				Outage ID: B1803030PROBABLE CAUSE: Severe Weather		
3/23/2018	Collection	Proactive Customer Call	\$100.92	Action performed by: CUBCL401		
3/26/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Answering machine was reached.		
				Left message TIME OF CALL: 11:03	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Customer Call	AMOUNT D	
				UE AT TIME OF CALL: \$100.92	SERVICE AMOUNT DUE: \$10	
				0.92 TOTAL BALANCE: \$100.92	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
3/27/2018	Debit	Late Payment Charge	\$0.47	Date Shown on Bill: 2018-03-29		
3/27/2018	Debit	Late Payment Charge	\$1.04	Date Shown on Bill: 2018-03-29		
3/29/2018	Bill	Not Assessed	\$245.51	Date Due: 2018-04-23	Date Extn: 2018-04-23	
3/29/2018	Debit	Gas Service	\$77.43	Date Shown on Bill: 2018-03-29		
3/29/2018	Debit	Electric Service	\$65.65	Date Shown on Bill: 2018-03-29		
3/30/2018	Collection	Proactive Call 4	\$100.92	Action performed by: CUBCL401		
4/2/2018	Credit	Payment	\$100.00			
4/2/2018	Collection	Removed From Collections	\$0.92	Action performed by: CUBCL001		
4/2/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 10:30	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Call 4	AMOUNT D	
				UE AT TIME OF CALL: \$100.92	SERVICE AMOUNT DUE: \$10	
				0.92 TOTAL BALANCE: \$245.51	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
4/2/2018	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A		
				\$100 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NU		
				MBER ENDING IN *7917 HAS BEEN MADE		
4/24/2018	Collection	Proactive Customer Call	\$145.51	Action performed by: CUBCL401		
4/25/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 10:30	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Customer Call	AMOUNT D	
				UE AT TIME OF CALL: \$145.51	SERVICE AMOUNT DUE: \$14	
				5.51 TOTAL BALANCE: \$145.51	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
4/27/2018	Bill	Not Assessed	\$251.86	Date Due: 2018-05-21	Date Extn: 2018-05-21	
4/27/2018	Debit	Gas Service	\$44.56	Date Shown on Bill: 2018-04-27		
4/27/2018	Debit	Electric Service	\$61.79	Date Shown on Bill: 2018-04-27		
4/30/2018	Debit	Late Payment Charge	\$0.99	Date Shown on Bill: 2018-05-29		
4/30/2018	Debit	Late Payment Charge	\$1.16	Date Shown on Bill: 2018-05-29		
5/1/2018	Collection	Proactive Call 4	\$145.51	Action performed by: CUBCL401		
5/2/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 10:30	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Call 4	AMOUNT D	
				UE AT TIME OF CALL: \$145.51	SERVICE AMOUNT DUE: \$14	
				5.51 TOTAL BALANCE: \$254.01	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
5/7/2018	Collection	Deposit Review	\$0.00	Action performed by:		
5/7/2018	Collection	Non Friendly Notice	\$145.51	Action performed by: CUBCL401		
5/7/2018	Contact	Correspondence - Collections		Non Friendly Notice		
5/16/2018	Credit	Payment	\$145.51			
5/16/2018	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001		
5/16/2018	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A		
				\$145.51 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD		
				NUMBER ENDING IN *8740 HAS BEEN MADE		
5/22/2018	Collection	Proactive Customer Call	\$106.35	Action performed by: CUBCL401		
5/23/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 10:30	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Customer Call	AMOUNT D	
				UE AT TIME OF CALL: \$106.35	SERVICE AMOUNT DUE: \$10	
				6.35 TOTAL BALANCE: \$108.50	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
5/29/2018	Bill	Not Assessed	\$184.78	Date Due: 2018-06-20	Date Extn: 2018-06-20	
5/29/2018	Debit	Gas Service	\$11.68	Date Shown on Bill: 2018-05-29		
5/29/2018	Debit	Electric Service	\$63.00	Date Shown on Bill: 2018-05-29		
5/29/2018	Debit	Late Payment Charge	\$0.67	Date Shown on Bill: 2018-05-29		
5/29/2018	Debit	Late Payment Charge	\$0.93	Date Shown on Bill: 2018-05-29		
5/30/2018	Collection	Proactive Call 4	\$106.35	Action performed by: CUBCL401		
5/31/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 11:29	SERVICE CLASS: RES RECOR	

				D TYPE: Proactive Call 4	AMOUNT D	
				UE AT TIME OF CALL: \$106.35	SERVICE AMOUNT DUE: \$10	
				6.35 TOTAL BALANCE: \$184.78	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
6/5/2018	Collection	Deposit Review	\$0.00	Action performed by:		
6/5/2018	Collection	Non Friendly Notice	\$106.35	Action performed by: CUBCL401		
6/5/2018	Contact	Correspondence - Collections		Non Friendly Notice		
6/12/2018	Collection	Removed From Collections	\$0.35	Action performed by: CUBCL001		
6/12/2018	Contact	Payment Submitted		User ID: reginaps103@gmail.com ; Name: REGINA SZCZESNIAK ; A \$106 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NU		
				MBER ENDING IN *7917 HAS BEEN MADE		
6/13/2018	Credit	Payment	\$106.00			
6/21/2018	Collection	Proactive Customer Call	\$78.78	Action performed by: CUBCL401		
6/22/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 10:30	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Customer Call	AMOUNT D	
				UE AT TIME OF CALL: \$78.78	SERVICE AMOUNT DUE: \$7	
				8.78 TOTAL BALANCE: \$78.78	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
6/26/2018	Debit	Late Payment Charge	\$0.18	Date Shown on Bill: 2018-06-27		
6/26/2018	Debit	Late Payment Charge	\$0.96	Date Shown on Bill: 2018-06-27		
6/27/2018	Bill	Not Assessed	\$153.82	Date Due: 2018-07-19	Date Extn: 2018-07-19	
6/27/2018	Debit	Gas Service	\$11.68	Date Shown on Bill: 2018-06-27		
6/27/2018	Debit	Electric Service	\$62.22	Date Shown on Bill: 2018-06-27		
6/28/2018	Collection	Proactive Call 4	\$78.78	Action performed by: CUBCL401		
7/5/2018	Collection	Deposit Review	\$0.00	Action performed by:		
7/5/2018	Collection	Non Friendly Notice	\$78.78	Action performed by: CUBCL401		
7/5/2018	Contact	Correspondence - Collections		Non Friendly Notice		
7/8/2018	Contact	Payment Submitted		; A \$153.82 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING		
				CARD NUMBER ENDING IN *5969 HAS BEEN MADE		
7/9/2018	Credit	Payment	\$153.82			
7/9/2018	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001		
7/27/2018	Bill	Not Assessed	\$121.37	Date Due: 2018-08-20	Date Extn: 2018-08-20	
7/27/2018	Debit	Gas Service	\$11.92	Date Shown on Bill: 2018-07-27		
7/27/2018	Debit	Electric Service	\$109.45	Date Shown on Bill: 2018-07-27		
8/21/2018	Collection	Proactive Customer Call	\$121.37	Action performed by: CUBCL401		
8/22/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 09:09	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Customer Call	AMOUNT D	
				UE AT TIME OF CALL: \$121.37	SERVICE AMOUNT DUE: \$12	
				1.37 TOTAL BALANCE: \$121.37	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
8/27/2018	Bill	Not Assessed	\$246.04	Date Due: 2018-09-18	Date Extn: 2018-09-18	
8/27/2018	Debit	Gas Service	\$11.88	Date Shown on Bill: 2018-08-27		
8/27/2018	Debit	Electric Service	\$110.97	Date Shown on Bill: 2018-08-27		
8/27/2018	Debit	Late Payment Charge	\$0.18	Date Shown on Bill: 2018-08-27		
8/27/2018	Debit	Late Payment Charge	\$1.64	Date Shown on Bill: 2018-08-27		
8/28/2018	Collection	Proactive Call 4	\$121.37	Action performed by: CUBCL401		
8/29/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 09:09	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Call 4	AMOUNT D	
				UE AT TIME OF CALL: \$121.37	SERVICE AMOUNT DUE: \$12	
				1.37 TOTAL BALANCE: \$246.04	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
8/30/2018	Credit	Payment	\$121.37			
8/30/2018	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001		
8/30/2018	Contact	Payment Submitted		; A \$121.37 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING		
				CARD NUMBER ENDING IN *5969 HAS BEEN MADE		
9/19/2018	Collection	Proactive Customer Call	\$124.67	Action performed by: CUBCL401		
9/25/2018	Debit	Late Payment Charge	\$0.18	Date Shown on Bill: 2018-09-26		
9/25/2018	Debit	Late Payment Charge	\$1.66	Date Shown on Bill: 2018-09-26		
9/25/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 09:09	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Customer Call	AMOUNT D	
				UE AT TIME OF CALL: \$124.67	SERVICE AMOUNT DUE: \$12	
				4.67 TOTAL BALANCE: \$124.67	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
9/26/2018	Bill	Not Assessed	\$238.90	Date Due: 2018-10-18	Date Extn: 2018-10-18	
9/26/2018	Debit	Gas Service	\$11.88	Date Shown on Bill: 2018-09-26		
9/26/2018	Debit	Electric Service	\$100.51	Date Shown on Bill: 2018-09-26		
9/26/2018	Collection	Proactive Call 4	\$124.67	Action performed by: CUBCL401		
10/1/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 09:09	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Call 4	AMOUNT D	
				UE AT TIME OF CALL: \$124.67	SERVICE AMOUNT DUE: \$12	
				4.67 TOTAL BALANCE: \$238.90	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
10/2/2018	Collection	Deposit Review	\$0.00	Action performed by:		
10/2/2018	Collection	Non Friendly Notice	\$124.67	Action performed by: CUBCL401		
10/2/2018	Contact	Correspondence - Collections		Non Friendly Notice		
10/16/2018	Collection	Proactive Call 4	\$124.67	Action performed by: CUBCL401		
10/17/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted		
				TIME OF CALL: 09:09	SERVICE CLASS: RES RECOR	
				D TYPE: Proactive Call 4	AMOUNT D	
				UE AT TIME OF CALL: \$124.67	SERVICE AMOUNT DUE: \$12	
				4.67 TOTAL BALANCE: \$238.90	PHN NBR UPDATED: NO EFT	
				: Customer wants to enroll in EFT.	VENDOR: NCO	
10/22/2018	Collection	Deposit Review	\$0.00	Action performed by:		
10/22/2018	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401		
10/23/2018	Debit	Late Payment Charge	\$0.36	Date Shown on Bill: 2018-10-25		
10/23/2018	Debit	Late Payment Charge	\$3.17	Date Shown on Bill: 2018-10-25		
10/25/2018	Bill	Not Assessed	\$320.74	Date Due: 2018-11-16	Date Extn: 2018-11-16	
10/25/2018	Debit	Gas Service	\$14.45	Date Shown on Bill: 2018-10-25		
10/25/2018	Debit	Electric Service	\$63.86	Date Shown on Bill: 2018-10-25		
10/25/2018	Collection	Deposit Review	\$0.00	Action performed by:		
10/25/2018	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401		
10/30/2018	Collection	Deposit Review	\$0.00	Action performed by:		
10/30/2018	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401		

11/2/2018	Collection	Deposit Review	\$0.00	Action performed by:	
11/2/2018	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401	
11/7/2018	Collection	Deposit Review	\$0.00	Action performed by:	
11/7/2018	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401	
11/12/2018	Collection	Deposit Review	\$0.00	Action performed by:	
11/12/2018	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401	
11/15/2018	Collection	Deposit Review	\$0.00	Action performed by:	
11/15/2018	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401	
11/18/2018	Contact	Payment Submitted		; A \$150 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *5969 HAS BEEN MADE	
11/19/2018	Credit	Payment	\$150.00		
11/20/2018	Collection	Deposit Review	\$0.00	Action performed by:	
11/20/2018	Collection	Non Friendly Notice	\$170.74	Action performed by: CUBCL401	
11/20/2018	Contact	Winter Termination Protection		Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIH EAP or MEAF grants for this customer.	
11/20/2018	Contact	Correspondence - Collections		Non Friendly Notice	
11/21/2018	Debit	Late Payment Charge	\$0.22	Date Shown on Bill: 2018-11-27	
11/21/2018	Debit	Late Payment Charge	\$2.29	Date Shown on Bill: 2018-11-27	
11/27/2018	Bill	Not Assessed	\$328.78	Date Due: 2018-12-19 Date Extn: 2018-12-19	
11/27/2018	Debit	Gas Service	\$61.45	Date Shown on Bill: 2018-11-27	
11/27/2018	Debit	Electric Service	\$94.08	Date Shown on Bill: 2018-11-27	
12/6/2018	Collection	Proactive Call 4	\$170.74	Action performed by: CUBCL401	
12/7/2018	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted TIME OF CALL: 09:09 SERVICE CLASS: RES RECORDER D TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$170.74 SERVICE AMOUNT DUE: \$170.74 TOTAL BALANCE: \$328.78 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO	
12/12/2018	Collection	Non Friendly Notice	\$170.74	Action performed by: CUBCL401	
12/12/2018	Contact	Winter Termination Protection		Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIH EAP or MEAF grants for this customer.	
12/12/2018	Contact	Correspondence - Collections		Non Friendly Notice	
12/27/2018	Debit	Late Payment Charge	\$1.14	Date Shown on Bill: 2018-12-28	
12/27/2018	Debit	Late Payment Charge	\$3.70	Date Shown on Bill: 2018-12-28	
12/28/2018	Bill	Not Assessed	\$509.06	Date Due: 2019-01-22 Date Extn: 2019-01-22	
12/28/2018	Debit	Gas Service	\$74.60	Date Shown on Bill: 2018-12-28	
12/28/2018	Debit	Electric Service	\$100.84	Date Shown on Bill: 2018-12-28	
12/31/2018	Collection	Proactive Call 3	\$328.78	Action performed by: CUBCL401	
1/2/2019	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted TIME OF CALL: 09:09 SERVICE CLASS: RES RECORDER D TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$328.78 SERVICE AMOUNT DUE: \$328.78 TOTAL BALANCE: \$509.06 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO	
1/8/2019	Collection	Deposit Review	\$0.00	Action performed by:	
1/8/2019	Collection	Non Friendly Notice	\$328.78	Action performed by: CUBCL401	
1/8/2019	Contact	Winter Termination Protection		Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIH EAP or MEAF grants for this customer.	
1/8/2019	Contact	Correspondence - Collections		Non Friendly Notice	
1/18/2019	Contact	Winter Termination Protection		Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIH EAP or MEAF grants for this customer.	
1/24/2019	Collection	Proactive Call 3	\$509.06	Action performed by: CUBCL401	
1/25/2019	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted TIME OF CALL: 09:09 SERVICE CLASS: RES RECORDER D TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$509.06 SERVICE AMOUNT DUE: \$509.06 TOTAL BALANCE: \$509.06 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO	
1/28/2019	Bill	Not Assessed	\$675.47	Date Due: 2019-02-19 Date Extn: 2019-02-19	
1/28/2019	Debit	Gas Service	\$96.69	Date Shown on Bill: 2019-01-28	
1/28/2019	Debit	Electric Service	\$69.72	Date Shown on Bill: 2019-01-28	
1/29/2019	Debit	Late Payment Charge	\$2.26	Date Shown on Bill: 2019-02-26	
1/29/2019	Debit	Late Payment Charge	\$5.21	Date Shown on Bill: 2019-02-26	
1/31/2019	Collection	Deposit Review	\$0.00	Action performed by:	
1/31/2019	Collection	Non Friendly Notice	\$509.06	Action performed by: CUBCL401	
1/31/2019	Contact	Winter Termination Protection		Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIH EAP or MEAF grants for this customer.	
1/31/2019	Contact	Correspondence - Collections		Non Friendly Notice	
2/15/2019	Collection	Proactive Call 3	\$509.06	Action performed by: CUBCL401	
2/15/2019	Collection	LIHEAP Winter 10-day Termination	\$509.06	Action performed by: CUBCL510	
2/15/2019	Contact	Winter Termination Protection		Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIH EAP or MEAF grants for this customer.	
2/15/2019	Contact	Correspondence - Collections		10-day termination notices were mailed to LIHEAP Crisis eligible customers. This notice is a requirement for LIHEAP Crisis grants. A letter accompanied the notice advising the customer what actions to take to apply for the LIHEAP Crisis grant. Advise the customer to call 1-800-34-HELP-4 our LIHEAP hotline for additional assistance.	
2/17/2019	Contact	Payment Submitted		; A \$300 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *8004 HAS BEEN MADE	
2/18/2019	Credit	Payment	\$300.00		
2/19/2019	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted TIME OF CALL: 09:09 SERVICE CLASS: RES RECORDER D TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$509.06 SERVICE AMOUNT DUE: \$509.06 TOTAL BALANCE: \$682.94 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO	
2/22/2019	Collection	Deposit Review	\$0.00	Action performed by:	
2/22/2019	Collection	Non Friendly Notice	\$375.47	Action performed by: CUBCL401	
2/22/2019	Contact	Winter Termination Protection		Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIH EAP or MEAF grants for this customer.	

2/22/2019	Contact	Correspondence - Collections		Non Friendly Notice
2/26/2019	Bill	Not Assessed	\$587.69	Date Due: 2019-03-20 Date Extn: 2019-03-20
2/26/2019	Debit	Gas Service	\$96.71	Date Shown on Bill: 2019-02-26
2/26/2019	Debit	Electric Service	\$102.48	Date Shown on Bill: 2019-02-26
2/26/2019	Debit	Late Payment Charge	\$2.57	Date Shown on Bill: 2019-02-26
2/26/2019	Debit	Late Payment Charge	\$2.99	Date Shown on Bill: 2019-02-26
2/28/2019	Contact	Correspondence - General		Email was sent to customer between February 20th-28th regarding Wallet Reset Message due to the transition to Paymentus.
3/11/2019	Collection	Proactive Call 3	\$375.47	Action performed by: CUBCL401
3/12/2019	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted
				TIME OF CALL: 09:09 SERVICE CLASS: RES RECOR
				D TYPE: Proactive Call 3 AMOUNT D
				UE AT TIME OF CALL: \$375.47 SERVICE AMOUNT DUE: \$37
				5.47 TOTAL BALANCE: \$587.69 PHN NBR UPDATED: NO EFT
				: Customer wants to enroll in EFT. VENDOR: NCO
3/18/2019	Collection	Deposit Review	\$0.00	Action performed by:
3/18/2019	Collection	Recycle Disconnect Ntc	\$0.00	Action performed by: CUBCL401
3/19/2019	Collection	Proactive Call 4	\$375.47	Action performed by: CUBCL401
3/20/2019	Contact	Proactive Customer Call		(609) 977-1777 CALL RESULT: Call was not attempted
				TIME OF CALL: 09:09 SERVICE CLASS: RES RECOR
				D TYPE: Proactive Call 4 AMOUNT D
				UE AT TIME OF CALL: \$375.47 SERVICE AMOUNT DUE: \$37
				5.47 TOTAL BALANCE: \$587.69 PHN NBR UPDATED: NO EFT
				: Customer wants to enroll in EFT. VENDOR: NCO
3/25/2019	Collection	Disconnect Notice	\$587.69	Action performed by: CUBCL401
3/25/2019	Collection	Deposit Review	\$0.00	Action performed by:
3/25/2019	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL
Service may	be terminat	ed on or after: 04/08/2019		
Te				
				Termination Amount: \$587.69 which is subject to change
3/26/2019	Debit	Late Payment Charge	\$4.02	Date Shown on Bill: 2019-03-27
3/26/2019	Debit	Late Payment Charge	\$4.53	Date Shown on Bill: 2019-03-27
3/27/2019	Bill	Not Assessed	\$774.70	Date Due: 2019-04-18 Date Extn: 2019-04-18
3/27/2019	Debit	Gas Service	\$90.78	Date Shown on Bill: 2019-03-27
3/27/2019	Debit	Electric Service	\$87.68	Date Shown on Bill: 2019-03-27
4/1/2019	Collection	72 Hour Notice 1	\$587.69	Action performed by: CUBCL401
4/3/2019	Collection	72 Hour Notice Success	\$587.69	Action performed by: CUBCL122
4/3/2019	Contact	72 HOUR NOTICE		(609) 977-1777 CALL RESULT: SUCCESSFUL
				TIME OF CALL: 20:00 SERVICE CLASS: RES RECOR
				D TYPE: 72 Hour Notice 1 AMOUNT D
				UE AT TIME OF CALL: \$587.69 SERVICE AMOUNT DUE: \$58
				7.69 TOTAL BALANCE: \$587.69 PHN NBR UPDATED: NO EFT
				: Customer does not want to enroll in EFT. VENDOR: OSI
4/4/2019	Collection	Eligible for Cut	\$587.69	Action performed by: CUBCL401
4/8/2019	Collection	Cut Out Non Pay - Pending	\$587.69	Action performed by: CUBCL015
4/9/2019	Contact	Cut Out for Non-Pay Issued		
4/16/2019	Contact	Credit Issues		Cut list reviewed. No action needed.
4/19/2019	Contact	Cut Out for Non-pay Maintained		Modified restoration amount on termination notice. - Balance changed after cut-out issuance.
4/22/2019	Contact	Credit Issues		Cut list reviewed. No action needed.
4/23/2019	Debit	Late Payment Charge	\$5.38	Date Shown on Bill: 2019-04-25
4/23/2019	Debit	Late Payment Charge	\$5.85	Date Shown on Bill: 2019-04-25
4/23/2019	Collection	Cut Out Non Pay	\$587.69	Action performed by: COMEDRT
4/23/2019	Collection	Halt Collections	\$774.70	Action performed by: C077142
4/23/2019	Collection	Halt Collections	\$774.70	Action performed by: C118325
4/23/2019	Contact	Request Account Activity State		
4/23/2019	Contact	Miscellaneous System Credit Ad		Please enter terms for Reduced Restoration. Income Level 1.
				Reduced Service Arrears: \$32.30 Rest Fee: 20.00 Dep: \$0.00 T amp Fee: \$0.00 Total: \$2.30
4/23/2019	Contact	Remove from Collection - Other		Stop Credit Action Effective Date : 2019-04-23
4/23/2019	Contact	CAP PECO-Removed From Coll - C		Stop Credit Action Effective Date : 2019-04-23
4/23/2019	Contact	CAP - PECO		PRIOR DEFAULT ACCOUNTS: 86279-25051 CALL DROPPED.
4/23/2019	Contact	CAP - PECO		CNO NXT READ DATE,CNO DD,CNO TOTAL BAL \$774.70,CNO PD \$774.7
				0 REGINA SZCZESNIAK said last rep said we set pa for reconn
				adv her not correct famt updated no change offer assistance
4/23/2019	Contact	CAP - PECO		CNO NXT READ DATE,CNO DD,CNO TOTAL BAL \$774.70,CNO PD \$774.7
				0 REGINA SZCZESNIAK said last rep said we set pa for reconn
				adv her not correct famt updated no change offer assistance
				needs 794.70 to reconn not verified
4/23/2019	Contact	CAP - PECO		talk to ms regina, CNO Restoration Amount of \$794.70,CNO NXT
				READ DATE,CNO TOTAL BAL \$774.70,CNO PD \$774.70, PRIOR DEFAU
				LT ACCOUNTS: 86279-25051 Sent cap app & NIF explained requir
				ements and benefits of program Updated FSMT w/no change Ref
				d 211 crisis number given meaf number Transferred to spvr
4/23/2019	Contact	Start Budget Billing		
4/23/2019	Contact	Credit Issues		CNO PD \$774.70 cci to inquire about bill amt, ONERATE ACCT,
				transferred to ONERATE
4/23/2019	Contact	Credit Issues		CNO PD \$774.70 cci to inquire about bill amt, ONERATE ACCT,
				transferred to ONERATE
4/23/2019	Contact	Credit Issues		sw-ah, CNO NEW CHRGS \$0.00,CNO Restoration Amount of \$794.70
				,CNO NXT READ DATE,CNO CB \$0.00,CNO DD,CNO TOTAL BAL \$774.70
				,CNO PD \$774.70, PRIOR DEFAULT ACCOUNTS: 86279-25051 cus has
				svrl past due bal-says didnt recv bills or notices-scanned
				prior acct-no p/a 1 rate = wants past due for restore= cus
				wanted sup==trnfrd
4/23/2019	Contact	Credit Issues		PRIOR DEFAULT ACCOUNTS: 86279-25051 Updated FSMT Cx called t
				o see if there was any payment arrangements she could do to
				have her lights restored. She just had her lights cut out t
				his morning she was Xfer to ONE RATE.
4/23/2019	Contact	Credit Issues		CNO TOTAL BAL \$774.70,CNO PD \$774.70, PRIOR DEFAULT ACCOUNTS
				: 86279-25051 cci abt getting services restored and to get o
				n a pymnt agmt. adv cust that she isn't eligible for a pymnt
				agmt at this time. adv cust that she is already on a MPO. c
				ust has a one rate acct. Xfer to ONE RATE.
4/23/2019	Contact	Credit Issues		spoke w mrs Regina, serv were cut, PRIOR DEFAULT ACCOUNTS: 8
				6279-25051 adv cust to fax in POI and call back to see if in
				come has been verf to get RR, cust states she will do that t

				oday	
4/23/2019	Contact	Credit Issues		sw-ah cus checked for cap income	
4/23/2019	Contact	Credit Issues		sw-ah cus checked for cap income, Cust declined bals	
4/23/2019	Contact	Credit Issues		CNO NXT READ DATE,CNO DD,CNO TOTAL BAL \$774.70,CNO PD \$774.70, PRIOR DEFAULT ACCOUNTS: 86279-25051 trans to one rate	
4/23/2019	Contact	Credit Issues		CAP app, PRIOR DEFAULT ACCOUNTS: 86279-25051 trans to one rate	
4/23/2019	Contact	Credit Issues		Ms Szczesniak want to speak to supervisor trans to credit escalation	
4/23/2019	Contact	Credit Issues		cust calling back in to turn services back on, I verf the P OI she faxed over and trans to One-Rate to issue cut in for RR amount	
4/23/2019	Contact	Credit Issues		Arrears Amount: \$32.30 Rest Fee: \$20.00 Dep: \$0.00 Tamp Fee: \$0.00 Total: \$52.30, restoration requirements were met by 5:23 4/23/19, issued WFM for Reduced Cut In Agreement, cust is verified lvl 1, cust pd RR, CNORP, CNOFP, ODM, PRIOR DEFAULT ACCOUNTS: 86279-25051 Spkw/ Regina Szczesniak, tran from credit, acct is CONP, CIMS said cust was not (CONT.) (CONT.) eligible for RR, reviewed all prev accts and cust only had 1 default in the last 5 years, offered RR amt of \$2,300, cust pd RR of \$2,300 + 1.75 (54.05), Conf# 473680798, adv of fuse policy/timeframe, issued cut-in cpi for restoration amt, advised past due \$87.69 and \$187.01 was due 4/18/19, transferred cust to CREDIT, sending usage history as well.	
4/23/2019	Contact	Billing Issues		New OSC (Service Cloud) Incident CREATED with RefNo #:190423-1531	
4/23/2019	Contact	Request Letter		CAP Application Packet & Proof of No-Income Letter	
4/23/2019	Contact	Cut Out for Non Pay Completed		ACCT-9214387068 COMPLETED CUT-OUT SUCCESSFUL CONTACT	
4/23/2019	Contact	Cut In Issued		AMI Remote Connect - Cut-In order Cust is verified lvl 1, cust pd RR, CNORP, CNOFP, ODM	
4/23/2019	Contact	SMS Message Sent		SMS Sent to:609-977-1777 with message PECO: You have been enrolled in budget billing.	
4/24/2019	Credit	Late Payment Charge	\$5.85		
4/24/2019	Credit	Late Payment Charge	\$5.38		
4/24/2019	Credit	Payment	\$52.30		
4/24/2019	Debit	Late Payment Charge	\$1.32	Date Shown on Bill: 2019-04-25	
4/24/2019	Debit	Late Payment Charge	\$1.36	Date Shown on Bill: 2019-04-25	
4/24/2019	Collection	Removed From Collections	\$722.40	Action performed by: COMEDRT	
4/24/2019	Contact	CAP - PECO		CAP INC: Received a letter stating electric/ gas has been shut off, fax cover sheet stating she wants a payment arrangements.. and 3 bi-weekly paystubs.. Updated and Verified FSMT. account not eligible for a payment plan due to prior default t.. filed in complete	
4/24/2019	Contact	CAP - PECO		cap inc recvd duplicate pay stub - CAP INC: REC'D DUP INFO. ALREADY WORKED. FILE COMPLETE.- NO HOLD	
4/24/2019	Contact	Credit Issues		cci to spk to a supervisor. Xfer to Credit Esc.	
4/24/2019	Contact	Credit Issues		CAP ESC, cci asking about cut-in, PRIOR DEFAULT ACCOUNTS: 86279-25051 cut-in order was processed yesterday, still no power in home, adv of timeframe, adv to call back later and ask for tech if still off,	
4/24/2019	Contact	Credit Issues		cust denied bal and didnt want to do anything besides talk to technician. trans to cust service	
4/24/2019	Contact	Credit Issues		cust called to speak with supervisor about cut in I issued email to RCD to resend signal and xfrd to credit escalations as customer wanted to speak with manager	
4/24/2019	Contact	Credit Issues		cust trying to turn serv back on and has been since thursday, voided original cut in order, adv to turn main breaker off before I issued the new cut in order, cut in was completed successfully,	
4/24/2019	Contact	Cut In Completed		ACCT-9214387068 AMI Remote Connect Cut In order ""	
4/24/2019	Contact	Cut In Issued		AMI Remote Connect - Cut-in order	
4/24/2019	Contact	Cut In Voided		Did not go thru //	
4/25/2019	Bill	Not Assessed	\$875.08	Date Due: 2019-05-17 Date Extn: 2019-05-17	
4/25/2019	Debit	Budget Billing	\$130.00	Date Shown on Bill: 2019-04-25	
5/1/2019	Credit	Transfer	\$20.00		
5/1/2019	Debit	Reconnect Charge	\$20.00	Date Shown on Bill: 2019-05-24	
5/8/2019	Collection	Disconnect Notice	\$702.02	Action performed by: CUBCL401	
5/8/2019	Collection	Deposit Review	\$0.00	Action performed by:	
5/8/2019	Collection	Expire Stop Credit Other	\$774.70	Action performed by: CUBCL010	
5/8/2019	Collection	Expire Stop Credit Other	\$774.70	Action performed by: CUBCL010	
5/8/2019	Contact	Correspondence - Collections		TEN DAY NOTICE RESIDENTIAL	
Service may	be terminat	ed on or after: 05/22/2019			
Te					
				Termination Amount: \$702.02 which is subject to change	
5/9/2019	Credit	Payment Agreement	\$355.26		
5/9/2019	Credit	Payment Agreement	\$360.72		
5/9/2019	Credit	Payment Agreement	\$130.00		
5/9/2019	Credit	Payment Agreement	\$17.75		
5/9/2019	Credit	Payment Agreement	\$11.35		
5/9/2019	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001	
5/9/2019	Collection	Setup Deferred Payment Agmt	\$875.08	Action performed by: C113919	
5/9/2019	Contact	Credit Issues		REF#190423-001531 Processed Level 1 RR agreement J.Copeland	
5/9/2019	Contact	Create Special Agreement		PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 875.08 DOWN PAYMENT AMOUNT: 0.00 NUMBER OF INSTALLMENTS: 023 INSTALLMENT AMOUNT: 38.05 FINAL INSTALLMENT: 37.98	
5/21/2019	Collection	Halt Collections	\$0.00	Action performed by: C076069	
5/21/2019	Contact	CAP PECO-Removed From Coll - C		Stop Credit Action Effective Date : 2019-05-21	
5/21/2019	Contact	CAP - PECO		INCOME RECEIVED, PENDING PROCESS, HOLD PLACED.	
5/24/2019	Bill	Not Assessed	\$168.05	Date Due: 2019-06-18 Date Extn: 2019-06-18	
5/24/2019	Debit	Budget Billing	\$130.00	Date Shown on Bill: 2019-05-24	
5/24/2019	Debit	Special Agreement	\$38.05	Date Shown on Bill: 2019-05-24	
5/24/2019	Contact	CAP - PECO		CAP INC. Rec'vd CAP application and one bi-weekly outdated paystub for Regina. FSMT updated. Needs to send last 30 day p	

				aystubs. Sent CAP f/u letter. F/u date 6/10/19. No hold.
6/5/2019	Collection	Expire Stop Credit Other	\$0.00	Action performed by: CUBCL010
6/9/2019	Contact	Payment Scheduled		A \$168.05 plus \$1.75 FEE CREDIT/DEBIT CARD PAYMENT USING CAR D NUMBER ENDING IN *****8004 HAS BEEN MADE ON Tue Jun 18 2019 12:00:00 GMT+0000 (UTC)
6/18/2019	Credit	Payment	\$168.05	
6/25/2019	Bill	Not Assessed	\$168.05	Date Due: 2019-07-17 Date Extn: 2019-07-17
6/25/2019	Debit	Budget Billing	\$130.00	Date Shown on Bill: 2019-06-25
6/25/2019	Debit	Special Agreement	\$38.05	Date Shown on Bill: 2019-06-25
7/11/2019	Contact	Payment Scheduled		A \$168.05 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN ***** *9712 HAS BEEN SCHEDULED FOR 07/17/2019
7/17/2019	Credit	Payment	\$168.05	
7/25/2019	Bill	Not Assessed	\$168.05	Date Due: 2019-08-16 Date Extn: 2019-08-16
7/25/2019	Debit	Budget Billing	\$130.00	Date Shown on Bill: 2019-07-25
7/25/2019	Debit	Special Agreement	\$38.05	Date Shown on Bill: 2019-07-25
7/31/2019	Collection	Suspended Charge	\$168.05	Action performed by: WYATAX
7/31/2019	Contact	HIGH BILL FOREIGN WIRING		cust states lives in prop reported FW in June of 2017 but no thing was done states the LL has now labled the breaker w/a switch for the garage that she doesn't live in PUC rights n ot given to customer. Customer Satisfied-NO.
7/31/2019	Contact	Miscellaneous		pls call 30 mins ahead for access 6099771777 cust states liv es in prop reported FW in June of 2017 but nothing was done states the LL has now labeled the breaker w/a switch for the garage that she doesn't live in, opened dispute cust ok
7/31/2019	Contact	High Bill Issued		pls call 30 mins ahead for access 6099771777 cust states liv es in prop reported FW in June of 2017 but nothing was done states the LL has now labeled the breaker w/a switch for the garage that she doesn't live in
8/6/2019	Contact	Miscellaneous		REGINA SZCZESNIAK ci to verify acct adv will call ahead
8/6/2019	Contact	Outage Update Message Callout		OUTAGE PROACTIVE CALL PLANNED FOR 08/07/2019 07:00 TO 08/07/2 019 17:00; Outage Reason: Hello this is a friendly reminder regarding the appointment that you scheduled with PEECO for tomorrow. The techng the work will attempt to contact you ag ain before coming to your property. .Department: CFO
8/7/2019	Contact	High Bill Completed		BWN FOUND FOREIGN LOAD OR WIRING=REAR OUTLET AND SPOTLIGHT, 2ND LEVEL DECK LIGHT, REAR DETTACHED GARAGES LIGHTS AND OUTLETS-EXPLND FW POLICY ACCT TO OWNER
8/7/2019	Contact	Investigation Field-Contact		BWN FOUND FOREIGN LOAD OR WIRING=REAR OUTLET AND SPOTLIGHT, 2ND LEVEL DECK LIGHT, REAR DETTACHED GARAGES LIGHTS AND OUTLETS-EXPLND FW POLICY ACCT TO OWNER
8/8/2019	Collection	Suspended Charge	\$168.05	Action performed by: WYATAX
8/8/2019	Contact	HIGH BILL FOREIGN WIRING		FOUND FOREIGN LOAD OR WIRING=REAR OUTLET AND SPOTLIGHT, 2ND LEVEL DECK LIGHT, REAR DETTACHED GARAGES LIGHTS AND OUTLETS-EXPLND FW POLICY ACCT TO OWNER PUC rights not given to customer. Customer Sat isfied-NO.
8/9/2019	Contact	Billing High Bill KWH Usage		sent fw letter
8/10/2019	Contact	Billing Issues		Placed service into owner's name due to FW issue per HBC Fie ld report. Following to transfer unpaid balance.
8/15/2019	Contact	Billing High Bill KWH Usage		confirmed f/w found acct closed 8/7/19 service in owner's na me until fw is corrected cst inissted she opened fw complain t when she moved into the property 3 yrs ago sent email o HBCI to review
8/19/2019	Contact	Billing Follow Up Pend Bill		REGINA SZCZESNIAK (609) 977-1777 would like to f/u with F/W Dispute would like further information and WRUR and FW let ter and contact call. Sent email to HB Escalations
8/20/2019	Contact	Billing Issues		REGINA SZCZESNIAK calling re high bill dispute on acct wld like to speak with CSR in that dept adv cus shwng email was snt 8/19 for HB dept to contact her cus sys never rcvd call back and reqst to speak with someone today snt email to HB Escalation
8/21/2019	Credit	Reinstate AR from DPA- Cr	\$798.98	
8/21/2019	Debit	Special Agreement	\$760.93	Date Shown on Bill: 2019-08-23
8/21/2019	Adjustment	Reinstate AR from DPA- Db	\$798.98	
8/21/2019	Collection	Deferred Agreement Default	\$798.98	Action performed by: CUBSA200
8/21/2019	Contact	Agreement Default		Deferred Payment Agreement Default Defaulted Amt: \$798.98 Reinstate Amt: \$16 8.05
8/23/2019	Credit	Budget Bill Settlement	\$81.94	
8/23/2019	Credit	Late Payment Charge	\$1.32	
8/23/2019	Credit	Late Payment Charge	\$1.36	
8/23/2019	Credit	Late Payment Charge	\$4.53	
8/23/2019	Credit	Late Payment Charge	\$4.02	
8/23/2019	Credit	Late Payment Charge	\$2.99	
8/23/2019	Credit	Late Payment Charge	\$2.57	
8/23/2019	Credit	Late Payment Charge	\$5.21	
8/23/2019	Credit	Late Payment Charge	\$2.26	
8/23/2019	Credit	Late Payment Charge	\$3.70	
8/23/2019	Credit	Late Payment Charge	\$1.14	
8/23/2019	Credit	Late Payment Charge	\$2.29	
8/23/2019	Credit	Late Payment Charge	\$0.22	
8/23/2019	Credit	Late Payment Charge	\$3.17	
8/23/2019	Credit	Late Payment Charge	\$0.36	
8/23/2019	Credit	Late Payment Charge	\$1.66	
8/23/2019	Credit	Late Payment Charge	\$0.18	
8/23/2019	Credit	Late Payment Charge	\$1.64	
8/23/2019	Credit	Late Payment Charge	\$0.18	
8/23/2019	Credit	Late Payment Charge	\$0.96	
8/23/2019	Credit	Late Payment Charge	\$0.18	
8/23/2019	Credit	Late Payment Charge	\$0.93	
8/23/2019	Credit	Late Payment Charge	\$0.67	
8/23/2019	Credit	Late Payment Charge	\$0.99	
8/23/2019	Credit	Late Payment Charge	\$1.16	



				his visit when he pulled mtr. If the lights were not on he would need access to garage to complete FW investigation.	
9/25/2019	Contact	Supervisor Comments		Esc Mgr CB: Ms Szczesniak was not happy w return call and information provided. Asked for my name and email.	
9/27/2019	Collection	Suspended Charge	\$0.00	Action performed by: LEUNEX	
9/27/2019	Contact	COMM INFRML CONSUMER		BCS 3737548 - BILLING DISPUTES (# 18) PUC rights not given to customer. Customer Satisfied-NO.	
9/27/2019	Contact	Misc PUC - Customer Relations		BCS 3737548 - BILLING DISPUTES (# 18)	
9/27/2019	Contact	PUC Complaint		BCS 3737548 - BILLING DISPUTES (# 18)	
9/27/2019	Contact	Add TCPA Consent		Account phone number (609) 977-1777 has been added or updated.	
9/30/2019	Contact	Gas Emergency Issued		xstr greene st cstmr rprt smeled gas whwen was moving in yesterday cstmr not at property is heading there will be there with in half hour	
9/30/2019	Contact	Miscellaneous		cust called to tranfer service has disupte on acct due to foreign wiring on other primary acct in LL's name trnsf to residential billing	
9/30/2019	Contact	Disconnect Issued		Gas puc dispute on acct elec trnsfrd in ll name gas meter odma will remain on while open puc	
10/7/2019	Bill	Not Assessed	\$28.34	Date Due: 2019-10-29 Date Extn: 2019-10-29	
10/7/2019	Debit	Gas Service	\$4.04	Date Shown on Bill: 2019-10-07	
10/7/2019	Debit	Special Agreement	\$722.88	Date Shown on Bill: 2019-10-07	
10/7/2019	Contact	Billing Issues		complete pending 10/4 disconnect	
10/7/2019	Contact	Disconnect Completed		ACCT-9214387068: NEW APPLICANT/LEFT ON/OK AMY.	
10/8/2019	Contact	Customer Relations		Attempted contact cust, left msg for c/b. Sent e-mail	
10/8/2019	Contact	Customer Relations		Customer responded by e-mail that recent disturbing interactions with the Company keep her from calling me and requests only e-mail communications. Responded that is perfectly find, will e-mail a letter with the outcome of my invest and our final position once report ready to go to PUC.	
10/24/2019	Contact	Customer Relations		Final position letter was e-mailed as requested. Completed to Regulatory	
10/25/2019	Contact	Regulatory-COMMISSION		bc#3737548 rpt sent; dec pending	
11/25/2019	Credit	Payment	\$28.34		
11/25/2019	Contact	Payment Submitted		A \$28.34 plus \$1.75 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *****8641 HAS BEEN MADE ON Mon Nov 25 2019 12:35:36 GMT+0000 (UTC)	
2/5/2020	Contact	Web Billing and Payment Drop		YOUR EBILL SERVICE FOR PECO HAS BEEN STOPPED BECAUSE YOUR ACCOUNT HAS BEEN CLOSED. IF YOU HAVE A NEW ACCOUNT IT MUST BE ACTIVATED AT YOUR BILL PAYMENT SITE. PLEASE CALL 1-800-494-4000 IF YOU HAVE QUESTIONS.	
5/6/2020	Contact	Regulatory-COMMISSION		Provided update to bcs Nichole braxton	
5/20/2020	Collection	Suspended Charge	\$0.00	Action performed by: LEUNEX	
5/20/2020	Contact	COMM INFRML CONSUMER		PUC DEC 05/19/2020: CASE IS DISMISSED. CUSTOMER WAS ADVISED ACCESS TO THE GARAGE WOULD BE NEEDED, HOWEVER THE CUSTOMER DECLINED FURTHER INVESTIGATION, THEREFORE NO FURTHER ACTION WAS TAKEN. BCS CASE #3737548 PUC rights not given to customer. Customer Satisfied-NO.	
6/4/2020	Collection	Suspended Charge	\$0.00	Action performed by: LEUNEX	
6/4/2020	Contact	COMM INFRML CONSUMER		PUC NOTIFIED COMPLAINANT..MUST RETURN FORMAL DOCS BY 7/6/20 PUC rights not given to customer. Customer Satisfied-NO.	