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Amanda Polka Herr,  
v.  
West Penn Power Company  
Initial Call-In  
Telephonic  
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Docket No.:  
C-2021-3028202

Pages 1 - 54

Judge's Chambers  
Piatt Place  
301 5th Avenue  
Pittsburgh, PA  
  
December 14, 2021  
Commencing at 10:01

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Docket No. C-2021-3028202

Hearing Date: December 14, 2021

| <u>NUMBER</u>        | <u>FOR IDENTIFICATION</u> | <u>IN EVIDENCE</u> |
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Hearing Date: December 14, 2021

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Docket No. C-2021-3028202

Hearing Date: December 14, 2021

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**Docket No. C-2021-3028202**

**Amanda Polka Herr v. West Penn Power Company**

**The Hon. Mary D. Long**

**Hearing Date: Tuesday, December 14, 2021 at 10:00 AM**

**Call-In Hearing No.: 1.866.566.0649; PIN: 83345259#**

**PROPOSED EXHIBITS OF WEST PENN**

1. Contacts
2. Statement of Account
3. Payment History over life of account
4. Return Check History over life of account
5. Med Cert History
6. PAR History
7. Bill dated July 16, 2021
8. BCS Decision No. 3362285, Closed October 27, 2015
9. BCS Decision No. 3423243, Closed April 15, 2016
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11. BCS Decision No. 3557231, Closed August 28, 2017
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13. BCS Decision No. 3596834, Closed, April 3, 2018
14. BCS Decision No. 3629116, Closed March 20, 2019
15. Docket No. C-2019-3009143, Opinion and Order entered July 16, 2020.
16. WARM Job benefits summary
17. BCS Decision No. 3795912, closed August 3, 2021
18. Collection Timeline
19. Complaint Chart

**Official Notice**

- *Mark Mazza v PECO Energy Company*, Docket No. C-2012-2318472, (Opinion and Order entered April 23, 2014)

Customer: AMANDA D HERR / 805212790  
 Contract Acct:  
 Service Address:

Created  
 Date Ran



**Customer Contact History**

| Contact Date        | Created Date | Contract Acct | Created By               | Description  |
|---------------------|--------------|---------------|--------------------------|--|
| 08/31/9999 09:24:20 | 08/31/2021   | 100093344412  | Tammy J Taylor           | PUC/BPU Complaint-Written<br>Formal PUC complaint docket# C-2021-3028202 received 8/31/21<br>pertains to threat of termination, disputing old charges,<br>and PAR request. ttaylor<br>Satisfied Not Applicable: Reason - Manual work   |
| 12/31/2021 10:52:02 | 05/14/2021   | 100093344412  | C63151                   | General Inquiry/Other<br>prepared to go to 60/24/12 mo based on PUC directives, and company<br>accepted full terms of the order ADVISED THIS IS A ONE TIME OPT   |
| 09/15/2021 06:04:45 | 09/15/2021   | 100093344412  | Michelle R Savanovich    | General Inquiry<br>working DDEE report dated 8/27/21 & process date 8/26/21;<br>direct debit enrollment rejected per CASH ONLY. mrs<br>Satisfied Not Applicable: Reason - Reports  |
| 09/13/2021 18:26:21 | 09/13/2021   | 100093344412  | CS General Purpose Batch | Calculation<br>C/A 100093344412 Contract 0015858471<br>Budget amt calculated for period ending 09/12/21 = \$ 168.00<br>Open editor for detail<br>1. 12 Mth Factor Amt: 2027.15<br>* System BBP Amount: 168.00  |
| 08/31/2021 09:26:11 | 08/31/2021   | 100093344412  | Tammy J Taylor           | Contract Account Changed<br>Entered dispute date for formal complaint.   |
| 08/24/2021 03:26:06 | 08/24/2021   | 100093344412  | EAILOGINWM7              | Premise Information Changed<br>Request received at: 03:26:06 -<br>New Heat Source E ( Electric ) Changed from: ( Unknown )   |
| 08/19/2021 15:31:15 | 08/19/2021   |               | CS General Purpose Batch | Return Check Letter  |
| 08/15/2021 23:13:19 | 08/15/2021   | 100093344412  | EAILOGINWM7              | Ready Pay Create<br>No 81328532 - \$ 12520.80 - 08/15/2021 amandaherr iammadisonmom@msn.com  |
| 08/09/2021 15:31:10 | 08/09/2021   |               | CS General Purpose Batch | Return Check Letter  |
| 08/04/2021 03:30:14 | 08/04/2021   | 100093344412  | CS General Purpose Batch | DSPTRIGHTS Letter  |
| 08/03/2021 15:45:24 | 08/03/2021   | 100093344412  | Sandra Bennet            | General Inquiry/Other<br>s/w Amanda Herr PUC complaint was checking with a supervisor<br>to make sure I could take the call and customer hung up,<br>stated before she hung up that she was filing a formal PUC<br>complaint that she wants to pay the bill.<br>Satisfied Not Applicable: Reason - Send DSPRTS |
| 08/03/2021 15:04:44 | 08/03/2021   | 100093344412  | Kyla Atlas               | General Inquiry<br>SW AMANDA D HERR PUC ADV CB XFER TO CREDIT<br>Satisfied Not Applicable: Reason - Call Transferred   |
| 08/03/2021 14:25:59 | 08/03/2021   | 100093344412  | EAILOGINWM7              | Ready Pay Create<br>No 81008342 - \$ 12577.47 - 08/03/2021 amandaherr iammadisonmom@msn.com  |
| 08/03/2021 14:18:18 | 08/03/2021   | 100093344412  | Lynda Krivoniak          | Negotiation Tool - Service On<br>Spoke with: AMANDA D HERR<br>Created By: Lynda Krivoniak<br>Payment Options provided:<br>Offered - Pay Acct Balance of: \$21081.88<br>Offered - Pay Past Due Amt of \$12577.47<br>*****<br>PA Final Wrap-up<br>Satisfied Not Applicable: Reason - Send DSPRTS                 |

## Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By           | Description                   |
|---|--------------|---------------|----------------------|-------------------------------|
| caller dropped  |              |               |                      |                               |
| 08/03/2021 14:09:32   | 08/03/2021   | 100093344412  | Lynda Krivoniak      | General Inquiry               |
| <p>s/w AMANDA D HERR<br/>                     transfer to supervisor due to PUC complaint to discuss<br/>                     options and pcap removal for IP/ note already had a LTIP<br/>                     supervisor noticed puc case dismissed so explained amts due<br/>                     and not eligible for another IP already had one and then got<br/>                     setup on pcap right after, caller dropped mailed rights</p>  |              |               |                      |                               |
| 08/03/2021 12:19:43   | 08/03/2021   | 100093344412  | Cheryl D Fick        | PUC/BPU Complaint-Written     |
| <p>Case #3795912 - DISMISSED - CUSTOMER ENROLLED IN PCAP - BCS IS UNABLE TO<br/>                     ISSUE NEW PAR. / cdf</p>   |              |               |                      |                               |
| 07/28/2021 13:34:17   | 07/23/2021   | 100093344412  | BRIANNA N WILLIAMSON | Medical Certificate           |
| Medical Certificate   |              |               |                      |                               |
| 07/23/2021 13:31:39   | 07/23/2021   | 100093344412  | BRIANNA N WILLIAMSON | Negotiation Tool - Service On |
| <p>Spoke with: AMANDA D HERR<br/>                     Created By: BRIANNA N WILLIAMSON<br/>                     Med Cert options used.<br/>                     Customer would like to use the Med Cert option to stop disconnection: Yes<br/>                     Provided Med Cert Hotline number: Yes, Script Read<br/>                     Customer requests Med Cert form faxed to their physician: No<br/>                     *****<br/>                     *PA Disconnection Notice (Service On):*<br/>                     Does medical condition exist?: Yes<br/>                     Willing to provide income for PCAP/Agency Asst: No<br/>                     *****<br/>                     Payment Options provided:<br/>                     Offered - Pay Acct Balance of: \$21081.88<br/>                     Offered - Pay Past Due Amt of \$12577.47<br/>                     Offered - Pay Disconnection Amt of: \$12310.47<br/>                     *****<br/>                     PA Final Wrap-up<br/>                     Considered 4 factors: Yes<br/>                     Customer was satisfied.<br/>                     Customer to use Med Cert Option: Yes<br/>                     3 day Dunning lock created.<br/>                     Patient First Name:AMANDA<br/>                     Patient Last Name:HERR<br/>                     Relationship to BP:Other</p> |              |               |                      |                               |
| 07/23/2021 13:24:36   | 07/23/2021   | 100093344412  | Christina Blackburn  | General Inquiry               |
| <p>AMANDA D HERR calling because she said PUC told her if she<br/>                     made a payment it will stop disconnection. Reached out<br/>                     through KC due to pending PUC decision. Was advised customer<br/>                     has a hold until 7/26 and we can shut off if no decision is<br/>                     reached by then. ADV customer PUC had not made a decision<br/>                     yet on acct. Customer stated she received an email from them<br/>                     stating there was no decision reached. ADV customer we<br/>                     could still terminate on 7/26 if no decision was made.<br/>                     Customer asked for supervisor. Xfered to floor support.<br/>                     Customer was not satisfied. Rights provided to customer.</p>  |              |               |                      |                               |

### Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By               | Description                              |
|--|--------------|---------------|--------------------------|--|
| 07/23/2021 13:24:27  | 07/23/2021   | 100093344412  | Christina Blackburn      | General Inquiry                          |
| Customer was not satisfied. Rights provided to customer.   |              |               |                          |  |
| 07/23/2021 09:31:16  | 07/23/2021   | 100093344412  | Amber S Banker           | PUC/BPU Complaint-Written                |
| PUC case# 3795912 received on 07/22/21 regarding a PUC payment agreement request (PAR). Amber Banker   |              |               |                          |  |
| 07/23/2021 01:48:13  | 07/23/2021   | 100093344412  | B2BEALOGIN               | Real Time Payment Pending                |
| Payment Date: 07/23/2021   Payment Time: 01:48:13<br>Payment Amount: 124.00   Payment Type: Credit<br>Vendor ID: CT   Receipt Number: 08902955072321   |              |               |                          |  |
| 07/16/2021 15:29:40  | 07/16/2021   | 100093344412  | Raymanda D Robinson      | General Inquiry                          |
| sw AMANDA D HERR<br>emailed copy of term notice and advised of new term date 7/25 ( was issued dsprts)<br>Customer was satisfied.  |              |               |                          |  |
| 07/16/2021 15:28:26  | 07/16/2021   | 100093344412  | Elizabeth K Levan        | General Inquiry                          |
| GHOST CALL<br>Satisfied Not Applicable: Reason - Manual work   |              |               |                          |  |
| 07/15/2021 14:33:12  | 07/15/2021   | 100093344412  | GABRIELLA R NIHART       | Utility Report Issued                    |
| Spoke with: AMANDA D HERR<br>Created By: GABRIELLA R NIHART<br>Dispute Rights Dunning lock created - Lock date: 07/25/2021<br>Company Position:<br>cust could not pay, adv total acct balance, disc date and amount-gave dispute rights<br>Customer Position:<br>cust could not pay  |              |               |                          |  |
| 07/15/2021 14:30:49  | 07/15/2021   | 100093344412  | GABRIELLA R NIHART       | Negotiation Tool - Service On            |
| Spoke with: AMANDA D HERR<br>Created By: GABRIELLA R NIHART<br>*PA Disconnection Notice (Service On):*<br>Does medical condition exist?: No<br>Willing to provide income for PCAP/Agency Asst: No<br>*****<br>Payment Options provided:<br>Offered - Pay Acct Balance of: \$21205.88<br>Offered - Pay Past Due Amt of \$12701.47<br>Offered - Pay Disconnection Amt of: \$12434.47<br>*****<br>Dispute Rights Issued Option Used.<br>*****<br>PA Final Wrap-up<br>Considered 4 factors: Yes<br>cust declined assistance, offered LT IP but cust declined |              |               |                          |  |
| 07/12/2021 11:52:41  | 07/12/2021   | 100093344412  | EAILOGINWM7              | Self-Serve Credit Interaction            |
| Contact Person: Account Holder<br>Offered All Options  |              |               |                          |  |
| 07/12/2021 10:54:00  | 07/12/2021   | 100093344412  | CS General Purpose Batch | Disconnection Phone Attempt - Successful |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed  |              |               |                          |  |
| 06/30/2021 22:29:07  | 06/30/2021   | 100093344412  | CS General Purpose Batch | Disconnection Notice - PA Residential    |

### Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By               | Description                        |
|---|--------------|---------------|--------------------------|------------------------------------|
| 06/25/2021 02:59:22   | 06/25/2021   | 100093344412  | CS General Purpose Batch | Sent PCAP Enrollment Letter        |
| 06/24/2021 07:32:52   | 06/24/2021   | 100093344412  | Natasha M Brady          | Outbound Call                      |
| AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS BEING AVAILABLE.   |              |               |                          |                                    |
| 06/24/2021 06:29:46   | 06/24/2021   |               | BATCH                    | Enrolled Into Program              |
| 06/24/2021 06:29:43   | 06/24/2021   | 100093344412  | CS General Purpose Batch | Calculation of Monthly PCAP Credit |
| <p>C/A 100093344412</p> <p>A new PCAP amount has been calculated = \$ 86.67</p> <p>Open editor for details.</p> <p>1. Minimum Payment: 4800.00 * 3.00 %                    144.00</p> <p>2. Current burden: 229.71 x 12                            2756.52</p> <p>3. LIHEAP amount:    0.00</p> <p>4. Unassisted burden: 2756.52 - 0.00                    2756.52</p> <p>5. Monthly Credit Amt: ( 2756.52 - 144.00 ) / 12    217.71</p> <p>Monthly Credit Amount adjusted for limit</p>  |              |               |                          |                                    |
| 06/14/2021 18:41:39   | 06/14/2021   | 100093344412  | CS General Purpose Batch | Calculation                        |
| <p>C/A 100093344412 Contract 0015858471</p> <p>Budget amt calculated for period ending 06/13/21 = \$ 30.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt:                                    3012.40</p> <p>2. Current Delta: 1368.75 - 2922.00 + 0.00    1553.25-</p> <p>3. Remaining Amount:                                    1643.65</p> <p>4. Diff + Remain Amt: 1553.25- + 1643.65            90.40</p> <p>5. New BBP Amount: 90.40 / 92 x 30.4                30.00</p> <p>* Dollar Difference: 30.00 - 237.00                    207.00</p> <p>* Pct Difference:    87.34</p> <p>* System BBP Amount:                                    30.00</p>   |              |               |                          |                                    |
| 05/14/2021 10:46:40   | 05/14/2021   | 100093344412  | C63151                   | Negotiation Tool - Service On      |
| <p>Spoke with: AMANDA D HERR</p> <p>Created By: Raymanda D Robinson</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$20902.63</p> <p>Offered - Pay Disconnection Amt of: \$20513.64</p> <p>Offered - Pay Past Due Amt of \$4076.11</p> <p>Offered - Pay Catch-up Amt of: \$3677.11</p> <p>*****</p> <p>PA Final Wrap-up</p> |              |               |                          |                                    |

## Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By               | Description                              |
|--|--------------|---------------|--------------------------|--|
| Considered 4 factors: Yes<br>Customer was satisfied.<br>sw AMANDA D HERR, VAI<br>epp 237<br>ip 373/ 60 MONTHS<br>NEXT BILL 6/15<br>prepared to go to 60/24/12 mo based on PUC directives, and company accepted full terms of the order ADVISED THIS IS A ONE TIME OPTION |              |               |                          |  |
| 05/14/2021 10:46:40  | 05/14/2021   | 100093344412  | C63151                   | Financial Summary Review                 |
| Spoke with: AMANDA D HERR<br>Created By: Raymanda D Robinson<br>FS Reviewed Only - No Changes needed, existing FS in last 90 days.   |              |               |                          |  |
| 05/13/2021 14:40:45  | 05/13/2021   | 100093344412  | B2BEALOGIN               | Real Time Payment Pending                |
| Payment Date: 05/13/2021   Payment Time: 14:40:45<br>Payment Amount: 150.00   Payment Type: Credit<br>Vendor ID: CT   Receipt Number: 07729157051321   |              |               |                          |  |
| 05/13/2021 14:35:22  | 05/13/2021   | 100093344412  | EAILOGINWM7              | Self-Serve Credit Interaction            |
| Contact Person: Account Holder<br>Offered All Options  |              |               |                          |  |
| 05/10/2021 14:06:18  | 05/10/2021   | 100093344412  | EAILOGINWM7              | Financial Summary Review                 |
| Financial Summary was taken.   |              |               |                          |  |
| 05/10/2021 14:05:23  | 05/10/2021   | 100093344412  | EAILOGINWM7              | Self-Serve Credit Interaction            |
| Offered All Options<br>Contact Person: Account Holder<br>Agency Referral Accepted<br>Not Eligible for CAP Referral   |              |               |                          |  |
| 05/10/2021 13:54:00  | 05/10/2021   | 100093344412  | CS General Purpose Batch | Disconnection Phone Attempt - Successful |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed  |              |               |                          |  |
| 05/01/2021 20:13:24  | 05/01/2021   | 100093344412  | CS General Purpose Batch | Disconnection Notice - PA Residential    |
| 04/16/2021 14:59:53  | 04/16/2021   | 100093344412  | EAILOGINWM7              | Paperless Bill Cancelled                 |
| Cameron Ortiz Henninger - Paperless Removed on Account 100093344412  |              |               |                          |  |
| 04/16/2021 14:53:47  | 04/16/2021   | 100093344412  | Shari L Mominee          | General Inquiry                          |
| AMANDA D HERR 100093344412 vai past due xfer to credit<br>Satisfied Not Applicable: Reason - Call Transferred  |              |               |                          |  |
| 04/16/2021 14:48:55  | 04/16/2021   | 100093344412  | INTV IVR                 | Account Balance Inquiry                  |
| 04/13/2021 10:06:00  | 04/13/2021   | 100093344412  | CS General Purpose Batch | AMD Detected-Message left by Vendor      |
| Phone attempt 05 - AMD Detected - Left Message   |              |               |                          |  |
| 04/02/2021 10:30:30  | 04/02/2021   | 100093344412  | INTV IVR                 | Account Balance Inquiry                  |
| 04/02/2021 08:49:48  | 04/02/2021   | 100093344412  | Kristen L Delle Donne    | Outbound Call                            |
| PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.  |              |               |                          |  |
| 03/22/2021 12:57:10  | 03/22/2021   | 100093344412  | Kristen L Delle Donne    | Contract Account Changed                 |
| Removed customer from Checkless. Payment lock was previously added 6/13/2017 to remove customer due to incorrect bank details (account not found) however the customer was not actually removed from the program.  |              |               |                          |  |
| 03/15/2021 18:32:23  | 03/15/2021   | 100093344412  | CS General Purpose Batch | Calculation                              |
| C/A 100093344412 Contract 0015858471<br>Budget amt calculated for period ending 03/14/21 = \$ 237.00   |              |               |                          |  |

### Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By               | Description  |
|--|--------------|---------------|--------------------------|--|
| Open editor for detail<br><br>1. 12 Mth Factor Amt: 3635.67<br>2. Current Delta: 925.49 - 2211.00 + 0.00 1285.51-<br>3. Remaining Amount: 2710.18<br>4. Diff + Remain Amt: 1285.51- + 2710.18 1424.67<br>5. New BBP Amount: 1424.67 / 183 x 30.4 237.00<br>* Dollar Difference: 237.00 - 305.00 68.00<br>* Pct Difference: 22.30<br>* System BBP Amount: 237.00  |              |               |                          |  |
| 12/14/2020 18:48:56  | 12/14/2020   | 100093344412  | CS General Purpose Batch | Calculation  |
| C/A 100093344412 Contract 0015858471<br>Budget amt calculated for period ending 12/13/20 = \$ 305.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 4038.57<br>2. Current Delta: 495.76 - 1296.00 + 0.00 800.24-<br>3. Remaining Amount: 3542.81<br>4. Diff + Remain Amt: 800.24- + 3542.81 2742.57<br>5. New BBP Amount: 2742.57 / 273 x 30.4 305.00<br>* Dollar Difference: 305.00 - 432.00 127.00<br>* Pct Difference: 29.40<br>* System BBP Amount: 305.00 |              |               |                          |  |
| 11/12/2020 16:28:20  | 11/16/2020   | 100093344412  | 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.   |              |               |                          |  |
| 11/12/2020 16:14:51  | 11/12/2020   | 100093344412  | CS General Purpose Batch | Energy Savings Program Completed                   |
| 10/19/2020 23:14:54  | 10/19/2020   | 100093344412  | Tara A Green             | Moratorium Protected Account                       |
| PA PROTECTED CUSTOMER  |              |               |                          |  |
| 10/12/2020 16:40:00  | 10/12/2020   | 100093344412  | CS General Purpose Batch | Disconnection Phone Attempt - Successful           |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed  |              |               |                          |  |
| 10/03/2020 20:34:19  | 10/03/2020   | 100093344412  | CS General Purpose Batch | Disconnection Notice - PA Residential              |
| 09/12/2020 19:40:18  | 09/12/2020   | 100093344412  | CS General Purpose Batch | Calculation  |
| C/A 100093344412 Contract 0015858471<br>Budget amt calculated for period ending 09/10/20 = \$ 432.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 5134.75<br>2. New Avg Mthly Amt: 5134.75 / 361 x 30.4 432.00<br>* System BBP Amount: 432.00  |              |               |                          |  |
| 09/09/2020 10:25:00  | 09/09/2020   | 100093344412  | CS General Purpose Batch | Listened to entire msg-correct household confirmed |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed  |              |               |                          |  |
| 09/08/2020 06:06:18  | 09/08/2020   | 100093344412  | CS General Purpose Batch | Data Change Request (Rejected)                     |
| Customer doesn't have an active contract with the EGS  |              |               |                          |  |
| 09/01/2020 01:15:12  | 09/01/2020   | 100093344412  | CS General Purpose Batch | West Penn Power Inbound Drop Letter                |
| 08/31/2020 06:00:44  | 08/31/2020   | 100093344412  | CS General Purpose Batch | Current Contract Termination Request (Accepted)    |
| 08/28/2020 11:59:08  | 08/28/2020   | 100093344412  | Lori L Brightbill        | Supervisor Call                                    |
| s/w Amanda . She contacted me to ask if her Landlord   |              |               |                          |  |

## Customer Contact History

| Contact Date        | Created Date | Contract Acct | Created By       | Description   |
|---------------------|--------------|---------------|------------------|---|
|                     |              |               |                  | <p>Agreement form was received. I advised it was and that a contractor, Action Housing , would be reaching out to schedule an appt with her. I explained that part of their job is energy education , and that I asked him to discuss her current alternate supplier with her, because her rate is much higher than WPP pct. She stated she has tried to reach Ambient and that she hasn't been successful, I explained the number is on her bill.</p> <p>She told me she applied for PCAP but hasn't heard anything back , and that she applied for LIHEAP but was declined because she didn't have a shut off notice. She said she could send me the notification she received from them. I told her that I would reach out to te PCAP manager and see what her next steps would be. Amanda was satisfied and stated she wanted to start to make payments on her bill.</p> <p>She asked if our program replaces windows and I explained only if it is broken.</p> <p>Amanda was satisfied.</p> <p>I contacted Action Housing and provided addl info and her availability. lbrightbill/supv</p> <p>Customer was satisfied.</p> |
| 08/24/2020 11:45:22 | 08/24/2020   | 100093344412  | Stacy Miller     | General Inquiry   |
|                     |              |               |                  | <p>Recap per Program Supervisor DEF</p> <p>7/31/2020 Online application received for WARM program. No LLA attached. K Nedz emailed michaelkconstruction@comcast.net, listed as LL contact email for Landlord signature. Per Tom Rone, add to contractor, Action Housing Pending receipt of LLA. 8/4/2020 still no response from Landlord, K Nedz called landlord, left message. 8/10/2020 DEF requested J McCoy to mail landlord agreement to Christian Home Properties, 32 Forest Avenue, Attn: Michael Kolaczynski, Greensburg, PA for signature.</p> <p>8/24/2020, signed LLA still not received from LL. K Nedz called LL at 412-610-0417, left message. LL reached out to K Nedz, verified email and fax #, and stated they would complete LLA and fax to PAWARM database as soon as possible.</p>   |
| 08/13/2020 15:07:36 | 08/13/2020   | 100093344412  | Devon X Martin   | Outbound Call   |
|                     |              |               |                  | <p>OUTBOUND EMAIL CAMPAIGN TO PROVIDE ENERGY ASSISTANCE INFORMATION ON 08/11/2020</p>   |
| 08/13/2020 10:23:51 | 01/09/2020   | 100093344412  | Susan Felber     | Agency Commitment (not referral)  |
|                     |              |               |                  | <p>Dunning Lock Reason:Protection from Abuse "PFA"</p> <p>Start Date: 01/09/2020   End Date: 08/13/2020</p> <p>Received Final / Temporary PFA between Plaintiff Amanda D Herr and Defendant Raymond J Rakowski Effective 08/13/2019 and Expiration 08/13/2020</p> <p>Created By: Susan Felber</p>   |
| 08/06/2020 12:00:28 | 08/06/2020   | 100093344412  | Marsatta Jackson | General Inquiry   |

### Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By               | Description                               |
|--|--------------|---------------|--------------------------|---|
| S/W BRENDA, WESTMORELAND CO EA, IS AWARE NO DISC, MJ/CBO<br>TEAM<br>Satisfied Not Applicable: Reason - Other - CBO   |              |               |                          |   |
| 08/04/2020 14:10:14  | 08/04/2020   | 100093344412  | CS General Purpose Batch | Job assigned to Energy Savings contractor |
| 07/31/2020 12:45:19  | 07/31/2020   | 100093344412  | Lorie Felentzer          | Application Received                      |
| application holding for contractor, WARM application received<br>signed 7/30/2020 (online app) NH 27726 kwh 100%   |              |               |                          |   |
| 07/29/2020 15:05:03  | 07/29/2020   | 100093344412  | Lori L Brightbill        | Supervisor Call                           |
| Left message for Amanda Herr - stated I worked for West Penn<br>Power's WARM program and would like to get her scheduled at<br>her earliest convenience for a weatherization appointment.<br>Stated I noticed her usage was pretty high and we would<br>like the opportunity to see what we could do to make her<br>home more comfortable and hopefully lower her electric bill<br>by installing energy saving measures at no cost to her.<br>Asked for her to contact me at 610-927-7367 ( my cell)<br>llbrightbill , supv, Energy Conservation |              |               |                          |   |
| 07/17/2020 12:52:18  | 07/17/2020   | 100093344412  | Laurie E Parker          | PA PUC Plan - IP                          |
| Per FINAL OPINION AND ORDER<br><br>Amanda Herr v. West Penn Power Company Docket No.<br>C-2019-3009143<br><br>The Special Agent concluded that an extended repayment<br>period of one hundred and twenty (120) months or ten (10)<br>years was reasonable for the Complainant (PFA).<br><br>ORDER ENTERED: July 16, 2020<br><br>The 120 month/10 year PACO is a Pa Public Utility Commission<br>Decision   |              |               |                          |   |
| 06/11/2020 19:36:48  | 06/11/2020   | 100093344412  | CS General Purpose Batch | Calculation                               |
| C/A 100093344412 Contract 0023574719<br>Budget amt calculated for period ending 06/10/20 = \$ 177.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 2631.30<br>2. Current Delta: 1586.24 - 2085.00 + 0.00 498.76-<br>3. Remaining Amount: 1045.06<br>4. Diff + Remain Amt: 498.76- + 1045.06 546.30<br>5. New BBP Amount: 546.30 / 94 x 30.4 177.00<br>* Dollar Difference: 177.00 - 225.00 48.00<br>* Pct Difference: 21.33<br>* System BBP Amount: 177.00  |              |               |                          |   |
| 06/11/2020 19:36:47  | 06/11/2020   | 100093344412  | CS General Purpose Batch | Calculation                               |
| C/A 100093344412 Contract 0015858471<br>Budget amt calculated for period ending 06/10/20 = \$ 127.00<br>Open editor for detail   |              |               |                          |   |

### Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By               | Description                    |
|---|--------------|---------------|--------------------------|--------------------------------|
| 1. 12 Mth Factor Amt: 1417.65<br>2. Current Delta: 863.79 - 1026.00 + 0.00 162.21-<br>3. Remaining Amount: 553.86<br>4. Diff + Remain Amt: 162.21- + 553.86 391.65<br>5. New BBP Amount: 391.65 / 94 x 30.4 127.00<br>* Dollar Difference: 127.00 - 114.00 13.00<br>* Pct Difference: 11.40<br>* System BBP Amount: 127.00  |              |               |                          |                                |
| 06/04/2020 06:14:57   | 06/04/2020   | 100093344412  | CS General Purpose Batch | Data Change Request (Accepted) |
| RATE CATEGORY CHANGED   |              |               |                          |                                |
| 03/19/2020 11:28:58   | 03/19/2018   | 100093344412  | Kristen L Delle Donne    | ROCC Alert                     |
| **BP DOES NOT QUALIFY FOR FURTHER PAYMENT ARRANGEMENTS -<br>BROKEN COMPANY AGREEMENT + PCAP REMOVAL**<br>Satisfied Not Applicable: Reason - Manual work   |              |               |                          |                                |
| 03/12/2020 18:40:25   | 03/12/2020   | 100093344412  | CS General Purpose Batch | Calculation                    |
| C/A 100093344412 Contract 0023574719<br>Budget amt calculated for period ending 03/11/20 = \$ 225.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 2740.16<br>2. Current Delta: 999.96 - 1410.00 + 0.00 410.04-<br>3. Remaining Amount: 1740.20<br>4. Diff + Remain Amt: 410.04- + 1740.20 1330.16<br>5. New BBP Amount: 1330.16 / 185 x 30.4 219.00<br>* Dollar Difference: 219.00 - 225.00 6.00<br>* Pct Difference: 2.67<br>* System BBP Amount: 225.00 |              |               |                          |                                |
| 03/12/2020 18:40:25   | 03/12/2020   | 100093344412  | CS General Purpose Batch | Calculation                    |
| C/A 100093344412 Contract 0015858471<br>Budget amt calculated for period ending 03/11/20 = \$ 114.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 1407.23<br>2. Current Delta: 544.47 - 684.00 + 0.00 139.53-<br>3. Remaining Amount: 862.76<br>4. Diff + Remain Amt: 139.53- + 862.76 723.23<br>5. New BBP Amount: 723.23 / 185 x 30.4 119.00<br>* Dollar Difference: 119.00 - 114.00 5.00<br>* Pct Difference: 4.39<br>* System BBP Amount: 114.00      |              |               |                          |                                |
| 03/05/2020 16:35:08   | 03/05/2020   | 100093344412  | CS General Purpose Batch | Data Change Request (Accepted) |
| RATE CATEGORY CHANGED   |              |               |                          |                                |
| 02/03/2020 22:39:31   | 02/03/2020   | 100093344412  | B2BEALOGIN               | Real Time Payment Pending      |
| Payment Date: 02/03/2020   Payment Time: 22:39:30<br>Payment Amount: 66.00   Payment Type: Credit<br>Vendor ID: CT   Receipt Number: 00733083020320   |              |               |                          |                                |
| 01/01/2020 01:06:06   | 01/01/2020   | 100093344412  | B2BEALOGIN               | Real Time Payment Pending      |
| Payment Date: 01/01/2020   Payment Time: 01:06:05<br>Payment Amount: 160.00   Payment Type: Credit  |              |               |                          |                                |

### Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By               | Description                              |
|---|--------------|---------------|--------------------------|--|
| Vendor ID: CT   Receipt Number: 00240624010120  |              |               |                          |  |
| 12/14/2019 18:42:38   | 12/14/2019   | 100093344412  | CS General Purpose Batch | Calculation                              |
| C/A 100093344412 Contract 0023574719<br>Budget amt calculated for period ending 12/12/19 = \$ 225.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 2783.16<br>2. Current Delta: 534.65 - 735.00 + 0.00 200.35-<br>3. Remaining Amount: 2248.51<br>4. Diff + Remain Amt: 200.35- + 2248.51 2048.16<br>5. New BBP Amount: 2048.16 / 277 x 30.4 225.00<br>* Dollar Difference: 225.00 - 245.00 20.00<br>* Pct Difference: 8.16<br>* System BBP Amount: 225.00 |              |               |                          |  |
| 12/14/2019 18:42:38   | 12/14/2019   | 100093344412  | CS General Purpose Batch | Calculation                              |
| C/A 100093344412 Contract 0015858471<br>Budget amt calculated for period ending 12/12/19 = \$ 114.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 1370.17<br>2. Current Delta: 295.18 - 342.00 + 0.00 46.82-<br>3. Remaining Amount: 1074.99<br>4. Diff + Remain Amt: 46.82- + 1074.99 1028.17<br>5. New BBP Amount: 1028.17 / 277 x 30.4 113.00<br>* Dollar Difference: 113.00 - 114.00 1.00<br>* Pct Difference: 0.88<br>* System BBP Amount: 114.00    |              |               |                          |  |
| 12/06/2019 06:11:07   | 12/06/2019   | 100093344412  | CS General Purpose Batch | Data Change Request (Accepted)           |
| RATE CATEGORY CHANGED   |              |               |                          |  |
| 12/06/2019 06:09:22   | 12/06/2019   | 100093344412  | CS General Purpose Batch | Data Change Request (Accepted)           |
| RATE CATEGORY CHANGED   |              |               |                          |  |
| 10/13/2019 01:17:54   | 10/13/2019   | 100093344412  | EAILOGINWM7              | Premise Information Changed              |
| Request received at: 01:17:54 -<br>New Water Heat Source E ( Yes ) Changed from: ( Unknown )  |              |               |                          |  |
| 10/13/2019 01:17:21   | 10/13/2019   | 100093344412  | EAILOGINWM7              | Deregulation Information Release Updated |
| Request received at: 01:17:21 -<br>Restrict BP Information<br>Restrict Load<br>Request received at: 01:17:54 -<br>Restrict BP Information<br>Restrict Load  |              |               |                          |  |
| 09/16/2019 18:36:51   | 09/16/2019   | 100093344412  | CS General Purpose Batch | Calculation                              |
| C/A 100093344412 Contract 0023574719<br>Budget amt calculated for period ending 09/15/19 = \$ 245.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 2888.10<br>* System BBP Amount: 245.00  |              |               |                          |  |
| 09/16/2019 18:36:51   | 09/16/2019   | 100093344412  | CS General Purpose Batch | Calculation                              |
| C/A 100093344412 Contract 0015858471  |              |               |                          |  |

### Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By               | Description                    |
|---|--------------|---------------|--------------------------|--------------------------------|
| Budget amt calculated for period ending 09/15/19 = \$ 114.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 1350.63<br>* System BBP Amount: 114.00  |              |               |                          |                                |
| 09/09/2019 06:18:14   | 09/09/2019   | 100093344412  | CS General Purpose Batch | Data Change Request (Accepted) |
| RATE CATEGORY CHANGED   |              |               |                          |                                |
| 09/07/2019 08:30:09   | 09/07/2016   | 100093344412  | Jason S Wallace          | ALERT! Sensitive Account       |
| CUSTOMER IS NOT ELIGIBLE FOR A MED CERT. MUST HAVE SUPERVISOR APPROVAL.<br>Satisfied Not Applicable: Reason - Manual work   |              |               |                          |                                |
| 08/26/2019 21:05:03   | 08/26/2019   | 100093344412  | B2BEALOGIN               | Real Time Payment Pending      |
| Payment Date: 08/26/2019   Payment Time: 21:04:39<br>Payment Amount: 200.00   Payment Type: Debit<br>Vendor ID: PC   Receipt Number: 20790FKX0C   |              |               |                          |                                |
| 08/25/2019 23:01:45   | 08/25/2019   | 100093344412  | B2BEALOGIN               | Real Time Payment Pending      |
| Payment Date: 08/25/2019   Payment Time: 23:01:34<br>Payment Amount: 500.00   Payment Type: Credit<br>Vendor ID: PC   Receipt Number: 20790FK4UZ  |              |               |                          |                                |
| 08/24/2019 23:56:33   | 08/24/2019   | 100093344412  | B2BEALOGIN               | Real Time Payment Pending      |
| Payment Date: 08/24/2019   Payment Time: 23:56:01<br>Payment Amount: 300.00   Payment Type: Credit<br>Vendor ID: PC   Receipt Number: 20790FK1RH  |              |               |                          |                                |
| 08/24/2019 23:35:33   | 08/24/2019   | 100093344412  | B2BEALOGIN               | Real Time Payment Pending      |
| Payment Date: 08/24/2019   Payment Time: 23:35:06<br>Payment Amount: 500.00   Payment Type: Debit<br>Vendor ID: PC   Receipt Number: 20790FK1QS   |              |               |                          |                                |
| 08/01/2019 16:36:17   | 08/01/2019   | 100093344412  | John J Taray             | Utility Report Issued          |
| Spoke with: AMANDA D HERR<br>Created By: John J Taray<br>Dispute Rights Dunning lock created - Lock date: 08/11/2019<br>Company Position:<br>Need payment to stop disconnect<br>Customer Position:<br>Unable to make pymnt  |              |               |                          |                                |
| 08/01/2019 16:35:57   | 08/01/2019   | 100093344412  | John J Taray             | Negotiation Tool - Service On  |
| Spoke with: AMANDA D HERR<br>Created By: John J Taray<br>PA Final Wrap-up<br>Customer was not satisfied. Rights provided to customer.<br>sw AMANDA D HERR, wanted to have us fax a med cert. Advsd she is not eligible for another med cert. Looked at assistant agencies but she said she tried them all.<br>*****<br>Dispute Rights Issued Option Used. |              |               |                          |                                |
| 08/01/2019 15:07:32   | 08/01/2019   | 100093344412  | C57687                   | Negotiation Tool - Service On  |
| Spoke with: AMANDA D HERR<br>Created By: Cameron J Barker<br>Payment Options provided:<br>Offered - Pay Acct Balance of: \$17283.67   |              |               |                          |                                |

### Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description  |
|--------------|--------------|---------------|------------|--|
|              |              |               |            | <p>Offered - Pay Past Due Amt of \$16930.67<br/>           *****<br/>           PA Final Wrap-up<br/>           Satisfied Not Applicable: Reason - Send DSPRTS<br/>           Offered all options<br/>           cant do IP PUC decision on the account<br/>           cant do PCAP<br/>           **PCAP ReEnrollment<br/>           Still Open Amt: 17283.67<br/>           Deferred Arrears:9877.37 -<br/>           Current Bill: 353.00- (not past due)<br/>           Amt Needed Today: 7053.30<br/>           customer got very mad at PCAP amount then asked for a med cert advised we can try to get one out she stated she cant pay a cent and<br/>           said she will call back hung up sending rights</p> |



**DETAILED STATEMENT OF ACCOUNT**

Customer Name: AMANDA D HERR

Account Number: 100093344412

Service Address:

616 STANTON ST FRONT  
GREENSBURG PA 15601

| Entry Date  | Read Date | Cons Type | Meter Reading | Cons Usage | Nbr Days | Daily Average | Read Type | FE Billing Amt | Supplier Billing Amt | Total Billing Amt | Budget Billing Amt | Due Date | Payment Amt | Adj Amt | Adj Type | Account Balance |
|---|-----------|-----------|---------------|------------|----------|---------------|-----------|----------------|----------------------|-------------------|--------------------|----------|-------------|---------|----------|-----------------|
| 12/14/19  | 12/12/19  | KWH       | 95,858        | 1,534      | 30       | 51            | Act       | 81.99          | 153.55               | 235.54            | 359.00             | 01/06/20 |             |         |          | 17,184.23       |
| 01/01/20  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -160.00     |         |          | 17,024.23       |
| 01/15/20  | 01/14/20  | KWH       | 97,570        | 1,712      | 33       | 52            | Act       | 91.02          | 171.37               | 262.39            | 339.00             | 02/06/20 |             |         |          | 17,286.62       |
| 02/03/20  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -66.00      |         |          | 17,220.62       |
| 02/12/20  | 02/11/20  | KWH       | 99,057        | 1,487      | 28       | 53            | Act       | 79.47          | 148.85               | 228.32            | 339.00             | 03/05/20 |             |         |          | 17,448.94       |
| 03/12/20  | 03/11/20  | KWH       | 100,530       | 1,473      | 29       | 51            | Act       | 78.80          | 145.09               | 223.89            | 339.00             | 04/06/20 |             |         |          | 17,672.83       |
| 04/11/20  | 04/09/20  | KWH       | 101,995       | 1,465      | 29       | 51            | Act       | 78.76          | 144.30               | 223.06            | 339.00             | 05/04/20 |             |         |          | 17,895.89       |
| 05/12/20  | 05/11/20  | KWH       | 103,808       | 1,813      | 32       | 57            | Act       | 95.77          | 178.58               | 274.35            | 339.00             | 06/03/20 |             |         |          | 18,170.24       |
| 06/11/20  | 06/10/20  | KWH       | 106,751       | 2,943      | 30       | 98            | Act       | 144.79         | 263.40               | 408.19            | 339.00             | 07/06/20 |             |         |          | 18,578.43       |
| 07/13/20  | 07/12/20  | KWH       | 110,749       | 3,998      | 32       | 125           | Act       | 177.48         | 357.82               | 535.30            | 304.00             | 08/04/20 |             |         |          | 19,113.73       |
| Installment plan started on 07/17/2020 for current + 162.00.              |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| 08/11/20  | 08/10/20  | KWH       | 113,633       | 2,884      | 29       | 99            | Act       | 130.05         | 258.12               | 388.17            | 304.00             | 09/02/20 |             |         |          | 19,501.90       |
| Supplier Switch Ambit Energy to West Penn Power Company on 08/31/2020.    |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| 09/12/20  | 09/10/20  | KWH       | 116,629       | 2,996      | 31       | 97            | Act       | 184.58         | 177.03               | 361.61            | 127.00             | 10/05/20 |             |         |          | 19,863.51       |
| 10/14/20  | 10/13/20  | KWH       | 118,636       | 2,007      | 33       | 61            | Act       | 191.18         | 0.00                 | 191.18            | 432.00             | 11/05/20 |             |         |          | 20,054.69       |
| 11/12/20  | 11/11/20  | KWH       | 120,210       | 1,574      | 29       | 54            | Act       | 151.50         | 0.00                 | 151.50            | 432.00             | 12/07/20 |             |         |          | 20,206.19       |
| 12/14/20  | 12/13/20  | KWH       | 121,780       | 1,570      | 32       | 49            | Act       | 153.08         | 0.00                 | 153.08            | 432.00             | 01/05/21 |             |         |          | 20,359.27       |
| 01/14/21  | 01/13/21  | KWH       | 123,339       | 1,559      | 31       | 50            | Act       | 154.07         | 0.00                 | 154.07            | 305.00             | 02/08/21 |             |         |          | 20,513.34       |
| 02/13/21  | 02/11/21  | KWH       | 124,924       | 1,585      | 29       | 55            | Act       | 154.53         | 0.00                 | 154.53            | 305.00             | 03/08/21 |             |         |          | 20,667.87       |
| 03/15/21  | 03/14/21  | KWH       | 126,152       | 1,228      | 31       | 40            | Act       | 121.13         | 0.00                 | 121.13            | 305.00             | 04/06/21 |             |         |          | 20,789.00       |
| 04/13/21  | 04/12/21  | KWH       | 127,280       | 1,128      | 29       | 39            | Act       | 111.64         | 0.00                 | 111.64            | 237.00             | 05/05/21 |             |         |          | 20,900.64       |
| 05/13/21  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -150.00     |         |          | 20,750.64       |
| 05/13/21  | 05/12/21  | KWH       | 128,844       | 1,564      | 30       | 52            | Act       | 151.99         | 0.00                 | 151.99            | 237.00             | 06/07/21 |             |         |          | 20,902.63       |
| Installment plan deactivated on 05/14/2021 - Installment Plan In Arrears. |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| Installment plan started on 05/14/2021 for current + 373.00.              |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| 06/14/21  | 06/13/21  | KWH       | 130,657       | 1,813      | 32       | 57            | Act       | 179.63         | 0.00                 | 179.63            | 237.00             | 07/06/21 |             |         |          | 21,082.26       |
| Installment plan deactivated on 06/24/2021 - Cap Enrollment.              |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| 07/14/21  | 07/13/21  | KWH       | 132,716       | 2,059      | 30       | 69            | Act       | 210.29         | 0.00                 | 210.29            | 30.00              | 08/05/21 |             |         |          | 21,292.55       |
| 07/14/21  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -86.67      | CAPB    |          | 21,205.88       |

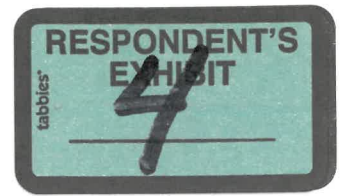
| Entry Date                          | Read Date | Cons Type | Meter Reading | Cons Usage | Nbr Days | Daily Average | Read Type | FE Billing Amt | Supplier Billing Amt | Total Billing Amt | Budget Billing Amt | Due Date | Payment Amt | Adj Amt | Adj Type | Account Balance |
|-------------------------------------|-----------|-----------|---------------|------------|----------|---------------|-----------|----------------|----------------------|-------------------|--------------------|----------|-------------|---------|----------|-----------------|
| 07/23/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          | -124.00     |         |          | 21,081.88       |
| 08/03/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          | -12,577.47  |         |          | 8,504.41        |
| 08/09/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          | 12,577.47   |         |          | 21,081.88       |
| Payment Returned -Account not Found |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| 08/12/21                            | 08/11/21  | KWH       | 134,822       | 2,106      | 29       | 73            | Act       | 214.93         | 0.00                 | 214.93            | 30.00              | 09/07/21 |             |         |          | 21,296.81       |
| 08/12/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -396.27 | CAPFA    | 20,900.54       |
| 08/12/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -86.67  | CAPB     | 20,813.87       |
| 08/15/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          | -12,520.80  |         |          | 8,293.07        |
| 08/19/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          | 12,520.80   |         |          | 20,813.87       |
| Payment Returned -Account not Found |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| 09/13/21                            | 09/12/21  | KWH       | 137,136       | 2,314      | 32       | 72            | Act       | 233.18         | 0.00                 | 233.18            | 30.00              | 10/05/21 |             |         |          | 21,047.05       |
| 09/13/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -396.27 | CAPFA    | 20,650.78       |
| 09/13/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -86.67  | CAPB     | 20,564.11       |
| 10/12/21                            | 10/11/21  | KWH       | 139,237       | 2,101      | 29       | 72            | Act       | 210.06         | 0.00                 | 210.06            | 168.00             | 11/03/21 |             |         |          | 20,774.17       |
| 10/12/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -86.67  | CAPB     | 20,687.50       |
| 10/12/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -396.27 | CAPFA    | 20,291.23       |
| 11/10/21                            | 11/09/21  | KWH       | 140,937       | 1,700      | 29       | 59            | Act       | 171.37         | 0.00                 | 171.37            | 168.00             | 12/06/21 |             |         |          | 20,462.60       |
| 11/10/21                            |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -86.67  | CAPB     | 20,375.93       |



Amanda D Herr  
616 Stanton St Front  
Greensburg PA 15601

**Payment History**

| <b>Date</b> | <b>Amount</b> | <b>Description</b>   |
|-------------|---------------|----------------------|
| 07/23/2021  | 124.00-       | Credit Card Payment  |
| 05/13/2021  | 150.00-       | Credit Card Payment  |
| 02/03/2020  | 66.00-        | Credit Card Payment  |
| 01/01/2020  | 160.00-       | Credit Card Payment  |
| 08/27/2019  | 200.00-       | Payment              |
| 08/26/2019  | 500.00-       | Credit Card Payment  |
| 08/25/2019  | 300.00-       | Credit Card Payment  |
| 08/25/2019  | 500.00-       | Payment              |
| 05/06/2019  | 600.00-       | LIHEAP Crisis Grant  |
| 04/30/2019  | 500.00-       | LIHEAP Crisis Grant  |
| 10/16/2018  | 236.00-       | LIHEAP Cash Grant    |
| 05/01/2018  | 500.00        | LIHEAP Crisis Grant  |
| 04/26/2018  | 200.00-       | LIHEAP Cash Grant    |
| 03/28/2018  | 150.00-       | Credit Card Payment  |
| 04/27/2017  | 380.00-       | Fuel Fund Assistance |
| 04/21/2017  | 250.00-       | Payment              |
| 05/28/2014  | 500.00-       | LIHEAP Crisis Grant  |
| 04/23/2014  | 100.00-       | LIHEAP Cash Grant    |



Amanda D Herr  
616 Stanton St Front  
Greensburg PA 15601

**Return Payment History**

| <b>Date</b> | <b>Amount</b> | <b>Description</b>             |
|-------------|---------------|--------------------------------|
| 08/19/2021  | 12520.80      | Return - Account not Found     |
| 08/15/2021  | 12520.80-     | Electronic Check Payment - WEB |
| 08/09/2021  | 12577.47      | Return - Account not Found     |
| 08/03/2021  | 12577.47-     | Electronic Check Payment - WEB |
| 09/20/2018  | 400.00        | Return - Account not Found     |
| 09/13/2018  | 400.00-       | Electronic Check Payment - WEB |
| 07/09/2018  | 13051.30      | Return - Account not Found     |
| 06/29/2018  | 13051.30-     | Electronic Check Payment - WEB |
| 06/12/2017  | 465.00        | Return - Account Closed        |
| 06/08/2017  | 465.00-       | Payment                        |
| 04/11/2017  | 599.00        | Return - Account Closed        |
| 04/04/2017  | 599.00-       | Electronic Check Payment - IVR |
| 09/22/2015  | 130.00        | Return - Account not Found     |
| 09/16/2015  | 130.00-       | Electronic Check Payment - IVR |
| 04/24/2015  | 11065.46      | Return - Account not Found     |
| 04/17/2015  | 11065.46-     | Electronic Check Payment - IVR |
| 08/20/2013  | 8706.09       | Return - Account not Found     |
| 08/13/2013  | 8706.09-      | Electronic Check Payment - IVR |
| 05/27/2013  | 8553.20       | Return - Account not Found     |
| 05/20/2013  | 8553.20-      | Payment                        |
| 05/24/2013  | 8604.00       | Return - Account not Found     |
| 05/20/2013  | 8604.00-      | Electronic Check Payment - IVR |
| 05/13/2013  | 8292.15       | Return - Account not Found     |
| 05/06/2013  | 8292.15       | Payment                        |
| 05/10/2013  | 8317.55       | Return - Account not Found     |
| 05/06/2013  | 8317.55-      | Electronic Check Payment - IVR |
| 04/18/2013  | 8075.86       | Return - Account not Found     |
| 04/12/2013  | 8075.86-      | Electronic Check Payment - IVR |
| 09/26/2012  | 41.60         | Return - Account not Found     |
| 09/21/2012  | 41.60-        | Electronic Check Payment - CSR |
| 09/10/2012  | 367.89        | Return - Account not Found     |
| 09/05/2012  | 367.89-       | Electronic Check Payment - IVR |



Amanda D Herr  
616 Stanton St Front  
Greensburg PA 15601

Account No. 100093344412

Medical Certificate History

**Display Medical Certificate History**

Business Partner 805212790 AMANDA D HERR  
Contract Account 100093344412

| Date       | Time     | Activity  | Start Date | End Date   | Cert Date | Disc Stat  | Paper Stat | Account Balance |
|------------|----------|-----------|------------|------------|-----------|------------|------------|-----------------|
| 06/27/2016 | 08:18:55 | Maintain  | 06/27/2016 | 07/27/2016 |           | Active     | Received   | 13160.26        |
| 06/27/2016 | 08:18:23 | New Entry | 06/27/2016 | 07/27/2016 |           | Active     | No Answer  | 13160.26        |
| 04/27/2016 | 10:40:13 | Maintain  | 04/27/2016 | 05/27/2016 |           | Disc       | Received   | 12767.07        |
| 04/27/2016 | 10:38:48 | New Entry | 04/27/2016 | 05/27/2016 |           | Disc       | No Answer  | 12767.07        |
| 09/20/2012 | 09:59:13 | Maintain  | 09/20/2012 | 10/20/2012 |           | Disc/Recon | Received   | 7095.21         |
| 09/20/2012 | 09:55:58 | New Entry | 09/20/2012 | 10/20/2012 |           | Disc/Recon | No Answer  | 7095.21         |

**FIRST ENERGY  
HIERARCHY OF PAYMENT ARRANGEMENTS**



**Name:** Amanda Herr

**Account Number:** 100093344412

**Service**

**Address:** 616 Stanton St. Front, Greensburg, PA 15601

| Type of Arrangement     | Date       | Arrangement Amount | Income   | Arrangement Terms/Remarks   |
|-------------------------|------------|--------------------|----------|---|
| PCAP                    | 09/15/2016 | \$14,152.64        | \$950.00 | \$80.00 Monthly Credit/ \$396.27 Potential Monthly Forgiveness Credit |
| PUC PA # C-2019-3009143 | 07/17/2020 | \$19,543.40        | \$878.00 | Budget bill + \$162.00 beginning 9/2/2020                             |
| CO EXT PA               | 05/14/2021 | \$22,398.51        | \$953.00 | Budget bill + \$373.00, beginning 7/6/2021                            |
| PCAP                    | 06/14/2021 | \$9,877.37         | \$0.00   | \$86.67 Monthly Credit, \$396.27 Potential Monthly Forgiveness Credit |

CO EXT PA– Company PAPUC Emergency Order Payment Arrangement (Docket No. M-2020-3019244)

PUC PA – Public Utility Commission Payment Arrangement

PCAP – Pennsylvania Customer Assistance Program



**Messages (Continued)**

possible. If you don't have an air conditioner, contact the health department to find a heat-relief shelter in your area.

During extended heat waves, you might use more electricity to cool your home. If you're having trouble paying your electric bill, please call our toll-free customer service number immediately so one of our representatives can discuss payment plans that might be available to you.

**Explanation of Terms**

**Basic Charges** - Charges for services necessary for the delivery of electric service, including generation, transmission and distribution.

**Customer Distribution Charge** - Fixed charge for meter reading, billing, service line maintenance and equipment.

**Default Service Support Charge** - Charge to recover new and deferred costs associated with serving customers in a competitive market.

**Distribution Charge** - Charge for Energy Efficiency Program costs, assessing and deploying Smart Meter Technology, and for the use of local wires, transformers, substations and other equipment used to deliver electricity to consumers from high-voltage transmission lines.

**Distribution System Improvement Charge** - This charge recovers costs incurred to repair, improve or replace infrastructure that the Company uses to deliver electricity to its customers.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Non-Basic Charges** - Charges for services not required for the delivery of electric service.

**Price to Compare Default Service** - Charges for costs to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for customers receiving Default Service.

**Prorated Reading** - Reading calculated by multiplying the daily average electric usage between two recent readings by the number of days in the billing period.

**TCJA Voluntary Surcharge** - This surcharge adjusts customer rates for the reduction to corporate federal income tax under the Tax Cuts and Jobs Act.

**General Information**

If you have billing questions or complaints about your West Penn Power account, please contact us before the due date.

**Call Customer Service** at 1-800-686-0021 Monday - Friday, from 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-736-3404 Monday - Friday, from 8 a.m. - 6 p.m.

**Visit our website** at [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Write to us** at West Penn Power, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

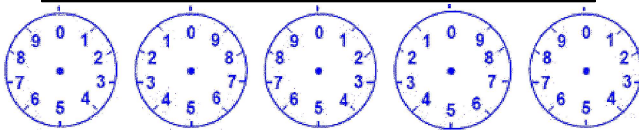
**Information about Ambit Energy:** Po Box 660462, Plano, TX 75266-0462, 1-877-282-6248

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-686-0021. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available. If this is to avoid a scheduled estimate, please check the front of the bill for entry dates.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

Print



Assigned To

---

Assigned Specialist  
Simotas, Alexandros N  
Customer Information

---

Case Number

3362285

Account Number

100093344412

First Name

AMANDA

Last Name

HERR

Service Address

---

Address1

616 STANTON ST

Address2

FRONT

Service City

GREENSBURG

Service State

PA

Service Zip

15601-0

Service Class

Work Phone

Home Phone

Mailing Address

---

Address1

Address2

City

State

Mail Zip

Family

---

Family Size

7

Children

6

Age

17,16,15,11,9,1

Adults

1

General

---

PUC Date Opened

7/7/2015

PUC Date Prepared

7/7/2015

Received Date

7/7/2015

PUC Date Closed

10/27/2015

Case Information

---

Prior Case Number

0

Term Date

7/7/2015

Arrearage

11000

Case Origin

TELEPHONE

Universal Service

No

Income

ADULT - \$0

Source

Business Name

SM

Reason For Contact

ON

- PAR NEEDED (# 61)

Case Problem

Company Position

07/07/2015 PAY 1800.00 TO KEEP ON.

Related Information

CUSTOMER

SAYS SHE HAS NO CAP ARREARS, HELP TO KEEP ON. THE CELL PHONE NUMBER (724) 953 - 7799 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

FLORANCE

Intaker Last Name

BLAMO

Status

Status

Closed

History

Click To Expand

< [blurred text]

>

Is Archived

Customer Information

---

Case Number

3362285

Customer First Name

AMANDA

Customer Last Name

HERR

Account Number

100093344412

Service Address

---

Address 1

616 STANTON ST FRONT

Address 2

City

GREENSBURG

Service State

PA

Zip

15601

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

1

Family Size

7

Children

6

Age

17,16,15,11,9,1

General

---

PUC Date Opened

7/7/2015

PUC Sent Date

10/27/2015

PUC Date Closed

10/27/2015

Case Type

PAR with Dispute

Assigned To

---

Assigned Specialist

Simotas, Alexandros N

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/27/2015

Head Date

10/29/2015

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 11240.77              | 0.00                        | 0.00                      |
| Regular Budget Amount | PUC Service Continue Amount | Arrears Payment Plus      |
| 130.00                | 1657.80                     | 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

CAP REVIEWED / NO DECISION

Resolution

3362285 CASE DISMISSED

PER 1405C CUSTOMER HAS LIPURP ARREARS.

Has Decision Issue

Response Time

Other Information

Investigator First Name

TOM

Investigator Last Name

CERENE

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

FLORANCE

Intaker Last Name

BLAMO

Status

Is SAP Completed

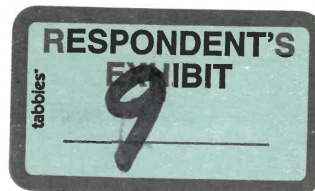
SAP Completion Date

11/18/2015

History

Click To Expand





Print

Assigned To

Assigned Specialist  
Delaney, Charee M

Customer Information

Case Number

3423243

Account Number

100093344412

First Name

AMANDA

Last Name

HERR

Service Address

Address1

616 STANTON ST FRONT

Address2

Service City

GREENSBURG

Service State

PA

Service Zip

15601-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

5

Children

4

Age

16,12,9,1

Adults

1

General

PUC Date Opened

4/5/2016

PUC Date Prepared

4/5/2016

Received Date

4/5/2016

PUC Date Closed

4/15/2016

Case Information

Prior Case Number

0

Term Date

4/6/2016

Arrearage

12000

Case Origin

TELEPHONE

Universal Service

Yes

Income

NO INCOME - \$0

Source

Business Name

SM

Reason For Contact

ON

- PAR WITH DISPUTE (#63)

Case Problem

Company Position

04/05/2016 COMPANY ADVISED HER TO CALL

P.U.C

Related Information

CUSTOMER DISPUTING AMOUNT OF BILL, CUSTOMER STATED BILL ARE APPROX. \$500 A MONTH, AND SHE DOESN'T KNOW WHY IT'S SO HIGH. THE CELL PHONE NUMBER (724) 771 - 1717 HAS BEEN ALLOWED TO BE SHARED.

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      |                    |
| TIM                     | BAREFIELD              |                    |

Status

Status

Closed

History

Click To Expand



Is Archived

Customer Information

---

Case Number

3423243

Customer First Name

AMANDA

Customer Last Name

HERR

Account Number

100093344412

Service Address

---

Address 1

616 STANTON ST FRONT

Address 2

City

GREENSBURG

Service State

PA

Zip

15601

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

1

Family Size

5

Children

4

Age

16,12,9,1

General

---

PUC Date Opened

4/5/2016

PUC Sent Date

4/15/2016

PUC Date Closed

4/15/2016

Case Type

PAR with Dispute

Assigned To

---

Assigned Specialist

Delaney, Charee M

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/6/2016

Head Date

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 12652.60              | 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

SENDING DISMISSAL LTR

CUST TO CONTACT CO RE HIGH BILLS PUC CANNOT ASSIST WITH PMT TERMS AS LIURP

ARREARS OWED PER PRIOR CASE

Has Decision Issue

Response Time

Other Information

Investigator First Name

TRACI

Investigator Last Name

MORA

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

TIM

Intaker Last Name

BAREFIELD

Status

Is SAP Completed

SAP Completion Date

4/18/2016

History

Click To Expand



Print



Assigned To

Assigned Specialist

Howlett, Charles J

Customer Information

Case Number

3433008

Account Number

100093344412

First Name

AMANDA

Last Name

HERR

Service Address

Address1

616 STANTON ST FRONT

Address2

Service City

GREENSBURG

Service State

PA

Service Zip

15601-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

4/27/2016

PUC Date Prepared

4/27/2016

Received Date

4/27/2016

PUC Date Closed

4/28/2016

Case Information

Prior Case Number

3423243

Term Date

4/25/2016

Arrearage

0

Case Origin

TELEPHONE

Universal Service

No

Income

Source

Business Name

SM

Reason For Contact

OFF - SERVICE IS TERMINATED/SUSPENDED - DISPUTE (# 76)

Case Problem

Company Position

04/25/2016 DID NOT RCV MED CERT ASKING FOR FULL BAL TO RESTORE

Related Information

CUST INDICATES WPP RCVD MED CERT AND WILL NOT TURN SERV BACK ON THE CELL PHONE NUMBER (724) 771 - 1717 HAS BEEN ALLOWED TO BE SHARED.

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      |                    |
| TRACI                   | MORA                   |                    |
| Status                  |                        |                    |

Status

Closed

History

Click To Expand



Is Archived

Customer Information

Case Number

3433008

Customer First Name

AMANDA

Customer Last Name

HERR

Account Number

100093344412

Service Address

Address 1

616 STANTON ST FRONT

Address 2

City

GREENSBURG

Service State

PA

Zip

15601

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

4/27/2016

PUC Sent Date

4/28/2016

PUC Date Closed

4/28/2016

Case Type

Offcase

Assigned To

Assigned Specialist

Howlett, Charles J

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/27/2016

Head Date

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 12611.81              | 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

3433008 VERBALLY

CLOSED. SERVICE OFF - REQUESTED RESTORATION WITH MED CERT. RESTORED 4/27/2016 WITH A MED CERT. MS AMANDA HERR SAID SAID THE CO WOULD NOT ACCEPT HER \$500.00 PAYMENT OFFER. CO WANTS FULL AMOUNT OF DELINQUENT BALANCE. BALANCE IS \$12,611.81 WITH NO PAYS SINCE AT LEAST 3/2013. I QUESTIONED THE CUSTOMER PAYMENT HISTORY WITH HER AND SHE HUNG UP ON ME. VERBAL CLOSE. CUSTOMER WAS RESTORED AS REQUESTED IN HER DISPUTE.

|                    |               |
|--------------------|---------------|
| Has Decision Issue | Response Time |
|--------------------|---------------|

Other Information

|                            |                        |
|----------------------------|------------------------|
| Investigator First Name    | Investigator Last Name |
| BRANDON                    | THOMAS                 |
| Investigator Area Code     | Investigator Phone     |
| 717                        |                        |
| Investigator Fax Area Code | Investigator Fax       |

|                    |                   |
|--------------------|-------------------|
| Intaker First Name | Intaker Last Name |
| TRACI              | MORA              |

Status

|                                     |                     |
|-------------------------------------|---------------------|
| Is SAP Completed                    | SAP Completion Date |
| <input checked="" type="checkbox"/> | 4/28/2016           |

History

Click To Expand





Print

Assigned To

---

Assigned Specialist  
Simotas, Alexandros N  
Customer Information

---

Case Number

3557231

Account Number

100093344412

First Name

AMANDA

Last Name

HERR

Service Address

---

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

---

Address1

616 STANTON STREET

Address2

FRONT

City

GREENSBURG

State

PA

Mail Zip

15601

Family

---

Family Size

5

Children

4

Age

17,13,10,2

Adults

1

General

---

PUC Date Opened

8/25/2017

PUC Date Prepared

8/25/2017

Received Date

8/25/2017

PUC Date Closed

8/28/2017

Case Information

---

Prior Case Number

3433008

Term Date

8/28/2017

Arrearage

4000

Case Origin

TELEPHONE

Universal Service

No

Income

Source

Business Name

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

08/25/2017 CO. SEEKING PAST DUE AMOUNT OF 4000.00.

Related Information

STRAIGHT PAR. CUSTOMER PAID OFF PCAP ARREARS. THE CELL PHONE NUMBER (724) 771 - 1717 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS LANDONCOLLIN12@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

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      |                    |
| EVERETT                 | KINCHLOE               |                    |

Status

Status

Closed

History

Click To Expand



Is Archived

Customer Information

---

Case Number

3557231

Customer First Name

AMANDA

Customer Last Name

HERR

Account Number

100093344412

Service Address

---

Address 1

616 STANTON STREET FRONT

Address 2

City

GREENSBURG

Service State

PA

Zip

15601

Home Phone

Work Phone

Mailing Address

---

Address 1

616 STANTON STREET

Address 2

FRONT

City

GREENSBURG

State

PA

Zip

15601

Family

---

Adults

1

Family Size

5

Children

4

Age

17,13,10,2

General

---

PUC Date Opened

8/25/2017

PUC Sent Date

8/28/2017

PUC Date Closed

8/28/2017

Case Type

Straight

Assigned To

---

Assigned Specialist

Simotas, Alexandros N

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

Head Date

8/30/2017

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 0.00                  | 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

\*\*

After 9/4/17

Letter Description

Resolution

CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 9/4/2017

|                    |               |
|--------------------|---------------|
| Has Decision Issue | Response Time |
|--------------------|---------------|

Other Information

|                            |                        |
|----------------------------|------------------------|
| Investigator First Name    | Investigator Last Name |
| BUREAU OF                  | CONSUMER SERVICE       |
| Investigator Area Code     | Investigator Phone     |
| 717                        |                        |
| Investigator Fax Area Code | Investigator Fax       |

|                    |                   |
|--------------------|-------------------|
| Intaker First Name | Intaker Last Name |
| EVERETT            | KINCHLOE          |
| Status             |                   |

|                                     |                     |
|-------------------------------------|---------------------|
| Is SAP Completed                    | SAP Completion Date |
| <input checked="" type="checkbox"/> | 9/14/2017           |

History

Click To Expand

←
→



Print

Assigned To

Assigned Specialist  
Simotas, Alexandros N  
Customer Information

Case Number

3573703

Account Number

100093344412

First Name

AMANDA

Last Name

HERR

Service Address

Address1

616 STANTON STREET FRONT

Address2

Service City

GREENSBURG

Service State

PA

Service Zip

15601-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

4

Children

3

Age

13,10,2

Adults

1

General

PUC Date Opened

10/27/2017

PUC Date Prepared

10/27/2017

Received Date

10/27/2017

PUC Date Closed

11/3/2017

Case Information

Prior Case Number

3557231

Term Date

10/30/2017

Arrearage

1206

Case Origin

TELEPHONE

Universal Service

No

Income

NONE - \$0

Source

Business Name

Reason For Contact

ON

- PAR NEEDED (# 61)

Case Problem

Company Position

10/27/2017 PAY 1026.00 TO KEEP SERVICE ON.

Related Information

CU NEEDS A PAR TO KEEP SERVICE ON. SHE STATES

SHE IS OFF OF CAP AND A CHARITY PAID 800.00 TO COVER ARREARS. - RELIEF SOUGHT

- THE CELL PHONE NUMBER (724) 771 - 1717 HAS BEEN ALLOWED TO BE SHARED.

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      |                    |
| TORRIN                  | CAVANAUGH              |                    |
| Status                  |                        |                    |

Status

Closed

History

Click To Expand



Is Archived

Customer Information

---

Case Number

3573703

Customer First Name

AMANDA

Customer Last Name

HERR

Account Number

100093344412

Service Address

---

Address 1

616 STANTON STREET FRONT

Address 2

City

GREENSBURG

Service State

PA

Zip

15601

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

1

Family Size

4

Children

3

Age

13,10,2

General

---

PUC Date Opened

10/27/2017

PUC Sent Date

11/3/2017

PUC Date Closed

11/3/2017

Case Type

PCAP Review

Assigned To

---

Assigned Specialist

Simotas, Alexandros N

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

10/27/2017

Head Date

11/7/2017

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 12164.37              | 0.00                        | 0.00                      |
| Regular Budget Amount | PUC Service Continue Amount | Arrears Payment Plus      |
| 0.00                  | 967.89                      | 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

Resolution

DISMISSED PER 1405C. LETTER SENT.

Has Decision Issue

Response Time

Other Information

|                            |                        |
|----------------------------|------------------------|
| Investigator First Name    | Investigator Last Name |
| FLORENCE                   | BLAMO                  |
| Investigator Area Code     | Investigator Phone     |
| 717                        |                        |
| Investigator Fax Area Code | Investigator Fax       |

|                    |                   |
|--------------------|-------------------|
| Intaker First Name | Intaker Last Name |
| TORRIN             | CAVANAUGH         |
| Status             |                   |

|                                     |                     |
|-------------------------------------|---------------------|
| Is SAP Completed                    | SAP Completion Date |
| <input checked="" type="checkbox"/> | 11/17/2017          |

History

Click To Expand

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Print

Assigned To

Assigned Specialist

Banker, Amber S

Customer Information

Case Number

3596834

Account Number

100093344412

First Name

AMANDA

Last Name

HERR

Service Address

Address1

616 STANTON ST

Address2

Service City

GREENSBURG

Service State

PA

Service Zip

15601-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

4/2/2018

PUC Date Prepared

4/2/2018

Received Date

4/2/2018

PUC Date Closed

4/3/2018

Case Information

Prior Case Number

0

Term Date

4/3/2018

Arrearage

0

Case Origin

TELEPHONE

Universal Service

No

Income

Source

Business Name

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

PAY 12000.00 BY APRIL 3, 2018.

Related Information

PAR

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      |                    |
| KRAIG                   | HERST                  |                    |
| Status                  |                        |                    |

---

Status

Closed

History

---

Click To Expand

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Is Archived

Customer Information

---

Case Number

3596834

Customer First Name

AMANDA

Customer Last Name

HERR

Account Number

100093344412

Service Address

---

Address 1

616 STANTON ST

Address 2

City

GREENSBURG

Service State

PA

Zip

15601

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

4/2/2018

PUC Sent Date

4/3/2018

PUC Date Closed

4/3/2018

Case Type

PCAP Review

Assigned To

---

Assigned Specialist

Banker, Amber S

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/3/2018

Head Date

4/5/2018

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 13142.30              | 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

SHORT BLANK LETTER

Resolution

DISMISSAL LETTER.

CUSTOMER HAS PCAP ARREARS IN THE BALANCE. CUSTOMER IS NOT ELIGIBLE FOR A PUC PAR

PER 1405C. NO DECISION.

Has Decision Issue

Response Time

Other Information

Investigator First Name

KRAIG

Investigator Last Name

HERST

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

KRAIG

Intaker Last Name

HERST

Status

Is SAP Completed

SAP Completion Date

4/4/2018

History

Click To Expand

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Print

Assigned To

---

Assigned Specialist

Owens, Andre P

Customer Information

---

Case Number

3629116

Account Number

100093344412

First Name

AMANDA

Last Name

HERR

Service Address

---

Address1

616 STANTON ST

Address2

FRONT

Service City

GREENSBURG

Service State

PA

Service Zip

15601-0

Service Class

Work Phone

(724) 4725145

Home Phone

---

Mailing Address

---

Address1

Address2

City

State

Mail Zip

---

Family

---

Family Size

5

Children

4

Age

17, 14, 11, 1

Adults

1

---

General

---

PUC Date Opened

6/29/2018

PUC Date Prepared

6/29/2018

Received Date

6/29/2018

PUC Date Closed

3/20/2019

---

Case Information

---

Prior Case Number

3596834

Term Date

7/2/2018

Arrearage

13000

Case Origin            Universal Service            Income  
 TELEPHONE        No                                NONE - \$0  
 Source                Business Name  
                           EMILY  
                           GREENE/CNTY  
                           CASE  
                           MNGMNT/AUTH

Reason For Contact  
 ON  
 - PAR WITH DISPUTE (#63)

Case Problem  
 Company Position  
 06/29/2018 PAY \$2500 TO REINSTATE PCAP

Related Information  
 PAR TO MAINTAIN SERVICE. CU IS DISPUTING THAT THE  
 CO TOLD HER TO PAY \$2500 TO REINSTATE PCAP WHICH PAYMENT OF \$2500 WAS SENT BY  
 WESTMORELAND COUNTY CASE MANAGAEMENT. ACCOUNT HAS NOT BEEN UPDATED AND  
 CU WAS  
 STILL SENT A SHUT OFF NOTICE FOR THE FULL ACCOUNT BALANCE. CU IS REQUESTING PUC  
 ISSUE PAR TO HELP MAINTAIN SERVICE OR HAVE CO REINSTATE PCAP AGREEMENT.

Misc. Info.  
 PLS CONTACT WESTMORELAND COUNTY CASE MANAGEMENT  
 REGARDING COMPLAINT EMILY GREEN

Hot Issue  
 PUC Investigator / Intaker

| Investigator First Name | Investigator Last Name | Investigator Phone |
|-------------------------|------------------------|--------------------|
| BCS                     | CASE POOL              | (717)              |
| Intaker First Name      | Intaker Last Name      |                    |
| MELANIE                 | SCOTT                  |                    |

Status  
 Closed

History

Click To Expand

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>

Is Archived

Customer Information

---

Case Number

3629116

Customer First Name

AMANDA

Customer Last Name

HERR

Account Number

100093344412

Service Address

---

Address 1

616 STANTON ST

Address 2

FRONT

City

GREENSBURG

Service State

PA

Zip

15601

Home Phone

Work Phone

(724) 4725145

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

1

Family Size

5

Children

4

Age

17, 14, 11, 1

General

---

PUC Date Opened

6/29/2018

PUC Sent Date

3/20/2019

PUC Date Closed

3/20/2019

Case Type

PAR with Dispute

Assigned To

---

Assigned Specialist

Owens, Andre P

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

3/20/2019

Head Date

3/20/2019

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 16737.67              | 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

Resolution

DECISION ISSUED - THERE HAVE BEEN NO PAYMENTS ON CUSTOMER'S ACCOUNT SINCE 10/16/2018. CUSTOMER IS CURRENTLY INELIGIBLE FOR A PUC PAR. CASE DISMISSED.

Has Decision Issue

Response Time

Other Information

|                            |                        |
|----------------------------|------------------------|
| Investigator First Name    | Investigator Last Name |
| TODD                       | BURNS                  |
| Investigator Area Code     | Investigator Phone     |
| 717                        |                        |
| Investigator Fax Area Code | Investigator Fax       |

|                    |                   |
|--------------------|-------------------|
| Intaker First Name | Intaker Last Name |
| MELANIE            | SCOTT             |
| Status             |                   |

|                                     |                     |
|-------------------------------------|---------------------|
| Is SAP Completed                    | SAP Completion Date |
| <input checked="" type="checkbox"/> | 3/21/2019           |

History

Click To Expand

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**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
Harrisburg, PA 17120**

Public Meeting held July 16, 2020

Commissioners Present:

Gladys Brown Dutrieuille, Chairman  
David W. Sweet, Vice Chairman  
John F. Coleman, Jr.  
Ralph V. Yanora

Amanda Herr

C-2019-3009143

v.

West Penn Power Company

**OPINION AND ORDER**

**BY THE COMMISSION:**

Before the Pennsylvania Public Utility Commission (Commission) for consideration and disposition are the Exceptions of Amanda Herr (Complainant or Ms. Herr), filed on December 31, 2019, to the Initial Decision (I.D.) of Special Agent Gail M. Chiodo, issued on December 13, 2019. West Penn Power Company (West Penn or Company) filed Replies to Exceptions on January 13, 2020. For the reasons stated below, we will deny the Complainant's Exceptions and adopt the Initial Decision, consistent with this Opinion and Order.

## History of the Proceeding

On April 11, 2019, Amanda Herr (Complainant) filed a Formal Complaint (Complaint) with the Commission against West Penn averring that West Penn was threatening to shut off her service. As relief, the Complainant requested a payment arrangement that she can afford and noted that she has a child with medical issues. Complaint at 2-3. Ms. Herr also indicated in her Complaint that a court has granted her a Protection from Abuse (PFA) Order.<sup>1</sup> *Id.* at 4.

On May 2, 2019, West Penn filed an Answer and New Matter (Answer). In its Answer, West Penn admitted that it issued a termination notice for delinquent charges but that termination efforts were ceased upon receipt of the present Complaint. West Penn also averred, *inter alia*, that the Complainant has a troubled payment history and has accrued a large balance of \$16,097.<sup>2</sup> Answer at 1-3. In its New Matter, West Penn averred, *inter alia*, that the Complainant's arrearage was eligible for a Commission payment arrangement consistent with Chapter 14 of the Public Utility Code (Code). However, West Penn requested that the complaint be dismissed with prejudice in its entirety. The Complainant did not file a response to the New Matter. *Id.* at 5-6.

By Hearing Notice dated May 29, 2019, an initial telephonic hearing was scheduled for July 16, 2019, and the case was assigned to Special Agent Chiodo pursuant to 52 Pa. Code § 56.404.<sup>3</sup> On June 4, 2019, counsel for West Penn requested a

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<sup>1</sup> We note that the Complainant's current PFA is valid thru August 20, 2020.

<sup>2</sup> West Penn testified that the Complainant's balance was \$15,838.03 at the time of the hearing.

<sup>3</sup> 52 Pa. Code § 56.404 (providing for review by a special agent of decisions of the Commission's Bureau of Consumer Services and any other case in which the issue is solely the ability to pay).

continuance due to a witness' unavailability. The request was unopposed by the Complainant and West Penn's first continuance request was granted.

By Telephonic Hearing Change Notice dated June 12, 2019, the initial hearing was rescheduled for July 22, 2019. On July 17, 2019, the Complainant requested a continuance due to a family situation. The request was unopposed by West Penn and the Complainant's first continuance request was granted.

By Hearing Notice dated July 18, 2019, the July 22, 2019 hearing was cancelled and rescheduled to August 13, 2019.

On July 30, 2019, the Complainant requested a second continuance due to a family situation. West Penn opposed this request averring that the Complainant was attempting to delay the hearing in an attempt to avoid paying her bill of nearly \$17,000 until the winter moratorium begins. West Penn provided that the last customer payment posted from the Complainant was on March 28, 2018, for \$150.

After carefully reviewing the record and the applicable law, by Interim Order dated August 2, 2019, the Complainant's second continuance request was denied. Subsequently, the Complainant responded in an email to the Special Agent that she could appear for the hearing scheduled for August 13, 2019.

On August 9, 2019, the Complainant requested a continuance because she was scheduled to appear in a Court of Common Pleas on August 13, 2019, involving a PFA petition that she filed on August 2, 2019. West Penn did not oppose the request. The Complainant's third continuance request was granted, and the hearing was rescheduled to August 27, 2019 by hearing notice dated August 12, 2019.

The hearing convened on August 27, 2019. Ms. Herr appeared *pro se* and testified on her own behalf. The Complainant sponsored one exhibit, a copy of a PFA Order, effective August 13, 2019 to August 13, 2020. This nine-page exhibit was marked as Exhibit C-1 and as confidential. Counsel appeared on behalf of West Penn and presented the testimony of one witness, Laurie Parker, Advanced Customer Service Compliance Specialist for West Penn, who sponsored the following sixteen (16) exhibits, which were all admitted into the record:

- Respondent Exhibit 1 – Customer Contact History (42 pages)
- Respondent Exhibit 2 – Statement of Account (2 pages)
- Respondent Exhibit 3 – Payment History (1 page)
- Respondent Exhibit 4 – Return Check History (1 page)
- Respondent Exhibit 5 – Med Cert History (1 page)
- Respondent Exhibit 6 – PCAP letter (2 pages)
- Respondent Exhibit 7 – Hierarchy of Payment Arrangements (1 page)
- Respondent Exhibit 8 – EGS v. PTC Chart (2 pages)
- Respondent Exhibit 9 – BCS Decision 3362285, Closed 10/27/15 (4 pages)
- Respondent Exhibit 10 – BCS Decision 3423243, Closed 4/15/16 (4 pages)
- Respondent Exhibit 11 – BCS Decision 3433008, Closed 4/28/16 (4 pages)
- Respondent Exhibit 12 – BCS Decision 3557231, Closed 8/28/17 (4 pages)
- Respondent Exhibit 13 – BCS Decision 3573703, Closed 11/3/17 (4 pages)
- Respondent Exhibit 14 – BCS Decision 3596834, Closed 4/3/18 (4 pages)
- Respondent Exhibit 15 – BCS Decision 3629116, Closed 4/20/19 (4 pages)
- Respondent Exhibit 16 – Collection Timeline (2 pages)

Additionally, based upon the Complainant's testimony at the hearing, West Penn requested to submit late-filed exhibits. West Penn was permitted to submit late-filed exhibits on or before September 6, 2019, and the Complainant was given until

September 13, 2019, to submit any objections thereto. On September 3, 2019, West Penn submitted the following three additional exhibits:

Respondent Exhibit 17 – PFA Dismissal Order for failure to appear, dated 1/29/19  
Respondent Exhibit 18 – Proposed Exhibits Delivery Receipts  
Respondent Exhibit 19 – Application for PFA Order reflecting same address as Formal Complaint dated 8/2/19

No objection to West Penn’s late-filed exhibits was filed by the Complainant. Therefore, an Interim Order dated October 22, 2019, memorialized that the record<sup>4</sup> closed on September 13, 2019, the date by which to file objections expired. The Initial Decision admitted West Penn Exhibits 17-19 into the record.<sup>5</sup>

In the Initial Decision, issued December 13, 2019, Special Agent Chiodo granted the Complaint, on the basis that the Complainant is under the protection of a PFA Order and had met her burden of proof that she is eligible for a Commission-issued payment arrangement.

As previously noted, the Complainant filed Exceptions on December 31, 2019. West Penn filed Replies to Exceptions on January 13, 2020.

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<sup>4</sup> Pursuant to 52 Pa. Code § 56.404(3), the hearing was tape recorded. No court reporter was present.

<sup>5</sup> West Penn Exhibits 17-19 were marked and admitted as Confidential since they concern PFA matters and/or the Complainant’s address.

## Discussion

### Legal Standards

As the proponent of a rule or order, the Complainant in this proceeding bears the burden of proof pursuant to Section 332(a) of the Code. 66 Pa. C.S. § 332(a). To establish a sufficient case and satisfy the burden of proof, the Complainant must show that the Company is responsible or accountable for the problem described in the Complaint. *Patterson v. The Bell Telephone Company of Pennsylvania*, 72 Pa. P.U.C. 196 (1990). Such a showing must be by a preponderance of the evidence. *Samuel J. Lansberry, Inc. v. Pa. PUC*, 578 A.2d 600 (Pa. Cmwlth. 1990), *alloc. denied*, 529 Pa. 654, 602 A.2d 863 (1992). That is, the Complainant's evidence must be more convincing, by even the smallest amount, than that presented by the Company. *Se-Ling Hosiery, Inc. v. Margulies*, 364 Pa. 45, 70 A.2d 854 (1950). Additionally, this Commission's decision must be supported by substantial evidence in the record. More is required than a mere trace of evidence or a suspicion of the existence of a fact sought to be established. *Norfolk & Western Ry. Co. v. Pa. PUC*, 489 Pa. 109, 413 A.2d 1037 (1980).

Upon the presentation by a complainant of evidence sufficient to initially satisfy the burden of proof, the burden of going forward with the evidence to rebut the evidence of the complainant shifts to the Company. If the evidence presented by the Company is of co-equal value or "weight," the burden of proof has not been satisfied. The complainant now has to provide some additional evidence to rebut that of the Company. *Burleson v. Pa. PUC*, 443 A.2d 1373 (Pa. Cmwlth. 1982), *aff'd*, 501 Pa. 433, 461 A.2d 1234 (1983). While the burden of going forward with the evidence may shift back and forth during a proceeding, the burden of proof never shifts. The burden of proof always remains on the party seeking affirmative relief from the Commission. *Milkie v. Pa. PUC*, 768 A.2d 1217 (Pa. Cmwlth. 2001).

Before addressing the Exceptions, we note that any issue or Exception that we do not specifically address shall be deemed to have been duly considered and denied without further discussion. It is well settled that we are not required to consider, expressly or at length, each contention or argument raised by the parties. *Consolidated Rail Corp. v. Pa. PUC*, 625 A.2d 741 (Pa. Cmwlth. 1993); *also see, generally, University of Pennsylvania v. Pa. PUC*, 485 A.2d 1217 (Pa. Cmwlth. 1984).

### **The Special Agent's Initial Decision**

In the Initial Decision, the Special Agent made forty-seven Findings of Fact and reached nine Conclusions of Law. I.D. at 4-10 and 17-18. We shall adopt and incorporate herein by reference the Special Agent's Findings of Fact and Conclusions of Law unless they are either expressly or by necessary implication overruled or modified by this Opinion and Order.

The Special Agent noted that the Complainant does not dispute that she owes the outstanding balance of \$15,838.03 and, as relief, the Complainant requested a Commission-issued payment arrangement. I.D. at 11.

The Special Agent first addressed whether the Complainant is eligible for a payment arrangement. The Special Agent explained that generally, the Responsible Utility Customer Protection Act, 66 Pa. C.S. §§ 1401-1418 (Chapter 14), applies to complainants alleging inability to pay and requesting a Commission-issued payment arrangement. The Special Agent noted that, Chapter 14 provides strict guidelines that the Commission must follow in addressing customer complaints, including a term for a payment arrangement not to exceed a maximum time period of five (5) years for customers at or below 150% of the Federal poverty level. I.D. at 11 (citing 66 Pa. C.S. § 1405(b)(1)).

The Special Agent explained further that Chapter 14 and its general payment arrangement restrictions do not apply to customers with PFA Orders, as in this instant case. Specifically, Section 1417 provides:

§ 1417. Nonapplicability.

This chapter shall not apply to victims under a protection from abuse order as provided by 23 Pa. C.S. Ch. 61 (relating to protection from abuse) or a court order issued by a court of competent jurisdiction in this Commonwealth, which provides clear evidence of domestic violence against the applicant or customer.

66 Pa. C.S. § 1417.

The Special Agent provided that at the time of the hearing, the Complainant had an active PFA Order, complying with the Pennsylvania PFA Act. I.D. at 11 (citing 23 Pa. C.S. § 6112; Exhibit C-1). The Special Agent observed that, accordingly, Chapter 14 and Subchapters A through K of Chapter 56 of the Commission's Regulations do not apply. I.D. at 11 (citing 66 Pa. C.S. § 1417; 52 Pa. Code § 56.1 (b)). According to the Special Agent, the standards set forth in subchapters L-V of Chapter 56 of the Commission's Regulations apply to this matter. I.D. at 12 (citing 52 Pa. Code § 56.251).

The Special Agent stated that by law, a public utility is entitled to receive payment for the service it provides. I.D. at 12 (citing *Mill v. Pa. PUC*, 447 A.2d 1100 (Pa. Cmwlth. 1982)). The Special Agent noted that a payment arrangement, which prevents service termination as long as the customer complies with it, is a privilege, not a right. I.D. at 12 (citing *Mandell v. Duquesne Light Co.*, Docket No. C-20030234 (Order entered March 17, 2004)). The Special Agent explained that, as the Complainant is a victim under protection from a PFA Order, the Commission has the authority to order a payment arrangement. The Complainant's poor payment history, defaults on two prior Company-issued payment arrangements and a large outstanding balance do not bar the

Complainant from a Commission-issued payment arrangement. I.D. at 12 (citing *Stiffler v. Metropolitan Edison Co.*, Docket No. C-2016-2553324 (Opinion and Order entered July 12, 2017) (*Stiffler*)).

The Special Agent provided that, at the time of the hearing, the Complainant's financial future showed some indications of positive change and there were reasons for the Commission to order a payment arrangement because (1) this would be the Complainant's first Commission-issued payment arrangement, and because the Complainant: (2) had recently become employed part-time and intended to work full-time when she obtained reliable childcare; (3) obtained federal subsidized housing so that she no longer pays rent (although this may change if the Complainant were to become employed full-time); (4) testified that she can afford to pay at least \$400 per month "and a little something more" towards her service; and (5) expressed a desire to repay her arrearage. Additionally, the Special Agent noted that the Complainant stated that she was hopeful that she could make enough payments so that she could re-enroll in West Penn's Pennsylvania Customer Assistance Program (PCAP). I.D. at 12.

The Special Agent provided that when Chapter 14 does not apply, Section 56.421 of the Commission's Regulations provide guidance for determining an appropriate payment arrangement. When service to a dwelling has been terminated, the public utility shall reconnect service within 24 hours after receiving one of the following:

(1) Full payment of an outstanding charge plus the reconnection fee specified in the public utility's tariff on file with the Commission. Outstanding charges and the reconnection fee may be amortized over a *reasonable period of time*. Factors to be taken into account include, but are not limited to:

- (i) The size of the unpaid balance.
- (ii) The ability of the customer to pay.

- (iii) The payment history of the customer.
- (iv) The length of time over which the bill accumulated.

52 Pa. Code § 56.421(1) (emphasis added).

The Special Agent reasoned that although termination of service has not yet occurred in the instant case, the above factors are relevant to the issue of what period constitutes a reasonable period of time for the Complainant to pay off her outstanding balance. I.D. at 12-13 (citing *Stiffler*).

The Special Agent observed that the Complainant: (1) steadily accrued a large balance since starting service about thirteen years ago; (2) has a poor payment history which includes the fact that she tendered fourteen checks on closed or nonexistent accounts; and, (3) had made no payments during the winter moratorium months for the past five years with one exception. The Special Agent reasoned that the Code recognizes the special challenges with which victims protected under PFA Orders are presented and that these challenges may warrant a broadening of the availability of Commission-issued payment arrangements with more lenient repayment terms. The Special Agent concluded that the positive circumstances found above warrant granting a payment arrangement. I.D. at 14-15. The Special Agent noted that in cases involving PFA Orders, the Commission stated that Chapter L-V of its regulations should be “liberally construed to fulfill its purpose and policy and to insure justice for all concerned.” I.D. at 15 (citing 52 Pa. Code § 56.251, “Statement of purpose and policy”).

The Special Agent noted that: (1) the Complainant reported her monthly income as \$954 on a crisis grant application on August 1, 2019, shortly before the hearing; (2) the Complainant testified at the hearing that her income was \$325 per month from her wages and \$535 per month from child support for a total of \$878; and (3) the Complainant’s testimony regarding her income was inconsistent and this discrepancy

may have been due to the Complainant's loss of Supplemental Nutrition Assistance Program (SNAP) benefits. The Special Agent determined that at the time of the hearing, the Complainant's income was well below 150% of the Federal poverty level for a household of four of \$3,219. I.D. at 15, n. 7, n. 8.

The Special Agent concluded that an extended repayment period of one hundred twenty (120) months or ten (10) years was reasonable for the Complainant. I.D. at 16 (citing *Stiffler* (providing a 10-year repayment period for a \$13,722.19 debt where the customer had a monthly income of \$1,049 for a household of four)). The Special Agent explained that under the arrearage at the time of the hearing of \$15,8383.03, the Complainant would have an additional payment of \$132 per month in addition to her monthly budget bill. The Special Agent also noted that the Complainant was paying an Electric Generation Supplier (EGS) a rate that was higher than West Penn's price-to-compare rate and encouraged the Complainant to reduce her monthly budget bill by exploring other rates including the price-to-compare rate of West Penn. I.D. at 16.

Finally, the Special Agent provided a caution to the Complainant that she must comply with the payment arrangement as ordered, and if she were to fail to do so, the Commission will be less likely to order another payment arrangement in the future. I.D. at 16 (citing *Fenderson v. PECO Energy Co.*, Docket No. F-2018-2645544 (Initial Decision dated Jan 16, 2018, Final Order entered March 5, 2019) and *Brooks v. Peoples Natural Gas Co.*, Docket No. C-201502494415 (Initial Decision dated Jan. 15, 2016, Final Order entered April 19, 2016) and *Stormer v. Pennsylvania-American Water Company*, Docket No. C-2011-2249169 (Final Order entered March 28, 2012) (dismissing a complaint of a PFA victim who requested a payment arrangement due to, *inter alia*, multiple noncompliance with payment arrangements)).

## **Exceptions, Replies and Disposition**

The Complainant's Exceptions<sup>6</sup> consist of the following three statements: (1) that her income has changed drastically; (2) that she requests an attorney to represent her; and (3) that based on her income, she cannot afford the payment arrangement ordered in the Special Agent's Initial Decision. Exc. at 1.

### **1. Complainant's Change of Income**

In her first Exception, the Complainant avers that her income has changed.

In Reply to the Complainant's first Exception, West Penn offers that Section 5.431 of the Commission's Regulations provides that after the record is closed, additional matters may not be relied upon or accepted into the record unless allowed for good cause shown by the presiding officer or the Commission upon motion. According to West Penn, the Complainant did not file a petition to reopen the record to introduce any evidence that her income had changed. R. Exc. at 2.

West Penn explains that the 10-year payment arrangement recommended by the Special Agent was based on the Complainant's income being "well below 150% of the Federal poverty level." R. Exc. at 3 (citing I.D. at 15). West Penn explains further that the length of the payment arrangement is consistent with the factors set forth in Section 56.421. R. Exc. at 3.

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<sup>6</sup> We note that the format of the Exceptions does not strictly comply with Section 5.533(b) of our Regulations, which requires that each exception be numbered and identify the finding of fact and conclusion of law to which exception is taken and cite to the relevant pages of the Initial Decision. 52 Pa. Code § 5.533(b). Nevertheless, we will accept the Exceptions as filed, pursuant to Section 1.2(a) of our Regulations.

We shall deny the Complainant's first Exception. In the Complainant's Exception No.1, she states that her income has changed. At the hearing, the Complainant testified that her income was \$858 which consisted of \$325 per month from her wages and \$535 per month from child support. I.D. at 15. The Special Agent based the terms of the payment arrangement on a number of factors including the Complainant's monthly income, her testimony that she planned to work full-time when she found reliable daycare, that the Complainant did not have to pay rent, and her testimony that she could afford a payment of \$400 per month and "probably a little or some more." I.D. at 12. The terms of the payment arrangement were based on record evidence. The payment arrangement was not based solely on the Complainant's income at the time of the hearing. We note that the record has closed. The Complainant's first Exception seeks to introduce evidence through the Exceptions; however, it is well-established that parties cannot introduce new evidence at the exceptions stage. *Application of Apollo Gas Co.*, 1994 Pa. PUC Lexis, at \*8-14 (Order entered February 10, 1994) (*Apollo Gas*). Therefore, we must reject this extra-record evidence introduced by the Complainant in Exceptions. *Apollo Gas*. The Complainant's Exception No. 1 is denied.

## **2. Request for Attorney**

In her second Exception, Ms. Herr requests an attorney. Exc. at 1.

In Reply to Exception No. 2, West Penn avers that the Complaint was filed on April 11, 2019, and the hearing occurred on August 13, 2019, and, therefore, there was ample time for the Complainant to seek legal counsel. R. Exc. at 3.

We shall deny the Complainant's second Exception. We note that Ms. Herr requested an attorney in her second Exception. The Commission does not provide an attorney to Complainants and endeavors to assist *pro se* complainants like Ms. Herr in navigating the complaint process. The Complainant was entitled to appear before the

Commission in this formal complaint proceeding without attorney representation. *See* 52 Pa. Code § 1.21(a). Accordingly, we shall deny the Complainant's Exception No. 2.

### **3. Payment Arrangement**

In her final Exception, the Complainant avers that she cannot afford the payment arrangement as she is "low income." Exc. at 1.

West Penn responds to Exception No. 3 by providing that the record evidence supports Special Agent Chiodo's analysis and disposition of the payment arrangement with Commission Regulation and precedent. R. Exc. at 3.

West Penn contends that by law a public utility is entitled to receive payment for the service it provides. R. Exc. at 3 (citing *Scaccia v. West Penn Power Co.*, 55 Pa. P.U.C. 637 (1982)). Otherwise, customers' unpaid bills are included in the utility's uncollectible expense and ultimately paid by the remaining ratepayers. R. Exc. at 3 (citing *Bolt v. Duquesne Light Co.*, 66 Pa. P.U.C. 463 (1988); *Thomas P. O'Toole v. The Bell Telephone Co. of Pennsylvania*, Docket No. C-00923964 (Final Order entered August 20, 1992)). West Penn states that it has provided the Complainant with residential electric service totaling \$15,838.03. R. Exc. at 3.

We shall deny the Complainant's Exception No. 3 for the reasons below. Based on our review of the record, we find that the payment arrangement ordered by the Special Agent is reasonable. The Special Agent based the payment arrangement terms on several factors in addition to the Complainant's monthly income as stated above in our disposition of Exception No. 1. At the time of the hearing, the Complainant stated that she could afford a payment of around \$400. The Complainant also testified that she would pursue full time employment when she found reliable childcare. Because Chapter 14 does not apply to this case due to the applicable PFA Order here, we agree

with the Special Agent that we shall be guided by our prior decision in *Stiffler* in offering an extended timeframe to pay back the outstanding balance.

We note that the Complainant was enrolled in West Penn's PCAP beginning in 2016 but was removed from the program when she failed to re-verify her income. West Penn Exh. 7. We are constrained in the payment terms we can make available to the Complainant in a payment arrangement and note that the Company's PCAP program would be more affordable, if she could re-enroll and if she maintained participation. We note that the Complainant testified that she was hopeful that she will be able to make enough payments so that she can re-enroll in PCAP. I.D. at 12.

We note the challenges the Complainant faces regarding the PFA.<sup>7</sup> During her testimony at the hearing, the Complainant expressed a willingness to apply for SNAP<sup>8</sup> benefits "if it would help" her case for a payment arrangement. We note that SNAP benefits are not part of the income calculation for a payment arrangement, and she is not required to apply for these benefits. However, we are encouraged that even with her challenging situation as a victim under the protection of a PFA, the Complainant is willing to apply for benefits that might help her financial situation.

We also encourage the Complainant to review her options in choosing an EGS. During the period of March 2018 through June 2019, Ambit Energy was her supplier. Ambit's rate was consistently higher than (at some points double) West Penn's

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<sup>7</sup> We note that Ms. Herr's current PFA extends through August 2020, and we acknowledge the lasting effects that can occur when a family is impacted by the situation meriting a PFA Order.

<sup>8</sup> SNAP provides nutrition assistance to needy families. *See*, <https://www.fns.usda.gov/snap>.

price-to-compare, increasing the amount the Complainant was responsible for in her monthly bills. West Penn Exh. 8.

Based on the foregoing, the payment arrangement being ordered for the Complainant consists of an arrearage of \$132 plus the budget billing amount of \$353, which would make her total electric bill \$485 or more than half (56%) of her monthly income. If her income has fallen as stated in the Complainant's Exception No. 1 (but not part of the record), her utility bills would be an even higher portion of her monthly income. At the time of the hearing, Ms. Herr had a household of four including a minor child with medical issues. Although West Penn may have already done so, we recommend that West Penn contact the Complainant and connect her with its Customer Assistance and Referral for Evaluation of Services (CARES) representative and provide Ms. Herr with Hardship Fund program information. We encourage West Penn to evaluate the Complainant's eligibility for its PCAP program. We also note that the Complainant's monthly bill could be reduced through the Weatherization Assistance Program or WARM benefits that she may qualify for including weatherization and an in-home energy use evaluation when these programs again become available.<sup>9</sup>

### **Conclusion**

Based on our review of the record, the Exceptions, and the applicable law, we find that the Special Agent's Initial Decision is sound and agree with the Special Agent's determination to grant the Complaint and that the payment arrangement of one hundred twenty (120) months is reasonable. Accordingly, we shall deny the

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<sup>9</sup> We are aware of the fact that WARM program activities may not be available until the current Covid-19 pandemic situation improves. *See* FirstEnergy Pennsylvania Energy Assistance Programs at <https://www.firstenergycorp.com/content/dam/customer/get-help/files/asst-programs/Pennsylvania-Assistance-Programs.pdf>.

Complainant's Exceptions and adopt the Special Agent's Initial Decision, consistent with this Opinion and Order; **THEREFORE,**

**IT IS ORDERED:**

1. That the Exceptions filed by Amanda Herr on December 31, 2019, are denied, consistent with this Opinion and Order.
2. That the Initial Decision of Special Agent Gail M. Chiodo, issued on December 13, 2019, is adopted, consistent with this Opinion and Order.
3. That the Formal Complaint filed by Amanda Herr on April 11, 2019, against West Penn Power Company at Docket No. C-2019-3009143 is granted.
4. That the proceeding at Docket No. C-2019-3009143 be marked closed.

**BY THE COMMISSION,**



Rosemary Chiavetta  
Secretary

(SEAL)

ORDER ADOPTED: July 16, 2020

ORDER ENTERED: July 16, 2020



Amanda D Herr – 724-771-1717  
616 Stanton St Front, Greensburg, PA 15601  
Westmoreland County, South Greensburg Borough  
WPP account no.: 100093344412  
Job Number: 39904

Renter: Landlord - Michael Kolczynski  
412 610 0418  
32 Forest Ave, Greensburg PA 15601

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Weatherization Contractor: Action Housing assigned job 08/04/2020, energy audit completed on 09/02/2020, and job was finished on 12/29/2020

Annual usage: 27726 kwh  
Number of Occupants: 4

1-1/2 or 2 Story  
Utility Gas /Gas Furnace  
Central A/C (2020) w/1 room A/C  
Electric Water heater

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**Total Job Cost: \$18, 979**

- Includes \$14,229 in seasonal measures
- Includes \$540 Health and Safety measures
- Includes \$1015 in Appliances

**Measures Installed :**

- 14 cu ft Freezer delivered on 2-5-21
- 11 Replacement Windows installed 12-28-2020
- 8 Sq Ft Rigid Board to repair/air seal attic by-passes
- Typar/Tyvek - moisture barrier above drop ceiling in bathroom
- 240sqft of R-19 blown insulation to dense pack slopes in attic
- 564 sq ft of R-33 blown insulation on unfloored main attic
- 100 linear feet of caulking
- New Lid for the attic hatch
- 1874 sq ft blown sidewall insulation.
- Vented exhaust fan out roof
- Replaced dryer vent and insulated dryer vent pipe on the exterior of home
- 2 LED. Nightlights
- 16 LED – 9-13 watt standard bulbs
- 1 LED 3-way bulb
- Replace furnace filter and install filter slot cover
- Tier1, 6-9 Outlet Smart Power Strip

P1881



Assigned To

Assigned Specialist  
Banker, Amber S

Customer Information

Case Number

3795912

Account Number

100093344412

First Name

AMANDA

Last Name

HERR

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

616 STANTON ST FRONT

Address2

City

GREENSBURG

State

PA

Mail Zip

15601

Family

Family Size

4

Children

2

Age

17,14

Adults

2

General

PUC Date Opened

7/22/2021

PUC Date Prepared

7/22/2021

Received Date

7/22/2021

PUC Date Closed

8/3/2021

Case Information

Prior Case Number

0

Term Date

7/26/2021

Arrearage

1271

Case Origin

TELEPHONE

Universal Service

Yes

Income

AD1 CHILDS - \$956

Source

Business Name

AD2 STUDEN - \$0

Reason For Contact

ON

- PAR NEEDED (# 61)

Case Problem

Company Position

07/19/2021 COMPANY WANTS THE FULL AMOUNT TO KEEP SERVICE ON.

Related Information

61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. NOTES FOR COMPANY – IF RESPONDING WITH AN EGW ABBREVIATED PAR REPORT FOR A STRAIGHT PAYMENT ARRANGEMENT REQUEST (CODE 61), YOU MUST ALSO COMPLETE AND SEND THE “ABBREVIATED REPORT ATTACHMENT.” IF RESPONDING WITH AN EGW FULL PAR REPORT, THE REPORT MUST ANSWER THE SAME QUESTIONS FROM THE “ABBREVIATED REPORT ATTACHMENT.”

THE PA’S MUST COMPLY WITH THE MARCH 18, 2021 ORDER (M-2020-3019244). SERVICE ON. CUSTOMER STATES THEY WERE ON CAP AND IS UNSURE IF SHE STILL IS ON CAP. I EXPLAINED WE WOULD NOT BE ABLE TO HELP IF SHE WAS ON THAT PROGRAM BUT SHE WANTED TO START A CASE WITH US ANYWAY IN CASE SHE WAS OFF THE PROGRAM. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (724) 771 - 1717 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS LANDONCOLLIN12@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

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      |                    |
| MERIKKA                 | SHIRK                  |                    |

Status

Status

Closed

History

Click To Expand

<
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Is Archived

Customer Information

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Case Number

3795912

Customer First Name

AMANDA

Customer Last Name

HERR

Account Number

100093344412

Service Address

---

Address 1

616 STANTON STREET

Address 2

City

GREENSBURG

Service State

PA

Zip

15601

Home Phone

Work Phone

Mailing Address

---

Address 1

616 STANTON ST FRONT

Address 2

City

GREENSBURG

State

PA

Zip

15601

Family

---

Adults

2

Family Size

4

Children

2

Age

17,14

General

---

PUC Date Opened

7/22/2021

PUC Sent Date

8/3/2021

PUC Date Closed

8/3/2021

Case Type

Straight

Assigned To

---

Assigned Specialist

Banker, Amber S

Case Information

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PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/23/2021

Head Date

8/3/2021

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 22578.84              | 0.00                        | 0.00                      |
| Regular Budget Amount | PUC Service Continue Amount | Arrears Payment Plus      |
| 30.00                 | 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

SHORT BLANK LETTER

Resolution

DISMISSAL ISSUED: BCS  
 STRONGLY ENCOURAGES THE UTILITY TO WORK WITH THE CUSTOMER, REGARDLESS OF CAP  
 ARREARS, AND EXPLORE ALL OPTIONS CONSISTENT WITH THE TERMS OF THE MARCH 11,  
 2021  
 ORDER TO PREVENT TERMINATION OF SERVICE OR ASSIST IN THE RESTORATION OF  
 SERVICE.

|                    |               |
|--------------------|---------------|
| Has Decision Issue | Response Time |
|--------------------|---------------|

Other Information

|                            |                        |
|----------------------------|------------------------|
| Investigator First Name    | Investigator Last Name |
| PRECIOUS                   | JOHNSON                |
| Investigator Area Code     | Investigator Phone     |
| 717                        |                        |
| Investigator Fax Area Code | Investigator Fax       |

|                    |                   |
|--------------------|-------------------|
| Intaker First Name | Intaker Last Name |
| MERIKKA            | SHIRK             |
| Status             |                   |

|                                     |                     |
|-------------------------------------|---------------------|
| Is SAP Completed                    | SAP Completion Date |
| <input checked="" type="checkbox"/> | 8/3/2021            |

History

Click To Expand

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**Docket No. C-2021-3028202**  
**Amanda Polka Herr v. West Penn Power Company**



**Account Timeline December 2015 to November 2021**

| <b>Date</b>    | <b>Event</b>   |
|----------------|--|
| <b>12/1/15</b> | <b>Winter Moratorium begins</b>                      |
| <b>2016</b>    |  |
| 3/2/16         | 10-day Notice  |
| 3/22/16        | 10-day Notice  |
| <b>3/31/16</b> | <b>Winter Moratorium ends</b>                        |
| 4/5/16         | BCS # 3423243: Filed                                 |
| 4/15/16        | BCS # 3423243: Closed/Dismissed                      |
| 4/26/16        | Service Terminated                                   |
| 4/27/16        | BCS # 3433008: Filed                                 |
| 4/27/16        | Medical Certificate #2 submitted to restore service  |
| 4/28/16        | Service Restored                                     |
| 4/28/16        | BCS # 3433008: Closed Verbally                       |
| 6/1/16         | 10-day Notice  |
| 6/14/16        | Dispute Rights Given                                 |
| 6/27/16        | Medical Certificate #3 submitted to prevent shut-off |
| 8/1/16         | 10-day Notice  |
| 9/3/16         | 10-day Notice  |
| 9/19/16        | Dispute Rights Given                                 |
| 10/1/16        | PCAP Re-enrolled effective 9/15/16                   |
| <b>12/1/16</b> | <b>Winter Moratorium begins</b>                      |
| <b>2017</b>    |  |
| 2/6/17         | 10-day Notice  |
| 3/21/17        | 10-day Notice  |
| <b>3/31/17</b> | <b>Winter Moratorium ends</b>                        |
| 4/4/17         | Payment  |
| 4/11/17        | Return Payment – Bank account closed                 |
| 4/19/17        | Service Terminated                                   |
| 4/20/17        | Payment  |
| 4/20/17        | Fuel Fund Assistance Grant Pledge                    |
| 4/21/17        | Service Restored                                     |
| 4/27/17        | Fuel Fund Assistance Grant posted                    |
| 7/11/17        | 10-day Notice  |
| 7/25/17        | Dispute Rights Given                                 |
| 8/4/17         | Customer verbal PFA – 7-day lock                     |
| 8/25/17        | BCS # 3557231: Filed                                 |
| 8/28/17        | BCS # 3557231: Closed/Dismissed                      |
| 10/3/17        | 10-day Notice  |
| 10/4/17        | Temp PFA received: valid 8/16/17 – 2/16/18           |
| 10/16/17       | Dispute Rights Given                                 |
| 10/17/17       | PCAP Removal   |

**Docket No. C-2021-3028202**  
**Amanda Polka Herr v. West Penn Power Company**

|                |  |
|----------------|--|
| 10/27/17       | BCS # 3573703: Filed                       |
| 11/3/17        | BCS # 3573703: Closed/Dismissed            |
| <b>12/1/17</b> | <b>Winter Moratorium begins</b>            |
| <br>           |  |
| <b>2018</b>    |  |
| 3/5/18         | 10-day Notice                              |
| 3/19/18        | 10-day Notice                              |
| 3/28/18        | Partial Payment                            |
| <b>3/31/18</b> | <b>Winter Moratorium ends</b>              |
| 4/2/18         | Dispute Rights Given                       |
| 4/2/18         | BCS # 3596834: Filed                       |
| 4/3/18         | BCS # 3596834: Closed/Dismissed            |
| 4/13/18        | LIHEAP Pledged \$500 and \$200             |
| 4/26/18        | LIHEAP Cash Grant \$200 posted             |
| 5/1/18         | LIHEAP Crisis Grant \$500 posted           |
| 6/4/18         | 10-day Notice                              |
| 6/18/18        | Dispute Rights Given                       |
| 6/29/18        | Payment                                    |
| 6/29/18        | BCS # 3629116: Filed                       |
| 7/9/18         | Return Payment – Bank account not found    |
| 9/1/18         | 10-day Notice – undisputed current charges |
| 9/13/18        | Payment                                    |
| 9/20/18        | Return Payment – Bank account not found    |
| 9/28/18        | Dispute Rights Given                       |
| 10/16/18       | LIHEAP Cash Grant \$236 posted             |
| <b>12/1/18</b> | <b>Winter Moratorium begins</b>            |
| <br>           |  |
| <b>2019</b>    |  |
| 2/4/19         | 10-day Notice                              |
| 3/19/19        | 10-day Notice                              |
| 3/20/19        | BCS # 3629116: Closed/Dismissed            |
| 3/25/19        | Dispute Rights Given                       |
| <b>3/31/19</b> | <b>Winter Moratorium ends</b>              |
| 4/2/19         | Dispute Rights Given                       |
| 4/12/19        | Formal # C-2019-3009143: Received          |
| 4/12/19        | LIHEAP Pledged \$500 and \$600             |
| 4/30/19        | LIHEAP Crisis Grant \$500 posted           |
| 5/6/19         | LIHEAP Crisis Grant \$600 posted           |
| 8/1/19         | Dispute Rights Given                       |
| 8/24/19        | Payment                                    |
| 8/24/19        | Payment                                    |
| 8/25/19        | Payment                                    |
| 8/26/19        | Payment                                    |
| <b>12/1/19</b> | <b>Winter Moratorium begins</b>            |

**Docket No. C-2021-3028202**  
**Amanda Polka Herr v. West Penn Power Company**

**2020**

|                 |  |
|-----------------|--|
| 1/1/20          | Payment  |
| 1/9/20          | Temp PFA received: valid 8/13/19 – 8/13/20         |
| 2/3/20          | Payment  |
| <b>3/13/20</b>  | <b>Covid Moratorium begins</b>                     |
| 7/16/20         | Formal # C-2019-3009143 Closed/PUC 10-yr PAR       |
| 10/3/20         | Delinquent Notice (Not Termination Notice)         |
| <b>10/13/20</b> | <b>COVID Moratorium cont'd/protected customers</b> |
| 11/7/20         | WARM Program Completed                             |
| 11/12/20        | Pre-Disconnection Warning Letter                   |
| <b>12/1/20</b>  | <b>Winter Moratorium begins</b>                    |

**2021**

|               |   |
|---------------|---|
| <b>4/1/21</b> | <b>Winter and COVID Moratorium ends</b>           |
| 4/2/21        | Outreach call advised collection activity resumes |
| 5/1/21        | 10-day Notice                                     |
| 5/13/21       | Payment   |
| 5/13/21       | Company Ext PAR (per PUC March 2021 Order)        |
| 6/24/21       | PCAP Re-enrolled                                  |
| 6/24/21       | Outreach call advising of ERAP funds available    |
| 6/30/21       | 10-day Notice                                     |
| 7/15/21       | Dispute Rights Given                              |
| 7/22/21       | BCS # 3795912: Filed                              |
| 7/23/21       | Payment   |
| 8/3/21        | BCS # 3795912: Closed/Dismissed                   |
| 8/3/21        | Payment   |
| 8/3/21        | Dispute Rights Given                              |
| 8/9/21        | Return Payment – Bank account not found           |
| 8/15/21       | Payment   |
| 8/19/21       | Return Payment – Bank account not found           |
| 8/31/21       | Formal # C-2021-3028202: Received                 |

**Docket No. C-2021-3028202**  
**Amanda Polka Herr v. West Penn Power Company**  
**Complaint History**  
**July 2015 to Present**



| Complaint                     | Opened/Filed   | Issue                       | Resolution  |
|-------------------------------|--|-----------------------------|---|
|                               | Closed   |                             | Reason  |
| Informal # 1<br>BCS # 3362285 | 7/7/15<br>Balance:<br>\$11,240.12<br><br>10/27/15<br>Balance:<br>\$12,126.42 | PAR Request                 | Dismissed<br>§ 1405(c)<br>CAP arrears in balance  |
| Informal # 2<br>BCS # 3423243 | 4/5/16<br>Balance:<br>\$12,652.60<br><br>4/15/16<br>Balance:<br>\$12,737.07  | PAR Request<br>With dispute | Dismissed<br>§ 1405(c)<br>Contact WPP for dispute |
| Informal # 3<br>BCS # 3433008 | 4/27/16<br>Balance:<br>\$12,737.07<br><br>4/28/16<br>Balance:<br>\$12,737.07 | Service Off<br>With dispute | Restored with Med Cert                            |
| Informal # 4<br>BCS # 3557231 | 8/25/17<br>Balance:<br>\$11,791.80<br><br>8/28/17<br>Balance:<br>\$11,791.80 | PAR Request                 | Dismissed<br>§ 1405(c)<br>CAP arrears in balance  |

**Docket No. C-2021-3028202**  
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**Complaint History**  
**July 2015 to Present**

|   |  |   |   |
|---|--|---|---|
| <p style="text-align: center;">Informal # 5<br/>BCS # 3573703</p> | <p style="text-align: center;">10/27/17<br/>Balance:<br/>\$12,240.57</p> <p style="text-align: center;">11/3/17<br/>Balance:<br/>\$12,240.57</p> | <p style="text-align: center;">PAR Request</p>                  | <p style="text-align: center;">Dismissed<br/>§ 1405(c)<br/>CAP arrears in balance</p>   |
| <p style="text-align: center;">Informal # 6<br/>BCS # 3596834</p> | <p style="text-align: center;">4/2/18<br/>Balance:<br/>\$12,812.21</p> <p style="text-align: center;">4/3/18<br/>Balance:<br/>\$12,812.21</p>    | <p style="text-align: center;">PAR Request</p>                  | <p style="text-align: center;">Dismissed<br/>§ 1405(c)<br/>CAP arrears in balance</p>   |
| <p style="text-align: center;">Informal # 7<br/>BCS # 3629116</p> | <p style="text-align: center;">6/29/18<br/>Balance:<br/>\$166.68</p> <p style="text-align: center;">3/20/19<br/>Balance:<br/>\$16,351.44</p>     | <p style="text-align: center;">PAR Request<br/>With dispute</p> | <p style="text-align: center;">Dismissed<br/>Currently ineligible for a<br/>PUC PAR</p> |
| <p style="text-align: center;">Formal # 1<br/>C-2019-3009143</p>  | <p style="text-align: center;">4/11/19<br/>Balance:<br/>\$16,351.44</p> <p style="text-align: center;">7/16/20<br/>Balance:<br/>\$19,543.40</p>  | <p style="text-align: center;">PAR Request<br/>With dispute</p> | <p style="text-align: center;">PUC 10-year PAR<br/>BB + \$162<br/>Beginning 9/2/20</p>  |
| <p style="text-align: center;">Informal # 8<br/>BCS #3795912</p>  | <p style="text-align: center;">7/22/21<br/>Balance:<br/>\$21,205.88</p> <p style="text-align: center;">8/3/21<br/>Balance:<br/>\$8,504.41</p>    | <p style="text-align: center;">PAR Request</p>                  | <p style="text-align: center;">Dismissed<br/>Company to offer COVID<br/>PAR</p>         |

**Docket No. C-2021-3028202**  
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|                              |                                    |  |  |
|------------------------------|------------------------------------|--|--|
| Formal # 2<br>C-2021-3028202 | 8/20/21<br>Balance:<br>\$20,813.87 | PAR Request<br>Disputing "old charges" |  |
|------------------------------|------------------------------------|--|--|