

Exhibit 4	Customer Payments	19	29
Exhibit 5	PAR History of		
	Account	20	29
Exhibit 6	Opening and Closing		
	Reports	22	29

INDEX TO EXHIBITS

Docket No. C-2022-3035524

Hearing Date: February 7, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Respondent Exhibit:

Exhibit 7	Opening and Closing		
	Reports	24	29
Exhibit 8	Opening and Closing		
	Reports	25	29
Exhibit 9	Record of Actions		
	and Results	26	29

January 31, 2023

Via Electronic Mail

The Honorable Charece Z. Collins
charcollin@pa.gov

**Re: Docket No. C-2022-3035524
Kristy Baughman v. Pennsylvania Electric Company
Proposed Hearing Exhibits of Penelec**

Your Honor:

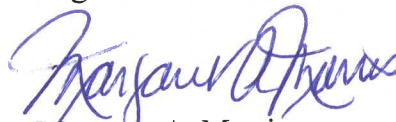
In anticipation of the Telephonic Hearing scheduled Tuesday, February 7, 2023, at 10:00 a.m., attached please find the Proposed Exhibits of Pennsylvania Electric Company.

A copy of the Proposed Exhibits has been provided to the Complainant in the manner indicated on the enclosed Certificate of Service.

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

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co
Enclosures

cc: Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]
Kristy Baughman [w/encls.]

**Re: Docket No. C-2022-3035524
Kristy Baughman v. Pennsylvania Electric Company
Proposed Hearing Exhibits of Penelec**


CERTIFICATE OF SERVICE

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

Via Electronic Mail

Kristy Baughman
thebaughmans287@gmail.com

Dated: January 31, 2023



Margaret A. Morris, Esquire

Docket No. C-2022-3035524

Kristy Baughman v. Pennsylvania Electric Company

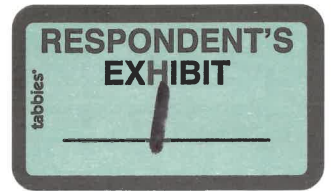
The Hon. Charece Z. Collins

Hearing: Tuesday, February 7, 2023; 10:00 a.m.

Call-in Hearing No.: 1.866.802.1166; PIN: 65945489#

PROPOSED HEARING EXHIBITS OF PENN POWER

1. Customer Verification Screen
2. Customer Contacts
3. Statement of Account
4. Payment History
5. PAR History
6. BCS Decision No. 3722206, closed 2/14/20
7. BCS Decision No. 3797550, closed 9/21/21 (Level 1)
8. BCS Decision No. 3844235, closed 8/19/22
9. Collection History



Customer Verification Screen

Samuel Baughman
148 3rd St
Falls Creek, PA 15840

Account No. 100135399655

Customer/Verification	
Partner: SAMUEL E BAUGHMAN / ***-**-9840	804360717
Cust Contact: Kristy (wife)	
Password:	
Prim Phone: (814)541-2067	BP Phone: (814)541-2067
Acct Nbr: 100135399655	Nbr Accts: 3
Acct Name:	
Email Addr: kmab2005@gmail.com	
Web User: SBAUGHMAN148	
Service Address	Mailing Address
148 3RD ST FALLS CREEK PA 15840	PO BOX 439 FALLS CREEK PA 15840

Account Details		Penelec <small>A NextEnergy Company</small>	
Acct Class: Residential	Acct Status: ACTV	Pay Terms: 20DY	Dun Lock: 3
Rate: PN-RESF	Risk: 9999-HighRisk	Avg Mo Bill: Calculate	Sched Bill Date: 10/13/2022
Inv Prt Out:	Sched MR Date: 10/12/2022		
Service Details			
Dist Contract: 28496351	FE PTC: 0.09017700		
Move-In Dt: 05/22/2019	Move-Out Dt:		
Disc Status:			
Disc Doc Dt:	Type:	Rsn:	
Supplier: PENELEC-ENERGY SUPPLIER		28496352	

Customer: SAMUEL E BAUGHMAN / 804360717
 Contract Acct:
 Service Address:

Created On:
 Date Range:



Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/11/9999 18:09:17	10/11/2006	100066260942	MM288	Financial Summary Review
2 adult samuel and kristy level b drop income...2041 10/11/2006				
09/21/9999 16:04:19	09/21/2022	100135399655	Alison S Walker	PUC/BPU Complaint-Written
Received PUC Formal Complaint - Docket# C-2022-3035524 (balance transfer)- awalker				
05/17/9999 14:22:41	05/17/2006	100063641383	C2929	Financial Summary Review
samuel 23, kristy 23, tyler 8 mnths fs lvl b 5/17/2006.....2046				
03/06/2025 07:34:48	03/06/2020	100135399655	Kathleen A Marsh	ALERT! Sensitive Account
3/6/20 - Per Google - Cakes By Kristy (spouse) is operated out of this location - get her income! per Buzzfile website - phone number is same 814 541 2067 Satisfied Not Applicable: Reason - Manual work				
01/25/2023 13:06:57	01/25/2023	100135399655	Brittany N Frankenberry	Provide Program Information
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 17:17:31	01/24/2023	100135399655	Brittany N Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
12/24/2022 10:23:04	12/24/2022	100135399655	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Invalid or no response from Customer.				
12/23/2022 17:15:25	12/23/2022	100135399655	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_LIVE ETR - 2022-12-24 13:00:00.0 POWERONDESC:				
12/23/2022 07:46:25	12/23/2022	100135399655	EAILOGINWM7	Lights-None
12/14/2022 12:10:32	12/14/2022	100135399655	Brittany N Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION FOR PCAP				
12/07/2022 16:34:33	12/07/2022	100135399655	Brittany N Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION FOR PCAP				
12/07/2022 16:12:31	12/07/2022	100135399655	Brittany N Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION FOR PCAP				
11/10/2022 19:12:41	11/10/2022	100135399655	CS General Purpose Batch	Calculation
C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 11/09/22 = \$ 200.00 Open editor for detail 1. 12 Mth Factor Amt: 2317.81 2. Current Delta: 1222.18 - 1116.00 + 0.00 106.18 3. Remaining Amount: 1095.63 4. Diff + Remain Amt: 106.18 + 1095.63 1201.81 5. New BBP Amount: 1201.81 / 183 x 30.4 200.00 * Dollar Difference: 200.00 - 186.00 14.00 * Pct Difference: 7.53 * System BBP Amount: 200.00				
11/08/2022 15:20:23	11/08/2022	100135399655	B2BEAILOGIN	Real Time Payment Pending
Payment Date: 11/08/2022 Payment Time: 15:20:22 Payment Amount: 133.85 Payment Type: Credit Vendor ID: CT Receipt Number: 17881026110822				
10/19/2022 11:49:04	10/19/2022	100135399655	Brittany N Frankenberry	Provide Program Information
OUTBOUND EMAIL CAMPAIGN TO ADVISE OF PCAP AND ERAP				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/26/2022 07:13:00	09/26/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/26/2022 Payment Time: 07:13:00 Payment Amount: 149.00 Payment Type: Credit Vendor ID: CT Receipt Number: 16933403092622				
09/12/2022 08:36:56	09/12/2022	100135399655	Taron L Sailor	Utility Report Issued
Spoke with: Kristy (wife) Created By: Taron L Sailor Dispute Rights Dunning lock created - Lock date: 09/25/2022 Company Position: offered all options Customer Position: cust cant pay				
09/12/2022 08:32:28	09/12/2022	100135399655	Taron L Sailor	Negotiation Tool - Service On
Spoke with: Kristy (wife) Created By: Taron L Sailor 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 ***** Payment Options provided: Offered - Pay Acct Balance of: \$17428.25 Offered - Pay Disconnection Amt of: \$7283.50 Offered - Pay Past Due Amt of \$1810.00 Offered - Pay Catch-up Amt of: \$1318.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
09/12/2022 08:32:27	09/12/2022	100135399655	Taron L Sailor	Financial Summary Review
Spoke with: Kristy (wife) Created By: Taron L Sailor FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/09/2022 17:03:00	09/09/2022	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/09/2022 08:08:02	09/09/2022	100135399655	Kirsten R. Kinzer	Disconnection Phone Attempt - Successful
09/09/2022 08:07:44	09/09/2022	100135399655	Kirsten R. Kinzer	Negotiation Tool - Service On
Spoke with: Kristy (wife) Created By: Kirsten R. Kinzer Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
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: \$17428.25 Offered - Pay Disconnection Amt of: \$7283.50 Offered - Pay Past Due Amt of \$1810.00 Offered - Pay Catch-up Amt of: \$1318.00 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Catch-up Amt of: \$1318.00 ACCOUNT PENDING DISCONNECTION on or after 09/15/2022. will call back				
09/09/2022 08:07:44	09/09/2022	100135399655	Kirsten R. Kinzer	Financial Summary Review
Spoke with: Kristy (wife) Created By: Kirsten R. Kinzer FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/08/2022 17:36:20	09/08/2022	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
09/08/2022 10:04:00	09/08/2022	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/31/2022 22:29:02	08/31/2022	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
08/31/2022 13:48:31	08/31/2022	100135399655	Heidi A Dautrich	Create Dunning Lock
Dunning Lock Reason:Off Cycle Disconnection Start Date: 08/31/2022 End Date: 08/31/2022 puc comp dismissed fast tracking to generate new term notice Created By: Heidi A Dautrich				
08/22/2022 19:33:00	08/22/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/22/2022 Payment Time: 19:33:00 Payment Amount: 141.40 Payment Type: Credit Vendor ID: CT Receipt Number: 16241526082222				
08/22/2022 11:14:36	08/22/2022	100135399655	Cheryl D Fick	PUC/BPU Complaint-Written
Case #3844235 - DECISION ISSUED - THE COMPANY PROVIDED THE MEDICAL CERTIFICATE HOTLINE NUMBER FOR THE CUSTOMER'S DOCTOR ON 6/14/2022 WHEN THEY SPOKE WITH THE CUSTOMER BY PHONE. THE CUSTOMER HAS NOT SATISFIED THE ARREARAGES FOR HIS CURRENT PUC PAYMENT ARRANGEMENT BCS #3797550. THE CUSTOMER IS NOT ELIGIBLE FOR A PUC ARRANGEMENT TO MAINTAIN SERVICE, IN ACCORDANCE WITH PA. LAW. CASE DISMISSED. / cdf				
08/19/2022 14:47:16	08/19/2022	100135399655	Brittany N Frankenberry	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/19/2022 14:03:56	08/19/2022	100135399655	Sarah J Jones	Outbound Call

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/11/2022 18:59:18	08/11/2022	100135399655	CS General Purpose Batch	Calculation
C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 08/10/22 = \$ 186.00 Open editor for detail 1. 12 Mth Factor Amt: 2289.10 2. Current Delta: 662.01 - 558.00 + 0.00 104.01 3. Remaining Amount: 1627.09 4. Diff + Remain Amt: 104.01 + 1627.09 1731.10 5. New BBP Amount: 1731.10 / 275 x 30.4 191.00 * Dollar Difference: 191.00 - 186.00 5.00 * Pct Difference: 2.69 * System BBP Amount: 186.00				
08/01/2022 06:14:43	08/01/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/01/2022 Payment Time: 06:14:43 Payment Amount: 132.60 Payment Type: Credit Vendor ID: CT Receipt Number: 15746573080122				
07/05/2022 13:16:46	07/05/2022	100135399655	Tammy L Lash	PUC/BPU Complaint-Written
PUC case 3844235 received 7/05/2022 regarding a Par with dispute. tlash/compliance				
06/25/2022 13:06:41	06/25/2022	100135399655	EAILOGINWM7	Bank Details Deleted
0005 Bank Detail ID Removed sbaughman148 kmab2005@gmail.com				
06/25/2022 13:06:19	06/25/2022	100135399655	EAILOGINWM7	Bank Details Deleted
0001 Bank Detail ID Removed sbaughman148 kmab2005@gmail.com				
06/25/2022 09:29:58	06/25/2022	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/25/2022 09:28:45	06/25/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/25/2022 Payment Time: 09:28:45 Payment Amount: 300.00 Payment Type: Credit Vendor ID: CT Receipt Number: 15051526062522				
06/24/2022 13:43:55	06/24/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/24/2022 Payment Time: 13:43:55 Payment Amount: 141.19 Payment Type: Credit Vendor ID: CT Receipt Number: 15045345062422				
06/24/2022 05:54:39	06/24/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/24/2022 Payment Time: 05:54:38 Payment Amount: 400.00 Payment Type: Credit Vendor ID: CT Receipt Number: 15029416062422				
06/14/2022 08:14:59	06/14/2022	100135399655	Austin J Nicholson	Utility Report Issued
Spoke with: Kristy (wife) Created By: Austin J Nicholson Dispute Rights Dunning lock created - Lock date: 06/26/2022 Company Position: cust can't pay today or total amount by disc date ineligible for ip and ref hs states they are able to pay next week Customer Position:				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
cust can't pay today or total amount by disc date ineligible for ip and ref hs states they are able to pay next week				
06/14/2022 08:11:32	06/14/2022	100135399655	Austin J Nicholson	Financial Summary Review
Spoke with: Kristy (wife) Created By: Austin J Nicholson BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
06/14/2022 08:09:31	06/14/2022	100135399655	Austin J Nicholson	Negotiation Tool - Service On
Spoke with: Kristy (wife) Created By: Austin J Nicholson Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: No Provided Med Cert Webform URL: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No gave med cert number ***** 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. ref to hs ***** *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: \$18084.33 Offered - Pay Disconnection Amt of: \$7156.24 Offered - Pay Past Due Amt of \$1428.00 Offered - Pay Catch-up Amt of: \$883.03 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes cust can't pay today or total amount by disc date ineligible for ip and ref hs states they are able to pay next week				
06/14/2022 07:54:51	06/14/2022	100135399655	EAILOGINW7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/09/2022 17:03:00	06/09/2022	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/08/2022 10:03:00	06/08/2022	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/03/2022 06:58:13	06/03/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/03/2022 Payment Time: 06:58:13 Payment Amount: 133.97 Payment Type: Credit				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Vendor ID: CT Receipt Number: 14623276060322				
05/31/2022 22:30:15	05/31/2022	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
05/12/2022 18:57:22	05/12/2022	100135399655	CS General Purpose Batch	Calculation
C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 05/11/22 = \$ 186.00 Open editor for detail 1. 12 Mth Factor Amt: 2236.71 * System BBP Amount: 186.00				
05/11/2022 10:05:00	05/11/2022	100135399655	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
05/02/2022 07:51:41	05/02/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/02/2022 Payment Time: 07:51:40 Payment Amount: 126.94 Payment Type: Credit Vendor ID: CT Receipt Number: 14016843050222				
04/26/2022 07:08:25	04/26/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/26/2022 Payment Time: 07:08:24 Payment Amount: 50.00 Payment Type: Credit Vendor ID: CT Receipt Number: 13896376042622				
04/23/2022 15:31:08	04/23/2022		CS General Purpose Batch	Return Check Letter
04/22/2022 10:04:05	04/22/2022	100135399655	ZSCBTCH	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 1181.94 Disconnection Date: 05/02/2022				
04/19/2022 05:55:13	04/19/2022	100135399655	EAILOGINWM7	Ready Pay Change
No 87342948 - 04/19/2022 - \$1181.94 sbaughman148 kmab2005@gmail.com				
04/18/2022 08:12:31	04/18/2022	100135399655	EAILOGINWM7	Ready Pay Create
No 87342948 - \$ 1181.94 - 04/21/2022 sbaughman148 kmab2005@gmail.com				
04/18/2022 08:05:53	04/18/2022	100135399655	Daniel A Tousley	General Inquiry
s/w Kristy Buaghman calling about disc notice. call disconnected suddenly after customer explained situation Satisfied Not Applicable: Reason - Manual work				
04/18/2022 08:05:35	04/18/2022	100135399655	INTV IVR	Account Balance Inquiry
04/18/2022 08:01:29	04/18/2022	100135399655	INTV IVR	Account Balance Inquiry
04/18/2022 07:55:21	04/18/2022	100135399655	INTV IVR	Account Balance Inquiry
04/16/2022 15:31:09	04/16/2022		CS General Purpose Batch	Return Check Letter
04/15/2022 10:27:38	04/15/2022	100135399655	Heather M Johnson	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 1027.18 Disconnection Date: 04/25/2022				
04/14/2022 14:46:29	04/14/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/14/2022 Payment Time: 14:46:28 Payment Amount: 427.18 Payment Type: Credit Vendor ID: CT Receipt Number: 13675217041422				
04/14/2022 14:43:45	04/14/2022	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/14/2022 Payment Time: 14:43:44 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 13675171041422				
04/11/2022 17:44:33	04/11/2022	100135399655	EAILOGINWM7	Ready Pay Create
No 87196209 - \$ 1027.18 - 04/11/2022 sbaughman148 kmab2005@gmail.com				
04/11/2022 17:43:25	04/11/2022	100135399655	EAILOGINWM7	Bank Details Added

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
0007 Bank Details Added sbaughman148 kmab2005@gmail.com				
04/11/2022 17:40:43	04/11/2022	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/07/2022 17:05:00	04/07/2022	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/07/2022 11:51:13	04/07/2022	100135399655	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
04/07/2022 10:49:10	04/07/2022	100135399655	EAILOGINWM7	Lights-None
04/06/2022 10:07:00	04/06/2022	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/06/2022 07:03:02	04/06/2022	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
03/29/2022 22:31:23	03/29/2022	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
03/29/2022 10:23:14	03/29/2022	100135399655	EAILOGINWM7	Ready Pay Create
No 86841914 - \$ 132.91 - 03/29/2022 sbaughman148 kmab2005@gmail.com				
03/23/2022 14:34:22	03/23/2022	100135399655	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
03/23/2022 13:42:48	03/23/2022	100135399655	EAILOGINWM7	Lights-None
03/10/2022 10:06:00	03/10/2022	100135399655	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/01/2022 06:18:34	03/01/2022	100135399655	EAILOGINWM7	Ready Pay Create
No 86115724 - \$ 126.89 - 03/01/2022 sbaughman148 kmab2005@gmail.com				
02/26/2022 20:15:07	02/26/2022	100135399655	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/09/2022 19:06:53	02/09/2022	100135399655	CS General Purpose Batch	Calculation
C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 02/08/22 = \$ 198.00 Open editor for detail 1. 12 Mth Factor Amt: 2209.23 2. Current Delta: 1753.71 - 1617.00 + 0.00 136.71 3. Remaining Amount: 455.52 4. Diff + Remain Amt: 136.71 + 455.52 592.23 5. New BBP Amount: 592.23 / 91 x 30.4 198.00 * Dollar Difference: 198.00 - 165.00 33.00 * Pct Difference: 20.00 * System BBP Amount: 198.00				
02/09/2022 10:07:00	02/09/2022	100135399655	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
01/30/2022 17:12:41	01/30/2022	100135399655	EAILOGINWM7	Ready Pay Create
No 85358932 - \$ 132.77 - 01/30/2022 sbaughman148 kmab2005@gmail.com				
01/01/2022 15:02:42	01/01/2022	100135399655	EAILOGINWM7	Ready Pay Create
No 84670354 - \$ 129.65 - 01/01/2022 sbaughman148 kmab2005@gmail.com				
12/31/2021 09:58:51	05/06/2021	100135399655	Elizabeth K Levan	General Inquiry/Other
S/W KRISTY(WIFE) BAUGHMAN Prepared to go to 60/24/12 months based on PUC directives,				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
and company accepted full terms of the order.				
Satisfied Not Applicable: Reason - Manual work				
12/01/2021 06:48:08	12/01/2021	100135399655	EAILOGINWM7	Ready Pay Create
No 83922225 - \$ 128.02 - 12/01/2021 sbaughman148 kmab2005@gmail.com				
11/10/2021 19:03:44	11/10/2021	100135399655	CS General Purpose Batch	Calculation
C/A 100135399655 Contract 0028496351				
Budget amt calculated for period ending 11/09/21 = \$ 165.00				
Open editor for detail				
1. 12 Mth Factor Amt: 2114.64 2. Current Delta: 1141.08 - 1122.00 + 0.00 19.08 3. Remaining Amount: 973.56 4. Diff + Remain Amt: 19.08 + 973.56 992.64 5. New BBP Amount: 992.64 / 183 x 30.4 165.00 * Dollar Difference: 165.00 - 187.00 22.00 * Pct Difference: 11.76 * System BBP Amount: 165.00				
10/26/2021 07:28:27	10/26/2021	100135399655	EAILOGINWM7	Ready Pay Create
No 83057628 - \$ 121.98 - 10/26/2021 sbaughman148 kmab2005@gmail.com				
10/12/2021 07:40:55	10/12/2021	100135399655	Cheryl D Fick	PUC/BPU Complaint-Written
Case #3797550 - DECISION ISSUED - LEVEL 1, BUDGET 187.00 + 306.00 = 493.00 BEGINNING NOV 2021 DUE DATE... / cdf				
10/12/2021 07:40:35	10/12/2021	100135399655	Cheryl D Fick	PA PUC Plan - IP
09/23/2021 07:30:14	09/23/2021	100135399655	EAILOGINWM7	Ready Pay Create
No 82253020 - \$ 139.01 - 09/23/2021 sbaughman148 kmab2005@gmail.com				
09/06/2021 16:24:36	09/06/2021	100135399655	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE				
Customer reports Power is on.				
09/06/2021 14:17:12	09/06/2021	100135399655	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_LIVE				
ETR - 2021-09-06 16:15:02.0				
POWERONDESC: 09 We are aware of your outage and we are in vestigating the cause				
09/06/2021 13:09:01	09/06/2021	100135399655	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE				
Customer reports No Power.				
09/06/2021 12:07:33	09/06/2021	100135399655	EAILOGINWM7	Change Profile
sbaughman148 kmab2005@gmail.com				
Changed Password From Unlock Password				
09/06/2021 12:03:26	09/06/2021	100135399655	EAILOGINWM7	Unlock Login Email Sent
sbaughman148 kmab2005@gmail.com				
Requested Unlock Password link				
09/06/2021 11:45:25	09/06/2021	100135399655	Janeice E Stanley	No Lights - Wire Down Pole to Pole
Reported By: Kristy (wife)				
Reported By Phone: (814)541-2067				
Storm Mode: Non-Storm Mode				
ERT Type: SYS				
Restoration callback requested: (814)541-2067				
ERT Time Quoted: 09/06/21 02:30 PM				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Script Read: Yes Notification Instructions: line down in front of house and smoking Customer was satisfied. Created By: Janeice E Stanley				
09/02/2021 11:05:29	09/02/2021	100135399655	Todd A Morris	Pos ID Follow-up
WORKING TOP CALL A Walker requested copy of denial letter for PUC complaint. Had K Martin reprint and forwarded A Walker a copy. Satisfied Not Applicable: Reason - Pos Id follow-up				
08/25/2021 06:46:49	08/25/2021	100135399655	EAILOGINWM7	Ready Pay Create
No 81550135 - \$ 150.99 - 08/25/2021 sbaughman148 kmab2005@gmail.com				
08/10/2021 19:04:21	08/10/2021	100135399655	CS General Purpose Batch	Calculation
C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 08/09/21 = \$ 187.00 Open editor for detail 1. 12 Mth Factor Amt: 2169.90 2. Current Delta: 609.62 - 561.00 + 0.00 48.62 3. Remaining Amount: 1560.28 4. Diff + Remain Amt: 48.62 + 1560.28 1608.90 5. New BBP Amount: 1608.90 / 274 x 30.4 179.00 * Dollar Difference: 179.00 - 187.00 8.00 * Pct Difference: 4.28 * System BBP Amount: 187.00				
08/05/2021 13:28:54	08/05/2021	100135399655	Alison S Walker	PUC/BPU Complaint-Written
PUC case# 3797550 received on 08/05/21 regarding a PUC payment agreement request (PAR). Customer also has a dispute. - awalker				
08/05/2021 10:03:00	08/05/2021	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/28/2021 22:22:16	07/28/2021	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
07/25/2021 21:10:06	07/25/2021	100135399655	EAILOGINWM7	Ready Pay Create
No 80778670 - \$ 166.96 - 07/25/2021 sbaughman148 kmab2005@gmail.com				
07/16/2021 18:28:32	07/16/2021	100135399655	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Invalid or no response from Customer.				
07/16/2021 15:26:36	07/16/2021	100135399655	EAILOGINWM7	Lights-None
07/13/2021 10:12:00	07/13/2021	100135399655	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
07/09/2021 13:17:38	07/09/2021	100135399655	EAILOGINWM7	Ready Pay Create
No 80396498 - \$ 170.23 - 07/09/2021 sbaughman148 kmab2005@gmail.com				
07/09/2021 13:15:44	07/09/2021	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/07/2021 10:05:00	07/07/2021	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/01/2021 07:28:29	07/01/2021	100135399655	Natasha M Neal	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
BEING AVAILABLE.				
06/29/2021 22:27:14	06/29/2021	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
06/24/2021 12:35:53	06/24/2021	100135399655	EAILOGINWM7	Ready Pay Create
No 80009270 - \$ 129.77 - 06/24/2021 sbaughman148 kmab2005@gmail.com				
06/09/2021 10:03:00	06/09/2021	100135399655	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
05/24/2021 10:08:51	05/24/2021	100135399655	EAILOGINWM7	Ready Pay Create
No 79237480 - \$ 121.45 - 05/24/2021 sbaughman148 kmab2005@gmail.com				
05/19/2021 22:16:59	05/19/2021	100135399655	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Invalid or no response from Customer.				
05/19/2021 20:35:10	05/19/2021	100135399655	EAILOGINWM7	Lights-None
05/11/2021 19:18:13	05/11/2021	100135399655	CS General Purpose Batch	Calculation
<p>C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 05/10/21 = \$ 187.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2249.45 * System BBP Amount: 187.00</p>				
05/06/2021 10:04:00	05/06/2021	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/06/2021 10:00:36	05/06/2021	100135399655	Elizabeth K Levan	PA Payment - IP
S/W Kristy (wife) BAUGHMAN ADV AS OF NOW EPP 194 ADV IP APPROX 306 FOR 60 MTH				
05/06/2021 09:57:20	05/06/2021	100135399655	Elizabeth K Levan	Disconnection Phone Attempt - Successful
05/06/2021 09:56:49	05/06/2021	100135399655	Elizabeth K Levan	Negotiation Tool - Service On
<p>Spoke with: Kristy (wife) Created By: Elizabeth K Levan 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. ADV DEF, 211 ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Past Due Amt of \$18390.24 Offered - Pay Acct Balance of: \$18361.82 Offered - Pay Disconnection Amt of: \$7191.99 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. S/W Kristy (wife) BAUGHMAN</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>CUST WANTS A NEW PAY PLAN CUST CANNOT PAY TODAY NO NEG IP adv cust one time long term ip 60 MTH ADV AS OF NOW EPP 194 ADV IP APPROX 306 FOR 60 MTH ADV CUST NEXT BILL 05/12/2021 & DUE 20 DAYS LATER THIS IS WHEN IP WILL BEGIN ANY PAID WILL GO TOWARD END OF IP ADV DISC STOPPED</p>				
05/06/2021 09:56:48	05/06/2021	100135399655	Elizabeth K Levan	Financial Summary Review
<p>Spoke with: Kristy (wife) Created By: Elizabeth K Levan BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>				
05/06/2021 09:49:20	05/06/2021	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
05/06/2021 07:58:09	05/06/2021	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
05/03/2021 07:06:32	05/03/2021	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
<p>Med Cert Script Provided Contact Person: Account Holder Offered All Options</p>				
05/01/2021 07:50:00	05/01/2021	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
04/28/2021 22:23:06	04/28/2021	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
04/18/2021 15:29:43	04/18/2021	100135399655	EAILOGINWM7	Ready Pay Create
<p>No 78373206 - \$ 131.98 - 04/18/2021 sbaughman148 kmab2005@gmail.com</p>				
04/07/2021 22:22:58	04/07/2021	100135399655	CS General Purpose Batch	Security Deposit Review
<p>Security Deposit Warning Process. Letter sent 04/08/2021</p>				
03/31/2021 11:02:24	03/31/2021	100135399655	Kristen L Delle Donne	Outbound Call
<p>PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.</p>				
03/02/2021 14:26:02	03/02/2021	100135399655	EAILOGINWM7	Ready Pay Create
<p>No 77174292 - \$ 129.88 - 03/02/2021 sbaughman148 kmab2005@gmail.com</p>				
02/09/2021 19:55:06	02/09/2021	100135399655	CS General Purpose Batch	Calculation
<p>C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 02/08/21 = \$ 194.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2305.68 2. Current Delta: 1793.93 - 1746.00 + 0.00 47.93 3. Remaining Amount: 511.75 4. Diff + Remain Amt: 47.93 + 511.75 559.68 5. New BBP Amount: 559.68 / 91 x 30.4 187.00 * Dollar Difference: 187.00 - 194.00 7.00 * Pct Difference: 3.61 * System BBP Amount: 194.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/26/2021 19:22:33	01/26/2021	100135399655	EAILOGINWM7	Ready Pay Create
No 76284338 - \$ 129.41 - 01/26/2021 sbaughman148 kmab2005@gmail.com				
12/18/2020 08:45:50	12/18/2020	100135399655	EAILOGINWM7	Ready Pay Create
No 75345713 - \$ 122.95 - 12/18/2020 SAMUEL E BAUGHMAN kmab2005@gmail.com				
11/19/2020 16:09:19	11/19/2020	100135399655	Kristen L Delle Donne	General Inquiry
CUSTOMER ELIGIBLE FOR DUNNING ON 11/27/2020. DUNNING LOCK ADDED PER REV OPS MANAGEMENT THROUGH 11/26/2020.				
11/16/2020 16:13:27	11/18/2020	100135399655	Kristen L Delle Donne	Pre-Disconnection Warning Letter
Notice was mailed to customer advising that their unpaid balance may put them at risk of termination after November 9, 2020. The standard 10 day termination notice will be mailed prior to termination. Customer should be provided with all available options.				
11/09/2020 19:30:30	11/09/2020	100135399655	CS General Purpose Batch	Calculation
<p>C/A 100135399655 Contract 0028496351</p> <p>Budget amt calculated for period ending 11/08/20 = \$ 194.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2335.47</p> <p>2. Current Delta: 1275.89 - 1164.00 + 0.00 111.89</p> <p>3. Remaining Amount: 1059.58</p> <p>4. Diff + Remain Amt: 111.89 + 1059.58 1171.47</p> <p>5. New BBP Amount: 1171.47 / 182 x 30.4 196.00</p> <p>* Dollar Difference: 196.00 - 194.00 2.00</p> <p>* Pct Difference: 1.03</p> <p>* System BBP Amount: 194.00</p>				
10/27/2020 23:36:01	10/27/2020	100135399655	Timothy J Franks	Reverse Late Payment Charge
LPC WAIVED IN RESPONSE TO COVID 19				
10/21/2020 09:57:41	10/21/2020	100135399655	Michael R Evelsizer	Moratorium Protected Account
COMPLETED ANY EXISTING DN NOTIFICATION				
10/18/2020 16:16:01	10/18/2020	100135399655	Michael R Evelsizer	Moratorium Protected Account
PA PROTECTED CUSTOMER				
10/10/2020 21:01:59	10/10/2020	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Med Cert Inquiry - Advised to Call Collections Center				
10/10/2020 21:01:17	10/10/2020	100135399655	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 10/10/2020 Payment Time: 21:01:16</p> <p>Payment Amount: 118.11 Payment Type: Credit</p> <p>Vendor ID: CT Receipt Number: 04264571101020</p>				
10/07/2020 08:19:05	10/07/2020	100135399655	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE</p> <p>On SUN 10-11, there will be a 6-hour planned power outage to upgrade our facilities for enhanced circuit reliability for our customers. The outage will affect customers in the vicinity of S MAIN ST., in DU BOIS, PA; FALLS CREEK RD., GUNBOAT RD., SMITHTOWN RD., and STEVENSON HILL RD., in REYNOLDSVILLE, PA; and on numerous streets and roads in FALLS CREEK, PA.</p> <p>If you are receiving this message, you will experience a service interruption, from approximately 8 AM until 2 PM</p> <p>Outbound Request #OUT-00051053</p>				
10/06/2020 10:11:00	10/06/2020	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 05 - AMD Detected - Left Message				
10/01/2020 07:16:49	10/01/2020	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
09/28/2020 22:33:24	09/28/2020	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
09/25/2020 14:28:47	09/25/2020	100135399655	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE</p> <p>On SUN 10-11, there will be a 6-hour planned power outage to upgrade our facilities for enhanced circuit reliability for our customers. The outage will affect customers in the vicinity of S MAIN ST., in DU BOIS, PA; FALLS CREEK RD., GUNBOAT RD., SMITHTOWN RD., and STEVENSON HILL RD., in REYNOLDSVILLE, PA; and on numerous streets and roads in FALLS CREEK, PA.</p> <p>If you are receiving this message, you will experience a service interruption, from approximately 8 AM until 2 PM</p> <p>Outbound Request #OUT-00051053</p>				
09/12/2020 11:38:50	09/12/2020	100135399655	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 09/12/2020 Payment Time: 11:38:50</p> <p>Payment Amount: 121.08 Payment Type: Credit</p> <p>Vendor ID: CT Receipt Number: 03841299091220</p>				
08/27/2020 20:49:04	08/27/2020	100135399655	EAILOGINWM6	Outbound Call - ETR Update
<p>Call Result - SRC_ANS_LIVE</p> <p>ETR - 2020-08-27 22:45:03.0</p> <p>POWERONDESC: 09 We are aware of your outage and we are investigating the cause</p>				
08/27/2020 17:30:40	08/27/2020	100135399655	EAILOGINWM7	Lights-Partial
08/13/2020 15:16:04	08/13/2020	100135399655	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 08/13/2020 Payment Time: 15:16:04</p> <p>Payment Amount: 128.33 Payment Type: Credit</p> <p>Vendor ID: CT Receipt Number: 03432805081320</p>				
08/13/2020 08:30:36	08/14/2020	100135399655	Devon X Martin	Outbound Call
<p>OUTBOUND EMAIL CAMPAIGN TO PROVIDE ENERGY ASSISTANCE INFORMATION ON 08/11/2020</p>				
08/10/2020 19:36:36	08/10/2020	100135399655	CS General Purpose Batch	Calculation
<p>C/A 100135399655 Contract 0028496351</p> <p>Budget amt calculated for period ending 08/09/20 = \$ 194.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2282.49</p> <p>2. Current Delta: 689.17 - 582.00 + 0.00 107.17</p> <p>3. Remaining Amount: 1593.32</p> <p>4. Diff + Remain Amt: 107.17 + 1593.32 1700.49</p> <p>5. New BBP Amount: 1700.49 / 273 x 30.4 189.00</p> <p>* Dollar Difference: 189.00 - 194.00 5.00</p> <p>* Pct Difference: 2.58</p> <p>* System BBP Amount: 194.00</p>				
08/05/2020 10:03:00	08/05/2020	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/31/2020 08:05:27	07/31/2020	100135399655	EAILOGINWM7	Self-Serve Credit Interaction

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Contact Person: Account Holder Offered All Options				
07/28/2020 22:41:07	07/28/2020	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
07/15/2020 17:48:32	07/15/2020	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/15/2020 Payment Time: 17:48:32 Payment Amount: 129.00 Payment Type: Credit Vendor ID: CT Receipt Number: 03029170071520				
06/18/2020 12:58:41	06/18/2020	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/18/2020 Payment Time: 12:58:41 Payment Amount: 121.34 Payment Type: Credit Vendor ID: CT Receipt Number: 02650223061820				
06/08/2020 10:16:00	06/08/2020	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/30/2020 20:33:25	05/30/2020	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
05/19/2020 06:19:39	05/19/2020	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/19/2020 Payment Time: 06:19:38 Payment Amount: 118.23 Payment Type: Credit Vendor ID: CT Receipt Number: 02250087051920				
05/11/2020 19:30:36	05/11/2020	100135399655	CS General Purpose Batch	Calculation
C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 05/10/20 = \$ 194.00 Open editor for detail 1. 12 Mth Factor Amt: 2267.84 * System BBP Amount: 194.00				
04/16/2020 07:14:34	04/16/2020	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/16/2020 Payment Time: 07:14:33 Payment Amount: 121.01 Payment Type: Credit Vendor ID: CT Receipt Number: 01784459041620				
04/16/2020 07:12:29	04/16/2020	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/16/2020 07:08:56	04/16/2020	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/06/2020 10:08:00	04/06/2020	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/28/2020 20:56:41	03/28/2020	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
03/26/2020 01:12:12	03/26/2020	100135399655	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
03/25/2020 22:51:32	03/25/2020	100135399655	EAILOGINWM7	Lights-Partial
03/18/2020 10:11:14	03/18/2020	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 03/18/2020 Payment Time: 10:11:14 Payment Amount: 123.00 Payment Type: Credit Vendor ID: CT Receipt Number: 01394809031820				
03/11/2020 16:06:04	03/11/2020	100135399655	Natasha M Neal	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP.				
03/09/2020 22:47:38	03/09/2020	100135399655	CS General Purpose Batch	Security Deposit Review

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Security Deposit Warning Process. Letter sent 03/10/2020				
02/29/2020 20:54:51	02/29/2020	100135399655	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/20/2020 13:35:39	02/20/2020	100135399655	Bethel M Folmsbee	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP				
02/19/2020 13:02:34	02/19/2020	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 02/19/2020 Payment Time: 13:02:34 Payment Amount: 121.00 Payment Type: Credit Vendor ID: CT Receipt Number: 00974068021920				
02/14/2020 14:51:05	02/14/2020	100135399655	Amber S Banker	PUC/BPU Complaint-Written
puc case 3722206 dismissed 2/14/20 DISMISSAL LETTER ISSUED - THE COMPANY DOES NOT HAVE A RECORD OF THE CUSTOMER SELECTING AN ALTERNATE SUPPLIER WHEN HE APPLIED FOR SERVICE ON 05/22/2019. THE ACCOUNT BALANCE IS #EXCESSIVE# DUE THE CUSTOMER WIFE KRISTY BAUGHMAN BALANCE OF \$14,454.31 BEING TRANSFERRED TO THE CURRENT ACCOUNT. THE ACCOUNT BALANCE IS CORRECT AS RENDERED. CASE DISMISSED PER 56.16 (A) AND (B).				
02/11/2020 15:03:32	02/11/2020	100135399655	Natasha M Neal	Outbound Call
EMAIL SENT TO REFER TO PCAP JAN 2020				
02/11/2020 11:43:38	02/11/2020	100135399655	Natasha M Neal	Outbound Call
EMAIL SENT TO REFER TO PCAP JAN 2020				
02/10/2020 19:45:41	02/10/2020	100135399655	CS General Purpose Batch	Calculation
C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 02/09/20 = \$ 325.00 Open editor for detail 1. 12 Mth Factor Amt: 2119.79 2. Current Delta: 1690.92 - 1361.00 + 0.00 329.92 3. Remaining Amount: 428.87 4. Diff + Remain Amt: 329.92 + 428.87 758.79 5. New BBP Amount: 758.79 / 71 x 30.4 325.00 * Dollar Difference: 325.00 - 185.00 140.00 * Pct Difference: 75.68 * System BBP Amount: 325.00				
01/16/2020 15:31:53	01/16/2020	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 01/16/2020 Payment Time: 15:31:52 Payment Amount: 114.54 Payment Type: Credit Vendor ID: CT Receipt Number: 00463689011620				
12/19/2019 15:27:14	12/19/2019	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 12/19/2019 Payment Time: 15:27:14 Payment Amount: 102.47 Payment Type: Credit Vendor ID: CT Receipt Number: 00067079121919				
11/11/2019 19:27:44	11/11/2019	100135399655	CS General Purpose Batch	Calculation
C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 11/10/19 = \$ 185.00 Open editor for detail				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 1916.69 2. Current Delta: 1143.09 - 806.00 + 0.00 337.09 3. Remaining Amount: 773.60 4. Diff + Remain Amt: 337.09 + 773.60 1110.69 5. New BBP Amount: 1110.69 / 6 185.00 * Dollar Difference: 185.00 - 153.00 32.00 * Pct Difference: 20.92 * System BBP Amount: 185.00				
11/05/2019 10:09:00	11/05/2019	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/05/2019 08:16:52	11/05/2019	100135399655	B2BEALOGIN	Real Time Payment Pending
Payment Date: 11/05/2019 Payment Time: 08:16:37 Payment Amount: 157.67 Payment Type: Credit Vendor ID: PC Receipt Number: 13080G8ZNU				
11/05/2019 08:12:59	11/05/2019	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/01/2019 08:12:59	11/01/2019	100135399655	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_ANS_MACHINE On Sat 1102 there will be a 4 hr planned power outage to upgrade our facilities for enhanced circuit reliability for our customers. The outage will affect customers in the vicinity of S Main St in DuBois, PA, FALLS CREEK RD, GUNBOAT RD, SMITHTOWN RD, and STEVENSON HILL RD in Reynoldsville, PA and numerous sts and rds surrounding and adjacent to the following in Falls Creek, PA: 1, 3, Airport, Fuller, Main, N 3, Smithtown, St Rte 830, Taylor, and Washington. If you are receiving this message, you will experience a service interruption from approx 8:00 AM until 12:00 PM. OUT-00044237				
10/28/2019 22:54:39	10/28/2019	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
10/17/2019 08:05:58	10/17/2019	100135399655	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_ANS_MACHINE On Sat 1102 there will be a 4 hr planned power outage to upgrade our facilities for enhanced circuit reliability for our customers. The outage will affect customers in the vicinity of S Main St in DuBois, PA, FALLS CREEK RD, GUNBOAT RD, SMITHTOWN RD, and STEVENSON HILL RD in Reynoldsville, PA and numerous sts and rds surrounding and adjacent to the following in Falls Creek, PA: 1, 3, Airport, Fuller, Main, N 3, Smithtown, St Rte 830, Taylor, and Washington. If you are receiving this message, you will experience a service interruption from approx 8:00 AM until 12:00 PM. OUT-00044237				
10/14/2019 12:14:19	10/14/2019	100135399655	EAILOGINWM7	Lights-None
09/12/2019 02:44:25	09/12/2019	100135399655	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Customer reports Power is on.				
09/11/2019 22:32:51	09/11/2019	100135399655	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_LIVE ETR - 2019-09-12 01:30:26.0				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
POWERONDESC: 08 The interruption in service is due to an emergency equipment repair				
09/11/2019 20:01:46	09/11/2019	100135399655	EAILOGINWM7	Lights-None
08/12/2019 19:21:56	08/12/2019	100135399655	CS General Purpose Batch	Calculation
<p>C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 08/11/19 = \$ 153.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1720.84 2. Current Delta: 609.35 - 347.00 + 0.00 262.35 3. Remaining Amount: 1111.49 4. Diff + Remain Amt: 262.35 + 1111.49 1373.84 5. New BBP Amount: 1373.84 / 9 153.00 * Dollar Difference: 153.00 - 131.00 22.00 * Pct Difference: 16.79 * System BBP Amount: 153.00</p>				
08/07/2019 15:31:10	08/07/2019		CS General Purpose Batch	Return Check Letter
08/07/2019 10:32:07	08/07/2019	100135399655	Deborah L Polos	Resume Disconnection - Return Check
<p>Resume disconnection process for return payment of \$ 1577.68 Disconnection Date: 08/19/2019</p>				
08/04/2019 17:42:32	08/04/2019	100135399655	EAILOGINWM7	Ready Pay Create
No 63748142 - \$ 127.33 - 08/04/2019 SAMUEL E BAUGHMAN kmab2005@gmail.com				
07/31/2019 22:06:04	07/31/2019	100135399655	Same as ZCSBTCH - no printer	Installment Plan Created
Required Down Payment received, IP created.				
07/31/2019 15:28:33	07/31/2019	100135399655	Amber S Banker	PUC/BPU Complaint-Written
<p>PUC case# 3722206 received on 07/31/19 regarding a supplier dispute/ collections dispute Amber Banker</p>				
07/30/2019 13:56:58	07/30/2019	100135399655	EAILOGINWM7	Ready Pay Create
No 63617733 - \$ 1577.68 - 07/30/2019 SAMUEL E BAUGHMAN kmab2005@gmail.com				
07/30/2019 13:53:34	07/30/2019	100135399655	EAILOGINWM7	Require Down Pymt with Inst Plan
<p>4 Factors DP Date: 08/01/2019 DP Amt: 1577.68 Repay Pln: PA00 Instlm: \$ 1442.00 Instlm: # 009 Lock Date: 08/04/2019</p>				
07/30/2019 13:52:26	07/30/2019	100135399655	EAILOGINWM7	Financial Summary Review
Financial Summary was taken.				
07/30/2019 13:51:24	07/30/2019	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
<p>Agency Referral Accepted Not Eligible for CAP Referral Contact Person: Account Holder Offered All Options</p>				
07/26/2019 17:06:00	07/26/2019	100135399655	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/25/2019 10:05:00	07/25/2019	100135399655	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/18/2019 15:04:00	07/18/2019	100135399655	EAILOGINWM7	Financial Summary Review
Financial Summary was taken. No change since last FS.				
07/18/2019 15:03:44	07/18/2019	100135399655	EAILOGINWM7	Self-Serve Credit Interaction

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Contact Person: Account Holder Offered All Options				
07/17/2019 22:44:23	07/17/2019	100135399655	CS General Purpose Batch	Disconnection Notice - PA Residential
07/17/2019 08:32:37	07/17/2019	100135399655	Shawna M Raimo	Create Dunning Lock
Dunning Lock Reason:Off Cycle Disconnection Start Date: 07/17/2019 End Date: 07/17/2019 fast tracked Created By: Shawna M Raimo				
07/10/2019 10:01:00	07/10/2019	100135399655	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
06/19/2019 12:36:38	06/19/2019	100135399655	EAILOGINWM7	Ready Pay Create
No 62716677 - \$ 119.82 - 06/19/2019 SAMUEL E BAUGHMAN kmab2005@gmail.com				
06/11/2019 19:25:18	06/11/2019	100135399655	CS General Purpose Batch	Calculation
C/A 100135399655 Contract 0028496351 Budget amt calculated for period ending 06/10/19 = \$ 131.00 Open editor for detail 1. 12 Mth Factor Amt: 1528.61 2. Current Delta: 119.87 - 85.00 + 0.00 34.87 3. Remaining Amount: 1408.74 4. Diff + Remain Amt: 34.87 + 1408.74 1443.61 5. New BBP Amount: 1443.61 / 11 131.00 * Dollar Difference: 131.00 - 131.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 131.00				
06/02/2019 13:38:41	06/02/2019	100135399655	EAILOGINWM7	Ready Pay Create
No 62325951 - \$ 36.00 - 06/02/2019 SAMUEL E BAUGHMAN kmab2005@gmail.com				
06/02/2019 13:38:10	06/02/2019	100135399655	EAILOGINWM7	Bank Details Added
0006 Bank Details Added SAMUEL E BAUGHMAN kmab2005@gmail.com				
06/02/2019 13:34:28	06/02/2019	100135399655	EAILOGINWM7	Budget Billing Plan Simulated\Created
Cust Name: SAMUEL E BAUGHMAN Cust Email: kmab2005@gmail.com				
06/02/2019 13:34:28	06/02/2019	100135399655	EAILOGINWM7	PA Payment - IP
Customer did not offer down payment Created Budget + I/P \$ 1608.00 Repay Pln: PA00 Instlm: # 009				
06/02/2019 13:33:55	06/02/2019	100135399655	EAILOGINWM7	Financial Summary Review
Financial Summary was taken. No change since last FS.				
06/02/2019 13:33:55	06/02/2019	100135399655	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Agency Referral Accepted Not Eligible for CAP Referral				
06/01/2019 15:29:14	06/01/2019		CS General Purpose Batch	Return Check Letter
05/28/2019 09:29:19	05/28/2019	100135399655	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: kmab2005@gmail.com				
05/28/2019 09:29:17	05/28/2019	100135399655	EAILOGINWM7	Register for Website
SAMUEL E BAUGHMAN kmab2005@gmail.com Site Registration sbaughman148				
05/28/2019 09:29:17	05/28/2019	100135399655	EAILOGINWM7	Paperless Bill Enrollment
Paperless Added on Account 100135399655 -				
05/28/2019 09:00:33	05/28/2019	100135399655	C58733	General Inquiry

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
s/w: Kristy Baughman wanted account number Customer was satisfied.				
05/22/2019 15:38:13	05/22/2019	100135399655	Samantha Geist	Supervisor Call
s/w kristy baughman, verified with her bank that the bank statement she sent was legitimate. accepted the payment and processed the move in. advised cannot set IP until payment posts and applies to balance. went over ROUGH payment plan amts. epp roughly 268 due to average monthly bill. IP roughly 444/mo based on FS level. customer stated she will pay off the balance next month, but wanted the IP set in the mean time anyway. -- i also advised that if this payment returns or is stopped, service termination could occur-- bp sat Customer was satisfied.				
05/22/2019 15:32:09	05/22/2019	100135399655	Samantha Geist	Transfer Posting
Created Automatically. See the Business Objects tab for more information.				
05/22/2019 15:24:53	05/22/2019	100135399655	Workflow General Purpose Batch	Optional Payment Programs
E-Bill Selection: No				
05/22/2019 15:24:51	05/22/2019	100135399655	Samantha Geist	Move-In / Advised of Service Charge
Move In Date: 05/22/2019 Property Owner: No Electric Heat Source: Yes Electric Water Heat Source: Yes Dog moving In: No Alternate contact phone: (814)541-2067 Customer Contact: Kristy (wife) Reconnect Fee: 0.00 Service Charge: 9.50 Ebill:No Email Address: Allconnect/PA Referral: Customer Not Available Closed Active Account: No Summary Script Read - Yes Guarantor Script Shown: N/A Pending Guarantor: s/w kristy baughman - required payment made for service New Move In Premise Phone Number: (814)541-2067 Advised Breakers Off: Yes Bills will be mailed to: current mailing address Advised Service Charge:Yes Created By: Geist,Samantha Restrict BP Information Restrict Load Do not Send Shopping discounts Restrict BP Phone Number Customer was satisfied.				
05/22/2019 15:17:32	05/22/2019	100135399655	Samantha Geist	Ready Pay Create
No 62107928 - \$9123.94 05/22/2019				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/22/2019 15:14:33	05/22/2019	100135399655	Chynae T Key	Form Letter
Printed to \\w8corres04p\PPIKE168-P on 05/22/2019 at 15:20:2				
05/22/2019 15:08:53	05/22/2019	100135399655	Chynae T Key	General Inquiry
<p>sw KRISTY BAUGHMAN-WIFE, was told to send in a bank statement to show proof that payment will clear from routing number #125108997 and acct #223103358543 which on her statement shows as "Save Account"</p> <p>advised we are in the processing of reviewing documentation and someone will call her back</p> <p>per Geist, S.</p> <p>issued dispute rights, customer was not clear on sat.</p>				
05/22/2019 13:33:16	05/22/2019	100135399655	Amanda M Smith	Pos ID Follow-up
<p>SW KRISTY BAUGHMAN-WIFE stating that we are requiring her to send a bank statement that confirms her bank acct number she is trying to use to pay the upfront amt of 9123.94-email was moved into unacceptable because it shows more than 1 acct number and is NOT showing a current balance. Adv I would need to conference in the bank to confirm she has the funds avail to withdraw that amt and out of the acct that she is requesting us to use, she said she is not comfortable with that, her phone is dying and the bank takes "FOREVER", she seemed afraid for me to contact the bank and stated she can send a screen shot of the correct info (1 acct number and current balance) from her phone and send it over to us, adv she can send that and we can review yet again but also adv if STILL not acceptable we will be contacting the bank.</p> <p>bp sat -ams</p>				
05/22/2019 13:07:48	05/22/2019	100135399655	Samantha Geist	ALERT! Sensitive Account
<p>BANK STATEMENT SENT IN DOES NOT SUFFICE. it shows two different account numbers and a 'portfolio' value of \$11,219.88. this statement is from 4/1-4/30. we need a valid statement from the ONE account number she is looking to use to make payment and we need the CURRENT account balance. filed unacceptable</p>				
05/22/2019 13:05:16	05/22/2019	100135399655	C54698	General Inquiry
<p>S/W: Kristy Baughman</p> <p>Acct Number: 100135399655</p> <p>Reason: customer needs to send in screen shot of bank statement</p> <p>Who we transfer the call to: AMIP</p> <p>Verify all info (VAI) y/n: N</p>				
05/22/2019 13:04:35	05/22/2019	100135399655	Alyssa Rae Mcllvee	Form Letter
Printed to \\w8corres04p\PPIKE168-P on 05/22/2019 at 13:10:1				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/22/2019 13:02:14	05/22/2019	100135399655	Alyssa Rae Mcllvee	Pos ID Follow-up
<p>kristy baughamn was told to send in her bank statement(she did at 12:35-is in topcall did not save or file under anything) not sure why, she wants to finish application to put service in her husbands name while I was looking for email call disconnected sent dispute rights letter</p>				
05/22/2019 12:56:22	05/22/2019	100135399655	Kristin D Borowy	General Inquiry/Other
<p>verified 100135399655 - s/w kristy baughamn and she is calling because you screen shot her bank statement to verify her payment, says all calls to amip on acct, trans to amip</p>				
05/22/2019 12:55:48	05/22/2019	100135399655	Kristin D Borowy	General Inquiry/Other
<p>verified 100135399655 - s/w kristy baughamn and she is calling because you screen shot her bank statement to verify her payment, says all calls to amip on acct, trans to amip</p>				
05/22/2019 11:59:54	05/22/2019	100135399655	Samantha Geist	ALERT! Sensitive Account
<p>DO NOT ACCEPT A CHECK PAYMENT TO START SERVICE UNTIL THE CUSTOMER SENDS IN PROOF THAT THE PAYMENT WILL CLEAR. THE PRIOR BP , KRISTY, IS CASH ONLY AND IS ATTEMPTING TO PAY REQUIRED AMT WITH A CHECK. routing# 125108997 acct# 223103358543...THE ACCOUNT NUMBER MUST BE DISPLAYED ON PROOF OF BALANCE.</p>				
05/22/2019 11:31:49	05/22/2019	100135399655	Alisha L Avila	Form Letter
<p>Printed to \\w8corres04p\PPPIKE139-P on 05/22/2019 at 11:35:3</p>				
05/22/2019 11:31:03	05/22/2019		Alisha L Avila	Service Denied!!
<p>** Transfer all calls to AMIP **</p> <p>Business Partner: 0804360717 PREMISE: 0001257711 Guarantor Script Shown: N/A Pending Guarantor: Contract Account 100135399655 created. Financial Summary created: Yes Income Level = B</p> <p>Advance Move-in Notes: Applicant Name: SAMUEL E BAUGHMAN Daytime Contact Number: 814-541-2067 BP/Premise: 0804360717 / 0001257711 Requested Move in Date: 05/23/2019 Pending Acct: 100135399655 Denial of Service Reason: Past Due Balance Denial of Service Reason 2: Same Household Block Date Given: 06/05/2019 Requirements Total Premise Account Balance: 15250.69 Total Amount Required Premise: 9123.94 Total Amount Needed: 9123.94 Shut-Off/Comply Date Advised: N User ID: 54015 Username: Alisha L Avila Mailing Address:</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>PO BOX 439 FALLS CREEK PA 15840 Contact Phone: (814)541-2067 Customer was satisfied.</p> <p>sw Kristy Baughman got permission from Samuel Baughman to do app - fs level B- move in date 05/23/2019- confirmed in accurint that tied to premise since May of 2009- required amount 9123.94 - total amount (only balance they are tied for)-adv to contact back when payment is made but it must be done with certified funds, a credit or debit card, or at a payment agency due to bad check history. Sam G tried to verify with the bank if the money was there they would not give her the info. We must receive proof that the funds are there before taking another check payment gave her our email address move@firstenergycorp.com Created By: Avila,Alisha L</p>
05/22/2019 11:09:15	05/22/2019	100135399655	Alisha L Avila	Financial Summary Review
				<p>Samuel Baughman, 36, Kristy Baughman, 36, David Coder, 66, 2 children 13 and 8</p>



DETAILED STATEMENT OF ACCOUNT

Customer Name: SAMUEL E BAUGHMAN Account Number: 100135399655

Service Address: 148 3RD ST
FALLS CREEK PA 15840

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
02/09/21	02/08/21	KWH	66,908	1,197	29	41	Act	162.38		162.38	194.00	03/03/21				18,051.52
03/02/21													-129.88			17,921.64
03/10/21	03/09/21	KWH	68,067	1,159	29	40	Act	155.09		155.09	194.00	04/01/21				18,076.73
04/12/21	04/11/21	KWH	69,285	1,218	33	37	Act	156.56		156.56	194.00	05/04/21		260.51	LPC	18,493.80
04/18/21													-131.98			18,361.82
Installment plan deactivated on 05/06/2021 - Installment Plan In Arrears.																
Installment plan started on 05/06/2021 for current + 306.00.																
05/11/21	05/10/21	KWH	70,397	1,112	29	38	Act	143.87		143.87	194.00	06/02/21				18,505.69
05/24/21													-121.45			18,384.24
06/10/21	06/09/21	KWH	71,736	1,339	30	45	Act	177.14		177.14	187.00	07/06/21		4.50	LPC	18,565.88
06/24/21													-129.77			18,436.11
07/09/21													-170.23			18,265.88
07/12/21	07/11/21	KWH	73,280	1,544	32	48	Act	218.80		218.80	187.00	08/03/21		7.46	LPC	18,492.14
07/25/21													-166.96			18,325.18
08/10/21	08/09/21	KWH	74,786	1,506	29	52	Act	213.68		213.68	187.00	09/01/21				18,538.86
08/25/21													-150.99			18,387.87
09/11/21	09/09/21	KWH	76,250	1,464	31	47	Act	209.29		209.29	187.00	10/04/21				18,597.16
09/23/21													-139.01			18,458.15
10/11/21	10/10/21	KWH	77,380	1,130	31	36	Act	167.32		167.32	187.00	11/02/21				18,625.47
Installment plan deactivated on 10/12/2021 - Installment Plan In Arrears.																
Installment plan started on 10/12/2021 for current + 306.00.																
10/26/21													-121.98			18,503.49
11/10/21	11/09/21	KWH	78,420	1,040	30	35	Act	154.85		154.85	187.00	12/06/21				18,658.34
12/01/21													-128.02			18,530.32
12/09/21	12/08/21	KWH	79,932	1,512	29	52	Act	219.20		219.20	165.00	01/03/22		3.65	LPC	18,753.17
01/01/22													-129.65			18,623.52
01/11/22	01/10/22	KWH	81,540	1,608	33	49	Act	226.63		226.63	165.00	02/02/22		8.77	LPC	18,858.92
01/30/22													-132.77			18,726.15
02/09/22	02/08/22	KWH	82,700	1,160	29	40	Act	166.80		166.80	165.00	03/03/22		13.89	LPC	18,906.84

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
03/01/22													-126.89			18,779.95
03/10/22	03/09/22	KWH	83,831	1,131	29	39	Act	161.90		161.90	198.00	04/04/22		19.19	LPC	18,961.04
03/29/22													-132.91			18,828.13
04/11/22													-1,027.18			17,800.95
04/12/22	04/11/22	KWH	85,062	1,231	33	37	Act	172.91		172.91	198.00	05/04/22		9.84	LPC	17,983.70
04/14/22													-600.00			17,383.70
04/14/22													-427.18			16,956.52
04/15/22														12.00	RCC	16,968.52
04/15/22													1,027.18			17,995.70
								Payment Returned -Non Sufficient Funds								
04/19/22													-1,181.94			16,813.76
04/22/22														12.00	RCC	16,825.76
04/22/22													1,181.94			18,007.70
								Payment Returned -Non Sufficient Funds								
04/26/22													-50.00			17,957.70
05/02/22													-126.94			17,830.76
05/12/22	05/11/22	KWH	86,107	1,045	30	35	Act	148.19		148.19	198.00	06/06/22		15.26	LPC	17,994.21
06/03/22													-133.97			17,860.24
06/13/22	06/12/22	KWH	87,471	1,364	32	43	Act	202.90		202.90	186.00	07/05/22		21.19	LPC	18,084.33
06/24/22													-400.00			17,684.33
06/24/22													-141.19			17,543.14
06/25/22													-300.00			17,243.14
07/13/22	07/12/22	KWH	88,972	1,501	30	50	Act	232.25		232.25	186.00	08/04/22				17,475.39
08/01/22													-132.60			17,342.79
08/11/22	08/10/22	KWH	90,437	1,465	29	51	Act	226.86		226.86	186.00	09/06/22				17,569.65
08/22/22													-141.40			17,428.25
09/13/22	09/12/22	KWH	91,851	1,414	33	43	Act	227.37		227.37	186.00	10/05/22				17,655.62
09/26/22													-149.00			17,506.62
10/12/22	10/11/22	KWH	92,828	977	29	34	Act	169.96		169.96	186.00	11/03/22				17,676.58
11/08/22													-133.85			17,542.73
11/10/22	11/09/22	KWH	93,762	934	29	32	Act	162.84		162.84	186.00	12/05/22				17,705.57
12/10/22	12/08/22	KWH	94,877	1,115	29	38	Act	192.44		192.44	200.00	01/03/23				17,898.01
01/11/23	01/10/23	KWH	96,302	1,425	33	43	Act	260.41		260.41	200.00	02/02/23				18,158.42



Payment History

Samuel Baughman
143 3rd St
Falls Creek, PA 15840

Account No. 100135399655

Date	Amount	Description
5/22/2019	9123.94-	Electronic Check Payment - CSR
5/31/2019	9,123.94	Payment returned
6/02/2019	36.00-	Electronic Check Payment - WEB
6/19/2019	119.82-	Electronic Check Payment - WEB
7/30/2019	1,577.68-	Electronic Check Payment - WEB
8/04/2019	127.33-	Electronic Check Payment - WEB
8/07/2019	1577.68	Payment returned
11/06/2019	157.67-	Electronic Check Payment - WEB
12/20/2019	102.47-	Electronic Check Payment - WEB
1/17/2020	114.54-	Electronic Check Payment - WEB
2/20/2020	121.00-	Electronic Check Payment - WEB
3/19/2020	123.00-	Electronic Check Payment - WEB
4/17/2020	121.01-	Electronic Check Payment - WEB
5/20/2020	118.23-	Electronic Check Payment - WEB
6/19/2020	121.34-	Electronic Check Payment - WEB
7/16/2020	129.00-	Electronic Check Payment - WEB
8/14/2020	128.33-	Electronic Check Payment - WEB
9/15/2020	121.08-	Electronic Check Payment - WEB
10/14/2020	118.11-	Electronic Check Payment - WEB
12/18/2020	122.95-	Electronic Check Payment - WEB
1/26/2021	129.41-	Electronic Check Payment - WEB
3/02/2021	129.88-	Electronic Check Payment - WEB
4/18/2021	131.98-	Electronic Check Payment - WEB
5/24/2021	121.45-	Electronic Check Payment - WEB
6/24/2021	129.77-	Electronic Check Payment - WEB
7/09/2021	170.23-	Electronic Check Payment - WEB
7/25/2021	166.96-	Electronic Check Payment - WEB
8/25/2021	150.99-	Electronic Check Payment - WEB
9/23/2021	139.01-	Electronic Check Payment - WEB
10/26/2021	121.98-	Electronic Check Payment - WEB
12/01/2021	128.02-	Electronic Check Payment - WEB
1/01/2022	129.65-	Electronic Check Payment - WEB
1/30/2022	132.77-	Electronic Check Payment - WEB
3/01/2022	126.89-	Electronic Check Payment - WEB
3/29/2022	132.91-	Electronic Check Payment - WEB
4/11/2022	1027.18-	Electronic Check Payment - WEB
4/14/2022	1027.18-	Credit Card Payment

4/15/2022	1027.18	Payment returned
4/19/2022	1,181.94-	Electronic Check Payment - WEB
4/22/2022	1181.94	Payment returned
4/26/2022	50.00-	Credit Card Payment
5/02/2022	126.94-	Credit Card Payment
6/03/2022	133.97-	Credit Card Payment
6/24/2022	541.19-	Credit Card Payment
6/25/2022	300.00-	Credit Card Payment
8/01/2022	132.60-	Credit Card Payment
8/22/2022	141.40-	Credit Card Payment
9/26/2022	149.00-	Credit Card Payment
11/08/2022	133.85-	Credit Card Payment

FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS



Name: Samuel Baughman

Address: 148 3rd St
Falls Creek, PA 15840

Account Number: 100135399655

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO PA	6/02/2019	\$14,430.31	\$4,100.00	Budget bill + \$1603.00, beginning 7/03/2019
CO PA	7/31/2019	\$12,981.98	\$3,998.21	Budget bill + \$1,442.00, beginning 9/03/2019
CO EXT PA	5/06/2021	\$18,390.24	\$2,275.00	Budget bill + \$306.00, beginning 6/02/2021
BCS Case No. 3797550	10/12/2021	\$18,574.24	\$2,166.67	Budget bill + \$306.00, beginning 12/06/2021

Remarks:

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

Assigned To

Assigned Specialist

Banker, Amber S

Customer Information



Case Number

3722206

Account Number

100135399655

First Name

SAMUEL

Last Name

BAUGHMAN

Service Address

Address1

148 3RD STREET

Address2

PO BOX 439

Service City

FALLS CREEK

Service State

PA

Service Zip

15840-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

7/31/2019

PUC Date Prepared

7/31/2019

Received Date

7/31/2019

PUC Date Closed

2/14/2020

Case Information

Prior Case Number

0

Term Date

8/1/2019

Arrearage

2148

Case Origin

Universal Service

Income

PUC WEBSITE

No

Source

Business Name

Reason For Contact

BILLING DISPUTES (# 18)

Case Problem

WHEN I STARTED SERVICE WITH PENELEC THEY GAVE ME A CHOICE OF ELECTRIC SUPPLIER. THEY DID NOT USE THE GREEN ENERGY COMPANY I CHOSE AND ARE CHARGING THE INCORRECT RATE. I HAVE PAID THE RATE THAT WAS AGREED UPON AND THEY ARE GIVING NOTICE FOR SHUT OFF ON THE VERY EXCESSIVE BALANCE. - RELIEF SOUGHT - I WANT THE CONTESTED AMOUNT REMOVED FROM MY ACCOUNT AND WANT TO PAY THE CORRECT AMOUNT. THE CELL PHONE NUMBER (814) 612 - 4823 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS SBAUGH731@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position

07/29/2019 THEY SAID I OWE WHAT I OWE AND IF I DIDN'T AGREE TO CONTACT THE PUC.

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
JOHN	LANGAN	

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3722206

Customer First Name

SAMUEL

Customer Last Name

BAUGHMAN

Account Number

100135399655

Service Address

Address 1

148 3RD STREET

Address 2

PO BOX 439

City

FALLS CREEK

Service State

PA

Zip

15840

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

0

Family Size

0

Children

0

Age

General

PUC Date Opened

7/31/2019

PUC Sent Date

2/14/2020

PUC Date Closed

2/14/2020

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Banker, Amber S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

2/14/2020

Head Date

2/10/2020

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
15544.57	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
260.00	3162.68	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 COMPANY DOES NOT HAVE A RECORD OF THE CUSTOMER SELECTING AN ALTERNATE SUPPLIER WHEN HE APPLIED FOR SERVICE ON 05/22/2019. THE ACCOUNT BALANCE IS "EXCESSIVE" DUE THE CUSTOMER WIFE KRISTY BAUGHMAN BALANCE OF \$14,454.31 BEING TRANSFERRED TO THE CURRENT ACCOUNT. THE ACCOUNT BALANCE IS CORRECT AS RENDERED. CASE DISMISSED PER 56.16 (A) AND (B).

Has Decision Issue **Response Time**

Other Information

Investigator First Name	Investigator Last Name
NAFEESAH	HOLLIDAY
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
JOHN	LANGAN

Status

Is SAP Completed	SAP Completion Date
	2/14/2020

History

Click To Expand ▼



Assigned To

Assigned Specialist

Walker, Alison S

Customer Information

Case Number

3797550

Account Number

100135399655

First Name

SAMUEL

Last Name

BAUGHMAN

Service Address

Address1

148 3RD STREET

Address2

PO BOX 439

Service City

FALLS CREEK

Service State

PA

Service Zip

15840-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

4

Children

2

Age

10, 15

Adults

2

General

PUC Date Opened

8/5/2021

PUC Date Prepared

8/5/2021

Received Date

8/5/2021

PUC Date Closed

9/21/2021

Case Information

Prior Case Number

0

Term Date

8/12/2021

Arrearage

0

Case Origin

Universal Service

Income

PUC WEBSITE

No

CustIncome - \$2166.67

Source

Business Name

Reason For Contact

ON - PAR WITH DISPUTE (#63)

Case Problem

Company Position

07/26/2021 THAT BECAUSE WE LIVED AT THE ADDRESS, THE PREVIOUS HOMEOWNERS BALANCE WAS OUR RESPONSIBILITY. EVEN THOUGH WE RENTED WITH UTILITIES INCLUDED.

Related Information

63 HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF . THEY ARE MAKING US PAY THE OUTSTANDING BALANCE THAT WAS THE RESPONSIBILITY OF THE PREVIOUS HOMEOWNER.

WE HAVE BEEN PAYING ON IT FOR YEARS NOW, EVEN THOUGH IT SHOULDN'T HAVE BEEN ON OUR ACCOUNT. WE PREVIOUSLY RENTED THE PROPERTY BEFORE WE BOUGHT IT AND ALL UTILITIES WERE INCLUDED IN OUR RENT. BUT SINCE THEY ARE MAKING US PAY IT, WE HAVE A HUGE BALANCE ON OUR ACCOUNT. WE WERE PAYING IT, BUT WITH INCOME LOSS DUE TO COVID-19, WE CANNOT MAKE THE PAYMENTS.

QUESTIONS FOR COMPANY – WAS THE CUSTOMER OFFERED A COMPANY PAYMENT ARRANGEMENT THAT IS COMPLIANT WITH THE 3/18/21 EMERGENCY ORDER THAT BEGINS AFTER 4/1/2021? WHAT TERMS WERE PROVIDED?

- RELIEF SOUGHT - THE REMOVAL OF THE CHARGES THAT WE ARE NOT RESPONSIBLE FOR. THAT WOULD ALLEVIATE THE ISSUE SINCE WE HAVE PAID OUR BILL IN FULL EVERY MONTH FOR YEARS. BUT IF THAT'S NOT POSSIBLE, AN AFFORDABLE PAYMENT PLAN THAT WE CAN AFFORD. THE CELL PHONE NUMBER (814) 541 - 2067 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS THEBAUGHMANS287@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
TOM	CERENE	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3797550

Customer First Name

SAMUEL

Customer Last Name

BAUGHMAN

Account Number

100135399655

Service Address

Address 1

148 3RD STREET

Address 2

PO BOX 439

City

FALLS CREEK

Service State

PA

Zip

15840

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

4

Children

2

Age

10, 15

General

PUC Date Opened

8/5/2021

PUC Sent Date

9/21/2021

PUC Date Closed

9/21/2021

Case Type

PAR with Dispute

Assigned To

Assigned Specialist

Walker, Alison S

Case Information

PUC Violation

ACTUAL

PUC Chapter

56

Section Rule

56.1

Balance Date

9/2/2021

Head Date

9/21/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
18339.25	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
187.00	1173.01	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

NOVEMBER 2021

Letter Description

Resolution

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). DECISION ISSUED - LEVEL 1, BUDGET 187.00 + 306.00 = 493.00 BEGINNING NOV 2021 DUE DATE...

DISPUTE DISMISSED PER 56.166(1). THE COMPANY ISSUED YOU A 60-MONTH PAYMENT ARRANGEMENT ON 5/6/2021, IN COMPLIANCE WITH ORDER M-2020-3019244. YOU BROKE YOUR 5/6/2021 PAYMENT ARRANGEMENT. COMPANY RECORDS DO NOT SUPPORT YOU CONTACTED THEM REGARDING YOUR BILLING CONCERNS FOR THE PURPOSE OF RESOLVING YOUR CONCERNS, IN ACCORDANCE WITH 52 PA. CODE § 56.166(1). THE COMPANY IS WILLING TO INVESTIGATE YOUR BILLING CONCERNS. THE PUC WILL SET UP A PAYMENT ARRANGEMENT FOR YOUR OUTSTANDING BALANCE FOR 60 MONTHS, CONSISTENT WITH THE MARCH 18, 2021 ORDER.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
JOHN	AUSTIN
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
TOM	CERENE

Status

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	10/12/2021

History

Click To Expand ▼



Assigned To

Assigned Specialist

Lash, Tammy L

Customer Information

Case Number

3844235

Account Number

100135399655

First Name

SAMUEL

Last Name

BAUGHMAN

Service Address

Address1

148 3RD ST

Address2

Service City

FALLS CREEK

Service State

PA

Service Zip

15840-0

Service Class

Work Phone

Home Phone

(814) 5412067

Mailing Address

Address1

PO BOX 439

Address2

City

FALLS CREEK

State

PA

Mail Zip

15840

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

6/14/2022

PUC Date Prepared

7/5/2022

Received Date

7/5/2022

PUC Date Closed

8/19/2022

Case Information

Prior Case Number

3797550

Term Date

6/15/2022

Arrearage

7156

Case Origin

Universal Service

Income

PUC WEBSITE

No

Source

Business Name

Reason For Contact

ON - PAR WITH DISPUTE (#63)

Case Problem

Company Position

06/13/2022 THEY SAY I NEED TO SPEAK TO SOMEONE IN ANOTHER DEPARTMENT AFTER HAVING ME ON HOME FOR AN HOUR PLUS. THEN WHEN THEY TRANSFER ME THE LINE DISCONNECTS OR I GET HUNG UP ON.

Related Information

63-I HAVE BEEN TRYING TO GET THE SPECIAL NUMBER FROM PENELEC FOR 2 WEEKS FOR MY DOCTOR TO DO THE MEDICAL CERTIFICATE SO I CAN CATCH UP ON MY PAYMENT ARRANGEMENT. I CANNOT GET THROUGH ON THE PHONE TO ANYONE WHO CAN GIVE ME THE NUMBER. THEY WON'T ACCEPT A CERTIFICATE OF MEDICAL NECESSITY, IT HAS TO BE DONE ONLINE. THERE IS A SPECIAL CODE THAT MY DOCTOR NEEDS AND EVERYONE I TALK TO AFTER BEING ON HOLD FOR AN HOUR EACH TIME SAYS THEY WILL TRANSFER ME AND I GET DISCONNECTED. THE LAST PERSON ACTUALLY GAVE ME A NON WORKING NUMBER TO CALL. MY WIFE REQUIRES A VENTILATOR AT NIGHT OR SHE QUILTS BREATHING. I CAN CATCH IT UP I JUST NEED THE EXTRA 30 DAYS. - RELIEF SOUGHT - I NEED THE EXTRA 30 DAYS THAT THE MEDICAL CERTIFICATE WOULD PROVIDE. THEY WON'T EVEN GIVE THE DOCTOR THE SPECIAL NUMBER THAT HE NEEDS TO COMPLETE THEIR ONLINE FORM. THE EMAIL ADDRESS KIKIBAUGH@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
KATHY	LAMORGIA	

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3844235

Customer First Name

SAMUEL

Customer Last Name

BAUGHMAN

Account Number

100135399655

Service Address

Address 1

148 3RD ST

Address 2

City

FALLS CREEK

Service State

PA

Zip

15840

Home Phone

(814) 5412067

Work Phone

Mailing Address

Address 1

PO BOX 439

Address 2

City

FALLS CREEK

State

PA

Zip

15840

Family

Adults

0

Family Size

0

Children

0

Age

General

PUC Date Opened

6/14/2022

PUC Sent Date

8/19/2022

PUC Date Closed

8/19/2022

Case Type

PAR with Dispute

Assigned To

Assigned Specialist

Lash, Tammy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/6/2022

Head Date

8/19/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
17226.24	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
186.00	1100.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DECISION ISSUED - THE COMPANY PROVIDED THE MEDICAL CERTIFICATE HOTLINE NUMBER FOR THE CUSTOMER'S DOCTOR ON 6/14/2022 WHEN THEY SPOKE WITH THE CUSTOMER BY PHONE. THE CUSTOMER HAS NOT SATISFIED THE ARREARAGES FOR HIS CURRENT PUC PAYMENT ARRANGEMENT BCS #3797550. THE CUSTOMER IS NOT ELIGIBLE FOR A PUC ARRANGEMENT TO MAINTAIN SERVICE, IN ACCORDANCE WITH PA. LAW. CASE DISMISSED.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
JOHN	AUSTIN
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
KATHY	LAMORGIA
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	8/22/2022

History

Click To Expand ▼

4 ▶



Samuel Baughman
 148 3rd St
 Falls Creek, PA 15840

Account No. 100135399655

Collection History

10 Day Term Notice	Phone Contacts	Result
7/17/2019 for \$2,148.39 Term date 8/01/2019	7/25/2019 @ 10:05AM – Sit Tone/Invalid Phone Number	Entered into Company PAR
	7/26/2019 @ 5:06PM – Left Message	
7/31/2019 – Customer filed BCS# 3722206.		
10/28/2019 for \$156.67 Term date 11/12/2019	11/05/2019 @ 10:09AM – Left Message	Customer payment
2/14/2020 - BCS dismissed case# 3722206. Account noted/lock removed on 2/14/2020.		
2/29/2020 for \$4,135.00 Term date 4/01/2020	4/06/2020 @ 10:08AM – Left Message	Partial customer payment
3/28/2020 for \$4,226.91 Term date 4/13/2020		Partial customer payment
5/30/2020 for \$4,887.44 No term date	6/08/2020 @ 10:16AM – Left Message	Partial customer payment
	8/05/2020 @ 10:03AM – Left Message	

7/28/2020 for \$5,616.04 No term date		Partial customer payment
9/28/2020 for \$6,226.18 No term date	10/06/2020 @ 10:11AM – Left Message	Partial customer payment
Moratorium		
4/28/2021 for \$7,191.99 Term date 5/13/2021	5/06/2021 @ 10:04am – Left Message	Entered into Company PAR
6/29/2021 for \$6,787.64 Term date 7/14/2021	7/07/2021 @ 10:05AM - Successful	Partial customer payment
	7/13/2021 @ 10:12AM – Left Message	
7/28/2021 for \$6,848.74 Term date 8/12/2021	8/05/2021 @ 10:03am – Left Message	
8/05/2021 – Customer filed BCS# 3797550		
9/21/2021 - BCS closed case# 3797550. BCS PAR established. Account noted/lock removed 10/12/2021.		
2/26/2022 for \$7,829.72 Term date 4/04/2022	3/10/2022 @ 10:06AM – Left Message	Partial customer payment
3/29/2022 for \$7,907.59 Term date 4/13/2022	4/06/2022 @ 10:07AM – Left Message	Two Customer payments – payments were returned
	4/07/2022 @ 5:40PM – Left Message	
	5/11/2022 @ 10:05AM – Left Message	
	6/08/2022 @ 10:03AM – Left Message	

5/31/2022 for \$7,290.21 Term date 6/15/2022	6/09/2022 @ 5:03PM – Left Message	Dispute rights issued
7/05/2022 – Customer filed BCS# 3844235 8/19/2022 - BCS dismissed case# 3844235. Account noted/lock removed 8/22/2022.		
8/31/2022 for \$7,283.50 Term date 9/15/2022	9/08/2022 @ 10:04AM – Left Message	Dispute rights issued
	9/08/2022 @ 5:03PM – Left Message	
9/21/2022 – Received Formal PUC Complaint – Docket# C-2022-3035524.		