



An Exelon Company

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March 3, 2021

Via E-Mail: dheep@pa.gov
Administrative Law Judge Darlene Heep
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
801 Market Street
Philadelphia, PA 19107

Re: Jacqueline Dooling v. PECO Energy Company
PUC Docket No. F-2020-3022291

Dear Judge Heep:

As requested at the hearing held on February 11, 2021, before Your Honor, enclosed please find PECO Energy's late filed Exhibits as follows:

- All Customer Information Management System (CIMS) contacts for Jacqueline Dooling, at 350 N York Rd., Unit C3, Hatboro, PA 19040, under account numbers: 14509-95053 and 14509-95080.

Both account numbers reflect the 350 N. York Rd., Unit C3, Hatboro, PA 19040 address.

If Your Honor has any questions or you require additional testimony on these exhibits, please do not hesitate to contact me directly at 215-841-6841.

Very truly yours,

Khadijah Scott

Khadijah Scott
Assistant General Counsel, PECO Energy
Encl.

cc: Jacqueline Dooling (*via email*)
Lauren Burge, Esquire, Viridian Energy (*via email*)

1 Account Activity for Bill Account 145099 5080 2/10/2021
 JACQUELINE DOOLING
 350 N YORK RD *UNIT C3 HATBORO PA 19040

0 Date Activity Amount Additional Information

4/7/2011 Contact Customer Added

4/7/2011 Contact Miscellaneous cust called for tonn ..expl 325.00 dep and assit prog
 ..cust
 decline tonn ..cust will speak with r/p first

2/9/2017 Contact CAP - PECO "recvd dup cap app, wkly pystbs for steven. filed
 complt."
 over incm for cap

9/28/2017 Collection Eligible for Cut 229.13 Action performed by: CUBCL401

5/8/2018 Collection Eligible for Cut 93.82 Action performed by: CUBCL401

10/21/2019 Contact Miscellaneous karen woodward rqst srvc connect info processed other
 order

11/4/2019 Debit Transfer Service 13.63 Date Shown on Bill: 2020-06-04

11/4/2019 Debit Transfer Service 16.09 Date Shown on Bill: 2020-06-04

11/4/2019 Debit Transfer Service 17.78 Date Shown on Bill: 2020-06-04

12/9/2019 Debit Transfer Service 17.97 Date Shown on Bill: 2020-06-04

12/9/2019 Debit Transfer Service 20.17 Date Shown on Bill: 2020-06-04

12/9/2019 Debit Transfer Service 54.22 Date Shown on Bill: 2020-06-04

1/7/2020 Debit Late Payment Charge 0.47 Date Shown on Bill: 2020-06-04

1/7/2020 Debit Late Payment Charge 0.57 Date Shown on Bill: 2020-06-04

1/7/2020 Debit Late Payment Charge 1.05 Date Shown on Bill: 2020-06-04

1/10/2020 Debit Transfer Service 15.00 Date Shown on Bill: 2020-06-04

1/10/2020 Debit Transfer Service 22.10 Date Shown on Bill: 2020-06-04

1/10/2020	Debit	Transfer Service	23.05	Date Shown on Bill: 2020-06-04
2/7/2020	Debit	Transfer Service	14.50	Date Shown on Bill: 2020-06-04
2/7/2020	Debit	Transfer Service	17.58	Date Shown on Bill: 2020-06-04
2/7/2020	Debit	Transfer Service	167.40	Date Shown on Bill: 2020-06-04
2/10/2020	Debit	Late Payment Charge	0.82	Date Shown on Bill: 2020-06-04
2/10/2020	Debit	Late Payment Charge	0.90	Date Shown on Bill: 2020-06-04
2/10/2020	Debit	Late Payment Charge	1.28	Date Shown on Bill: 2020-06-04
3/2/2020	Contact	Credit Issues		CUST CALL'D TO SEE ABT HER ACC > SHUT OFF NOTICE BUT ADV CUS

T THAT SHE DIDNT GET ONE FROM PECO BUT IT WAS FROM LIHEAP >

TTL BAL \$404.58 PD \$202.10 CB \$199.48

3/2/2020	Contact	Supervisor Comments		sw rp/ cust said she was unaware she had an supplier on her
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account / cust said she did not enroll//advised cust the sup

plier will still bill her until she drops them// cust said sh

e called them but should not have to drop something she did

not sign up for //trans to cc for dispute process for suppli

er

3/3/2020	Contact	Regulatory-COMMISSION		PUC report BCS #3760830 sent. Decision pending.
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3/9/2020	Debit	Transfer Service	15.36	Date Shown on Bill: 2020-06-04
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3/9/2020	Debit	Transfer Service	18.04	Date Shown on Bill: 2020-06-04
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3/9/2020	Debit	Transfer Service	58.90	Date Shown on Bill: 2020-06-04
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4/2/2020	Debit	Transfer Service	15.36	Date Shown on Bill: 2020-06-04
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4/2/2020	Debit	Transfer Service	16.06	Date Shown on Bill: 2020-06-04
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4/6/2020	Debit	Transfer Service	8.88	Date Shown on Bill: 2020-06-04
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4/6/2020	Debit	Transfer Service	34.66	Date Shown on Bill: 2020-06-04
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4/16/2020	Debit	Transfer Service	8.63	Date Shown on Bill: 2020-06-04
4/16/2020	Debit	Transfer Service	10.37	Date Shown on Bill: 2020-06-04
4/22/2020	Contact	Miscellaneous		JACQUELINE DOOLING cldd states recvd ltr that svs ws plced "in someone elses nme, but she still lived there. Will plce s" vs back into cust nme. explnd puc case is regarding supplier . two seperate issues
4/22/2020 and about th	Contact	Credit Issues		JACQUELINE DOOLING CI because the PUC complaint e account that is canceled without her permission. Trasnered t o CC
4/22/2020	Contact	Connect Issued		Gas
4/22/2020	Contact	Connect Issued		AMI Remote Connect - New Customer
4/22/2020	Contact	Add TCPA Consent		Account phone number (484) 319-6222 has been added or updat ed.
4/23/2020 1450995053	Contact	Web Billing and Payment Enroll		SUCCESSFUL EBILL TRANSFER FROM
4/23/2020 Customer	Contact	Connect Completed		ACCT-1450995080: AMI Remote Connect New
4/24/2020	Contact	Connect Completed		ACCT-1450995080:
4/24/2020	Contact	WELCOME HOME PKT		
5/5/2020	Bill	Not Assessed	29.64	Date Due: 2020-05-27 Date Extn: 2020-05-27
5/5/2020	Debit	Gas Service	9.43	Date Shown on Bill: 2020-05-05
5/5/2020	Debit	Electric Service	14.21	Date Shown on Bill: 2020-05-05
5/5/2020	Debit	Service Charge	6.00	Date Shown on Bill: 2020-05-05
5/12/2020	Contact	Net Transfer		\$ 590.84 IS TRANSFERRED FROM 350 N YORK RD *UNIT C3 HATBO

RO PA 19040

WHICH HAD SERVICE D

ISCONNECTED ON 2020-04-16

5/12/2020	Trnsfr frm	14509-95053	ST 356.64	GAS SERVIC	Reason: Customer Request
5/12/2020	Trnsfr frm	14509-95053	ST 129.24	ELECTRIC S	Reason: Customer Request
5/12/2020	Trnsfr frm	14509-95053	ST 99.87	ALT ELEC	Reason: Customer Request
5/12/2020	Trnsfr frm	14509-95053	ST 2.33	LPC - GAS	Reason: Customer Request
5/12/2020	Trnsfr frm	14509-95053	ST 1.29	LPC-ELE-SU	Reason: Customer Request
5/12/2020	Trnsfr frm	14509-95053	ST 1.47	LPC - ELE	Reason: Customer Request
5/12/2020	Trnsfr frm	14509-95053	TC 0.00		Reason: Customer Request
6/4/2020	Bill	Not Assessed	680.18	Date Due: 2020-06-26	Date Extn: 2020-06-26
6/4/2020	Debit	Gas Service	20.43	Date Shown on Bill: 2020-06-04	
6/4/2020	Debit	Electric Service	39.27	Date Shown on Bill: 2020-06-04	
7/6/2020	Bill	Not Assessed	753.42	Date Due: 2020-07-28	Date Extn: 2020-07-28
7/6/2020	Debit	Gas Service	16.65	Date Shown on Bill: 2020-07-06	
7/6/2020	Debit	Electric Service	56.59	Date Shown on Bill: 2020-07-06	
7/15/2020	Contact Regulatory-COMMISSION			Update provided to BCS (J. Diaz)	
8/4/2020	Bill	Not Assessed	827.44	Date Due: 2020-08-26	Date Extn: 2020-08-26
8/4/2020	Debit	Gas Service	16.65	Date Shown on Bill: 2020-08-04	
8/4/2020	Debit	Electric Service	57.37	Date Shown on Bill: 2020-08-04	
8/4/2020	Contact Electric Outage - Issuance			All Out	
8/28/2020	Contact Correspondence - Collections			"One-time past due email reminder, COVID-19 response (Note: E"	
				mail was sent between the period of 08/17/2020 through 08/28	
				/2020)	
9/2/2020	Bill	Not Assessed	881.90	Date Due: 2020-09-24	Date Extn: 2020-09-24

9/2/2020	Debit	Gas Service	16.65	Date Shown on Bill: 2020-09-02
9/2/2020	Debit	Electric Service	37.81	Date Shown on Bill: 2020-09-02
10/2/2020	Bill	Not Assessed	930.89	Date Due: 2020-10-26 Date Extn: 2020-10-26
10/2/2020	Debit	Gas Service	15.81	Date Shown on Bill: 2020-10-02
10/2/2020	Debit	Electric Service	33.18	Date Shown on Bill: 2020-10-02
10/6/2020	Collection	Suspended Charge	930.89	Action performed by: E055427
10/6/2020	Contact	COMM FORMAL		FORMAL PUC DOCKET #F-2020-3022291...ASSIGNED TO W RUCKER .
				d-NO.
10/6/2020	Contact	PUC Complaint		FORMAL PUC DOCKET #F-2020-3022291...ASSIGNED TO W RUCKER
10/6/2020	Contact	Add TCPA Consent		Account phone number (484) 319-6222 has been added or updated.
				ed.
11/3/2020	Bill	Not Assessed	993.89	Date Due: 2020-11-25 Date Extn: 2020-11-25
11/3/2020	Debit	Gas Service	26.60	Date Shown on Bill: 2020-11-03
11/3/2020	Debit	Electric Service	36.40	Date Shown on Bill: 2020-11-03
11/18/2020	Contact	Correspondence - Collections		one-time moratorium update letter mailed to customer
12/4/2020	Bill	Not Assessed	"1,079.72"	Date Due: 2020-12-28 Date Extn: 2020-12-28
12/4/2020	Debit	Gas Service	49.42	Date Shown on Bill: 2020-12-04
12/4/2020	Debit	Electric Service	36.41	Date Shown on Bill: 2020-12-04
1/7/2021	Bill	Not Assessed	"1,207.02"	Date Due: 2021-01-29 Date Extn: 2021-01-29
1/7/2021	Debit	Gas Service	82.58	Date Shown on Bill: 2021-01-07
1/7/2021	Debit	Electric Service	44.72	Date Shown on Bill: 2021-01-07
1/22/2021	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.

2/5/2021	Bill	Not Assessed	"1,315.17"	Date Due: 2021-03-01	Date Extn: 2021-03-01
2/5/2021	Debit	Gas Service	68.24	Date Shown on Bill: 2021-02-05	
2/5/2021	Debit	Electric Service	39.91	Date Shown on Bill: 2021-02-05	

1 Account Activity for Bill Account 145099 5053 2/10/2021
 JACQUELINE DOOLING
 350 N YORK RD *UNIT C3 HATBORO PA 19040

0 Date Activity Amount Additional Information

4/7/2011 Contact Customer Added

4/7/2011 Contact Miscellaneous cust called for tonn ..expl 325.00 dep and assit prog
 ..cust
 decline tonn ..cust will speak with r/p first

3/25/2015 Contact PECO Smart Energy Choice PSEC 2015-03-25; Viridian Energy

3/25/2015 Contact Customer Referred to Supplier Customer Referred to Supplier: Viridian
 Energy on 03/25/201

5

3/25/2015 Contact Connect Issued Gas Gridone OK override Maria 3/26 anytime

3/25/2015 Contact Connect Issued AMI Remote Connect - New Customer Gridone OK
 override Ma

appt 15 min call head 484 319-6222

verf all pol icies ay

ria 3/26 anytime appt 15 min call head 484 319-6222

ver

sy

f all policies aysy

3/26/2015 Contact Connect Completed ACCT-1450995053: AMI Remote Connect New
 Customer Grid

one OK override Maria 3 26 anytime appt 15 min call head 48

4 319 6222 verf all policies aysy

3/26/2015 Contact Connect Completed ACCT-1450995053: COMPLETED CUT-IN

FOUND ON APON ARRIVAL.

3/30/2015 Debit Transfer Service \$18.59 Date Shown on Bill: 2015-05-08

3/30/2015 Debit Transfer Service \$19.46 Date Shown on Bill: 2015-05-08

4/6/2015 Contact Supplier Enrollment Customer enrolled with Viridian Energy(8187)
and enrollment

letter sent.

4/10/2015 Debit Gas Service \$8.66 Date Shown on Bill: 2015-04-10

4/10/2015 Debit Electric Service \$14.01 Date Shown on Bill: 2015-04-10

4/10/2015 Debit Service Charge \$6.00 Date Shown on Bill: 2015-04-10

4/10/2015 Contact Maintain Bill Account Tariff changed from Electric Residential Service
to Supplier Electric Residential Service

4/27/2015 Contact Net Transfer "\$ 38.05 IS TRANSFERRED FROM 350 N YORK RD, B-11
HATBORO"

PA 19040 WHICH HAD SERVICE D
ISCONNECTED ON 2015-03-30

4/27/2015 Trnsfr frm 70187-54149 ST \$19.46 GAS SERVIC Reason: Customer Moved

4/27/2015 Trnsfr frm 70187-54149 ST \$18.59 ELECTRIC S Reason: Customer Moved

4/27/2015 Trnsfr frm 70187-54149 TC \$0.00 Reason: Customer Moved

4/27/2015 Trnsfr frm 70187-54149 TC \$0.00 Reason: Customer Moved

4/29/2015 Contact Billing Issues cust cldin ref to acct advsd 38.05 IS TRANSFERRED
FROM 350 N

"YORK RD, B-11 advsd wld show on nxt bill cno \$28.67 due 05/"

04/15 1st bill new acct gv acct # aysy

5/6/2015 Credit Payment \$28.67

5/6/2015 Collection Halt Collections \$28.67 Action performed by: JONET1

5/6/2015 Contact Remove from Collection - Other Stop Credit Action Effective Date : 2015-
05-06

5/6/2015 Contact Billing Issues MS QUES AMT OF BILL ADV 28. 67 DD 5-4 MS SYS
WILL PY TDA

ADV 2.35 PBP NEXT READ 5-8 TRSFR TO BL MTRX AYSY

5/8/2015 Debit Gas Service \$15.31 Date Shown on Bill: 2015-05-08

5/8/2015 Debit Electric Service \$15.77 Date Shown on Bill: 2015-05-08

5/8/2015 Debit Alternate Electric Service \$11.51 Date Shown on Bill: 2015-05-08

5/8/2015 Contact Address Updated for USPS Compl MAILING ADDRESS ENTERED
AS: 350 N YORK RD C-3

HATBORO PA 19040

SYSTEM UPDATED TO: 350 N YORK RD APT

C3 HATBORO PA 19040

5/11/2015 Debit Late Payment Charge \$0.13 Date Shown on Bill: 2015-06-09

5/11/2015 Debit Late Payment Charge \$0.21 Date Shown on Bill: 2015-06-09

5/27/2015 Collection Expire Stop Credit Other \$28.67 Action performed by:
CUBCL010

6/8/2015 Debit Late Payment Charge \$0.14 Date Shown on Bill: 2015-06-09

6/8/2015 Debit Late Payment Charge \$0.17 Date Shown on Bill: 2015-06-09

6/8/2015 Debit Late Payment Charge \$0.36 Date Shown on Bill: 2015-06-09

6/8/2015 Debit Late Payment Charge \$0.45 Date Shown on Bill: 2015-06-09

6/9/2015 Debit Gas Service \$15.17 Date Shown on Bill: 2015-06-09

6/9/2015 Debit Electric Service \$25.73 Date Shown on Bill: 2015-06-09

6/9/2015 Debit Alternate Electric Service \$23.99 Date Shown on Bill: 2015-06-09

6/26/2015 Contact AMI Proactive Notification GOS Gas-Proactive Letter Sent: Initial
Letter File Exported

Mailed to Address: 350 N YORK RD

7/7/2015 Debit Late Payment Charge \$0.14 Date Shown on Bill: 2015-07-09

7/7/2015 Debit Late Payment Charge \$0.53 Date Shown on Bill: 2015-07-09

7/7/2015	Debit	Late Payment Charge	\$0.59	Date Shown on Bill: 2015-07-09
7/7/2015	Debit	Late Payment Charge	\$0.84	Date Shown on Bill: 2015-07-09
7/7/2015	Contact Payment Received			VRU Payment - DEBITCARD; AMT PD: \$146.99; Conf #: 850454; Co
		nv Fee:	\$2.35	
7/8/2015	Credit	Late Payment Charge	\$0.14	
7/8/2015	Credit	Late Payment Charge	\$0.53	
7/8/2015	Credit	Late Payment Charge	\$0.84	
7/8/2015	Credit	Late Payment Charge	\$0.59	
7/8/2015	Credit	Payment	\$146.99	
7/8/2015	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
7/8/2015	Contact Gas AMI Retrofit			PAFT:DT INST: 2015-07-08 CMNTS:
7/8/2015	Contact Meter Investigation Completed			INSTALLED AMI GAS MODULE MTR#Y015668072;READ-0904 FLEXNET ID#25336836
7/8/2015	Contact Collections Field Notice Compl			INSTALLED AMI GAS MODULE MTR#Y015668072;READ-0904 FLEXNET ID#25336836
7/9/2015	Debit	Gas Service	\$14.65	Date Shown on Bill: 2015-07-09
7/9/2015	Debit	Electric Service	\$39.49	Date Shown on Bill: 2015-07-09
7/9/2015	Debit	Alternate Electric Service	\$41.70	Date Shown on Bill: 2015-07-09
7/12/2015	Contact AMI Call Center Inquiry			GOS Gas-VSI Call Center Inquiry: Meter Electronic Recieved F rom Utility for CID: 111233
8/5/2015	Debit	Late Payment Charge	\$0.22	Date Shown on Bill: 2015-08-07
8/5/2015	Debit	Late Payment Charge	\$0.59	Date Shown on Bill: 2015-08-07

8/5/2015	Debit	Late Payment Charge	\$0.63	Date Shown on Bill: 2015-08-07
8/7/2015	Debit	Gas Service	\$14.65	Date Shown on Bill: 2015-08-07
8/7/2015	Debit	Electric Service	\$42.44	Date Shown on Bill: 2015-08-07
8/7/2015	Debit	Alternate Electric Service	\$45.48	Date Shown on Bill: 2015-08-07
9/4/2015	Debit	Gas Service	\$13.90	Date Shown on Bill: 2015-09-04
9/4/2015	Debit	Electric Service	\$35.17	Date Shown on Bill: 2015-09-04
9/4/2015	Debit	Alternate Electric Service	\$36.14	Date Shown on Bill: 2015-09-04
9/8/2015	Debit	Late Payment Charge	\$0.44	Date Shown on Bill: 2015-10-06
9/8/2015	Debit	Late Payment Charge	\$1.23	Date Shown on Bill: 2015-10-06
9/8/2015	Debit	Late Payment Charge	\$1.31	Date Shown on Bill: 2015-10-06
9/28/2015 CUBCL401	Collection	Proactive Customer Call	\$199.85	Action performed by:
9/29/2015	Contact	Proactive Customer Call	(484) 319-6222	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:	\$199.85	SERVICE AMOUNT DUE: \$19
		9.85 TOTAL BALANCE:	\$288.04	PHN NBR UPDATED: NO EFT
		: Customer wants to enroll in EFT.		VENDOR: NCO
9/30/2015	Credit	Payment	\$285.06	
9/30/2015 CUBCL001	Collection	Removed From Collections	\$0.00	Action performed by:
10/6/2015	Debit	Gas Service	\$15.28	Date Shown on Bill: 2015-10-06
10/6/2015	Debit	Electric Service	\$29.99	Date Shown on Bill: 2015-10-06
10/6/2015	Debit	Alternate Electric Service	\$29.46	Date Shown on Bill: 2015-10-06
11/3/2015	Debit	Late Payment Charge	\$0.23	Date Shown on Bill: 2015-11-06
11/3/2015	Debit	Late Payment Charge	\$0.44	Date Shown on Bill: 2015-11-06

11/3/2015 Debit Late Payment Charge \$0.45 Date Shown on Bill: 2015-11-06

11/4/2015 Collection Proactive Customer Call \$77.71 Action performed by: CUBCL401

11/5/2015 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not attempted

TIME OF CALL: 11:19 SERVICE CLASS: RES RECOR

D TYPE: Proactive Customer Call AMOUNT D

UE AT TIME OF CALL: \$77.71 SERVICE AMOUNT DUE: \$7

7.71 TOTAL BALANCE: \$78.83 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

11/6/2015 Debit Gas Service \$15.28 Date Shown on Bill: 2015-11-06

11/6/2015 Debit Electric Service \$14.54 Date Shown on Bill: 2015-11-06

11/10/2015 Collection Proactive Call 2 \$77.71 Action performed by: CUBCL401

11/11/2015 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not attempted

TIME OF CALL: 11:52 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D

UE AT TIME OF CALL: \$77.71 SERVICE AMOUNT DUE: \$7

7.71 TOTAL BALANCE: \$108.65 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

11/16/2015 Collection Non Friendly Notice \$77.71 Action performed by: CUBCL401

11/16/2015 Contact Correspondence - Collections Non Friendly Notice

11/30/2015 Credit Payment \$108.65

11/30/2015 Collection Removed From Collections \$0.00 Action performed by: CUBCL001

12/7/2015 Debit Gas Service \$18.11 Date Shown on Bill: 2015-12-07

12/7/2015 Debit Electric Service \$18.11 Date Shown on Bill: 2015-12-07

12/7/2015 Debit Alternate Electric Service \$9.58 Date Shown on Bill: 2015-12-07

12/7/2015	Debit	Alternate Electric Service	\$13.93	Date Shown on Bill: 2015-12-07
1/5/2016	Debit	Late Payment Charge	\$0.27	Date Shown on Bill: 2016-01-08
1/5/2016	Debit	Late Payment Charge	\$0.35	Date Shown on Bill: 2016-01-08
1/8/2016	Debit	Gas Service	\$20.14	Date Shown on Bill: 2016-01-08
1/8/2016	Debit	Electric Service	\$18.73	Date Shown on Bill: 2016-01-08
1/8/2016	Debit	Alternate Electric Service	\$14.17	Date Shown on Bill: 2016-01-08
1/19/2016	Contact	Web Billing and Payment Enroll		EBILL ENROLLMENT REQUEST FROM PECO.COM PROCESSED SUCCESSFULL

Y.

1/19/2016	Contact	Bill Enrollment Request		Create Online Profile Verification ; User ID: jacquelinemdoo
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ling@gmail.com ; Name: JACQUELINE DOOLING

1/21/2016	Credit	Payment	\$113.66	
2/9/2016	Debit	Gas Service	\$41.82	Date Shown on Bill: 2016-02-09
2/9/2016	Debit	Electric Service	\$21.57	Date Shown on Bill: 2016-02-09
2/9/2016	Debit	Alternate Electric Service	\$15.54	Date Shown on Bill: 2016-02-09
3/8/2016	Debit	Late Payment Charge	\$0.23	Date Shown on Bill: 2016-03-10
3/8/2016	Debit	Late Payment Charge	\$0.32	Date Shown on Bill: 2016-03-10
3/8/2016	Debit	Late Payment Charge	\$0.63	Date Shown on Bill: 2016-03-10
3/10/2016	Debit	Gas Service	\$45.13	Date Shown on Bill: 2016-03-10
3/10/2016	Debit	Electric Service	\$19.94	Date Shown on Bill: 2016-03-10
3/10/2016	Debit	Alternate Electric Service	\$13.60	Date Shown on Bill: 2016-03-10
4/6/2016	Debit	Late Payment Charge	\$0.43	Date Shown on Bill: 2016-04-07
4/6/2016	Debit	Late Payment Charge	\$0.62	Date Shown on Bill: 2016-04-07
4/6/2016	Debit	Late Payment Charge	\$1.31	Date Shown on Bill: 2016-04-07
4/7/2016	Debit	Gas Service	\$16.85	Date Shown on Bill: 2016-04-07

4/7/2016 Debit Electric Service \$19.21 Date Shown on Bill: 2016-04-07

4/7/2016 Debit Alternate Electric Service \$12.72 Date Shown on Bill: 2016-04-07

4/28/2016 Collection Proactive Customer Call \$158.78 Action performed by:
CUBCL401

4/29/2016 Collection Removed From Collections \$0.00 Action performed by:
CUBCL001

4/29/2016 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Telephone
system errors

TIME OF CALL: 14:10 SERVICE CLASS: RES RECOR

D TYPE: Proactive Customer Call AMOUNT D

UE AT TIME OF CALL: \$158.78 SERVICE AMOUNT DUE: \$15

8.78 TOTAL BALANCE: \$209.92 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

4/29/2016 Contact Credit Issues CCI FOR NOT RECIEVE THE BILL AND THOUGHT WAS ON
AUTO PAY ...

", CNO NXT READ DATE,CNO DD,CNO TOTAL BAL \$209.92,CNO PD \$20"

9.92 TRANS TO CUS SERVICE STATED WILL CALL BACK // ADV THAT

IS ON EBILLING AND NO AUTO PAY // CUS PAID 209.92+2.35 ON C

ON # 937914//

5/2/2016 Credit Payment \$209.92

5/6/2016 Debit Gas Service \$16.12 Date Shown on Bill: 2016-05-06

5/6/2016 Debit Electric Service \$18.72 Date Shown on Bill: 2016-05-06

5/6/2016 Debit Alternate Electric Service \$12.16 Date Shown on Bill: 2016-05-06

6/7/2016 Debit Gas Service \$15.39 Date Shown on Bill: 2016-06-07

6/7/2016 Debit Electric Service \$24.17 Date Shown on Bill: 2016-06-07

6/7/2016 Debit Alternate Electric Service \$27.41 Date Shown on Bill: 2016-06-07

6/7/2016 Debit Late Payment Charge \$0.18 Date Shown on Bill: 2016-06-07

6/7/2016 Debit Late Payment Charge \$0.24 Date Shown on Bill: 2016-06-07

6/7/2016 Debit Late Payment Charge \$0.28 Date Shown on Bill: 2016-06-07

7/6/2016 Debit Late Payment Charge \$0.47 Date Shown on Bill: 2016-07-12

7/6/2016 Debit Late Payment Charge \$0.59 Date Shown on Bill: 2016-07-12

7/6/2016 Debit Late Payment Charge \$0.64 Date Shown on Bill: 2016-07-12

7/12/2016 Debit Gas Service \$14.69 Date Shown on Bill: 2016-07-12

7/12/2016 Debit Electric Service \$36.14 Date Shown on Bill: 2016-07-12

7/12/2016 Debit Alternate Electric Service \$48.68 Date Shown on Bill: 2016-07-12

7/27/2016 Collection Proactive Customer Call \$114.67 Action performed by:
CUBCL401

7/28/2016 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering
machine was reached.

Left message TIME OF CALL: 12:42 SERVICE CLASS: RES RECOR
D TYPE: Proactive Customer Call AMOUNT D
UE AT TIME OF CALL: \$114.67 SERVICE AMOUNT DUE: \$11
4.67 TOTAL BALANCE: \$215.88 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

8/1/2016 Credit Payment \$215.88

8/1/2016 Collection Removed From Collections \$0.00 Action performed by:
CUBCL001

8/1/2016 Contact Payment Submitted User ID: jacquelinemdooling@gmail.com ;
Name: JACQUELINE DOO

LING ; A \$215.88 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT US
ING CARD NUMBER ENDING IN *1244 HAS BEEN MADE

8/8/2016 Debit Gas Service \$14.69 Date Shown on Bill: 2016-08-08

8/8/2016 Debit Electric Service \$44.33 Date Shown on Bill: 2016-08-08

8/8/2016 Debit Alternate Electric Service \$63.07 Date Shown on Bill: 2016-08-08

9/6/2016 Debit Gas Service \$13.92 Date Shown on Bill: 2016-09-06

9/6/2016 Debit Electric Service \$43.51 Date Shown on Bill: 2016-09-06

9/6/2016 Debit Alternate Electric Service \$61.63 Date Shown on Bill: 2016-09-06

9/7/2016 Debit Late Payment Charge \$0.22 Date Shown on Bill: 2016-10-05

9/7/2016 Debit Late Payment Charge \$0.66 Date Shown on Bill: 2016-10-05

9/7/2016 Debit Late Payment Charge \$0.95 Date Shown on Bill: 2016-10-05

9/27/2016 Collection Proactive Customer Call \$122.09 Action performed by:
CUBCL401

9/28/2016 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: No answer at the
number dialed

TIME OF CALL: 12:50 SERVICE CLASS: RES RECOR

D TYPE: Proactive Customer Call AMOUNT D

UE AT TIME OF CALL: \$122.09 SERVICE AMOUNT DUE: \$12

2.09 TOTAL BALANCE: \$242.98 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

10/3/2016 Collection Proactive Call 2 \$241.15 Action performed by: CUBCL401

10/4/2016 Debit Late Payment Charge \$0.43 Date Shown on Bill: 2016-10-05

10/4/2016 Debit Late Payment Charge \$1.31 Date Shown on Bill: 2016-10-05

10/4/2016 Debit Late Payment Charge \$1.87 Date Shown on Bill: 2016-10-05

10/4/2016 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering
machine was reached.

Left message TIME OF CALL: 13:19 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D

UE AT TIME OF CALL: \$241.15 SERVICE AMOUNT DUE: \$24

1.15 TOTAL BALANCE: \$242.98 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

10/5/2016 Debit Gas Service \$15.17 Date Shown on Bill: 2016-10-05

10/5/2016 Debit Electric Service \$37.79 Date Shown on Bill: 2016-10-05

10/5/2016 Debit Alternate Electric Service \$50.39 Date Shown on Bill: 2016-10-05

10/7/2016 Collection Non Friendly Notice \$241.15 Action performed by:
CUBCL401

10/7/2016 Contact Correspondence - Collections Non Friendly Notice

10/20/2016 Credit Payment \$241.15

10/20/2016 Collection Removed From Collections \$0.00 Action performed by:
CUBCL001

11/1/2016 Debit Late Payment Charge \$0.23 Date Shown on Bill: 2016-11-03

11/1/2016 Debit Late Payment Charge \$0.57 Date Shown on Bill: 2016-11-03

11/1/2016 Debit Late Payment Charge \$0.76 Date Shown on Bill: 2016-11-03

11/3/2016 Debit Gas Service \$13.78 Date Shown on Bill: 2016-11-03

11/3/2016 Debit Electric Service \$25.43 Date Shown on Bill: 2016-11-03

11/3/2016 Debit Alternate Electric Service \$29.36 Date Shown on Bill: 2016-11-03

11/5/2016 Contact Electric Outage - Issuance Outage created as a result of an AMI
power fail event. All O

ut

11/23/2016 Collection Proactive Customer Call \$108.79 Action performed by:
CUBCL401

11/28/2016 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering
machine was reached.

Left message TIME OF CALL: 12:27 SERVICE CLASS: RES RECOR
D TYPE: Proactive Customer Call AMOUNT D
UE AT TIME OF CALL: \$108.79 SERVICE AMOUNT DUE: \$10
8.79 TOTAL BALANCE: \$178.92 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

12/1/2016 Collection Proactive Call 2 \$178.92 Action performed by: CUBCL401

12/2/2016 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:31 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D

UE AT TIME OF CALL: \$178.92 SERVICE AMOUNT DUE: \$17

8.92 TOTAL BALANCE: \$178.92 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

12/5/2016 Debit Late Payment Charge \$0.44 Date Shown on Bill: 2016-12-06

12/5/2016 Debit Late Payment Charge \$0.95 Date Shown on Bill: 2016-12-06

12/5/2016 Debit Late Payment Charge \$1.20 Date Shown on Bill: 2016-12-06

12/6/2016 Debit Gas Service \$26.38 Date Shown on Bill: 2016-12-06

12/6/2016 Debit Electric Service \$26.58 Date Shown on Bill: 2016-12-06

12/6/2016 Debit Alternate Electric Service \$31.89 Date Shown on Bill: 2016-12-06

12/7/2016 Collection Proactive Call 3 \$178.92 Action performed by: CUBCL401

12/8/2016 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:19 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 3 AMOUNT D

UE AT TIME OF CALL: \$178.92 SERVICE AMOUNT DUE: \$17

8.92 TOTAL BALANCE: \$266.36 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

12/8/2016 Contact Miscellaneous Address Standardization Project - Building/Unit corrected pe

r USPS recommendation

12/13/2016 Collection Deposit Warning Letter \$178.92 Action performed by:

12/13/2016 Collection Deposit Review \$178.92 Action performed by:

12/13/2016 Collection Proactive Call 4 \$178.92 Action performed by: CUBCL401

12/13/2016 Collection Below Winter Income Verif Thrs \$178.92 Action performed by:
CUBCL401

12/13/2016 Contact Correspondence - Collections Deposit Warning

12/14/2016 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering
machine was reached.

Left message TIME OF CALL: 12:25 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 4 AMOUNT D

UE AT TIME OF CALL: \$178.92 SERVICE AMOUNT DUE: \$17

8.92 TOTAL BALANCE: \$266.36 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

12/20/2016 Collection Proactive Call 3 \$178.92 Action performed by: CUBCL401

12/21/2016 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering
machine was reached.

Left message TIME OF CALL: 12:22 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 3 AMOUNT D

UE AT TIME OF CALL: \$178.92 SERVICE AMOUNT DUE: \$17

8.92 TOTAL BALANCE: \$266.36 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

12/26/2016 Contact Payment Submitted User ID: jacquelinemdooling@gmail.com ;
Name: JACQUELINE DOO

LING ; A \$266.36 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT US

ING CARD NUMBER ENDING IN *1207 HAS BEEN MADE

12/27/2016 Credit Payment \$266.36

12/27/2016 Collection Removed From Collections \$0.00 Action performed by:
CUBCL001

1/9/2017 Debit Gas Service \$38.96 Date Shown on Bill: 2017-01-09

1/9/2017 Debit Electric Service \$25.35 Date Shown on Bill: 2017-01-09

1/9/2017 Debit Alternate Electric Service \$29.86 Date Shown on Bill: 2017-01-09

2/7/2017 Debit Late Payment Charge \$0.38 Date Shown on Bill: 2017-02-08

2/7/2017 Debit Late Payment Charge \$0.45 Date Shown on Bill: 2017-02-08

2/7/2017 Debit Late Payment Charge \$0.58 Date Shown on Bill: 2017-02-08

2/7/2017 Collection Proactive Customer Call \$94.17 Action performed by: CUBCL401

2/8/2017 Debit Gas Service \$33.20 Date Shown on Bill: 2017-02-08

2/8/2017 Debit Electric Service \$27.42 Date Shown on Bill: 2017-02-08

2/8/2017 Debit Alternate Electric Service \$33.57 Date Shown on Bill: 2017-02-08

2/8/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:25 SERVICE CLASS: RES RECOR

D TYPE: Proactive Customer Call AMOUNT D

UE AT TIME OF CALL: \$94.17 SERVICE AMOUNT DUE: \$9

4.17 TOTAL BALANCE: \$95.58 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

2/9/2017 Collection Non Friendly Notice \$94.17 Action performed by: CUBCL401

2/9/2017 Contact Correspondence - Collections Non Friendly Notice

2/9/2017 Contact CAP - PECO rcvd thru fax appl with wkly stubs cust o/i refused cap

snt manual o/i ltr filed comptld

2/9/2017 Contact CAP - PECO "recvd dup cap app, wkly pystbs for steven. filed complt."

over incm for cap

2/15/2017 Contact CAP - PECO "cno cb 95.60 dd 3/2, pd 94.17 =ttb 189.77...fsmt same, avd O"

IG for CAP...adv Agnz

2/22/2017 Collection Proactive Call 2 \$94.17 Action performed by: CUBCL401

2/23/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: No answer at the number dialed

TIME OF CALL: 12:33 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D

UE AT TIME OF CALL: \$94.17 SERVICE AMOUNT DUE: \$9

4.17 TOTAL BALANCE: \$189.77 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

2/28/2017 Collection Proactive Call 3 \$94.17 Action performed by: CUBCL401

3/1/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:25 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 3 AMOUNT D

UE AT TIME OF CALL: \$94.17 SERVICE AMOUNT DUE: \$9

4.17 TOTAL BALANCE: \$189.77 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

3/6/2017 Collection Proactive Call 4 \$189.77 Action performed by: CUBCL401

3/7/2017 Debit Late Payment Charge \$0.79 Date Shown on Bill: 2017-03-09

3/7/2017 Debit Late Payment Charge \$0.95 Date Shown on Bill: 2017-03-09

3/7/2017 Debit Late Payment Charge \$1.08 Date Shown on Bill: 2017-03-09

3/7/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:28 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 4 AMOUNT D

UE AT TIME OF CALL: \$189.77 SERVICE AMOUNT DUE: \$18

9.77 TOTAL BALANCE: \$189.77 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

3/9/2017 Debit Gas Service \$30.22 Date Shown on Bill: 2017-03-09

3/9/2017 Debit Electric Service \$22.07 Date Shown on Bill: 2017-03-09

3/9/2017 Debit Alternate Electric Service \$25.71 Date Shown on Bill: 2017-03-09

3/13/2017 Collection Deposit Review \$0.00 Action performed by:

3/13/2017 Collection Non Friendly Notice \$189.77 Action performed by:
CUBCL401

3/13/2017 Contact Correspondence - Collections Non Friendly Notice

3/24/2017 Collection Proactive Customer Call \$189.77 Action performed by:
CUBCL401

3/27/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not
attempted

TIME OF CALL: 15:00 SERVICE CLASS: RES RECOR

D TYPE: Proactive Customer Call AMOUNT D

UE AT TIME OF CALL: \$189.77 SERVICE AMOUNT DUE: \$18

9.77 TOTAL BALANCE: \$270.59 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

3/30/2017 Collection Removed From Collections \$0.00 Action performed by:
CUBCL001

3/30/2017 Contact Payment Submitted User ID: jacquelinemdooling@gmail.com ;
Name: JACQUELINE DOO

LING ; A \$270.59 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT US

ING CARD NUMBER ENDING IN *1207 HAS BEEN MADE

3/31/2017 Credit Payment \$270.59

4/7/2017 Debit Gas Service \$42.36 Date Shown on Bill: 2017-04-07

4/7/2017 Debit Electric Service \$23.06 Date Shown on Bill: 2017-04-07

4/7/2017 Debit Alternate Electric Service \$27.76 Date Shown on Bill: 2017-04-07

5/2/2017 Collection Deposit Review \$0.00 Action performed by:

5/2/2017 Collection Proactive Customer Call \$93.18 Action performed by: CUBCL401

5/3/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:38 SERVICE CLASS: RES RECOR

D TYPE: Proactive Customer Call AMOUNT D

UE AT TIME OF CALL: \$93.18 SERVICE AMOUNT DUE: \$9

3.18 TOTAL BALANCE: \$93.18 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

5/9/2017 Debit Gas Service \$15.71 Date Shown on Bill: 2017-05-09

5/9/2017 Debit Electric Service \$21.67 Date Shown on Bill: 2017-05-09

5/9/2017 Debit Alternate Electric Service \$25.44 Date Shown on Bill: 2017-05-09

5/9/2017 Debit Late Payment Charge \$0.35 Date Shown on Bill: 2017-05-09

5/9/2017 Debit Late Payment Charge \$0.42 Date Shown on Bill: 2017-05-09

5/9/2017 Debit Late Payment Charge \$0.64 Date Shown on Bill: 2017-05-09

5/10/2017 Collection Non Friendly Notice \$93.18 Action performed by: CUBCL401

5/10/2017 Contact Correspondence - Collections Non Friendly Notice

5/23/2017 Collection Proactive Call 4 \$93.18 Action performed by: CUBCL401

5/24/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:32 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 4 AMOUNT D

UE AT TIME OF CALL: \$93.18 SERVICE AMOUNT DUE: \$9

3.18 TOTAL BALANCE: \$157.41 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

6/1/2017 Collection Deposit Review \$0.00 Action performed by:

6/1/2017 Collection Non Friendly Notice \$157.41 Action performed by:
CUBCL401

6/1/2017 Contact Correspondence - Collections Non Friendly Notice

6/6/2017	Debit	Late Payment Charge	\$0.68	Date Shown on Bill: 2017-06-08
6/6/2017	Debit	Late Payment Charge	\$0.80	Date Shown on Bill: 2017-06-08
6/6/2017	Debit	Late Payment Charge	\$0.88	Date Shown on Bill: 2017-06-08
6/8/2017	Debit	Gas Service	\$14.91	Date Shown on Bill: 2017-06-08
6/8/2017	Debit	Electric Service	\$23.93	Date Shown on Bill: 2017-06-08
6/8/2017	Debit	Alternate Electric Service	\$29.94	Date Shown on Bill: 2017-06-08
6/14/2017	Collection	Proactive Customer Call	\$157.41	Action performed by: CUBCL401
6/15/2017	Contact	Proactive Customer Call	(484) 319-6222	CALL RESULT: Answering machine was reached.
				Left message TIME OF CALL: 12:29 SERVICE CLASS: RES RECOR D TYPE: Proactive Customer Call AMOUNT D UE AT TIME OF CALL: \$157.41 SERVICE AMOUNT DUE: \$15 7.41 TOTAL BALANCE: \$228.55 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
6/20/2017	Collection	Proactive Call 2	\$157.41	Action performed by: CUBCL401
6/21/2017	Credit	Payment	\$225.00	
6/21/2017	Collection	Removed From Collections	\$0.00	Action performed by: CUBCL001
6/21/2017	Contact	Proactive Customer Call	(484) 319-6222	CALL RESULT: Paid by e-check
				TIME OF CALL: 12:37 SERVICE CLASS: RES RECOR D TYPE: Proactive Call 2 AMOUNT D UE AT TIME OF CALL: \$157.41 SERVICE AMOUNT DUE: \$15 7.41 TOTAL BALANCE: \$228.55 PHN NBR UPDATED: NO EFT : Customer wants to enroll in EFT. VENDOR: NCO
7/7/2017	Debit	Gas Service	\$14.92	Date Shown on Bill: 2017-07-07
7/7/2017	Debit	Electric Service	\$39.38	Date Shown on Bill: 2017-07-07

7/7/2017 Debit Alternate Electric Service \$60.14 Date Shown on Bill: 2017-07-07

7/7/2017 Debit Late Payment Charge \$0.05 Date Shown on Bill: 2017-07-07

8/1/2017 Collection Proactive Customer Call \$118.04 Action performed by:
CUBCL401

8/2/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: No answer at the
number dialed

TIME OF CALL: 11:56 SERVICE CLASS: RES RECOR

D TYPE: Proactive Customer Call AMOUNT D

UE AT TIME OF CALL: \$118.04 SERVICE AMOUNT DUE: \$11

8.04 TOTAL BALANCE: \$118.04 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

8/7/2017 Debit Gas Service \$14.92 Date Shown on Bill: 2017-08-07

8/7/2017 Debit Electric Service \$39.58 Date Shown on Bill: 2017-08-07

8/7/2017 Debit Alternate Electric Service \$56.59 Date Shown on Bill: 2017-08-07

8/7/2017 Collection Proactive Call 2 \$118.04 Action performed by: CUBCL401

8/8/2017 Debit Late Payment Charge \$0.22 Date Shown on Bill: 2017-09-05

8/8/2017 Debit Late Payment Charge \$0.59 Date Shown on Bill: 2017-09-05

8/8/2017 Debit Late Payment Charge \$0.95 Date Shown on Bill: 2017-09-05

8/8/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering
machine was reached.

Left message TIME OF CALL: 12:22 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D

UE AT TIME OF CALL: \$118.04 SERVICE AMOUNT DUE: \$11

8.04 TOTAL BALANCE: \$229.13 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

8/11/2017 Collection Proactive Call 3 \$118.04 Action performed by: CUBCL401

8/14/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not attempted

TIME OF CALL: 13:56 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 3 AMOUNT D

UE AT TIME OF CALL: \$118.04 SERVICE AMOUNT DUE: \$11

8.04 TOTAL BALANCE: \$230.89 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

8/17/2017 Collection Deposit Review \$0.00 Action performed by:

8/17/2017 Collection Non Friendly Notice \$118.04 Action performed by:
CUBCL401

8/17/2017 Contact Correspondence - Collections Non Friendly Notice

8/30/2017 Collection Proactive Customer Call \$229.13 Action performed by:
CUBCL401

8/31/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:31 SERVICE CLASS: RES RECOR

D TYPE: Proactive Customer Call AMOUNT D

UE AT TIME OF CALL: \$229.13 SERVICE AMOUNT DUE: \$22

9.13 TOTAL BALANCE: \$230.89 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

9/5/2017 Debit Gas Service \$14.90 Date Shown on Bill: 2017-09-05

9/5/2017 Debit Electric Service \$31.14 Date Shown on Bill: 2017-09-05

9/5/2017 Debit Alternate Electric Service \$41.25 Date Shown on Bill: 2017-09-05

9/5/2017 Debit Late Payment Charge \$0.44 Date Shown on Bill: 2017-09-05

9/5/2017 Debit Late Payment Charge \$1.18 Date Shown on Bill: 2017-09-05

9/5/2017 Debit Late Payment Charge \$1.80 Date Shown on Bill: 2017-09-05

9/5/2017 Collection Proactive Call 2 \$229.13 Action performed by: CUBCL401

9/6/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:35 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D

UE AT TIME OF CALL: \$229.13 SERVICE AMOUNT DUE: \$22

9.13 TOTAL BALANCE: \$321.60 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

9/11/2017 Collection Proactive Call 3 \$229.13 Action performed by: CUBCL401

9/12/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not attempted

TIME OF CALL: 09:00 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 3 AMOUNT D

UE AT TIME OF CALL: \$229.13 SERVICE AMOUNT DUE: \$22

9.13 TOTAL BALANCE: \$321.60 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

9/15/2017 Collection Deposit Review \$0.00 Action performed by:

9/15/2017 Collection Recycle Disconnect Ntc \$0.00 Action performed by: CUBCL401

9/20/2017 Collection Disconnect Notice \$229.13 Action performed by: CUBCL401

9/20/2017 Collection Deposit Review \$0.00 Action performed by:

9/20/2017 Contact Correspondence - Collections TEN DAY NOTICE RESIDENTIAL

9/25/2017 Collection 72 Hour Notice 1 \$229.13 Action performed by: CUBCL401

9/27/2017 Collection 72 Hour Notice Success \$229.13 Action performed by: CUBCL122

9/27/2017 Contact 72 HOUR NOTICE (484) 319-6222 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: \$229.13 SERVICE AMOUNT DUE: \$22

9.13 TOTAL BALANCE: \$229.13 PHN NBR UPDATED: NO EFT

: Customer does not want to enroll in EFT. VENDOR: OSI

9/28/2017	Collection	Eligible for Cut	\$229.13	Action performed by: CUBCL401
9/29/2017 CUBCL015	Collection	Cut Out Non Pay - Pending	\$229.13	Action performed by:
9/30/2017	Contact	Cut Out for Non-Pay Issued		
10/2/2017	Contact	Routine Tree Trimming		
10/3/2017	Debit	Late Payment Charge	\$0.66	Date Shown on Bill: 2017-10-04
10/3/2017	Debit	Late Payment Charge	\$1.65	Date Shown on Bill: 2017-10-04
10/3/2017	Debit	Late Payment Charge	\$2.42	Date Shown on Bill: 2017-10-04
10/4/2017	Debit	Gas Service	\$14.67	Date Shown on Bill: 2017-10-04
10/4/2017	Debit	Electric Service	\$31.93	Date Shown on Bill: 2017-10-04
10/4/2017	Debit	Alternate Electric Service	\$39.15	Date Shown on Bill: 2017-10-04
10/4/2017	Contact	Cut Out for Non-Pay Voided		FIELD UTC COMMENTS: OTHER UNSUCCESSFUL CONTACT no access
10/5/2017 CUBCL015	Collection	Cut Out Non Pay - Pending	\$229.13	Action performed by:
10/5/2017	Contact	Cut Out for Non-Pay Issued		ISSUED FOR BUCKET TRUCK
10/6/2017	Contact	Payment Method Added		
10/6/2017 \$229.13 plus	Contact	Payment Submitted		; User ID: IVR ; Name: JACQUELINE DOOLING ; A \$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *1207 HAS BEEN MADE
10/9/2017	Credit	Payment	\$229.13	

10/9/2017 Collection Deposit Review \$0.00 Action performed by:
 10/9/2017 Collection Non Friendly Notice \$92.47 Action performed by: CUBCL401
 10/9/2017 Contact Correspondence - Collections Non Friendly Notice
 10/20/2017 Collection Proactive Customer Call \$92.47 Action performed by: CUBCL401
 10/23/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:24 SERVICE CLASS: RES RECOR
 D TYPE: Proactive Customer Call AMOUNT D
 UE AT TIME OF CALL: \$92.47 SERVICE AMOUNT DUE: \$9
 2.47 TOTAL BALANCE: \$182.95 PHN NBR UPDATED: NO EFT
 : Customer wants to enroll in EFT. VENDOR: NCO

10/26/2017 Collection Proactive Call 2 \$182.95 Action performed by: CUBCL401
 10/27/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:24 SERVICE CLASS: RES RECOR
 D TYPE: Proactive Call 2 AMOUNT D
 UE AT TIME OF CALL: \$182.95 SERVICE AMOUNT DUE: \$18
 2.95 TOTAL BALANCE: \$182.95 PHN NBR UPDATED: NO EFT
 : Customer wants to enroll in EFT. VENDOR: NCO

10/31/2017 Debit Late Payment Charge \$0.44 Date Shown on Bill: 2017-11-03
 10/31/2017 Debit Late Payment Charge \$0.95 Date Shown on Bill: 2017-11-03
 10/31/2017 Debit Late Payment Charge \$1.21 Date Shown on Bill: 2017-11-03
 11/1/2017 Collection Proactive Call 3 \$182.95 Action performed by: CUBCL401
 11/2/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:25 SERVICE CLASS: RES RECOR
 D TYPE: Proactive Call 3 AMOUNT D

UE AT TIME OF CALL: \$182.95 SERVICE AMOUNT DUE: \$18
2.95 TOTAL BALANCE: \$185.55 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

11/3/2017 Debit Gas Service \$15.42 Date Shown on Bill: 2017-11-03
11/3/2017 Debit Electric Service \$24.75 Date Shown on Bill: 2017-11-03
11/3/2017 Debit Alternate Electric Service \$26.31 Date Shown on Bill: 2017-11-03
11/7/2017 Collection Deposit Review \$0.00 Action performed by:
11/7/2017 Collection Non Friendly Notice \$182.95 Action performed by:
CUBCL401
11/7/2017 Contact Correspondence - Collections Non Friendly Notice
11/20/2017 Collection Proactive Customer Call \$182.95 Action performed by:
CUBCL401
11/21/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering
machine was reached.

Left message TIME OF CALL: 12:25 SERVICE CLASS: RES RECOR
D TYPE: Proactive Customer Call AMOUNT D
UE AT TIME OF CALL: \$182.95 SERVICE AMOUNT DUE: \$18
2.95 TOTAL BALANCE: \$252.03 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

11/28/2017 Collection Proactive Call 2 \$252.03 Action performed by: CUBCL401
11/29/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: No answer at the
number dialed

TIME OF CALL: 12:18 SERVICE CLASS: RES RECOR
D TYPE: Proactive Call 2 AMOUNT D
UE AT TIME OF CALL: \$252.03 SERVICE AMOUNT DUE: \$25
2.03 TOTAL BALANCE: \$252.03 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

12/4/2017 Debit Late Payment Charge \$0.67 Date Shown on Bill: 2017-12-05
 12/4/2017 Debit Late Payment Charge \$1.32 Date Shown on Bill: 2017-12-05
 12/4/2017 Debit Late Payment Charge \$1.60 Date Shown on Bill: 2017-12-05
 12/4/2017 Collection Proactive Call 3 \$252.03 Action performed by: CUBCL401
 12/5/2017 Debit Gas Service \$24.39 Date Shown on Bill: 2017-12-05
 12/5/2017 Debit Electric Service \$22.17 Date Shown on Bill: 2017-12-05
 12/5/2017 Debit Alternate Electric Service \$22.15 Date Shown on Bill: 2017-12-05
 12/5/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:16 SERVICE CLASS: RES RECOR
 D TYPE: Proactive Call 3 AMOUNT D
 UE AT TIME OF CALL: \$252.03 SERVICE AMOUNT DUE: \$25
 2.03 TOTAL BALANCE: \$255.62 PHN NBR UPDATED: NO EFT
 : Customer wants to enroll in EFT. VENDOR: NCO

12/8/2017 Collection Deposit Review \$0.00 Action performed by:
 12/8/2017 Collection Non Friendly Notice \$252.03 Action performed by:
 CUBCL401
 12/8/2017 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.

12/8/2017 Contact Correspondence - Collections Non Friendly Notice
 12/21/2017 Collection Proactive Customer Call \$252.03 Action performed by:
 CUBCL401
 12/22/2017 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:16 SERVICE CLASS: RES RECOR

D TYPE: Proactive Customer Call AMOUNT D
UE AT TIME OF CALL: \$252.03 SERVICE AMOUNT DUE: \$25
2.03 TOTAL BALANCE: \$324.33 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

12/29/2017 Collection Proactive Call 2 \$324.33 Action performed by: CUBCL401

1/2/2018 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering
machine was reached.

Left message TIME OF CALL: 12:16 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D
UE AT TIME OF CALL: \$324.33 SERVICE AMOUNT DUE: \$32
4.33 TOTAL BALANCE: \$324.33 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

1/3/2018 Debit Late Payment Charge \$1.04 Date Shown on Bill: 2018-01-08

1/3/2018 Debit Late Payment Charge \$1.65 Date Shown on Bill: 2018-01-08

1/3/2018 Debit Late Payment Charge \$1.93 Date Shown on Bill: 2018-01-08

1/5/2018 Collection Proactive Call 3 \$324.33 Action performed by: CUBCL401

1/8/2018 Debit Gas Service \$63.47 Date Shown on Bill: 2018-01-08

1/8/2018 Debit Electric Service \$24.32 Date Shown on Bill: 2018-01-08

1/8/2018 Debit Alternate Electric Service \$25.77 Date Shown on Bill: 2018-01-08

1/8/2018 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering
machine was reached.

Left message TIME OF CALL: 12:56 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 3 AMOUNT D
UE AT TIME OF CALL: \$324.33 SERVICE AMOUNT DUE: \$32
4.33 TOTAL BALANCE: \$328.95 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

1/11/2018	Collection	Deposit Review \$0.00	Action performed by:
1/11/2018	Collection	Non Friendly Notice \$324.33	Action performed by:
CUBCL401			
1/11/2018	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.			
1/11/2018	Contact Correspondence - Collections	Non Friendly Notice	
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.			
1/24/2018	Credit Payment	\$324.33	
1/24/2018	Collection	Removed From Collections \$0.00	Action performed by:
CUBCL001			
1/24/2018	Contact Payment Submitted	User ID: jacquelinemdooling@gmail.com ;	
Name: JACQUELINE DOO			
LING ; A \$324.33 plus \$2.35 FEE CREDIT/DEBIT CARD PAYMENT US			
ING CARD NUMBER ENDING IN *1207 HAS BEEN MADE			
1/31/2018	Collection	Non Friendly Notice \$118.18	Action performed by:
CUBCL401			
1/31/2018	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.			
1/31/2018	Contact Correspondence - Collections	Non Friendly Notice	
2/2/2018	Collection	LIHEAP Winter 10-day Termination \$118.18	Action performed by:
CUBCL510			

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 10-day termination notices were mailed to LIHEAP Crisis elig

ible 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.

2/6/2018 Debit Late Payment Charge \$0.36 Date Shown on Bill: 2018-02-07

2/6/2018 Debit Late Payment Charge \$0.39 Date Shown on Bill: 2018-02-07

2/6/2018 Debit Late Payment Charge \$0.95 Date Shown on Bill: 2018-02-07

2/7/2018 Debit Gas Service \$51.65 Date Shown on Bill: 2018-02-07

2/7/2018 Debit Electric Service \$23.84 Date Shown on Bill: 2018-02-07

2/7/2018 Debit Alternate Electric Service \$25.77 Date Shown on Bill: 2018-02-07

2/13/2018 Collection Proactive Customer Call \$118.18 Action performed by: CUBCL401

2/14/2018 Contact Proactive Customer Call (484) 319-6222 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: \$118.18 SERVICE AMOUNT DUE: \$11

8.18 TOTAL BALANCE: \$221.14 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

2/19/2018 Collection Proactive Call 2 \$118.18 Action performed by: CUBCL401

2/20/2018 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not attempted

TIME OF CALL: 15:00 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D

UE AT TIME OF CALL: \$118.18 SERVICE AMOUNT DUE: \$11

8.18 TOTAL BALANCE: \$221.14 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

2/23/2018 Collection Proactive Call 3 \$118.18 Action performed by: CUBCL401

2/26/2018 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 12:21 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 3 AMOUNT D

UE AT TIME OF CALL: \$118.18 SERVICE AMOUNT DUE: \$11

8.18 TOTAL BALANCE: \$221.14 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

3/1/2018 Collection Deposit Review \$0.00 Action performed by:

3/1/2018 Collection Non Friendly Notice \$221.14 Action performed by: CUBCL401

3/1/2018 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.

3/1/2018 Contact Correspondence - Collections Non Friendly Notice

3/6/2018 Debit Late Payment Charge \$0.72 Date Shown on Bill: 2018-03-08

3/6/2018 Debit Late Payment Charge \$0.78 Date Shown on Bill: 2018-03-08

3/6/2018 Debit Late Payment Charge \$1.72 Date Shown on Bill: 2018-03-08

3/8/2018 Debit Gas Service \$30.31 Date Shown on Bill: 2018-03-08

3/8/2018 Debit Electric Service \$20.47 Date Shown on Bill: 2018-03-08
3/8/2018 Debit Alternate Electric Service \$24.17 Date Shown on Bill: 2018-03-08
3/14/2018 Collection Proactive Customer Call \$221.14 Action performed by:
CUBCL401
3/15/2018 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering
machine was reached.

Left message TIME OF CALL: 12:20 SERVICE CLASS: RES RECOR
D TYPE: Proactive Customer Call AMOUNT D
UE AT TIME OF CALL: \$221.14 SERVICE AMOUNT DUE: \$22
1.14 TOTAL BALANCE: \$299.31 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

3/20/2018 Collection Proactive Call 2 \$221.14 Action performed by: CUBCL401
3/21/2018 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not
attempted

TIME OF CALL: 10:30 SERVICE CLASS: RES RECOR
D TYPE: Proactive Call 2 AMOUNT D
UE AT TIME OF CALL: \$221.14 SERVICE AMOUNT DUE: \$22
1.14 TOTAL BALANCE: \$299.31 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

3/26/2018 Collection Proactive Call 3 \$221.14 Action performed by: CUBCL401
3/27/2018 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not
attempted

TIME OF CALL: 10:30 SERVICE CLASS: RES RECOR
D TYPE: Proactive Call 3 AMOUNT D
UE AT TIME OF CALL: \$221.14 SERVICE AMOUNT DUE: \$22
1.14 TOTAL BALANCE: \$299.31 PHN NBR UPDATED: NO EFT
: Customer wants to enroll in EFT. VENDOR: NCO

3/30/2018 Collection Deposit Review \$0.00 Action performed by:

3/30/2018 Collection Non Friendly Notice \$221.14 Action performed by:
CUBCL401

3/30/2018 Contact Correspondence - Collections Non Friendly Notice

4/6/2018 Debit Gas Service \$49.00 Date Shown on Bill: 2018-04-06

4/6/2018 Debit Electric Service \$20.83 Date Shown on Bill: 2018-04-06

4/6/2018 Debit Alternate Electric Service \$24.68 Date Shown on Bill: 2018-04-06

4/9/2018 Debit Late Payment Charge \$1.03 Date Shown on Bill: 2018-05-07

4/9/2018 Debit Late Payment Charge \$1.14 Date Shown on Bill: 2018-05-07

4/9/2018 Debit Late Payment Charge \$2.17 Date Shown on Bill: 2018-05-07

4/12/2018 Collection Proactive Customer Call \$299.31 Action performed by:
CUBCL401

4/13/2018 Contact Proactive Customer Call (484) 319-6222 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: \$299.31 SERVICE AMOUNT DUE: \$29

9.31 TOTAL BALANCE: \$398.16 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

4/18/2018 Collection Proactive Call 2 \$299.31 Action performed by: CUBCL401

4/19/2018 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not
attempted

TIME OF CALL: 10:40 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D

UE AT TIME OF CALL: \$299.31 SERVICE AMOUNT DUE: \$29

9.31 TOTAL BALANCE: \$398.16 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

4/24/2018 Collection Proactive Call 3 \$299.31 Action performed by: CUBCL401
4/25/2018 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not attempted

TIME OF CALL: 10:30 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 3 AMOUNT D

UE AT TIME OF CALL: \$299.31 SERVICE AMOUNT DUE: \$29

9.31 TOTAL BALANCE: \$398.16 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

4/30/2018 Collection Disconnect Notice \$393.82 Action performed by: CUBCL401

4/30/2018 Collection Deposit Review \$0.00 Action performed by:

4/30/2018 Contact Correspondence - Collections TEN DAY NOTICE RESIDENTIAL

Service may be terminated on or after: 05/14/2018

Te

Termination Amount: \$393.82 which is subject to change

5/3/2018 Collection 72 Hour Notice 1 \$393.82 Action performed by: CUBCL401

5/7/2018 Credit Payment \$300.00

5/7/2018 Bill Assessed \$175.66 Date Due: 2018-05-29 Date Extn: 2018-05-29

5/7/2018 Debit Gas Service \$32.12 Date Shown on Bill: 2018-05-07

5/7/2018 Debit Electric Service \$20.32 Date Shown on Bill: 2018-05-07

5/7/2018 Debit Alternate Electric Service \$23.66 Date Shown on Bill: 2018-05-07

5/7/2018 Debit Late Payment Charge \$0.31 Date Shown on Bill: 2018-05-07

5/7/2018 Debit Late Payment Charge \$0.37 Date Shown on Bill: 2018-05-07

5/7/2018 Debit Late Payment Charge \$0.72 Date Shown on Bill: 2018-05-07

5/7/2018 Collection 72 Hour Notice Success \$393.82 Action performed by:
CUBCL122

5/7/2018 Contact 72 HOUR NOTICE (484) 319-6222 CALL RESULT: SUCCESSFUL
TIME OF CALL: 15:02 SERVICE CLASS: RES RECOR
D TYPE: 72 Hour Notice 1 AMOUNT D
UE AT TIME OF CALL: \$393.82 SERVICE AMOUNT DUE: \$39
3.82 TOTAL BALANCE: \$393.82 PHN NBR UPDATED: NO EFT
: Customer does not want to enroll in EFT. VENDOR: OSI

5/8/2018 Collection Eligible for Cut \$93.82 Action performed by: CUBCL401

6/5/2018 Debit Late Payment Charge \$0.61 Date Shown on Bill: 2018-06-07

6/5/2018 Debit Late Payment Charge \$0.72 Date Shown on Bill: 2018-06-07

6/5/2018 Debit Late Payment Charge \$1.20 Date Shown on Bill: 2018-06-07

6/7/2018 Bill Not Assessed \$271.92 Date Due: 2018-06-29 Date Extn: 2018-06-29

6/7/2018 Debit Gas Service \$14.32 Date Shown on Bill: 2018-06-07

6/7/2018 Debit Electric Service \$32.21 Date Shown on Bill: 2018-06-07

6/7/2018 Debit Alternate Electric Service \$47.20 Date Shown on Bill: 2018-06-07

6/8/2018 Collection Cut Out Non Pay - Pending \$93.82 Action performed by:
CUBCL015

6/8/2018 Contact Cut Out for Non-Pay Issued

6/12/2018 Collection Cut Out Non Pay \$93.82 Action performed by: COMEDRT

6/12/2018 Collection Removed From Collections \$0.00 Action performed by:
CUBCL001

6/12/2018 Contact Payment Method Added

6/12/2018 Contact Payment Submitted ; User ID: IVR ; Name: JACQUELINE DOOLING ; A
\$195.66 plus

\$2.35 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING
IN *1207 HAS BEEN MADE

6/12/2018	Contact Credit Issues	CUT LIST REVIEW-NO ACTION NEEDED
6/12/2018	Contact Cut Out for Non Pay Completed	ACCT-1450995053 COMPLETED CUT-OUT
		UNSUCCESSFUL CONTACT
6/12/2018	Contact Cut In Issued	AMI Remote Connect - Cut-In order SYSTEM GENERAT
		ED ORDER DUE TO CUSTOMER PAYMENT
6/12/2018	Contact SMS Message Sent	SMS Sent to:484-319-6222 with message PECO: You have success
		fully scheduled a payment of \$195.66 for 6/12/2018 9:18:45 P
		M. Confirmation # 421128
6/13/2018	Credit Payment	\$195.66
6/13/2018	Contact Credit Issues	cst cld power out ck acct cut out pending pymt cut in issued
		informed past du ewas 271.92 paid 195.66 remg bal will be 7
		6.26 trsf to credit cst states she tthought she a son eft no
		t on acct wcb if she needs to add
6/13/2018	Contact Credit Issues	"Cllg made pymtin May has no power///, CNO Pending Payment \$1"
		"95.66,CNO CB \$96.26,CNO DD,CNO TOTAL BAL \$271.92,CNO PD \$175"
		.66 std thought acct was set to come out automatically each
		month//adv prior to pymt being made last pymt was recvd back
		in January/////adv not set for eft would need //cnorp///
6/13/2018	Contact Cut In Completed	ACCT-1450995053 AMI Remote Connect Cut In order
		"SYSTEM GENERAT """"""
6/13/2018	Contact VRU Outage Reported - Sent to	TIME CUSTOMER CONTACTED: 06/13 06:59 ALL OUT

6/14/2018 Credit Transfer \$20.00

6/14/2018 Debit Reconnect Charge \$20.00 Date Shown on Bill: 2018-07-09

7/2/2018 Credit Payment \$96.26

7/2/2018 Collection Removed From Collections \$0.00 Action performed by:
CUBCL001

7/2/2018 Contact Payment Submitted ; A \$96.26 plus \$2.35 FEE CREDIT/DEBIT CARD
PAYMENT USING C

ARD NUMBER ENDING IN *1207 HAS BEEN MADE

7/9/2018 Bill Assessed \$102.94 Date Due: 2018-07-31 Date Extn: 2018-07-31

7/9/2018 Debit Gas Service \$15.66 Date Shown on Bill: 2018-07-09

7/9/2018 Debit Electric Service \$35.74 Date Shown on Bill: 2018-07-09

7/9/2018 Debit Alternate Electric Service \$51.54 Date Shown on Bill: 2018-07-09

8/1/2018 Collection Deposit Review \$0.00 Action performed by:

8/1/2018 Collection Non Friendly Notice \$102.94 Action performed by:
CUBCL401

8/1/2018 Contact Correspondence - Collections Non Friendly Notice

8/7/2018 Bill Assessed \$193.24 Date Due: 2018-08-29 Date Extn: 2018-08-29

8/7/2018 Debit Gas Service \$15.31 Date Shown on Bill: 2018-08-07

8/7/2018 Debit Electric Service \$30.95 Date Shown on Bill: 2018-08-07

8/7/2018 Debit Alternate Electric Service \$42.50 Date Shown on Bill: 2018-08-07

8/7/2018 Debit Late Payment Charge \$0.23 Date Shown on Bill: 2018-08-07

8/7/2018 Debit Late Payment Charge \$0.54 Date Shown on Bill: 2018-08-07

8/7/2018 Debit Late Payment Charge \$0.77 Date Shown on Bill: 2018-08-07

8/14/2018 Collection Proactive Customer Call \$102.94 Action performed by:
CUBCL401

8/15/2018 Contact Proactive Customer Call (484) 319-6222 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: \$102.94 SERVICE AMOUNT DUE: \$10

2.94 TOTAL BALANCE: \$193.24 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

8/20/2018 Collection Proactive Call 2 \$102.94 Action performed by: CUBCL401

8/21/2018 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Call was not attempted

TIME OF CALL: 09:09 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D

UE AT TIME OF CALL: \$102.94 SERVICE AMOUNT DUE: \$10

2.94 TOTAL BALANCE: \$193.24 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

8/24/2018 Collection Proactive Call 3 \$102.94 Action performed by: CUBCL401

8/27/2018 Contact Proactive Customer Call (484) 319-6222 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: \$102.94 SERVICE AMOUNT DUE: \$10

2.94 TOTAL BALANCE: \$193.24 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

8/30/2018 Collection Deposit Review \$0.00 Action performed by:

8/30/2018 Collection Non Friendly Notice \$193.24 Action performed by: CUBCL401

8/30/2018 Contact Correspondence - Collections Non Friendly Notice

9/4/2018 Contact Maintain EFT

9/5/2018 Bill Not Assessed \$270.75 Date Due: 2018-09-27 Date Extn: 2018-09-27

9/5/2018	Debit	Gas Service	\$14.45	Date Shown on Bill: 2018-09-05
9/5/2018	Debit	Electric Service	\$26.37	Date Shown on Bill: 2018-09-05
9/5/2018	Debit	Alternate Electric Service	\$33.82	Date Shown on Bill: 2018-09-05
9/5/2018	Debit	Late Payment Charge	\$0.46	Date Shown on Bill: 2018-09-05
9/5/2018	Debit	Late Payment Charge	\$1.00	Date Shown on Bill: 2018-09-05
9/5/2018	Debit	Late Payment Charge	\$1.41	Date Shown on Bill: 2018-09-05
9/13/2018 CUBCL401	Collection	Proactive Customer Call	\$193.24	Action performed by:
9/14/2018 attempted	Contact	Proactive Customer Call	(484) 319-6222	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: \$193.24 SERVICE AMOUNT DUE: \$193.24 TOTAL BALANCE: \$270.75 PHN NBR UPDATED: NO EFT
				: Customer wants to enroll in EFT. VENDOR: NCO
9/19/2018	Collection	Proactive Call 2	\$193.24	Action performed by: CUBCL401
9/25/2018	Collection	Proactive Call 3	\$193.24	Action performed by: CUBCL401
9/25/2018 attempted	Contact	Proactive Customer Call	(484) 319-6222	CALL RESULT: Call was not attempted
				TIME OF CALL: 09:09 SERVICE CLASS: RES RECOR
				D TYPE: Proactive Call 2 AMOUNT D
				UE AT TIME OF CALL: \$193.24 SERVICE AMOUNT DUE: \$193.24 TOTAL BALANCE: \$270.75 PHN NBR UPDATED: NO EFT
				: Customer wants to enroll in EFT. VENDOR: NCO
9/27/2018	Credit	Payment	\$270.75	
9/27/2018 CUBCL001	Collection	Removed From Collections	\$0.00	Action performed by:

9/28/2018 Contact Proactive Customer Call (484) 319-6222 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: \$193.24 SERVICE AMOUNT DUE: \$19

3.24 TOTAL BALANCE: \$270.75 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

10/4/2018 Bill Not Assessed \$61.34 Date Due: 2018-10-26 Date Extn: 2018-10-26

10/4/2018 Debit Gas Service \$15.31 Date Shown on Bill: 2018-10-04

10/4/2018 Debit Electric Service \$21.50 Date Shown on Bill: 2018-10-04

10/4/2018 Debit Alternate Electric Service \$24.53 Date Shown on Bill: 2018-10-04

10/26/2018 Credit Payment \$61.34

11/2/2018 Bill Not Assessed \$57.71 Date Due: 2018-11-26 Date Extn: 2018-11-26

11/2/2018 Debit Gas Service \$15.31 Date Shown on Bill: 2018-11-02

11/2/2018 Debit Electric Service \$20.47 Date Shown on Bill: 2018-11-02

11/2/2018 Debit Alternate Electric Service \$21.93 Date Shown on Bill: 2018-11-02

11/26/2018 Credit Payment \$57.71

12/6/2018 Bill Not Assessed \$88.09 Date Due: 2018-12-28 Date Extn: 2018-12-28

12/6/2018 Debit Gas Service \$49.66 Date Shown on Bill: 2018-12-06

12/6/2018 Debit Electric Service \$18.98 Date Shown on Bill: 2018-12-06

12/6/2018 Debit Alternate Electric Service \$19.45 Date Shown on Bill: 2018-12-06

12/21/2018 Contact Correspondence - General Sent email notifying customer of delay of sending customer's

eBill notification (Bill is Ready) email/text until 12 10 1

8

12/25/2018 Contact Change Meter Only Issued APPT NEEDED BROKEN DRIVE - 350 N YORK RD - meter 015668072 n

"not advancing. DEACTIVATE old module, set new gas meter,PROGR"

AM and ACTIVATE new module and note module number in comment

s.

12/28/2018	Credit	Payment	\$88.09		
1/7/2019	Contact	Customer Appointment Process		METER MAINT - METER NO: 015668072	
	- CALL ATTEMPTED	8AM-4PM			
1/8/2019	Bill	Not Assessed	\$37.04	Date Due: 2019-01-30	Date Extn: 2019-01-30
1/8/2019	Debit	Gas Service	\$13.95	Date Shown on Bill: 2019-01-08	
1/8/2019	Debit	Electric Service	\$5.99	Date Shown on Bill: 2019-01-08	
1/8/2019	Debit	Alternate Electric Service	\$17.10	Date Shown on Bill: 2019-01-08	
1/8/2019	Contact	Customer Appointment Process		METER MAINT - METER NO: 015668072	
	- CANCELED - ACTUAL	MTR RD			

G

1/15/2019	Contact	Change Meter Only Issued		APPT NEEDED BROKEN DRIVE - 350 N YORK RD - meter 015668072 n	
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"not advancing. DEACTIVATE old module, set new gas meter,PROGR"

AM and ACTIVATE new module and note module number in comment

s.

1/15/2019	Contact	Change Meter Only Voided		auto void by SGSM OWM	
1/18/2019	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.

1/19/2019	Contact	Change Meter Only Voided		auto void by SGSM OWM	
1/30/2019	Credit	Payment	\$37.04		
2/8/2019	Bill	Not Assessed	\$106.72	Date Due: 2019-03-04	Date Extn: 2019-03-04
2/8/2019	Debit	Gas Service	\$66.72	Date Shown on Bill: 2019-02-08	

2/8/2019	Debit	Electric Service	\$20.05	Date Shown on Bill: 2019-02-08
2/8/2019	Debit	Alternate Electric Service	\$19.95	Date Shown on Bill: 2019-02-08
3/4/2019	Credit	Payment	\$106.72	
3/8/2019	Bill	Not Assessed	\$95.46	Date Due: 2019-04-01 Date Extn: 2019-04-01
3/8/2019	Debit	Gas Service	\$56.59	Date Shown on Bill: 2019-03-08
3/8/2019	Debit	Electric Service	\$19.67	Date Shown on Bill: 2019-03-08
3/8/2019	Debit	Alternate Electric Service	\$19.20	Date Shown on Bill: 2019-03-08
4/1/2019	Credit	Payment	\$95.46	
4/8/2019	Bill	Not Assessed	\$65.51	Date Due: 2019-04-30 Date Extn: 2019-04-30
4/8/2019	Debit	Gas Service	\$32.27	Date Shown on Bill: 2019-04-08
4/8/2019	Debit	Electric Service	\$17.75	Date Shown on Bill: 2019-04-08
4/8/2019	Debit	Alternate Electric Service	\$15.49	Date Shown on Bill: 2019-04-08
4/30/2019	Credit	Payment	\$65.51	
5/7/2019	Bill	Not Assessed	\$50.89	Date Due: 2019-05-29 Date Extn: 2019-05-29
5/7/2019	Debit	Gas Service	\$16.38	Date Shown on Bill: 2019-05-07
5/7/2019	Debit	Electric Service	\$18.16	Date Shown on Bill: 2019-05-07
5/7/2019	Debit	Alternate Electric Service	\$16.35	Date Shown on Bill: 2019-05-07
5/29/2019	Credit	Payment	\$50.89	
6/6/2019	Bill	Not Assessed	\$58.46	Date Due: 2019-06-28 Date Extn: 2019-06-28
6/6/2019	Debit	Gas Service	\$15.33	Date Shown on Bill: 2019-06-06
6/6/2019	Debit	Electric Service	\$21.08	Date Shown on Bill: 2019-06-06
6/6/2019	Debit	Alternate Electric Service	\$22.05	Date Shown on Bill: 2019-06-06
6/28/2019	Credit	Payment	\$58.46	
7/9/2019	Bill	Not Assessed	\$76.55	Date Due: 2019-07-31 Date Extn: 2019-07-31
7/9/2019	Debit	Gas Service	\$16.38	Date Shown on Bill: 2019-07-09

7/9/2019	Debit	Electric Service	\$27.09	Date Shown on Bill: 2019-07-09
7/9/2019	Debit	Alternate Electric Service	\$33.08	Date Shown on Bill: 2019-07-09
7/31/2019	Credit	Payment	\$76.55	
8/6/2019	Bill	Not Assessed	\$78.06	Date Due: 2019-08-28 Date Extn: 2019-08-28
8/6/2019	Debit	Gas Service	\$16.38	Date Shown on Bill: 2019-08-06
8/6/2019	Debit	Electric Service	\$27.61	Date Shown on Bill: 2019-08-06
8/6/2019	Debit	Alternate Electric Service	\$34.07	Date Shown on Bill: 2019-08-06
8/28/2019	Credit	Payment	\$78.06	
9/3/2019	Contact	Planned Outage Letter		OUTAGE NOTIF. LTR. (PLANNED FOR 09/17/2019 8:00am TO 09/17/2019 1:30pm ; RAIN DATE IS 09/17/2019);Outage Id # 000028375 ;Outage Reason:Clear Tree Condition ;Refer to comments/notes in CNS for the outage owner and additional information.
9/5/2019	Bill	Not Assessed	\$59.78	Date Due: 2019-09-27 Date Extn: 2019-09-27
9/5/2019	Debit	Gas Service	\$16.34	Date Shown on Bill: 2019-09-05
9/5/2019	Debit	Electric Service	\$21.39	Date Shown on Bill: 2019-09-05
9/5/2019	Debit	Alternate Electric Service	\$22.05	Date Shown on Bill: 2019-09-05
9/27/2019	Credit	Payment	\$59.78	
10/4/2019	Bill	Not Assessed	\$56.79	Date Due: 2019-10-28 Date Extn: 2019-10-28
10/4/2019	Debit	Gas Service	\$15.10	Date Shown on Bill: 2019-10-04
10/4/2019	Debit	Electric Service	\$21.37	Date Shown on Bill: 2019-10-04
10/4/2019	Debit	Alternate Electric Service	\$20.32	Date Shown on Bill: 2019-10-04
10/21/2019	Contact	Supervisor Comments		REF#191021-001245 Returned call - no answer.
10/21/2019	Contact	Miscellaneous		property mamger called regarding if b/l was placed on meter

in error c3 instead of c2 and if the lock was interrupting service. advise cust to have acct holder call for more information.

10/21/2019 Contact Miscellaneous cust thought we turned her gas off instead of unit C2-gas is

on.gas heater not working-only appliance.contractor was out .Went to issue gas pressure order gave 4hr response time but cust stated wont be there had no one to wait there advise call back when there cust stated wont be works 2 jobs gas meter outside no should have to be there req sup call back

10/21/2019 Contact Miscellaneous karen woodward rqst srvc connect info processed other order

10/21/2019 Contact OSC Incident Request New OSC (Service Cloud) Incident CREATED with RefNo #:191021

-1245

10/21/2019 Contact Appliance Service Issued REQUEST TYPE:No Gas Whole House meter remains locked

and customer has no heat per contractor access door unlocked

10/22/2019 Contact Miscellaneous vrf GPP w/ dispatcher Jess

10/22/2019 Contact Appliance Service Completed .

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TURNED GAS ON..PURGED AIR/RELIT APPLIANCE

REFERRED OWNER TO HIGH BILLS FOR MTR MIX UP. REMVD LK

10/22/2019 Contact Investigation Field-Contact .

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TURNED GAS ON..PURGED AIR/RELIT APPLIANCE

REFERED OWNER TO HIGH BILLS FOR MTR MIX UP. REMVD LK

10/22/2019 Contact Appliance Service Issued REQUEST TYPE:No Gas Whole House
xst country line

rd cwbt cnosop 215-512-9627

10/22/2019 Contact Appliance Service Voided new order processed

10/28/2019 Credit Payment \$56.79

10/30/2019 Collection Suspended Charge \$0.00 Action performed by: E035535

10/30/2019 Contact HIGH BILL METER MIXUP Cust gas was turned off incorrectly.
Service tech went out t

o turn gas back on. Stated MTR MIX UP at property in notes.

PUC rights not given to customer. Customer Satisfied-NO.

10/30/2019 Contact Maintain EFT

10/30/2019 Contact Misc High Bill Dispute NO ACCESS. Cust gas was turned off incorrectly.
Service tech

went out to turn gas back on. Stated MTR MIX UP at property

in notes. property mgr KAREN 215-622-1697. tenant jacquelin

e dooling 484-319-6222

11/4/2019 Bill Not Assessed \$47.50 Date Due: 2019-11-26 Date Extn: 2019-11-26

11/4/2019 Debit Gas Service \$16.09 Date Shown on Bill: 2019-11-04

11/4/2019 Debit Electric Service \$17.78 Date Shown on Bill: 2019-11-04

11/4/2019 Debit Alternate Electric Service \$13.63 Date Shown on Bill: 2019-11-04

11/5/2019 Contact Customer Relations "pm call, left mssg, issued t1 , possible gas
mmu"

11/6/2019 Contact Customer Relations "11/06 am call, left mssg, possible gas mmu
with c-2"

11/6/2019 Contact Customer Relations "left mssg ,explained hb fld for gas mmu =
11/12/19 via bld"

g complex

11/6/2019 Contact High Bill Issued "10/30 - gas mmu - Karen complex mngr, needs 1/2
hour 215 622"

"1697 - mmu with c-3 + c-2 , can provide access to both apts"

", correc t mmu's"

11/11/2019 Contact Outage Update Message Callout OUTAGE PROACTIVE CALL
PLANNED FOR11/12/2019 07:00 TO 11/12/2

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: FMS

11/12/2019 Contact High Bill Completed BWN

FOUND MIXED METERS-MTR#015668072 SHLD BE
C2 AND METER#015764455 SHLD BE C3-EXPLND
MMU AND BILL CORRECTIONS TO FOLLOW

11/12/2019 Contact Investigation Field-Contact BWN

FOUND MIXED METERS-MTR#015668072 SHLD BE
C2 AND METER#015764455 SHLD BE C3-EXPLND
MMU AND BILL CORRECTIONS TO FOLLOW

11/13/2019 Collection Suspended Charge \$47.50 Action performed by: E035535

11/13/2019 Contact HIGH BILL METER MIXUP FOUND MIXED METERS-
MTR#015668072 SHLD BE

C2 AND METER#015764455 SHLD BE C3-EXPLND MMU AND BILL
CORRECTIONS TO FOLLOW PUC rights not given to customer. Cust

Customer Satisfied-NO.

11/21/2019 Contact Change Meter Only Issued Changed to dummy meter # 990000021
in order to correct mmu.

Following to complete mmu correction

11/22/2019 Contact Billing Issues Changed meter # from 015668072 to 015764455 due to
11/1/15 t

"o 11/1/19 for 780 ccf. Correct billing should have been 1,40"

0 ccf. No adjustment due to previous underbilling.

11/22/2019 Contact Billing Issues "Billing work complete, paperwork returned to the HBC
back of"

"fice. Any questions please email ""HB Escalation Field ONLY"

"Recovered "" mailbox in Outlook."

11/22/2019 Contact Change Meter Only Issued

11/25/2019 Collection Suspended Charge \$47.50 Action performed by: E035535

11/25/2019 Contact HIGH BILL METER MIXUP WRUR - MMU - UNDER BILLED PUC
rights given to customer. Cust

Customer Satisfied-YES.

12/7/2019 Contact Meter Investigation Issued CC NEEDED NOREAD - 350 N YORK RD
- Reprogram meter Y01576

4455 due to never activated. Reprogram module to verify act

ivated and programmed to correct meter number and index read

. Note module number found.

12/9/2019 Bill Assessed \$139.86 Date Due: 2019-12-31 Date Extn: 2019-12-31

12/9/2019 Debit Gas Service \$54.22 Date Shown on Bill: 2019-12-09

12/9/2019 Debit Electric Service \$20.17 Date Shown on Bill: 2019-12-09

12/9/2019 Debit Alternate Electric Service \$17.97 Date Shown on Bill: 2019-12-09

12/9/2019 Contact Meter Investigation Voided reissue

1/7/2020 Debit Late Payment Charge \$0.47 Date Shown on Bill: 2020-01-10
 1/7/2020 Debit Late Payment Charge \$0.57 Date Shown on Bill: 2020-01-10
 1/7/2020 Debit Late Payment Charge \$1.05 Date Shown on Bill: 2020-01-10
 1/10/2020 Bill Assessed \$202.10 Date Due: 2020-02-03 Date Extn: 2020-02-03
 1/10/2020 Debit Gas Service \$15.00 Date Shown on Bill: 2020-01-10
 1/10/2020 Debit Electric Service \$22.10 Date Shown on Bill: 2020-01-10
 1/10/2020 Debit Alternate Electric Service \$23.05 Date Shown on Bill: 2020-01-10
 1/17/2020 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.

1/23/2020 Contact Meter Investigation Completed "RPRGRM MDL # 25378288,R-4749"

2/3/2020 Collection Proactive Customer Call \$202.10 Action performed by:
 CUBCL401

2/3/2020 Collection LIHEAP Winter 10-day Termination \$202.10 Action performed by:
 CUBCL510

2/3/2020 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.

2/3/2020 Contact Correspondence - Collections 10-day termination notices were mailed
 to LIHEAP Crisis elig

ible 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.

2/4/2020 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 10:36 SERVICE CLASS: RES RECOR

D TYPE: Proactive Customer Call AMOUNT D

UE AT TIME OF CALL: \$202.10 SERVICE AMOUNT DUE: \$20

2.10 TOTAL BALANCE: \$202.10 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

2/7/2020 Bill Not Assessed \$401.58 Date Due: 2020-03-02 Date Extn: 2020-03-02

2/7/2020 Debit Gas Service \$167.40 Date Shown on Bill: 2020-02-07

2/7/2020 Debit Electric Service \$17.58 Date Shown on Bill: 2020-02-07

2/7/2020 Debit Alternate Electric Service \$14.50 Date Shown on Bill: 2020-02-07

2/7/2020 Collection Proactive Call 2 \$202.10 Action performed by: CUBCL401

2/10/2020 Debit Late Payment Charge \$0.82 Date Shown on Bill: 2020-03-09

2/10/2020 Debit Late Payment Charge \$0.90 Date Shown on Bill: 2020-03-09

2/10/2020 Debit Late Payment Charge \$1.28 Date Shown on Bill: 2020-03-09

2/10/2020 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 10:36 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 2 AMOUNT D

UE AT TIME OF CALL: \$202.10 SERVICE AMOUNT DUE: \$20

2.10 TOTAL BALANCE: \$401.58 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

2/13/2020 Collection Non Friendly Notice \$202.10 Action performed by: CUBCL401

2/13/2020 Contact Correspondence - Collections Non Friendly Notice

2/26/2020 Collection Proactive Call 3 \$202.10 Action performed by: CUBCL401

2/27/2020 Contact Proactive Customer Call (484) 319-6222 CALL RESULT: Answering machine was reached.

Left message TIME OF CALL: 10:35 SERVICE CLASS: RES RECOR

D TYPE: Proactive Call 3 AMOUNT D

UE AT TIME OF CALL: \$202.10 SERVICE AMOUNT DUE: \$20

2.10 TOTAL BALANCE: \$404.58 PHN NBR UPDATED: NO EFT

: Customer wants to enroll in EFT. VENDOR: NCO

3/2/2020 Contact Miscellaneous CREDIT SUPV CONTACTED CC TO INQUIRE OTHER OPTIONS FOR CUSTOM

ERS SUPPL ISSUE ADV TO XFR CALL SUPV UNABLE TO XFR CALL DISC

ONNECTED CALL

3/2/2020 Contact Credit Issues S/W CNO TTL BAL \$404.58 PD \$202.10 CB \$199.48 DD 03/02/20 NM

RD 03/10/20>CUSTOMER CALLED TO SEE WHAT WAS THE NAME OF SUPP

LIER>ADV CUSTOMER TO CONTACT VIRIDIAN ENERGY TO BE DROPPED O

FF ACCOUNT>ASKED TO SPEAK WITH SUPERVISIOR>

3/2/2020 Contact Credit Issues CUST VERY UPSET ABOUT LETTER REC'D SAYING SHE OWES \$400 AND

C" "THAT SHE WAS VERIDIAN, SAYS SHE NEVER AUTHORIZED ANY OTHER

VERIDIA" "OMPANY, AND PECO STOPPED EFT ON HER ACCT, ADVISED W/

"N SINCE 4/10/15,CNOSF, CNO IF DROPPED CAN RETURN, ADVISED FC"

"C CAN ONLY SAYS IF SERV BE WILL BE SHUT OFF, NO CONP ON ACCT"

", CNO CAN CALL PUC, ADVSIED EFT DROPPED IN 10/2019 B/C OF .."

3/2/2020 Contact Credit Issues "cont)) B/C OF METER MIX UP ISSUE, AND NO LONGE BACK ON AFTER"

"ILL NEED ROUTING # AND ACCT # TO SET BACK UP, GAVE # TOP UC"
"FOR SUPPLIER CNO TT\$404.58 DUE TODAY, CUST DECLINED SUPPLIE"
R DROP WANT TO KNOW ABOUT FEES 1ST XFER TO FCC CUST WANTS

TO

BE SURE SERV WONT BE CUT OFF TODAY

3/2/2020 Contact Credit Issues CUST CALL'D TO SEE ABT HER ACC > SHUT OFF NOTICE
BUT ADV CUS

T THAT SHE DIDNT GET ONE FROM PECO BUT IT WAS FROM LIHEAP >
TTL BAL \$404.58 PD \$202.10 CB \$199.48

3/2/2020 Contact Supervisor Comments sw rp/ cust said she was unaware she had an
supplier on her

account / cust said she did not enroll//advised cust the sup
plier will still bill her until she drops them// cust said sh
e called them but should not have to drop something she did
not sign up for //trans to cc for dispute process for suppli
er

3/3/2020 Collection Suspended Charge \$404.58 Action performed by:
U000AMM

3/3/2020 Collection Removed From Collections \$0.00 Action performed by:
CUBCL001

3/3/2020 Contact Commission Informal - Supplier bcs 3760830 - COMPETITION RELATED
BILLING DISPUTES (# 42) PU

C rights not given to customer. Customer Satisfied-NO.

3/3/2020 Contact PUC Complaint

3/3/2020 Contact Regulatory-COMMISSION PUC report BCS #3760830 sent.
Decision pending.

3/3/2020 Contact Add TCPA Consent Account phone number (484) 319-6222 has
been added or updat

ed.

3/9/2020	Bill	Not Assessed	\$496.88	Date Due: 2020-03-31	Date Extn: 2020-03-31
3/9/2020	Debit	Gas Service	\$58.90	Date Shown on Bill: 2020-03-09	
3/9/2020	Debit	Electric Service	\$18.04	Date Shown on Bill: 2020-03-09	
3/9/2020	Debit	Alternate Electric Service	\$15.36	Date Shown on Bill: 2020-03-09	
3/24/2020	Contact	Electric Drop Enrollment		Return to PECO & Drop letter sent	
4/2/2020	Bill	Not Assessed	\$528.30	Date Due: 2020-04-24	Date Extn: 2020-04-28
4/2/2020	Debit	Electric Service	\$16.06	Date Shown on Bill: 2020-04-02	
4/2/2020	Debit	Alternate Electric Service	\$15.36	Date Shown on Bill: 2020-04-02	
4/6/2020	Bill	Not Assessed	\$571.84	Date Due: 2020-04-28	Date Extn: 2020-05-08
4/6/2020	Debit	Gas Service	\$34.66	Date Shown on Bill: 2020-04-06	
4/6/2020	Debit	Electric Service	\$8.88	Date Shown on Bill: 2020-04-06	
4/14/2020	Contact	Disconnect Issued		Gas	
4/16/2020	Bill	Not Assessed	\$590.84	Date Due: 2020-05-08	Date Extn: 2020-05-08
4/16/2020	Debit	Gas Service	\$10.37	Date Shown on Bill: 2020-04-16	
4/16/2020	Debit	Electric Service	\$8.63	Date Shown on Bill: 2020-04-16	
4/16/2020	Contact	Disconnect Completed		ACCT-1450995053: PER PLANNER CONNECT PENDING	
4/22/2020	Contact	Miscellaneous		JACQUELINE DOOLING clld states recvd ltr that svcs w plced "in someone elses nme, but she still lived there. Will plce s" vs back into cust nme. explnd puc case is regarding supplier . two seperate issues	
4/22/2020	Contact	Credit Issues		JACQUELINE DOOLING CI because the PUC complaint and about th e account that is canceled without her permission. Trasnered t o CC	
4/22/2020	Contact	Billing Issues		cust inq ltr saying acct xfer to someone else and high bill	

per rvw cust has meter mix up in Nov no pymnt rcvd since 10-28-19 as eft was canceled due to MM cust disconnected while rvwing acct

4/23/2020	Contact Web Billing and Payment Drop			EXISTING EBILL ACCOUNT DROPPED AND TRANSFERRED TO 1450995080
5/12/2020	Credit Transfer	\$590.84		
5/12/2020	Trnsfer to	14509-95080	ST \$356.64	GAS SERVIC Reason: Customer Request
5/12/2020	Trnsfer to	14509-95080	ST \$129.24	ELECTRIC S Reason: Customer Request
5/12/2020	Trnsfer to	14509-95080	ST \$99.87	ALT ELEC Reason: Customer Request
5/12/2020	Trnsfer to	14509-95080	ST \$2.33	LPC - GAS Reason: Customer Request
5/12/2020	Trnsfer to	14509-95080	ST \$1.29	LPC-ELE-SU Reason: Customer Request
5/12/2020	Trnsfer to	14509-95080	ST \$1.47	LPC - ELE Reason: Customer Request
5/12/2020	Trnsfer to	14509-95080	TC \$0.00	Reason: Customer Request
7/15/2020	Contact Regulatory-COMMISSION			Update provided to BCS (J. Diaz)
8/11/2020	Collection	Suspended Charge	\$0.00	Action performed by: U000AMM
8/11/2020	Contact Commission Informal - Supplier			PUC DEC 08/10/2020 PUC UPHOLDS VIRIDIAN ENERGY POSITION THA

THROU T THE CUSTOMER WAS LEGITIMATELY ENROLLED WITH VIRIDIAN

PU GH PECO ENERGY'S STANDARD OFFER PROGRAM BCS CASE #3760830

C rights not given to customer. Customer Satisfied-NO.