



INDEX TO EXHIBITS

Docket No. C-2020-3021157

Hearing Date: September 27, 2021

<u>NUMBER</u>		<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>West Penn Exhibit:</u>			
10	Opening Decision in Case	113	119
11	Tariff Rule 21	125	132
12	Claim Denial Letter	127	133
13	2015 Informal Complaint	143	144

September 30, 2021

**Via Electronic Mail**

The Honorable Charece Z. Collins  
[charcollin@pa.gov](mailto:charcollin@pa.gov)

**Re: Docket No. C-2020-3021157  
Brian and Diane (Morris) Zampatti v. West Penn Power Company  
Admitted Hearing Exhibits of West Penn**

Dear Judge Collins:

Pursuant to your directives, attached please find the Admitted Hearing Exhibit Nos. 1 through 13 of West Penn Power Company.

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

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co  
Enclosures

cc: Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]  
Brian and Diane (Morris) Zampatti [w/encls.]

**Re: Docket No. C-2020-3021157  
Brian and Diane (Morris) Zampatti v. West Penn Power Company  
Admitted Hearing Exhibits of West Penn**

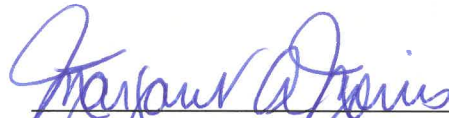
**CERTIFICATE OF SERVICE**

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

**Via Electronic Mail**

Brian and Diane (Morris) Zampatti  
[zampatti2000@yahoo.com](mailto:zampatti2000@yahoo.com)

Dated: September 30, 2021

  
\_\_\_\_\_  
Margaret A. Morris, Esquire

**Docket No. C-2020-3021157**

**Brian and Diane (Morris) Zampatti v. West Penn Power Company**

**The Hon. Charece Z. Collins**

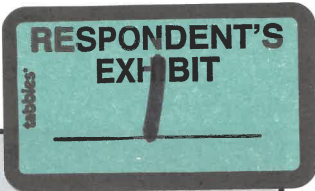
**Hearing Date: September 27, 2021 at 10 a.m.**

**PUC Call-In: 1-866-802-1166; PIN: 65945489#**

**ADMITTED HEARING EXHIBITS OF WEST PENN**

1. Outage History with Reliability Improvements
2. PowerOn Orders for each outage
3. Nov 2020 RMS Voltage and Current
4. Feb. 2021 RMS Voltage and Current
5. Smart Meter Log, 3/18/21
6. Smart Meter #5002089264 Log, 5/1/21 to 6/9/21
7. Smart Meter #5002089264 Log, 6/10/21 to 8/29/21
8. Smart Meter #5002089264 Log, 8/30/21 to present
9. Customer Contacts
10. BCS Decision No. 3742358, closed 11/1/19
11. Tariff Rule 21
12. Claim Denial Letter, dated 11/20/18
13. BCS Decision No. 3368781, closed 12/28/15

# West Penn Power ERS Complaint Action Plan



## Basic Complaint Information:

Customer Name:   
 Service Address:   
  
 Account Number:   
 Date Order Taken:

## \*\*\*\*EXTENDED OUTAGE HISTORY (2 YEAR)\*\*\*\*

DATE/TIME	DURATION (HOUR/MIN)	OUTAGE CAUSE	CUSTOMERS AFFECTED	WEATHER/ADDITIONAL COMMENTS
04/22/2021 13:33:00	3	PLANNED OUTAGE	406	FAIR-SUNNY-OVERCAST
04/22/2021 09:14:00	7	PLANNED OUTAGE	406	FAIR-SUNNY-OVERCAST
03/18/2021 14:54:00	68	CUSTOMER EQUIPMENT	234	FAIR-SUNNY-OVERCAST
12/09/2020 14:00:00	40	PLANNED OUTAGE	2	FAIR-SUNNY-OVERCAST
10/12/2020 11:21:00	22	PLANNED OUTAGE	1869	FAIR-SUNNY-OVERCAST
04/08/2020 01:39:00	134	TREES OFF ROW-TREE	1758	FAIR-SUNNY-OVERCAST
03/01/2019 19:17:00	43	PLANNED OUTAGE	20	FAIR-SUNNY-OVERCAST
02/24/2019 16:57:26	1498	TREES OFF ROW-TREE	1485	FAIR-SUNNY-OVERCAST
09/11/2018 02:30:00	227	TREES OFF ROW-TREE	684	RAINING
06/14/2018 14:08:00	6	EQUIPMENT FAILURE	1855	FAIR-SUNNY-OVERCAST
05/19/2018 20:12:00	72	TREES ON ROW	384	FAIR-SUNNY-OVERCAST
11/06/2017 07:00:00	10	FORCED OUTAGE	1042	FAIR-SUNNY-OVERCAST
11/06/2017 02:43:00	235	FORCED OUTAGE	1843	FAIR-SUNNY-OVERCAST

## \*\*\*\*CONTACT HISTORY\*\*\*\*

(copy additional rows in if needed)

#1 Date/Time	Contact Name	Company Employee	
Explanation of Discussion			
#2 Date/Time	Contact Name	Company Employee	
Explanation of Discussion			
#3 Date/Time	Contact Name	Company Employee	
Explanation of Discussion			

## \*\*\*\*OUTAGE ANALYSIS\*\*\*\*

Click All That Apply:

Momentary Outage Problem	<input checked="" type="checkbox"/>
Extended Outage Problem	<input type="checkbox"/>
Other ERS problem	<input type="checkbox"/>

### ANALYSIS COMMENTS:

After reviewing smart meter data we we need to patrol B phase top see what is causing momentary interruptions. With this review and the completion of the tree trimming we should be good until the Next OH CKT inspection in 2022. **The last outage that showed on the customers smart meter was 10/12/2020 where Birds got into the recloser feeding him. These reclosers were replaced after this interruption. I looked back to May first on his smart meter and this was the only interruption.**

**\*\*\*\*RELIABILITY IMPROVEMENTS / ACTION PLAN\*\*\*\***

We patrolled below recloser 114359-wp53. At 72309-wp53 the arrester on the B ph transformer is chipped/shattered and at 201306-wp53 the pole is severely split causing the crossarm to be off center which has caused the clearance between the 2 phases to be shortened increasing the potential of ph to ph contact. Create a job to get these two items corrected.

We we need to patrol B phase to see what is causing momentary interruptions.

2020

Cycle Tree Trimming

2010 Pole inspection. Next 2022

2016 OH Ckt inspection. Next 2022

2016 UG padmount inspections. Next 2022

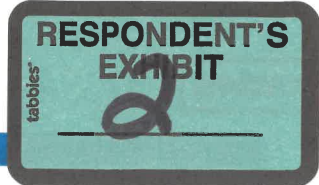
**Follow-up Summary**

	Actual	Target	
Date of This Update	6/17/2021		
Date Order Taken			
Date of Initial Response			<i>Estimate 3-5 days for initial response</i>
Date of Next Update			<i>Est. Follow-up communication every 10 days after initial response until completed.</i>
Projected Completion Date			<i>Est Completion Date</i>

**Report Log:**

Date	Responder	Comments on Changes
	Shawn Hindman	

<b>Order #</b>	<b>Type</b>	<b>Status</b>	<b>Priority</b>	<b>Special</b>
8605327-1	Outage	Archived	5	



Order Details for Order 8605327-1

<b>Time Off</b>	<b>Order Created</b>	<b>Assigned</b>	<b>Dispatch</b>
11/06/2017 02:43	11/06/2017 02:44	11/06/2017 07:10	11/06/2017 07:24
<b>En Route</b>	<b>Arrived</b>	<b>Last Restoration</b>	<b>Field Complete</b>
11/06/2017 07:24	11/06/2017 07:24	11/06/2017 06:38	11/06/2017 07:37
<b>Closed</b>	<b>ETR</b>	<b>Calls</b>	<b>Custs Affected</b>
11/06/2017 07:37	11/06/2017 08:30	215	1843
<b>Crew</b>		<b>Crew Area</b>	
Forced Outage		CHARLEROI CA	
<b>Work Desc</b>		<b>Duration (Min)</b>	<b>Total CMI</b>
Circuit Lockout Outage		235	310179

Organization

<b>Current Org</b>	<b>Substation</b>	<b>Disp Center</b>
Dispatch	WESTRAVER	Charleroi District
<b>Owner</b>	<b>Circuit</b>	<b>Disp Area</b>
Horten, Christopher	FELLSBURG	Charleroi Oper Area

Device Info

<b>ID</b>	Circuit WESTRAVER-FELLSBURG (325480071)		
<b>Type</b>	<b>Voltage</b>		
Circuit Lockout	7.2/12.5 KV		

Event Details

<b>Cause</b>	<b>Cause Pole</b>		
Forced Outage	Pole 579198-WP53		
<b>Failed Comp</b>	<b>Facility Location</b>		
Conductor. - Bare	WESTRAVER		
<b>Action Taken</b>	<b>Outage Type</b>	<b>Weather</b>	
Repaired	Distribution	Fair-Sunny-Overcast	
<b>Related Events</b>	<b>Follow Ups Sent</b>		
<b>Follow Up</b>			
<b>Comments</b>	WP-17-20991-SC. related to PO 8605327,, pole burning 579198,, made non auto and opened at 02:43,, restored at 0638. drop and pick followed by PO860544.		
<b>Order Instructions</b>			

Order #	Type	Status	Priority	Special
8605444-1	Outage	Archived	5	

APPROVED

Order Details for Order 8605444-1

Time Off	Order Created	Assigned	Dispatch
11/06/2017 07:00	11/06/2017 07:05	11/06/2017 07:06	11/06/2017 07:07
En Route	Arrived	Last Restoration	Field Complete
11/06/2017 07:07	11/06/2017 07:07	11/06/2017 07:12	11/06/2017 07:33
Closed	ETR	Calls	Custs Affected
11/06/2017 07:33	11/06/2017 10:35	13	1042
Crew	Crew Area	Duration (Min)	Total CMI
Forced Outage	CHARLEROI CA	12	11456
Work Desc			
No Lights			

Organization

Current Org	Substation	Disp Center
Dispatch	SOMERS	Charleroi District
Owner	Circuit	Disp Area
Gluch, Gerald	RANKINS CROSSROADS	Charleroi Oper Area

Device Info

ID	Voltage
Switch Installation 73001-WP53 ABC	
Type	Voltage
Primary Fault	7.2/12.5 KV

Event Details

Cause	Cause Pole	
Forced Outage	Pole 579198-WP53	
Failed Comp	Facility Location	
Switch		
Action Taken	Outage Type	Weather
Perform Switching	Distribution	Fair-Sunny-Overcast
Related Events	Follow Ups Sent	
Follow Up		
Comments		
WP-17-20991-SC. opened at 0700 at 78220 and at 73001//forced to returning circuit to normal// 114359 closed at 0710 // 16396 closed at 0712.		
Order Instructions		

Order #	Type	Status	Priority	Special
8939606-1	Outage	Archived	3	

APPROVED

Order Details for Order 8939606-1

Time Off	Order Created	Assigned	Dispatch
05/19/2018 20:12	05/19/2018 20:15	05/19/2018 20:17	05/19/2018 20:18
En Route	Arrived	Last Restoration	Field Complete
05/19/2018 20:22		05/19/2018 21:25	05/19/2018 21:53
Closed	ETR	Calls	Custs Affected
05/19/2018 21:57	05/19/2018 23:43	97	384
Crew	Crew Area	Duration (Min)	Total CMI
Manetta, G - 134038	CHARLEROI CA	73	28032
Work Desc			
Safety Forces On Site			

Organization

Current Org	Substation	Disp Center
Dispatch	WESTRAVER	Charleroi District
Owner	Circuit	Disp Area
Gluch, Gerald	FELLSBURG	Charleroi Oper Area

Device Info

ID	Voltage
Recloser Installation 114359-WP53 ABC 200	
Type	Voltage
Recloser	7.2/12.5 KV

Event Details

Cause	Cause Pole	Weather
Trees On ROW	201302-WP53	
Failed Comp	Facility Location	
Conductor. - Bare	114359-WP53	
Action Taken	Outage Type	Weather
Trim/Removed Tree(s)	Distribution	Fair-Sunny-Overcast
Related Events	Follow Ups Sent	
Follow Up		
Comments		
B and c phase recloser open at 114359//restored at 2125/// tree limb at 201302 [MDT Comments - MANETTA-05/19/18 tree limb across primary phases ]		
Order Instructions		

Order #	Type	Status	Priority	Special
8959217-1	Outage	Archived	5	

APPROVED

Order Details for Order 8959217-1

Time Off	Order Created	Assigned	Dispatch
06/14/2018 14:08	06/14/2018 14:12	06/14/2018 14:14	06/14/2018 14:14
En Route	Arrived	Last Restoration	Field Complete
06/14/2018 14:37	06/14/2018 14:37	06/14/2018 15:52	06/14/2018 14:18
Closed	ETR	Calls	Custs Affected
06/14/2018 16:44	06/14/2018 17:09	45	1855
Crew	Crew Area	Duration (Min)	Total CMI
Manetta, G - 134038	CHARLEROI CA	104	34552
Work Desc			
No Lights			

Organization

Current Org	Substation	Disp Center
Dispatch	WESTRAVER	Charleroi District
Owner	Circuit	Disp Area
Gluch, Gerald	FELLSBURG	Charleroi Oper Area

Device Info

ID	Voltage
Recloser Installation 114359-WP53 ABC 200	
Type	Voltage
Recloser	7.2/12.5 KV

Event Details

Cause	Cause Pole	
Equipment Failure	Recloser Installation 114359-WP53 ABC 200	
Failed Comp	Facility Location	
Recloser	114359-WP53	
Action Taken	Outage Type	Weather
Bypassed	Distribution	Fair-Sunny-Overcast
Related Events	Follow Ups Sent	
	LineSAP Followup Sent	
Follow Up	B phase calls only,, possible 240 cust not 533,, failed B phase OCR,, need to open OCR at station to by-pass OCR [MDT Comments - MANETTA-06/14/18 B phase recloser bad,bypassed ] Auto generate of SAP followup due to billable cause code	
Comments	B phase calls only,, possible 240 cust not 533,, failed B phase OCR,, need to open OCR at station to by-pass OCRWP-18-10508-sc,,opened SS at 15:46,, restored at 15:52. More calls on PO 8959357. See PO 8959459 for downstream outage (5 customers).	
Order Instructions		

<b>Order #</b>	<b>Type</b>	<b>Status</b>	<b>Priority</b>	<b>Special</b>
9039625-1	Outage	Archived	5	



Order Details for Order 9039625-1

<b>Time Off</b>	<b>Order Created</b>	<b>Assigned</b>	<b>Dispatch</b>
09/11/2018 02:30	09/11/2018 02:31	09/11/2018 03:50	09/11/2018 03:50
<b>En Route</b>	<b>Arrived</b>	<b>Last Restoration</b>	<b>Field Complete</b>
09/11/2018 03:51	09/11/2018 04:24	09/11/2018 06:37	09/11/2018 06:48
<b>Closed</b>	<b>ETR</b>	<b>Calls</b>	<b>Custs Affected</b>
09/11/2018 07:40	09/11/2018 07:00	81	684
<b>Crew</b>		<b>Crew Area</b>	
Torrey, Thomas - 134023		CHARLEROI CA	
<b>Work Desc</b>		<b>Duration (Min)</b>	<b>Total CMI</b>
No Lights		247	101466

Organization

<b>Current Org</b>	<b>Substation</b>	<b>Disp Center</b>
Dispatch	WESTRAVER	Charleroi District
<b>Owner</b>	<b>Circuit</b>	<b>Disp Area</b>
Berkoben, James	FELLSBURG	Charleroi Oper Area

Device Info

<b>ID</b>	Recloser Installation 114359-WP53 ABC 200		
<b>Type</b>	<b>Voltage</b>		
Recloser	7.2/12.5 KV		

Event Details

<b>Cause</b>	<b>Cause Pole</b>		
Trees Off ROW-Tree	Pole 68786-WP53		
<b>Failed Comp</b>	<b>Facility Location</b>		
Conductor. - Bare	114359-WP53		
<b>Action Taken</b>	<b>Outage Type</b>	<b>Weather</b>	
Trim/Removed Tree(s)	Distribution	Raining	
<b>Related Events</b>	<b>Follow Ups Sent</b>		
<b>Follow Up</b>			
<b>Comments</b>			
NOTE: Rostraver library not counted in customer count, See po9037888 for that outage. Start outage at 0230.Call from center for fitness was not part of this outage.Previous call //wp-18-16427-cc// All 3 reclosers are open at 114359. tree on line at 68786, A phase also down at this location//opened at 113668 and closed n.o. at 78220 at 0354 picking up 147/// [MDT Comments - TORREY III-09/11/18 Tree crew removed crew and wire was repaired and restored, line was backfed to pick up customers and everything was put back to normal when work was completed ]			
<b>Order Instructions</b>			

Order #	Type	Status	Priority	Special
9206595-1	Outage	Archived	3	

APPROVED

Order Details for Order 9206595-1

Time Off	Order Created	Assigned	Dispatch
02/24/2019 16:57	02/25/2019 11:50	02/25/2019 13:01	02/25/2019 13:01
En Route	Arrived	Last Restoration	Field Complete
02/25/2019 15:00	02/25/2019 15:00	02/25/2019 20:55	02/25/2019 19:57
Closed	ETR	Calls	Custs Affected
02/25/2019 22:09	02/25/2019 23:00	458	1485
Crew	Crew Area	Duration (Min)	Total CMI
Williams, Perry - 134365	CHARLEROI CA	1678	2051045
Work Desc			
No Lights			

Organization

Current Org	Substation	Disp Center
Dispatch	WESTRAVER	Charleroi District
Owner	Circuit	Disp Area
Berkoben, James	FELLSBURG	Charleroi Oper Area

Device Info

ID	Type	Voltage
Circuit WESTRAVER-FELLSBURG (325480071)	Circuit Lockout	Unknown

Event Details

Cause	Cause Pole	Weather
Trees Off ROW-Tree	502291-WP53	Fair-Sunny-Overcast
Failed Comp	Facility Location	
Pole - Wood	WESTRAVER	
Action Taken	Outage Type	
Replaced	Distribution	
Related Events	Follow Ups Sent	
	LineSAP Followup Sent	
Follow Up	<p>502291 to 502294 all poles need work - pole broken - phase on triplex - 6 sections of wire down - lage tree across the road - 795 laying on the road need tree crew and multiple line crews. possible stub guy pole broken - 502291 to 502294 all poles need work digger truck 2 big buckets and all hardware for 6 poles 795 sire and sleeves 3/0 wire and sleeves flagman closed the recl at Westraver sub at 1457 (2/25) picking up to pole 229357. opened at 114359, closed n.o. at 78220(picked up 543). CLSD all 3 OCR`s at 114359 at 1755 restoring all but 4 customers. [MDT Comments - WILLIAMS-02/25/19 Broken pole ] Auto generate of SAP followup due to capital item</p>	
Comments	<p>502291 to 502294 all poles need work - pole broken - phase on triplex - 6 sections of wire down - lage tree across the road - 795 laying on the road need tree crew and multiple line crews. possible stub guy pole broken - 502291 to 502294 all poles need work digger truck 2 big buckets and all hardware for 6 poles 795 sire and sleeves 3/0 wire and sleeves flagman closed the recl at Westraver sub at 1457 (2/25) picking up to pole 229357. opened at 114359, closed n.o. at 78220(picked up 543). CLSD all 3 OCR`s at 114359 at 1755 restoring all but 4 customers. [MDT Comments - WILLIAMS-02/25/19 Broken pole ]</p>	
Order Instructions		

<b>Order #</b>	<b>Type</b>	<b>Status</b>	<b>Priority</b>	<b>Special</b>
9227608-1	Outage	Archived	5	



Order Details for Order 9227608-1

<b>Time Off</b>	<b>Order Created</b>	<b>Assigned</b>	<b>Dispatch</b>
03/01/2019 19:17	03/01/2019 20:44		
<b>En Route</b>	<b>Arrived</b>	<b>Last Restoration</b>	<b>Field Complete</b>
		03/01/2019 20:00	03/01/2019 21:10
<b>Closed</b>	<b>ETR</b>	<b>Calls</b>	<b>Custs Affected</b>
03/01/2019 21:10	03/02/2019 00:14	0	20
<b>Crew</b>		<b>Crew Area</b>	
		CHARLEROI CA	
<b>Work Desc</b>		<b>Duration (Min)</b>	<b>Total CMI</b>
Temporary Open (Feeder) Outage		43	860

Organization

<b>Current Org</b>	<b>Substation</b>	<b>Disp Center</b>
Dispatch	WESTRAVER	Charleroi District
<b>Owner</b>	<b>Circuit</b>	<b>Disp Area</b>
McGregor, Jon C	FELLSBURG	Charleroi Oper Area

Device Info

<b>ID</b>	Temporary Open (Feeder) (48610)		
<b>Type</b>	<b>Voltage</b>		
Temporary Open (Feeder)	7.2/12.5 KV		

Event Details

<b>Cause</b>	<b>Cause Pole</b>		
Planned Outage	Pole 579198-WP53		
<b>Failed Comp</b>	<b>Facility Location</b>		
Conductor. - Bare			
<b>Action Taken</b>	<b>Outage Type</b>	<b>Weather</b>	
Repaired	Distribution	Fair-Sunny-Overcast	
<b>Related Events</b>	<b>Follow Ups Sent</b>		
<b>Follow Up</b>			
<b>Comments</b>			
WP-19-04361-CC			
<b>Order Instructions</b>			

Order #	Type	Status	Priority	Special
9568475-1	Outage	Archived	3	

APPROVED

Order Details for Order 9568475-1

Time Off	Order Created	Assigned	Dispatch
04/08/2020 01:39	04/08/2020 01:43		
En Route	Arrived	Last Restoration	Field Complete
		04/08/2020 03:53	04/08/2020 05:02
Closed	ETR	Calls	Custs Affected
04/08/2020 05:02	04/08/2020 05:13	151	1758
Crew		Crew Area	
		CHARLEROI CA	
Work Desc		Duration (Min)	Total CMI
Outage Order		134	235572

Organization

Current Org	Substation	Disp Center
Dispatch	WESTRAVER	Charleroi District
Owner	Circuit	Disp Area
Gluch, Gerald	FELLSBURG	Charleroi Oper Area

Device Info

ID	Voltage
Circuit WESTRAVER-FELLSBURG (325480071)	
Type	Voltage
Circuit Lockout	7.2/12.5 KV

Event Details

Cause	Cause Pole	Weather
Trees Off ROW-Tree	Pole 353668-WP53	
Failed Comp	Facility Location	
Conductor. - Bare	WESTRAVER	
Action Taken	Outage Type	Weather
Trim/Removed Tree(s)	Distribution	Fair-Sunny-Overcast
Related Events	Follow Ups Sent	
Follow Up		
Comments		
EMS indicated open at 0139. Tree across both circuits at 353668, working from bucket, will call when removed. Tree removed, closed fellsburg 12kv ocr at 0353. See PO 9569367 for downstream outage.		
Order Instructions		

Order #	Type	Status	Priority	Special
9749717-1	Outage	Archived	5	

APPROVED

Order Details for Order 9749717-1

Time Off	Order Created	Assigned	Dispatch
10/12/2020 11:21	10/12/2020 11:24	10/12/2020 11:24	
En Route	Arrived	Last Restoration	Field Complete
		10/12/2020 11:43	10/12/2020 11:48
Closed	ETR	Calls	Custs Affected
10/12/2020 11:48	10/12/2020 14:24	89	1869
Crew	Planned Outage	Crew Area	Work Desc
		CHARLEROI CA	Outage Order
Duration (Min)	Total CMI		
22	41118		

Organization

Current Org	Substation	Disp Center
Dispatch	WESTRAVER	Charleroi District
Owner	Circuit	Disp Area
Gluch, Gerald	FELLSBURG	Charleroi Oper Area

Device Info

ID	Voltage
Circuit WESTRAVER-FELLSBURG (325480071)	
Type	Voltage
Circuit Lockout	7.2/12.5 KV

Event Details

Cause	Cause Pole	Weather
Planned Outage	115359-WP53	
Failed Comp	Facility Location	
Recloser	WESTRAVER	
Action Taken	Outage Type	Weather
Isolated	Distribution	Fair-Sunny-Overcast
Related Events	Follow Ups Sent	
Follow Up		
Comments		
WP-20-18214-SC. off time 11:21, Restored 11:43. WORK ON RECLOSER ON POLE 114359		
Order Instructions		

Order #	Type	Status	Priority	Special
9803892-1	Outage	Archived	5	

**APPROVED**

Order Details for Order 9803892-1

Time Off	Order Created	Assigned	Dispatch
12/09/2020 14:00	12/09/2020 13:41	12/09/2020 13:41	
En Route	Arrived	Last Restoration	Field Complete
		12/09/2020 14:40	12/09/2020 15:01
Closed	ETR	Calls	Custs Affected
12/09/2020 15:01	12/09/2020 16:41	0	2
Crew		Crew Area	
Planned Outage		CHARLEROI CA	
Work Desc		Duration (Min)	Total CMI
Outage Order		40	80

Organization

Current Org	Substation	Disp Center
Dispatch	WESTRAVER	Charleroi District
Owner	Circuit	Disp Area
Gluch, Gerald	FELLSBURG	Charleroi Oper Area

Device Info

ID	Voltage
OH Transformer 78723-WP53 B	
Type	Voltage
Transformer - OH	7.2/12.5 KV

Event Details

Cause	Cause Pole	
Planned Outage	OH Transformer 78723-WP53 B	
Failed Comp	Facility Location	
Transformer - Conv	MEADOW LN 120 - 78723-WP53	
Action Taken	Outage Type	Weather
Isolated	Distribution	Fair-Sunny-Overcast
Related Events	Follow Ups Sent	
Follow Up		
Comments		
PLANNED OUTAGE TRANS 78723 TRANS WAS OFF 1400 AND ON 1440.		
Order Instructions		

Order #	Type	Status	Priority	Special
9875140-2	Outage	Closed	2	

Order Details for Order 9875140-2

Time Off	Order Created	Assigned	Dispatch
03/18/2021 14:54	03/18/2021 16:07	03/18/2021 16:07	03/18/2021 18:43
En Route	Arrived	Last Restoration	Field Complete
03/18/2021 18:43	03/18/2021 18:43	03/18/2021 19:31	03/18/2021 23:40
Closed	ETR	Calls	Custs Affected
03/18/2021 23:40	03/18/2021 20:00	65	49
Crew	Crew Area	Duration (Min)	Total CMI
Thompson(Glen smith)	CHARLEROI CA	277	11411
Work Desc			
Safety Forces On Site			

Organization

Current Org	Substation	Disp Center
Dispatch	WESTRAVER	Charleroi District
Owner	Circuit	Disp Area
Fry, Mark	FELLSBURG	Charleroi Oper Area

Device Info

ID
Many: Fuse Installation 338113-WP53 100T, Recloser Installation 114359-WP53 ABC 200
Type
Recloser
Voltage
7.2/12.5 KV

Event Details

Cause	Cause Pole	
Fire		
Failed Comp	Facility Location	
Cutout - Porcelain	Fuse Installation (338113-WP53)	
Action Taken	Outage Type	Weather
	Distribution	
Related Events	Follow Ups Sent	
9875140-1	SAP Followup Sent	
Follow Up	POLE 1133366 TOP BURNT// POLE 338113 CUT-OUT BURNT OPEN ON SOURCE SIDE// ONLY CENTER PHASE OPEN ON RECLOSER 114359 (253 CUST)// CREW OPENED FUSE 33813// RECLOSER CLOSED = 1602// SEE -2 RAD TO G SMITH// OFF RAD// CLOSED 3 FUSES AT 338113 _1845_// CHANGING CUTOUT ON POLE 1133366 WORKING AS HOT//CLOSED AT 1931	
Comments	POLE 1133366 TOP BURNT// POLE 338113 CUT-OUT BURNT OPEN ON SOURCE SIDE// ONLY CENTER PHASE OPEN ON RECLOSER 114359 (253 CUST)// CREW OPENED FUSE 33813// RECLOSER CLOSED 1602// SEE -2 RAD TO G SMITH// OFF RAD// CLOSED 3 FUSES AT 338113 _1845_// CHANGING CUTOUT ON POLE 1133366 WORKING AS HOT//CLOSED AT 1931	
Order Instructions		

Order #	Type	Status	Priority	Special
9907737-1	Outage	Archived	5	

APPROVED

Order Details for Order 9907737-1

Time Off	Order Created	Assigned	Dispatch
04/22/2021 09:14	04/22/2021 09:08	04/22/2021 09:08	
En Route	Arrived	Last Restoration	Field Complete
		04/22/2021 09:21	04/22/2021 09:51
Closed	ETR	Calls	Custs Affected
04/22/2021 09:51	04/22/2021 14:15	3	406
Crew		Crew Area	
Planned Outage		CHARLEROI CA	
Work Desc		Duration (Min)	Total CMI
No Lights		7	2842

Organization

Current Org	Substation	Disp Center
Dispatch	WESTRAVER	Charleroi District
Owner	Circuit	Disp Area
Gluch, Gerald	FELLSBURG	Charleroi Oper Area

Device Info

**ID**  
Many: Temporary Open (Primary) (64912), Temporary Open (Primary) (64911)

Type	Voltage
Temporary Open (Primary)	Unknown

Event Details

Cause	Cause Pole	
Planned Outage	Pole 120719-WP53	
Failed Comp	Facility Location	
Switch		
Action Taken	Outage Type	Weather
Perform Switching	Distribution	Fair-Sunny-Overcast
Related Events	Follow Ups Sent	
9907737-2		

Comments

PLANNED OUTAGE UNDER WP-21-06140-CC. OUTAGE STARTED 0914. Closed N.O. 78220 at 0921 restoring 406 customers (unmapped S/B pole 120719). CUST ON POLE 201314 WAS MOVED TO POLE 89844 LAST WEEK THEY WERE NOT OUT OF POWER ONLY 406 CUST OUT// SEE -2 FOR RETURNING CIRCUIT BACK TO NORMAL

Order Instructions

<b>Order #</b>	<b>Type</b>	<b>Status</b>	<b>Priority</b>	<b>Special</b>
9907737-2	Outage	Archived	2	



Order Details for Order 9907737-2

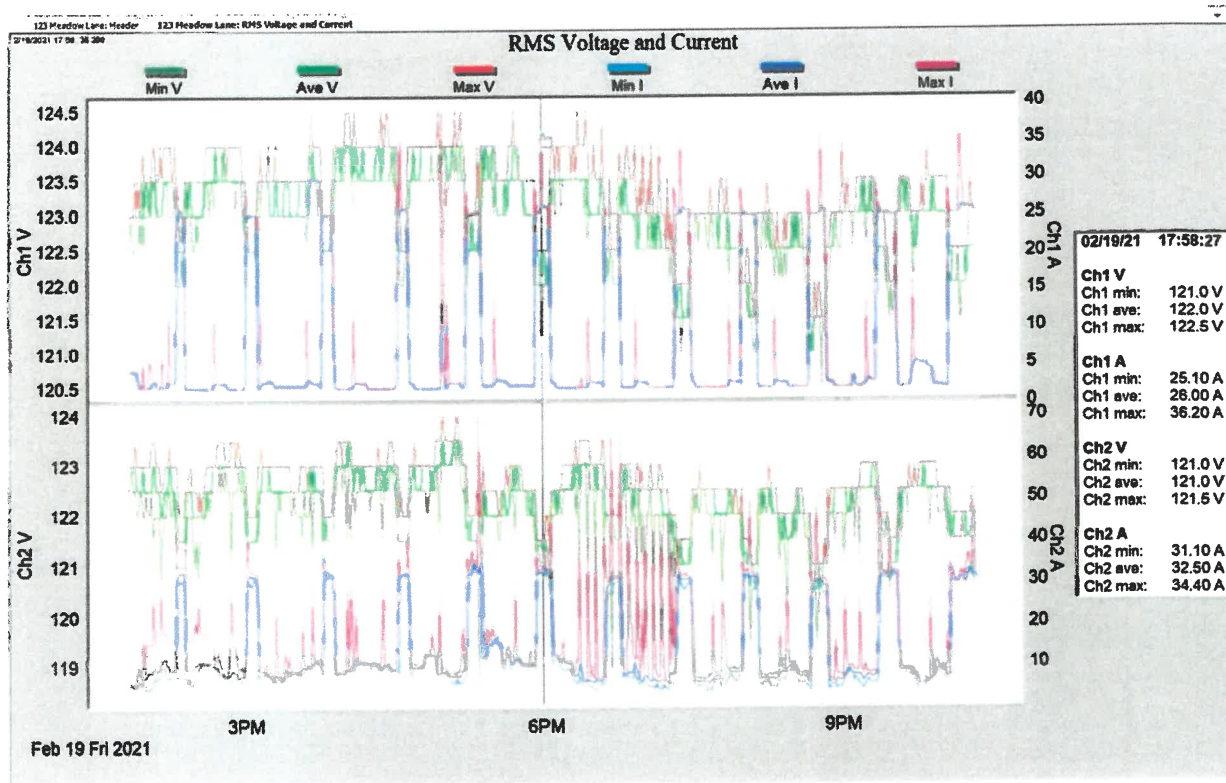
<b>Time Off</b>	<b>Order Created</b>	<b>Assigned</b>	<b>Dispatch</b>
04/22/2021 13:33	04/22/2021 09:51	04/22/2021 09:51	04/22/2021 13:27
<b>En Route</b>	<b>Arrived</b>	<b>Last Restoration</b>	<b>Field Complete</b>
04/22/2021 13:27	04/22/2021 13:27	04/22/2021 13:36	04/22/2021 13:48
<b>Closed</b>	<b>ETR</b>	<b>Calls</b>	<b>Custs Affected</b>
04/22/2021 13:48	04/22/2021 14:15	3	406
<b>Crew</b>		<b>Crew Area</b>	
Planned Outage		CHARLEROI CA	
<b>Work Desc</b>		<b>Duration (Min)</b>	<b>Total CMI</b>
No Lights		3	1218

<b>Organization</b>		
<b>Current Org</b>	<b>Substation</b>	<b>Disp Center</b>
Dispatch	WESTRAVER	Charleroi District
<b>Owner</b>	<b>Circuit</b>	<b>Disp Area</b>
Gluch, Gerald	FELLSBURG	Charleroi Oper Area

<b>Device Info</b>	
<b>ID</b>	Many: Temporary Open (Primary) (64912), Temporary Open (Primary) (64911)
<b>Type</b>	Temporary Open (Primary)
<b>Voltage</b>	Unknown

<b>Event Details</b>		
<b>Cause</b>	<b>Cause Pole</b>	
Planned Outage	Switch Installation 78220-WP53 ABC	
<b>Failed Comp</b>	<b>Facility Location</b>	
Jaw/Blade		
<b>Action Taken</b>	<b>Outage Type</b>	<b>Weather</b>
Perform Switching	Distribution	Fair-Sunny-Overcast
<b>Related Events</b>	<b>Follow Ups Sent</b>	
9907737-1		
<b>Follow Up</b>		
<b>Comments</b>	<p>PLANNED OUTAGE UNDER WP-21-06140-CC// OUTAGE STARTED 914 // Closed N.O. 78220 at 921 restoring 406 customers // CUST ON POLE 201314 WAS MOVED TO POLE 89844 LAST WEEK THEY WERE NOT OUT OF POWER ACTUAL CUST COUNT 406// SEE -2 FOR RETURNING CIRCUIT BACK TO NORMAL // Return to normal // Drop 406 customers at 1333, Restored at 1336.</p>	
<b>Order Instructions</b>		







Interactive Read

All Rows Print PDF Excel

Selections

1: Select Endpoint

5002089264 Search Endpoints

2: Select Interactive Read Options

Date Span: Today EDT | 3/18/2021 12:00 AM | 3/18/2021 04:01 PM

- Retrieve Event Log (checked)
Retrieve Communication Logs
Retrieve Home Network Data
Retrieve Registers
Retrieve Load Profile
Retrieve Network Statistics
Retrieve Toolbox Data
Retrieve Voltage Monitoring
Retrieve Extended Current Data
Retrieve Self Read Data
Retrieve Prior Extended Self Read Data
Retrieve Extended Load Profile
Retrieve Instrumentation Profile
Retrieve Temperature Monitoring Log

3: Select Time Zone for Data Display

Local Time Zone

4: Read Endpoint

Use Diagnostic Read Protocol

Read Endpoint

Summary table with fields: Serial Number (5002089264), Electronic Serial Number (2.16.840.1.114416.1.83.5002089264), Interactive Read Time (3/18/2021 4:04:27 PM), Time Zone (UTC-05:00 Eastern Time), Requested Time Span (3/18/2021 12:00:00 AM - 3/18/2021 4:04:27 PM), Job Status (Successful), Job Duration (00:00:04)

History Log table with columns: Event Date/Time, Event, Event Parameters. Rows show Primary Power Down and Primary Power Up events.



All Rows Print PDF Excel

Selections

Interactive Read

**1: Select Endpoint**

5002089264

**2: Select Interactive Read Options**

Date Span: Custom EDT

5/1/2021 12:00 AM

6/9/2021 02:48 PM

Retrieve Event Log

Retrieve Communication Log

Retrieve Home Network Data

Retrieve Registers

Retrieve Load Profile

Retrieve Network Statistics

Retrieve Toolbox Data

Retrieve Voltage Monitoring

Retrieve Extended Current Data

Retrieve Self Read Data  Prior  All

Retrieve Prior Extended Self Read Data

Retrieve Extended Load Profile

Retrieve Instrumentation Profile

Retrieve Temperature Monitoring Log

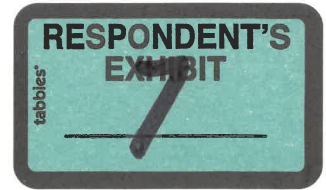
**3: Select Time Zone for Data Display**

Local Time Zone

**4: Read Endpoint**

Use Diagnostic Read Protocol

<b>Serial Number</b>	5002089264
<b>Electronic Serial Number</b>	2.16.840.1.114416.1.83.5002089264
<b>Interactive Read Time</b>	6/9/2021 2:50:11 PM
<b>Time Zone</b>	(UTC-05:00) Eastern Time (US & Canada)
<b>Requested Time Span</b>	5/1/2021 12:00:00 AM - 6/9/2021 2:48:00 PM
<b>Job Status</b>	Successful
<b>Job Duration</b>	00:00:03



Serial Number 5002089264  
 Electronic Serial Number 2.16.840.1.114416.1.83.5002089264  
 Interactive Read Time 9/8/2021 13:08  
 Time Zone (UTC-05:00) Eastern Time (US & Canada)  
 Requested Time Span 6/10/2021 12:00:00 AM - 9/8/2021 12:49:00 PM  
 Job Status Successful  
 Job Duration 0:00:09

History Log

Event Date/Time	Event	Event Parameters	OMS		
6/21/2021 16:13	Primary Power Down		9971973-2	Trees Off ROW-Tree	Fuse Installation 9409-WP53
6/21/2021 16:13	Primary Power Up				
6/24/2021 15:05	Primary Power Down		Nothing	Recloser Operation	
6/24/2021 15:06	Primary Power Up				
6/27/2021 8:03	Primary Power Down		Nothing	Recloser Operation	
6/27/2021 8:03	Primary Power Up				
7/6/2021 10:49	Primary Power Down		10000896-1	Trees Off ROW-Tree	Fuse Installation 9409-WP53
7/6/2021 10:49	Primary Power Up				
7/16/2021 7:17	Primary Power Down		Nothing	Recloser Operation	
7/16/2021 7:17	Primary Power Up				
8/5/2021 9:30	Primary Power Down		Nothing	Recloser Operation	
8/5/2021 9:30	Primary Power Up				
8/11/2021 15:53	Primary Power Down		10037419-2	Unknown	Fuse Installation 78635-WP53
8/11/2021 15:53	Primary Power Up				
8/29/2021 17:16	Primary Power Down		Nothing	Recloser Operation	
8/29/2021 17:16	Primary Power Up				



**Selections**

**1: Select Endpoint**  
 5002089264 Search Endpoints...

**2: Select Interactive Read Options**

Date Span Custom EDT  
 8/30/2021 12:00 AM  
 9/27/2021 01:19 PM

- Retrieve Event Log
- Retrieve Communication Logs
- Retrieve Home Network Data
- Retrieve Registers
- Retrieve Load Profile
- Retrieve Network Statistics
- Retrieve Toolbox Data
- Retrieve Voltage Monitoring
- Retrieve Extended Current Data
- Retrieve Self Read Data  Prior  All
- Retrieve Prior Extended Self Read Data
- Retrieve Extended Load Profile
- Retrieve Instrumentation Profile
- Retrieve Temperature Monitoring Log

**3: Select Time Zone for Data Display**  
 Local Time Zone

**4: Read Endpoint**  
 Use Diagnostic Read Protocol  
 Read Endpoint

Interactive Read  All Rows Print PDF Excel

Serial Number	5002089264
Electronic Serial Number	2.16.840.1.114416.1.83.5002089264
Interactive Read Time	9/27/2021 1:23:08 PM
Time Zone	(UTC-05:00) Eastern Time (US & Canada)
Requested Time Span	8/30/2021 12:00:00 AM - 9/27/2021 1:19:00 PM
Job Status	✔ Successful
Job Duration	00:00:03

**History Log**

Event Date/Time	Event	Event Parameters
9/20/2021 11:16:50 PM	Time Adjustment Failed	Time Difference (Seconds) = -242

Customer: PATRICIA D MORRIS / 805225099  
 Contract Acct:  
 Service Address:

Created On: 09  
 Date Range: 01



### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/05/9999 16:09:18	08/05/2020	100091796571	Tammy J Taylor	PUC/BPU Complaint-Written
Formal PUC complaint docket # C-2020-3021157 rec'd 8/5/20 pertains to service reliability issues, equipment damage, and disputed usage. ttaylor Satisfied Not Applicable: Reason - Manual work				
09/01/2021 22:28:29	09/01/2021	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
08/17/2021 18:43:34	08/17/2021	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 08/15/21 = \$ 74.00 Open editor for detail  Budget Factor Amt: 890.12 Number of Days: 367 Calc BB amount(Budget Factor + # Days x 30.4) : 74.00  Original Balance Forw ard: 3.69  Anniversary Date: 06/15/21				
08/17/2021 10:08:00	08/17/2021	100091796571	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/19/2021 19:22:12	07/19/2021	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 07/15/21 = \$ 76.00 Open editor for detail  Budget Factor Amt: 911.15 Number of Days: 366 Calc BB amount(Budget Factor + # Days x 30.4) : 76.00  Original Balance Forw ard: 3.69  Anniversary Date: 06/15/21				
07/14/2021 07:23:45	07/14/2021	100091796571	Natasha M Brady	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS BEING AVAILABLE.				
06/19/2021 06:47:04	06/19/2021	100091796571	INTV IVR	Account Balance Inquiry
06/17/2021 18:30:07	06/17/2021	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 06/15/21 = \$ 75.00 Open editor for detail  Budget Factor Amt: 902.14 Number of Days: 366 Calc BB amount(Budget Factor + # Days x 30.4) : 75.00  Original Balance Forw ard: 0.99-  Anniversary Date: 05/16/21				
05/18/2021 18:27:51	05/18/2021	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 05/16/21 = \$ 81.00				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Open editor for detail</p> <p>Budget Factor Amt: 902.75            Number of Days: 368            Calc BB amount(Budget Factor + # Days x 30.4) : 75.00            Monthly Amortization 6.00            New APP Amt (BB Amt + Amort Amt) : 81.00</p> <p>Original Balance Forw ard: 75.55</p> <p>Anniversary Date: 06/14/20</p>				
04/22/2021 10:46:04	04/22/2021	100091796571	Trevon L Wight	Negotiation Tool - Service On
<p>Spoke with: Brian zanpatti            Created By: Trevon L Wight            PA Final Wrap-up            Customer was satisfied.            S/W Brian zanpatti he is getting a little bit confused on the account. and he made a payment of 4-1. and he made a payment of 350 dollar s on the account. explained the bill and how it works on the account.</p>				
04/22/2021 10:31:30	04/22/2021	100091796571	INTV IVR	Account Balance Inquiry
04/22/2021 09:45:13	04/22/2021	100091796571	INTV IVR	Account Balance Inquiry
04/21/2021 08:39:04	04/21/2021	100091796571	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_LIVE            Hello. This message is from West Penn Power. On Thursday, April 22, 2021, there will be two planned power outages to upgrade facilities. The outages will affect customers in the vicinity of Belle Vernon and Rostraver, PA. If you are receiving this message, you will experience the first momentary service interruption between the hours of 9:00 am and 9:15 am. You will experience the second momentary service interruption between the hours of 3:00 pm and 3:15 pm In the event of inclement weather the planned outages will be rescheduled for Thursday, April 29, 2021. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00055917</p>				
04/17/2021 19:03:52	04/17/2021	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952            Budget amt calculated for period ending 04/14/21 = \$ 82.00            Open editor for detail</p> <p>Budget Factor Amt: 915.18            Number of Days: 366            Calc BB amount(Budget Factor + # Days x 30.4) : 76.00            Monthly Amortization 6.00            New APP Amt (BB Amt + Amort Amt) : 82.00</p> <p>Original Balance Forw ard: 75.55</p> <p>Anniversary Date: 06/14/20</p>				
04/16/2021 08:19:21	04/16/2021	100091796571	EAILOGINWM6	Outbound Call - Planned Outage

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This message is from West Penn Power. On Thursday, April 22, 2021, there will be two planned power outages to upgrade facilities. The outages will affect customers in the vicinity of Belle Vernon and Rostraver, PA. If you are receiving this message, you will experience the first momentary service interruption between the hours of 9:00 am and 9:15 am. You will experience the second momentary service interruption between the hours of 3:00 pm and 3:15 pm. In the event of inclement weather the planned outages will be rescheduled for Thursday, April 29, 2021. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00055917</p>				
04/01/2021 15:33:22	04/01/2021	100091796571	EAILOGINWM6	Ready Pay Create
No 77949973 - \$ 250.00 - 04/01/2021				
04/01/2021 10:45:19	04/01/2021	100091796571	Kristen L Delle Donne	Outbound Call
PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.				
03/18/2021 19:23:24	03/18/2021	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 03/16/21 = \$ 84.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 934.15</p> <p>Number of Days: 366</p> <p>Calc BB amount(Budget Factor + # Days x 30.4) : 78.00</p> <p>Monthly Amortization 6.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 84.00</p> <p>Original Balance Forward: 75.55</p> <p>Anniversary Date: 06/14/20</p>				
03/09/2021 21:38:14	03/09/2021	100091796571	EAILOGINWM6	Ready Pay Create
No 77367231 - \$ 350.41 - 03/09/2021				
02/17/2021 19:03:12	02/17/2021	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 02/15/21 = \$ 85.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 955.96</p> <p>Number of Days: 368</p> <p>Calc BB amount(Budget Factor + # Days x 30.4) : 79.00</p> <p>Monthly Amortization 6.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 85.00</p> <p>Original Balance Forward: 75.55</p> <p>Anniversary Date: 06/14/20</p>				
02/09/2021 21:10:00	02/09/2021	100091796571	INTV IVR	Account Balance Inquiry



### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
11/24/2020 12:56:14	11/24/2020	100091796571	C63128	Financial Summary Review
Spoke with: brian zampatti (husband) Created By: Lacy A Perkins				
11/24/2020 12:49:34	11/24/2020	100091796571	INTV IVR	Account Balance Inquiry
11/17/2020 19:01:35	11/17/2020	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 11/15/20 = \$ 84.00 Open editor for detail  Budget Factor Amt: 943.38 Number of Days: 367 Calc BB amount(Budget Factor + # Days x 30.4) : 78.00 Monthly Amortization 6.00 New APP Amt (BB Amt + Amort Amt) : 84.00  Original Balance Forward: 75.55  Anniversary Date: 06/14/20				
11/11/2020 13:12:35	11/16/2020	100091796571	Kristen L Delle Donne	Pre-Disconnection Warning Letter
Notice was mailed to customer advising that their unpaid balance may put them at risk of termination after November 9, 2020. The standard 10 day termination notice will be mailed prior to termination. Customer should be provided with all available options.				
10/26/2020 08:17:40	10/26/2020	100091796571	M Shawn Hindman	Voltage Complaint
10/25/2020 18:07:46	10/25/2020	100091796571	M Shawn Hindman	Voltage Complaint
10/19/2020 18:55:45	10/19/2020	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 10/15/20 = \$ 82.00 Open editor for detail  Budget Factor Amt: 915.68 Number of Days: 365 Calc BB amount(Budget Factor + # Days x 30.4) : 76.00 Monthly Amortization 6.00 New APP Amt (BB Amt + Amort Amt) : 82.00  Original Balance Forward: 75.55  Anniversary Date: 06/14/20				
10/19/2020 09:43:12	10/19/2020	100091796571	Tara A Green	Moratorium Protected Account
PA PROTECTED CUSTOMER				
10/12/2020 11:49:35	10/12/2020	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
10/12/2020 11:34:44	10/12/2020	100091796571	Eunice Prempeh	BP Callback About Trouble Call
Reported By: PATRICIA D MORRIS Work Type: NLNL Storm Mode: Non-Storm Mode ERT Type: SYS ERT Time Quoted: 10/12/20 02:30 PM				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Script Read: Yes Customer was not satisfied. Rights provided to customer. customer says it went off also around 7:30am, per req adv outage was due to equipment maintenance, she was upset they weren't notified Created By: Eunice Prempeh				
10/12/2020 11:26:29	10/12/2020	100091796571	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 07 The interruption in service is requir ed due to scheduled equipment maintenance ERT: 10/12/20 02:3 0 PM				
10/12/2020 11:25:45	10/12/2020	100091796571	EAILOGINWM6	Lights-None
ERT: 10/12/20 02:30 PM				
10/08/2020 14:39:26	10/08/2020	100091796571	Tammy J Taylor	Test Meter-Regulatory
09/16/2020 19:08:27	09/16/2020	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 09/14/20 = \$ 80.00 Open editor for detail  Budget Factor Amt: 886.87 Number of Days: 363 Calc BB amount(Budget Factor + # Days x 30.4) : 74.00 Monthly Amortization 6.00 New APP Amt (BB Amt + Amort Amt) : 80.00  Original Balance Forw ard: 75.55  Anniversary Date: 06/14/20				
08/17/2020 19:06:09	08/17/2020	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 08/13/20 = \$ 76.00 Open editor for detail  Budget Factor Amt: 827.11 Number of Days: 361 Calc BB amount(Budget Factor + # Days x 30.4) : 70.00 Monthly Amortization 6.00 New APP Amt (BB Amt + Amort Amt) : 76.00  Original Balance Forw ard: 75.55  Anniversary Date: 06/14/20				
08/13/2020 12:42:13	08/14/2020	100091796571	Devon X Martin	Outbound Call
OUTBOUND EMAIL CAMPAIGN TO PROVIDE ENERGY ASSISTANCE INFORMATION ON 08/11/2020				
08/11/2020 07:17:27	08/11/2020	100091796571	EAILOGINWM6	Ready Pay Create
No 72307492 - \$ 365.18 - 08/11/2020				
08/10/2020 08:53:16	08/10/2020	100091796571	Tammy J Taylor	Create Dunning Lock
Dunning Lock Reason:Utility Commission Dispute Start Date: 08/10/2020   End Date: 08/10/2021 DL for formal complaint				





### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Original Balance Forward: 148.25-				
Anniversary Date: 06/17/19				
03/17/2020 10:26:59	03/17/2020	100091796571	Madelyn Ramirez	Negotiation Tool - Service On
Spoke with: Bryan (husband) Created By: Madelyn Ramirez Payment Options provided: Offered - Pay Acct Balance of: \$278.65 ***** PA Final Wrap-up Customer was satisfied. can make past due payment Friday and next Friday.				
03/17/2020 10:24:39	03/17/2020	100091796571	Denell N Jolliffe	General Inquiry
sw Bryan (husband) wanting ot know about the phone call he got xfer to credit Satisfied Not Applicable: Reason - Call Transferred				
03/17/2020 10:21:41	03/17/2020	100091796571	INTV IVR	Account Balance Inquiry
03/17/2020 10:04:00	03/17/2020	100091796571	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/11/2020 10:39:19	03/11/2020	100091796571	EAILOGINWM6	Ready Pay Create
No 68772802 - \$ 142.81 - 03/11/2020				
03/11/2020 10:04:00	03/11/2020	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 12 - Answered - Transferred to Make Credit Card Payment				
03/03/2020 22:47:16	03/03/2020	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
02/25/2020 15:09:39	02/25/2020	100091796571	INTV IVR	Account Balance Inquiry
02/25/2020 15:08:50	02/25/2020	100091796571	EAILOGINWM6	Ready Pay Create
No 68396684 - \$ 153.71 - 02/25/2020				
02/17/2020 18:59:56	02/17/2020	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 02/13/20 = \$ 38.00 Open editor for detail  Budget Factor Amt: 593.22 Number of Days: 361 Calc BB amount(Budget Factor ÷ # Days x 30.4) : 50.00 Monthly Amortization 12.00- New APP Amt (BB Amt + Amort Amt) : 38.00  Original Balance Forward: 148.25-  Anniversary Date: 06/17/19 Prorated Bill #Days 7				
02/12/2020 18:00:00	02/12/2020	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
02/12/2020 14:54:09	02/12/2020	100091796571	Bethel M Folmsbee	Outbound Call
EMAIL SENT TO REFER TO PCAP JAN 2020				
02/11/2020 10:02:00	02/11/2020	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
02/03/2020 22:54:35	02/03/2020	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																								
01/24/2020 01:15:14	01/24/2020	100091796571	CS General Purpose Batch	West Penn Power Consolidated Bill Enroll Letter																								
01/23/2020 17:43:07	01/23/2020	100091796571	CS General Purpose Batch	Enrollment Request (Accepted)																								
01/22/2020 14:04:55	01/22/2020	100091796571	INTV IVR	Account Balance Inquiry																								
01/18/2020 19:00:11	01/18/2020	100091796571	CS General Purpose Batch	LPC Assessed - Special Rules																								
<p>C/A: 100091796571                      LPC assessed based on special rules.                      Open editor for details.</p> <p>LPC on invoicing items:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Item Description</th> <th style="text-align: left;">Amount</th> <th style="text-align: left;">Clear Date</th> </tr> </thead> <tbody> <tr> <td>20191112</td> <td>Consumption Billing Debit</td> <td>68.67</td> <td>20200116</td> </tr> <tr> <td>20191209</td> <td>Consumption Billing Debit</td> <td>130.45</td> <td>20200116</td> </tr> </tbody> </table> <p>Total Base Amount: 199.12                      LPC: 2.99 = 199.12 * 1.50 %</p>					Due Date	Item Description	Amount	Clear Date	20191112	Consumption Billing Debit	68.67	20200116	20191209	Consumption Billing Debit	130.45	20200116												
Due Date	Item Description	Amount	Clear Date																									
20191112	Consumption Billing Debit	68.67	20200116																									
20191209	Consumption Billing Debit	130.45	20200116																									
01/18/2020 19:00:11	01/18/2020	100091796571	CS General Purpose Batch	Calculation																								
<p>C/A 100091796571 Contract 0016603952                      Budget amt calculated for period ending 01/16/20 = \$ 139.00                      Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 30%;">Budget Factor Amt:</td> <td style="width: 30%;">1810.82</td> <td style="width: 30%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>Number of Days:</td> <td>365</td> <td></td> <td></td> </tr> <tr> <td>Calc BB amount(Budget Factor + # Days x 30.4) :</td> <td>151.00</td> <td></td> <td></td> </tr> <tr> <td>Monthly Amortization</td> <td>12.00-</td> <td></td> <td></td> </tr> <tr> <td>New APP Amt (BB Amt + Amort Amt) :</td> <td>139.00</td> <td></td> <td></td> </tr> <tr> <td>Original Balance Forw ard:</td> <td>148.25-</td> <td></td> <td></td> </tr> </tbody> </table> <p>Anniversary Date: 06/17/19</p>					Budget Factor Amt:	1810.82			Number of Days:	365			Calc BB amount(Budget Factor + # Days x 30.4) :	151.00			Monthly Amortization	12.00-			New APP Amt (BB Amt + Amort Amt) :	139.00			Original Balance Forw ard:	148.25-		
Budget Factor Amt:	1810.82																											
Number of Days:	365																											
Calc BB amount(Budget Factor + # Days x 30.4) :	151.00																											
Monthly Amortization	12.00-																											
New APP Amt (BB Amt + Amort Amt) :	139.00																											
Original Balance Forw ard:	148.25-																											
01/15/2020 10:05:00	01/15/2020	100091796571	CS General Purpose Batch	Phone out of order																								
Phone attempt 09 - Sit Tone/Invalid Phone Number																												
01/14/2020 11:03:49	01/14/2020	100091796571	INTV IVR	Account Balance Inquiry																								
01/14/2020 11:02:59	01/14/2020	100091796571	EAILOGINWM6	Ready Pay Create																								
No 67430943 - \$ 207.09 - 01/14/2020																												
01/14/2020 10:04:00	01/14/2020	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful																								
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed																												
01/06/2020 22:49:47	01/06/2020	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential																								
12/27/2019 16:27:06	12/27/2019	100091796571	INTV IVR	Account Balance Inquiry																								
12/27/2019 16:26:18	12/27/2019	100091796571	EAILOGINWM6	Ready Pay Create																								
No 67033291 - \$ 404.04 - 12/27/2019																												
12/23/2019 16:02:48	12/18/2019	100091796571	Ricardo W Maddox II	Medical Certificate																								
Medical Certificate																												
12/18/2019 16:04:31	12/18/2019	100091796571	Ricardo W Maddox II	Utility Report Issued																								
<p>Spoke with: Brian Zampadi- Husband                      Created By: Ricardo W Maddox II                      Dispute Rights Dunning lock created - Lock date: 12/29/2019                      Company Position:                      Termination Date(on or after)=&gt; 12/30/2019                      Customer Position:                      Termination Date(on or after)=&gt; 12/30/2019</p>																												

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
12/18/2019 15:58:34	12/18/2019	100091796571	Ricardo W Maddox II	Financial Summary Review
Spoke with: Brian Zampadi- Husband Created By: Ricardo W Maddox II BP Fed and Reg Inc Levels updated.				
12/18/2019 15:56:31	12/18/2019	100091796571	Ricardo W Maddox II	Negotiation Tool - Service On
Spoke with: Brian Zampadi- Husband Created By: Ricardo W Maddox II Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$901.47 Offered - Pay Past Due Amt of \$731.03 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes 3 day Dunning lock created. Patient First Name: Brian Patient Last Name: Zampatty Relationship to BP: Spouse ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes Termination Date(on or after)=> 12/30/2019				
12/18/2019 15:51:18	12/18/2019	100091796571	INTV IVR	Account Balance Inquiry
12/17/2019 18:43:59	12/17/2019	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 12/16/19 = \$ 141.00 Open editor for detail  Budget Factor Amt: 1829.64				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Number of Days: 364 Calc BB amount(Budget Factor + # Days x 30.4) : 153.00 Monthly Amortization 12.00- New APP Amt (BB Amt + Amort Amt) : 141.00  Original Balance Forward: 148.25-  Anniversary Date: 06/17/19				
12/12/2019 13:05:26	12/12/2019	100091796571	Mariliz Medina	Disconnection Phone Attempt - Successful
12/12/2019 13:05:22	12/12/2019	100091796571	Mariliz Medina	Negotiation Tool - Service On
Spoke with: Brian Zampatty (spouse) Created By: Mariliz Medina Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Don't send DSPRTS s/w Brian Zampatty (spouse) , calling in to say that he has a shut off for the 19th needed until the 27th call dropped				
12/12/2019 13:05:21	12/12/2019	100091796571	Mariliz Medina	Financial Summary Review
Spoke with: Brian Zampatty (spouse) Created By: Mariliz Medina FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
12/12/2019 13:00:42	12/12/2019	100091796571	Logan A McNeal	General Inquiry
Brian Zampatty (spouse) 100091796571 VAI, calling about shut off, looking to set up arrangements, xfer credit Satisfied Not Applicable: Reason - Call Transferred				
12/12/2019 10:05:00	12/12/2019	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
12/04/2019 22:49:22	12/04/2019	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
12/03/2019 12:50:07	12/03/2019	100091796571	Alea P Good	General Inquiry
ghost call Satisfied Not Applicable: Reason - Other - g/c				
12/03/2019 12:49:54	12/03/2019	100091796571	C59015	Financial Summary Review
Spoke with: brian- wife Created By: Subrina L Markley FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
12/03/2019 12:49:41	12/03/2019	100091796571	C59015	Negotiation Tool - Service On
Spoke with: brian- wife Created By: Subrina L Markley Payment Options provided: Offered - Pay Acct Balance of: \$732.90 Offered - Pay Past Due Amt of \$560.64 ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days.				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
*****				
PA Final Wrap-up Customer was satisfied. will try to pay off by the end of the year				
12/03/2019 12:46:13	12/03/2019	100091796571	INTV IVR	Account Balance Inquiry
12/03/2019 12:25:22	12/03/2019	100091796571	INTV IVR	Account Balance Inquiry
11/19/2019 23:16:07	11/19/2019	100091796571	ZEDBTCH	Dispute Tracking Closed
Dispute has been closed				
11/19/2019 10:18:00	11/19/2019	100091796571	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
11/16/2019 18:38:25	11/16/2019	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952            Budget amt calculated for period ending 11/14/19 = \$ 145.00            Open editor for detail</p> <p>Budget Factor Amt: 1847.07            Number of Days: 365            Calc BB amount(Budget Factor ÷ # Days x 31) : 157.00            Monthly Amortization 12.00-            New APP Amt (BB Amt + Amort Amt) : 145.00</p> <p>Original Balance Forward: 148.25-</p> <p>Anniversary Date: 06/17/19</p>				
11/04/2019 10:21:41	11/04/2019	100091796571	Cheryl D Fick	PUC/BPU Complaint-Written
<p>Case #3742358 - VERBAL CLOSE - I SPOKE WITH MR. ZAMPATTI AND WENT OVER THE COMPANY REPORT. THE CUSTOMER WAS TRYING TO BE REIMBURSE FOR THE ITEMS THAT HE LAST DURING THE POWER OUTAGES. I INFORMED MR. ZAMPATTI AT THE INFORMAL LEVEL, THE PUC HAS LIMITED AUTHORITY TO RESOLVE HIS SERVICE ISSUE. I TOLD CUSTOMER THAT HE HAS THE RIGHT TO FILE A FORMAL COMPLAINT. I PROVIDED CUSTOMER WITH THE PUC WEBSITE AND THE SECRETARY'S BUREAU CONTACT NUMBER TO REQUEST FORMAL COMPLAINT FORMS. THE WAS SATISFIED AND GAVE ME PERMISSION TO CLOSE THE CASE VERBALLY. CASE DISMISSED. / cdf</p>				
10/18/2019 14:44:02	10/18/2019	100091796571	Charles J Howlett	PUC/BPU Complaint-Written
<p>PUC case# 3742358 received on 10/18/19 regarding service reliability. C Howlett, Compliance            Satisfied Not Applicable: Reason - Manual work</p>				
10/18/2019 10:37:01	10/18/2019	100091796571	Seth K Simonson	Create Dunning Lock
<p>Dunning Lock Reason: Billing Dispute            Start Date: 10/18/2019   End Date: 11/17/2019            Created By: Seth K Simonson</p>				
10/18/2019 10:36:29	10/18/2019	100091796571	Seth K Simonson	Ready Pay Create
<p>No 65482537 - \$496.71 - 11/01/2019            Created By: Seth K Simonson</p>				
10/18/2019 10:35:01	10/18/2019	100091796571	Seth K Simonson	Financial Summary Review
Spoke with: BRIAN ZAMPATTI, Husband				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Seth K Simonson FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/18/2019 10:34:54	10/18/2019	100091796571	Seth K Simonson	Utility Report Issued
Spoke with: BRIAN ZAMPATTI, Husband Created By: Seth K Simonson Dispute Rights Dunning lock created - Lock date: 10/28/2019 Company Position: Customer can't pay Customer Position: Supplied Rights, Termination Date(on or after)=> 10/29/2019  Spoke With: BRIAN ZAMPATTI, Husband States having issues with the usage, house. Advised we just have a tool the measures the total kwh usage. Sent reliability ticket, reported it in the past, and he states still experiencing surges, and the power goes out for brief moments. States neighbors are having the same issues.  FS Updated, Level D Customer offered: 200.00, and another two weeks of \$200.00 Advised needs at least \$496.71 to guarantee services. New Bill: 10/18/2019  Termination Date(on or after)=> 10/29/2019				
10/18/2019 10:33:37	10/18/2019	100091796571	Seth K Simonson	Ready Pay Create
No 65482373 - \$200.00 - 10/18/2019 Bank details updated on business partner Created By: Seth K Simonson				
10/18/2019 10:31:41	10/18/2019	100091796571	Seth K Simonson	Disconnection Phone Attempt - Successful
10/18/2019 10:31:35	10/18/2019	100091796571	Seth K Simonson	Negotiation Tool - Service On
Spoke with: BRIAN ZAMPATTI, Husband Created By: Seth K Simonson Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$1259.16 Offered - Pay Past Due Amt of \$999.29 Offered - Pay Disconnection Amt of: \$843.55 Offered - Pay Catch-up Amt of: \$696.71				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
***** Payment Option used - Pay Other Amount of: Payment made for: 200.00 by ReadyPay Script Read: Yes ***** Dispute Rights Issued Option Used. ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Payment Option used - Pay Catch-up Amt of: \$496.71 Payment made for: 496.71 by ReadyPay Script Read: Yes				
10/18/2019 10:31:35	10/18/2019	100091796571	Seth K Simonson	Financial Summary Review
Spoke with: BRIAN ZAMPATTI, Husband Created By: Seth K Simonson BP Fed and Reg Inc Levels updated.				
10/18/2019 10:28:23	10/18/2019	100091796571	Seth K Simonson	Contact Customer-Reliability
10/18/2019 10:12:14	10/18/2019	100091796571	INTV IVR	Account Balance Inquiry
10/17/2019 20:02:14	10/17/2019	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 10/16/19 = \$ 154.00 Open editor for detail  Budget Factor Amt: 1947.62 Number of Days: 364 Calc BB amount(Budget Factor + # Days x 31) : 166.00 Monthly Amortization 12.00- New APP Amt (BB Amt + Amort Amt) : 154.00  Original Balance Forw ard: 148.25-  Anniversary Date: 06/17/19				
10/15/2019 18:27:54	10/15/2019	100091796571	EAILOGINWM7	Change Profile
PATRICIA D MORRIS zampatti2000@yahoo.com Changed Password From Forgot Password				
10/15/2019 18:26:50	10/15/2019	100091796571	EAILOGINWM7	Forgot Password Email Sent
PATRICIA D MORRIS zampatti2000@yahoo.com Requested Forgot Password link				
10/15/2019 18:07:00	10/15/2019	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
10/14/2019 10:07:00	10/14/2019	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
10/05/2019 20:42:38	10/05/2019	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
09/18/2019 18:40:54	09/18/2019	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 09/17/19 = \$ 153.00 Open editor for detail  Budget Factor Amt: 1948.57				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Number of Days: 365 Calc BB amount(Budget Factor + # Days x 31) : 165.00 Monthly Amortization 12.00- New APP Amt (BB Amt + Amort Amt) : 153.00  Original Balance Forw ard: 148.25-  Anniversary Date: 06/17/19				
08/19/2019 18:38:11	08/19/2019	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 08/18/19 = \$ 154.00 Open editor for detail  Budget Factor Amt: 1958.30 Number of Days: 366 Calc BB amount(Budget Factor + # Days x 31) : 166.00 Monthly Amortization 12.00- New APP Amt (BB Amt + Amort Amt) : 154.00  Original Balance Forw ard: 148.25-  Anniversary Date: 06/17/19				
08/15/2019 18:09:00	08/15/2019	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
08/14/2019 10:07:00	08/14/2019	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
08/06/2019 22:52:33	08/06/2019	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
07/18/2019 18:42:21	07/18/2019	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 07/17/19 = \$ 158.00 Open editor for detail  Budget Factor Amt: 1999.24 Number of Days: 364 Calc BB amount(Budget Factor + # Days x 31) : 170.00 Monthly Amortization 12.00- New APP Amt (BB Amt + Amort Amt) : 158.00  Original Balance Forw ard: 148.25-  Anniversary Date: 06/17/19				
07/17/2019 10:06:00	07/17/2019	100091796571	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
06/24/2019 14:05:25	06/24/2019	100091796571	Michelle A Pogue	Bill Inquiry
Caller: BRYAN EAMPATTI HUSBAND (Other) Nature of Inquiry: Bill for \$166.15 from 05/17/2019 to 06/17/2019 Act Something else - GENERAL Read Validation: Alternatives/Solutions:				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Educate customer: Accept Notifications: Company Position: No Follow Up Summary: Customer was not satisfied. Rights provided to customer. Analysis Performed: CBA Declined Additional Comments: S/W BRYAN EAMPATTI - SYS VER THE INFO, CALLING ON BAL OWED AND MONEY THAT HE HAS PAID BUT STILL HAS BAL OWED BAL TO BRING 397.62 - PRIOR TO MAKING THIS PAYMENT TO BE SURE TO CALL AND HAVE THE PAYMENT ARRANGEMENT AND APP REMOVE CALLING ON SURGES AGAIN THAT HE IS HAVING GVE -PUC 1 800 692 7380 - POB 3265 HARRISBURG PA 17105 STATED HE HAS ALREADY CALLED PUC ADVSIED I DO NOT SEE ANY PUC COMPLAINT ON ACCT WOULD TRY AGAIN, AND WITH U ALREADY FILING CLAIM AND WAS DENIED THAT IS YOUR NEXT STEP CLAIM HAS 10 BUS DAYS, COULD TAKE UP TO 30 DAYS THOUGH, NEED MAKE, AGE AND WHAT PAID, HE STATED LOST ABOUT 3000.00 WORTH OF APPLICANCES DUE TO POWER SURGES TO POST SUVERY MAP Bills will be mailed to: current mailing address				
06/24/2019 13:59:17	06/24/2019	100091796571	Kristina L Falkner	General Inquiry
Ghost call Satisfied Not Applicable: Reason - Don't send DSPRTS				
06/24/2019 13:42:43	06/24/2019	100091796571	INTV IVR	Account Balance Inquiry
06/24/2019 13:29:01	06/24/2019	100091796571	INTV IVR	Account Balance Inquiry
06/24/2019 07:28:36	06/24/2019	100091796571	INTV IVR	Account Balance Inquiry
06/18/2019 18:40:09	06/18/2019	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 06/17/19 = \$ 163.00 Open editor for detail  Budget Factor Amt: 2037.18 Number of Days: 363 Calc BB amount(Budget Factor + # Days x 31) : 174.00 Monthly Amortization 11.00- New APP Amt (BB Amt + Amort Amt) : 163.00  Original Balance Forw ard: 137.68-  Anniversary Date: 05/16/19				
06/05/2019 07:33:25	06/05/2019	100091796571	INTV IVR	Account Balance Inquiry
06/02/2019 20:37:33	06/02/2019	100091796571	INTV IVR	Account Balance Inquiry
06/02/2019 20:36:28	06/02/2019	100091796571	EAILOGINWM6	Ready Pay Create
No 62333000 - \$ 682.12 - 06/02/2019				
05/27/2019 23:14:01	05/27/2019	100091796571	ZEDBTCH	Dispute Tracking Closed
Dispute has been closed				
05/24/2019 21:22:50	05/24/2019	100091796571	B2BEALOGIN	Real Time Payment Pending

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Date: 05/24/2019   Payment Time: 21:21:46 Payment Amount: 600.00   Payment Type: Debit Vendor ID: PC   Receipt Number: 20790EQOSL				
05/24/2019 03:36:35	05/24/2019	100091796571	CS General Purpose Batch	DSPTRIGHTS Letter
05/23/2019 12:32:25	05/23/2019	100091796571	Cheryl L Moran	Bill Inquiry
Caller: brian vanpatty wife (Other) Nature of Inquiry: Bill for \$118.17 from 04/18/2019 to 05/16/2019 Act Something else - high bill Read Validation: Alternatives/Solutions: Something else - asked for sup Notifications: Company Position: Something else - req super Summary: Satisfied Not Applicable: Reason - Send DSPRTS Script/details not applicable Analysis Performed: Customer Billing Analysis Additional Comments: did not get this far called about high bill started to do cba asked for manager. ----brian vanpatty wife called about high bill...went to high bill ing... was going to update cba (started on it bp asked for manager asked to place on hold to update notes he hung up. sending pa dispute rights. Bills will be mailed to: current mailing address				
05/20/2019 03:31:05	05/20/2019	100091796571	CS General Purpose Batch	DSPTRIGHTS Letter
05/18/2019 19:04:57	05/18/2019	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 05/16/19 = \$ 200.00 Open editor for detail  Budget Factor Amt: 2075.79 Number of Days: 366 Calc BB amount(Budget Factor + # Days x 31) : 176.00 Monthly Amortization 24.00 New APP Amt (BB Amt + Amort Amt) : 200.00  Original Balance Forw ard: 285.57  Anniversary Date: 06/19/18				
05/17/2019 14:53:17	05/17/2019	100091796571	Bryan B Esquivel	General Inquiry
s/w brian zampatty - states he received a letter from someone named Kathy would like to speak with her in regard to claim - adv. no one in claims named Kathy - bp. was upset feels we are giving him run around has never had this many outage problems anywhere else - upon review adv. we				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
submitted and responded to claims as well as reliability claim adv. if not satisfied with outcome may file complaint with PUC provided him the phone number bp. stated he would call and hung up Satisfied Not Applicable: Reason - Send DSPRTS				
05/15/2019 18:05:00	05/15/2019	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/14/2019 10:05:00	05/14/2019	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
05/06/2019 22:51:12	05/06/2019	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
04/18/2019 18:35:09	04/18/2019	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 04/17/19 = \$ 203.00 Open editor for detail  Budget Factor Amt: 2105.22 Number of Days: 364 Calc BB amount(Budget Factor + # Days x 31) : 179.00 Monthly Amortization 24.00 New APP Amt (BB Amt + Amort Amt) : 203.00  Original Balance Forw ard: 285.57  Anniversary Date: 06/19/18				
04/18/2019 10:06:00	04/18/2019	100091796571	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/15/2019 15:01:15	04/15/2019	100091796571	EAILOGINWM7	Ready Pay Create
No 61286165 - \$ 287.00 - 04/15/2019 PATRICIA D MORRIS zampatti2000@yahoo.com				
04/15/2019 15:00:34	04/15/2019	100091796571	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/15/2019 14:59:11	04/15/2019	100091796571	EAILOGINWM7	Change Profile
PATRICIA D MORRIS zampatti2000@yahoo.com Changed Password From Forgot Password				
04/15/2019 14:57:29	04/15/2019	100091796571	EAILOGINWM7	Forgot Password Email Sent
PATRICIA D MORRIS zampatti2000@yahoo.com Requested Forgot Password link				
04/15/2019 13:16:00	04/15/2019	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				
04/06/2019 20:38:11	04/06/2019	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
03/30/2019 08:46:32	03/30/2019	100091796571	Shawnda L Shadie	Lights-Flickering
Reported By: brian zampatty Reported By Phone: (724)243-3362 Storm Mode: Non-Storm Mode ERT Type: SYS ERT Time Quoted: 03/30/19 12:00 PM Script Read: Yes Notification Instructions: on/off about 35-45 seconds				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer was satisfied. Created By: Shawnda L Shadie				
03/30/2019 08:46:13	03/30/2019	100091796571	Shawnda L Shadie	Contact Customer-Reliability
03/19/2019 22:46:33	03/18/2019	100091796571	BATCH	Security Deposit Created
Security Deposit warning process: \$ 378.00 deposit billed on 03/19/19				
03/19/2019 18:41:57	03/19/2019	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 03/18/19 = \$ 207.00 Open editor for detail  Budget Factor Amt: 2148.28 Number of Days: 364 Calc BB amount(Budget Factor + # Days x 31) : 183.00 Monthly Amortization 24.00 New APP Amt (BB Amt + Amort Amt) : 207.00  Original Balance Forward: 285.57  Anniversary Date: 06/19/18				
02/25/2019 22:31:43	02/25/2019	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Customer reports Power is on.				
02/25/2019 13:34:18	02/25/2019	100091796571	EAILOGINWM6	Lights-None
Played outage message:DISTRICTCHARLEROI				
02/18/2019 18:43:21	02/18/2019	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 02/17/19 = \$ 213.00 Open editor for detail  Budget Factor Amt: 2214.46 Number of Days: 363 Calc BB amount(Budget Factor + # Days x 31) : 189.00 Monthly Amortization 24.00 New APP Amt (BB Amt + Amort Amt) : 213.00  Original Balance Forward: 285.57  Anniversary Date: 06/19/18				
02/14/2019 16:34:35	02/14/2019	100091796571	EAILOGINWM6	Ready Pay Create
No 59907740 - \$ 145.86 - 02/14/2019				
01/23/2019 13:21:07	01/23/2019	100091796571	Jacob Mahood	Installment Plan Created
Repay Pln: PA00   Instltn: \$ 90.00   Instltn: # 009				
01/23/2019 13:20:25	01/23/2019	100091796571	Jacob Mahood	Financial Summary Review
Spoke with: brain zampatti Created By: Jacob Mahood				
01/23/2019 13:16:54	01/23/2019	100091796571	Jacob Mahood	Negotiation Tool - Service On
Spoke with: brain zampatti Created By: Jacob Mahood Payment Options provided: Offered - Pay Acct Balance of: \$812.84				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Offered - Pay Past Due Amt of \$565.62                      *****                      Financial Summary Option Used.                      *****                      Installment Plan Option used - Level T - PA IP #1 with budget amt of \$227.00                      No downpayment requested                      Estimated Mo Amt: 90.00 for 9 months                      Script Read: Yes, customer understands terms                      *****                      Payment Options provided:                      Offered - Pay Acct Balance of: \$145.86                      *****                      PA Final Wrap-up                      Customer was satisfied.</p>				
01/23/2019 13:16:16	01/23/2019	100091796571	Alexandra N Petak	On - Wire Frayed
<p>Reported By: brian zampatti                      Reported By Phone: (724)243-3362                      Storm Mode: Non-Storm Mode                      ERT Type: SYS                      ERT Time Quoted: N/A                      Script Read: No                      Notification Instructions:                      bare wire                      Customer was satisfied.                      Created By: Alexandra N Petak</p>				
01/23/2019 13:15:46	01/23/2019	100091796571	Alexandra N Petak	General Inquiry
<p>s/w brain zampatti                      100091796571                      vai                      wants to go over options for bill                      xfer to credit                      Satisfied Not Applicable: Reason - Call Transferred</p>				
01/23/2019 13:15:09	01/23/2019	100091796571	Alexandra N Petak	Bill Inquiry
<p>Caller: brian zampatti                      (Other)                      Nature of Inquiry:                      Bill for \$209.43 from 12/18/2018 to 01/16/2019 Act                      Actual Read Concern                      Read Validation:                      Alternatives/Solutions:                      Educate customer: Decline                      Notifications:                      Company Position:                      There was a poor estimate from previous month(s)                      Summary:                      Customer was satisfied.                      Script/details not applicable                      Additional Comments:                      did not read script, was already going to xfer to credit</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Bills will be mailed to: current mailing address				
01/23/2019 13:02:54	01/23/2019	100091796571	INTV IVR	Account Balance Inquiry
01/22/2019 10:48:17	01/22/2019	100091796571	INTV IVR	Account Balance Inquiry
01/17/2019 18:39:27	01/17/2019	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 01/16/19 = \$ 227.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 2366.20</p> <p>Number of Days: 361</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 203.00</p> <p>Monthly Amortization 24.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 227.00</p> <p>Original Balance Forward: 285.57</p> <p>Anniversary Date: 06/19/18</p>				
01/15/2019 22:50:26	01/15/2019	100091796571	CS General Purpose Batch	Security Deposit Review
Security Deposit Warning Process. Letter sent 01/16/2019				
12/28/2018 16:52:49	12/28/2018	100091796571	Jennifer M Chrislip	General Inquiry
<p>sw Brian Zampatti- husband</p> <p>bp inq about damage claim, bp received ltr that there was no issues at the home, bp is insisting that there is an issue, states he's lost his washer and dryer b/c of voltage issues, the claims rep he was dealing with is out of the office, offered to xfer him to Voicemail – bp declined, xferred call to Denise Holmes (claims mgr) Voicemail- adv to leave detailed msg, including first&amp;last name &amp; best CB #</p> <p>Customer was not satisfied. Rights provided to customer.</p>				
12/18/2018 21:39:39	12/18/2018	100091796571	EAILOGINWM7	Ready Pay Create
<p>No 58685073 - \$ 102.00 - 12/19/2018 PATRICIA D MORRIS zampatti2000@yahoo.com</p>				
12/18/2018 21:38:26	12/18/2018	100091796571	EAILOGINWM7	Bank Details Added
0002 Bank Details Added PATRICIA D MORRIS zampatti2000@yahoo.com				
12/18/2018 21:36:22	12/18/2018	100091796571	EAILOGINWM7	Change Profile
<p>PATRICIA D MORRIS zampatti2000@yahoo.com</p> <p>Changed Password From Forgot Password</p>				
12/18/2018 21:35:16	12/18/2018	100091796571	EAILOGINWM7	Forgot Password Email Sent
<p>PATRICIA D MORRIS zampatti2000@yahoo.com</p> <p>Requested Forgot Password link</p>				
12/18/2018 18:52:53	12/18/2018	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 12/17/18 = \$ 218.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 2268.57</p> <p>Number of Days: 363</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 194.00</p> <p>Monthly Amortization 24.00</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
New APP Amt (BB Amt + Amort Amt) : 218.00  Original Balance Forward: 285.57  Anniversary Date: 06/19/18				
12/18/2018 17:59:33	12/18/2018	100091796571	Andrew D Cronan	Ready Pay Create
No 58681714 - \$109.00 - 12/18/2018 Bank details updated on business partner Created By: Andrew D Cronan				
12/18/2018 17:57:09	12/18/2018	100091796571	Andrew D Cronan	Financial Summary Review
Spoke with: BRIAN ZAMPATTI spouse Created By: Andrew D Cronan BP Fed and Reg Inc Levels updated.				
12/18/2018 17:54:44	12/18/2018	100091796571	Andrew D Cronan	Negotiation Tool - Service On
Spoke with: BRIAN ZAMPATTI spouse Created By: Andrew D Cronan Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$544.90 Offered - Pay Disconnection Amt of: \$209.30 ***** Payment Option used - Pay Other Amount of: Payment made for: 109.00 by ReadyPay Script Read: Yes ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Send DSPRTS Customer to use Med Cert Option: Yes 3 day Dunning lock created.  s/w BRIAN ZAMPATTI spouse calling about disconnection.. gets paid on 12/28 to make a payment.. med condition exists gave med cert info.. gave DEF info.. going to pay \$209.30 from two separate bank accts... paid \$109 from his first acct was gonna pay the other \$100.30 for the term... discussed income and moratorium protected sent dspt rights since call got disconnected				
12/13/2018 18:04:00	12/13/2018	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
12/12/2018 11:07:00	12/12/2018	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 09 - Sit Tone/Invalid Phone Number				
12/07/2018 13:43:49	12/07/2018	100091796571	Sarah T Velez	Customer decline ( Allconnect )
<p>Allconnect Selection: Customer Not Available</p> <p>FOP: HBI</p> <p>sw Bryan zampatti bp husband vai 100091796571 shut off notice xfer to credit</p>				
12/07/2018 13:43:44	12/07/2018	100091796571	Sarah T Velez	Bill Inquiry
<p>Calling Customer Bryan zampatti bp husband (Other)</p> <p>Account Verified</p> <p>Nature of Inquiry: Bill for \$206.22 From 10/18/2018 To 11/14/2018 Actual Customer feels the bill is too high</p> <p>Analysis Performed: Customer Billing Analysis View Bill - On Demand Usage Overview</p> <p>Solutions Offered: Educate Customer by Offering Energy Savings Information</p> <p>Will BP Read Meter? Not Answered Acct Rebilled? No Read Saved? No</p> <p>Check Read Issued? Not Answered Meter Test Issued? Not Answered RNON Order Issued? Not Answered</p> <p>Company Position: past due</p> <p>Satisfaction and Dispute Rights: Customer was satisfied.</p> <p>Additional Text: sw Bryan zampatti bp husband vai 100091796571 wants to know why the bill is high adv he is on app dv past due of 314 adv we receive his payment of 209.21 adv past due balances on the acct he states he doesnt use a lot of powe he believes their an issue with his home as he has on and off lights createed a voltage ctt</p> <p>Eligible for Cust Referral Program</p> <p>Bills will be mailed to: current mailing address</p>				
12/07/2018 13:43:09	12/07/2018	100091796571	Sarah T Velez	Lights-Flickering
Reported By: Bryan zampatti bp husband				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Reported By Phone: (724)243-3362 Storm Mode: Non-Storm Mode ERT Type: SYS ERT Time Quoted: 12/07/18 05:00 PM Script Read: Yes Notification Instructions: he states he been having this issue for years with the on and off lights Customer was satisfied. Created By: Sarah T Velez				
12/07/2018 13:42:47	12/07/2018	100091796571	Sarah T Velez	Literature Request
Add: Energy Efficiency Packet-WP WP01 Code 050WP Qty 00001 Mail Date 12/07/2018				
12/07/2018 13:29:26	12/07/2018	100091796571	Sarah T Velez	General Inquiry
sw Bryan zampatti bp husband vai 100091796571 shut off notice xfer to credit Satisfied Not Applicable: Reason - Call Transferred				
12/07/2018 13:27:27	12/07/2018	100091796571	INTV IVR	Account Balance Inquiry
12/07/2018 13:24:22	12/07/2018	100091796571	EAILOGINWM6	Lights-None
ERT: 12/07/18 04:30 PM				
12/04/2018 22:50:16	12/04/2018	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
11/27/2018 23:17:45	11/27/2018	100091796571	ZEDBTCH	Dispute Tracking Closed
Dispute has been closed				
11/20/2018 09:08:00	11/20/2018	100091796571	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
11/19/2018 15:31:23	11/19/2018	100091796571	Stephen E Sundahl	Claim-Customer
11/19/2018 15:25:52	11/19/2018	100091796571	Stephen E Sundahl	Contact Customer-Reliability
11/19/2018 15:03:07	11/19/2018	100091796571	INTV IVR	Account Balance Inquiry
11/17/2018 23:24:27	11/17/2018	100091796571	INTV IVR	Account Balance Inquiry
11/17/2018 15:23:39	11/17/2018	100091796571	INTV IVR	Account Balance Inquiry
11/16/2018 14:44:31	11/16/2018	100091796571	INTV IVR	Account Balance Inquiry
11/16/2018 14:43:41	11/16/2018	100091796571	EAILOGINWM6	Ready Pay Create
No 58009611 - \$ 209.21 - 11/16/2018				
11/14/2018 18:35:36	11/14/2018	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 11/14/18 = \$ 211.00 Open editor for detail  Budget Factor Amt: 2191.23 Number of Days: 363 Calc BB amount(Budget Factor + # Days x 31) : 187.00 Monthly Amortization 24.00 New APP Amt (BB Amt + Amort Amt) : 211.00  Original Balance Forw ard: 285.57  Anniversary Date: 06/19/18				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description												
11/13/2018 18:05:00	11/13/2018	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful												
Phone attempt 09 - Sit Tone/Invalid Phone Number																
11/12/2018 09:01:00	11/12/2018	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful												
Phone attempt 09 - Sit Tone/Invalid Phone Number																
11/03/2018 20:46:07	11/03/2018	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential												
10/18/2018 18:51:53	10/18/2018	100091796571	CS General Purpose Batch	LPC Assessed - Special Rules												
<p>C/A: 100091796571 LPC assessed based on special rules. Open editor for details.</p> <p>LPC on invoicing items:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Item Description</th> <th style="text-align: left;">Amount</th> <th style="text-align: left;">Clear Date</th> </tr> </thead> <tbody> <tr> <td>20180809</td> <td>Consumption Billing Debit</td> <td>1.83</td> <td>20181017</td> </tr> <tr> <td>20180911</td> <td>Consumption Billing Debit</td> <td>208.79</td> <td>20181017</td> </tr> </tbody> </table> <p>Total Base Amount: 210.62 LPC: 3.16 = 210.62 * 1.50 %</p>					Due Date	Item Description	Amount	Clear Date	20180809	Consumption Billing Debit	1.83	20181017	20180911	Consumption Billing Debit	208.79	20181017
Due Date	Item Description	Amount	Clear Date													
20180809	Consumption Billing Debit	1.83	20181017													
20180911	Consumption Billing Debit	208.79	20181017													
10/18/2018 18:51:53	10/18/2018	100091796571	CS General Purpose Batch	Calculation												
<p>C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 10/17/18 = \$ 203.00 Open editor for detail</p> <p>Budget Factor Amt: 2106.81 Number of Days: 364 Calc BB amount(Budget Factor ÷ # Days x 31) : 179.00 Monthly Amortization 24.00 New APP Amt (BB Amt + Amort Amt) : 203.00</p> <p>Original Balance Forw ard: 285.57</p> <p>Anniversary Date: 06/19/18</p>																
10/16/2018 09:33:00	10/16/2018	100091796571	CS General Purpose Batch	Phone out of order												
Phone attempt 09 - Sit Tone/Invalid Phone Number																
10/15/2018 19:11:06	10/15/2018	100091796571	EAILOGINWM6	Ready Pay Create												
No 57292972 - \$ 213.83 - 10/15/2018																
10/08/2018 22:48:37	10/08/2018	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential												
09/18/2018 10:37:00	09/18/2018	100091796571	CS General Purpose Batch	Listened to entire msg-correct household confirmed												
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed																
09/17/2018 18:41:28	09/17/2018	100091796571	CS General Purpose Batch	Calculation												
<p>C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 09/17/18 = \$ 206.00 Open editor for detail</p> <p>Budget Factor Amt: 2140.02 Number of Days: 364 Calc BB amount(Budget Factor ÷ # Days x 31) : 182.00 Monthly Amortization 24.00 New APP Amt (BB Amt + Amort Amt) : 206.00</p> <p>Original Balance Forw ard: 285.57</p>																

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Anniversary Date: 06/19/18				
09/11/2018 13:54:10	09/11/2018	100091796571	INTV IVR	Account Balance Inquiry
09/11/2018 13:53:20	09/11/2018	100091796571	EAILOGINWM6	Ready Pay Create
No 56528804 - \$ 122.17 - 09/11/2018				
09/11/2018 06:47:39	09/11/2018	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
09/11/2018 02:43:32	09/11/2018	100091796571	EAILOGINWM6	Lights-None
Played POWERONDESC: 06 The interruption in service was due t o inclement weather ERT: 09/11/18 11:00 PM				
09/05/2018 22:59:52	09/05/2018	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
08/20/2018 18:55:50	08/20/2018	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 08/17/18 = \$ 212.00 Open editor for detail</p> <p>Budget Factor Amt: 2214.97 Number of Days: 365 Calc BB amount(Budget Factor + # Days x 31) : 188.00 Monthly Amortization 24.00 New APP Amt (BB Amt + Amort Amt) : 212.00</p> <p>Original Balance Forw ard: 285.57</p> <p style="text-align: center;">Anniversary Date: 06/19/18</p>				
08/16/2018 09:56:00	08/16/2018	100091796571	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/01/2018 21:23:49	08/01/2018	100091796571	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 08/01/2018   Payment Time: 21:23:32 Payment Amount: 300.00   Payment Type: Debit Vendor ID: PC   Receipt Number: 20790C8OGS</p>				
07/24/2018 13:14:26	07/24/2018	100091796571	INTV IVR	Account Balance Inquiry
07/23/2018 12:50:31	07/23/2018	100091796571	INTV IVR	Account Balance Inquiry
07/21/2018 13:20:32	07/21/2018	100091796571	INTV IVR	Account Balance Inquiry
07/19/2018 09:15:00	07/19/2018	100091796571	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/18/2018 18:48:00	07/18/2018	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 07/18/18 = \$ 208.00 Open editor for detail</p> <p>Budget Factor Amt: 2155.21 Number of Days: 364 Calc BB amount(Budget Factor + # Days x 31) : 184.00 Monthly Amortization 24.00 New APP Amt (BB Amt + Amort Amt) : 208.00</p> <p>Original Balance Forw ard: 285.57</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Anniversary Date: 06/19/18				
06/20/2018 18:59:35	06/20/2018	100091796571	EAILOGINWM6	Ready Pay Create
No 54777860 - \$ 224.08 - 06/20/2018				
06/20/2018 18:45:48	06/20/2018	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 06/19/18 = \$ 211.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 2194.19</p> <p>Number of Days: 365</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 186.00</p> <p>Monthly Amortization 25.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 211.00</p> <p>Original Balance Forward: 305.53</p> <p>Anniversary Date: 05/15/18</p>				
06/20/2018 14:09:50	06/20/2018	100091796571	Frank D Carr	General Inquiry
<p>s/w brian zampatti the husb of patricia morris is calling in upset that he has another term notice and he paid on 6/15 the bill in full and it has not posted yet, he states he paid it through us and there is no call document on 6/15 that he has called, , but he did call on 6/14, customer then hung up on me</p> <p>Customer was not satisfied. Rights provided to customer.</p>				
06/14/2018 10:20:49	06/14/2018	100091796571	Ashton D Henry	Written Utility Report
Printed to \\w8corres04p\PPIKE169-P on 06/14/2018 at 10:25:2				
06/14/2018 10:19:17	06/14/2018	100091796571	Ashton D Henry	Utility Report Issued
<p>Spoke with: Bryan Zampatti - husband</p> <p>Created By: Ashton D Henry</p> <p>Dispute Rights Dunning lock created - Lock date: 06/24/2018</p> <p>Company Position:</p> <p>see notes</p> <p>Customer Position:</p> <p>see notes</p>				
06/14/2018 10:16:13	06/14/2018	100091796571	Ashton D Henry	Disconnection Phone Attempt - Successful
06/14/2018 10:16:13	06/14/2018	100091796571	Ashton D Henry	Negotiation Tool - Service On
<p>Spoke with: Bryan Zampatti - husband</p> <p>Created By: Ashton D Henry</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: No</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>BP Refused FS</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$274.91</p> <p>Offered - Pay Disconnection Amt of: \$224.08</p> <p>*****</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
PA Final Wrap-up Considered 4 factors: Yes Customer was not satisfied. Rights provided to customer. 6/02 200.00 payment can be put into termination if money past due from prior month bill due date 6/06 CUSTOMER OFFERED PAYMENT: 224.08 6/15 next time could get a notice 7/09 cust hung up, issuing written ur ***** Dispute Rights Issued Option Used.				
06/14/2018 10:16:13	06/14/2018	100091796571	Ashton D Henry	Financial Summary Review
Spoke with: Bryan Zampatti - husband Created By: Ashton D Henry BP Refused FS				
06/14/2018 10:12:45	06/14/2018	100091796571	Rachel M Boyson	General Inquiry
SPOKE WITH: Bryan Zampatti -husband VAI 100091796571 CALLING: about the ds notice - xfer to credit adv there was a payment of 200.00 on 06/02/2018 Customer was satisfied.				
06/14/2018 10:04:00	06/14/2018	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/06/2018 22:57:32	06/06/2018	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
06/02/2018 12:09:00	06/02/2018	100091796571	EAILOGINWM6	Ready Pay Create
No 54398682 - \$ 200.00 - 06/02/2018				
05/19/2018 21:42:03	05/19/2018	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
05/19/2018 20:32:18	05/19/2018	100091796571	INTV IVR	Account Balance Inquiry
05/19/2018 20:25:50	05/19/2018	100091796571	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 05/20/18 12:00 AM				
05/19/2018 20:21:26	05/19/2018	100091796571	EAILOGINWM6	Lights-None
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 05/20/18 12:00 AM				
05/18/2018 10:46:28	05/18/2018	100091796571	INTV IVR	Account Balance Inquiry
05/15/2018 18:40:41	05/15/2018	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 05/15/18 = \$ 190.00 Open editor for detail  Budget Factor Amt: 2152.53 Number of Days: 361 Calc BB amount(Budget Factor ÷ # Days x 31) : 185.00 Monthly Amortization 5.00 New APP Amt (BB Amt + Amort Amt) : 190.00  Original Balance Forward: 56.38				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description								
Anniversary Date:		06/19/17										
05/04/2018 11:29:57	05/04/2018	100091796571	EAILOGINWM6	Ready Pay Create								
No 53805352 - \$ 150.00 - 05/04/2018												
04/19/2018 18:47:18	04/19/2018	100091796571	CS General Purpose Batch	Calculation								
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 04/18/18 = \$ 189.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 2155.78</p> <p>Number of Days: 364</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 184.00</p> <p>Monthly Amortization 5.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 189.00</p> <p>Original Balance Forward: 56.38</p> <p>Anniversary Date: 06/19/17</p>												
04/17/2018 14:03:30	04/17/2018	100091796571	EAILOGINWM6	Ready Pay Create								
No 53441156 - \$ 124.49 - 04/17/2018												
04/17/2018 11:38:00	04/17/2018	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful								
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed												
04/09/2018 22:50:10	04/09/2018	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential								
03/24/2018 11:20:33	03/24/2018	100091796571	INTV IVR	Account Balance Inquiry								
03/21/2018 18:08:00	03/21/2018	100091796571	CS General Purpose Batch	Phone out of order								
Phone attempt 09 - Sit Tone/Invalid Phone Number												
03/20/2018 23:46:44	03/20/2018	100091796571	INTV IVR	Account Balance Inquiry								
03/19/2018 18:45:33	03/19/2018	100091796571	CS General Purpose Batch	Calculation								
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 03/19/18 = \$ 184.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 2095.99</p> <p>Number of Days: 363</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 179.00</p> <p>Monthly Amortization 5.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 184.00</p> <p>Original Balance Forward: 56.38</p> <p>Anniversary Date: 06/19/17</p>												
02/20/2018 18:50:05	02/20/2018	100091796571	CS General Purpose Batch	LPC Assessed - Special Rules								
<p>C/A: 100091796571</p> <p>LPC assessed based on special rules.</p> <p>Open editor for details.</p> <p>LPC on invoicing items:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Item Description</th> <th style="text-align: left;">Amount</th> <th style="text-align: left;">Clear Date</th> </tr> </thead> <tbody> <tr> <td>20180111</td> <td>Consumption Billing Debit</td> <td>20.53</td> <td>20180219</td> </tr> </tbody> </table> <p>Total Base Amount: 20.53</p>					Due Date	Item Description	Amount	Clear Date	20180111	Consumption Billing Debit	20.53	20180219
Due Date	Item Description	Amount	Clear Date									
20180111	Consumption Billing Debit	20.53	20180219									

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
LPC: 0.31 = 20.53 * 1.50 %				
02/20/2018 18:50:05	02/20/2018	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 02/19/18 = \$ 172.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1971.30</p> <p>Number of Days: 367</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 167.00</p> <p>Monthly Amortization 5.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 172.00</p> <p>Original Balance Forward: 56.38</p> <p>Anniversary Date: 06/19/17</p>				
02/20/2018 18:08:00	02/20/2018	100091796571	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
02/11/2018 01:18:25	02/11/2018	100091796571	INTV IVR	Account Balance Inquiry
02/05/2018 18:03:28	02/05/2018	100091796571	INTV IVR	Account Balance Inquiry
01/26/2018 15:04:09	01/26/2018	100091796571	C50641	General Inquiry/Other
<p>Spoke with: Patricia Morris</p> <p>Reason for call:customer calling to make sure account is not up for term</p> <p>Verified Account:verified with last 4 of SS number</p> <p>Verified phone:yes</p> <p>Alt phone:no</p> <p>Open:\$524.19</p> <p>CC:\$158.45</p> <p>PD:\$173.39</p> <p>Action: Cust informed account not up for term. cust going to make another payment on account in three weeks</p> <p>any questions:no</p> <p>was satisfied:yes</p> <p>Customer was satisfied.</p>				
01/24/2018 06:55:28	01/24/2018	100091796571	EAILOGINWM6	Ready Pay Create
No 51662209 - \$ 150.24 - 01/24/2018				
01/22/2018 18:43:00	01/22/2018	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 01/20/18 = \$ 148.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1689.81</p> <p>Number of Days: 366</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 143.00</p> <p>Monthly Amortization 5.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 148.00</p> <p>Original Balance Forward: 56.38</p> <p>Anniversary Date: 06/19/17</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/17/2018 18:05:00	01/17/2018	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
01/16/2018 10:11:00	01/16/2018	100091796571	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
01/09/2018 08:41:36	01/09/2018	100091796571	Shelly R Gosnell	Smart Meter Install Letter Sent
PA SMIP Pre-Install Letter Sent				
01/08/2018 22:48:06	01/08/2018	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
01/04/2018 01:18:29	01/04/2018	100091796571	INTV IVR	Account Balance Inquiry
12/20/2017 18:38:27	12/20/2017	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 12/19/17 = \$ 148.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1697.86</p> <p>Number of Days: 368</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 143.00</p> <p>Monthly Amortization 5.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 148.00</p> <p>Original Balance Forw ard: 56.38</p> <p>Anniversary Date: 06/19/17</p>				
12/20/2017 12:55:37	12/20/2017	100091796571	EAILOGINWM6	Ready Pay Create
No 50998624 - \$ 149.13 - 12/20/2017				
12/19/2017 14:05:22	12/27/2017	100091796571	Jolynn M Henninger	Pre-Disconnection Warning Letter
48 HOUR NOTICE, UNKNOWN INCOME LETTER, AND HAVING TROUBLE PAYING YOUR ELECTRIC BILL FLYER MAILED TO THE CUSTOMER				
12/14/2017 18:05:00	12/14/2017	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
12/13/2017 10:11:00	12/13/2017	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
12/05/2017 22:59:40	12/05/2017	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
11/16/2017 18:39:35	11/16/2017	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 11/16/17 = \$ 148.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1676.94</p> <p>Number of Days: 364</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 143.00</p> <p>Monthly Amortization 5.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 148.00</p> <p>Original Balance Forw ard: 56.38</p> <p>Anniversary Date: 06/19/17</p>				
11/13/2017 11:23:52	11/13/2017	100091796571	EAILOGINWM6	Ready Pay Create
No 50282190 - \$ 142.21 - 11/13/2017				
11/13/2017 11:19:00	11/13/2017	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
11/08/2017 15:28:09	11/08/2017	100091796571	OVR-Leonard Sundahl	General Inquiry/Other
<p>Spoke with Brian Zampatti (spouse) - verified info - calling because got term notice \$142.21 for 11/20, said had mailed payment for current bill \$300.31 - adv if just mailed should arrive before term date and before next bill date 11/17 - customer satisfied</p> <p>Customer was satisfied.</p>				
11/08/2017 15:25:09	11/08/2017	100091796571	Marangely Morales	General Inquiry
<p>BRIAN ZAMPATTI HUSBAND INQ SHUTT OF NOTICE TRANF TO CREDIT</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
11/04/2017 20:25:50	11/04/2017	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
10/19/2017 18:46:21	10/19/2017	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 10/18/17 = \$ 147.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1671.54</p> <p>Number of Days: 365</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 142.00</p> <p>Monthly Amortization 5.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 147.00</p> <p>Original Balance Forw ard: 56.38</p> <p>Anniversary Date: 06/19/17</p>				
10/17/2017 14:46:00	10/17/2017	100091796571	CS General Purpose Batch	AMD Detected-Message left by Vendor
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
09/18/2017 18:50:10	09/18/2017	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 09/18/17 = \$ 143.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1621.44</p> <p>Number of Days: 364</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 138.00</p> <p>Monthly Amortization 5.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 143.00</p> <p>Original Balance Forw ard: 56.38</p> <p>Anniversary Date: 06/19/17</p>				
09/16/2017 17:25:42	09/16/2017	100091796571	B2BEAIOGIN	Real Time Payment Pending
<p>Payment Date: 09/16/2017   Payment Time: 17:25:33</p> <p>Payment Amount: 290.97   Payment Type: Credit</p> <p>Vendor ID: PC   Receipt Number: 207909S2L1</p>				
09/15/2017 14:38:29	09/15/2017	100091796571	C31618	General Inquiry/Other
<p>SW:bryan husband</p> <p>cust is calling about he shouldnt have a shut off notice</p> <p>adv cust he has a shut off notice cust adv he made a payment</p> <p>and cs mention he shouldn't have one adv cust sorry for cs</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
they gave you wrong info and would have to pay past due amount of 290.18 or term amount of 134.99 cust adv he would have to call back cust hung up				
09/15/2017 14:23:08	09/15/2017	100091796571	C31618	Financial Summary Process Cancelled
09/15/2017 14:17:33	09/15/2017	100091796571	Melanie B Strickler	General Inquiry
SW Brian Zampatty (husband of) PATRICIA D MORRIS vai acct # 100091796571 received disconnection notice why is there a shut off? adv \$290.18 past due... transferred to credit Customer was satisfied.				
09/14/2017 18:09:00	09/14/2017	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/14/2017 15:53:17	09/14/2017	100091796571	Kiara Delossantos	General Inquiry
S/w: Bryan zampati - spouse Reason For Calling : bp is calling in regards of shut off doesn't understand why they received it if he made payment already adv him there was only one payment made for 150.00 in aug , ***xfer credit**** Satisfied Not Applicable: Reason - Call Transferred				
09/13/2017 10:15:00	09/14/2017	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/05/2017 22:53:30	09/05/2017	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
08/28/2017 03:30:31	08/28/2017	100091796571	CS General Purpose Batch	DSPTRIGHTS Letter
08/25/2017 17:24:06	08/25/2017	100091796571	Michael Glendenning	General Inquiry
sw ryan zampati-husband adv no payment made in july cx states he made payment will double check checking account and call back Satisfied Not Applicable: Reason - Send DSPRTS				
08/25/2017 16:59:01	08/25/2017	100091796571	INTV IVR	Account Balance Inquiry
08/25/2017 16:57:38	08/25/2017	100091796571	B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/25/2017   Payment Time: 16:56:37 Payment Amount: 150.00   Payment Type: Credit Vendor ID: PC   Receipt Number: 207909M9SU				
08/19/2017 17:31:59	08/19/2017	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 08/17/17 = \$ 142.00 Open editor for detail  Budget Factor Amt: 1611.49 Number of Days: 365 Calc BB amount(Budget Factor + # Days x 31) : 137.00 Monthly Amortization 5.00 New APP Amt (BB Amt + Amort Amt) : 142.00  Original Balance Forw ard: 56.38  Anniversary Date: 06/19/17				
08/14/2017 12:48:00	08/14/2017	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/05/2017 20:26:20	08/05/2017	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/19/2017 18:46:11	07/19/2017	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 07/19/17 = \$ 143.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1630.65</p> <p>Number of Days: 366</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 138.00</p> <p>Monthly Amortization 5.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 143.00</p> <p>Original Balance Forward: 56.38</p> <p>Anniversary Date: 06/19/17</p>				
07/19/2017 13:38:00	07/19/2017	100091796571	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/20/2017 18:44:45	06/20/2017	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 06/19/17 = \$ 138.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1589.88</p> <p>Number of Days: 368</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 134.00</p> <p>Monthly Amortization 4.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 138.00</p> <p>Original Balance Forward: 45.00</p> <p>Anniversary Date: 05/19/17</p>				
06/17/2017 04:10:47	06/17/2017	100091796571	CS General Purpose Batch	Enrolled in Repair Plan
<p>06/16/2017 : Exterior Electrical Plan, Half Off Yr 1 monthly charge: \$ 2.99 / month SD doc.number: 40320988</p>				
05/20/2017 17:32:26	05/20/2017	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 05/19/17 = \$ 128.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1561.69</p> <p>Number of Days: 366</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 132.00</p> <p>Monthly Amortization 4.00-</p> <p>New APP Amt (BB Amt + Amort Amt) : 128.00</p> <p>Original Balance Forward: 50.50-</p> <p>Anniversary Date: 06/16/16</p>				
04/20/2017 18:53:52	04/20/2017	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 04/19/17 = \$ 126.00</p> <p>Open editor for detail</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Budget Factor Amt: 1538.00 Number of Days: 366 Calc BB amount(Budget Factor + # Days x 31) : 130.00 Monthly Amortization 4.00- New APP Amt (BB Amt + Amort Amt) : 126.00  Original Balance Forw ard: 50.50-  Anniversary Date: 06/16/16				
03/21/2017 18:57:57	03/21/2017	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 03/21/17 = \$ 124.00 Open editor for detail  Budget Factor Amt: 1524.38 Number of Days: 369 Calc BB amount(Budget Factor + # Days x 31) : 128.00 Monthly Amortization 4.00- New APP Amt (BB Amt + Amort Amt) : 124.00  Original Balance Forw ard: 50.50-  Anniversary Date: 06/16/16				
03/21/2017 13:01:00	03/21/2017	100091796571	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/20/2017 18:41:00	02/20/2017	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 02/17/17 = \$ 121.00 Open editor for detail  Budget Factor Amt: 1485.41 Number of Days: 367 Calc BB amount(Budget Factor + # Days x 31) : 125.00 Monthly Amortization 4.00- New APP Amt (BB Amt + Amort Amt) : 121.00  Original Balance Forw ard: 50.50-  Anniversary Date: 06/16/16				
02/15/2017 16:53:25	02/15/2017	100091796571	B2BEALOGIN	Real Time Payment Pending
Payment Date: 02/15/2017   Payment Time: 16:53:03 Payment Amount: 127.05   Payment Type: Credit Vendor ID: PC   Receipt Number: 207908900H				
02/15/2017 16:48:02	02/15/2017	100091796571	INTV IVR	Account Balance Inquiry
02/10/2017 01:32:59	02/10/2017	100091796571	INTV IVR	Account Balance Inquiry
02/10/2017 01:32:06	02/10/2017	100091796571	EAILOGINWM6	Ready Pay Create
No 44869970 - \$ 122.54 - 02/10/2017				
02/06/2017 22:47:08	02/06/2017	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
01/19/2017 18:47:53	01/19/2017	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description								
Budget amt calculated for period ending 01/19/17 = \$ 124.00 Open editor for detail  Budget Factor Amt: 1514.01 Number of Days: 367 Calc BB amount(Budget Factor + # Days x 31) : 128.00 Monthly Amortization 4.00- New APP Amt (BB Amt + Amort Amt) : 124.00  Original Balance Forw ard: 50.50-  Anniversary Date: 06/16/16												
01/19/2017 18:47:53	01/19/2017	100091796571	CS General Purpose Batch	LPC Assessed - Special Rules								
C/A: 100091796571 LPC assessed based on special rules. Open editor for details.  LPC on invoicing items: <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: left;">Due Date</td> <td style="text-align: left;">Item Description</td> <td style="text-align: left;">Amount</td> <td style="text-align: left;">Clear Date</td> </tr> <tr> <td>20161212</td> <td>Consumption Billing Debit</td> <td>121.46</td> <td>20170118</td> </tr> </table> Total Base Amount: 121.46 LPC: 1.52 = 121.46 * 1.25 %					Due Date	Item Description	Amount	Clear Date	20161212	Consumption Billing Debit	121.46	20170118
Due Date	Item Description	Amount	Clear Date									
20161212	Consumption Billing Debit	121.46	20170118									
01/17/2017 10:26:16	01/17/2017	100091796571	B2BEALOGIN	Real Time Payment Pending								
Payment Date: 01/17/2017   Payment Time: 10:25:18 Payment Amount: 125.82   Payment Type: Credit Vendor ID: PC   Receipt Number: 2079081VRG												
01/17/2017 10:20:00	01/17/2017	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful								
Phone attempt 12 - Answered - Transferred to Make Credit Card Payment												
01/09/2017 22:44:44	01/09/2017	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential								
01/03/2017 13:21:13	01/03/2017	100091796571	INTV IVR	Account Balance Inquiry								
12/19/2016 18:46:04	12/19/2016	100091796571	CS General Purpose Batch	Calculation								
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 12/16/16 = \$ 121.00 Open editor for detail  Budget Factor Amt: 1478.07 Number of Days: 367 Calc BB amount(Budget Factor + # Days x 31) : 125.00 Monthly Amortization 4.00- New APP Amt (BB Amt + Amort Amt) : 121.00  Original Balance Forw ard: 50.50-  Anniversary Date: 06/16/16												
12/02/2016 16:17:34	12/02/2016	100091796571	Kellen D Klee	Bill Inquiry								
Calling Customer BRIAN ZAMPATTI (husband) (Other)  Nature Of Inquiry: Bill for \$99.59 From 10/19/2016 To 11/17/2016 Actual Customer feels the meter is fast												

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Company Position: No follow up needed</p> <p>Solutions Offered: Customer hung up</p> <p>Will BP Read Meter? Not Answered Acct Rebilled? No Read Saved? No</p> <p>CBA Performed? No Check Read Issued? Not Answered Meter Test Issued? Not Answered RNON Order Issued? Not Answered</p> <p>Satisfaction and Dispute Rights: Satisfied Not Applicable: Reason - Other - cust hu - sent dispute rights letter</p> <p>Additional Text: Customer calling regarding high bill and missing payments below: 10/12/2016 122.93 debit card 02/05/2016 255.05 Advised we received both payments. 255.05 posted 02/05/2016. 122.93 was debit card payment made 10/10/2016 for 118.43 + 4.50 fee. Current bill one month past due. TOtal due 251.63 - past due 125.54 - payment of 124.48 pai after bill generated. Explained actual account balance is budget difference and balance due on bill. Explained annua amortization of budget difference.</p> <p>Eligible for Cust Referral Program</p> <p>Bills will be mailed to: current mailing address</p>				
12/02/2016 16:15:06	12/02/2016	100091796571	Kellen D Klee	Form Letter
Printed to \\w8corres04p\PIPIKE174-P on 12/02/2016 at 16:20:2				
12/02/2016 16:04:45	12/02/2016	100091796571	INTV IVR	Account Balance Inquiry
11/21/2016 09:53:33	11/21/2016	100091796571	Gabriel A Mlynar	Form Letter
Printed to \\w8corres04p\PIPIKE173-P on 11/21/2016 at 10:00:0				
11/21/2016 09:51:45	11/21/2016	100091796571	Gabriel A Mlynar	General Inquiry/Other
<p>s/w BRIAN ZAMPATTI (husband) advised that the bil in aagust was behind and he has been paying but not enough. advised he has been paying his shut off notices and not the amount of the bill itself. advised that the bill of 376.11 has a PD as well. sent a BS and he hung up sending ltr. Customer was not satisfied. Rights provided to customer.</p>				
11/21/2016 09:29:38	11/21/2016	100091796571	C30091	General Inquiry/Other
<p>RELATION TO BP:HUSBAND BP STATED:S/W BRIAN ZAMPATTI -HUSBAND-VAI-PATRICIA D MORRIS / 100091796571-HAS QUESTIONS ABOUT HIS BILL-SW -XFER TO</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
BILLING-REF ALL OPTIONS-HE HJUST WANTED TO PAY DISCONNECTION AMT. S/W: BRIAN ZAMPATTI DISCONNECT AMT\$/DATE:11/22/16-124.48-FIELD PND # OK OPTION FOR MED CERT:Y OPTION MED CERT SCRIPT:Y-NOT AT THIS TIME FS LEVEL:REF OFFERED AND EXPLAINED PCAP:REF FS PAST DUE BALANCES\$:250.02 CURRENT BALANCES\$:376.11 TOTAL BALANCES\$:5 BP OFFERED\$:124.48 DUNNING WILL CONTINUE:11/23/16 CONSIDERED ALL FACTORS:YES BP SAT:YES OPTION FOR AN IP @ \$ FOR MONTHS AND A BUDGET @ = ADV ELIGIBLE-REF Customer was satisfied.				
11/21/2016 09:26:50	11/21/2016	100091796571	C30091	Ready Pay Create
No 43421746 - \$124.48 11/21/2016				
11/21/2016 08:24:06	11/21/2016	100091796571	Stevi Harris	General Inquiry
S/w PATRICIA D MORRIS, Customer doesn't understand why he has a shut off. Inq to pay \$124.48. Xfer'd to Credit. Satisfied Not Applicable: Reason - Call Transferred				
11/20/2016 20:29:17	11/20/2016	100091796571	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/20/2016 20:27:42	11/20/2016	100091796571	EAILOGINWM7	Register for Website
PATRICIA D MORRIS zampatti2000@yahoo.com				
11/17/2016 18:53:46	11/17/2016	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 11/17/16 = \$ 123.00 Open editor for detail  Budget Factor Amt: 1498.01 Number of Days: 367 Calc BB amount(Budget Factor ÷ # Days x 31) : 127.00 Monthly Amortization 4.00- New APP Amt (BB Amt + Amort Amt) : 123.00  Original Balance Forw ard: 50.50-  Anniversary Date: 06/16/16				
11/16/2016 18:06:00	11/16/2016	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/07/2016 22:54:47	11/07/2016	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
10/19/2016 19:05:09	10/19/2016	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Budget amt calculated for period ending 10/18/16 = \$ 124.00 Open editor for detail  Budget Factor Amt: 1522.02 Number of Days: 369 Calc BB amount(Budget Factor + # Days x 31) : 128.00 Monthly Amortization 4.00- New APP Amt (BB Amt + Amort Amt) : 124.00  Original Balance Forw ard: 50.50-  Anniversary Date: 06/16/16				
10/10/2016 16:58:48	10/10/2016	100091796571	Rose M Alexander	General Inquiry/Other
sw:Brian zanpatti-husband cld to mk pymt BALANCE-242.91 Past Due-118.43 Next bill date:10/19 Disco-118.43 10/20 Medical Condition:NO Financial Summary:NO Considered 4 Factors Customer off'd:118.43 via cc 10/10 name on card Brian zanpatti PA Sat Customer was satisfied.				
10/10/2016 16:58:07	10/10/2016	100091796571	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/10/2016   Payment Time: 16:57:50 Payment Amount: 118.43   Payment Type: Credit Vendor ID: PC   Receipt Number: 207907FLQY				
10/10/2016 16:52:09	10/10/2016	100091796571	Virginia C Cox	Dunning Explanation
s.w bryan morris-- call came in could hear customer and then the call was dropped Satisfied Not Applicable: Reason - Other - call was dropped				
10/05/2016 22:59:56	10/05/2016	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
09/19/2016 18:44:26	09/19/2016	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 09/19/16 = \$ 123.00 Open editor for detail  Budget Factor Amt: 1512.44 Number of Days: 370 Calc BB amount(Budget Factor + # Days x 31) : 127.00 Monthly Amortization 4.00- New APP Amt (BB Amt + Amort Amt) : 123.00  Original Balance Forw ard: 50.50-  Anniversary Date: 06/16/16				
09/13/2016 13:25:35	09/13/2016	100091796571	Talisha R Gervins	General Inquiry/Other

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Spoke with: Brian Zampatti: Husband Disconnection Notice (Service On) considered 4 factors 1) Medical condition?: no 2) Off'd Financial Summary: declined 3) Off'd CAP (if eligible): 4) Off'd full balance: 371.75 5) Off'd term amount: 116.78 9/20/16 6) Customer off'd to pay:116.78 remaining bal 118.43 next bill date 9/19/16 bp sat Customer was satisfied.				
09/13/2016 13:25:18	09/13/2016	100091796571	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/13/2016   Payment Time: 13:23:44 Payment Amount: 116.78   Payment Type: Credit Vendor ID: PC   Receipt Number: 2079078UF6				
09/13/2016 13:25:09	09/13/2016	100091796571	Talisha R Gervins	Form Letter
Printed to \\WISP01P.FENETWORK.COM\FECC021-P on 09/13/2016 a				
09/13/2016 13:06:15	09/13/2016	100091796571	Stevi Harris	General Inquiry
S/w Brian Zampatti: Husband, Customer doesn't understand why he has a disc notice if he is current on the acct. Xfer'd to credit. Satisfied Not Applicable: Reason - Call Transferred				
09/13/2016 12:27:00	09/13/2016	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/03/2016 20:28:35	09/03/2016	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
08/18/2016 18:43:13	08/18/2016	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 08/17/16 = \$ 117.00 Open editor for detail  Budget Factor Amt: 1432.57 Number of Days: 366 Calc BB amount(Budget Factor + # Days x 31) : 121.00 Monthly Amortization 4.00- New APP Amt (BB Amt + Amort Amt) : 117.00  Original Balance Forw ard: 50.50-  Anniversary Date: 06/16/16				
08/16/2016 17:05:00	08/16/2016	100091796571	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/22/2016 11:20:35	07/22/2016	100091796571	INTV IVR	Account Balance Inquiry
07/18/2016 18:48:03	07/18/2016	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 07/18/16 = \$ 114.00 Open editor for detail  Budget Factor Amt: 1404.16 Number of Days: 368				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Calc BB amount(Budget Factor + # Days x 31) : 118.00 Monthly Amortization 4.00- New APP Amt (BB Amt + Amort Amt) : 114.00  Original Balance Forw ard: 50.50-  Anniversary Date: 06/16/16				
06/18/2016 17:31:38	06/18/2016	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 06/16/16 = \$ 103.00 Open editor for detail  Budget Factor Amt: 1279.32 Number of Days: 365 Calc BB amount(Budget Factor + # Days x 31) : 109.00 Monthly Amortization 6.00- New APP Amt (BB Amt + Amort Amt) : 103.00  Original Balance Forw ard: 68.69-  Anniversary Date: 05/18/16				
05/18/2016 18:52:39	05/18/2016	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 05/18/16 = \$ 119.00 Open editor for detail  Budget Factor Amt: 1329.16 Number of Days: 370 Calc BB amount(Budget Factor + # Days x 31) : 111.00 Monthly Amortization 8.00 New APP Amt (BB Amt + Amort Amt) : 119.00  Original Balance Forw ard: 96.18  Anniversary Date: 06/17/15				
04/19/2016 18:42:52	04/19/2016	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 04/18/16 = \$ 118.00 Open editor for detail  Budget Factor Amt: 1298.57 Number of Days: 367 Calc BB amount(Budget Factor + # Days x 31) : 110.00 Monthly Amortization 8.00 New APP Amt (BB Amt + Amort Amt) : 118.00  Original Balance Forw ard: 96.18  Anniversary Date: 06/17/15				
03/31/2016 21:03:23	03/31/2016	100091796571	INTV IVR	Account Balance Inquiry
03/17/2016 19:01:03	03/17/2016	100091796571	CS General Purpose Batch	Calculation

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>C/A 100091796571 Contract 0016603952            Budget amt calculated for period ending 03/17/16 = \$ 118.00            Open editor for detail</p> <p>Budget Factor Amt: 1293.67            Number of Days: 364            Calc BB amount(Budget Factor + # Days x 31) : 110.00            Monthly Amortization 8.00            New APP Amt (BB Amt + Amort Amt) : 118.00</p> <p>Original Balance Forward: 96.18</p> <p>Anniversary Date: 06/17/15</p>				
03/14/2016 11:29:00	03/14/2016	100091796571	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/05/2016 21:43:41	03/05/2016	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
03/04/2016 02:20:56	03/04/2016	100091796571	INTV IVR	Account Balance Inquiry
02/17/2016 19:05:15	02/17/2016	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952            Budget amt calculated for period ending 02/16/16 = \$ 123.00            Open editor for detail</p> <p>Budget Factor Amt: 1346.53            Number of Days: 363            Calc BB amount(Budget Factor + # Days x 31) : 115.00            Monthly Amortization 8.00            New APP Amt (BB Amt + Amort Amt) : 123.00</p> <p>Original Balance Forward: 96.18</p> <p>Anniversary Date: 06/17/15</p>				
02/16/2016 14:01:00	02/16/2016	100091796571	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/12/2016 17:18:54	02/12/2016	100091796571	C28691	General Inquiry
<p>SW PATRICIA D MORRIS REMOVED CUSTOMER CONTACT            BP SAT            Customer was satisfied.</p>				
02/12/2016 17:18:45	02/12/2016		C28691	Personal Data Changed
<p>Old Authorized Contact: Brian Zampatti Fiance            New Authorized Contact:            SW PATRICIA D MORRIS DID NOT WANT CUSTOMER CONTACT            Created By: Latifah Fleming</p>				
02/12/2016 17:11:32	02/12/2016	100091796571	C28328	General Inquiry
<p>S/w, PATRICIA D MORRIS cust stated she is not able to pay anything at the moment stated she is on a fixed income, advs she is on a budget for \$123.00 advs I could set her up on an IP that would not help her at the moment she would be paying more on the bill, gave # to PCAP            Past Due: 126.15            Next Sched Bill Date: 02/17/2016</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
BP SATISFIED Customer was satisfied.				
02/12/2016 17:05:54	02/12/2016		C28328	Personal Data Changed
Old BP Phone:(724)550-3337 New BP Phone:(724)243-3362 per customer request Created By: Lauren N Brooks				
02/08/2016 10:05:31	02/08/2016	100091796571	Thomas C Pilisy	Contract Account Changed
Removed DONALD PIDANICH as alternate dunning recipient.				
02/07/2016 00:00:41	02/07/2016	100091796571	INTV IVR	Account Balance Inquiry
02/05/2016 20:50:25	02/05/2016	100091796571	B2BEALOGIN	Real Time Payment Pending
Payment Date: 02/05/2016   Payment Time: 20:49:43 Payment Amount: 255.05   Payment Type: Credit Vendor ID: PC   Receipt Number: 207905UT04				
02/03/2016 22:36:30	02/03/2016	100091796571	CS General Purpose Batch	Disconnection Notice - PA Residential
01/18/2016 18:46:59	01/18/2016	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 01/18/16 = \$ 123.00 Open editor for detail  Budget Factor Amt: 1346.54 Number of Days: 364 Calc BB amount(Budget Factor + # Days x 31) : 115.00 Monthly Amortization 8.00 New APP Amt (BB Amt + Amort Amt) : 123.00  Original Balance Forw ard: 96.18  Anniversary Date: 06/17/15				
12/29/2015 07:56:01	12/29/2015	100091796571	Marilyn F Cottrill	PUC/BPU Complaint-Written
PUC CASE #3368781 DECISION. CASE CLOSED Satisfied Not Applicable: Reason - Manual work				
12/16/2015 18:54:22	12/16/2015	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 12/15/15 = \$ 127.00 Open editor for detail  Budget Factor Amt: 1397.61 Number of Days: 363 Calc BB amount(Budget Factor + # Days x 31) : 119.00 Monthly Amortization 8.00 New APP Amt (BB Amt + Amort Amt) : 127.00  Original Balance Forw ard: 96.18  Anniversary Date: 06/17/15				
11/16/2015 19:43:45	11/16/2015	100091796571	CS General Purpose Batch	LPC Assessed - Special Rules
C/A: 100091796571				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description								
<p>LPC assessed based on special rules. Open editor for details.</p> <p>LPC on invoicing items:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: left;">Due Date</td> <td style="text-align: left;">Item Description</td> <td style="text-align: left;">Amount</td> <td style="text-align: left;">Clear Date</td> </tr> <tr> <td>20151109</td> <td>Consumption Billing Debit</td> <td>119.00</td> <td>20151116</td> </tr> </table> <p>Total Base Amount: 119.00 LPC: 1.49 = 119.00 * 1.25 %</p>					Due Date	Item Description	Amount	Clear Date	20151109	Consumption Billing Debit	119.00	20151116
Due Date	Item Description	Amount	Clear Date									
20151109	Consumption Billing Debit	119.00	20151116									
11/16/2015 19:43:45	11/16/2015	100091796571	CS General Purpose Batch	Calculation								
<p>C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 11/16/15 = \$ 125.00 Open editor for detail</p> <p>Budget Factor Amt: 1362.22 Number of Days: 362 Calc BB amount(Budget Factor + # Days x 31) : 117.00 Monthly Amortization 8.00 New APP Amt (BB Amt + Amort Amt) : 125.00</p> <p>Original Balance Forward: 96.18</p> <p>Anniversary Date: 06/17/15</p>												
11/14/2015 08:20:13	11/14/2015	100091796571	INTV IVR	Account Balance Inquiry								
10/17/2015 18:17:22	10/17/2015	100091796571	CS General Purpose Batch	Calculation								
<p>C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 10/15/15 = \$ 119.00 Open editor for detail</p> <p>Budget Factor Amt: 1284.37 Number of Days: 360 Calc BB amount(Budget Factor + # Days x 31) : 111.00 Monthly Amortization 8.00 New APP Amt (BB Amt + Amort Amt) : 119.00</p> <p>Original Balance Forward: 96.18</p> <p>Anniversary Date: 06/17/15</p>												
09/24/2015 16:17:38	09/24/2015	100091796571	Phillip Erickson	Supervisor Call								
<p>Brian Zampatti Fiance cust is following up on claim. as been ongoing for a long time and has been trying to get ahold of their claim rep Caroline Fulciniti however they have not been able to contact her so I provided them with the info for the claims manager for WPP Denise Holmes 724-830-5628 RES SPEC Customer was satisfied.</p>												
09/15/2015 19:34:31	09/15/2015	100091796571	CS General Purpose Batch	Calculation								
<p>C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 09/15/15 = \$ 119.00 Open editor for detail</p>												

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Budget Factor Amt: 1295.45 Number of Days: 361 Calc BB amount(Budget Factor + # Days x 31) : 111.00 Monthly Amortization 8.00 New APP Amt (BB Amt + Amort Amt) : 119.00  Original Balance Forward: 96.18  Anniversary Date: 06/17/15				
08/18/2015 19:28:15	08/18/2015	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 08/17/15 = \$ 117.00 Open editor for detail  Budget Factor Amt: 1278.01 Number of Days: 363 Calc BB amount(Budget Factor + # Days x 31) : 109.00 Monthly Amortization 8.00 New APP Amt (BB Amt + Amort Amt) : 117.00  Original Balance Forward: 96.18  Anniversary Date: 06/17/15				
08/15/2015 01:12:37	08/15/2015	100091796571	EAILOGINWM6	Additional Customer Call
ERT: 08/15/15 03:30 AM				
08/15/2015 01:11:52	08/15/2015	100091796571	EAILOGINWM6	Lights-None
ERT: 08/15/15 03:30 AM				
07/28/2015 10:27:24	07/28/2015	100091796571	Marilyn F Cottrill	PUC/BPU Complaint-Written
PUC CASE #3368781 RECEIVED. POWER INTERRUPTN DISPUTE Satisfied Not Applicable: Reason - Manual work				
07/27/2015 20:32:42	07/27/2015	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
07/27/2015 13:23:55	07/27/2015	100091796571	Anjanise M Brown	General Inquiry
power came back out again due to the outage and someone came out and inspectd the home the power blew the air conditioner, oven and pool pump ....and wnts the results have spoken to claims supervisors, engineers, and cust srv ....no one wnts to set up a time to meet with them .....gave nmbtr to contact Denise Holmes claims mgr bp sat Customer was satisfied.				
07/27/2015 13:20:59	07/27/2015	100091796571	Carol A Caltagirone	Supervisor Call
Compliant from customer, she has been trying to get in touch with Nick Garcia, from engineering. She said that she has been having power issues for years. In the last few months, she has been without air conditioning and her pool pump because she does not have full power. She said that she calls Nick several times per week and never gets a response. Patricia has asked that someone meet with her so she is aware what is going on. She has a power outage today but appears it may be something more than her power issue.				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description												
<p>At this time, all her appliances are failing. She has filed claims, reliability notifications and is not getting any response from anyone in engineering or line department</p> <p>Escalated to Diane Holden, area manager--call back ph# 724-880-9909--carolc</p> <p>Customer was not satisfied. Rights provided to customer.</p>																
07/27/2015 13:13:01	07/27/2015	100091796571	Jason A Brown	General Inquiry												
<p>s/w PATRICIA D MORRIS, cust upset because hse has had alot of outages and her appliances were damaged also. Cust requested to speak to a supervisor right away. Carol C took call.</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>																
07/27/2015 12:43:24	07/27/2015	100091796571	EAILOGINWM6	Lights-None												
ERT: 07/27/15 03:00 PM																
07/17/2015 14:20:00	07/17/2015	100091796571	Shauna A Alexander	Supervisor Call												
<p>spoke w/claims manager, denise holmes, she will contact customer</p> <p>Satisfied Not Applicable: Reason - Manual work</p>																
07/17/2015 13:51:28	07/17/2015	100091796571	Shauna A Alexander	Supervisor Call												
<p>spoke w/brian zampatti sys they have been waiting for someone to come out and check their damaged equipment and no one has been out the only people out were there to cut trees which he says has nothing to do with his power lines cust received a letter from claims stating the claim has been closed and they did not find any reason where we were at fault cust advsd cust that we do not come out and check equipment, once a claim is entered cust is usually notified within 10 bus days by phone or by mail brian wants a supervisor to come to his property tomorrow to resolve this matter advsd brian i will try and contact someone in claims to give him a call</p> <p>Customer was not satisfied. Rights provided to customer.</p>																
07/17/2015 13:50:32	07/17/2015	100091796571	Shauna A Alexander	General Inquiry												
Satisfied Not Applicable: Reason - Manual work																
07/17/2015 13:33:28	07/17/2015	100091796571	C27817	General Inquiry												
<p>tt brian zampatti cc, req spk to manager regarding existing claim, could not reach claim rep, xfrd call to shauna alexander</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>																
07/16/2015 22:36:15	07/16/2015	100091796571	CS General Purpose Batch	Calculation												
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 07/16/15 = \$ 115.00</p> <p>Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Budget Factor Amt:</td> <td style="text-align: right;">1257.21</td> </tr> <tr> <td>Number of Days:</td> <td style="text-align: right;">363</td> </tr> <tr> <td>Calc BB amount(Budget Factor ÷ # Days x 31) :</td> <td style="text-align: right;">107.00</td> </tr> <tr> <td>Monthly Amortization</td> <td style="text-align: right;">8.00</td> </tr> <tr> <td>New APP Amt (BB Amt + Amort Amt) :</td> <td style="text-align: right;">115.00</td> </tr> </table> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Original Balance Forward:</td> <td style="text-align: right;">96.18</td> </tr> </table> <p>Anniversary Date: 06/17/15</p>					Budget Factor Amt:	1257.21	Number of Days:	363	Calc BB amount(Budget Factor ÷ # Days x 31) :	107.00	Monthly Amortization	8.00	New APP Amt (BB Amt + Amort Amt) :	115.00	Original Balance Forward:	96.18
Budget Factor Amt:	1257.21															
Number of Days:	363															
Calc BB amount(Budget Factor ÷ # Days x 31) :	107.00															
Monthly Amortization	8.00															
New APP Amt (BB Amt + Amort Amt) :	115.00															
Original Balance Forward:	96.18															

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/08/2015 10:25:30	07/08/2015	100091796571	Tammie S Pinson	General Inquiry
sw PATRICIA D MORRIS rqstd to speak with walter (res spec) contact on acct said if she calls to send him an email and he will call her back. bp sat Customer was satisfied.				
07/07/2015 23:23:56	07/07/2015	100091796571	ZEDBTCH	Dispute Tracking Closed
Dispute has been closed				
07/06/2015 11:41:54	07/06/2015		Walter W Lewis jr	Personal Data Changed
Added Brian per previous conversation with Patricia Morris. Manual.				
07/06/2015 11:07:31	07/06/2015	100091796571	Walter W Lewis jr	General Inquiry
I sent e-mail to Claims Rep & Claims Supervisor. Satisfied Not Applicable: Reason - Manual work				
07/06/2015 10:55:36	07/06/2015	100091796571	Walter W Lewis jr	Contact Customer-Reliability
07/06/2015 10:45:36	07/06/2015	100091796571	Walter W Lewis jr	Supervisor Call
SW Patricia Morris. She vai & is calling about a Claim. It was called in 6/25/15 & changed to Reliability. Both were closed. I am reopening & will send e-mail to supervisor in the area. I will also reopen the Reliability issue. SHE will call by Wednesday afternoon. I did advise; If she would like, she can have the person she speaks to send me an e-mail & I will stay on this for her. Customer was satisfied.				
07/06/2015 10:41:55	07/06/2015	100091796571	Walter W Lewis jr	Claim-Customer
07/06/2015 09:36:37	07/06/2015	100091796571	Mark Dipasquale	General Inquiry
sw PATRICIA D MORRIS said her damage claim was never assesed from weeks ago, xfered to rev protection per request Satisfied Not Applicable: Reason - Call Transferred				
06/30/2015 16:04:44	06/30/2015	100091796571	EAILOGINWM6	Lights-Partial
ERT: 06/30/15 06:30 PM				
06/30/2015 13:49:44	06/30/2015	100091796571	Laura K Stewart	Form Letter
Form Dispute Rights - Disconnected Skill Level 1 Call (DSPTRIGHTS) was sent.				
06/30/2015 13:49:10	06/30/2015	100091796571	Laura K Stewart	General Inquiry
Sw Brian Vanpatti cust called about power outtages states ruined air condition had placed claim on 06/25/2015 adv can take up to 14 bus days customer asked for supervisor went to powerstation supervisor tom p accepted call cust hung up before transfer sent zgfl disp rightsSatisfied Not Applicable: Reason - Manual work				
06/30/2015 12:42:15	06/30/2015	100091796571	Deja M Walters	General Inquiry
s/w PATRICIA D MORRIS- calling because she wants to have her claim speed up. She said that she has not recieved a call back and she wants to speak to some directly. She was very frustrated and was tired of getting				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>vocie mails xfr to claims Satisfied Not Applicable: Reason - Call Transferred</p>				
06/29/2015 11:35:42	06/29/2015	100091796571	Cameron Marbury	Status of Existing Notification
<p>sw PATRICIA D MORRIS, bp submitted claim 6/25 notif #000333677475. she is calling to expedite. adv of7-10 bus days. she wants resolved sooner. xferred to claim rep, caroline fulciniti, for bp to leave vm. bp sat. Customer was satisfied.</p>				
06/29/2015 11:03:57	06/29/2015	100091796571	INTV IVR	Account Balance Inquiry
06/27/2015 23:07:32	06/27/2015	100091796571	EAILOGINWM6	Lights-Partial
<p>Played POWERONDESC: 06 The interruption in service was due t o inclement weather ERT: 06/28/15 11:30 AM</p>				
06/26/2015 23:25:31	06/26/2015	100091796571	ZEDBTCH	Dispute Tracking Closed
<p>Dispute has been closed</p>				
06/25/2015 10:38:44	06/25/2015	100091796571	Anjanise M Brown	General Inquiry
<p>s/w via patricia morris, 100091796571 wants to know when or if we can get someone out there this week abt the claim for the pool pump....ws adv as of nxt week...added information to the reliability call Customer was satisfied.</p>				
06/25/2015 10:34:12	06/25/2015	100091796571	C27456	General Inquiry
<p>PATRICIA D MORRIS 100091796571 wants to know when or if we can get someone out there this week xfrd to billing cust verf Customer was satisfied.</p>				
06/25/2015 10:20:19	06/25/2015	100091796571	Sandra C Sinisterra	General Inquiry
<p>sw PATRICIA D MORRIS cust calling stating that last rep informed we would be going out to home next week to look at damaged appliances, says needs someone to go out sooner. adv cust with the claims process, 1st they have to review info provided and then they would either be calling or sending letter to cust, with that if for some reason they need to go to home they would be informing her, claim was done today, we cannot do anything to speed up process. Customer was satisfied.</p>				
06/25/2015 08:36:44	06/25/2015	100091796571	Natasha M Brady	Contact Customer-Reliability
06/25/2015 08:33:16	06/25/2015	100091796571	Natasha M Brady	Claim-Customer
06/19/2015 08:09:16	06/19/2015	100091796571	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE Hello. This message is from West Penn Power. On June 20, 20 15 there will be a planned power outage to upgrade facilitie s. The outage will affect customers near Route 51 in Rostra ver Township, PA. If you are receiving this message, you wi ll experience a service interruption from approximately 5:00 am until 7:00 am. In the event of inclement weather the p lanned outage will be rescheduled for June 27, 2015. If you</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>have any questions please call: 1-800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability.</p>				
06/18/2015 20:23:50	06/18/2015	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952                      Budget amt calculated for period ending 06/17/15 = \$ 114.00                      Open editor for detail</p> <p>Budget Factor Amt: 1298.30                      Number of Days: 364                      Calc BB amount(Budget Factor ÷ # Days x 31) : 111.00                      Monthly Amortization 3.00                      New APP Amt (BB Amt + Amort Amt) : 114.00</p> <p>Original Balance Forward: 39.15</p> <p>Anniversary Date: 05/14/15</p>				
06/10/2015 12:05:21	06/10/2015	100091796571	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE                      Hello. This message is from West Penn Power. On June 20, 2015 there will be a planned power outage to upgrade facilities. The outage will affect customers near Route 51 in Rostraver Township, PA. If you are receiving this message, you will experience a service interruption from approximately 5:00 am until 7:00 am. In the event of inclement weather the planned outage will be rescheduled for June 27, 2015. If you have any questions please call: 1-800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability.</p>				
05/14/2015 19:52:37	05/14/2015	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952                      Budget amt calculated for period ending 05/14/15 = \$ 112.00                      Open editor for detail</p> <p>Budget Factor Amt: 1259.90                      Number of Days: 360                      Calc BB amount(Budget Factor ÷ # Days x 31) : 108.00                      Monthly Amortization 4.00                      New APP Amt (BB Amt + Amort Amt) : 112.00</p> <p>Original Balance Forward: 48.25</p> <p>Anniversary Date: 05/19/14</p>				
05/13/2015 16:13:51	05/13/2015	100091796571	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE                      Hello. This message is from West Penn Power. On May 15, 2015 there will be a planned power outage to upgrade facilities. The outage will affect customers in portions of Belle Ver</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>non, PA. If you are receiving this message, you will experience a service interruption from approximately 8:00 am to 8:15 am. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability.</p>				
04/20/2015 19:28:20	04/20/2015	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952                      Budget amt calculated for period ending 04/17/15 = \$ 108.00                      Open editor for detail</p> <p>Budget Factor Amt: 1230.09                      Number of Days: 365                      Calc BB amount(Budget Factor + # Days x 31) : 104.00                      Monthly Amortization 4.00                      New APP Amt (BB Amt + Amort Amt) : 108.00</p> <p>Original Balance Forward: 48.25</p> <p>Anniversary Date: 05/19/14</p>				
03/19/2015 19:18:16	03/19/2015	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952                      Budget amt calculated for period ending 03/19/15 = \$ 110.00                      Open editor for detail</p> <p>Budget Factor Amt: 1248.09                      Number of Days: 364                      Calc BB amount(Budget Factor + # Days x 31) : 106.00                      Monthly Amortization 4.00                      New APP Amt (BB Amt + Amort Amt) : 110.00</p> <p>Original Balance Forward: 48.25</p> <p>Anniversary Date: 05/19/14</p>				
02/19/2015 19:11:18	02/19/2015	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952                      Budget amt calculated for period ending 02/18/15 = \$ 113.00                      Open editor for detail</p> <p>Budget Factor Amt: 1280.13                      Number of Days: 365                      Calc BB amount(Budget Factor + # Days x 31) : 109.00                      Monthly Amortization 4.00                      New APP Amt (BB Amt + Amort Amt) : 113.00</p> <p>Original Balance Forward: 48.25</p> <p>Anniversary Date: 05/19/14</p>				
02/18/2015 09:18:18	02/18/2015	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_FAULT_DIAL				
02/18/2015 07:49:08	02/18/2015	100091796571	Melissa I Hartman	BP Callback About Trouble Call

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
adv ert 830am said wanted a supv to call her at 3pm adv that a supv wouldn't be able to know to call and asked to have her call back for a supv. bp satisfied				
02/18/2015 07:45:35	02/18/2015	100091796571	EAILOGINWM7	Lights-None
01/19/2015 19:40:33	01/19/2015	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 01/19/15 = \$ 108.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1218.97</p> <p>Number of Days: 364</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 104.00</p> <p>Monthly Amortization 4.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 108.00</p> <p>Original Balance Forw ard: 48.25</p> <p>Anniversary Date: 05/19/14</p>				
12/18/2014 22:46:12	12/18/2014	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 12/17/14 = \$ 101.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1143.35</p> <p>Number of Days: 365</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 97.00</p> <p>Monthly Amortization 4.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 101.00</p> <p>Original Balance Forw ard: 48.25</p> <p>Anniversary Date: 05/19/14</p>				
11/19/2014 19:09:20	11/19/2014	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 11/19/14 = \$ 100.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1129.85</p> <p>Number of Days: 366</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 96.00</p> <p>Monthly Amortization 4.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 100.00</p> <p>Original Balance Forw ard: 48.25</p> <p>Anniversary Date: 05/19/14</p>				
10/21/2014 19:13:17	10/21/2014	100091796571	CS General Purpose Batch	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 10/20/14 = \$ 104.00</p> <p>Open editor for detail</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Budget Factor Amt: 1190.51 Number of Days: 369 Calc BB amount(Budget Factor + # Days x 31) : 100.00 Monthly Amortization 4.00 New APP Amt (BB Amt + Amort Amt) : 104.00  Original Balance Forward: 48.25  Anniversary Date: 05/19/14				
09/20/2014 17:40:09	09/20/2014	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 09/19/14 = \$ 105.00 Open editor for detail  Budget Factor Amt: 1194.61 Number of Days: 366 Calc BB amount(Budget Factor + # Days x 31) : 101.00 Monthly Amortization 4.00 New APP Amt (BB Amt + Amort Amt) : 105.00  Original Balance Forward: 48.25  Anniversary Date: 05/19/14				
08/20/2014 19:13:02	08/20/2014	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 08/19/14 = \$ 103.00 Open editor for detail  Budget Factor Amt: 1173.84 Number of Days: 368 Calc BB amount(Budget Factor + # Days x 31) : 99.00 Monthly Amortization 4.00 New APP Amt (BB Amt + Amort Amt) : 103.00  Original Balance Forward: 48.25  Anniversary Date: 05/19/14				
07/19/2014 17:38:52	07/19/2014	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 07/18/14 = \$ 101.00 Open editor for detail  Budget Factor Amt: 1140.75 Number of Days: 364 Calc BB amount(Budget Factor + # Days x 31) : 97.00 Monthly Amortization 4.00 New APP Amt (BB Amt + Amort Amt) : 101.00  Original Balance Forward: 48.25  Anniversary Date: 05/19/14				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description								
06/19/2014 19:06:20	06/19/2014	100091796571	CS General Purpose Batch	Calculation								
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 06/18/14 = \$ 104.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1176.88</p> <p>Number of Days: 365</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 100.00</p> <p>Monthly Amortization 4.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 104.00</p> <p>Original Balance Forward: 48.25</p> <p>Anniversary Date: 05/19/14</p>												
05/19/2014 19:13:29	05/19/2014	100091796571	CS General Purpose Batch	LPC Assessed - Special Rules								
<p>C/A: 100091796571</p> <p>LPC assessed based on special rules.</p> <p>Open editor for details.</p> <p>LPC on invoicing items:</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: left;">Due Date</td> <td style="text-align: left;">Item Description</td> <td style="text-align: right;">Amount</td> <td style="text-align: left;">Clear Date</td> </tr> <tr> <td></td> <td>20140512 Consumption Billing Debit</td> <td style="text-align: right;">96.00</td> <td>20140515</td> </tr> </table> <p>Total Base Amount: 96.00</p> <p>LPC: 1.20 = 96.00 * 1.25 %</p>					Due Date	Item Description	Amount	Clear Date		20140512 Consumption Billing Debit	96.00	20140515
Due Date	Item Description	Amount	Clear Date									
	20140512 Consumption Billing Debit	96.00	20140515									
05/19/2014 19:13:27	05/19/2014	100091796571	CS General Purpose Batch	Calculation								
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 05/19/14 = \$ 96.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1119.84</p> <p>Number of Days: 364</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 95.00</p> <p>Monthly Amortization 1.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 96.00</p> <p>Original Balance Forward: 9.41</p> <p>Anniversary Date: 05/15/13</p>												
04/19/2014 17:33:39	04/19/2014	100091796571	CS General Purpose Batch	Calculation								
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 04/17/14 = \$ 96.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 1161.40</p> <p>Number of Days: 377</p> <p>Calc BB amount(Budget Factor ÷ # Days x 31) : 95.00</p> <p>Monthly Amortization 1.00</p> <p>New APP Amt (BB Amt + Amort Amt) : 96.00</p> <p>Original Balance Forward: 9.41</p>												

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Anniversary Date: 05/15/13				
03/20/2014 19:14:36	03/20/2014	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 03/20/14 = \$ 93.00 Open editor for detail  Budget Factor Amt: 1125.84 Number of Days: 380 Calc BB amount(Budget Factor + # Days x 31) : 92.00 Monthly Amortization 1.00 New APP Amt (BB Amt + Amort Amt) : 93.00  Original Balance Forw ard: 9.41  Anniversary Date: 05/15/13				
02/19/2014 18:08:16	02/19/2014	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 02/18/14 = \$ 85.00 Open editor for detail  Budget Factor Amt: 1027.25 Number of Days: 378 Calc BB amount(Budget Factor + # Days x 31) : 84.00 Monthly Amortization 1.00 New APP Amt (BB Amt + Amort Amt) : 85.00  Original Balance Forw ard: 9.41  Anniversary Date: 05/15/13				
01/20/2014 18:15:46	01/20/2014	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 01/20/14 = \$ 86.00 Open editor for detail  Budget Factor Amt: 1041.55 Number of Days: 381 Calc BB amount(Budget Factor + # Days x 31) : 85.00 Monthly Amortization 1.00 New APP Amt (BB Amt + Amort Amt) : 86.00  Original Balance Forw ard: 9.41  Anniversary Date: 05/15/13				
12/18/2013 18:15:01	12/18/2013	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 12/17/13 = \$ 88.00 Open editor for detail  Budget Factor Amt: 1058.74 Number of Days: 378				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Calc BB amount(Budget Factor + # Days x 31) : 87.00 Monthly Amortization 1.00 New APP Amt (BB Amt + Amort Amt) : 88.00  Original Balance Forw ard: 9.41  Anniversary Date: 05/15/13				
11/18/2013 18:20:07	11/18/2013	100091796571	CS General Purpose Batch	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 11/18/13 = \$ 86.00 Open editor for detail  Budget Factor Amt: 1041.32 Number of Days: 378 Calc BB amount(Budget Factor + # Days x 31) : 85.00 Monthly Amortization 1.00 New APP Amt (BB Amt + Amort Amt) : 86.00  Original Balance Forw ard: 9.41  Anniversary Date: 05/15/13				
10/17/2013 18:35:03	10/17/2013	100091796571	CCSBILL98	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 10/16/13 = \$ 87.00 Open editor for detail  Budget Factor Amt: 1050.51 Number of Days: 377 Calc BB amount(Budget Factor + # Days x 31) : 86.00 Monthly Amortization 1.00 New APP Amt (BB Amt + Amort Amt) : 87.00  Original Balance Forw ard: 9.41  Anniversary Date: 05/15/13				
09/18/2013 18:15:09	09/18/2013	100091796571	CCSBILL98	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 09/18/13 = \$ 84.00 Open editor for detail  Budget Factor Amt: 1011.39 Number of Days: 378 Calc BB amount(Budget Factor + # Days x 31) : 83.00 Monthly Amortization 1.00 New APP Amt (BB Amt + Amort Amt) : 84.00  Original Balance Forw ard: 9.41  Anniversary Date: 05/15/13				
08/19/2013 23:17:32	08/19/2013	100091796571	ZEDBTCH	Dispute Tracking Closed
Dispute has been closed				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/19/2013 18:13:24	08/19/2013	100091796571	CCSBILL98	Calculation
<p>C/A 100091796571 Contract 0016603952                      Budget amt calculated for period ending 08/16/13 = \$ 84.00                      Open editor for detail</p> <p>Budget Factor Amt: 1010.83                      Number of Days: 379                      Calc BB amount(Budget Factor ÷ # Days x 31) : 83.00                      Monthly Amortization 1.00                      New APP Amt (BB Amt + Amort Amt) : 84.00</p> <p>Original Balance Forward: 9.41</p> <p>Anniversary Date: 05/15/13</p>				
08/08/2013 00:25:13	08/08/2013	100091796571	ZEDBTCH	Dispute Tracking Closed
Dispute 2013052815085933371 has been closed				
07/20/2013 17:11:13	07/20/2013	100091796571	CCSBILL98	Calculation
<p>C/A 100091796571 Contract 0016603952                      Budget amt calculated for period ending 07/19/13 = \$ 80.00                      Open editor for detail</p> <p>Budget Factor Amt: 980.37                      Number of Days: 379                      Calc BB amount(Budget Factor ÷ # Days x 31) : 80.00                      Monthly Amortization 1.00                      New APP Amt (BB Amt + Amort Amt) : 81.00</p> <p>Original Balance Forward: 9.41</p> <p>Anniversary Date: 05/15/13</p>				
07/02/2013 13:28:10	07/02/2013	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_LIVE                      Invalid or no response from Customer.</p>				
07/02/2013 12:32:06	07/02/2013	100091796571	Tami L Runyon	Contact Customer-Reliability
07/02/2013 12:29:28	07/02/2013	100091796571	Tami L Runyon	Supervisor Call
<p>sw PATRICIA D MORRIS res spec call-- upset power is out today again was                      2 times-- and about 8 reclose                      Customer was not satisfied. read rights-- summited cb for a super to                      call them per cust req</p>				
07/02/2013 12:24:58	07/02/2013		Eric S Hoffman	Personal Data Changed
<p>SW PATRICIA D MORRIS UPSET THAT HER POWER KEEPS GOING OUT WANTS TO SPEAK                      WITH A SUP SENT TO F/S</p>				
07/02/2013 12:20:29	07/02/2013	100091796571	EAILOGINWM6	Lights-None
ERT: 07/02/13 02:30 PM				
07/02/2013 12:00:42	07/02/2013	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_MACHINE                      Invalid or no response from Customer.</p>				
07/02/2013 11:11:31	07/02/2013	100091796571	Janet L Glaspell	BP Callback About Trouble Call
<p>s/w PATRICIA D MORRIS advised to document her acct that power is outa                      again. bp sat</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/02/2013 11:07:12	07/02/2013	100091796571	EAILOGINWM6	Lights-None
ERT: 07/02/13 01:30 PM				
07/01/2013 13:45:39	07/01/2013	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Customer reports Power is on.				
07/01/2013 13:30:42	07/01/2013	100091796571	Marsha L Barr	Supervisor Call
sw PATRICIA D MORRIS, took esc call regarding reliability complaint; will follow up with field. Customer was satisfied.				
07/01/2013 13:27:17	07/01/2013	100091796571	Kristen D Hess-Brooks	General Inquiry
sw PATRICIA D MORRIS, bp called about the reliability complaint, Nick from Lines called to advise in about a week we would be adding line monitoring equip, then an hour later her power went out again & she is mad, xferred call to supervisor M shannon Satisfied Not Applicable: Reason - Call Transferred				
07/01/2013 12:59:14	07/01/2013	100091796571	EAILOGINWM6	Lights-None
Played POWERONDESC: 09 We are aware of your outage and we ar e investigating the cause ERT: 07/01/13 02:30 PM				
06/19/2013 18:49:54	06/19/2013	100091796571	CCSBILL98	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 06/18/13 = \$ 78.00 Open editor for detail  Budget Factor Amt: 949.96 Number of Days: 379 Calc BB amount(Budget Factor + # Days x 31) : 78.00 Monthly Amortization 1.00 New APP Amt (BB Amt + Amort Amt) : 79.00  Original Balance Forw ard: 9.41  Anniversary Date: 05/15/13				
06/12/2013 11:11:18	06/12/2013	100091796571	C15364	General Inquiry
CUSTOMER CALLED IN BECAISE SHE IS CONSTANLY HAVING ISSUES WI TH HER SERVICE CUTTING ON ANDOFF. RELIABILITY COMPLAINT WAS ISSUED OUT. ADVISED CUSTOMER OF THE THIRTY DAY PERIOD. CUS TOMER REQUESTED TO SPEAK WITH SOMEONE OTHER THAN A SUPERVISO R. BECAIUSE NO ONE WANTS TO HELP Customer was satisfied.				
05/28/2013 16:13:36	05/28/2013	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_NO_ANSWER				
05/28/2013 15:09:33	05/28/2013	100091796571	Angela M Theiss	Contact Customer-Reliability
05/28/2013 15:08:59	05/28/2013	100091796571	Angela M Theiss	Dispute Tracking Open
Dispute 2013052815085933371 has been created for BP Nature of Inquiry: frequent service interruptions. Companys Position: customer requested that a supervisor to call him back  s/w brian zampatti fiance not satisfied gave verbal dispute rights.				
05/28/2013 15:01:46	05/28/2013	100091796571	Angela M Theiss	Lights-None

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer was not satisfied. Rights provided to customer.				
05/28/2013 14:59:53	05/28/2013		Angela M Theiss	Personal Data Changed
updated the phone#				
05/20/2013 18:36:34	05/20/2013	100091796571	CCSBILL98	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 05/20/13 = \$ 76.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 941.27</p> <p>Number of Days: 382</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 76.00</p> <p>Monthly Amortization 6.00-</p> <p>New APP Amt (BB Amt + Amort Amt) : 70.00</p> <p>Original Balance Forw ard: 66.86-</p> <p>Anniversary Date: 05/06/12</p>				
05/12/2013 14:53:57	05/12/2013	100091796571	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE				
Invalid or no response from Customer.				
05/12/2013 12:54:06	05/12/2013	100091796571	EAILOGINWM6	Lights-None
ERT: 05/12/13 03:00 PM				
05/02/2013 09:06:28	05/02/2013	100091796571	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This is West Penn Power calling to let you know we are changing the date your bill is issued and the date your payment is due. This change is necessary to improve the efficiency of our meter reading process. As a result, your next bill will be based on a longer than normal billing period. You will receive another bill approximately 30 days later, which will establish your new monthly billing cycle. If this change poses a hardship and you need to make payment arrangements, please contact West Penn Power at 1-800-686-0021 when you receive your bill. Thank you for your patience as we work to serve you better.</p>				
04/08/2013 18:31:47	04/08/2013	100091796571	CCSBILL98	Calculation
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 04/05/13 = \$ 77.00</p> <p>Open editor for detail</p> <p>Budget Factor Amt: 915.98</p> <p>Number of Days: 367</p> <p>Calc BB amount(Budget Factor + # Days x 31) : 77.00</p> <p>Monthly Amortization 6.00-</p> <p>New APP Amt (BB Amt + Amort Amt) : 71.00</p> <p>Original Balance Forw ard: 66.86-</p> <p>Anniversary Date: 05/06/12</p>				
03/27/2013 23:17:05	03/27/2013	100091796571	ZEDBTCH	Dispute Tracking Closed

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description								
Dispute 2012060411273948413 has been closed												
03/05/2013 18:27:46	03/05/2013	100091796571	CCSBILL98	Calculation								
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 03/05/13 = \$ 74.00 Open editor for detail  Budget Factor Amt: 880.01 Number of Days: 368 Calc BB amount(Budget Factor + # Days x 31) : 74.00 Monthly Amortization 6.00- New APP Amt (BB Amt + Amort Amt) : 68.00  Original Balance Forw ard: 66.86-  Anniversary Date: 05/06/12												
02/06/2013 18:58:25	02/06/2013	100091796571	CCSBILL98	Calculation								
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 02/05/13 = \$ 83.00 Open editor for detail  Budget Factor Amt: 985.24 Number of Days: 370 Calc BB amount(Budget Factor + # Days x 31) : 83.00 Monthly Amortization 6.00- New APP Amt (BB Amt + Amort Amt) : 77.00  Original Balance Forw ard: 66.86-  Anniversary Date: 05/06/12												
01/05/2013 18:35:17	01/05/2013	100091796571	CCSBILL98	LPC Assessed - Special Rules								
C/A: 100091796571 LPC assessed based on special rules. Open editor for details.  LPC on invoicing items: <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Item Description</th> <th style="text-align: left;">Amount</th> <th style="text-align: left;">Clear Date</th> </tr> </thead> <tbody> <tr> <td>20121226</td> <td>Consumption Billing Debit</td> <td>74.00</td> <td>20121231</td> </tr> </tbody> </table> Total Base Amount: 74.00 LPC: 0.93 = 74.00 * 1.25 %					Due Date	Item Description	Amount	Clear Date	20121226	Consumption Billing Debit	74.00	20121231
Due Date	Item Description	Amount	Clear Date									
20121226	Consumption Billing Debit	74.00	20121231									
01/05/2013 18:35:17	01/05/2013	100091796571	CCSBILL98	Calculation								
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 01/04/13 = \$ 82.00 Open editor for detail  Budget Factor Amt: 969.92 Number of Days: 367 Calc BB amount(Budget Factor + # Days x 31) : 82.00 Monthly Amortization 6.00- New APP Amt (BB Amt + Amort Amt) : 76.00												

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Original Balance Forw ard: 66.86-				
Anniversary Date: 05/06/12				
12/10/2012 11:15:41	12/10/2012	100091796571	Tammy S Linn	Supervisor Call
left message for brian zampatti, that we have researched our records and there were no outages reported in the belle vermon area on 12/4/12. Advised if he needs further assistance to contact us at 800-686-0021. Satisfied Not Applicable: Reason - Account review				
12/06/2012 17:16:45	12/06/2012	100091796571	Misty D Wolfe	General Inquiry
brain Zampatti calling because he needs a research to be done on the acct. about a power outage on 12/04/12, sent a request to the claims department and put in a ctt to check the line going to house.sent request to supervisor, bp sat. mwolfe Customer was satisfied.				
12/06/2012 17:15:06	12/06/2012	100091796571	Misty D Wolfe	On - Miscellaneous
Customer was satisfied.				
12/06/2012 17:12:56	12/06/2012	100091796571	Misty D Wolfe	Claim-Customer
12/06/2012 11:52:55	12/06/2012	100091796571	Vickie R Ashcraft	Form Letter
Form Dispute Rights - Disconnected Skill Level 1 Call (DSPTRIGHTS) was sent. SW PATRICIA MORRIS - MAILED DISPUTES				
12/06/2012 11:49:09	12/06/2012	100091796571	Vickie R Ashcraft	Supervisor Call
*RESOLUTION SPECIALIST* SW PATRICIA MORRIS - SHE WANTED A LETTER STAYING SHE DID NOT HAVE ANY POWER FOR HER WORK - ON 12/4 - ADV CANNOT SEND ANYTHING THERE WAS NOT REPORT ON THE ACCT THAT SHE REPORTED OUTAGE ON 12/4 - SHE DEMANDED THAT TO SPEAK TO SUPERVISOR - SHE CAN BE REACHED AT (724)243-3362				
12/06/2012 11:42:40	12/06/2012	100091796571	Eric S Hoffman	General Inquiry
SW PATRICIA D MORRIS CUST WANTES A LETER FROM WHERE HER POWER WENT OUT ON 120412 FOR HER WORK PER C -NET WE DO NOT HAVE ANY CALL IN OR ANY ONFO ON THE OO SCREEN OR IN THE AREA SENT TO F/S Satisfied Not Applicable: Reason - Call Transferred				
12/05/2012 20:03:07	12/05/2012	100091796571	CCSBILL98	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 12/04/12 = \$ 80.00 Open editor for detail  Budget Factor Amt: 949.79 Number of Days: 369 Calc BB amount(Budget Factor + # Days x 31) : 80.00 Monthly Amortization 6.00- New APP Amt (BB Amt + Amort Amt) : 74.00  Original Balance Forw ard: 66.86-  Anniversary Date: 05/06/12				
11/05/2012 18:57:49	11/05/2012	100091796571	CCSBILL98	Calculation
C/A 100091796571 Contract 0016603952				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Budget amt calculated for period ending 11/05/12 = \$ 80.00 Open editor for detail  Budget Factor Amt: 953.02 Number of Days: 371 Calc BB amount(Budget Factor + # Days x 31) : 80.00 Monthly Amortization 6.00- New APP Amt (BB Amt + Amort Amt) : 74.00  Original Balance Forw ard: 66.86-  Anniversary Date: 05/06/12				
10/06/2012 18:31:10	10/06/2012	100091796571	CCSBILL98	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 10/04/12 = \$ 79.00 Open editor for detail  Budget Factor Amt: 937.54 Number of Days: 370 Calc BB amount(Budget Factor + # Days x 31) : 79.00 Monthly Amortization 6.00- New APP Amt (BB Amt + Amort Amt) : 73.00  Original Balance Forw ard: 66.86-  Anniversary Date: 05/06/12				
09/05/2012 18:44:24	09/05/2012	100091796571	CCSBILL98	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 09/05/12 = \$ 78.00 Open editor for detail  1. 12 Mth Factor Amt: 930.75 * Dollar Difference: 78.00 - 74.00 4.00 * System BBP Amount: 78.00				
08/04/2012 17:17:33	08/04/2012	100091796571	CCSBILL98	Calculation
C/A 100091796571 Contract 0016603952 Budget amt calculated for period ending 08/02/12 = \$ 80.00 Open editor for detail  1. 12 Mth Factor Amt: 943.63 * Dollar Difference: 80.00 - 70.00 10.00 * System BBP Amount: 80.00				
07/13/2012 09:13:47	07/13/2012	100091796571	Tammy S Linn	Good Faith/Misc Credit
s/w diane, customer upset with the unreliable service that she receives, advised complaint order was issued on account, customer wanted a credit for the unreliable service provided a \$10.00 goodwill credit on account				
07/12/2012 10:51:39	07/12/2012	100091796571	Martha A Fetherol	General Inquiry
i calld patricia (diane) back to adv her that i filed a reliabilty complaint on the numerous outages. adv her someone would investigate again and if unable to locate and define the problem, it would then go				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description								
<p>to the engineer who would follow up and contact her. she is still asking for a supervisor to call her to discuss some type of compensation for this problem. sent to manager for call back.</p> <p>Satisfied Not Applicable: Reason - Other - this is follow up call to initial inquiry.</p>												
07/11/2012 12:53:13	07/11/2012	100091796571	Martha A Fetherol	Voltage Complaint								
07/09/2012 08:36:58	07/09/2012	100091796571	Martha A Fetherol	Lights-Flickering								
<p>Customer was not satisfied. Rights provided to customer. **GAVE VERBAL DISPUTES TO PATRICIA, SHE IS ASKING IF HER BILL CAN BE ADJUSTED DUE TO THE UN- RELIABILITY. ADV HER WE DON'T NORMALLY DO THAT, ASKED FOR SUPERVISOR. WILL HAVE MANGER RETURN HER CALL.PATRICIA HAS REPORTED RECLOSURES FOR SEVERAL MONTHS AND NO RESOLVE. IT WENT OUT 4 TIMES YESTERDAY, NEIGHBORS HAVE THE SAME ISSUE. DUE TO NUMEROUS INTERRUPTIONS, ALARM CLOCKS DO NOT GO OFF ON A REGULAR BASIS.</p>												
07/05/2012 18:49:12	07/05/2012	100091796571	CCSBILL98	Calculation								
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 07/05/12 = \$ 76.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 895.80</p> <p>* Dollar Difference: 76.00 - 66.00 10.00</p> <p>* System BBP Amount: 76.00</p>												
06/11/2012 10:47:08	06/11/2012	100091796571	Deborah K Harris	On - Miscellaneous								
<p>Customer was satisfied.</p>												
06/08/2012 19:00:17	06/08/2012	100091796571	CA2626	Lights-Flickering								
<p>Customer was satisfied.</p>												
06/05/2012 18:22:53	06/05/2012	100091796571	CCSBILL98	LPC Assessed - Special Rules								
<p>C/A: 100091796571</p> <p>LPC assessed based on special rules.</p> <p>Open editor for details.</p> <p>LPC on invoicing items:</p> <table border="0"> <tr> <td>Due Date</td> <td>Item Description</td> <td>Amount</td> <td>Clear Date</td> </tr> <tr> <td>20120524</td> <td>Consumption Billing</td> <td>Debit 62.00</td> <td>20120604</td> </tr> </table> <p>Total Base Amount: 62.00</p> <p>LPC: 0.78 = 62.00 * 1.25 %</p>					Due Date	Item Description	Amount	Clear Date	20120524	Consumption Billing	Debit 62.00	20120604
Due Date	Item Description	Amount	Clear Date									
20120524	Consumption Billing	Debit 62.00	20120604									
06/05/2012 18:22:53	06/05/2012	100091796571	CCSBILL98	Calculation								
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 06/04/12 = \$ 72.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 854.92</p> <p>* Dollar Difference: 72.00 - 62.00 10.00</p> <p>* System BBP Amount: 72.00</p>												
06/04/2012 11:28:43	06/04/2012	100091796571	48413	Contact Customer-Reliability								
06/04/2012 11:27:39	06/04/2012	100091796571	48413	Dispute Tracking Open								
<p>Dispute 2012060411273948413 has been created for BP</p> <p>Nature of Inquiry: bp called re: frequent temp outages since late fall</p> <p>Companys Position: nothing in the "oo" screen sent a reliabity claim</p> <p>Dispute Right Given: bp sat</p>												

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description								
05/31/2012 10:51:00	05/31/2012	100091796571	CS General Purpose Batch	Listened to entire msg-correct household confirmed								
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed												
05/03/2012 18:24:44	05/03/2012	100091796571	CCSBILL98	LPC Assessed - Special Rules								
<p>C/A: 100091796571</p> <p>LPC assessed based on special rules.</p> <p>Open editor for details.</p> <p>LPC on invoicing items:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Item Description</th> <th style="text-align: left;">Amount</th> <th style="text-align: left;">Clear Date</th> </tr> </thead> <tbody> <tr> <td>20120424</td> <td>Consumption Billing Debit</td> <td>73.00</td> <td>20120502</td> </tr> </tbody> </table> <p>Total Base Amount: 73.00</p> <p>LPC: 0.91 = 73.00 * 1.25 %</p>					Due Date	Item Description	Amount	Clear Date	20120424	Consumption Billing Debit	73.00	20120502
Due Date	Item Description	Amount	Clear Date									
20120424	Consumption Billing Debit	73.00	20120502									
05/03/2012 18:24:44	05/03/2012	100091796571	CCSBILL98	Calculation								
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 05/03/12 = \$ 68.00</p> <p>Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">872.72</td> </tr> <tr> <td>* Dollar Difference: 68.00 - 73.00</td> <td style="text-align: right;">5.00</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">68.00</td> </tr> </tbody> </table>					1. 12 Mth Factor Amt:	872.72	* Dollar Difference: 68.00 - 73.00	5.00	* System BBP Amount:	68.00		
1. 12 Mth Factor Amt:	872.72											
* Dollar Difference: 68.00 - 73.00	5.00											
* System BBP Amount:	68.00											
05/01/2012 15:11:00	05/01/2012	100091796571	CS General Purpose Batch	Phone out of order								
Phone attempt 09 - Sit Tone/Invalid Phone Number												
04/03/2012 18:57:52	04/03/2012	100091796571	CCSBILL97	Calculation								
<p>C/A 100091796571 Contract 0016603952</p> <p>Budget amt calculated for period ending 04/03/12 = \$ 73.00</p> <p>Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">861.88</td> </tr> <tr> <td>* Dollar Difference: 73.00 - 0.00</td> <td style="text-align: right;">73.00</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">73.00</td> </tr> </tbody> </table>					1. 12 Mth Factor Amt:	861.88	* Dollar Difference: 73.00 - 0.00	73.00	* System BBP Amount:	73.00		
1. 12 Mth Factor Amt:	861.88											
* Dollar Difference: 73.00 - 0.00	73.00											
* System BBP Amount:	73.00											
01/23/2012 10:11:46	03/31/2012		C11456	General Inquiry								
<p>ACTIVITY : Reviewed Billing History</p> <p>ACTIVITY : Viewed Contact Management</p> <p>ACCOUNT : 13903051642502</p> <p>CONTACT_TYPE: Inbound Call</p> <p>REASON : Account Information Request</p> <p>CONTACT_NAME : MORRIS,PATRICIA D</p> <p>CSR : Kester Amanda</p>												
01/23/2012 10:10:00	03/31/2012		C11456	General Inquiry								
<p>ACCOUNT : 13903051642502</p> <p>CONTACT_TYPE: IVR</p> <p>REASON : Other</p> <p>CSR : IVR</p>												
07/06/2011 15:12:14	03/30/2012		C11456	General Inquiry								
<p>ACTIVITY : Created Work Request</p> <p>DETAIL : WR # 1566774</p> <p>ACTIVITY : WMS</p> <p>ACCOUNT : 13903051642502</p> <p>CONTACT_TYPE: Inbound Call</p>												

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
REASON : Initiate Work Request CONTACT_NAME : PAUL THOMAS CSR : Lafferty Eugene				
06/14/2011 11:57:04	03/30/2012		C11456	General Inquiry
ACTIVITY : Personal Profile Updated ACCOUNT : 13903051642502 CONTACT_TYPE: Inbound Call REASON : Profile Update CONTACT_NAME : MORRIS,PATRICIA D CSR : Dolechek Tracy				
06/14/2011 11:55:00	03/30/2012		C11456	General Inquiry
ACCOUNT : 13903051642502 CONTACT_TYPE: IVR REASON : Other CSR : IVR				

Print



Assigned To

Assigned Specialist  
Howlett, Charles J

Customer Information

Case Number  
3742358

Account Number  
100091796571

First Name  
PATRICIA

Last Name  
MORRIS

Service Address

Address1  
123 MEADOW LANE  
Address2

Service City  
ROSTRAVER TWP  
Service Class

Service State  
PA  
Work Phone

Service Zip  
15012-0  
Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size  
0

Children  
0

Age

Adults  
0

General

PUC Date Opened  
10/18/2019

PUC Date Prepared  
10/18/2019

Received Date  
10/18/2019

PUC Date Closed  
11/1/2019

Case Information

Prior Case Number  
0

Term Date

Arrearage  
0

Case Origin  
TELEPHONE

Universal Service  
No

Income

Source

Business Name  
BRIAN ZAMPATTI,  
HUSBAND

Reason For Contact

SERVICE (CO. FACILITIES) (# 48)

Case Problem

CUSTOMER HAS LIVED AT THIS ADDRESS AND HAS EXPERIENCED AT LEAST 6 POWER OUTAGES PER WEEK. OUTAGES LAST ANYWHERE FROM 30 SECONDS TO SEVERAL MINUTES. WHEN POWER COMES BACK ON THERE APPEARS TO BE A POWER SURGE WHICH ENDS UP FRYING THE ELECTRONICS IN CUSTOMER'S APPLIANCES. CUSTOMER HAS LOST, OVER THE YEARS, 1 REFRIGERATOR, 1 FREEZER, 1 DRYER, AND 1 OVEN. COMPANY IS AT A LOSS TO EXPLAIN OTHER THAN TO SAY THERE MAY BE A GLITCH IN THEIR SYSTEM. NEIGHBORS HAVE EXPERIENCED THIS PROBLEM AS WELL. - RELIEF SOUGHT - COMPANY TO FIGURE OUT ISSUE AND CORRECT THE PROBLEM. THE CELL PHONE NUMBER (724) 550 - 3337 HAS BEEN ALLOWED TO BE SHARED.

Company Position

10/18/2019 DOES NOT SEEM TO BE OUR ISSUE.

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

DOUGLAS

Intaker Last Name

PRYER

Status

Status

Closed

History

Click To Expand

< [navigation icons] >

Is Archived

Customer Information

Case Number

3742358

Customer First Name

PATRICIA

Customer Last Name

MORRIS

Account Number

100091796571

Service Address

Address 1

123 MEADOW LANE

Address 2

City

ROSTRAVER TWP

Service State

PA

Zip

15012

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

0

Family Size

0

Children

0

Age

General

PUC Date Opened

10/18/2019

PUC Sent Date

11/1/2019

PUC Date Closed

11/1/2019

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Howlett, Charles J

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

10/31/2019

Head Date

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
441.80	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

Letter Description

Resolution

VERBAL CLOSE - I SPOKE WITH MR. ZAMPATTI AND WENT OVER THE COMPANY REPORT. THE CUSTOMER WAS TRYING TO BE REIMBURSE FOR THE ITEMS THAT HE LAST DURING THE POWER OUTAGES. I INFORMED MR. ZAMPATTI AT THE INFORMAL LEVEL, THE PUC HAS LIMITED AUTHORITY TO RESOLVE HIS SERVICE ISSUE. I TOLD CUSTOMER THAT HE HAS THE RIGHT TO FILE A FORMAL COMPLAINT. I PROVIDED CUSTOMER WITH THE PUC WEBSITE AND THE SECRETARY'S BUREAU CONTACT NUMBER TO REQUEST FORMAL COMPLAINT FORMS. THE WAS SATISFIED AND GAVE ME PERMISSION TO CLOSE THE CASE VERBALLY. CASE DISMISSED.

Has Decision Issue

Response Time

Other Information

Investigator First Name

NAFEESAH

Investigator Last Name

HOLLIDAY

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

DOUGLAS

Intaker Last Name

PRYER

Status

Is SAP Completed

SAP Completion Date

11/4/2019

History

Click To Expand





Supplement No. 89  
Electric Pa. P.U.C. No. 40

**WEST PENN POWER COMPANY**  
**READING, PENNSYLVANIA**

---

**Electric Service Tariff**

**Effective in**

**The Territory as Defined on  
Page Nos. 7 - 14 of this Tariff**

**Issued: May 19, 2021**

**Effective: June 1, 2021**

**By: Samuel L. Belcher, President  
Reading, Pennsylvania**

**NOTICE**

Supplement No. 89 makes changes to Rate Schedules.  
See Eighty-Sixth Revised Page 2.

## GENERAL RULES AND REGULATIONS

**21. Service Continuity: Limitation on Liability for Service Interruptions and Variations**

The Customer, by accepting service from the Company, assumes responsibility for the safety and adequacy of the wiring and equipment installed by the Customer. The Customer agrees to indemnify and save harmless the Company from any liability which may arise as a result of the presence or use of the Company's electric service or property, defects in wiring or devices on the Customer's premises, or the Customer's failure to comply with the National Electrical Code.

The Company does not guarantee a continuous, uninterrupted, or regular supply of electric service. The Company may, without liability, interrupt or limit the supply of electric service for the purpose of making repairs, changes, or improvements in any part of its system for the general good of the service or the safety of the public or for the purpose of preventing or limiting any actual or threatened instability or disturbance of the system. The Company shall not be liable for any damages due to accident, strike, storm, lightning, riot, fire, flood, legal process, state or municipal interference, or any other cause beyond the Company's control.

In all other circumstances, unless caused by the willful and/or wanton misconduct of the Company, the liability of the Company to Customers or third parties for all injuries and damages, direct or consequential, including damage to computers and other electronic equipment and appliances, or loss of business, profit or production caused by variations or interruptions in electric supply, high or low voltage, spikes, surges, single phasing, phase failure or reversal, stray voltage, neutral to earth voltage, equipment failure or malfunction, response time to electric outages or emergencies, or the non-functioning or malfunctioning of street lights or traffic control signals and devices shall be limited to Five Hundred Dollars (\$500) for residential customers and Two Thousand Dollars (\$2,000) for commercial and industrial customers. In no case shall the Company's aggregate liability for multiple claims arising from a single alleged negligent act, incident, event, or omission exceed Two Hundred Thousand (\$200,000). The Company's actions that are in conformance with electric system design, the National Electrical Safety Code, or electric industry operation practices shall be conclusively deemed not to be negligent. A variety of protective devices and alternate power supply equipment that may prevent or limit such damages are available. Due to the sensitive nature of computers and other electronically controlled equipment, the Customer, especially three-phase Customers, should provide protection against variations in supply.

## GENERAL RULES AND REGULATIONS

## Rule 21 – Service Continuity: Limitation on Liability for Service (continued)

To the extent applicable under the Uniform Commercial Code or on any theory of contract or products liability, the Company disclaims and shall not be liable to any Customer or third party for any claims involving and including, but not limited to, strict products liability, breach of contract, and breach of actual or implied warranties of merchantability or fitness for an intended purpose.

If the Company becomes liable under Section 2806(g) or 2809(c) of the Public Utility Code, 66 Pa. C.S. §§ 2806(g) and 2809(f), for Pennsylvania state taxes not paid by an Electric Generation Supplier (EGS), the non-compliant EGS shall indemnify the Company for the amount of additional state tax liability imposed upon the Company by the Pennsylvania Department of Revenue due to the failure of the EGS to pay or remit to the Commonwealth the tax imposed on its gross receipts under Section 1101 of the Tax Report Code of 1971 or Chapter 28 of Title 66.

**22. Transfer of Electric Generation Supplier**

The Company shall change a Customer's EGS in accordance with the 52 Pa. Code Chapter 57, Subchapter M, "Standards for Changing a Customer's Electricity Generation Supplier". Pursuant to the Commission's Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 57 Regulations Regarding Standards for Changing a Customer's Electricity Generation Supplier, at Docket L-2014-2409383, changes in a Customer's EGS shall be effective within three (3) business days after the enrollment request is processed, regardless of whether the meter reading is actual or estimated.

**23. Electric Vehicle Charging**

Electric vehicle charging at third-party owned electric vehicle charging stations shall not be considered resale of electricity as described in 66 Pa. C.S. § 1313. A third-party owned electric vehicle charging station is defined as a charging station owned by a third party open to the public for the sole purpose of electric vehicle charging. An electric vehicle is defined as any vehicle licensed to operate on public roadways that is propelled in whole or in part by electric energy stored on-board for the purpose of propulsion. Types of electric vehicles include, but are not limited to, plug-in hybrid electric vehicles and battery electric vehicles. Electric vehicle charging stations shall be constructed in accordance with the National Electrical Code and the Company's service installation policies. The station must be designed to protect against back flow of electricity to the Company's electrical distribution circuit as required by Company rules. The Customer, who may be either the owner or the host of the third-party owned electric vehicle charging station, shall notify the Company at least one hundred twenty (120) days in advance of the planned installation date and may be required to install metering for the station as determined by the Company. The Customer shall be responsible for all applicable Tariff rates, fees and charges.

(C)

(C) Change

Issued: January 11, 2019

Effective: March 1, 2019



November 20, 2018  
Claim # WP156528

Patricia Morris  
123 Meadow Lane  
Belle Vernon, PA 15012

Dear Mr. Morris:

Your claim for damages was referred to my attention for investigation.

Our area was hit with a severe storm. This resulted in many customers without power from the storm. On the date you provided, there have been no other reports of abnormal voltage for the period in question and no crews were dispatched to make repairs anywhere along your circuit. You could have been experiencing recloser operations from the storm or trees on the lines.

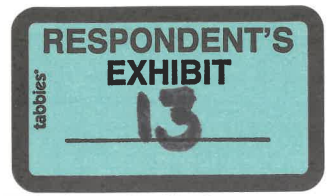
Reclosers are safety devices that are installed on our lines. When this safety device detects a fault, it will shut off the power for a second or two, until the fault clears. If the fault does not clear after three operations, the recloser will shut the power off completely. These recloser operations will only interrupt power; they do not cause abnormal voltage.

West Penn Power recognizes the seriousness of any customer's loss and we genuinely regret the inconvenience; however, there is no evidence in my investigation suggesting that our equipment failed in any way.

Payment of your claim is respectfully declined.

Sincerely,

Caroline Fulciniti  
Claims Representative  
724-942-5238



Assigned To

Assigned Specialist  
Cottrill, Marilyn F

Customer Information

Case Number  
3368781

Account Number  
100091796571

First Name  
PATRICIA

Last Name  
MORRIS

Service Address

Address1  
123 MEADOW LANE  
Address2

Service City  
BELLE VERNON  
Service Class

Service State  
PA  
Work Phone

Service Zip  
15012-0  
Home Phone  
(724) 2433362

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size  
4  
Adults  
3

Children  
1

Age  
16

General

PUC Date Opened  
7/28/2015  
PUC Date Closed  
12/28/2015

PUC Date Prepared  
7/28/2015

Received Date  
7/28/2015

Case Information

Prior Case Number  
0

Term Date

Arrearage  
0

Case Origin  
TELEPHONE

Universal Service  
No

Income  
EMPLOYED - \$4345.47

Source

Business Name  
BRIAN ZANPATTI  
FIANCE AUTH

Reason For Contact

PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58)

Case Problem

CUSTOMER STATES THEY HAVE EXPERIENCED POWER SURGES SINCE MOVING INTO THE PROPERTY SINCE 6/2011 THE CUSTOMER STATES AT ANY GIVEN TIME CAN HAVE AT LEAST 6 SURGES A WEEK THE SURGES STARTED OUT A LIKE A SECOND AND HAVE WENT TO 5 TO 6 MINUTES THE CUSTOMER STATES THE SURGES HAVE BLOW OUT THE AIR CONDITIONING THE STOVE AND A POOL PUMP, CUSTOMER STATES AND ENGINEER SAID WILL PLACES A MONITER ON THE LINE CUSTOMER REQUEST AN INVESTIGATION INTO THIS MATTER .

Company Position

07/27/2015 COMPANY STATES WILL HAVE SOMEONE COME OUT AND CHECK THE ISSUES

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
DORICE	GARDNER	
Status		

Status

Closed

History

Click To Expand

<

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Is Archived

Customer Information

---

Case Number

3368781

Customer First Name

PATRICIA

Customer Last Name

MORRIS

Account Number

100091796571

Service Address

---

Address 1

123 MEADOW LANE

Address 2

City

BELLEVERNON

Service State

PA

Zip

15012

Home Phone

(724) 2433362

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

3

Family Size

4

Children

1

Age

16

General

---

PUC Date Opened

7/28/2015

PUC Sent Date

12/28/2015

PUC Date Closed

12/28/2015

Case Type

Pa-Informal

Assigned To

---

Assigned Specialist

Cottrill, Marilyn F

Case Information

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PUC Violation

ACTUAL

PUC Chapter

56

Section Rule

151 (4)

Balance Date

8/25/2015

Head Date

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
245.97	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	
PUC Terms		
Letter Description		
NO LETTER REQUIRED		
Resolution		
CASE DISMISSED. FORMAL		
COMPLAINT FORMS WERE SENT TO THE UNSATISFIED CUSTOMER.		
Has Decision Issue	Response Time	

Other Information

Investigator First Name	Investigator Last Name
ANNE	KEARNEY-RAYNOR
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
DORICE	GARDNER
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	12/29/2015

History

Click To Expand

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