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 2 Robert J. Rhodes
 3 v.
 4 Pennsylvania Electric
 5 Company
 6
 7 Cancelled/Rescheduled
 8 Initial Telephonic Hearing
 9 -----

Docket No.:
 C-2021-3028119

10 Pages 1 - 117

Judge's Chambers
 Piatt Place
 301 5th Avenue
 Pittsburgh, PA 15219

Thursday, December 9, 2021
 Commencing at 9:59 a.m.

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 22 INDEX TO EXHIBITS

23 Docket No. C-2021-3028119

24 Hearing Date: December 9, 2021

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Docket No. C-2021-3028119
Robert J. Rhodes v. Pennsylvania Electric Company
The Hon. Katrina L. Dunderdale
Hearing: Tuesday, November 23, 2021; 10:00 a.m.
Call-in Hearing No.: 1.866.675.4411; PIN: 23464163#

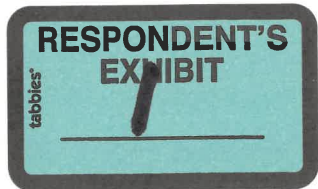
PROPOSED HEARING EXHIBITS OF PENELEC

Wife's Account No. 100076773249

1. Customer Verification Screen
2. Contacts
3. BCS Decision 3426428, closed 9/8/2016
4. PAR History
5. Financial Summary, 9/17/19
6. Financial Summary, 2/10/20
7. CBA, dated 12/2/15

Robert J. Rhodes: Account No. 100146137987

8. Accurint for Service Address ownership
9. Accurint for Service Address occupancy
10. Accurint for Robert Rhodes
11. Contacts for Temporary Account No. 100140067388
12. Denial Letter, dated 4/21/20 for Temporary Account No. 100140067388
13. Contacts for Temporary Account No. 100144174545
14. Denial Letter, dated 2/26/21 for Temporary Account No. 100144174545
15. Contacts for Account No. 100146137987
16. BCS Decision No. 3785136, closed May 27, 2021
17. 24-month Statement of Account
18. PCAP Documents
19. Monthly Bill, dated October 15, 2021
20. Chart reflecting charges prior to 3/2020 and after
21. 24-month Usage Comparison
22. Meter Test Results for Meter #5001739192
23. Meter Test for Meter #5003006396



Customer/Verification

Partner: TIFFANY RHODES / ***-**-2749

Cust Contact: robert james rhodes II, husband

Password:

Prem Phone:

Acct Nbr: 100678773249

Acct Name:

Email Addr: mammarhodes@yahoo.com

Web User: RHODES12708

Account Details

Acct Class: Residential

Rate: PN-RESF

Risk: 9114-HighRisk

Inv Prt Out:

Sched MR Date: 09/14/2021

Penelec

Acct Status: FINL

Pay Terms: 20DY

Dun Lock:

Avg Mo Bill: Calculable

Sched Bill Date: 08/16/2021

Alerts

Payment and Reg Pgms

Technical Data

Premise(s):

OC 5001739192 KWH

Bill Certified RCD

Account Balance

Balance Type	Amount
Balance (Receivable - Credit)	5,633.82
Open	5,633.82
Past Due	5,633.82

Billing History

Post Date	Amount	Due Date
07/22/2021	5,633.82	08/12/2021
07/15/2021	5,297.86	08/05/2021
06/15/2021	4,884.86	07/06/2021

Payment History Returns History

St	Date	Amount	Conf No.	Description
02	02/22/2020	200.00-	68334812	Electronic Check Payment - IVR
02	02/10/2020	200.00-	68059708	Electronic Check Payment - CSR
10	10/24/2019	50.00-	65604181	Electronic Check Payment - IVR

Contract Acct: 100076773249
 Service Address: 10436 STANDING STONE RD,HUNTINGDON PA 16652

Date Range



Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/25/9999 16:12:26	08/25/2021	100076773249	Laurie E Parker	PUC/BPU Complaint-Written
<p>PaPUC Formal Complaint Docket No. C-2021-3028119 received. Robert Rhodes denial of service. Formal Complaint is redacted. Per Informal complaint the service address is 10436 Standing Stone Rd Huntingdon Pa</p>				
12/04/2021 10:36:56	06/04/2021	100076773249	Yeneily Basan Belgrove	PUC/BPU Complaint-Written
<p>PUC complaint case number 3785136 received on 04/13/2021 regarding Service Denial. Filed by ROBERT J RHODES. B/P # 807184389. For premise # 1026171 / 10436 STANDING STONE RD,HUNTINGDON PA 16652. Power on. Ybasan</p> <p>PLEASE, COMPLETE FS AND OFFER LONG TERM IP.</p> <p>Based on Accurant, Robert Rhodes is connected to the premise address: 10436 Standing Stone Rd, Huntingdon PA 16652 from April 2007 to current.</p> <p>TO THE PUC ON 05/11/2021:: If the applicant, Robert Rhodes agrees to be responsible for the entire premise balance of \$5,121.86, then, the company is willing to place the service in his name without a down payment. After transferred the entire premise balance, the account can be placed on a company payment arrangement.</p> <p>FROM THE PUC ON 06/02/2021::: CASE CLOSED. *****REVISED***** ***** DECISION MAILED TO CUSTOMER 06/02/2021. RESENDING REVISED DECISION TO REFLECT DATE 06/02/2021 ***** ***** DECISION ISSUED. CASE IS DISMISSED. APPLICANT IS TIED TO PREMISE BASED ON HOUSEHOLD INFORMATION AND ACCURINT CHECK, THEREFORE EQUALLY RESPONSIBLE FOR THE UNPAID BALANCE THAT ACCRUED PER REGULATIONS. COMPANY IS WILLING TO ESTABLISH SERVICE IN HIS NAME WITH NO MONEY DOWN. ONCE HIS ACCOUNT IS ESTABLISHED BALANCE TRANSFERRED, HE WOULD BE ELIGIBLE FOR A PAYMENT ARRANGEMENT BASED ON INCOME. APPLICANT SHOULD CONTACT PENELEC IF HE STILL WISHES TO ESTABLISH SERVICE IN HIS NAME. CASE CLOSED.</p>				
10/26/2021 11:29:01	10/26/2021	100076773249	Andrew D Cronan	General Inquiry
<p>s/w TIFFANY RHODES calling to see what usage was before march of 2020.. added usage from 06/12/2019 to 03/12/2020 which came to \$1355.35.. wants to split up that amt between her and her ex spouse.. advised service ended as of 07/20/2021.. brought the ex spouse on the line.. he started arguing that amt was not correct.. advised added usage up manually and it is correct for that timeframe anything else needs to be disputed with each other</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer was satisfied.				
10/26/2021 11:11:44	10/26/2021	100076773249	Samantha M Gittins	General Inquiry
Satisfied Not Applicable: Reason - Call Transferred				
10/26/2021 10:57:45	10/26/2021	100076773249	INTV IVR	Account Balance Inquiry
10/25/2021 16:42:02	10/25/2021	100076773249	INTV IVR	Account Balance Inquiry
07/21/2021 12:40:26	07/21/2021	100076773249	Tiffany E King	Move-Out Created by Move-In
Move out created from Move in : 000030240256 Created By: King,Tiffany E				
07/20/2021 11:54:19	07/20/2021	100076773249	Tiffany E King	Pos ID Follow-up
<p>***working topcall**</p> <p>received email from compliance-</p> <p>spoke with Robert Rhodes- at the number (814)644-0516</p> <p>*****</p> <p>he said he appealed the PUC decision</p> <p>that the balance isnt his</p> <p>he only moved in march</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
07/20/2021 10:59:51	07/20/2021	100076773249	ANGELA M RADCLIFF	General Inquiry
S/W: ROBERT RHODES, HUSBAND, UPDATED CONTACT INFO, adv hold on acct until 8/1/21-cust adv applied for appeal with PUC Customer was satisfied.				
07/20/2021 10:51:07	07/20/2021	100076773249	ANGELA M RADCLIFF	Premise Information Changed
Old Premise Phone:(814)644-1493 New Premise Phone:(814)644-0516 Created By: ANGELA M RADCLIFF				
07/20/2021 10:51:07	07/20/2021		ANGELA M RADCLIFF	Personal Data Changed
Old BP Phone:(814)644-1493 New BP Phone:(814)644-0516 Created By: ANGELA M RADCLIFF				
07/20/2021 10:20:16	07/20/2021	100076773249	Yeneily Basan Belgrove	Create Dunning Lock
Dunning Lock Reason:Utility Commission Dispute Start Date: 07/20/2021 End Date: 08/01/2021 Created By: Yeneily Basan Belgrove				
07/20/2021 09:44:55	07/20/2021	100076773249	Laura C Salinas	General Inquiry
S/W robert james rhodes II,husband CALLING IN FOR TIFFANY RHODES / 100076773249 CUST WANTS SERVICE IN HIS NAME XFER AMIP Satisfied Not Applicable: Reason - Call Transferred				
07/13/2021 17:04:00	07/13/2021	100076773249	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/12/2021 10:03:00	07/12/2021	100076773249	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
06/30/2021 22:28:30	06/30/2021	100076773249	CS General Purpose Batch	Disconnection Notice - PA Residential
06/14/2021 19:10:22	06/14/2021	100076773249	CS General Purpose Batch	Calculation
C/A 100076773249 Contract 0012635305 Budget amt calculated for period ending 06/13/21 = \$ 376.00 Open editor for detail				
1. 12 Mth Factor Amt:			3496.06	

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
2. Current Delta: 2958.00 - 2349.00 + 0.00 609.00 3. Remaining Amount: 538.06 4. Diff + Remain Amt: 609.00 + 538.06 1147.06 5. New BBP Amount: 1147.06 / 91 x 30.4 383.00 * Dollar Difference: 383.00 - 376.00 7.00 * Pct Difference: 1.86 * System BBP Amount: 376.00				
05/28/2021 10:29:53	05/28/2021	100076773249	Yeneily Basan Belgrove	Create Dunning Lock
Dunning Lock Reason:Utility Commission Dispute Start Date: 05/28/2021 End Date: 06/22/2021 Per email from the PUC Created By: Yeneily Basan Belgrove				
05/28/2021 09:29:57	05/28/2021	100076773249	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_FAULT_DIAL				
05/28/2021 08:56:23	05/28/2021	100076773249	Chakeira L Evans	Lights-None
Reported By: robert james rhodes II,husband Reported By Phone: (814)644-1493 Storm Mode: Non-Storm Mode ERT Type: SYS Restoration callback requested: (814)644-1493 ERT Time Quoted: 05/28/21 11:30 AM Script Read: Yes Notification Instructions: Customer was satisfied. Created By: Chakeira L Evans				
05/28/2021 08:53:30	05/28/2021	100076773249	SANDRA J ROHDE	General Inquiry
VAI, S/W ROBERT RHODES 100076773249 XFER TO BILLING Satisfied Not Applicable: Reason - Call Transferred				
04/27/2021 15:30:23	04/27/2021	100076773249	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE				
Invalid or no response from Customer.				
04/27/2021 14:22:15	04/27/2021	100076773249	MEGAN E JONES	Lights-None
Reported By: robert james rhodes II,husband Reported By Phone: (814)644-1493 Storm Mode: Non-Storm Mode ERT Type: SYS Restoration callback requested: (814)644-0156 ERT Time Quoted: 04/27/21 05:00 PM Script Read: Yes Notification Instructions: Customer was satisfied. Created By: MEGAN E JONES				
04/13/2021 17:08:00	04/13/2021	100076773249	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
04/13/2021 14:52:17	04/13/2021	100076773249	Yeneily Basan Belgrove	PUC/BPU Complaint-Written
PUC complaint case number 3785136 received on 04/13/2021 regarding Service Denial. Filed by ROBERT J RHODES. B/P # 807184389. For premise # 1026171 / 10436 STANDING STONE RD,HUNTINGDON PA 16652. Power on. Ybasan				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>PLEASE, COMPLETE FS AND OFFER LONG TERM IP.</p> <p>Based on Accurint, Robert Rhodes is connected to the premise address: 10436 Standing Stone Rd, Huntingdon PA 16652 from April 2007 to current.</p> <p>TO THE PUC ON 05/11/2021:: If the applicant, Robert Rhodes agrees to be responsible for the entire premise balance of \$5,121.86, then, the company is willing to place the service in his name without a down payment. After transferred the entire premise balance, the account can be placed on a company payment arrangement.</p> <p>FROM THE PUC ON 06/02/2021::: CASE CLOSED. *****REVISED***** ***** DECISION MAILED TO CUSTOMER 06/02/2021. RESENDING REVISED DECISION TO REFLECT DATE 06/02/2021 ***** ***** DECISION ISSUED. CASE IS DISMISSED. APPLICANT IS TIED TO PREMISE BASED ON HOUSEHOLD INFORMATION AND ACCURINT CHECK, THEREFORE EQUALLY RESPONSIBLE FOR THE UNPAID BALANCE THAT ACCRUED PER REGULATIONS. COMPANY IS WILLING TO ESTABLISH SERVICE IN HIS NAME WITH NO MONEY DOWN. ONCE HIS ACCOUNT IS ESTABLISHED BALANCE TRANSFERRED, HE WOULD BE ELIGIBLE FOR A PAYMENT ARRANGEMENT BASED ON INCOME. APPLICANT SHOULD CONTACT PENELEC IF HE STILL WISHES TO ESTABLISH SERVICE IN HIS NAME. CASE CLOSED.</p>				
04/13/2021 14:51:54	04/13/2021	100076773249	Yeneily Basan Belgrove	Create Dunning Lock
<p>Dunning Lock Reason:Utility Commission Dispute Start Date: 04/13/2021 End Date: 05/13/2021 Created By: Yeneily Basan Belgrove</p>				
04/12/2021 10:04:00	04/12/2021	100076773249	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
<p>Phone attempt 09 - Sit Tone/Invalid Phone Number</p>				
04/03/2021 21:16:37	04/03/2021	100076773249	CS General Purpose Batch	Disconnection Notice - PA Residential
03/31/2021 10:17:31	03/31/2021	100076773249	Kristen L Delle Donne	Outbound Call
<p>PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.</p>				
03/15/2021 19:24:19	03/15/2021	100076773249	CS General Purpose Batch	Calculation
<p>C/A 100076773249 Contract 0012635305 Budget amt calculated for period ending 03/14/21 = \$ 376.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3509.85 2. Current Delta: 2317.36 - 1221.00 + 0.00 1096.36 3. Remaining Amount: 1192.49 4. Diff + Remain Amt: 1096.36 + 1192.49 2288.85</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
5. New BBP Amount: 2288.85 / 185 x 30.4 376.00 * Dollar Difference: 376.00 - 214.00 162.00 * Pct Difference: 75.70 * System BBP Amount: 376.00				
03/11/2021 11:11:09	03/11/2021	100076773249	Sarah T Velez	Pos ID Follow-up
AMIP Follow-Up Reviewing premise for disconnection activity due to application, no disconnection present - svelez Satisfied Not Applicable: Reason - Pos Id follow-up				
02/26/2021 14:36:16	02/26/2021	100076773249	Sarah T Velez	Service Denied!!
** Transfer all calls to AMIP ** Business Partner: 0807184389 PREMISE: 0001026171 Guarantor Script Shown: N/A Pending Guarantor: Contract Account 100144174545 created. Financial Summary created: Yes Income Level = A Advance Move-in Notes: Applicant Name: ROBERT J RHODES Daytime Contact Number: 8146440516 BP/Premise: 0807184389 / 0001026171 Requested Move in Date: 03/01/2021 Pending Acct: 100144174545 Denial of Service Reason: Large Premise Balance Denial of Service Reason 2: Same Household Block Date Given: 03/12/2021 Requirements Total Premise Account Balance: 4364.97 Shut-Off/Comply Date Advised: Y User ID: 54680 Username: Sarah T Velez Mailing Address: 10436 STANDING STONE RD HUNTINGDON PA 16652 Contact Phone: (814)644-0516 Customer was satisfied. sw ROBERT J RHODES power on level A denied due to large prem balance bp admits to living here for about 20 years balance 4364.97 1 broken ip req 50% upfront payment 2182.48 prov pending acct nbr & def nbr adv to contact us back once the payment is made adv comply 3/12 Created By: Velez,Sarah T				
02/26/2021 13:53:00	02/26/2021	100076773249	Victoria Newbrough	General Inquiry
S/W: robert james rhodes II, 100076773249, needs service in his name, prem has past due over 300, xfer to amip Satisfied Not Applicable: Reason - Call Transferred				
02/26/2021 13:48:37	02/26/2021	100076773249	Kaly R Ocheltree	General Inquiry
S/W: robert james rhodes II,husband; transferred to move team to get into his name; stated he hasnt lived at address				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
for a year; he solely lives there Customer was satisfied.				
02/26/2021 13:36:47	02/26/2021	100076773249	INTV IVR	Account Balance Inquiry
12/12/2020 20:36:07	12/12/2020	100076773249	CS General Purpose Batch	Calculation
<p>C/A 100076773249 Contract 0012635305 Budget amt calculated for period ending 12/10/20 = \$ 214.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2522.81 2. Current Delta: 716.19 - 579.00 + 0.00 137.19 3. Remaining Amount: 1806.62 4. Diff + Remain Amt: 137.19 + 1806.62 1943.81 5. New BBP Amount: 1943.81 / 276 x 30.4 214.00 * Dollar Difference: 214.00 - 193.00 21.00 * Pct Difference: 10.88 * System BBP Amount: 214.00</p>				
11/24/2020 09:33:07	11/24/2020	100076773249	Crystle M Olszewski	General Inquiry
<p>s/w susan energy asst fayette co adv last disc ntc 1959.66 date 10/15 adv cust is **MORATORIUM PROTECTED** no pledge cmo/cbo team Satisfied Not Applicable: Reason - Manual work</p>				
11/19/2020 15:26:06	11/19/2020	100076773249	Kristen L Delle Donne	General Inquiry
<p>CUSTOMER ELIGIBLE FOR DUNNING ON 11/27/2020. DUNNING LOCK ADDED PER REV OPS MANAGEMENT THROUGH 11/26/2020.</p>				
11/18/2020 05:02:42	11/18/2020	100076773249	Same as ZCSBTCH - no printer	Postal Service Change of Address
<p>Business Partner Std Addr Change Effective: 11/18/2020 15588 BACKBONE RD ENTRIKEN PA 16638-8620</p>				
11/16/2020 15:46:31	11/18/2020	100076773249	Kristen L Delle Donne	Pre-Disconnection Warning Letter
<p>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.</p>				
10/20/2020 21:57:41	10/20/2020	100076773249	Michael R Evelsizer	Moratorium Protected Account
<p>COMPLETED ANY EXISTING DN NOTIFICATION</p>				
10/20/2020 09:04:17	10/20/2020	100076773249	Jennifer K Long	Negotiation Tool - Service On
<p>Spoke with: TIFFANY RHODES Created By: Jennifer K Long Payment Options provided: Offered - Pay Acct Balance of: \$2669.78 Offered - Pay Past Due Amt of \$2212.66 ***** PA Final Wrap-up Customer was satisfied. customer is calling to report she left in march and needs to switch services into ex-husbands name. customer doesnt to keep services in her name bc she no longer lives at this address. customer said she is getting the bills at her address. updating mailing address on the acct. customer refused to update income and declined to reset ip on the acct at this time.</p>				
10/20/2020 09:03:38	10/20/2020		Jennifer K Long	Personal Data Changed
<p>New Address type:Standard</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Old Address:15588 BACKBONE RD / ENTRIKEN PA 16638-8620 New Address:10436 STANDING STONE ROAD / HUNTINGDON PA 16652 Effective:10/20/2020 to 12/31/9999 s/w bp Created By: Jennifer K Long				
10/20/2020 08:58:33	10/20/2020	100076773249	Cameron T Ortiz Henninger	General Inquiry
TIFFANY RHODES / 100076773249 no longer living here wants to end service in her name xfer mip Satisfied Not Applicable: Reason - Call Transferred				
10/17/2020 16:59:25	10/17/2020	100076773249	Michael R Evelsizer	Moratorium Protected Account
PA PROTECTED CUSTOMER				
10/08/2020 10:02:00	10/08/2020	100076773249	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
09/30/2020 22:48:40	09/30/2020	100076773249	CS General Purpose Batch	Disconnection Notice - PA Residential
09/14/2020 19:54:45	09/14/2020	100076773249	CS General Purpose Batch	Calculation
C/A 100076773249 Contract 0012635305 Budget amt calculated for period ending 09/13/20 = \$ 193.00 Open editor for detail 1. 12 Mth Factor Amt: 2338.66 * System BBP Amount: 193.00				
08/13/2020 09:31:43	08/14/2020	100076773249	Devon X Martin	Outbound Call
OUTBOUND EMAIL CAMPAIGN TO PROVIDE ENERGY ASSISTANCE INFORMATION ON 08/11/2020				
08/10/2020 10:04:00	08/10/2020	100076773249	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/01/2020 20:40:44	08/01/2020	100076773249	CS General Purpose Batch	Disconnection Notice - PA Residential
06/15/2020 20:30:33	06/15/2020	100076773249	CS General Purpose Batch	Calculation
C/A 100076773249 Contract 0012635305 Budget amt calculated for period ending 06/14/20 = \$ 226.00 Open editor for detail 1. 12 Mth Factor Amt: 2398.71 2. Current Delta: 1800.60 - 1716.00 + 0.00 84.60 3. Remaining Amount: 598.11 4. Diff + Remain Amt: 84.60 + 598.11 682.71 5. New BBP Amount: 682.71 / 92 x 30.4 226.00 * Dollar Difference: 226.00 - 164.00 62.00 * Pct Difference: 37.80 * System BBP Amount: 226.00				
06/10/2020 10:03:00	06/10/2020	100076773249	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/02/2020 22:43:27	06/02/2020	100076773249	CS General Purpose Batch	Disconnection Notice - PA Residential
05/25/2020 05:00:39	05/25/2020	100076773249	Same as ZCSBTCH - no printer	Postal Service Change of Address
Business Partner Std Addr Change Effective: 05/25/2020 15588 BACKBONE RD ENTRIKEN PA 16638-8620				
05/13/2020 10:05:00	05/13/2020	100076773249	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
05/04/2020 10:33:31	05/04/2020	100076773249	Sarah T Velez	Pos ID Follow-up

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>***AMIP Follow-Up***</p> <p>Reviewing premise for disconnection activity due to application, no disconnection present - svelez</p> <p>Satisfied Not Applicable: Reason - Pos Id follow-up</p>				
04/21/2020 16:46:58	04/21/2020	100076773249	Sean M Sell	Service Denied!!
<p>** Transfer all calls to AMIP **</p> <p>Business Partner: 0807184389</p> <p>PREMISE: 0001026171</p> <p>Security deposit required for 394.00</p> <p>Guarantor Script Shown: Yes</p> <p>Pending Guarantor:</p> <p>CSR negotiated amount 197.00</p> <p>Contract Account 100140067388 created.</p> <p>Financial Summary created: Yes Income Level = A</p> <p>Advance Move-in Notes:</p> <p>Applicant Name: ROBERT J RHODES</p> <p>Daytime Contact Number: 814-644-1493</p> <p>BP/Premise: 0807184389 / 0001026171</p> <p>Requested Move in Date: 04/22/2020</p> <p>Pending Acct: 100140067388</p> <p>Denial of Service Reason: Same Household</p> <p>Denial of Service Reason 2: Security Deposit</p> <p>Block Date Given: 05/05/2020</p> <p>Requirements</p> <p>Deposit Amount Requested: 394.00</p> <p>Number of Installments: 002</p> <p>Regulatory Deposit Amount Required: 197.00</p> <p>Total Premise Account Balance: 1582.64</p> <p>Total Amount Needed: 197.00</p> <p>Shut-Off/Comply Date Advised: N</p> <p>User ID: 54217 Username: Sean M Sell</p> <p>Mailing Address:</p> <p>10436 STANDING STONE RD</p> <p>HUNTINGDON PA 16652</p> <p>Contact Phone:</p> <p>Customer was satisfied.</p> <p>*Applicant Name:robert james rhodes *Requested Move in Date: 04/22/2020 *Phone:814-644-1493 *Mail:10436 STANDING STONE RD ,HUNTINGDON PA 16652 *power status:on *(service off)PFA?:n/a</p> <p>Bp required to pay 50% of SD 394.00=197.00, rest on 2 month</p> <p>ip Premise bal:1582.64 dates:05/16/2019-04/13/2020 Bp tied to property in accurint from may 2007-current, also listed in FS's. Tied to full bal. Required to pay 50% of 1582.64=791.32, rest on 12 month ip+epp Total due upfront=988.32</p> <p>Created By: Sell,Sean M</p>				
04/21/2020 16:37:22	04/21/2020	100076773249	Olivia R Walker	General Inquiry
sw robert james rhodes				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
wants service at 100076773249 he came in varified and is on the acct active disconnection prem past due 936.00 trans amip Satisfied Not Applicable: Reason - Call Transferred				
04/21/2020 16:35:28	04/21/2020	100076773249	Andrew D Cronan	General Inquiry
s/w ROBERT RHODES spouse calling to get service in his name.. transfer to mipmop Satisfied Not Applicable: Reason - Call Transferred				
04/21/2020 16:32:04	04/21/2020	100076773249	INTV IVR	Account Balance Inquiry
04/21/2020 16:29:27	04/21/2020	100076773249	EAILOGINWM6	Lights-None
ERT: 04/21/20 07:30 PM				
04/09/2020 10:04:00	04/09/2020	100076773249	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/01/2020 23:03:28	04/01/2020	100076773249	CS General Purpose Batch	Disconnection Notice - PA Residential
03/19/2020 12:30:43	03/19/2020	100076773249	INTV IVR	Account Balance Inquiry
03/14/2020 19:44:52	03/14/2020	100076773249	CS General Purpose Batch	Calculation
C/A 100076773249 Contract 0012635305 Budget amt calculated for period ending 03/12/20 = \$ 164.00 Open editor for detail 1. 12 Mth Factor Amt: 2198.27 2. Current Delta: 1146.17 - 1224.00 + 0.00 77.83- 3. Remaining Amount: 1052.10 4. Diff + Remain Amt: 77.83- + 1052.10 974.27 5. New BBP Amount: 974.27 / 181 x 30.4 164.00 * Dollar Difference: 164.00 - 197.00 33.00 * Pct Difference: 16.75 * System BBP Amount: 164.00				
03/12/2020 10:06:00	03/12/2020	100076773249	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/11/2020 15:29:03	03/11/2020	100076773249	Natasha M Brady	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP.				
02/22/2020 09:03:43	02/22/2020	100076773249	EAILOGINWM6	Ready Pay Create
No 68334812 - \$ 200.00 - 02/22/2020				
02/20/2020 08:53:24	02/20/2020	100076773249	Bethel M Folmsbee	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP				
02/12/2020 10:07:00	02/12/2020	100076773249	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/11/2020 15:22:08	02/11/2020	100076773249	Natasha M Brady	Outbound Call
EMAIL SENT TO REFER TO PCAP JAN 2020				
02/11/2020 11:48:46	02/11/2020	100076773249	Natasha M Brady	Outbound Call
EMAIL SENT TO REFER TO PCAP JAN 2020				
02/10/2020 15:50:13	02/10/2020	100076773249	Leigh Ann Williams	Ready Pay Create
No 68059708 - \$200.00 - 02/10/2020 Created By: Leigh Ann Williams				
02/10/2020 15:48:06	02/10/2020	100076773249	Leigh Ann Williams	Financial Summary Review
Spoke with: robert james rhodes II,hu				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Leigh Ann Williams Low income letter will be sent.				
02/10/2020 15:46:56	02/10/2020	100076773249	Leigh Ann Williams	Negotiation Tool - Service On
Spoke with: robert james rhodes II,hu Created By: Leigh Ann Williams Payment Options provided: Offered - Pay Acct Balance of: \$888.00 ***** Financial Summary Option Used. Low income letter will be sent. ***** Payment Option used - Pay Other Amount of: Payment made for: 200.00 by ReadyPay Script Read: Yes ***** PA Final Wrap-up Customer was satisfied. Provided PCAP 888-282-6816 OPTION 2-2-1 customer offered 200.00 conf # 68059708. Adv remaining balance of \$688.00 Adv nbd 02/13/2020				
02/10/2020 15:45:19	02/10/2020	100076773249	Crystal G Brady	General Inquiry
s/w robert james rhodes II,husband, vai, Past due trans to credit 100076773249 Satisfied Not Applicable: Reason - Call Transferred				
02/10/2020 15:37:23	02/10/2020	100076773249	INTV IVR	Account Balance Inquiry
02/03/2020 22:54:54	02/03/2020	100076773249	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
12/14/2019 19:48:09	12/14/2019	100076773249	CS General Purpose Batch	Calculation
C/A 100076773249 Contract 0012635305 Budget amt calculated for period ending 12/12/19 = \$ 197.00 Open editor for detail 1. 12 Mth Factor Amt: 2405.19 2. Current Delta: 532.04 - 633.00 + 0.00 100.96- 3. Remaining Amount: 1873.15 4. Diff + Remain Amt: 100.96- + 1873.15 1772.19 5. New BBP Amount: 1772.19 / 274 x 30.4 197.00 * Dollar Difference: 197.00 - 211.00 14.00 * Pct Difference: 6.64 * System BBP Amount: 197.00				
11/13/2019 10:04:00	11/13/2019	100076773249	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
10/24/2019 09:29:03	10/24/2019	100076773249	EAILOGINWM6	Ready Pay Create
No 65604181 - \$ 50.00 - 10/24/2019				
09/18/2019 22:04:37	09/18/2019	100076773249	Same as ZCSBTCH - no printer	Installment Plan Created
Required Down Payment received, IP created.				
09/18/2019 03:30:56	09/18/2019	100076773249	CS General Purpose Batch	DSPTRIGHTS Letter
09/17/2019 15:28:37	09/17/2019	100076773249	Stacy L Whiteman	General Inquiry/Other
S/W:Robert James Rhodes II,husband				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>BP STATED:OPTIONS CONSIDERED ON PRIOR CALL-APPARENTLY HE WAS ADV HIS POWER CAN BE TURNED RIGHT BACK ON? ADV HIM HE DOSEN'T HAVE A "BILL CERTIFIED" SMART METER AND ADV HIM OF THE RECONNECTION PROCESS-HE THEN ADV ME HE DOSEN'T HAVE A MAIN BREAKER BOX?/SWITCH?-I THEN ADV HIM TO SHUT OFF EACH INDIVIDUAL BREAKER TO ENSURE SAFETY-THEN HE STARTED MENTIONING HOW HE DIDN'T GET ANY NOTICE? SO I STARTED TO GO OVER THE DUNNING HISTORY AND VERIFY HIS INFORMATION? HE SAID THE PRIOR REP ALREADY DID THAT-SO THEN I ADV HIM TO CONTACT HIS LOCAL P.O. SINCE HE'S NOT GETTING OUR MAIL?-I THOUGHT I WAS BEING HELPFUL BUT HE THOUGHT OTHERWISE-SO HE CURSED AT ME AND HUNG UP?-SW</p> <p>Satisfied Not Applicable: Reason - Send DSPRTS</p>				
09/17/2019 12:57:09	09/17/2019	100076773249	Maureen N Salerno	Reconnection Process-Recon started
<p>Negotiated Amounts:</p> <ul style="list-style-type: none"> - IP DP: \$26.59 mos: 23, mo amt: \$27.00, EPP: \$211.00 - Standard Reconnection Fee: \$32.00 <p>Reconnect Amt Due: \$58.59</p> <p>Payment Status: Readypay - \$60.00</p> <p>Reconnecting Service: Yes</p> <p>Reconnect at Meter will be created for reconnection on 09/18/2019 (3 day) - Payment</p> <p>Advised Breakers Off: Yes</p> <p>Considered the 4 Factors</p> <p>Final Wrap-up Script Read: Yes</p> <p>Customer was satisfied.</p> <p>REM OLD BANK DET.</p> <p>Created By: Salerno, Maureen N</p>				
09/17/2019 12:56:30	09/17/2019	100076773249	Maureen N Salerno	Budget Billing Plan Simulated\Created
<p>Account set up on EPP for budget amount 211.00</p> <p>Anniv Mo: September</p> <p>Periodic Review: Quarterly</p> <p>Script provided: No</p> <p>Created By: Maureen N Salerno</p>				
09/17/2019 12:56:30	09/17/2019	100076773249	Maureen N Salerno	Require Down Pymt with Inst Plan
<p>DP Date: 09/17/2019 DP Amt: 26.59 </p> <p>Repay Pln: PASO Instlm: \$ 27.00 Instlm: # 023 Lock Date: 09/20/2019</p>				
09/17/2019 12:55:59	09/17/2019		Maureen N Salerno	Personal Data Changed
09/17/2019 12:54:06	09/17/2019	100076773249	Maureen N Salerno	Ready Pay Create
<p>No 64748133 - \$60.00 - 09/17/2019</p> <p>Created By: Maureen N Salerno</p>				
09/17/2019 12:46:44	09/17/2019	100076773249	Maureen N Salerno	Negotiation Tool - Service Off
<p>Spoke with: robert james rhodes II, hu</p> <p>Created By: Maureen N Salerno</p> <p>Financial Summary Option Used.</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>Low income letter will be sent.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>*PA Service Off - Addl Questions:*</p> <p>Does medical condition exist?: No</p> <p>Does PFA Exist? No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Installment Plan Negotiated - Level A - PA IP #1 with budget amt of \$211.00</p> <p>Downpayment for: 26.59</p> <p>Estimated Mo Amt: 27.00 for 23 months</p> <p>Script Read: Yes, customer understands terms</p> <p>32 RF.</p> <p>26.59 DP IP</p> <p>MIN. = 58.59 , CAN SET IP.</p> <p>*****</p> <p>Negotiated Amounts:</p> <ul style="list-style-type: none"> - IP DP: \$26.59 mos: 23, mo amt: \$27.00, EPP: \$211.00 - Standard Reconnection Fee: \$32.00 <p>Reconnect Amt Due: \$58.59</p> <p>Payment Status: Readypay - \$60.00</p> <p>Reconnecting Service: Yes</p> <p>Reconnect at Meter will be created for reconnection on 09/18/2019 (3 day) - Payment</p> <p>Advised Breakers Off: Yes</p> <p>Considered the 4 Factors</p> <p>Final Wrap-up Script Read: Yes</p> <p>Customer was satisfied.</p> <p>REM OLD BANK DET.</p> <p>8/29 MAILED DISCON.</p>				
09/17/2019 12:46:44	09/17/2019	100076773249	Maureen N Salerno	Financial Summary Review
<p>Spoke with: robert james rhodes II,hu</p> <p>Created By: Maureen N Salerno</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>Low income letter will be sent.</p>				
09/17/2019 11:53:01	09/17/2019	100076773249	Pamela L Hiester	General Inquiry
<p>s/w robert james rhodes II,husband</p> <p>service off, xfer to credit</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
09/17/2019 11:09:40	09/17/2019	100076773249	Eailogon	Service Disconnected
<p>DISC,Non-Pay, ,Total Arrears \$ 473.47 + Sec Dep \$ 0.00 + Rec Fee.</p> <p>(Left Post Term)</p>				
09/10/2019 17:08:00	09/10/2019	100076773249	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
09/09/2019 10:11:00	09/09/2019	100076773249	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 08 - Party Hung Up</p>				
08/28/2019 22:50:59	08/28/2019	100076773249	CS General Purpose Batch	Disconnection Notice - PA Residential
08/14/2019 10:09:00	08/14/2019	100076773249	CS General Purpose Batch	AMD Detected-Message left by Vendor
<p>Phone attempt 05 - AMD Detected - Left Message</p>				



Assigned To

Assigned Specialist

Lash, Tammy L

Customer Information

Case Number

3426428

Account Number

100076773249

First Name

ROBERT

Last Name

RHODES

Service Address

Address1

10436 STANDING STONE ROAD

Address2

Service City

HUNTINGDON

Service State

PA

Service Zip

16652-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

4

Children

2

Age

7,5

Adults

2

General

PUC Date Opened

4/11/2016

PUC Date Prepared

4/11/2016

Received Date

4/11/2016

PUC Date Closed

9/8/2016

Case Information

Prior Case Number

0

Term Date

4/18/2016

Arrearage

0

Case Origin

TELEPHONE

Universal Service

Yes

Income

EMP - \$866.67

Source

Business Name

WORK COMP - \$1600

Reason For Contact

ON - PAR WITH DISPUTE (#63)

Case Problem

CU FEELS LIKE THERE IS SOMETHING WRONG WITH HIS METER. NO PUC PAR NEEDED. CU DOESN'T UNDERSTAND WHY HIS BILLS ARE SO HIGH! DOESN'T UNDERSTAND HIS ARREARS. CU NOT SAYING HIS ARREARS ARE ON BILL /CU BEING SENT SHUT OFF NOTICES THAT HE FEELS ARE UNJUSTIFIED. THE CELL PHONE NUMBER (814) 644 - 1493 HAS BEEN ALLOWED TO BE SHARED.

Company Position

04/01/2016

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
MARK	COSTIK	

Status

Status

Closed

History

Click To Expand

◀▶

Is Archived

Customer Information

Case Number

3426428

Customer First Name

ROBERT

Customer Last Name

RHODES

Account Number

100076773249

Service Address

Address 1

10436 STANDING STONE ROAD

Address 2

City

HUNTINGDON

Service State

PA

Zip

16652

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

4

Children

2

Age

7,5

General

PUC Date Opened

4/11/2016

PUC Sent Date

9/8/2016

PUC Date Closed

9/8/2016

Case Type

PAR with Dispute

Assigned To

Assigned Specialist

Lash, Tammy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

8/18/2016

Head Date

9/12/2016

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
182.74	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

EGW PAR W/COMPLEX DISPUTE/NO PAYMENT AGREEMENT/LEVEL 2-4

Resolution

DECISION ISSUED. ADV CU THE BILLS AND BALANCE ARE CORRECT AS RENDERED. ADV THE BALANCE ACCUMULATED AS A RESULT OF THE BUDGET ANNIVERSARY MONTH. ADV HE CURRENTLY ONLY OWES 182.74 THAT IS DUE 9/6/16. ADV INFORMAL COMPLAINT IS DISMISSED. ADV CLOSING CASE

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
DENNIS	SCATTON
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
MARK	COSTIK
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	9/22/2016

History

Click To Expand

◀
▶

FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS



Name: Tiffany Rhodes

Account Number: 100076773249

Service
Address: 10436 Standing Stone Rd
Huntingdon Pa 16652

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO PA	9/18/2019	\$636.69	\$2,000.01	Budget bill + \$27.00 beginning 11/6/2019

Remarks:

CO PA – Company Payment Arrangement



Tiffany Rhodes

Account No. 100076773249

Premise Address:
10436 Standing Stone Rd
Huntingdon Pa 16652

Financial Summary 9/17/2019

Business partner	804777799	TIFFANY RHODES / ENTRIKEN PA 16638-8620
Contract account	100076773249	
Financial summary date	09/17/2019	

Occupant Info Income Review Course of action

Number of occupants

Ages of occupants

Business partner 804777799 TIFFANY RHODES / ENTRIKEN PA 16638-8620
Contract account 100076773249
Financial summary date 09/17/2019

Occupant Info **Income** Review Course of action

Add name JAMES RHODES TIFFANY

There is no income to report

Enter the names of all household members that receive income.

Add Name

Delete Name

Business partner 804777799 TIFFANY RHODES / ENTRIKEN PA 16638-8620
 Contract account 100076773249
 Financial summary date 09/17/2019

Occupant Info **Income** Review Course of action

Add name **JAMES RHODES** TIFFANY

Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly
NONE	0.01	<input type="text"/>	0	<input type="text"/>	0.01	0.01
	0.00	<input type="text"/>	0	<input type="text"/>	0.00	0.00
	0.00	<input type="text"/>	0	<input type="text"/>	0.00	0.00
Unemployment	0.00	<input type="text"/>			0.00	0.00
Public Assistance	0.00	<input type="text"/>			0.00	0.00
Rentals	0.00	<input type="text"/>			0.00	0.00
Social Security	0.00	<input type="text"/>			0.00	0.00
Supp Soc Sec Income	0.00	<input type="text"/>			0.00	0.00
Workmens Compensation	0.00	<input type="text"/>			0.00	0.00
Pension	0.00	<input type="text"/>			0.00	0.00
Child Support	0.00	<input type="text"/>			0.00	0.00
Alimony	0.00	<input type="text"/>			0.00	0.00
Investment Income	0.00	<input type="text"/>			0.00	0.00
Foster Parent	0.00	<input type="text"/>			0.00	0.00

Business partner 804777799 TIFFANY RHODES / ENTRIKEN PA 16638-8620
 Contract account 100076773249
 Financial summary date 09/17/2019

Occupant Info **Income** Review Course of action

Add name JAMES RHODES **TIFFANY**

Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly
ASST MANG. PIZZA HUT	2,000.00		0		2,000.00	1,728.00
	0.00		0		0.00	0.00
	0.00		0		0.00	0.00
Unemployment	0.00				0.00	0.00
Public Assistance	0.00				0.00	0.00
Rentals	0.00				0.00	0.00
Social Security	0.00				0.00	0.00
Supp Soc Sec Income	0.00				0.00	0.00
Workmens Compensation	0.00				0.00	0.00
Pension	0.00				0.00	0.00
Child Support	0.00				0.00	0.00
Alimony	0.00				0.00	0.00
Investment Income	0.00				0.00	0.00
Foster Parent	0.00				0.00	0.00

Business partner 804777799 TIFFANY RHODES / ENTRIKEN PA 16638-8620
Contract account 100076773249
Financial summary date 09/17/2019

Occupant Info

Income

Review

Course of action

Financial Review

	Current	06/08/2017	Difference
Gross Income	2,000.01	0.00	2,000.01
Housing	0.00	0.00	0.00
Food	0.00	0.00	0.00
Utilities	0.00	0.00	0.00
Medical	0.00	0.00	0.00
Transportation	0.00	0.00	0.00
Other	0.00	0.00	0.00
Total expense amount	0.00	0.00	0.00
Spendable Income	2,000.01	0.00	2,000.01



Tiffany Rhodes

Account No. 100076773249

Premise Address:
10436 Standing Stone Rd
Huntingdon Pa 16652

Financial Summary 2/10/2020

Business partner 804777799 TIFFANY RHODES / ENTRIKEN PA 16638-8620
Contract account 100076773249
Financial summary date 02/10/2020

Occupant info income Review Course of action

Number of occupants 4

Ages of occupants 31 35 09 11

Business partner 804777799 TIFFANY RHODES / ENTRIKEN PA 16638-8620
Contract account 100076773249
Financial summary date 02/10/2020

Occupant Info **Income** Review Course of action

Add name ROBERT RHODES TIFFANY RHODES

There is no income to report

Enter the names of all household members that receive income.

Add Name

Delete Name

Business partner 804777799 TIFFANY RHODES / ENTRIKEN PA 16638-8620
 Contract account 100076773249
 Financial summary date 02/10/2020

Occupant Info **Income** Review Course of action

Add name **ROBERT RHODES** TIFFANY RHODES

Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly
CONSTRUCTION	1,733.33	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	1,733.33	1,431.73
	0.00	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	0.00	0.00
	0.00	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	0.00	0.00
Unemployment	0.00	<input type="text"/>			0.00	0.00
Public Assistance	0.00	<input type="text"/>			0.00	0.00
Rentals	0.00	<input type="text"/>			0.00	0.00
Social Security	0.00	<input type="text"/>			0.00	0.00
Supp Soc Sec Income	0.00	<input type="text"/>			0.00	0.00
Workmens Compensation	0.00	<input type="text"/>			0.00	0.00
Pension	0.00	<input type="text"/>			0.00	0.00
Child Support	0.00	<input type="text"/>			0.00	0.00
Alimony	0.00	<input type="text"/>			0.00	0.00
Investment Income	0.00	<input type="text"/>			0.00	0.00
Foster Parent	0.00	<input type="text"/>			0.00	0.00

Business partner 804777799 TIFFANY RHODES / ENTRIKEN PA 16638-8620
 Contract account 100076773249
 Financial summary date 02/10/2020

Occupant Info **Income** Review Course of action

Add name ROBERT RHODES **TIFFANY RHODES**

Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly
UNEMPLOYED	0.01	<input type="checkbox"/>	0	<input type="checkbox"/>	0.01	0.01
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00
Unemployment	0.00	<input type="checkbox"/>			0.00	0.00
Public Assistance	0.00	<input type="checkbox"/>			0.00	0.00
Rentals	0.00	<input type="checkbox"/>			0.00	0.00
Social Security	0.00	<input type="checkbox"/>			0.00	0.00
Supp Soc Sec Income	0.00	<input type="checkbox"/>			0.00	0.00
Workmens Compensation	0.00	<input type="checkbox"/>			0.00	0.00
Pension	0.00	<input type="checkbox"/>			0.00	0.00
Child Support	0.00	<input type="checkbox"/>			0.00	0.00
Alimony	0.00	<input type="checkbox"/>			0.00	0.00
Investment Income	0.00	<input type="checkbox"/>			0.00	0.00
Foster Parent	0.00	<input type="checkbox"/>			0.00	0.00

Business partner 804777799 TIFFANY RHODES / ENTRIKEN PA 16638-8620
Contract account 100076773249
Financial summary date 02/10/2020

Occupant Info

Income

Review

Course of action

Financial Review

	Current	09/17/2019	Difference
Gross Income	1,733.34	2,000.01	266.67-
Housing	0.00	0.00	0.00
Food	0.00	0.00	0.00
Utilities	0.00	0.00	0.00
Medical	0.00	0.00	0.00
Transportation	0.00	0.00	0.00
Other	0.00	0.00	0.00
Total expense amount	0.00	0.00	0.00
Spendable Income	1,733.34	2,000.01	266.67-

Property Deeds Search Results

Search Terms Used - Street: 10436 STANDING STONE RD; City: HUNTINGDON; State: PA; ZIP Code: 16652;


Property Deeds		Reports	
1.	<p>Property Address - RR 4 BOX 312, HUNTINGDON , PA 16652-9212 Owner Name - RHODES II , ROBERT J Seller Name - RHODES II , ROBERT J Seller Name 2 - RHODES , TIFFANY L Owner Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647 Seller Address - Data Source - B</p>	<p>Sale Date - 02/23/2021 Recording Date - 03/11/2021 Parcel Number - 34-08-38 Document Type - INTRAFAMILY TRANSFER & DISSOLUTION County - HUNTINGDON</p>	<p> Address Report Property Report</p>
2.	<p>Property Address - Owner Name - RHODES, ROBERT Seller Name - RHODES ROBERT J II & TIFFANY L Owner Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647 Seller Address - Data Source - A</p>	<p>Sale Date - 02/23/2021 Recording Date - 03/11/2021 Parcel Number - 34-08-36.3 Document Type - DEED Land Usage - VACANT County - HUNTINGDON</p>	<p> Property Report</p>
3.	<p>Property Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647 Owner Name - RHODES, ROBERT Seller Name - RHODES ROBERT J II & TIFFANY L Owner Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647 Seller Address - Data Source - A</p>	<p>Sale Date - 02/23/2021 Recording Date - 03/11/2021 Parcel Number - 34-08-38 Document Type - DEED Land Usage - SINGLE FAMILY RESIDENCE County - HUNTINGDON</p>	<p> Address Report Property Report</p>
4.	<p>Property Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647 Owner Name - RHODES , ROBERT J Owner Name 2 - RHODES , TIFFANY L Owner Address - Mortgage Amount - \$29,827 Data Source - B</p>	<p>Sale Date - 05/05/2015 Recording Date - 06/30/2015 County - HUNTINGDON</p>	<p> Address Report Property Report</p>
5.	<p>Property Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647 Owner Name - RHODES, ROBERT J & TIFFANY L Owner Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647 Mortgage Amount - \$29,827 Data Source - A</p>	<p>Sale Date - 05/05/2015 Recording Date - 06/30/2015 Parcel Number - 34-08-38 Document Type - DEED OF TRUST Land Usage - SINGLE FAMILY RESIDENCE County - HUNTINGDON</p>	<p> Address Report Property Report</p>
6.	<p>Property Address - Owner Name - RHODES, ROBERT J & TIFFANY L Owner Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647 Mortgage Amount - \$29,827 Data Source - A</p>	<p>Sale Date - 05/05/2015 Recording Date - 06/30/2015 Parcel Number - 34-08-36.3 Document Type - DEED OF TRUST Land Usage - VACANT County - HUNTINGDON</p>	<p> Property Report</p>
7.	<p>Property Address - RR 4 BOX 312, HUNTINGDON , PA 16652-9212 Owner Name - RHODES II , ROBERT J Owner Name 2 - RHODES , TIFFANY L Seller Name - GRIFFITH , RICHARD R Seller Name 2 - GRIFFITH , PAMELA</p>	<p>Sale Date - 09/21/2009 Recording Date - 09/28/2009 Parcel Number - 34 08 38 </p>	<p> Address Report Property Report</p>

Owner Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647
Seller Address - 9146 WILLIAM PENN HWY, HUNTINGDON , PA 16652-6922
Data Source - B

Document Type - DEED
County - HUNTINGDON

8.


Property Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647
Owner Name - RHODES, ROBERT J & TIFFANY L
Seller Name - OWNER RECORD
Owner Address -
Seller Address -
Data Source - A

Sale Date - 09/21/2009
Parcel Number - [34-08-38](#) 
Document Type - DEED
Land Usage - SINGLE FAMILY RESIDENCE
County - HUNTINGDON

 [Address Report](#)
 [Property Report](#)

9.

Property Address - 10436 STANDING STONE RD, HUNTINGDON , PA 16652-4647
Owner Name - GRIFFITH , RICHARD R
Owner Address -
Mortgage Amount - \$42,000
Data Source - B

Sale Date - 05/29/2009
Recording Date - 05/29/2009
Parcel Number - [34 08 36.3](#) 
County - HUNTINGDON

 [Address Report](#)
 [Property Report](#)

Records: 1 to 9 of 9

Your DPPA Permissible Use: Use in the Normal Course of Business

Your GLBA Permissible Use: Fraud Prevention or Detection

Your DMF Permissible Use: Legitimate Fraud Prevention Interest









Person Search Results

Search Terms Used - Street: 10436 STANDING STONE RD; City: HUNTINGDON; State: PA; ZIP Code: 16652;

Result Page: 1 2 ▶

All	Full Name	SSN	Address	Phone	Next Steps
1.	WILLIAM P HAWN Gender: Male	LexID: 149778664732	10436 STANDING STONE RD HUNTINGDON PA 16652-4647		
2.	ROBERT ND RHODES II Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - Sep 2015		
3.	ROBERT ND Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - Mar 2008		
4.	ROBERT J RHODES Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - Aug 2021		
5.	ROBERT J RHODES 2 Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Mar 2005 - Jun 2021		
6.	ROBERT J RHODES II Gender: Male	xxx-xx-6708 LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Apr 2007 - Jun 2021		
7.	ROBERT ND RHODES Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - May 2019		
8.	ROEBRT J RHODES Gender: Male	xxx-xx-6708 LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647		

9.	ROEBRT J RHODES 2 Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  VIEW SSN LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - May 2019
10.	TIFFANY L RHODES Gender: Female DOB: 07/01/1987 Age: 34	LexID: 236698288397	10436 STANDING STONE RD HUNTINGDON PA 16652-4647
11.	CHASTITY L BLAIR Gender: Female DOB: 1982 Age: 39	xxx-xx-7167  VIEW SSN LexID: 7178388883	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Jul 2006
12.	HEATHER M BOYD Gender: Female DOB: 02/05/1986 Age: 35	xxx-xx-6797  VIEW SSN LexID: 92525201277	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Nov 2006
13.	DUSTIN J DE ARMITT Gender: Male DOB: 1982 Age: 39	xxx-xx-3777  VIEW SSN LexID: 595477007	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Nov 2009 - Mar 2011
14.	DUSTIN J DE ARMITT Gender: Male DOB: 08/08/1992 Age: 29	xxx-xx-3777  VIEW SSN LexID: 595477007	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Nov 2009
15.	BRITTNEY H DEARMITT Gender: Female DOB: 12/15/1988 Age: 32	xxx-xx-0166  VIEW SSN LexID: 144856654153	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Oct 2009
16.	DUSTIN DEARMITT Gender: Male DOB: 1982 Age: 39	xxx-xx-3777  VIEW SSN LexID: 595477007	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Nov 2009
17.	DUSTIN DEARMITT Gender: Male DOB: 08/08/1992 Age: 29	xxx-xx-3777  VIEW SSN LexID: 595477007	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Nov 2009

18.	HEATHER M DROLL Gender: Female DOB: 02/05/1986 Age: 35	xxx-xx-6797  VIEW SSN LexID: 92525201277	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Nov 2006
19.	HEATHER M DROOL Gender: Female DOB: 02/05/1986 Age: 35	xxx-xx-6797  VIEW SSN LexID: 92525201277	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Nov 2006
20.	LESLIE LEEANN ECKART DOB: 12/22/1980 Age: 40	xxx-xx-3603  VIEW SSN LexID: 1854825226	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Jan 2008 - Sep 2018
21.	LESLIE L ELKART DOB: 12/22/1980 Age: 40	xxx-xx-3603  VIEW SSN LexID: 1854825226	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Sep 2018
22.	CHASTITY L GARBER Gender: Female DOB: 1982 Age: 39	xxx-xx-7167  VIEW SSN LexID: 7178388883	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Jul 2006
23.	RICHARD R GRIFFITH Gender: Male DOB: 04/15/1964 Age: 57	xxx-xx-5471  VIEW SSN LexID: 923782092	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2009
24.	TIFFANY L GRIFFITH Gender: Female DOB: 10/11/1988 Age: 32	xxx-xx-2749  VIEW SSN LexID: 142789085375	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Apr 2020
25.	BRITTNEY N HUGHES Gender: Female DOB: 12/15/1988 Age: 32	xxx-xx-0166  VIEW SSN LexID: 144856654153	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Oct 2009

Records: 1 to 25 of 39

Result Page: 1 2 ▶

Your DPPA Permissible Use: Use in the Normal Course of Business


Your GLBA Permissible Use: Fraud Prevention or Detection

Person Search Results

Result Page: 1 2 ▶

All	Full Name	SSN	Address	Phone	Next Steps
1.	ROBERT J RHODES Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 VIEW SSN LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - Aug 2021		
2.	ROBERT J RHODES 2 Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 VIEW SSN LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - Jun 2021		
3.	ROBERT J RHODES II Gender: Male	xxx-xx-6708 VIEW SSN LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 Apr 2007 - Jun 2021		
4.	ROBERT ND RHODES Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 VIEW SSN LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - May 2019		
5.	ROEBRT J RHODES 2 Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 VIEW SSN LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - May 2019		
6.	ROBERT ND RHODES II Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 VIEW SSN LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - Sep 2015		
7.	ROBERT ND RHODES II Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 VIEW SSN LexID: 32405571072	10436 STANDING RD HUNTINGDON PA 16652 Nov 2009 - Aug 2015		
8.	ROBERT J RHODES 2 Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708 VIEW SSN LexID: 32405571072	10436 STANDING RD HUNTINGDON PA 16652 Nov 2009 - Aug 2015		

9.	ROBERT ND RHODES Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	10436 STANDING RD HUNTINGDON PA 16652 Nov 2009 - Aug 2015
10.	ROEBRT J RHODES 2 Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	10436 STANDING RD HUNTINGDON PA 16652 Nov 2009 - Aug 2015
11.	ROBERT ND Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	10436 STANDING RD HUNTINGDON PA 16652 Nov 2009
12.	ROBERT ND Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647 May 2007 - Mar 2008
13.	ROEBRT J RHODES Gender: Male	xxx-xx-6708  LexID: 32405571072	10436 STANDING STONE RD HUNTINGDON PA 16652-4647
14.	ROBERT J RHODES 2 Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	RR 4 BOX 312 HUNTINGDON PA 16652-9212 Mar 2003 - Aug 2008
15.	ROBERT ND RHODES II Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	RR 4 BOX 312 HUNTINGDON PA 16652-9212 Jun 2004 - Jul 2006
16.	ROBERT ND Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	RR 4 BOX 312 HUNTINGDON PA 16652-9212 Jun 2004 - Jul 2006
17.	ROBERT ND RHODES Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	RR 4 BOX 312 HUNTINGDON PA 16652-9212 Jun 2004 - Jul 2006
18.	ROEBRT J RHODES 2	xxx-xx-6708 	RR 4 BOX 312

	Gender: Male DOB: 03/03/1984 Age: 37	LexID: 32405571072	HUNTINGDON PA 16652-9212 Jun 2004 - Jul 2006
19.	ROBERT ND RHODES II Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	PO BOX 312 HUNTINGDON PA 16652 Dec 2005 - May 2006
20.	ROBERT ND Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	PO BOX 312 HUNTINGDON PA 16652 Dec 2005 - May 2006
21.	ROBERT J RHODES 2 Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	PO BOX 312 HUNTINGDON PA 16652 Dec 2005 - May 2006
22.	ROBERT ND RHODES Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	PO BOX 312 HUNTINGDON PA 16652 Dec 2005 - May 2006
23.	ROEBRT J RHODES 2 Gender: Male DOB: 03/03/1984 Age: 37	xxx-xx-6708  LexID: 32405571072	PO BOX 312 HUNTINGDON PA 16652 Dec 2005 - May 2006
24.	ROBERT J RHODES II Gender: Male	xxx-xx-6708  LexID: 32405571072	RR 4 BOX 312 HUNTINGDON PA 16652-9212 Jan 2006
25.	ROBERT J RHODES Gender: Male	xxx-xx-6708  LexID: 32405571072	RR 4 BOX 312 HUNTINGDON PA 16652-9212

Records: 1 to 25 of 27

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Your DPPA Permissible Use: Use in the Normal Course of Business

Your GLBA Permissible Use: Fraud Prevention or Detection

Your DMF Permissible Use: Legitimate Fraud Prevention Interest

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
10/05/2021 07:46:16	10/05/2021		BATCH	Enrolled Into Program
Heat Type has been modified Security Deposit was reversed				
02/26/2021 14:36:16	02/26/2021		Sarah T Velez	Service Denied!!
<p>** Transfer all calls to AMIP **</p> <p>Business Partner: 0807184389</p> <p>PREMISE: 0001026171</p> <p>Guarantor Script Shown: N/A</p> <p>Pending Guarantor:</p> <p>Contract Account 100144174545 created.</p> <p>Financial Summary created: Yes Income Level = A</p> <p>Advance Move-in Notes:</p> <p>Applicant Name: ROBERT J RHODES</p> <p>Daytime Contact Number: 8146440516</p> <p>BP/Premise: 0807184389 / 0001026171</p> <p>Requested Move in Date: 03/01/2021</p> <p>Pending Acct: 100144174545</p> <p>Denial of Service Reason: Large Premise Balance</p> <p>Denial of Service Reason 2: Same Household</p> <p>Block Date Given: 03/12/2021</p> <p>Requirements</p> <p>Total Premise Account Balance: 4364.97</p> <p>Shut-Off/Comply Date Advised: Y</p> <p>User ID: 54680 Username: Sarah T Velez</p> <p>Mailing Address:</p> <p>10436 STANDING STONE RD</p> <p>HUNTINGDON PA 16652</p> <p>Contact Phone: (814)644-0516</p> <p>Customer was satisfied.</p> <p>sw ROBERT J RHODES power on level A denied due to large prem balance bp admits to living here for about 20 years balance 4364.97 1 broken ip req 50% upfront payment 2182.48 prov pending acct nbr & def nbr adv to contact us back once the payment is made adv comply 3/12 remaining balance can be on epp/ip call got disc unable to prov reqs rights on ltr</p> <p>Created By: Velez,Sarah T</p>				
04/22/2020 04:01:38	04/22/2020	100140067388	CS General Purpose Batch	Experian Used-Adverse Action Letter Sent
04/21/2020 16:48:33	04/21/2020	100140067388	Sean M Sell	Form Letter
Printed to \\wcorres01p\PPIKE139-P on 04/21/2020 at 16:55:55				
04/21/2020 16:46:58	04/21/2020		Sean M Sell	Service Denied!!
<p>** Transfer all calls to AMIP **</p> <p>Business Partner: 0807184389</p> <p>PREMISE: 0001026171</p> <p>Security deposit required for 394.00</p> <p>Guarantor Script Shown: Yes</p> <p>Pending Guarantor:</p> <p>CSR negotiated amount 197.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Contract Account 100140067388 created. Financial Summary created: Yes Income Level = A</p> <p>Advance Move-in Notes: Applicant Name: ROBERT J RHODES Daytime Contact Number: 814-644-1493 BP/Premise: 0807184389 / 0001026171 Requested Move in Date: 04/22/2020 Pending Acct: 100140067388 Denial of Service Reason: Same Household Denial of Service Reason 2: Security Deposit Block Date Given: 05/05/2020</p> <p>Requirements Deposit Amount Requested: 394.00 Number of Installments: 002 Regulatory Deposit Amount Required: 197.00 Total Premise Account Balance: 1582.64 Total Amount Needed: 197.00 Shut-Off/Comply Date Advised: N User ID: 54217 Username: Sean M Sell Mailing Address: 10436 STANDING STONE RD HUNTINGDON PA 16652 Contact Phone: Customer was satisfied.</p> <p>*Applicant Name:robert james rhodes *Requested Move in Date: 04/22/2020 *Phone:814-644-1493 *Mail:10436 STANDING STONE RD,HUNTINGDON PA 16652 *power status:on *(service off)PFA?:n/a FS-lvl A, gave pcap and liheap# SD-394.00 block/comply date:05/05/2020</p> <p>Bp required to pay 50% of SD 394.00=197.00, rest on 2 month ip</p> <p>Premise bal:1582.64 dates:05/16/2019-04/13/2020</p> <p>Bp tied to property in accurint from may 2007-current, also listed in FS's. Tied to full bal.</p> <p>Required to pay 50% of 1582.64=791.32, rest on 12 month ip+epp</p> <p>Total due upfront=988.32 Created By: Sell,Sean M</p>

Customer Contact History

<i>Contact Date</i>	<i>Created Date</i>	<i>Contract Acct</i>	<i>Created By</i>	<i>Description</i>
04/21/2020 16:40:46	04/21/2020	100140067388	Sean M Sell	Financial Summary Review
I/A				



2800 Pottsville Pike
PO Box 16001
Reading PA 19612-6001
800-545-7741

April 21, 2020

ROBERT J RHODES
10436 STANDING STONE RD
HUNTINGDON PA 16652

Dear ROBERT J RHODES:

Your application for residential electric service at 10436 STANDING STONE RD HUNTINGDON PA 16652 has been denied. To establish service, you must:

Provide a copy of your identification to prove both your identity and legal age. See attached form for acceptable identification.

Provide a copy of a lease, deed or mortgage.

Obtain an electrical inspection.

Pay the required amount of **\$791.32** from the total outstanding balance of **\$1,582.64**. The balance breakdown is listed below.

Amount	Account	Address	Dates Balance Accrued	Name
\$1,582.64	100076773249	10436 STANDING STONE RD,HUNTINGDON PA 16652	05/16/2019 - 04/13/2020	TIFFANY RHODES
			-	
			-	

In addition to the above requirement(s), a security deposit in the amount of **\$394.00** is required to provide you with electric service. Please see selection below:

A 50 percent initial payment of \$197.00 is due now to obtain service in your name. Another payment of 25 percent will be due with your first bill, and a final payment of 25 percent will be due with your following bill.

If you are being denied for identification only, a security deposit will be billed to your account once your identity has been verified and the account is established. If you are unable to pay the deposit in full, you have the option of paying the deposit in three installments: a 50 percent initial payment will be due with your first bill, another payment of 25 percent will be due with your second bill and a final payment of 25 percent will be due with your third bill. Please contact us at 1-800-545-7741 if you would like to pay the deposit in installments.

Please note that the deposit installments will be in addition to your monthly bill amount.

Account: 100140067388 / Corr: 400001001161

54217 PADENIAL 12/10/2019

You have the option to obtain a third-party guarantor instead of a cash deposit. A third-party guarantor is a person that meets credit requirements and is willing to co-sign for you.

If you are interested in paying your deposit in installments or using a third-party guarantor, please contact us at 1-800-545-7741 to discuss these options.

Your security deposit will be waived if you are confirmed income eligible for a customer assistance program. To apply, visit dollarenergy.org/myapp or call Dollar Energy Fund at 888-282-6816 to provide your income information and discuss eligibility.

The requested requirement(s) must be returned to the Company address listed above or faxed to 1-330-315-9587. Service will not be established until all requirements are met.

If only a payment is required and you made your payment at the time of application, thank you. Service has been established in your name. If you paid **after** the time of the application, you must contact us at our Customer Service Center at 1-800-545-7741 to report the payment and establish service in your name.

More lenient credit and liability standards may be available for victims of domestic violence with a protection from abuse order or a court order issued by a court of competent jurisdiction in this Commonwealth which provides clear evidence of domestic violence.

If you have any questions concerning your service application, please contact our Customer Service Center at 1-800-545-7741.

If the explanation given has not resolved this matter, you have the right to file an informal complaint with the Pennsylvania Public Utility Commission. The informal complaint must be filed within the next 10 days in order to ensure preservation of all your rights. You may file an informal complaint by phoning the Public Utility Commission at 1-800-692-7380 or by writing to the following address: Pennsylvania Public Utility Commission, PO Box 3265, Harrisburg, PA 17105-3265.

Sincerely,

Penelec
A FirstEnergy Company

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
08/25/9999 16:14:39	08/25/2021	100144174545	Laurie E Parker	PUC/BPU Complaint-Written
<p>PaPUC Formal Complaint Docket No. C-2021-3028119 received. Robert Rhodes denial of service. Formal Complaint is redacted. Per Informal complaint the service address is 10436 Standing Stone Rd Huntingdon Pa - Premise 1026171.</p>				
12/04/2021 10:34:14	06/04/2021	100144174545	Yeneily Basan Belgrove	PUC/BPU Complaint-Written
<p>PUC complaint case number 3785136 received on 04/13/2021 regarding Service Denial. Filed by ROBERT J RHODES. B/P # 807184389. For premise # 1026171 / 10436 STANDING STONE RD,HUNTINGDON PA 16652. Power on. Ybasan</p> <p>PLEASE, COMPLETE FS AND OFFER LONG TERM IP.</p> <p>Based on Accurint, Robert Rhodes is connected to the premise address: 10436 Standing Stone Rd, Huntingdon PA 16652 from April 2007 to current.</p> <p>TO THE PUC ON 05/11/2021:: If the applicant, Robert Rhodes agrees to be responsible for the entire premise balance of \$5,121.86, then, the company is willing to place the service in his name without a down payment. After transferred the entire premise balance, the account can be placed on a company payment arrangement.</p> <p>FROM THE PUC ON 06/02/2021::: CASE CLOSED. *****REVISED***** ***** DECISION MAILED TO CUSTOMER 06/02/2021. RESENDING REVISED DECISION TO REFLECT DATE 06/02/2021 ***** ***** DECISION ISSUED. CASE IS DISMISSED.</p> <p>APPLICANT IS TIED TO PREMISE BASED ON HOUSEHOLD INFORMATION AND ACCURINT CHECK, THEREFORE EQUALLY RESPONSIBLE FOR THE UNPAID BALANCE THAT ACCRUED PER REGULATIONS. COMPANY IS WILLING TO ESTABLISH SERVICE IN HIS NAME WITH NO MONEY DOWN. ONCE HIS ACCOUNT IS ESTABLISHED BALANCE TRANSFERRED, HE WOULD BE ELIGIBLE FOR A PAYMENT ARRANGEMENT BASED ON INCOME. APPLICANT SHOULD CONTACT PENELEC IF HE STILL WISHES TO ESTABLISH SERVICE IN HIS NAME. CASE CLOSED.</p>				
10/05/2021 07:46:16	10/05/2021		BATCH	Enrolled Into Program
<p>Heat Type has been modified Security Deposit was reversed</p>				
07/20/2021 11:50:47	07/20/2021	100144174545	Tiffany E King	Pos ID Follow-up
<p>***working topcall** received email from compliance- spoke with Robert Rhodes- at the number (814)644-0516</p> <p>*****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>he said he appealed the PUC decision that the balance isnt his he only moved in march</p>
07/20/2021 10:47:04	07/20/2021	100144174545	Joseph A Schrump	Form Letter
Printed to \\wcorres01p\PPIKE174-P on 07/20/2021 at 10:50:50				
07/20/2021 10:40:55	07/20/2021	100144174545	Joseph A Schrump	ALERT! Sensitive Account
				<p>S/W ROBERT J RHODES, was calling regarding pending application. Customer states he has documentation showing he is not responsible for balance before March 2020 and already s/w PUC regarding appealing their decision. Reached out to Carol Caltagirone, she advised we would be willing to only hold customer responsible for balance from March 2020 date going forward (4,150.49). Attempted to contact customer back regarding this but did not get an answer, left message advising customer to contact us. If customer contacts us back and agrees to this please complete move in, attempt to get an updated fs and offer long term ip if applicable. Please see supervisor if assistance is needed.</p>
04/13/2021 14:53:26	04/13/2021	100144174545	Yeneily Basan Belgrove	PUC/BPU Complaint-Written
				<p>PUC complaint case number 3785136 received on 04/13/2021 regarding Service Denial. Filed by ROBERT J RHODES. B/P # 807184389. For premise # 1026171 / 10436 STANDING STONE RD,HUNTINGDON PA 16652. Power on. Ybasan</p> <p>PLEASE, COMPLETE FS AND OFFER LONG TERM IP.</p> <p>Based on Accurint, Robert Rhodes is connected to the premise address: 10436 Standing Stone Rd, Huntingdon PA 16652 from April 2007 to current.</p> <p>TO THE PUC ON 05/11/2021:: If the applicant, Robert Rhodes agrees to be responsible for the entire premise balance of \$5,121.86, then, the company is willing to place the service in his name without a down payment. After transferred the entire premise balance, the account can be placed on a company payment arrangement.</p> <p>FROM THE PUC ON 06/02/2021::: CASE CLOSED. *****REVISED***** ***** DECISION MAILED TO CUSTOMER 06/02/2021. RESENDING REVISED DECISION TO REFLECT DATE 06/02/2021 ***** ***** DECISION ISSUED. CASE IS DISMISSED. APPLICANT IS TIED TO PREMISE BASED ON HOUSEHOLD INFORMATION AND ACCURINT CHECK, THEREFORE EQUALLY RESPONSIBLE FOR THE UNPAID BALANCE THAT ACCRUED PER REGULATIONS. COMPANY IS</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>WILLING TO ESTABLISH SERVICE IN HIS NAME WITH NO MONEY DOWN. ONCE HIS ACCOUNT IS ESTABLISHED BALANCE TRANSFERRED, HE WOULD BE ELIGIBLE FOR A PAYMENT ARRANGEMENT BASED ON INCOME. APPLICANT SHOULD CONTACT PENELEC IF HE STILL WISHES TO ESTABLISH SERVICE IN HIS NAME. CASE CLOSED.</p>				
02/26/2021 15:35:09	02/26/2021	100144174545	Sabrina J Faith	Form Letter
Printed to \\wcorres01p\PPIKE168-P on 02/26/2021 at 15:40:40				
02/26/2021 15:34:00	02/26/2021	100144174545	Sabrina J Faith	Pos ID Follow-up
<p>s/w ROBERT J RHODES 100144174545 upfront payment: \$2182.48 comply 3/12 pa sat: no cust ended call sent call me letter</p>				
02/26/2021 15:15:33	02/26/2021	100144174545	Paige M McElwain	General Inquiry
<p>s/w ROBERT J RHODES needs to finish setting up account in his name. xfer AMIP</p>				
02/26/2021 14:45:47	02/26/2021	100144174545	Jaslin Muniz	General Inquiry/Other
<p>COVID19 - sw ROBERT J RHODES trying to get serv in name, xf amip</p>				
02/26/2021 14:37:32	02/26/2021	100144174545	Sarah T Velez	Create Dunning Lock
<p>Dunning Lock Reason:Mass Dunning Locks (RevOps Only) Start Date: 02/26/2021 End Date: 03/31/2021 pa protected customer Created By: Sarah T Velez</p>				
02/26/2021 14:36:47	02/26/2021	100144174545	Sarah T Velez	Form Letter
Printed to \\wcorres01p\PPIKE139-P on 02/26/2021 at 14:40:40				
02/26/2021 14:36:16	02/26/2021		Sarah T Velez	Service Denied!!
<p>** Transfer all calls to AMIP ** Business Partner: 0807184389 PREMISE: 0001026171 Guarantor Script Shown: N/A Pending Guarantor: Contract Account 100144174545 created. Financial Summary created: Yes Income Level = A</p> <p>Advance Move-in Notes: Applicant Name: ROBERT J RHODES Daytime Contact Number: 8146440516 BP/Premise: 0807184389 / 0001026171 Requested Move in Date: 03/01/2021 Pending Acct: 100144174545 Denial of Service Reason: Large Premise Balance Denial of Service Reason 2: Same Household Block Date Given: 03/12/2021 Requirements Total Premise Account Balance: 4364.97 Shut-Off/Comply Date Advised: Y User ID: 54680 Username: Sarah T Velez</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Mailing Address: 10436 STANDING STONE RD HUNTINGDON PA 16652 Contact Phone: (814)644-0516 Customer was satisfied.</p> <p>sw ROBERT J RHODES power on level A denied due to large prem balance bp admits to living here for about 20 years balance 4364.97 1 broken ip req 50% upfront payment 2182.48 prov pending acct nbr & def nbr adv to contact us back once the payment is made adv comply 3/12 remaining balance can be on epp/ip call got disc unable to prov reqs rights on ltr Created By: Velez,Sarah T</p>				
02/26/2021 14:31:26	02/26/2021	100144174545	Sarah T Velez	Financial Summary Review
level A				
04/21/2020 16:46:58	04/21/2020		Sean M Sell	Service Denied!!
<p>** Transfer all calls to AMIP ** Business Partner: 0807184389 PREMISE: 0001026171 Security deposit required for 394.00 Guarantor Script Shown: Yes Pending Guarantor: CSR negotiated amount 197.00 Contract Account 100140067388 created. Financial Summary created: Yes Income Level = A</p> <p>Advance Move-in Notes: Applicant Name: ROBERT J RHODES Daytime Contact Number: 814-644-1493 BP/Premise: 0807184389 / 0001026171 Requested Move in Date: 04/22/2020 Pending Acct: 100140067388 Denial of Service Reason: Same Household Denial of Service Reason 2: Security Deposit Block Date Given: 05/05/2020 Requirements Deposit Amount Requested: 394.00 Number of Installments: 002 Regulatory Deposit Amount Required: 197.00 Total Premise Account Balance: 1582.64 Total Amount Needed: 197.00 Shut-Off/Comply Date Advised: N User ID: 54217 Username: Sean M Sell Mailing Address: 10436 STANDING STONE RD HUNTINGDON PA 16652 Contact Phone: Customer was satisfied.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>*Applicant Name:robert james rhodes *Requested Move in Date: 04/22/2020 *Phone:814-644-1493 *Mail:10436 STANDING STONE RD,HUNTINGDON PA 16652 *power status:on *(service off)PFA?:n/a FS-lvl A, gave pcap and liheap# SD-394.00 block/comply date:05/05/2020</p> <p>Bp required to pay 50% of SD 394.00=197.00, rest on 2 month ip</p> <p>Premise bal:1582.64 dates:05/16/2019-04/13/2020</p> <p>Bp tied to property in accurint from may 2007-current, also listed in FS's. Tied to full bal.</p> <p>Required to pay 50% of 1582.64=791.32, rest on 12 month ip+epp</p> <p>Total due upfront=988.32 Created By: Sell,Sean M</p>



2800 Pottsville Pike
PO Box 16001
Reading PA 19612-6001
800-545-7741

February 26, 2021



ROBERT J RHODES
10436 STANDING STONE RD
HUNTINGDON PA 16652

Dear ROBERT J RHODES:

Your application for residential electric service at 10436 STANDING STONE RD HUNTINGDON PA 16652 has been denied. To establish service, you must:

- Provide a copy of your identification to prove both your identity and legal age. See attached form for acceptable identification.
- Provide a copy of a lease, deed or mortgage.
- Obtain an electrical inspection.
- Pay the required amount of **\$2,182.48** from the total outstanding balance of **\$4,364.97**. The balance breakdown is listed below.

Amount	Account	Address	Dates Balance Accrued	Name
\$4,364.97	100076773249	10436 STANDING STONE RD,HUNTINGDON PA 16652	05/16/2019 - 02/10/2021	ROBERT J RHODES
			-	
			-	

In addition to the above requirement(s), a security deposit in the amount of **0.00** is required to provide you with electric service. Please see selection below:

A 50 percent initial payment of 0.00 is due now to obtain service in your name. Another payment of 25 percent will be due with your first bill, and a final payment of 25 percent will be due with your following bill.

If you are being denied for identification only, a security deposit will be billed to your account once your identity has been verified and the account is established. If you are unable to pay the deposit in full, you have the option of paying the deposit in three installments: a 50 percent initial payment will be due with your first bill, another payment of 25 percent will be due with your second bill and a final payment of 25 percent will be due with your third bill. Please contact us at 1-800-545-7741 if you would like to pay the deposit in installments.

Please note that the deposit installments will be in addition to your monthly bill amount.

Account: 100144174545 / Corr: 400001067239

54680 PADENIAL 12/10/2019

You have the option to obtain a third-party guarantor instead of a cash deposit. A third-party guarantor is a person that meets credit requirements and is willing to co-sign for you.

If you are interested in paying your deposit in installments or using a third-party guarantor, please contact us at 1-800-545-7741 to discuss these options.

Your security deposit will be waived if you are confirmed income eligible for a customer assistance program. To apply, visit dollarenergy.org/myapp or call Dollar Energy Fund at 888-282-6816 to provide your income information and discuss eligibility.

The requested requirement(s) must be returned to the Company address listed above or faxed to 1-330-315-9587. Service will not be established until all requirements are met.

If only a payment is required and you made your payment at the time of application, thank you. Service has been established in your name. If you paid **after** the time of the application, you must contact us at our Customer Service Center at 1-800-545-7741 to report the payment and establish service in your name.

More lenient credit and liability standards may be available for victims of domestic violence with a protection from abuse order or a court order issued by a court of competent jurisdiction in this Commonwealth which provides clear evidence of domestic violence.

If you have any questions concerning your service application, please contact our Customer Service Center at 1-800-545-7741.

If the explanation given has not resolved this matter, you have the right to file an informal complaint with the Pennsylvania Public Utility Commission. The informal complaint must be filed within the next 10 days in order to ensure preservation of all your rights. You may file an informal complaint by phoning the Public Utility Commission at 1-800-692-7380 or by writing to the following address: Pennsylvania Public Utility Commission, PO Box 3265, Harrisburg, PA 17105-3265.

Sincerely,

Penelec
A FirstEnergy Company

Account: 100144174545 / Corr: 400001067239

54680 PADENIAL 12/10/2019

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
08/26/9999 15:43:18	08/26/2021	100146137987	Laurie E Parker	PUC/BPU Complaint-Written
Pa PUC Formal Complaint Docket No. C-2021-3028119 received. Disputes responsibility for full premise balance. See also Tiffany Rhodes (wife) account 100076773249.				
12/21/2021 13:57:00	10/21/2021	100146137987	Lea Ann B Wray	ALERT! Sensitive Account
Term notice sent for 11/22/21 cut due to the unsafe condition that exists because cust upgraded svc, but did not provide us with an elec inspect. We need to have the inspec Satisfied Not Applicable: Reason - Manual work				
10/26/2021 13:53:44	10/26/2021	100146137987	Thomas Shupp	Residential Upgrade Request
Stand Alone notification 000350125421 created for work type RESL Premise: 0001026171 - 10436 STANDING STONE RD, HUNTINGDON PA 16652 Upgrading Service to: 200 Amps Electrician to Disconnect Reconnect Remarks: changed out panel only -- no additional load Script Read: Yes Created By: Thomas Shupp Customer was satisfied.				
10/21/2021 13:56:55	10/21/2021	100146137987	Lea Ann B Wray	Termination Notice - Residential
Printed to \\WCORRES01\PLEWIS1007-P on 10/21/2021 at 14:00:0				
10/19/2021 03:00:49	10/19/2021	100146137987	CS General Purpose Batch	Sent LIHEAP Letter
10/18/2021 15:42:47	10/18/2021	100146137987	Desiree L Snyder	LiHeap Credit
LIHEAP CASH \$500.00 20211018 PCAP Benefit End Dt extended				
10/18/2021 12:02:02	10/18/2021	100146137987	Laurie E Parker	Test Meter-Company
10/06/2021 03:00:24	10/06/2021	100146137987	CS General Purpose Batch	Sent PCAP Enrollment Letter
10/05/2021 07:46:17	10/05/2021	100146137987	BATCH	Budget Billing Plan Simulated\Created
10/05/2021 07:46:17	10/05/2021	100146137987	BATCH	Calculation
C/A 100146137987 Contract 0031274640 A new monthly average amount has been calculated = \$ 280.00 Open editor for detail 1. 12 Mth Factor Amt: 3357.06 2. New Avg Mthly Amt: 3357.06 / 365 x 30.4 280.00 * System BBP Amount: 280.00				
10/05/2021 07:46:16	10/05/2021		BATCH	Enrolled Into Program
Heat Type has been modified Security Deposit was reversed				
10/05/2021 07:46:15	10/05/2021	100146137987	CS General Purpose Batch	Calculation of Monthly PCAP Credit
C/A 100146137987 A new PCAP amount has been calculated = \$ 92.50 Open editor for details. 1. Minimum Payment: 15216.00 * 3.00 % 456.48 2. Current burden: 285.20 x 12 3422.40 3. LIHEAP amount: 0.00 4. Unassisted burden: 3422.40 - 0.00 3422.40				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
5. Monthly Credit Amt: (3422.40 - 456.48) / 12 247.16 Monthly Credit Amount adjusted for limit				
09/27/2021 11:52:43	09/27/2021	100146137987	Marsatta Jackson	General Inquiry
S/W BEVERLY, HUNTINGDON CO CA, SENT BILLS, MJ/CBO TEAM Satisfied Not Applicable: Reason - Manual work				
09/10/2021 11:00:21	09/10/2021	100146137987	Priscilla A Zerbini	General Inquiry
ROBERT J RHODES calling for pcap # Customer was satisfied.				
09/01/2021 09:52:31	09/01/2021	100146137987	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
09/01/2021 08:25:30	09/01/2021	100146137987	Troy M Norris	Lights-None
Reported By: robert james rhodes II,husband Reported By Phone: (814)644-0516 Storm Mode: Non-Storm Mode ERT Type: SYS Restoration callback requested: (814)644-0516 ERT Time Quoted: 09/01/21 11:00 AM Script Read: Yes Notification Instructions: Customer was satisfied. Created By: Troy M Norris				
07/27/2021 03:31:25	07/27/2021	100146137987	CS General Purpose Batch	DSPTRIGHTS Letter
07/26/2021 10:10:56	07/26/2021	100146137987	Alice M Pietrzykowski	Supervisor Call
Escalated Call S/W ROBERT J RHODES customer upset that is being held responsible for balance on premise. Advised that per PUC decision DECISION ISSUED. CASE IS DISMISSED. APPLICANT IS TIED TO PREMISE BASED ON HOUSEHOLD INFORMATION AND ACCURINT CHECK, THEREFORE EQUALLY RESPONSIBLE FOR THE UNPAID BALANCE THAT ACCRUED PER REGULATIONS customer disagrees and has threatened to not pay, and also states we can remove the meter he doesn't care. advised at this point he has 2 options based on what he told me 1. wait for the results of his appeal 2 have an order for removal of service created. customer states will wait for appeal but if he is found responsible the we can ROS he is not paying. customer terminated call AMPietrzykowski Satisfied Not Applicable: Reason - Send DSPRTS				
07/26/2021 09:41:53	07/26/2021	100146137987	Laura Sabatini	Pos ID Follow-up
s/w ROBERT J RHODES received letter in the mail that we ran his credit and didn't have permission to do it and we are req a sd cust states its on appeal through the PUC cust applied for service at this location in feb. adv that at the time we asked for permission to run his ssn				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>through Experian per notes on 100144174545 PUC decision Based on Accurint, Robert Rhodes is connected to the premise address: 10436 Standing Stone Rd, Huntingdon PA 16652 from April 2007 to current. TO THE PUC ON 05/11/2021:: If the applicant, Robert Rhodes agrees to be responsible for the entire premise balance of \$5,121.86, then, the company is willing to place the service in his name without a down payment. After transferred the entire premise balance, the account can be placed on a company payment arrangement. cust states its on appeal he isn't paying it states he has been paying for the last 20 years isn't doing it anymore states that if they make him responsible for the balance that we can take the meter off the house and shove it up their a** reached out to Yeneily in compliance to find out if there any updated information cust is suing us we can contact his lawyer we are a joke cust kept swearing asked to not swear cust continued adv that is the company position reached out to Carol C she states the balance will be xtr'd and he can contact the PUC cust has been residing at the property for over 20 years he is equally responsible cust states he just had the service xtr'd cust wants to escalate call placed req in KC sent dispute rights Satisfied Not Applicable: Reason - Send DSPRTS</p>				
07/26/2021 09:22:00	07/26/2021	100146137987	William A Soles	General Inquiry
<p>sw ROBERT J RHODES, service denial, xfer to AMIP Satisfied Not Applicable: Reason - Call Transferred</p>				
07/22/2021 04:01:13	07/22/2021	100146137987	CS General Purpose Batch	Experian Used-Adverse Action Letter Sent
07/22/2021 03:31:23	07/22/2021	100146137987	CS General Purpose Batch	Require Deposit Reason Ltr Sent
<p>Letter sent to: ROBERT J RHODES 10436 STANDING STONE RD HUNTINGDON PA 16652</p>				
07/21/2021 12:40:39	07/21/2021	100146137987	Workflow General Purpose Batch	Optional Payment Programs
<p>E-Bill Selection: Not Applicable</p>				
07/21/2021 12:40:36	07/21/2021	100146137987	Tiffany E King	Move-In / Advised of Service Charge
<p>Move In Date: 07/21/2021 Property Owner: Unknown Electric Heat Source: Unknown Electric Water Heat Source: Unknown Dog moving In: No Alternate contact phone: (814)644-0516 Customer Contact: Reconnect Fee: 0.00 Service Charge: 9.50 Ebill:No Email Address: Allconnect/PA Referral: Customer Not Available</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Closed Active Account: No</p> <p>Summary Script Read - Not Applicable</p> <p>Confirmed income SD waiver option provided: Yes</p> <p>Guarantor option provided: Yes</p> <p>SDIP option provided: Yes</p> <p>Pending Guarantor:</p> <p>**working topcall** Per carol c and maria we are processing the move in- although he appealed the bill. We will transfer balance once premise account fi nalize. He can dispute the bill as an active customer as well.</p> <p>Advised Breakers Off: No</p> <p>Bills will be mailed to: service address</p> <p>Advised Security Deposit:No Advised Service Charge:No</p> <p>Created By: King, Tiffany E</p> <p>Release BP Information</p> <p>Release Load</p> <p>Do not Send Shopping discounts</p> <p>Release Phone Number</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
02/26/2021 14:36:16	02/26/2021		Sarah T Velez	Service Denied!!
				<p>** Transfer all calls to AMIP **</p> <p>Business Partner: 0807184389</p> <p>PREMISE: 0001026171</p> <p>Guarantor Script Shown: N/A</p> <p>Pending Guarantor:</p> <p>Contract Account 100144174545 created.</p> <p>Financial Summary created: Yes Income Level = A</p> <p>Advance Move-in Notes:</p> <p>Applicant Name: ROBERT J RHODES</p> <p>Daytime Contact Number: 8146440516</p> <p>BP/Premise: 0807184389 / 0001026171</p> <p>Requested Move in Date: 03/01/2021</p> <p>Pending Acct: 100144174545</p> <p>Denial of Service Reason: Large Premise Balance</p> <p>Denial of Service Reason 2: Same Household</p> <p>Block Date Given: 03/12/2021</p> <p>Requirements</p> <p>Total Premise Account Balance: 4364.97</p> <p>Shut-Off/Comply Date Advised: Y</p> <p>User ID: 54680 Username: Sarah T Velez</p> <p>Mailing Address:</p> <p>10436 STANDING STONE RD</p> <p>HUNTINGDON PA 16652</p> <p>Contact Phone: (814)644-0516</p> <p>Customer was satisfied.</p> <p>sw ROBERT J RHODES power on level A denied due to large prem balance bp admits to living here for about 20 years balance</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>4364.97 1 broken ip req 50% upfront payment 2182.48 prov pending acct nbr & def nbr adv to contact us back once the payment is made adv comply 3/12 remaining balance can be on epp/ip call got disc unable to prov reqs rights on ltr Created By: Velez,Sarah T</p>
04/21/2020 16:46:58	04/21/2020		Sean M Sell	Service Denied!!
				<p>** Transfer all calls to AMIP ** Business Partner: 0807184389 PREMISE: 0001026171 Security deposit required for 394.00 Guarantor Script Shown: Yes Pending Guarantor: CSR negotiated amount 197.00 Contract Account 100140067388 created. Financial Summary created: Yes Income Level = A</p> <p>Advance Move-in Notes: Applicant Name: ROBERT J RHODES Daytime Contact Number: 814-644-1493 BP/Premise: 0807184389 / 0001026171 Requested Move in Date: 04/22/2020 Pending Acct: 100140067388 Denial of Service Reason: Same Household Denial of Service Reason 2: Security Deposit Block Date Given: 05/05/2020</p> <p>Requirements Deposit Amount Requested: 394.00 Number of Installments: 002 Regulatory Deposit Amount Required: 197.00 Total Premise Account Balance: 1582.64 Total Amount Needed: 197.00 Shut-Off/Comply Date Advised: N User ID: 54217 Username: Sean M Sell Mailing Address: 10436 STANDING STONE RD HUNTINGDON PA 16652 Contact Phone: Customer was satisfied.</p> <p>*Applicant Name:robert james rhodes *Requested Move in Date: 04/22/2020 *Phone:814-644-1493 *Mail:10436 STANDING STONE RD,HUNTINGDON PA 16652 *power status:on *(service off)PFA?:n/a FS-lvl A, gave pcap and liheap# SD-394.00 block/comply date:05/05/2020</p> <p>Bp required to pay 50% of SD 394.00=197.00, rest on 2 month</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>ip</p> <p>Premise bal:1582.64 dates:05/16/2019-04/13/2020</p> <p>Bp tied to property in accurint from may 2007-current, also listed in FS's. Tied to full bal.</p> <p>Required to pay 50% of 1582.64=791.32, rest on 12 month ip+epp</p> <p>Total due upfront=988.32 Created By: Sell,Sean M</p>



Assigned To

Assigned Specialist
Belgrove, Yeneily Basan
Customer Information

Case Number

3785136

Account Number

100144174545

First Name

ROBERT

Last Name

RHODES

Service Address

Address1

10436 STANDING STONE RD

Address2

Service City

HUNTINGDON

Service State

PA

Service Zip

16652-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

2

Age

10,12

Adults

1

General

PUC Date Opened

4/13/2021

PUC Date Prepared

4/13/2021

Received Date

4/13/2021

PUC Date Closed

5/27/2021

Case Information

Prior Case Number

0

Term Date

Arrearage

0

Case Origin

Universal Service

Income

TELEPHONE

Yes

A1 NONE - \$0

Source

Business Name

Reason For Contact

APPLICANT/DEPOSITS - SERVICE IS ON (# 28)

Case Problem

CUST SAID THAT HIS SERVICE WOULD BE TERMINATED SOMEDAY THIS WEEK. CUST TRIED TO SWITCH THE SERVICE INTO HIS NAME, BUT COMPANY WOULD NOT ALLOWED. CURRENT ACCT HOLDER IS UNDER HIS WIFE, TIFFANY RHODES. CUST SAID THAT HE FINALIZED HIS DIVORCE IN FEB 2021, AND HE WAS NOT RESPONSIBLE FOR HIS EX-WIFE'S BILLS. HOWEVER, CUST SAID THAT HE WILL RESPONSIBLE FOR THE BILLS FROM MARCH 2020 UNTIL NOW.

- RELIEF SOUGHT - GET NEW ACCT UNDER CUSTOMER'S NAME AND NOT BEING HELD RESPONSIBLE FOR THE FULL AMOUNT. THE CELL PHONE NUMBER (814) 644 - 0516 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS RHODESROBERT216@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position

03/23/2021 PAY FULL AMOUNT OF \$3100 IN ORDER TO SWITCH NAME ON THE ACCT.

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
IVAN	LIM	
Status		

Status

Closed

Is Archived

Customer Information

Case Number

3785136

Customer First Name

ROBERT

Customer Last Name

RHODES

Account Number

100144174545

Service Address

Address 1

10436 STANDING STONE RD

Address 2

City

HUNTINGDON

Service State

PA

Zip

16652

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

1

Family Size

3

Children

2

Age

10,12

General

PUC Date Opened

4/13/2021

PUC Sent Date

6/2/2021

PUC Date Closed

5/27/2021

Case Type

Denial of Service

Assigned To

Assigned Specialist

Belgrove, Yeneily Basan

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

5/11/2021

Head Date

5/27/2021

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
376.00	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

*****REVISED*****

DECISION MAILED TO CUSTOMER 06/02/2021. RESENDING REVISED DECISION TO REFLECT DATE 06/02/2021

DECISION ISSUED. CASE IS DISMISSED. APPLICANT IS TIED TO PREMISE BASED ON HOUSEHOLD INFORMATION AND ACCURINT CHECK, THEREFORE EQUALLY RESPONSIBLE FOR THE UNPAID BALANCE THAT ACCRUED PER REGULATIONS. COMPANY IS WILLING TO ESTABLISH SERVICE IN HIS NAME WITH NO MONEY DOWN. ONCE HIS ACCOUNT IS ESTABLISHED BALANCE TRANSFERRED, HE WOULD BE ELIGIBLE FOR A PAYMENT ARRANGEMENT BASED ON INCOME. APPLICANT SHOULD CONTACT PENELEC IF HE STILL WISHES TO ESTABLISH SERVICE IN HIS NAME. CASE CLOSED.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
NICHOLE	BRAXTON
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
IVAN	LIM
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	6/4/2021



DETAILED STATEMENT OF ACCOUNT

Customer Name: ROBERT J RHODES

Account Number: 100146137987

Service Address:

10436 STANDING STONE RD
HUNTINGDON PA 16652

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
07/21/21														588.00	SDREQ	588.00
07/21/21														9.50	SVC	597.50
08/12/21	08/11/21	KWH	58,019	758	22	34	Act	109.99		109.99		09/07/21				707.49
09/14/21	09/13/21	KWH	58,960	941	33	29	Act	138.60		138.60		10/06/21				846.09
10/05/21														-588.00	SDREV	258.09
								Cancel-Security Deposit Request								
10/13/21	10/12/21	KWH	59,851	891	29	31	Act	134.19		134.19	280.00	11/04/21				392.28
10/13/21														-92.50	CAPB	299.78
10/15/21													-138.60			161.18
10/15/21													-109.99			51.19
								Meter 5001739192 removed on 10/18/2021.								
10/18/21													-500.00			-448.81
								Meter 5003006396 installed on 10/19/2021.								

Messages (Continued)

Explanation of Terms

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, service line maintenance, and assessing and deploying Smart Meter Technology.

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

Distribution Charge - Charge for Universal Service Program and Energy Efficiency Program costs, 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-Utility Generation Charge - Charges to cover an electric utility's costs associated with contracts with non-utility-owned generation.

Price to Compare (PTC) - Price per kilowatt hour to be used when comparing to the price of a generation supplier.

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.

Service Charge - Charge for opening an account.

Solar Requirements Charge - Charge to acquire Solar Photovoltaic Alternative Energy Credits to comply with the Alternative Energy Portfolio Standards Act.

State Tax Surcharge - An adjustment to the state taxes recovered through Penelec's basic charges.

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 Penelec account, please contact us before the due date.

Call Customer Service at 1-800-545-7741 Monday - Friday, from 8 a.m. - 6 p.m. Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency.

Call Payment Options at 1-800-962-4848 Monday - Friday, from 8 a.m. - 6 p.m.

Visit our website at www.firstenergycorp.com

Write to us at Penelec, 76 S. Main St., A-RPC, Akron, OH 44308-1890

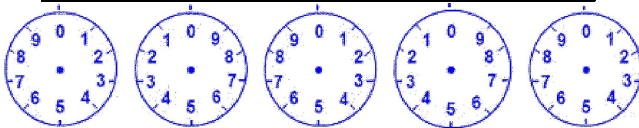
Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711.

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 or by calling 1-800-545-7741. 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:



Bill From	Bill To	Due Date	Amount	Description	Doc Date
06/12/2019	07/15/2019	08/07/2019	172.31	Consumption billing debit	07/18/2019
07/16/2019	08/12/2019	09/03/2019	165.16	Consumption billing debit	08/14/2019
08/13/2019	09/11/2019	10/03/2019	191.22	Consumption billing debit	09/13/2019
10/15/2019	11/12/2019	12/05/2019	24.66	Consumption billing debit	11/15/2019
11/13/2019	12/12/2019	01/06/2020	211.00	Consumption billing debit	12/17/2019
12/13/2019	01/13/2020	02/05/2020	197.00	Consumption billing debit	01/16/2020
01/14/2020	02/11/2020	03/05/2020	197.00	Consumption billing debit	02/14/2020
02/12/2020	03/12/2020	04/06/2020	197.00	Consumption billing debit	03/17/2020
03/13/2020	04/13/2020	05/06/2020	164.00	Consumption billing debit	04/16/2020
04/14/2020	05/12/2020	06/04/2020	164.00	Consumption billing debit	05/15/2020
05/13/2020	06/14/2020	07/07/2020	164.00	Consumption billing debit	06/17/2020
06/15/2020	07/13/2020	08/05/2020	226.00	Consumption billing debit	07/16/2020
07/14/2020	08/11/2020	09/03/2020	226.00	Consumption billing debit	08/14/2020
08/12/2020	09/13/2020	10/06/2020	226.00	Consumption billing debit	09/16/2020
09/14/2020	10/12/2020	11/04/2020	193.00	Consumption billing debit	10/15/2020
10/13/2020	11/10/2020	12/03/2020	193.00	Consumption billing debit	11/13/2020
11/11/2020	12/10/2020	01/04/2021	193.00	Consumption billing debit	12/15/2020
12/11/2020	01/12/2021	02/04/2021	214.00	Consumption billing debit	01/15/2021
01/13/2021	02/10/2021	03/08/2021	214.00	Consumption billing debit	02/15/2021
02/11/2021	03/14/2021	04/06/2021	214.00	Consumption billing debit	03/17/2021
03/15/2021	04/13/2021	05/06/2021	376.00	Consumption billing debit	04/16/2021
04/14/2021	05/12/2021	06/07/2021	376.00	Consumption billing debit	05/17/2021
05/13/2021	06/13/2021	07/06/2021	376.00	Consumption billing debit	06/16/2021
06/14/2021	07/13/2021	08/05/2021	376.00	Consumption billing debit	07/16/2021
06/14/2021	07/13/2021	08/12/2021	351.87	AMB/EPP debit	07/23/2021
07/14/2021	07/20/2021	08/12/2021	31.60	Final billing debit	07/23/2021

Unpaid balance owed prior to March 2020	1,355.35
Balance owed after March 2020	4,278.47
Total unpaid account balance	5,633.82