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 2 Hope Curry, |
 3 v. | Docket No.: C-2022-3032454
 4 Pennsylvania Electric |
 5 Company, |
 6 Further Call-In |
 7 Telephonic |
 8 -----

6 Pages 16 - 64

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

9 Monday, September 19, 2022
 10 Commencing at 10:00 a.m.

11 INDEX TO EXHIBITS

12 Docket No. C-2022-3032454
 13 Hearing Date: September 19, 2022

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Docket No. C-2022-3032454

Hope Curry v. Pennsylvania Electric Company

The Hon. Emily DeVoe

Hearing Date: Monday, September 19, 2022 at 10:00 AM

Call-In Hearing No.: 1.888.547-8922; PIN: 74903461#

PROPOSED EXHIBITS OF PENELEC

1. Customer Contacts
2. Statement of Account-Revised at hearing
3. Med Cert History
- ~~4. Payment History~~
5. PAR History
6. BCS Decision No. 3102285, closed 6/22/13 (Level 1 PAR)
7. BCS Decision No. 3201943, closed 5/8/14 (1405(d))
8. BCS Decision No. 3429583, closed 4/21/16 (1405(d))
9. BCS Decision No. 3555758, closed 8/22/17 (Level 1 PAR)
10. BCS Decision No. 3639817, closed 9/24/18 (1405(d))
11. BCS Decision No. 3688612, closed 4/23/19 (1405(d))
12. BCS Decision No. 3733643, closed 10/25/19 (1405(d))
13. Docket No. F-2019-3010249 Complaint, Settlement Letter & CSAT
14. BCS Decision No. 3798919, closed 9/1/21 (Level 1 COVID PAR)
15. BCS Decision No. 3826394, closed 4/19/22 (1405(d))
16. BCS Decision No. 3857099, closed 8/17/22
17. Complaint Chart
18. Collection History-Revised at hearing
19. Email from Ms. Curry re: continuance**
20. Email from Ms. Curry re: hearing exhibits**

** Late-filed admitted exhibits

Customer: HOPE L CURRY / 800145446
 Contract Acct: 100098336405
 Service Address: 370 W MAIN ST, MAHAFFEY PA 15757

Created On:
 Date Range:



Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/05/9999 15:52:12	05/05/2022	100098336405	Tammy J Taylor	PUC/BPU Complaint-Written
Formal PUC complaint docket# C-2022-3032343 rec'd 5/5/22 regarding PAR request. Charlie Howlett will handle this complaint. Satisfied Not Applicable: Reason - Manual work				
08/30/2022 17:31:32	08/30/2022	100098336405	INTV IVR	Account Balance Inquiry
08/30/2022 17:02:00	08/30/2022	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/30/2022 13:05:56	08/30/2022	100098336405	Priscilla A Zerbini	General Inquiry
Customer was satisfied.				
08/30/2022 13:04:48	08/30/2022	100098336405	Priscilla A Zerbini	Ready Pay Create
No 90714965 - \$301.53 08/30/2022 HOPE L CURRY made ocorrected payment				
08/30/2022 13:03:33	08/30/2022		Priscilla A Zerbini	Personal Data Changed
wrong bank info				
08/30/2022 13:02:02	08/30/2022	100098336405	Priscilla A Zerbini	Ready Pay Delete
No 90714029 - \$301.53 - 08/30/2022 adv gave incorrect digit on bank acct				
08/30/2022 12:36:05	08/30/2022	100098336405	INTV IVR	Account Balance Inquiry
08/30/2022 12:31:37	08/30/2022	100098336405	Faith E Fletcher	Ready Pay Create
No 90714029 - \$301.53 - 08/30/2022 Created By: Faith E Fletcher				
08/30/2022 12:30:00	08/30/2022	100098336405	Faith E Fletcher	Financial Summary Review
Spoke with: HOPE L CURRY Created By: Faith E Fletcher FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
08/30/2022 12:30:00	08/30/2022	100098336405	Faith E Fletcher	Negotiation Tool - Service On
Spoke with: HOPE L CURRY Created By: Faith E Fletcher Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Option used - Pay Disconnection Amt of: \$301.53 Payment made for: 301.53 by ReadyPay Script Read: Yes sw HOPE L CURRY / 100098336405/via/ said made paymnt but rcvd call after advised paymnt returned 333.53 said will try and process again no med cond declined fs review aware on balance Pay Acct Balance of: \$32110.91/Pay Past Due Amt of \$9703.84/ min Pay Disconnection Amt of: \$301.53 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. n/a				
08/30/2022 12:14:07	08/30/2022	100098336405	INTV IVR	Account Balance Inquiry
08/29/2022 10:01:00	08/29/2022	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/27/2022 15:31:09	08/27/2022		CS General Purpose Batch	Return Check Letter

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/26/2022 12:10:08	08/26/2022	100098336405	Deborah L Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 333.53 Disconnection Date: 08/31/2022				
08/24/2022 11:26:50	08/24/2022	100098336405	Mariah J Jolliffe	Reconnection Process-Recon started
Negotiated Amounts: - Disconnection Amount: \$301.53 - Standard Reconnection Fee: \$32.00 Reconnect Amt Due: \$333.53 Payment Status: Readypay - \$333.53 Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 08/24/2022 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. CUST OFFERED TO PAY disconn amt + rf / adv turn off the main breaker and ensure clear access to the meter. / adv remaining bal 31973.29 Created By: Jolliffe, Mariah J				
08/24/2022 11:24:18	08/24/2022	100098336405	Mariah J Jolliffe	Ready Pay Create
No 90576146 - \$333.53 - 08/24/2022 Bank details added to business partner Created By: Mariah J Jolliffe				
08/24/2022 11:13:00	08/24/2022	100098336405	Mariah J Jolliffe	Negotiation Tool - Service Off
Spoke with: HOPE L CURRY Created By: Mariah J Jolliffe Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Service Off - Addl Questions:* Does medical condition exist?: No Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: No ***** Negotiated Amounts: - Disconnection Amount: \$301.53 - Standard Reconnection Fee: \$32.00 Reconnect Amt Due: \$333.53 Payment Status: Readypay - \$333.53 Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 08/24/2022 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. CUST OFFERED TO PAY disconn amt + rf / adv turn off the main breaker and ensure clear access to the meter. / adv remaining bal 31973.29				
08/24/2022 11:13:00	08/24/2022	100098336405	Mariah J Jolliffe	Financial Summary Review
Spoke with: HOPE L CURRY Created By: Mariah J Jolliffe				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
08/24/2022 09:56:46	08/24/2022	100098336405	Melissa D Hinerman	Supervisor Call
<p>s/w Hope Curry about the account. Advised the account was disconnected due to they didn't pay current charges, I advised when a complaint is filed the customer is still obligated to pay current charges from the time the dispute is filed. The customer needs to pay 301.53 and we will restore their power. Advised to turn off breakers. They will pay the 301.53 and call back with the receipt. Customer was satisfied.</p>				
08/24/2022 09:50:06	08/24/2022	100098336405	Harlee J Yow	General Inquiry
<p>SW: HOPE L CURRY PENDING PUC DECISION originally for Par agreement then customer continued with a formal complaint nothing showing what was in formal complaint filing customer states that she has a hearing on 9/8/2022 and power was disconnected Xferred call to supervisor Melissa Hinerman Satisfied Not Applicable: Reason - Call Transferred</p>				
08/24/2022 09:23:10	08/24/2022	100098336405	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
08/24/2022 09:23:10	08/24/2022	100098336405	INTV IVR	Account Balance Inquiry
08/24/2022 09:14:21	08/24/2022	100098336405	Eailogon	Service Disconnected
<p>DISC,Non-Pay, ,Total Arrears \$ 8853.84 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)</p>				
08/17/2022 12:15:40	08/17/2022	100098336405	Charles J Howlett	Contract Account Changed
BCS3857099 dismissed due to pending formal complaint.				
08/15/2022 11:25:00	08/15/2022	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/15/2022 10:13:04	08/15/2022	100098336405	Samantha Geist	PUC/BPU Complaint-Written
<p>PUC Case 3857099 received 08/12/2022 regarding a par. 8/17/22 - Case dismissed due to pending PUC formal.</p>				
08/04/2022 09:22:31	08/04/2022	100098336405	Shimada R Payne	Utility Report Issued
<p>Spoke with: HOPE L CURRY Created By: Shimada R Payne Dispute Rights Dunning lock created - Lock date: 08/14/2022 Company Position: Termination Date(on or after)=> 08/15/2022 Customer Position: Termination Date(on or after)=> 08/15/2022</p>				
08/04/2022 09:19:55	08/04/2022	100098336405	Shimada R Payne	Financial Summary Review
<p>Spoke with: HOPE L CURRY Created By: Shimada R Payne Low income letter will be sent.</p>				
08/04/2022 09:17:52	08/04/2022	100098336405	Shimada R Payne	Negotiation Tool - Service On
<p>Spoke with: HOPE L CURRY Created By: Shimada R Payne Med Cert options used.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Webform URL: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$32078.91 Offered - Pay Past Due Amt of \$8853.84 Offered - Pay Disconnection Amt of: \$301.53 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Disconnection Amt of: \$301.53				
08/04/2022 09:03:59	08/04/2022	100098336405	Makayla M Strother	General Inquiry
s/w hope curry needs to see if she can get an extension for discon states that she cannot make payment until 08/25 xferd to credit Satisfied Not Applicable: Reason - Call Transferred				
08/04/2022 08:24:48	08/04/2022	100098336405	INTV IVR	Account Balance Inquiry
08/03/2022 19:00:33	08/03/2022	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 08/02/22 = \$ 435.00 Open editor for detail 1. 12 Mth Factor Amt: 5122.99 2. Current Delta: 1004.09 - 1200.00 + 0.00 195.91- 3. Remaining Amount: 4118.90 4. Diff + Remain Amt: 195.91- + 4118.90 3922.99 5. New BBP Amount: 3922.99 / 274 x 30.4 435.00 * Dollar Difference: 435.00 - 400.00 35.00 * Pct Difference: 8.75 * System BBP Amount: 435.00				
08/01/2022 10:04:00	08/01/2022	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/23/2022 20:13:51	07/23/2022	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential
05/05/2022 15:54:02	05/05/2022	100098336405	Tammy J Taylor	Contract Account Changed

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Dispute date for formal complaint.				
05/03/2022 19:17:26	05/03/2022	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 05/02/22 = \$ 400.00 Open editor for detail 1. 12 Mth Factor Amt: 4803.47 * System BBP Amount: 400.00				
05/02/2022 10:06:00	05/02/2022	100098336405	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/21/2022 16:18:27	04/21/2022	100098336405	Cheryl D Fick	PUC/BPU Complaint-Written
Case #3826394 - DISMISSAL LETTER ISSUED. THE CUSTOMER DEFAULTED ON THE PREVIOUS PUC PAR AND IS NOT ELIGIBLE FOR A NEW ONE PER 1405D. DUE TO A MAILING RESTRICTION, THIS LETTER WILL BE DATED AND MAILED ON 04/20/2022. / cdf				
04/01/2022 13:56:51	04/01/2022	100098336405	Chakeira L Evans	General Inquiry
Spoke with: HOPE L CURRY / 100098336405 Customer calling to get extension , PUC complaint on account put in KC was adv to put S lock on account due to complaint for PUC decision Customer was satisfied.				
04/01/2022 13:56:14	04/01/2022	100098336405	Chakeira L Evans	Create Dunning Lock
Dunning Lock Reason:Supervisory Review Start Date: 04/01/2022 End Date: 04/15/2022 Was adv by sup to place S lock on account due to PUC complaint Created By: Chakeira L Evans				
04/01/2022 13:32:39	04/01/2022	100098336405	Barbara J Lafontaine	PUC/BPU Complaint-Written
PUC case# 3826394 received on 04/01/22 regarding a PUC payment agreement request (PAR). B. LaFontaine, Compliance				
04/01/2022 11:58:49	04/01/2022	100098336405	Daniel A Tousley	General Inquiry
sw HOPE L CURRY calling to make payment arrangements xfer to credit vai Satisfied Not Applicable: Reason - Call Transferred				
04/01/2022 11:56:23	04/01/2022	100098336405	INTV IVR	Account Balance Inquiry
Previous Account Balance Inquiry				
04/01/2022 11:55:31	04/01/2022	100098336405	INTV IVR	Account Balance Inquiry
04/01/2022 11:10:20	04/01/2022	100098336405	INTV IVR	Account Balance Inquiry
IVR Billing Analysis Performed				
04/01/2022 11:08:52	04/01/2022	100098336405	INTV IVR	Account Balance Inquiry
03/30/2022 17:03:00	03/30/2022	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/29/2022 10:03:00	03/29/2022	100098336405	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
03/21/2022 22:16:54	03/21/2022	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential
03/02/2022 10:07:00	03/02/2022	100098336405	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/01/2022 09:06:22	03/01/2022	100098336405	Ali Young	Financial Summary Review
Spoke with: HOPE L CURRY				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Ali Young BP Refused FS				
03/01/2022 09:05:27	03/01/2022	100098336405	Ali Young	Negotiation Tool - Service On
<p>Spoke with: HOPE L CURRY</p> <p>Created By: Ali Young</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$29440.07</p> <p>Offered - Pay Past Due Amt of \$3468.76</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>BP Refused FS</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>advi 2-1-1, CRISIS, and LIHEAP GRANT</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <p>bp inquired about options</p> <p>advi at this time account not eligible for a new arrangement</p> <p>bp confirmed she has an appointment for ERAP</p> <p>confirmed shut offs resume on or after 04/04/2022</p> <p>bp asked for PUC # as well -provided</p>				
03/01/2022 08:52:03	03/01/2022	100098336405	Michelle A Pogue	General Inquiry
<p>HOPE L CURRY SYS VER, NO ALT, CALLING ON IP OPTIONS HAS APPT</p> <p>WITH ERAP NEEDS TIME TO CR TEAM MAP</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
03/01/2022 08:32:39	03/01/2022	100098336405	INTV IVR	Account Balance Inquiry
02/16/2022 22:26:10	02/16/2022	100098336405	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/03/2022 17:30:32	02/03/2022	100098336405	EAILOGINWM6	Additional Customer Call
ERT: 02/03/22 06:30 PM				
02/03/2022 15:58:51	02/03/2022	100098336405	EAILOGINWM6	Lights-None
ERT: 02/03/22 06:30 PM				
02/01/2022 19:00:30	02/01/2022	100098336405	CS General Purpose Batch	Calculation
<p>C/A 100098336405 Contract 0017326248</p> <p>Budget amt calculated for period ending 01/31/22 = \$ 495.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4080.57</p> <p>2. Current Delta: 3298.33 - 2598.00 + 0.00 700.33</p> <p>3. Remaining Amount: 782.24</p> <p>4. Diff + Remain Amt: 700.33 + 782.24 1482.57</p> <p>5. New BBP Amount: 1482.57 / 91 x 30.4 495.00</p> <p>* Dollar Difference: 495.00 - 275.00 220.00</p> <p>* Pct Difference: 80.00</p> <p>* System BBP Amount: 495.00</p>				
02/01/2022 13:20:00	02/01/2022	100098336405	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
12/31/2021 08:45:22	06/02/2021	100098336405	C68755	General Inquiry/Other

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Prepared to go to 60/24/12months based off PUC Directions, and company accepted full terms of the order. Satisfied Not Applicable: Reason - Other - still working on act				
11/12/2021 15:54:40	11/12/2021	100098336405	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
11/12/2021 13:44:16	11/12/2021	100098336405	EAILOGINWM6	Lights-None
ERT: 11/12/21 04:30 PM				
11/01/2021 19:08:54	11/01/2021	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 10/31/21 = \$ 275.00 Open editor for detail 1. 12 Mth Factor Amt: 3446.31 2. Current Delta: 1680.67 - 1773.00 + 0.00 92.33- 3. Remaining Amount: 1765.64 4. Diff + Remain Amt: 92.33- + 1765.64 1673.31 5. New BBP Amount: 1673.31 / 185 x 30.4 275.00 * Dollar Difference: 275.00 - 275.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 275.00				
11/01/2021 10:42:00	11/01/2021	100098336405	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/15/2021 13:29:51	10/15/2021	100098336405	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/15/2021 Payment Time: 13:29:50 Payment Amount: 250.00 Payment Type: Credit Vendor ID: CT Receipt Number: 10426381101521				
10/04/2021 08:21:27	10/04/2021	100098336405	Rhonda K Lepley	General Inquiry
sw:HOPE L CURRY. cust states she will pay 725.00 on 10/18.				
10/04/2021 08:08:18	10/04/2021	100098336405	INTV IVR	Account Balance Inquiry
09/24/2021 13:06:30	09/24/2021	100098336405	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_ANS_LIVE Hello. This message is from Penelec, your electric company. Please be advised that the planned power outage that was scheduled for either Tues 9-7 or Wed 9-8, is being postponed and rescheduled. Therefore, on Tues 09-28, there will be a 5 a nd one half hour planned power outage to make repairs and to upgrade our facilities. The outage will affect customers on numerous, streets and roads in Mahaffey Pa . If you are receiving this message, you will experience a service interruption, from approximately 8:30 AM until 2:00 PM. In the event of an unforeseen emergency or inclement weather, the planned outage would then occur on Wed 09-29, during the same timeframe. Penelec thanks you for your patience and understanding while we perform this work. To hear this message again, please remain on the line.				
09/22/2021 22:01:51	09/22/2021	100098336405	EAILOGINWM6	Lights-None
ERT: 09/23/21 01:00 AM				
09/17/2021 09:08:09	09/17/2021	100098336405	EAILOGINWM6	Outbound Call - Planned Outage

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Call Result - SRC_ANS_MACHINE RESCHEDULED OUTAGE MESSAGE: Hello. This message is from Penelec, your electric company. Please be advised that the planned power outage that was scheduled for either Tues 9-7 or Wed 9-8, is being postponed and rescheduled. Therefore, on Tues 09-28, there will be a 5 and one half hour planned power outage to make repairs and to upgrade our facilities. The outage will affect customers on numerous, streets and roads in Mahaffey Pa . If you are receiving this message, you will experience a service interruption, from approximately 8:30 AM until 2:00 PM. In the event of an unforeseen emergency or inclement weather, the planned outage would then occur on Wed 09-29, during the same timeframe. Penelec thanks you for your patience and understanding while we perform this work. To hear this message again, please remain on the line. OUT-58748-PN</p>				
09/07/2021 14:06:33	09/07/2021	100098336405	Charee M Delaney	PA PUC Plan - IP
<p>puc complaint 3798919 closed - added puc ip LEVEL 1, BUDGET 269.00 + 450.00 = 719.00 BEGINNING OCT 2021 DUE DATE</p>				
09/07/2021 14:05:25	09/07/2021	100098336405	Charee M Delaney	PUC/BPU Complaint-Written
<p>puc complaint closed</p>				
09/03/2021 08:07:10	09/03/2021	100098336405	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_LIVE MESSAGE TO CUSTOMERS: Hello. This message is from Penelec, your electric company. On, Tuesday Sept 7th there will be a 5 and one half -hour planned power outage to replace equipment. The outage will impact customers on numerous, streets and roads in Mahaffey Pa. If you are receiving this message, you will experience this 5 and one half hour service interruption from approximately 8:30 AM until 2:00 PM. In the event of an unforeseen emergency or inclement weather the outage will then take place on Wed Sept 8th with the same time frame. We appreciate your patience and thank you for your understanding while we perform this work. To hear this message again, please remain on the line. OUT-00058543</p>				
09/02/2021 09:04:46	09/02/2021	100098336405	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE Hello. This message is from Penelec, your electric company. Please be advised that the planned power outage that was scheduled for either Tues 9-7 or Wed 9-8, is being postponed and rescheduled. Therefore, on Tues 09-28, there will be a 5 and one half hour planned power outage to make repairs and to upgrade our facilities. The outage will affect customers on numerous, streets and roads in Mahaffey Pa . If you are receiving this message, you will experience a service interruption, from approximately 8:30 AM until 2:00 PM. In the event of an unforeseen emergency or inclement weather, the planned outage would then occur on Wed 09-29, during the same timeframe. Penelec thanks you for your patience and understanding</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
while we perform this work. To hear this message again, please remain on the line. OUT-58748-PN				
09/01/2021 08:37:08	09/01/2021	100098336405	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE</p> <p>MESSAGE TO CUSTOMERS: Hello. This message is from Penelec, your electric company. On, Tuesday Sept 7th there will be a 5 and one half -hour planned power outage to replace equipment. The outage will impact customers on numerous, streets and roads in Mahaffey Pa. If you are receiving this message, you will experience this 5 and one half hour service interruption from approximately 8:30 AM until 2:00 PM. In the event of an unforeseen emergency or inclement weather the outage will then take place on Wed Sept 8th with the same time frame. We appreciate your patience and thank you for your understanding while we perform this work. To hear this message again, please remain on the line. OUT-00058543</p>				
08/16/2021 12:28:20	08/16/2021	100098336405	Charee M Delaney	PUC/BPU Complaint-Written
puc complaint recvd 3798919 par request				
08/16/2021 10:06:00	08/16/2021	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/02/2021 18:58:57	08/02/2021	100098336405	CS General Purpose Batch	Calculation
<p>C/A 100098336405 Contract 0017326248</p> <p>Budget amt calculated for period ending 08/01/21 = \$ 275.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3441.20</p> <p>2. Current Delta: 684.57 - 948.00 + 0.00 263.43-</p> <p>3. Remaining Amount: 2756.63</p> <p>4. Diff + Remain Amt: 263.43- + 2756.63 2493.20</p> <p>5. New BBP Amount: 2493.20 / 276 x 30.4 275.00</p> <p>* Dollar Difference: 275.00 - 316.00 41.00</p> <p>* Pct Difference: 12.97</p> <p>* System BBP Amount: 275.00</p>				
08/02/2021 08:25:58	08/02/2021	100098336405	Shana J Carpenter	Utility Report Issued
<p>Spoke with: HOPE L CURRY</p> <p>Created By: Shana J Carpenter</p> <p>Dispute Rights Dunning lock created - Lock date: 08/15/2021</p> <p>Company Position:</p> <p>Termination Date(on or after)=> 08/16/2021</p> <p>Customer Position:</p> <p>Termination Date(on or after)=> 08/16/2021</p>				
08/02/2021 08:22:29	08/02/2021	100098336405	Shana J Carpenter	Financial Summary Review
<p>Spoke with: HOPE L CURRY</p> <p>Created By: Shana J Carpenter</p> <p>Low income letter will be sent.</p>				
08/02/2021 08:20:54	08/02/2021	100098336405	Shana J Carpenter	Negotiation Tool - Service On
<p>Spoke with: HOPE L CURRY</p> <p>Created By: Shana J Carpenter</p> <p>Med Cert options used.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Advised customer ineligible for Med Cert: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$26721.75 Offered - Pay Disconnection Amt of: \$26394.44 Offered - Pay Past Due Amt of \$1519.31 Offered - Pay Catch-up Amt of: \$754.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
08/02/2021 08:05:43	08/02/2021	100098336405	INTV IVR	Account Balance Inquiry
07/28/2021 10:03:00	07/28/2021	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/20/2021 22:22:47	07/20/2021	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential
07/11/2021 22:38:47	07/11/2021	100098336405	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 06 The interruption in service was due to inclement weather ERT: 07/12/21 03:00 PM				
07/11/2021 21:45:31	07/11/2021	100098336405	EAILOGINWM6	Additional Customer Call
ERT: 07/11/21 10:30 PM				
07/11/2021 19:49:23	07/11/2021	100098336405	EAILOGINWM6	Lights-None
ERT: 07/11/21 08:00 PM				
07/11/2021 10:08:47	07/11/2021	100098336405	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 05 The interruption in service was due to equipment damage ERT: 07/11/21 11:30 AM				
07/11/2021 10:06:07	07/11/2021	100098336405	EAILOGINWM6	Lights-None
Played POWERONDESC: 05 The interruption in service was due to equipment damage ERT: 07/11/21 11:30 AM				
07/01/2021 10:13:00	07/01/2021	100098336405	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/02/2021 08:44:53	06/02/2021	100098336405	C68755	PA Payment - IP
Offered COVID IP for 60 months with added 438 on top of regular monthly bill ; Customer agreed to terms.				
06/02/2021 08:41:41	06/02/2021	100098336405	C68755	Financial Summary Review
Spoke with: HOPE L CURRY Created By: MEGAN E JONES FS Reviewed Only - No Changes needed, existing FS in last 90 days.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/02/2021 08:41:11	06/02/2021	100098336405	C68755	Negotiation Tool - Service On
<p>Spoke with: HOPE L CURRY Created By: MEGAN E JONES Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$26286.67 Offered - Pay Disconnection Amt of: \$26000.48 Offered - Pay Past Due Amt of \$3983.69 Offered - Pay Catch-up Amt of: \$1753.69</p>				
06/02/2021 08:37:25	06/02/2021	100098336405	Michael J Myers	General Inquiry
<p>sw HOPE L CURRY / 100098336405 vai would like to be on an ip xfer to credit Satisfied Not Applicable: Reason - Call Transferred</p>				
06/02/2021 08:29:08	06/02/2021	100098336405	INTV IVR	Account Balance Inquiry
05/28/2021 11:24:00	05/28/2021	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/22/2021 20:11:31	05/22/2021	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential
05/03/2021 19:43:36	05/03/2021	100098336405	CS General Purpose Batch	Calculation
<p>C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 05/02/21 = \$ 316.00 Open editor for detail 1. 12 Mth Factor Amt: 3815.50 * System BBP Amount: 316.00</p>				
05/03/2021 11:11:00	05/03/2021	100098336405	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/02/2021 12:35:23	04/02/2021	100098336405	INTV IVR	Account Balance Inquiry
04/01/2021 06:35:55	04/01/2021	100098336405	INTV IVR	Account Balance Inquiry
03/31/2021 23:28:38	03/31/2021	100098336405	INTV IVR	Account Balance Inquiry
03/31/2021 15:19:15	03/31/2021	100098336405	INTV IVR	Account Balance Inquiry
03/31/2021 07:04:17	03/31/2021	100098336405	INTV IVR	Account Balance Inquiry
03/30/2021 23:02:04	03/30/2021	100098336405	INTV IVR	Account Balance Inquiry
03/30/2021 16:47:56	03/30/2021	100098336405	INTV IVR	Account Balance Inquiry
03/30/2021 10:12:52	03/30/2021	100098336405	Kristen L Delle Donne	Outbound Call

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.				
03/17/2021 09:10:07	03/17/2021	100098336405	Hannah Post	Installment Plan Created
Repay Pln: PA00 Instlm: \$ 2230.00 Instlm: # 012				
03/17/2021 09:07:42	03/17/2021	100098336405	Hannah Post	Financial Summary Review
Spoke with: HOPE L CURRY Created By: Hannah Post Low income letter will be sent.				
03/17/2021 09:06:05	03/17/2021	100098336405	Hannah Post	Negotiation Tool - Service On
<p>Spoke with: HOPE L CURRY Created By: Hannah Post Payment Options provided: Offered - Pay Acct Balance of: \$21,088.96 Offered - Pay Past Due Amt of \$18951.96 *****</p> <p>Financial Summary Option Used. Low income letter will be sent. *****</p> <p>Installment Plan Option used - Level A - PA IP #1 with budget amt of \$249.00 No downpayment requested Estimated Mo Amt: 2230.00 for 12 months Script Read: Yes, customer understands terms -Sched Bill Date: 04/02/2021 *****</p> <p>PA Final Wrap-up Customer was satisfied. *****</p> <p>-gave PCAP #1-888-282-6816 & LIHEAP #1-866-857-7095</p>				
03/17/2021 09:03:35	03/17/2021	100098336405	INTV IVR	Account Balance Inquiry
02/01/2021 19:32:50	02/01/2021	100098336405	CS General Purpose Batch	Calculation
<p>C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 01/31/21 = \$ 249.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4824.26 2. Current Delta: 3033.26 - 4080.00 + 0.00 1046.74- 3. Remaining Amount: 1791.00 4. Diff + Remain Amt: 1046.74- + 1791.00 744.26 5. New BBP Amount: 744.26 / 91 x 30.4 249.00 * Dollar Difference: 249.00 - 459.00 210.00 * Pct Difference: 45.75 * System BBP Amount: 249.00</p>				
11/15/2020 15:35:18	11/15/2020	100098336405	EAILOGINWM6	Lights-None
ERT: 11/15/20 06:30 PM				
11/13/2020 09:39:49	11/17/2020	100098336405	Kristen L Delle Donne	Pre-Disconnection Warning Letter
Notice was mailed to customer advising that their unpaid balance may put them at risk of termination after November 9, 2020. The standard 10 day termination notice will be mailed prior to termination. Customer should be provided with all available options.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/31/2020 19:45:22	10/31/2020	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 10/29/20 = \$ 459.00 Open editor for detail 1. 12 Mth Factor Amt: 5401.27 2. Current Delta: 2049.86 - 2703.00 + 0.00 653.14- 3. Remaining Amount: 3351.41 4. Diff + Remain Amt: 653.14- + 3351.41 2698.27 5. New BBP Amount: 2698.27 / 182 x 30.4 451.00 * Dollar Difference: 451.00 - 459.00 8.00 * Pct Difference: 1.74 * System BBP Amount: 459.00				
10/20/2020 22:54:38	10/20/2020	100098336405	Michael R Evelsizer	Moratorium Protected Account
COMPLETED ANY EXISTING DN NOTIFICATION				
10/17/2020 19:12:09	10/17/2020	100098336405	Michael R Evelsizer	Moratorium Protected Account
PA PROTECTED CUSTOMER				
08/27/2020 21:05:26	08/27/2020	100098336405	EAILOGINWM6	Lights-None
ERT: 08/28/20 12:00 AM				
08/27/2020 10:09:00	08/27/2020	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/19/2020 22:25:45	08/19/2020	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential
08/04/2020 12:27:00	08/04/2020	100098336405	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/03/2020 10:03:00	08/03/2020	100098336405	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
08/01/2020 19:31:06	08/01/2020	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 07/30/20 = \$ 459.00 Open editor for detail 1. 12 Mth Factor Amt: 5461.36 2. Current Delta: 1058.87 - 1326.00 + 0.00 267.13- 3. Remaining Amount: 4402.49 4. Diff + Remain Amt: 267.13- + 4402.49 4135.36 5. New BBP Amount: 4135.36 / 274 x 30.4 459.00 * Dollar Difference: 459.00 - 442.00 17.00 * Pct Difference: 3.85 * System BBP Amount: 459.00				
06/14/2020 22:35:34	06/14/2020	100098336405	EAILOGINWM6	Lights-None
ERT: 06/15/20 01:30 AM				
06/12/2020 11:21:25	06/12/2020	100098336405	C57719	Make Up Bill - IP
covid 19				
06/12/2020 11:17:00	06/12/2020	100098336405	C57719	Negotiation Tool - Service On
Spoke with: HOPE L CURRY Created By: Sheela Bautista Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Human Services Options used. Provided PCAP and Other Assistance Information. has info ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$22666.02 Offered - Pay Past Due Amt of \$22224.02 Offered - Pay Disconnection Amt of: \$20683.82 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. calling for ip on acct for 12 mo adv cust maku ip of 1888.00 on top of epp 442.00 adv new bill 07/02				
06/12/2020 11:17:00	06/12/2020	100098336405	C57719	Financial Summary Review
Spoke with: HOPE L CURRY Created By: Sheela Bautista FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
06/12/2020 11:14:55	06/12/2020	100098336405	Amanda D Casby	General Inquiry
SW HOPE L CURRY 100098336405 VAI CUST CALLED TO DISCUSS IP XFERED TO CREDIT Satisfied Not Applicable: Reason - Call Transferred				
06/12/2020 11:12:41	06/12/2020	100098336405	INTV IVR	Account Balance Inquiry
06/02/2020 12:56:42	06/02/2020	100098336405	C62987	Utility Report Issued
Spoke with: HOPE L CURRY Created By: Russell A Riggs-Marshek Dispute Rights Dunning lock created - Lock date: 06/14/2020 Company Position: Offered all options, considered 4 factors Customer Position: Customer can not pay				
06/02/2020 12:53:24	06/02/2020	100098336405	C62987	Negotiation Tool - Service On
Spoke with: HOPE L CURRY Created By: Russell A Riggs-Marshek Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. S/W HOPE L CURRY adv LIHEAP and DEF ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$22224.02 Offered - Pay Disconnection Amt of: \$20683.82 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes S/W HOPE L CURRY adv no terminations until July 1st adv make up if needed will call back after PUC and assistance				
06/02/2020 12:53:24	06/02/2020	100098336405	C62987	Financial Summary Review
Spoke with: HOPE L CURRY Created By: Russell A Riggs-Marshek FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
06/02/2020 12:50:21	06/02/2020	100098336405	Joan D Owens	General Inquiry
sw HOPE L CURRY 100098336405 vai calling for 10 day extension. wants to contact PUC for hearing. xfer credit Satisfied Not Applicable: Reason - Call Transferred				
06/02/2020 12:48:28	06/02/2020	100098336405	INTV IVR	Account Balance Inquiry
05/28/2020 10:13:00	05/28/2020	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/20/2020 22:36:28	05/20/2020	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential
05/02/2020 19:24:01	05/02/2020	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 04/30/20 = \$ 442.00 Open editor for detail 1. 12 Mth Factor Amt: 5317.19 * System BBP Amount: 442.00				
04/03/2020 09:59:33	04/03/2020	100098336405	C66011	Disconnection Phone Attempt - Successful
04/03/2020 09:57:53	04/03/2020	100098336405	C66011	Financial Summary Review
Spoke with: HOPE L CURRY Created By: Jessica Styer Low income letter will be sent.				
04/03/2020 09:55:44	04/03/2020	100098336405	C66011	Negotiation Tool - Service On
Spoke with: HOPE L CURRY Created By: Jessica Styer Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>adv not terminating service until further notice</p> <p>adv to contact assistance programs + make any payment possible in mean time</p>				
04/03/2020 09:53:47	04/03/2020	100098336405	Donna D Swiger	General Inquiry
<p>s/w HOPE L CURRY vai</p> <p>100098336405</p> <p>calling to see if she can get any type of assistance</p> <p>trans to credit</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
04/03/2020 09:51:41	04/03/2020	100098336405	INTV IVR	Account Balance Inquiry
03/30/2020 14:20:45	03/30/2020	100098336405	INTV IVR	Account Balance Inquiry
03/30/2020 10:09:00	03/30/2020	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/21/2020 20:25:46	03/21/2020	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential
03/21/2020 01:00:37	03/21/2020	100098336405	EAILOGINWM6	Lights-None
<p>Non-SAP Notification X00002743129 created in PowerOn. Call received:</p> <p>2020-03-21 00:33:00.0 Work Type: NLNL Reported By: INTV IVR</p>				
03/20/2020 21:09:42	03/20/2020	100098336405	EAILOGINWM6	Lights-None
<p>Played POWERONDESC: 03 The interruption in service was caused by tree related damage ERT: 03/21/20 12:30 AM</p>				
03/11/2020 15:57:56	03/11/2020	100098336405	Bethel M Folmsbee	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP				
03/02/2020 10:10:00	03/02/2020	100098336405	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
02/20/2020 08:59:14	02/20/2020	100098336405	Bethel M Folmsbee	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP				
02/19/2020 22:44:57	02/19/2020	100098336405	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/03/2020 10:15:00	02/03/2020	100098336405	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/01/2020 19:18:54	02/01/2020	100098336405	CS General Purpose Batch	Calculation
<p>C/A 100098336405 Contract 0017326248</p> <p>Budget amt calculated for period ending 01/30/20 = \$ 364.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4369.70</p> <p>2. Current Delta: 3526.19 - 3315.00 + 0.00 211.19</p> <p>3. Remaining Amount: 843.51</p> <p>4. Diff + Remain Amt: 211.19 + 843.51 1054.70</p> <p>5. New BBP Amount: 1054.70 / 88 x 30.4 364.00</p> <p>* Dollar Difference: 364.00 - 260.00 104.00</p> <p>* Pct Difference: 40.00</p> <p>* System BBP Amount: 364.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
12/02/2019 15:30:53	12/02/2019		CS General Purpose Batch	Return Check Letter
12/01/2019 14:52:39	12/01/2019	100098336405	EAILOGINWM6	Lights-None
ERT: 12/01/19 10:00 PM				
11/27/2019 23:54:30	11/27/2019	100098336405	INTV IVR	Account Balance Inquiry
11/24/2019 21:09:36	11/24/2019	100098336405	EAILOGINWM6	Ready Pay Create
No 66325189 - \$ 6000.00 - 11/24/2019				
11/24/2019 21:05:48	11/24/2019	100098336405	INTV IVR	Account Balance Inquiry
11/24/2019 20:55:11	11/24/2019	100098336405	INTV IVR	Account Balance Inquiry
11/22/2019 08:45:41	11/22/2019	100098336405	John J Taray	Negotiation Tool - Service On
<p>Spoke with: HOPE L CURRY Created By: John J Taray Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Offered - Pay Disconnection Amt of: \$17515.02 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was not satisfied. Rights provided to customer. sw HOPE L CURRY, calling to see if the PUC had contacted us. Advsd not as of yet. Wanted to know if we could move discon date out. Advsd it was already moved once and we are unable to move it again.</p>				
11/22/2019 08:45:41	11/22/2019	100098336405	John J Taray	Financial Summary Review
<p>Spoke with: HOPE L CURRY Created By: John J Taray FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
11/22/2019 08:38:36	11/22/2019	100098336405	INTV IVR	Account Balance Inquiry
11/12/2019 09:25:36	11/12/2019	100098336405	Rachel S Kitzmiller	Utility Report Issued
<p>Spoke with: HOPE L CURRY Created By: Rachel S Kitzmiller Dispute Rights Dunning lock created - Lock date: 11/24/2019 Company Position: Offered all options. Customer is not eligible for IP or extension. Advised of PCAP Customer Position: Customer requested IP or extension. Customer unable to pay disconnection catch up amount.</p>				
11/12/2019 09:21:44	11/12/2019	100098336405	Rachel S Kitzmiller	Financial Summary Review
<p>Spoke with: HOPE L CURRY Created By: Rachel S Kitzmiller Low income letter will be sent.</p>				
11/12/2019 09:21:02	11/12/2019	100098336405	Rachel S Kitzmiller	Negotiation Tool - Service On
<p>Spoke with: HOPE L CURRY Created By: Rachel S Kitzmiller</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No *****</p> <p>Financial Summary Option Used. Low income letter will be sent. *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. owes to get back on pcap 18,596.31-9,494.82-612.64=8488.85 by novb 26th *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$18596.31 Offered - Pay Past Due Amt of \$17983.67 Offered - Pay Disconnection Amt of: \$17515.02 *****</p> <p>Dispute Rights Issued Option Used. *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Termination Date(on or after)=> 11/25/2019</p>
11/12/2019 08:58:52	11/12/2019	100098336405	Marsha Ellen Wolfe	General Inquiry
				<p>Dead call Satisfied Not Applicable: Reason - Don't send DSPRTS</p>
11/12/2019 08:37:43	11/12/2019	100098336405	INTV IVR	Account Balance Inquiry
11/07/2019 17:07:00	11/07/2019	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
				Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed
11/06/2019 10:09:00	11/06/2019	100098336405	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
				Phone attempt 09 - Sit Tone/Invalid Phone Number
11/04/2019 19:23:41	11/04/2019	100098336405	CS General Purpose Batch	Calculation
				<p>C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 10/31/19 = \$ 260.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3782.30 2. Current Delta: 1965.78 - 2221.00 + 0.00 255.22- 3. Remaining Amount: 1816.52 4. Diff + Remain Amt: 255.22- + 1816.52 1561.30 5. New BBP Amount: 1561.30 / 6 260.00 * Dollar Difference: 260.00 - 463.00 203.00 * Pct Difference: 43.84 * System BBP Amount: 260.00</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/29/2019 22:52:40	10/29/2019	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential
10/29/2019 07:38:40	10/29/2019	100098336405	Kristen L Delle Donne	Create Dunning Lock
Dunning Lock Reason:Off Cycle Disconnection Start Date: 10/29/2019 End Date: 10/29/2019 Created By: Kristen L Delle Donne				
10/29/2019 07:02:15	10/29/2019	100098336405	Charee M Delaney	PUC/BPU Complaint-Written
puc complaint 3733643 closed CUSTOMER FAILED TO PROVIDE EVIDENCE TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D).				
10/15/2019 01:15:07	10/15/2019	100098336405	CS General Purpose Batch	Confirmation of Supplier Ending Contract with Cust
10/14/2019 12:02:40	10/14/2019	100098336405	CS General Purpose Batch	Current Contract Termination Request (Accepted)
10/12/2019 01:19:12	10/12/2019	100098336405	CS General Purpose Batch	Confirmation of Supplier Selection - Single Bill
10/11/2019 06:28:13	10/11/2019	100098336405	CS General Purpose Batch	Enrollment Request (Accepted)
09/30/2019 11:57:04	09/30/2019	100098336405	Jessica R Allen	Supervisor Call
sw Hope Curry called to state she would be making a payment on 10/03, she did not provide an amount she is aware of the agreed to amount of 7113.85, she was worried about a termination notice, advised currently there is a hold but if the current charges from complaint were not paid a disconnection notice could issue. Satisfied Not Applicable: Reason - Manual work				
09/30/2019 11:52:26	09/30/2019	100098336405	Amber N George	General Inquiry
HOPE L CURRY / 100098336405 VAI calling in regards to her pending PUC complaint xfer to J.Allen Satisfied Not Applicable: Reason - Call Transferred				
09/30/2019 11:19:07	09/30/2019	100098336405	INTV IVR	Account Balance Inquiry
09/16/2019 12:46:30	09/16/2019	100098336405	Doris M Cook	PUC/BPU Complaint-Written
THIS IS NOT A PUC DECISION Hope Curry 370 West Main Street Mahaffey, PA 15757 Re: Hope Curry v. Pennsylvania Electric Company; Complaint Docket No. F-2019-3010249## Dear Ms. Curry: This letter confirms that the above-captioned complaint that you filed against Pennsylvania Electric Company (#Penelec#) with the Pennsylvania Public Utility Commission has been settled and that you do not wish to pursue the Complaint. As per the settlement provided on the record at the hearing August 21, 2019, before Public Utility Commission Special Agent Alphonso Arnold III, the terms of the settlement are that you will pay the amount of \$7,113.85 to Penelec by October 1, 2019, toward your balance of 16,826.37.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>It is also understood that you will apply through Dollar Energy Fund to be placed on the customer assistance program, known as PCAP. If accepted into PCAP the amount of your remaining balance of approximately \$9,494.82 may be eligible for deferral under the terms of the PCAP rules.</p> <p>After your payment of \$7,113.85 to Penelec by October 1, 2019, and If you are not eligible for PCAP you will contact Met-Ed's Compliance Department, Doris M. Cook at 1-877-201-3933, to establish a payment arrangement., the Company will place the remaining balance of the account on a 60-month payment arrangement, the terms of which will be budget bills (currently \$463.00, subject to change), plus a payment arrangement amount of \$166.00 per month.</p> <p>Doris Cook Compliance</p>				
09/13/2019 06:12:55	09/13/2019	100098336405	Charee M Delaney	PUC/BPU Complaint-Written
<p>puc compliant recvd 9/12/19 3733643 CII Satisfied Not Applicable: Reason - Manual work</p>				
09/12/2019 10:47:12	09/12/2019	100098336405	Alta Bachtlin	Supervisor Call
<p>spoke to Hope Curry - she filed a PUC Complaint on 6/3/2019 - I advsd her she is responsible to pay her current bill charges from that date on - they total \$1609.00 - she recd a term notice for \$330 - she will pay on 9/18 - She asked if we heard from the PUC about their decision - I advsd her we have not - she has not wither - I gave her time needed - satis abachtlin Customer was satisfied.</p>				
09/12/2019 10:45:42	09/12/2019	100098336405	Alta Bachtlin	Create Dunning Lock
<p>Dunning Lock Reason:Supervisory Review Start Date: 09/12/2019 End Date: 09/19/2019 hope curry will pay term amt 330.00 abachtlin Created By: Alta Bachtlin</p>				
09/12/2019 10:37:47	09/12/2019	100098336405	Deanna L Resto	General Inquiry
<p>sw vai HOPE L CURRY / 100098336405 wants to know if we were contacted & status of puc xfer to sup Satisfied Not Applicable: Reason - Call Transferred</p>				
09/12/2019 10:33:26	09/12/2019	100098336405	INTV IVR	Account Balance Inquiry
09/03/2019 08:10:02	09/03/2019	100098336405	Keiarra L Vinson	Utility Report Issued
<p>Spoke with: HOPE L CURRY Created By: Keiarra L Vinson Dispute Rights Dunning lock created - Lock date: 09/15/2019 Company Position: OFFERED ALL AVAIL OPTIONS Customer Position: stated tht she can pay forsure by tomorrow</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description														
09/03/2019 08:08:08	09/03/2019	100098336405	Keiarra L Vinson	Negotiation Tool - Service On														
<p>Spoke with: HOPE L CURRY Created By: Keiarra L Vinson Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$17057.67 Offered - Pay Disconnection Amt of: \$330.70 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes</p>																		
09/03/2019 08:08:08	09/03/2019	100098336405	Keiarra L Vinson	Financial Summary Review														
<p>Spoke with: HOPE L CURRY Created By: Keiarra L Vinson BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>																		
09/03/2019 08:02:51	09/03/2019	100098336405	Brenda M Miller	General Inquiry														
<p>sw HOPE L CURRY / 100098336405 , vai, wanted to let us know shes making a pmt today, xfer to credit Satisfied Not Applicable: Reason - Call Transferred</p>																		
08/27/2019 10:15:00	08/27/2019	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful														
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>																		
08/21/2019 12:19:48	08/21/2019	100098336405	Doris M Cook	Financial Summary Process Cancelled														
08/19/2019 22:51:17	08/19/2019	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential														
08/08/2019 13:50:42	08/08/2019	100098336405	EAILOGINWM6	Lights-None														
<p>ERT: 08/08/19 04:30 PM</p>																		
08/01/2019 19:13:50	08/01/2019	100098336405	CS General Purpose Batch	Calculation														
<p>C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 07/31/19 = \$ 463.00 Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">5313.91</td> </tr> <tr> <td>2. Current Delta: 914.70 - 1146.00 + 0.00</td> <td style="text-align: right;">231.30-</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">4399.21</td> </tr> <tr> <td>4. Diff + Remain Amt: 231.30- + 4399.21</td> <td style="text-align: right;">4167.91</td> </tr> <tr> <td>5. New BBP Amount: 4167.91 / 9</td> <td style="text-align: right;">463.00</td> </tr> <tr> <td>* Dollar Difference: 463.00 - 449.00</td> <td style="text-align: right;">14.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">3.12</td> </tr> </table>					1. 12 Mth Factor Amt:	5313.91	2. Current Delta: 914.70 - 1146.00 + 0.00	231.30-	3. Remaining Amount:	4399.21	4. Diff + Remain Amt: 231.30- + 4399.21	4167.91	5. New BBP Amount: 4167.91 / 9	463.00	* Dollar Difference: 463.00 - 449.00	14.00	* Pct Difference:	3.12
1. 12 Mth Factor Amt:	5313.91																	
2. Current Delta: 914.70 - 1146.00 + 0.00	231.30-																	
3. Remaining Amount:	4399.21																	
4. Diff + Remain Amt: 231.30- + 4399.21	4167.91																	
5. New BBP Amount: 4167.91 / 9	463.00																	
* Dollar Difference: 463.00 - 449.00	14.00																	
* Pct Difference:	3.12																	

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* System BBP Amount:			463.00	
06/05/2019 19:11:45	06/05/2019	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 06/03/19 = \$ 449.00 Open editor for detail 1. 12 Mth Factor Amt: 5190.21 2. Current Delta: 347.22 - 248.00 + 0.00 99.22 3. Remaining Amount: 4842.99 4. Diff + Remain Amt: 99.22 + 4842.99 4942.21 5. New BBP Amount: 4942.21 / 11 449.00 * Dollar Difference: 449.00 - 248.00 201.00 * Pct Difference: 81.05 * System BBP Amount: 449.00				
06/05/2019 09:44:10	06/05/2019	100098336405	Melissa Wensell	Contract Account Changed
workflow error move out back office and updated dunning and tolerance mwensell/team1				
06/05/2019 09:41:32	06/05/2019	100098336405	Melissa Wensell	MI/MO Date or Read Adjustment
workflow error backed out billrmo mwensell/team1				
06/04/2019 07:05:03	06/04/2019	100098336405	Louis Manzi	General Inquiry
Billed account to final, she is already re moved back in anyway, that is also why I did not put bill block on again Satisfied Not Applicable: Reason - Manual work				
06/04/2019 07:02:44	06/04/2019	100098336405	Louis Manzi	Single Bill/Invoice Generated
06/04/2019 03:28:57	06/04/2019	100098336405	CS General Purpose Batch	DSPTRIGHTS Letter
06/03/2019 16:43:09	06/03/2019	100098336405	Daniel L Foxx	Move-Out Created by Move-In
Move out created from Move in : 000028464037 Created By: Foxx,Daniel L				
06/03/2019 15:20:32	06/03/2019	100098336405	Barbara S Carter	General Inquiry
Spoke w/ HOPE L CURRY / 100098336405 vai calling about service reconnection, states she filed a complaint with PU , adv its noted we rec the complaint and its pending a decision, states she cant be without power, adv to her she will need to speak with credit, states she keeps being disconnected every time we transfer her, requesting supervisor while seeking assistance @ power station, came back , call was lost- sending rights Satisfied Not Applicable: Reason - Send DSPRTS				
06/03/2019 15:17:29	06/03/2019	100098336405	Shatori L Cloud	General Inquiry
error Satisfied Not Applicable: Reason - Manual work				
06/03/2019 14:54:46	06/03/2019	100098336405	INTV IVR	Account Balance Inquiry
06/03/2019 13:15:57	06/03/2019	100098336405	Sherry E Coles	General Inquiry
HOPE L CURRY / 100098336405 VAI, ACCT WAS CNP TODAY, BP ASKING IF ANY WORD FROM THE PUC, TRNS TO CREDIT/COLL DEPT.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
SCOLES Satisfied Not Applicable: Reason - Call Transferred				
06/03/2019 13:04:59	06/03/2019	100098336405	Laurie E Parker	PUC/BPU Complaint-Written
Pa PUC Formal Complaint Docket No. F-2019-3010249 (request for PAR) received (5/31/19 @ 3:21 PM) Compliance received 6/3/19 after service was terminated. Service will be restored.				
06/03/2019 12:45:52	06/03/2019	100098336405	INTV IVR	Account Balance Inquiry
06/03/2019 11:38:46	06/03/2019	100098336405	Trevon L Wight	Reconnection Process-Inquiry
06/03/2019 11:27:00	06/03/2019	100098336405	Trevon L Wight	Financial Summary Review
Spoke with: HOPE L CURRY Created By: Trevon L Wight Low income letter will be sent.				
06/03/2019 11:27:00	06/03/2019	100098336405	Trevon L Wight	Negotiation Tool - Service Off
Spoke with: HOPE L CURRY Created By: Trevon L Wight Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Service Off - Addl Questions:* Does medical condition exist?: No Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: Yes ***** Negotiated Amounts: - Disconnection Amount: \$15852.73 - Standard Reconnection Fee: \$32.00 Reconnect Amt Due: \$15884.73 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was not satisfied. Rights provided to customer. S/W HOPE L CURRY she is dealing with the puc and they gave her number that the power is not to be turned off . adv the disconn process continued after the 6th. the number F/2019/3010249 adv no info on this account from puc so shutoff is correct and they have sent everything over the 31st of the account.				
06/03/2019 10:55:32	06/03/2019	100098336405	Donald L Gilbert	Med Cert Paperwork Denied
FIRST PHONE ATTEMPT MED CERT DENIAL .. SW HOPE CURRY TRNSFR TO CSR FOR OPTIONS.. CBO TEAM DON Satisfied Not Applicable: Reason - Manual work				
06/03/2019 10:47:16	06/03/2019	100098336405	Remi Abello	Med Cert Paperwork Denied
Med Cert Denied Balance was not satisfied. E-mailed Denial Team to provide customer with Further options RSA// CBO Satisfied Not Applicable: Reason - Manual work				
06/03/2019 09:40:23	06/03/2019	100098336405	Montrelle Davis	General Inquiry

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
s/w HOPE L CURRY called about termination. Vai 100098336405, trns to credit. Customer was satisfied.				
06/03/2019 09:36:31	06/03/2019	100098336405	INTV IVR	Account Balance Inquiry
06/03/2019 08:45:18	06/03/2019	100098336405	Eailogon	Service Disconnected
DISC,Non-Pay, ,Total Arrears \$ 15911.67 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)				
05/28/2019 10:32:00	05/28/2019	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/16/2019 11:23:49	05/16/2019	100098336405	Fred J Salentro	General Inquiry
sw Hope Curry confirmed dispute rights hold on account and that phone calls regarding Disconnection are prescheduled no notifications from PUC on account Customer was satisfied.				
05/16/2019 11:20:34	05/16/2019	100098336405	INTV IVR	Account Balance Inquiry
05/16/2019 11:16:00	05/16/2019	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/15/2019 17:10:00	05/15/2019	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/15/2019 13:15:14	05/15/2019	100098336405	Harlee J Yow	Utility Report Issued
Spoke with: HOPE L CURRY Created By: Harlee J Yow Dispute Rights Dunning lock created - Lock date: 05/27/2019 Company Position: adv Puc info Pay Disconnection Amt of: \$15182.73 by 05/28/2019 no IP available Customer Position: Pay Disconnection Amt of: \$15182.73 by 05/28/2019				
05/15/2019 13:11:41	05/15/2019	100098336405	Harlee J Yow	Disconnection Phone Attempt - Successful
05/15/2019 13:11:28	05/15/2019	100098336405	Harlee J Yow	Financial Summary Review
Spoke with: HOPE L CURRY Created By: Harlee J Yow Low income letter will be sent.				
05/15/2019 13:09:37	05/15/2019	100098336405	Harlee J Yow	Negotiation Tool - Service On
Spoke with: HOPE L CURRY Created By: Harlee J Yow Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. pcap ***** *PA Disconnection Notice (Service On):*				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$15911.67 Offered - Pay Disconnection Amt of: \$15182.73 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes new termination date 05/28/2019 states she is appealing the puc decision				
05/15/2019 13:05:12	05/15/2019	100098336405	INTV IVR	Account Balance Inquiry
05/14/2019 10:07:00	05/14/2019	100098336405	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
05/06/2019 22:49:06	05/06/2019	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential
05/06/2019 11:58:59	05/06/2019	100098336405	Kristen L Delle Donne	Create Dunning Lock
Dunning Lock Reason:Off Cycle Disconnection Start Date: 05/06/2019 End Date: 05/06/2019 Created By: Kristen L Delle Donne				
05/02/2019 12:44:26	05/02/2019	100098336405	Rashawna M Mckenzie	Negotiation Tool - Service On
Spoke with: HOPE L CURRY Created By: Rashawna M Mckenzie Payment Options provided: Offered - Pay Acct Balance of: \$15911.67 Offered - Pay Past Due Amt of \$15182.73 ***** PA Final Wrap-up Customer was satisfied. sw hope curry wanted an extension for disc adv bp we don't have a date for her disc				
05/02/2019 12:42:10	05/02/2019	100098336405	Kathrine L Reynolds	General Inquiry
HOPE L CURRY / 100098336405 / VERI has a hearing w/PUC- was told to call and request a 10 day ext. xfer credit Satisfied Not Applicable: Reason - Call Transferred				
05/02/2019 12:39:01	05/02/2019	100098336405	INTV IVR	Account Balance Inquiry
05/02/2019 10:06:00	05/02/2019	100098336405	Michael J Sobus	3 Day Field Attempt-Successful
Bev delivered 3 day notice @ 10:06 - contact with female occupant - handed her the notice Satisfied Not Applicable: Reason - Manual work				
05/02/2019 02:18:00	05/02/2019	100098336405	CS General Purpose Batch	Installation Changed
The rate code on 0705192089 was updated to "RESF"				
05/02/2019 02:18:00	05/02/2019	100098336405	CS General Purpose Batch	Installation Changed
The rate code on 0705192090 was updated to "FE-SUPPLY"				
05/01/2019 13:25:35	05/01/2019	100098336405	Heidi A Dautrich	PA RS 3 Day (72 Hour Notice)
Printed to \\w8corres04p\CLEAR010-P on 05/01/2019 at 13:30:3				
04/30/2019 19:11:30	04/30/2019	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326249 Budget amt calculated for period ending 04/30/19 = \$ 192.00				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Open editor for detail 1. 12 Mth Factor Amt: 2257.40 * System BBP Amount: 192.00				
04/30/2019 19:11:30	04/30/2019	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 04/30/19 = \$ 248.00 Open editor for detail 1. 12 Mth Factor Amt: 2907.54 * System BBP Amount: 248.00				
04/23/2019 13:42:27	04/23/2019	100098336405	Cheryl D Fick	PUC/BPU Complaint-Written
Case #3688612 - DECISION ISSUED - CUSTOMER IS CURRENTLY INELIGIBLE FOR A NEW PUC PAR (PER 1405 D). CUSTOMER'S BILLS ARE BASED ON ACTUAL METER READINGS. THE PUC CONSIDERS BILLS BASED ON ACTUAL METER READINGS CORRECT AS RENDERED. THE COMPANY POSTED A PAYMENT OF \$3000.00 TO CUSTOMER'S ACCOUNT ON 4/16/2018. CUSTOMER IS CURRENTLY INELIGIBLE FOR A NEW MEDICAL CERTIFICATE. CASE DISMISSED. / cdf				
04/05/2019 15:21:49	04/05/2019	100098336405	Amber S Banker	PUC/BPU Complaint-Written
PUC case# 3688612 received on 04/05/19 regarding a PUC payment agreement request (PAR). Customer had an additional dispute. Amber				
04/05/2019 14:03:22	04/05/2019	100098336405	Crystal Shue	Negotiation Tool - Service On
Spoke with: HOPE L CURRY Created By: Crystal Shue PA Final Wrap-up Customer was not satisfied. Rights provided to customer. cust calling for options adv not eligible for IP can not extend disconn date disputes given states she called PUC adv nothing on acct at this time adv to call PUC for update on complaint filed adv would have to hear from PUC today disconn is still in affect for on or after 8am on 4/8/19				
04/03/2019 14:28:12	04/03/2019	100098336405	Julie A Colatruglio	ROCC Alert
ROCC ALERT 4/24/19 - *DUNNING RESUMING AFTER DISPUTE RIGHTS & PUC EXPIRE* Blocking for nonpayment, Termination could occur any time after 8AM 5/06/19 - Offer all applicable options the customer is eligible for prior to disconnection. Please contact 724 598-4702 to cancel the FIELD activity if payment is made - MANUAL termination for past due balance \$13781.80 + rec fee \$32 = \$13813.80 jc Satisfied Not Applicable: Reason - Manual work				
04/03/2019 14:28:05	04/03/2019	100098336405	Julie A Colatruglio	Create Dunning Lock
Dunning Lock Reason:Supervisory Review Start Date: 04/03/2019 End Date: 05/03/2019 THIS DUNNING LOCK IS NOT AN EXTENSION FOR CUSTOMER - TERMINATION IS ACTIVE - DUNNING WILL CONTINUE AFTER DISPUTE RIGHTS EXPIRE jc Created By: Julie A Colatruglio				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/27/2019 17:34:30	03/27/2019	100098336405	Dylan R Parfet	Utility Report Issued
Spoke with: HOPE L CURRY Created By: Dylan R Parfet Dispute Rights Dunning lock created - Lock date: 04/07/2019 Company Position: ur Customer Position: ur				
03/27/2019 17:32:10	03/27/2019	100098336405	Dylan R Parfet	Financial Summary Review
Spoke with: HOPE L CURRY Created By: Dylan R Parfet BP Refused FS				
03/27/2019 17:32:02	03/27/2019	100098336405	Dylan R Parfet	Negotiation Tool - Service On
Spoke with: HOPE L CURRY Created By: Dylan R Parfet Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Payment Options provided: Offered - Pay Acct Balance of: \$14512.73 Offered - Pay Disconnection Amt of: \$13781.80 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
03/26/2019 10:39:00	03/26/2019	100098336405	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/18/2019 22:42:32	03/18/2019	100098336405	CS General Purpose Batch	Disconnection Notice - PA Residential
03/18/2019 15:27:45	03/18/2019	100098336405	Kristen L Delle Donne	Create Dunning Lock
Dunning Lock Reason:Off Cycle Disconnection Start Date: 03/18/2019 End Date: 03/18/2019 Created By: Kristen L Delle Donne				
03/05/2019 10:01:00	03/05/2019	100098336405	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/01/2019 11:26:50	03/01/2019	100098336405	Bethel M Folmsbee	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP				
02/28/2019 17:40:13	02/28/2019	100098336405	Courtney L Fick	General Inquiry
s/w HOPE L CURRY called in because she recieved call from Penelec				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
adv customer we had not reached out to her today adv customer it may have been a scam call and not to give any of her account information out Customer was satisfied.				
02/27/2019 03:30:14	02/27/2019	100098336405	CS General Purpose Batch	DSPTRIGHTS Letter
02/26/2019 10:16:55	02/26/2019	100098336405	Eleanor V Strakal	General Inquiry
Satisfied Not Applicable: Reason - Send DSPRTS				
02/26/2019 10:15:29	02/26/2019	100098336405	Eleanor V Strakal	Negotiation Tool - Service On
Spoke with: HOPE L CURRY Created By: Eleanor V Strakal Payment Options provided: Offered - Pay Acct Balance of: \$13781.80 Offered - Pay Past Due Amt of \$13354.45 ***** PA Final Wrap-up Customer was satisfied. spoke with HOPE L CURRY-vai-pcap appt LIHEAP-866-857-7095 pcap-1-888-282-6816 past due-13,354.45 New Bill Date-03/05/2019				
02/25/2019 10:36:56	02/25/2019	100098336405	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 06 The interruption in service was due t o inclement weather ERT: 02/27/19 11:30 PM				
02/25/2019 07:15:06	02/25/2019	100098336405	EAILOGINWM6	Lights-None
Played outage message:DISTRICTCLEARFIELD				
02/18/2019 22:31:56	02/18/2019	100098336405	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/04/2019 19:16:18	02/04/2019	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326249 Budget amt calculated for period ending 02/01/19 = \$ 302.00 Open editor for detail 1. 12 Mth Factor Amt: 2256.44 2. Current Delta: 1626.89 - 1350.00 + 0.00 276.89 3. Remaining Amount: 629.55 4. Diff + Remain Amt: 276.89 + 629.55 906.44 5. New BBP Amount: 906.44 / 3 302.00 * Dollar Difference: 302.00 - 166.00 136.00 * Pct Difference: 81.93 * System BBP Amount: 302.00				
02/04/2019 19:16:17	02/04/2019	100098336405	CS General Purpose Batch	Calculation
C/A 100098336405 Contract 0017326248 Budget amt calculated for period ending 02/01/19 = \$ 368.00 Open editor for detail 1. 12 Mth Factor Amt: 2851.17 2. Current Delta: 2064.03 - 1746.00 + 0.00 318.03 3. Remaining Amount: 787.14				

Customer Contact History

<i>Contact Date</i>	<i>Created Date</i>	<i>Contract Acct</i>	<i>Created By</i>	<i>Description</i>
		4. Diff + Remain Amt: 318.03 + 787.14	1105.17	
		5. New BBP Amount: 1105.17 / 3	368.00	
		* Dollar Difference: 368.00 - 206.00	162.00	
		* Pct Difference:	78.64	
		* System BBP Amount:	368.00	
01/17/2019 11:03:11	01/17/2019	100098336405	Mark Cimino	Sales Tax Exemption Letter/Form - Residential



DETAILED STATEMENT OF ACCOUNT

Customer Name: HOPE L CURRY Account Number: 100098336405
 Service Address: 370 W MAIN ST
 MAHAFFEY PA 15757

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
09/01/20	08/31/20	KWH	137,736	2,604	32	81	Act	362.56		362.56	459.00	09/23/20		69.90	LPC	23,750.30
10/01/20	09/30/20	KWH	140,152	2,416	30	81	Act	339.43		339.43	459.00	10/26/20		105.11	LPC	24,194.84
10/31/20	10/29/20	KWH	142,197	2,045	29	71	Act	289.00		289.00	459.00	11/23/20				24,483.84
12/01/20	11/30/20	KWH	144,466	2,269	32	71	Act	319.45		319.45	459.00	12/23/20				24,803.29
12/31/20	12/30/20	KWH	146,707	2,241	30	75	Act	314.12		314.12	459.00	01/25/21				25,117.41
02/01/21	01/31/21	KWH	149,226	2,519	32	79	Act	349.83		349.83	459.00	02/23/21				25,467.24
03/02/21	03/01/21	KWH	151,221	1,995	29	69	Act	278.86		278.86	249.00	03/24/21				25,746.10
Installment plan started on 03/17/2021 for current + 2,230.00.																
Installment plan deactivated on 03/17/2021 - Installment Plan In Arrears.																
04/01/21	03/31/21	KWH	153,017	1,796	30	60	Act	239.37		239.37	249.00	04/26/21				25,985.47
05/03/21	05/02/21	KWH	155,007	1,990	32	62	Act	264.01		264.01	249.00	05/25/21		37.19	LPC	26,286.67
Installment plan deactivated on 06/02/2021 - Installment Plan In Arrears.																
Installment plan started on 06/02/2021 for current + 438.00.																
06/02/21	06/01/21	KWH	156,491	1,484	30	49	Act	200.56		200.56	316.00	06/24/21				26,487.23
07/01/21	06/30/21	KWH	157,974	1,483	29	51	Act	223.21		223.21	316.00	07/26/21		11.31	LPC	26,721.75
08/02/21	08/01/21	KWH	159,720	1,746	32	55	Act	260.80		260.80	316.00	08/24/21				26,982.55
09/01/21	08/31/21	KWH	161,873	2,153	30	72	Act	318.97		318.97	275.00	09/23/21				27,301.52
Installment plan deactivated on 09/07/2021 - Installment Plan In Arrears.																
Installment plan started on 09/07/2021 for current + 450.00.																
10/02/21	09/30/21	KWH	163,973	2,100	30	70	Act	319.84		319.84	275.00	10/25/21				27,621.36
10/15/21													-250.00			27,371.36
11/01/21	10/31/21	KWH	166,328	2,355	31	76	Act	357.29		357.29	275.00	11/23/21		7.13	LPC	27,735.78
12/01/21	11/30/21	KWH	170,174	3,846	30	128	Act	576.32		576.32	275.00	12/27/21		18.00	LPC	28,330.10
01/03/22	01/02/22	KWH	173,847	3,673	33	111	Act	533.82		533.82	275.00	01/25/22		28.88	LPC	28,892.60
02/01/22	01/31/22	KWH	177,306	3,459	29	119	Act	507.52		507.52	275.00	02/23/22		39.75	LPC	29,440.07
03/02/22	03/01/22	KWH	180,788	3,482	29	120	Act	510.48		510.48	495.00	03/24/22		50.63	LPC	30,001.18
04/02/22	03/31/22	KWH	184,103	3,315	30	111	Act	476.77		476.77	495.00	04/25/22				30,477.95
05/03/22	05/02/22	KWH	187,710	3,607	32	113	Act	517.89		517.89	495.00	05/25/22		78.98	LPC	31,074.82
06/02/22	06/01/22	KWH	190,124	2,414	30	80	Act	351.93		351.93	400.00	06/27/22				31,426.75



HOPE L CURRY
370 W MAIN ST, MAHAFFEY PA 15757
Account: 100098336405

Medical Certificate History

Date Received	Start Date	End Date	Balance	Action	Patient
8/17/2015	8/17/2015	9/16/2015	\$15,301.93	Maintain service	Chris Curry
4/16/2018	4/16/2018	5/16/2018	\$13,269.26	Restore service	Chris Curry
6/15/2018	6/15/2018	7/15/2018	\$10,927.52	Maintain service	Chris Curry



**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**

Name: HOPE L CURRY
Address: 370 W MAIN ST, MAHAFFEY PA 15757
Account: 100098336405

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO PA	8/20/2012	\$15,268.44		Budget bill + \$254.00 beginning 9/25/2012
BCS 3102285	6/22/2013	\$17,410.21	\$753.00	Budget bill + \$287.00 beginning 7/23/2013
PCAP	5/2/2014	\$19,315.22	\$743.00	\$80 monthly credit, \$524.09 potential forgiveness
CO PA	12/9/2015	\$15,454.00		Current bill + \$257.00 beginning 1/27/2016
PCAP	5/3/2016	\$14,598.41		\$80 monthly credit, \$405.51 potential forgiveness
BCS 3555758	9/26/2017	\$10,921.31	\$753.00	Budget bill + \$185.00 beginning 10/30/2017
CO PA	6/12/2020	\$22,666.02	\$1,435.00	Budget bill + \$1888.00 beginning 7/27/2020
CO PA	3/17/2021	\$26,762.98	\$1,459.00	Budget bill + \$2230.00 beginning 4/26/2021
CO EXT	6/2/2021	\$26,286.67	\$1,459.00	Budget bill + \$438.00 beginning 6/24/2021
BCS 3798919	9/7/2021	\$27,520.98	\$1,467.00	Budget bill + \$450.00 beginning 10/25/2021

Remarks:

BCS – Bureau of Consumer Services Payment Arrangement
 CO PA – Company Payment Arrangement
 PCAP - PA Customer Assistance Program
 CO EXT – Company PAPUC Emergency Order Payment Arrangement (Docket No. M-2020-3019244)



Assigned To

Assigned Specialist

Jordan, Pamela T

Customer Information

Case Number

3102285

Account Number

100098336405

First Name

HOPE

Last Name

CURRY

Service Address

Address1

370 W MAIN ST

Address2

Service City

MAHAFFEY

Service State

PA

Service Zip

15757

Service Class

RESIDENTIAL

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

Children

Age

5

7,5,5,3,2

Adults

3

General

PUC Date Opened

5/28/2013

PUC Date Prepared

5/29/2013

Received Date

5/28/2013

PUC Date Closed

6/22/2013

Case Information

Prior Case Number

Term Date

Arrearage

5/28/2013

1500

Case Origin

Universal Service

Income

TELEPHONE

Yes

SSI - \$733

Source

Business Name

AD3 - \$0

SSI;AD3;AD2

AD2 - \$0

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

LCC. PENELEC WANTS \$\$750 TO STOP TN. CUST SPOKE TO LAST WEEK.

Related Information

STRAIGHT PAR. CUST REQ A PUC PAR. CO REFER TO CAP USP.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BUREAU OF	CONSUMER SERVICE	(215) 9650474
Intaker First Name	Intaker Last Name	
CARLTON	ABBOTT	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived



Customer Information

Case Number

3102285

Customer First Name

HOPE

Customer Last Name

CURRY

Account Number

10009836405

Service Address

Address 1

370 W MAIN ST

Address 2

City

MAHAFFEY

Service State

PA

Zip

15757

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

Family Size

Children

Age

General

PUC Date Opened

5/28/2013

PUC Sent Date

6/24/2013

PUC Date Closed

6/22/2013

Case Type

Straight

Assigned To

Assigned Specialist

Jordan, Pamela T

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

5/29/2013

Head Date

6/25/2013

Bill Date

PUC Service Continue Date

Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
17207.00	0.00	473.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
186.00	3731.00	287.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

JULY 2013 DUE DATE

Letter Description

EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLDS

Resolution

LEVEL 1, BUDGET 186.00 + 287.00 = 473.00 BEGINNING JUL 2013 DUE DATE. WAIVE LPCS.

Has Decision Issue

Response Time

Yes

Other Information

Investigator First Name

Investigator Last Name

DEBBIE

JACOBS

Investigator Area Code

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

Intaker Last Name

Status

Is SAP Completed

SAP Completion Date



6/25/2013

History

Click To Expand	▼
◀	▶



Assigned To

Assigned Specialist

Webb, Max S

Customer Information

Case Number

3201943

Account Number

100098336405

First Name

HOPE

Last Name

CURRY

Service Address

Address1

370 W MAIN ST

Address2

Service City

MAHAFFEY

Service State

PA

Service Zip

15757

Service Class

RESIDENTIAL

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

Children

Age

5

8,6,5,4,3

Adults

2

General

PUC Date Opened

3/7/2014

PUC Date Prepared

3/10/2014

Received Date

3/7/2014

PUC Date Closed

5/8/2014

Case Information

Prior Case Number

3102285

Term Date

3/11/2014

Arrearage

0

Case Origin

Universal Service

Income

TELEPHONE

A1 SSI - \$742

Source

Business Name

A2 - \$0

A1 SSI;A2

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

02/28/2014 CO WANTS 4309.82

Related Information

CU STATED THAT HER DR WILL NOT ISSUE A MED CERT EVEN THOUGH CHILD NEED TREATMENTS ON A BREATHING MACHINE.... CO WOULD APPROVE THE MED CERT IF DR ISSUED..

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BUREAU OF	CONSUMER SERVICE	(215) 9650474
Intaker First Name	Intaker Last Name	
LILLIAN	MARAZAS	

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived



Customer Information

Case Number

3201943

Customer First Name

HOPE

Customer Last Name

CURRY

Account Number

100098336405

Service Address

Address 1

370 W MAIN ST

Address 2

City

MAHAFFEY

Service State

PA

Zip

15757

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

Family Size

Children

Age

General

PUC Date Opened

3/7/2014

PUC Sent Date

5/8/2014

PUC Date Closed

5/8/2014

Case Type

Repeater

Assigned To

Assigned Specialist

Webb, Max S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

3/17/2014

Head Date

5/12/2014

Bill Date

PUC Service Continue Date

Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
18856.00	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
183.00	3568.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

Letter Description

CHAPTER 14 EGW DISMISS/CONTACT COMP LETTER

Resolution

CUSTOMER WANTS PAR; COMPANY WANTS \$4309.82 TO MAINTAIN SERVICE; COMPANY REPORTS CUSTOMER DEFAULTED ON PUC PAR BCS CASE 3102285 AGREEMENT DATE 6/25/2013; DISMISSING PER 1405(D), SENDING LETTER AND CLOSING CASE.

Has Decision Issue

Response Time

No

Other Information

Investigator First Name

STEPHANIE

Investigator Last Name

NYE-SCHNAITHMANN

Investigator Area Code

Investigator Phone

Investigator Fax Area Code

717

Investigator Fax

7876641

Intaker First Name

Intaker Last Name

Status

Is SAP Completed



SAP Completion Date

5/9/2014

History

Click To Expand





Assigned To

Assigned Specialist

Walker, Alison S

Customer Information

Case Number

3429583

Account Number

100098336405

First Name

HOPE

Last Name

CURRY

Service Address

Address1

370 W MAIN ST

Address2

Service City

MAHAFFEY

Service State

PA

Service Zip

15757-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

5

Children

3

Age

5,8,9

Adults

2

General

PUC Date Opened

4/19/2016

PUC Date Prepared

4/19/2016

Received Date

4/19/2016

PUC Date Closed

4/21/2016

Case Information

Prior Case Number

0

Term Date

4/19/2016

Arrearage

1500

Case Origin

Universal Service

Income

TELEPHONE

Yes

A1 SSI - \$733

Source

Business Name

A2 NONE - \$0

Reason For Contact

STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82)

Case Problem

Company Position

04/19/2016 CO. WANTS FULL AMOUNT

Related Information

CUSTOMER NEEDS PAR TO HAVE SERVICE RESTORED. THE CELL PHONE NUMBER (814) 249 - 3179 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
TIMIKA	BARNES	

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3429583

Customer First Name

HOPE

Customer Last Name

CURRY

Account Number

100098336405

Service Address

Address 1

370 W MAIN ST.

Address 2

City

MAHAFFEY

Service State

PA

Zip

15757

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

5

Children

3

Age

5,8,9

General

PUC Date Opened

4/19/2016

PUC Sent Date

4/21/2016

PUC Date Closed

4/21/2016

Case Type

Offcase

Assigned To

Assigned Specialist

Walker, Alison S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/20/2016

Head Date

4/25/2016

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
15722.18	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

BLANK LETTER - DECISION

Resolution

DECISION ISSUED. THE CUSTOMER SHOULD COMPLY WITH THE COMPANY'S REQUEST FOR 15351.86 TO RESTORE SERVICE 15319.86 BALANCE + 32.00 RECONNECTION FEE. THE COMPANY REPORTS THAT THE CUSTOMER HAS DEFAULTED ON TWO OR MORE PAYMENT ARRANGEMENTS. THE CUSTOMER IS NOT ELIGIBLE FOR A PUC PAYMENT ARRANGEMENT. THE CUSTOMER HAS A PRIOR PUC PAR ISSUED IN JULY 2013, BCS 3102285, THAT HAS NOT BEEN SATISFIED. CASE DISMISSED.

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

Other Information

Investigator First Name	Investigator Last Name
KRAIG	HERST
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
TIMIKA	BARNES
Status	

Is SAP Completed	SAP Completion Date
	4/22/2016

History

Click To Expand





Assigned To

Assigned Specialist

Cruz, Tonya M

Customer Information

Case Number

3555758

Account Number

100098336405

First Name

HOPE

Last Name

CURRY

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

370 W MAIN ST .

Address2

City

MAHAFFEY

State

PA

Mail Zip

15757

Family

Family Size

9

Children

6

Age

11,9,9,7,7,2MO

Adults

3

General

PUC Date Opened

8/22/2017

PUC Date Prepared

8/22/2017

Received Date

8/22/2017

PUC Date Closed

9/19/2017

Case Information

Prior Case Number

3450711

Term Date

8/28/2017

Arrearage

9000

Case Origin

Universal Service

Income

TELEPHONE

Yes

DISAB - \$753

Source

Business Name

NOT WORK - \$0

NOT WORK - \$0

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

08/21/2017 CO WANTS \$98.38

Related Information

CU WANTS A PAR. HAS NO PRIOR. IS NOT ON PCAP. THE CELL PHONE NUMBER (814) 249 - 3179 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
AMANDA	GAILEY	

Status

Status

Closed

History

Click To Expand ▼

◀

Is Archived

Customer Information

Case Number

3555758

Customer First Name

HOPE

Customer Last Name

CURRY

Account Number

100098336405

Service Address

Address 1

370 W MAIN ST.

Address 2

City

MAHAFFEY

Service State

PA

Zip

15757

Home Phone

Work Phone

Mailing Address

Address 1

370 W MAIN ST.

Address 2

City

MAHAFFEY

State

PA

Zip

15757

Family

Adults

3

Family Size

9

Children

6

Age

11,9,9,7,7,2MO

General

PUC Date Opened

8/22/2017

PUC Sent Date

9/19/2017

PUC Date Closed

9/19/2017

Case Type

Straight

Assigned To

Assigned Specialist

Cruz, Tonya M

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/19/2017

Head Date

9/21/2017

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
11050.39	0.00	410.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
225.00	0.00	185.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

OCTOBER 2017 BILL DUE DATE

Letter Description

EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLDS

Resolution

LEVEL 1, BB 225.00 + 185.00 = 410.00 BEGINNING OCTOBER 2017. WAIVE LPCS.

Has Decision Issue

Response Time

Other Information

Investigator First Name	Investigator Last Name
BUREAU OF	CONSUMER SERVICE
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
AMANDA	GAILEY

Status

Is SAP Completed	SAP Completion Date
<input type="checkbox"/>	9/26/2017

History

Click To Expand





Assigned To

Assigned Specialist

Banker, Amber S

Customer Information

Case Number

3639817

Account Number

100098336405

First Name

HOPE

Last Name

CURRY

Service Address

Address1

370 W MAIN ST.

Address2

Service City

MAHAFFEY

Service State

PA

Service Zip

15757-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

8

Children

5

Age

12 8 TWINS 10 TWINS

Adults

3

General

PUC Date Opened

8/6/2018

PUC Date Prepared

8/6/2018

Received Date

8/6/2018

PUC Date Closed

9/24/2018

Case Information

Prior Case Number

3555758

Term Date

8/7/2018

Arrearage

0

Case Origin

Universal Service

Income

TELEPHONE

No

ADULT 1 - \$0

Source

Business Name

ADULT 2 - \$0

ADULT 3 - \$0

Reason For Contact

BILLING DISPUTES (# 18)

Case Problem

BILLING DISPUTE COMPLAINT: CUSTOMER DISPUTES NOT USING THE 3RD MEDICAL CERTIFICATE. - RELIEF SOUGHT - CUSTOMER WANTS A EXPLANATION WHEN THE 3RD MEDICAL CERTIFICATE WAS USE. THE CELL PHONE NUMBER (814) 249 - 3179 HAS BEEN ALLOWED TO BE SHARED.

Company Position

08/06/2018 CO STATES HAD USED THE 3RD MEDICAL CERTIFICATE. CO WANTS 10,000 TO STOPS SHUT OFF

Related Information

Misc. Info.

NO EMAIL ADDRESS

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
BARBARA	WEIKEL	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3639817

Customer First Name

HOPE

Customer Last Name

CURRY

Account Number

100098336405

Service Address

Address 1

370 W MAIN ST.

Address 2

City

MAHAFFEY

Service State

PA

Zip

15757

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

8

Children

5

Age

12 8 TWINS 10 TWINS

General

PUC Date Opened

8/6/2018

PUC Sent Date

9/24/2018

PUC Date Closed

9/24/2018

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Banker, Amber S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

8/16/2018

Head Date

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
11623.55	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

Letter Description

Resolution

CASE DISMISSED - COMPANY COMPLIED WITH 56.114(2). CUSTOMER HAS AN UNSATISFIED PUC PAR 3555758. CUSTOMER WAS SATISFIED WITH COMPANY RESPONSE AND MY EXPLANATION OF HER CASE. CUSTOMER GAVE VERBAL CONSENT TO CLOSE CASE.

Has Decision Issue Response Time

Other Information

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

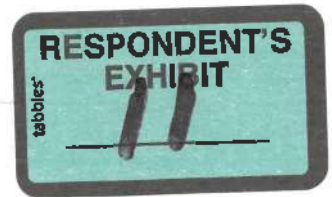
Intaker First Name	Intaker Last Name
BARBARA	WEIKEL
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	9/25/2018

History

Click To Expand





Assigned To

Assigned Specialist

Banker, Amber S

Customer Information

Case Number

3688612

Account Number

100098336405

First Name

HOPE

Last Name

CURRY

Service Address

Address1

370 W MAIN ST.

Address2

Service City

MAHAFFEY

Service State

PA

Service Zip

15757-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

8

Children

5

Age

8, 9, 11, 11, 12

Adults

3

General

PUC Date Opened

4/5/2019

PUC Date Prepared

4/5/2019

Received Date

4/5/2019

PUC Date Closed

4/23/2019

Case Information

Prior Case Number

3639817

Term Date

4/8/2019

Arrearage

13000

Case Origin

Universal Service

Income

SSI - \$753

TELEPHONE

Yes

Source

Business Name

Reason For Contact

ON - PAR WITH DISPUTE (#63)

Case Problem

Company Position

04/05/2019 WAS TOLD TO CONTACT THE PUC

Related Information

IS DISPUTING THE ACCOUNT BALANCE; IS SEEKING A PUC PAR THE CELL PHONE NUMBER (814) 249 - 3179 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
NICOLE	LIPSCOMB	

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3688612

Customer First Name

HOPE

Customer Last Name

CURRY

Account Number

100098336405

Service Address

Address 1

370 W MAIN ST.

Address 2

City

MAHAFFEY

Service State

PA

Zip

15757

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

8

Children

5

Age

8, 9, 11, 11, 12

General

PUC Date Opened

4/5/2019

PUC Sent Date

4/23/2019

PUC Date Closed

4/23/2019

Case Type

PAR with Dispute

Assigned To

Assigned Specialist

Banker, Amber S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/15/2019

Head Date

4/22/2019

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
15401.19	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
670.00	15182.73	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DECISION ISSUED - CUSTOMER IS CURRENTLY INELIGIBLE FOR A NEW PUC PAR (PER 1405 D). CUSTOMER'S BILLS ARE BASED ON ACTUAL METER READINGS. THE PUC CONSIDERS BILLS BASED ON ACTUAL METER READINGS CORRECT AS RENDERED. THE COMPANY POSTED A PAYMENT OF \$3000.00 TO CUSTOMER'S ACCOUNT ON 4/16/2018. CUSTOMER IS CURRENTLY INELIGIBLE FOR A NEW MEDICAL CERTIFICATE. CASE DISMISSED.

Has Decision Issue

Response Time

Other Information

Investigator First Name	Investigator Last Name
TODD	BURNS
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
NICOLE	LIPSCOMB
Status	

Is SAP Completed	SAP Completion Date
<input type="checkbox"/>	4/23/2019

History

Click To Expand





Assigned To

Assigned Specialist
Delaney, Charee M

Customer Information

Case Number

3733643

Account Number

100098336405

First Name

HOPE

Last Name

CURRY

Service Address

Address1

370 W MAIN ST.

Address2

Service City

MAHAFFEY

Service State

PA

Service Zip

15757-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

8

Children

5

Age

13,11,11,9,9

Adults

3

General

PUC Date Opened

9/12/2019

PUC Date Prepared

9/12/2019

Received Date

9/12/2019

PUC Date Closed

10/25/2019

Case Information

Prior Case Number

3688612

Term Date

9/18/2019

Arrearage

16000

Case Origin

Universal Service

Income

TELEPHONE

Yes

A1 SSD - \$1496

Source

Business Name

Reason For Contact

CII - CHANGE IN INCOME PAR (#71)

Case Problem

Company Position

09/12/2019 CO WANTS 330.00 TO AVOID TERM

Related Information

CUSTOMER HAS CHANGE IN INCOME, SHE LOST HER JOB AND NEEDS AN ARRANGEMENT TO PAY ARREARS - RELIEF SOUGHT - SEEKING PAR THE CELL PHONE NUMBER (814) 249 - 3179 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

GERMANY

Intaker Last Name

MORTON

Status

Status

Closed

History

Click To Expand

Is Archived

Customer Information

Case Number

3733643

Customer First Name

HOPE

Customer Last Name

CURRY

Account Number

100098336405

Service Address

Address 1

370 W MAIN ST.

Address 2

City

MAHAFFEY

Service State

PA

Zip

15757

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

8

Children

5

Age

13,11,11,9,9

General

PUC Date Opened

9/12/2019

PUC Sent Date

10/25/2019

PUC Date Closed

10/25/2019

Case Type

CII

Assigned To

Assigned Specialist

Delaney, Charee M

Case Information

PUC Violation

ACTUAL

PUC Chapter

TITLE66

Section Rule

1410.1(3)

Balance Date

10/17/2019

Head Date

10/28/2019

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
17515.02	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
463.00	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

DISMISSAL LETTER ISSUED: CUSTOMER FAILED TO PROVIDE EVIDENCE TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D).

COMPANY CITED 1410.1(3) FOR ALLOWING BALANCE TO ACCUMULATE OVER 10K.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
LISA	COLEY
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
GERMANY	MORTON
Status	

Is SAP Completed	SAP Completion Date
<input type="checkbox"/>	10/29/2019

History

Click To Expand



timely



PENELEC (FIR

Must be returned by JUNE 7, 2019

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

RECEIVED 2019 MAY 28 AM 10:42 PA PUC SECRETARY'S BUREAU

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Hope Curry
Street/P.O. Box 370 West Main St Apt #
City Mahaffey State Pa Zip 15757
County Clearfield

Telephone Number(s) Where We Can Contact You During the Day:

() (home) (814) 249-3179 (mobile)

E-mail Address (optional):

Utility Account Number (from your bill)

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name
Street/P.O. Box
City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Penelec

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC WASTEWATER/SEWER
- GAS TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- WATER MOTOR CARRIER (e.g. taxi, moving company, limousine)
- STEAM HEAT

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain)

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Put me on a payment agreement because i have ppl who needs it for emey problems

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES
NO (one)

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES (one)
NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES
NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

because there make payment to high for me and to pay my rent to.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must sign and date** this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept** it.

Verification:

Hope Curry, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Hope Curry
(Signature of Complainant)

5-23-19
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept** it.

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street, 2nd Floor
Harrisburg, Pennsylvania 17120

Note: **Formal Complaints sent by fax or e-mail will not be accepted.**

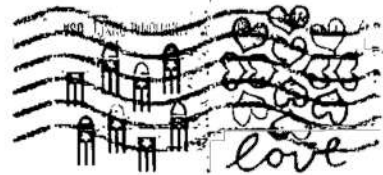
If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

Hope Curry
370 West Main St
Mahaffey Pa
15757

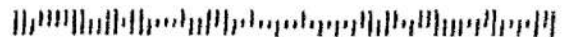
JOHNSTOWN, PA 159

23 MAY 2019 PM 2 T



Pennsylvania Public Utility Commission
400 North Street, 2nd floor
Harrisburg, Pa
17120

1712030093



John L. Munsch
Attorney

724-838-6210
Fax: 234-678-2370

August 23, 2019

Hope Curry
370 West Main Street
Mahaffey, PA 15757

Re: Hope Curry v. Pennsylvania Electric Company;
Complaint Docket No. F-2019-3010249

Dear Ms. Curry:

This letter confirms that the above-captioned complaint that you filed against Pennsylvania Electric Company ("Penelec") with the Pennsylvania Public Utility Commission has been settled and that you do not wish to pursue the Complaint.


As per the settlement provided on the record at the hearing August 21, 2019, before Public Utility Commission Special Agent Alphonso Arnold III, the terms of the settlement are that you will pay the amount of \$7,113.85 to Penelec by October 1, 2019, toward your balance of \$17,057.67.

It is also understood that you will apply through Dollar Energy Fund to be placed on the customer assistance program, known as PCAP. If accepted into PCAP, a balance of approximately \$9,494.82 may be eligible for deferral under the terms of the PCAP and PCAP's rules.

After your payment of \$7,113.85 to Penelec by October 1, 2019, if you are not eligible for PCAP, contact Met-Ed's Compliance Department, Doris M. Cook at 1-877-201-3933, to establish a payment arrangement.

Penelec will file a Certificate with the Public Utility Commission stating that your Complaint is settled, and that the Complaint should be closed. A copy of the Certificate is attached. As stated in the Certificate, if you do not agree to closing the Complaint you have ten days to object in writing to the Public Utility Commission.

Very truly yours,


John L. Munsch
Attorney

JLM:dml

Enclosure

L-1730.15

John L. Munsch
Attorney

724-838-6210
Fax: 234-678-2370

August 23, 2019

VIA ELECTRONIC FILING

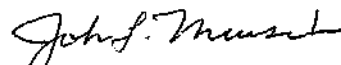
Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Hope Curry v. Pennsylvania Electric Company
Complaint Docket No. F-2019-3010249

Dear Secretary Chiavetta:

Enclosed is a *Certificate of Satisfaction* in connection with the above-referenced case. This Certificate is filed electronically and is deemed filed today.

Very truly yours,


John L. Munsch
Attorney

JLM:dml

Enclosures

cc: Certificate of Service

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

HOPE CURRY

v.

PENNSYLVANIA ELECTRIC COMPANY :

:
:
:
:
:

Docket No. F-2019-3010249

CERTIFICATE OF SATISFACTION

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

Pennsylvania Electric Company (“Penelec”), by and through its attorney, John L. Munsch, in accordance with Section 5.24(b)(2) of the Rules and Regulations of the Pennsylvania Public Utility Commission, 52 Pa. Code §5.24(b)(2), certifies the following:

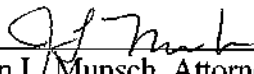
1. The formal complaint of Hope Curry (“Complainant”) was satisfied.
2. Complainant has been informed that Complainant has ten (10) days to object in writing and that, absent an objection, the Complaint will be closed.

3. A copy of this Certificate of Satisfaction has been served upon the Complainant in accordance with the attached Certificate of Service.

Date: August 23, 2019

Respectfully submitted,

By:



John L. Munsch, Attorney for
PENNSYLVANIA ELECTRIC COMPANY
800 Cabin Hill Drive
Greensburg, PA 15601
(724) 838-6210
Pa. I.D. No. 31489

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

HOPE CURRY

v.

PENNSYLVANIA ELECTRIC COMPANY :

:
:
:
:
:

Docket No. F-2019-3010249


CERTIFICATE

I hereby certify that I have this day served by first-class mail, postage prepaid, the foregoing *Certificate of Satisfaction* addressed as follows:

Hope Curry
370 West Main Street
Mahaffey, PA 15757

Special Agent Alphonso Arnold III
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

Date: August 23, 2019



John L. Munsch, Attorney for
PENNSYLVANIA ELECTRIC COMPANY
800 Cabin Hill Drive
Greensburg, PA 15601
(724) 838-6210



Assigned To

Assigned Specialist

Delaney, Charee M

Customer Information

Case Number

3798919

Account Number

100098336405

First Name

HOPE

Last Name

CURRY

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

370 W MAIN ST

Address2

City

MAHAFFEY

State

PA

Mail Zip

15757

Family

Family Size

8

Children

5

Age

11,11,13,13,15

Adults

3

General

PUC Date Opened

8/16/2021

PUC Date Prepared

8/16/2021

Received Date

8/16/2021

PUC Date Closed

9/1/2021

Case Information

Prior Case Number

3733643

Term Date

8/17/2021

Arrearage

19000

Case Origin

Universal Service

Income

TELEPHONE

Yes

A2 SSD - \$1467

Source

Business Name

A1,3 - \$0

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

08/16/2021 COMPANY IS REQUESTING 750.00 TO STOP TERMINATION.

Related Information

61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. NOTES FOR COMPANY – IF RESPONDING WITH AN EGW ABBREVIATED PAR REPORT FOR A STRAIGHT PAYMENT ARRANGEMENT REQUEST (CODE 61), YOU MUST ALSO COMPLETE AND SEND THE "ABBREVIATED REPORT ATTACHMENT." IF RESPONDING WITH AN EGW FULL PAR REPORT, THE REPORT MUST ANSWER THE SAME QUESTIONS FROM THE "ABBREVIATED REPORT ATTACHMENT." THE PA'S MUST COMPLY WITH THE MARCH 18, 2021 ORDER (M-2020-3019244). THE CELL PHONE NUMBER (814) 249 - 3179 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

NO EMAIL

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
TONYA	MEREDITH-MOTTER	
Status		

Status

Closed

History

Click To Expand ▼

Is Archived

Customer Information

Case Number

3798919

Customer First Name

HOPE

Customer Last Name

CURRY

Account Number

100098336405

Service Address

Address 1

370 W MAIN ST.

Address 2

City

MAHAFFEY

Service State

PA

Zip

15757

Home Phone

Work Phone

Mailing Address

Address 1

370 W MAIN ST

Address 2

City

MAHAFFEY

State

PA

Zip

15757

Family

Adults

3

Family Size

8

Children

5

Age

11,11,13,13,15

General

PUC Date Opened

8/16/2021

PUC Sent Date

9/1/2021

PUC Date Closed

9/1/2021

Case Type

Straight

Assigned To

Assigned Specialist

Delaney, Charee M

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/1/2021

Head Date

9/3/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
27245.98	0.00	719.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
269.00	0.00	450.00
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

OCTOBER 2021 DUE DATE

Letter Description

Resolution

DECISION ISSUED: THIS CUSTOMER QUALIFIES FOR NEW PUC PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). PAR GRANTED - LEVEL 1, BUDGET 269.00 + 450.00 = 719.00 BEGINNING ?OCT 2021 DUE DATE. WAIVE LPCS. DUE TO A MAILING RESTRICTION, THIS DECISION WILL BE DATED AND MAILED ON 9/3/2021. THE APPEAL DUE DATE FOR BOTH THE UTILITY AND CUSTOMER IS 20 DAYS FROM THE DATE ON THE WRITTEN DECISION.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
PRECIOUS	JOHNSON
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
TONYA	MEREDITH-MOTTER
Status	

Is SAP Completed SAP Completion Date
 9/7/2021

History

Click To Expand ▼



Assigned To

Assigned Specialist
Lafontaine, Barbara J
Customer Information

Case Number

3826394

Account Number

100098336405

First Name

HOPE

Last Name

CURRY

Service Address

Address1

370 W MAIN ST

Address2

Service City

MAHAFFE

Service State

PA

Service Zip

15757-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

8

Children

5

Age

11,11,14,14,15

Adults

3

General

PUC Date Opened

4/1/2022

PUC Date Prepared

4/1/2022

Received Date

4/1/2022

PUC Date Closed

4/19/2022

Case Information

Prior Case Number

0

Term Date

4/5/2022

Arrearage

4300

Case Origin

Universal Service

Income

TELEPHONE

Yes

A1 - \$1469

Source

Business Name

A2 UNEMPLO - \$0

A3 UNEMPLO - \$0

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

04/01/2022 NO PAYMENT ARRANGEMENT OFFERED.

Related Information

THE CELL PHONE NUMBER (814) 249 - 3179 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

NO EMAIL

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
DOUGLAS	FUNK	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3826394

Customer First Name

HOPE

Customer Last Name

CURRY

Account Number

100098336405

Service Address

Address 1

370 W MAIN ST

Address 2

City

MAHAFFE

Service State

PA

Zip

15757

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

8

Children

5

Age

11,11,14,14,15

General

PUC Date Opened

4/1/2022

PUC Sent Date

4/19/2022

PUC Date Closed

4/19/2022

Case Type

Repeater

Assigned To

Assigned Specialist

Lafontaine, Barbara J

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/1/2022

Head Date

4/20/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
29285.37	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
495.00	4464.39	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

DISMISSAL LETTER ISSUED. THE CUSTOMER DEFAULTED ON THE PREVIOUS PUC PAR AND IS NOT ELIGIBLE FOR A NEW ONE PER 1405D. DUE TO A MAILING RESTRICTION, THIS LETTER WILL BE DATED AND MAILED ON 04/20/2022.

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
DOUGLAS	FUNK

Status

Is SAP Completed	SAP Completion Date
<input type="checkbox"/>	4/21/2022

History

Click To Expand





Assigned To

Assigned Specialist

Geist, Samantha

Customer Information

Case Number

3857099

Account Number

100098336405

First Name

HOPE

Last Name

CURRY

Service Address

Address1

370 W MAIN ST

Address2

Service City

MAHAFFEY

Service State

PA

Service Zip

15757-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

8

Children

5

Age

16 12 12 14 14

Adults

3

General

PUC Date Opened

8/12/2022

PUC Date Prepared

8/12/2022

Received Date

8/12/2022

PUC Date Closed

Case Information

Prior Case Number

3826394

Term Date

8/15/2022

Arrearage

301

Case Origin

TELEPHONE

Universal Service

Yes

Income

A1 - \$1400

Source

Business Name

A2-3 NONE - \$0

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

- 08/11/2022 THE COMPANY IS REQUESTING 301.53 TO STOP THE TERMINATION.

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - TO STOP TERMINATION UNTIL SHE CAN PAY THE REQUESTED AMOUNT. THE CELL PHONE NUMBER (814) 249 - 3179 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

NO EMAIL

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
ALISHIA	SNYDER	
Status		

Status

In progress

History

Click To Expand



Is Archived

Customer Information

Case Number

3857099

Customer First Name

HOPE

Customer Last Name

CURRY

Account Number

100098336405

Service Address

Address 1

370 W MAIN ST

Address 2

City

MAHAFFEY

Service State

PA

Zip

15757

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

8

Children

5

Age

16 12 12 14 14

General

PUC Date Opened

8/12/2022

PUC Sent Date

8/17/2022

PUC Date Closed

8/17/2022

Case Type

PAR with Dispute

Assigned To

Assigned Specialist

Geist, Samantha

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

8/17/2022

Head Date

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
32078.91	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

Letter Description

Resolution

DISMISSAL LETTER ISSUED: THE CUSTOMER HAS A PENDING INFORMAL COMPLIANT C-2022-3032343 WHICH IS STILL PENDING. THE PUC CANNOT INVESTIGATE A INFORMAL COMPLAINT WHILE THE CUSTOMER HAS A FORMAL COMPLIANT OPEN. CASE CLOSED. DUE TO A MAILING RESTRICTION, THIS LETTER WILL BE DATED AND MAILED ON 8/19/2022.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
TORRIN	CAVANAUGH
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
ALISHIA	SNYDER
Status	

Is SAP Completed	SAP Completion Date
------------------	---------------------

History

Click To Expand ▼



Docket No. C-2022-3032454
Hope Curry v. Penelec
Complaint History
May 2013 to Present

Complaint	Opened/Filed Closed	Issue	Resolution Reason
Informal # 1 BCS # 3102285	5/28/13 Balance: \$17206.63 6/22/13 Balance: \$17410.21	PAR Request	Level 1 PAR
Informal # 2 BCS # 3201943	3/7/14 Balance: \$18855.88 5/8/14 Balance: \$19317.48	PAR Request	Dismissed § 1405(d)
Informal # 3 BCS # 3429583	4/19/16 Balance: \$15722.18 4/21/16 Balance: \$15722.18	Service Off PAR Request	Dismissed § 1405(d) Restored with Med Cert
Informal # 4 BCS # 3555758	8/22/17 Balance: \$10774.91 9/19/17 Balance: \$10921.31	PAR Request	Level 1 PAR

Docket No. C-2022-3032454
Hope Curry v. Penelec
Complaint History
May 2013 to Present

<p style="text-align: center;">Informal # 5 BCS # 3639817</p>	<p style="text-align: center;">8/26/18 Balance: \$11397.88</p> <p style="text-align: center;">9/24/18 Balance: \$11796.33</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Dismissed § 1405(d)</p>
<p style="text-align: center;">Informal # 6 BCS # 3688612</p>	<p style="text-align: center;">4/5/19 Balance: \$15401.19</p> <p style="text-align: center;">4/23/19 Balance: \$15401.19</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Dismissed § 1405(d)</p>
<p style="text-align: center;">Informal # 7 BCS # 3733643</p>	<p style="text-align: center;">9/12/19 Balance: \$17186.12</p> <p style="text-align: center;">10/25/19 Balance: \$17515.02</p>	<p style="text-align: center;">CII PAR Request</p>	<p style="text-align: center;">Dismissed CII not documented § 1405(d)</p>
<p style="text-align: center;">Formal # 1 F-2019-3010249</p>	<p style="text-align: center;">5/31/18 Balance: \$15911.67</p> <p style="text-align: center;">8/23/19 Balance: \$16826.37</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">CSAT</p>
<p style="text-align: center;">Informal # 8 BCS #3798919</p>	<p style="text-align: center;">8/16/21 Balance: \$26982.55</p> <p style="text-align: center;">9/1/21 Balance: \$27301.52</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Level 1 PUC COVID PAR</p>

Docket No. C-2022-3032454
Hope Curry v. Penelec
Complaint History
May 2013 to Present

<p style="text-align: center;">Informal # 9 BCS #3826394</p>	<p style="text-align: center;">4/1/22 Balance: \$30477.95</p> <p style="text-align: center;">4/19/22 Balance: \$30477.95</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Dismissed § 1405(d)</p>
<p style="text-align: center;">Formal # 2 C-2022-3032454</p>	<p style="text-align: center;">5/4/22 Balance: \$31074.82</p>	<p style="text-align: center;">PAR Request</p>	
<p style="text-align: center;">Informal # 10 BCS #3857099</p>	<p style="text-align: center;">8/12/22 Balance: \$31766.35</p> <p style="text-align: center;">8/17/22 \$31766.35</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Dismissed Pending Formal</p>



HOPE L CURRY
 370 W MAIN ST
 MAHAFFEY PA 15757
 Account: 100098336405

Collection History

Date	Item	Notes	Balance at last billing
5/26/2012	Service Initiation		
2012			
8/20/2012	Company PAR	Budget + 247.00. Income \$674.00 beginning 9/2012	\$14,838.44
10/29/2012	Company PAR	Budget + \$254.00. Income \$698.00 beginning 11/2012	\$15,253.00
2013			
5/28/2013	BCS#3102285 filed	Opening remarks: ON - PAR NEEDED (# 61)	\$17,206.63
6/22/2013	BCS#3102285 decision	BCS PAR: LEVEL 1, BUDGET 186.00 + 287.00 = 473.00 BEGINNING JUL 2013 DUE DATE	\$17,410.21
6/25/2013	BCS#3102285 PAR	Budget + \$287.00. Income \$733.00 beginning 7/2013	\$17,410.21
8/16/2013	PA Formal Docket 2378833 filed	Settled. Customer to pay her BCS PAR catch up	
2014			
3/7/2014	BCS#3201943 filed	Opening remarks: ON - PAR NEEDED (# 61)	\$18,855.88
5/2/2014	PCAP Enrollment	\$80.00 monthly HS credit, \$524.09 potential forgiveness. Income \$743.00	\$19,315.22
5/8/2014	BCS#3201943 decision	The decision: CUSTOMER WANTS PAR; COMPANY WANTS \$4309.82 TO MAINTAIN SERVICE; COMPANY REPORTS CUSTOMER DEFAULTED ON PUC PAR BCS CASE 3102285 AGREEMENT DATE 6/25/2013; DISMISSING PER 1405(D), SENDING LETTER AND CLOSING CASE.	\$19,317.48
2015			
5/5/2015	PCAP Removal	Removed from PCAP for failure to reverify, \$14,598.41 deferred balance	\$14,918.13
8/17/2015	Medical Certificate #1 filed		\$15,301.93
2016			
4/19/2016	BCS # 3429583 filed	Opening remarks: STRAIGHT OFF- SVC TERMINATED/SUSPENDED- NO DISPUTE- PAR NEEDED (# 82).	\$15,722.18
4/21/2016	BCS # 3429583 decision	DECISION ISSUED. THE CUSTOMER SHOULD COMPLY WITH THE COMPANY'S REQUEST FOR 15351.86 TO RESTORE SERVICE 15319.86 BALANCE + 32.00	\$15,722.18
2017			
8/22/2017	BCS #3555758 filed	Opening remarks: ON - PAR NEEDED (# 61).	\$10,774.91
9/19/2017	BCS #3555758 decision	BCS decision: LEVEL 1, BB 225.00 + 185.00 = 410.00 BEGINNING OCTOBER 2017, WAIVE LPCS.	\$10,921.31
9/26/2017	BCS #3555758 PAR	BCS PAR: level 1 (income \$753) for budget + \$185 on a balance of \$10921.31 beginning with the October 2017 due date	\$10,921.31
2018			
4/16/2018	Medical Certificate #2 filed		\$13,269.26
6/15/2018	Medical Certificate #3 filed		\$10,927.52
8/6/2018	BCS #3639817 filed	Opening remarks: BILLING DISPUTE COMPLAINT: CUSTOMER DISPUTES NOT USING THE 3RD MEDICAL CERTIFICATE. - RELIEF SOUGHT - CUSTOMER WANTS A EXPLANATION WHEN THE 3RD MEDICAL CERTIFICATE WAS USE. .	\$11,397.88
9/24/2018	BCS #3639817 decision	The decision: CASE DISMISSED - COMPANY COMPLIED WITH 56.114(2). CUSTOMER HAS AN UNSATISFIED PUC PAR 3555758. CUSTOMER WAS SATISFIED WITH COMPANY RESPONSE AND MY EXPLANATION OF HER CASE. CUSTOMER GAVE VERBAL CONSENT TO CLOSE CASE.	\$11,796.33
2019			
4/5/2019	BCS # 3688612 filed	Opening remarks: ON - PAR WITH DISPUTE (#63).	\$15,401.19

Date	Item	Notes	Balance at last billing
4/23/2019	BCS # 3688612 decision	DECISION ISSUED - CUSTOMER IS CURRENTLY INELIGIBLE FOR A NEW PUC PAR (PER 1405 D). CUSTOMER'S BILLS ARE BASED ON ACTUAL METER READINGS. THE PUC CONSIDERS BILLS BASED ON ACTUAL METER READINGS CORRECT AS RENDERED. THE COMPANY POSTED A PAYMENT OF \$3000.00 TO CUSTOMER'S ACCOUNT ON 4/16/2018. CUSTOMER IS CURRENTLY INELIGIBLE FOR A NEW MEDICAL CERTIFICATE. CASE DISMISSED.	\$15,401.19
5/31/2019	PA Formal F-2019-3010249 received		\$15,911.67
8/21/2019	PA Formal F-2019-3010249 hearing	Settlement reached at hearing "As per the settlement provided on the record at the hearing August 21, 2019, before Public Utility Commission Special Agent Alphonso Arnold III, the terms of the settlement are that you will pay the amount of \$7,113.85 to Penelec by October 1, 2019, toward your balance of \$17,057.67. It is also understood that you will apply through Dollar Energy Fund to be placed on the customer assistance program, known as PCAP. If accepted into PCAP, a balance of approximately \$9,494.82 may be eligible for deferral under the terms of the PCAP and PCAP's rules. After your payment of \$7,113.85 to Penelec by October 1, 2019, if you are not eligible for PCAP, contact Met-Ed's Compliance Department, at 1-877-201-3933, to establish a payment arrangement.	\$16,826.37
9/12/2019	BCS #3733643 filed	Opening remarks: CII - CHANGE IN INCOME PAR (#71)	\$17,186.12
10/25/2019	BCS #3733643 decision	DISMISSAL LETTER ISSUED: CUSTOMER FAILED TO PROVIDE EVIDENCE TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D).	\$17,515.02
2020			
3/13/2020	PA Emergency Order	Chairman Gladys Brown Dutrieuille issues M-2020-3019244 emergency order restricting dunning terminations. Order is ratified by the Commission at its 3/26/20 Public Meeting.	\$20,805.94
5/21/2020	Covid delinquent notice	\$20683.82 by 6/4/2020	\$22,224.02
8/20/2020	Covid delinquent notice	\$22840.89 by 9/3/2020	\$23,317.84
12/1/2020	Moratorium begins		\$24,803.29
2021			
3/30/2021	Outbound Contact	PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.	\$25,746.10
3/31/2021	Moratorium ends		\$25,746.10
5/24/2021	10-Day Notice Issued	\$26000.48 by 6/7/21	\$26,286.67
5/28/2021	3 Day Attempt	Correct household confirmed	\$26,286.67
6/2/2021	Company Covid agreement	level 1 (income \$1459.00) for budget + \$438 on a balance of \$26286.67 beginning with the June 2021 due date	\$26,286.67
7/21/2021	10-Day Notice Issued	\$26394.44 by 8/4/21	\$26,721.15
7/28/2021	3 Day Attempt	Correct household confirmed	\$26,721.15
8/2/2021	Collection related contact	Customer calls regarding balance and options. Given assistance options. Dispute rights given and new termination date of 8/16/21	\$26,721.15
8/16/2021	3 Day Attempt	Correct household confirmed	\$26,982.55
8/16/2021	BCS #3798919 filed	Opening remarks: 61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT	\$26,982.55
9/1/2021	BCS #3798919 decision	DECISION ISSUED: THIS CUSTOMER QUALIFIES FOR NEW PUC PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). PAR GRANTED - LEVEL 1, BUDGET 269.00 + 450.00 = 719.00 BEGINNING OCT 2021 DUE DATE.	\$27,301.52
12/1/2021	Moratorium begins		\$28,330.10
2022			

Date	Item	Notes	Balance at last billing
2/17/2022	Energy Assistance Outreach	Letter sent to customer advising of available assistance options.	\$29,440.07
3/22/2022	10-Day Notice Issued	\$28739.74 by 3/22/22	\$30,001.18
3/29/2022	3 Day Attempt	Invalid phone number	\$30,001.18
3/30/2022	3 Day Attempt	Correct household confirmed	\$30,001.18
3/31/2022	Moratorium ends		\$30,001.18
4/1/2022	BCS # 3826394 filed	Opening remarks: ON - PAR NEEDED (# 61)	\$30,477.95
4/19/2022	BCS # 3826394 decision	DISMISSAL LETTER ISSUED. THE CUSTOMER DEFAULTED ON THE PREVIOUS PUC PAR AND IS NOT ELIGIBLE FOR A NEW ONE PER 1405D. DUE TO A MAILING RESTRICTION, THIS LETTER WILL BE DATED AND MAILED ON 04/20/2022.	\$30,477.95
5/4/2022	PA Formal C-2022-3032343 received		\$31,074.82
7/25/2022	10-Day Notice Issued	\$301.53 by 8/8/22	\$31,766.35
8/1/2022	3 Day Attempt	Correct household confirmed	\$31,766.35
8/4/2022	Collection related contact	Customer calls regarding balance and options. Given assistance options. Dispute rights given and new termination date of 8/14/22	
8/12/2022	BCS#3857099 filed	8/12/22 - BCS #3857099 was filed. Opening remarks: ON - PAR NEEDED (# 61).	\$32,078.91
8/15/2022	3 Day Attempt	Correct household confirmed	\$32,078.91
8/15/2022	Dispute hold	Dispute hold related to BCS #3857099 added to account.	\$32,078.91
8/17/2022	BCS#3857099 decision	DISMISSAL LETTER ISSUED: THE CUSTOMER HAS A PENDING INFORMAL COMPLIANT C-2022-3032343 WHICH IS STILL PENDING. THE PUC CANNOT INVESTIGATE A INFORMAL COMPLAINT WHILE THE CUSTOMER HAS A FORMAL COMPLIANT OPEN. CASE CLOSED. DUE TO A MAILING RESTRICTION, THIS LETTER WILL BE DATED AND MAILED ON 8/19/2022.	\$32,078.91
8/24/2022	Service terminated	Service terminated for non-payment	\$32,078.91
8/24/2022	Customer payment	\$333.53	\$31,777.38
8/24/2022	Service restored	Service restored following customer payment	\$31,777.38
8/26/2022	Payment returned	Payment returned for Account not Found	\$32,110.91
8/30/2022	Customer payment	\$301.53	\$31,809.38

Conor O'Brien

From: Conor O'Brien
Sent: Thursday, September 15, 2022 12:23 PM
To: Hope Curry
Subject: RE: C-2022-3032454 Hope Curry v. Pennsylvania Electric Company - Proposed Hearing Exhibits of Penelec

Good Afternoon, Ms. Curry:

My sincere condolences on your loss. Please direct your request to ALJ DeVoe at edevoe@pa.gov. Thank you and be well.

Cira Centre, 13th Floor
2929 Arch Street
Philadelphia, Pa 19104
Phone: 215.495.6500
Fax: 215.495.6600
Web: www.regerlaw.com
Conor O'Brien
Paralegal
cobrien@regerlaw.com
Direct: 215-495-6535

From: Hope Curry <hopecurry62@gmail.com>
Sent: Thursday, September 15, 2022 12:08 PM
To: Conor O'Brien <cobrien@regerlaw.com>
Subject: Re: C-2022-3032454 Hope Curry v. Pennsylvania Electric Company - Proposed Hearing Exhibits of Penelec

You're honor I need to continue for the hearing on the 19th of September my mother-in-law has passed away and that is the day that we're having her viewing and everything I just need that day and my next free day would be on the 26th of September thank you hope Curry

On Thu, Sep 8, 2022, 2:24 PM Conor O'Brien <cobrien@regerlaw.com> wrote:

Good Afternoon, Ms. Curry:

In anticipation of the Telephonic Hearing scheduled for September 19, 2022, attached please find the Proposed Hearing Exhibits of Pennsylvania Electric Company.

If you have any issues viewing the attached document, please do not hesitate to contact me.

Cira Centre, 13th Floor
2929 Arch Street
Philadelphia, Pa 19104
Phone: 215.495.6500
Fax: 215.495.6600
Web: www.regerlaw.com
Conor O'Brien
Paralegal
cobrien@regerlaw.com
Direct: 215-495-6535

Margaret A. Morris, Esquire

From: Hope Curry <hopecurry62@gmail.com>
Sent: Friday, September 9, 2022 10:16 AM
To: Margaret A. Morris, Esquire
Subject: Re: FW: Exhibits Curry v Penelec

Hope Curry I did get the package in the mail yesterday thank you

On Thu, Sep 8, 2022, 10:43 AM Hope Curry <hopecurry62@gmail.com> wrote:
I did receive the hard copy of the exhibit today on my email

On Thu, Sep 8, 2022, 10:29 AM Margaret A. Morris, Esquire <mmorris@regerlaw.com> wrote:

Please let me know if the hard copy of the exhibits are in today's mail. Thanks

Margie Morris

REGER RIZZO DARNALL <small>Attorneys at Law</small>	Cira Centre, 13th Floor 2929 Arch Street Philadelphia, Pa 19104 Phone: 215.495.6500 Fax: 215.495.6600 Web: www.regerlaw.com	Margaret A. Morris, Esquire mmorris@regerlaw.com Direct: 215.495.6524 Cell: 215.870.5785
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NOTICE: THIS COMMUNICATION, INCLUDING ATTACHMENTS, MAY CONTAIN INFORMATION THAT IS CONFIDENTIAL AND PROTECTED BY THE ATTORNEY/CLIENT OR OTHER PRIVILEGES. IT CONSTITUTES NON-PUBLIC INFORMATION INTENDED TO BE CONVEYED ONLY TO THE DESIGNATED RECIPIENT(S). IF THE READER OR RECIPIENT OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, AN EMPLOYEE OR AGENT OF THE INTENDED RECIPIENT WHO IS RESPONSIBLE FOR DELIVERING IT TO THE INTENDED RECIPIENT, OR YOU BELIEVE THAT YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY RETURN E-MAIL AND PROMPTLY DELETE THIS E-MAIL, INCLUDING ALL ATTACHMENTS WITHOUT READING OR SAVING THEM IN ANY MANNER. THE UNAUTHORIZED USE, DISSEMINATION, DISTRIBUTION, OR REPRODUCTION OF THIS E-MAIL, INCLUDING ATTACHMENTS, IS PROHIBITED AND MAY BE UNLAWFUL. RECEIPT BY ANYONE OTHER THAN THE INTENDED RECIPIENT(S) IS NOT A WAIVER OF ANY ATTORNEY/CLIENT OR OTHER PRIVILEGE.

From: Hope Curry <hopecurry62@gmail.com>
Sent: Thursday, September 8, 2022 10:28 AM
To: Margaret A. Morris, Esquire <mmorris@regerlaw.com>
Subject: Re: FW: Exhibits Curry v Penelec

I did receive receive the paperwork

On Thu, Sep 8, 2022, 10:22 AM Margaret A. Morris, Esquire <mmorris@regerlaw.com> wrote:

Margie Morris

REGER | RIZZO | DARNALL
Attorneys at Law

Cira Centre, 13th Floor
2929 Arch Street
Philadelphia, Pa 19104
Phone: 215.495.6500
Fax: 215.495.6600
Web: www.regerlaw.com

Margaret A. Morris, Esquire
mmorris@regerlaw.com
Direct: 215.495.6524
Cell: 215.870.5785

NOTICE: THIS COMMUNICATION, INCLUDING ATTACHMENTS, MAY CONTAIN INFORMATION THAT IS CONFIDENTIAL AND PROTECTED BY THE ATTORNEY/CLIENT OR OTHER PRIVILEGES. IT CONSTITUTES NON-PUBLIC INFORMATION INTENDED TO BE CONVEYED ONLY TO THE DESIGNATED RECIPIENT(S). IF THE READER OR RECIPIENT OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, AN EMPLOYEE OR AGENT OF THE INTENDED RECIPIENT WHO IS RESPONSIBLE FOR DELIVERING IT TO THE INTENDED RECIPIENT, OR YOU BELIEVE THAT YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY RETURN E-MAIL AND PROMPTLY DELETE THIS E-MAIL, INCLUDING ALL ATTACHMENTS WITHOUT READING OR SAVING THEM IN ANY MANNER. THE UNAUTHORIZED USE, DISSEMINATION, DISTRIBUTION, OR REPRODUCTION OF THIS E-MAIL, INCLUDING ATTACHMENTS, IS PROHIBITED AND MAY BE UNLAWFUL. RECEIPT BY ANYONE OTHER THAN THE INTENDED RECIPIENT(S) IS NOT A WAIVER OF ANY ATTORNEY/CLIENT OR OTHER PRIVILEGE.

From: Margaret A. Morris, Esquire
Sent: Thursday, September 8, 2022 9:40 AM
To: 'hopecurry52@gmail.com' <hopecurry52@gmail.com>
Subject: Exhibits

Margie Morris

REGER | RIZZO | DARNALL
Attorneys at Law

Cira Centre, 13th Floor
2929 Arch Street
Philadelphia, Pa 19104
Phone: 215.495.6500
Fax: 215.495.6600
Web: www.regerlaw.com

Margaret A. Morris, Esquire
mmorris@regerlaw.com
Direct: 215.495.6524
Cell: 215.870.5785

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