

**Docket No. C-2022-3032822**

**Joseph Greenleaf v. Pennsylvania Electric Company**

**The Hon. Mark A. Hoyer**

**Hearing Date: Wednesday, September 28, 2022 at 10:00 AM**

**Call-In Hearing No.: 1.866.566.0651; PIN: 59956427#**

**PROPOSED HEARING EXHIBITS OF PENELEC**

1. Customer Contacts
2. Statement of Account
3. Payment History
4. PAR History
5. BCS Decision No. 3459367, closed 7/15/16 (Level 1 PAR)
6. Docket No. C-2017-2613823: Settlement Letter and CSAT
7. Docket No. C-2018-3002624; Final Order and Initial Decision
8. BCS Decision No. 3830927, closed 5/16/22 (1405(c))
9. Collection History

Customer: JOSEPH D GREENLEAF / 806478198  
 Contract Acct: 100115580332  
 Service Address: 2321 CURRYVILLE RD, MARTINSBURG PA 16662

Created On:  
 Date Range:



### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/08/9999 11:04:57	06/08/2022	100115580332	Laurie E Parker	PUC/BPU Complaint-Written
Pa PUC Formal Complaint Docket No. C-2022-3032822 (reasonable PAR) received.				
09/12/2022 09:41:45	09/15/2022	100115580332	Amber R Moore	General Inquiry/Other
This account is part of the PA & MD email collection pilot of September/October 2022. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process and do not include standard dunning language. See communication from Change Agent Council for more detail.				
09/07/2022 19:17:56	09/07/2022	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 09/06/22 = \$ 416.00 Open editor for detail  1. 12 Mth Factor Amt: 4909.34 2. Current Delta: 1626.05 - 1134.00 + 0.00 492.05 3. Remaining Amount: 3283.29 4. Diff + Remain Amt: 492.05 + 3283.29 3775.34 5. New BBP Amount: 3775.34 / 276 x 30.4 416.00 * Dollar Difference: 416.00 - 378.00 38.00 * Pct Difference: 10.05 * System BBP Amount: 416.00				
09/06/2022 17:03:00	09/06/2022	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/02/2022 10:05:00	09/02/2022	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/27/2022 20:17:19	08/27/2022	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
08/19/2022 14:20:43	08/19/2022	100115580332	Brittany N Frankenberg	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
07/26/2022 14:22:37	07/26/2022	100115580332	Jennifer M McCoy	Human Serv - No Lanlord Agreeemt
Printed to \\WCORRES01\PIPIKE1165-P on 07/26/2022 at 14:25:2				
06/07/2022 16:25:25	06/07/2022	100115580332	Tammy J Taylor	Create Dunning Lock
Dunning Lock Reason:Utility Commission Dispute Start Date: 06/07/2022   End Date: 07/07/2022 DL for formal complaint. Created By: Tammy J Taylor				
06/07/2022 16:18:04	06/07/2022	100115580332	Tammy J Taylor	PUC/BPU Complaint-Written
Per call from PUC Secretary's Bureau, customer filed formal complaint C-2022-3032822. Satisfied Not Applicable: Reason - Manual work				
06/06/2022 18:57:17	06/06/2022	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 06/05/22 = \$ 378.00 Open editor for detail  1. 12 Mth Factor Amt: 4567.78 * System BBP Amount: 378.00				
06/02/2022 17:02:00	06/02/2022	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected -Left Message				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/01/2022 10:04:00	06/01/2022	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/24/2022 22:28:36	05/24/2022	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
05/23/2022 08:27:13	05/23/2022	100115580332	Cheryl D Fick	PUC/BPU Complaint-Written
Case #3830927 - DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405 C CUSTOMER HAS CAP ARREARS IN THE BALANCE. ALSO DISMISSED PER 1405 D CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#3459367 / cdf				
04/15/2022 15:31:23	04/15/2022	100115580332	Alexandros N Simotas	PUC/BPU Complaint-Written
PUC Case# 3830927 for Account# 100115580332; On PAR. AS				
04/05/2022 18:00:43	04/05/2022	100115580332	Joshua Fenske	Utility Report Issued
Spoke with: JOSEPH D GREENLEAF Created By: Joshua Fenske Dispute Rights Dunning lock created - Lock date: 04/17/2022 Company Position: cust not able to pay Customer Position: cust not able to pay				
04/05/2022 17:56:51	04/05/2022	100115580332	Joshua Fenske	Negotiation Tool - Service On
Spoke with: JOSEPH D GREENLEAF Created By: Joshua Fenske Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ref to DEF and ERAP ***** *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: \$18490.92 Offered - Pay Disconnection Amt of: \$17603.49 Offered - Pay Past Due Amt of \$4939.33 Offered - Pay Catch-up Amt of: \$4284.81 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
04/05/2022 17:56:51	04/05/2022	100115580332	Joshua Fenske	Financial Summary Review
Spoke with: JOSEPH D GREENLEAF Created By: Joshua Fenske Low income letter will be sent.				
04/05/2022 17:54:02	04/05/2022		Joshua Fenske	Personal Data Changed
Old BP Phone:(814)258-6400				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
New BP Phone:(484)784-5372 Created By: Joshua Fenske				
04/01/2022 17:53:37	04/01/2022	100115580332	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/01/2022 17:52:25	04/01/2022	100115580332	EAILOGINWM7	Change Profile
songbird14 songbirdmetalbldg@gmail.com Changed Password From Unlock Password				
04/01/2022 17:51:36	04/01/2022	100115580332	EAILOGINWM7	Unlock Login Email Sent
songbird14 songbirdmetalbldg@gmail.com Requested Unlock Password link				
03/31/2022 10:05:00	03/31/2022	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/23/2022 22:25:16	03/23/2022	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
03/07/2022 10:14:00	03/07/2022	100115580332	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/05/2022 19:06:42	03/05/2022	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 03/03/22 = \$ 413.00 Open editor for detail  1. 12 Mth Factor Amt: 4269.20 2. Current Delta: 3501.91 - 3018.00 + 0.00 483.91 3. Remaining Amount: 767.29 4. Diff + Remain Amt: 483.91 + 767.29 1251.20 5. New BBP Amount: 1251.20 / 92 x 30.4 413.00 * Dollar Difference: 413.00 - 342.00 71.00 * Pct Difference: 20.76 * System BBP Amount: 413.00				
02/21/2022 22:24:42	02/21/2022	100115580332	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/03/2022 10:06:00	02/03/2022	100115580332	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
12/31/2021 09:54:33	07/23/2021	100115580332	Cameron J Barker	General Inquiry/Other
sw JOSEPH D GREENLEAF Prepared to go to 60/24/12 months based on PUC directives, and company accepted full terms of the order. Customer was satisfied.				
12/04/2021 19:07:22	12/04/2021	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 12/02/21 = \$ 342.00 Open editor for detail  1. 12 Mth Factor Amt: 4053.59 2. Current Delta: 2356.67 - 1992.00 + 0.00 364.67 3. Remaining Amount: 1696.92 4. Diff + Remain Amt: 364.67 + 1696.92 2061.59 5. New BBP Amount: 2061.59 / 183 x 30.4 342.00 * Dollar Difference: 342.00 - 332.00 10.00 * Pct Difference: 3.01 * System BBP Amount: 342.00				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
11/30/2021 07:58:10	11/01/2021	100115580332	Kristen L Delle Donne	General Inquiry/Other
<p>This account is part of the PA email collection pilot of Nov 2021. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process and do not include standard dunning language. See communication from Change Agent Council for more detail.</p>				
10/01/2021 17:00:00	10/01/2021	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/30/2021 10:08:00	09/30/2021	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/22/2021 22:22:48	09/22/2021	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
09/04/2021 19:04:57	09/04/2021	100115580332	CS General Purpose Batch	Calculation
<p>C/A 100115580332 Contract 0022646366            Budget amt calculated for period ending 09/02/21 = \$ 332.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3902.76            2. Current Delta: 1284.49 - 996.00 + 0.00 288.49            3. Remaining Amount: 2618.27            4. Diff + Remain Amt: 288.49 + 2618.27 2906.76            5. New BBP Amount: 2906.76 / 274 x 30.4 323.00            * Dollar Difference: 323.00 - 332.00 9.00            * Pct Difference: 2.71            * System BBP Amount: 332.00</p>				
09/02/2021 10:04:00	09/02/2021	100115580332	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
07/26/2021 03:00:16	07/26/2021	100115580332	CS General Purpose Batch	Sent PCAP Removal Letter
07/23/2021 16:06:19	07/23/2021	100115580332	EAILOGINWM7	Change Profile
<p>songbird14 songbirdmetalbldg@gmail.com            Changed Password From Forgot Password</p>				
07/23/2021 16:05:58	07/23/2021	100115580332	EAILOGINWM7	Forgot Password Email Sent
<p>songbird14 songbirdmetalbldg@gmail.com            Requested Forgot Password link</p>				
07/23/2021 10:23:17	07/23/2021	100115580332	Heather L Quisenberry	PA Payment - IP
per TM - cust requested to be removed from PCAP for 60 mo IP of \$251+EPP				
07/23/2021 10:21:31	07/23/2021	100115580332	Heather L Quisenberry	Removed from Program
per TM - cust requested to be removed from PCAP for IP				
07/23/2021 09:55:28	07/23/2021	100115580332	Workflow General Purpose Batch	Telememo Employee Correspondence
<p>Remove PCAP            * 07/23/2021 09:55:21 EST (57274) Phone (304)367-3366 320-6060            Should an installment plan be set up?: Yes            Number of months: 60            Remove customer from budget billing?: No            Customer agreed to be taken of PCAP for 60 month IP.            Created By: Barker,Cameron J</p>				
07/23/2021 09:49:14	07/23/2021	100115580332	Cameron J Barker	Negotiation Tool - Service On
<p>Spoke with: JOSEPH D GREENLEAF            Created By: Cameron J Barker            *PA Disconnection Notice (Service On):*            Does medical condition exist?: No</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Willing to provide income for PCAP/Agency Asst: No ***** Offered - Pay Past Due Amt of \$4872.33 Offered - Pay Disconnection Amt of: \$4548.33 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Offered all options offered DEF and 211 on PCAP offered IP cannot pay today Stopped term notice setup long term IP.				
07/23/2021 09:48:00	07/23/2021		Cameron J Barker	Personal Data Changed
Old BP Phone:(814)502-6173 New BP Phone:(814)258-6400 updated phone per cust request. Created By: Cameron J Barker				
07/02/2021 17:01:00	07/02/2021	100115580332	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/01/2021 10:02:00	07/01/2021	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/25/2021 08:02:05	06/25/2021	100115580332	Natasha M Neal	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS BEING AVAILABLE.				
06/23/2021 22:23:17	06/23/2021	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
06/05/2021 19:15:40	06/05/2021	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 06/03/21 = \$ 332.00 Open editor for detail  1. 12 Mth Factor Amt: 3980.77 * System BBP Amount: 332.00				
05/04/2021 17:09:00	05/04/2021	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/03/2021 10:05:00	05/03/2021	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/24/2021 20:59:50	04/24/2021	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
04/05/2021 09:54:49	04/05/2021	100115580332	EAILOGINWM7	Ready Pay Create
No 78034105 - \$ 250.00 - 04/05/2021 songbird14 songbirdmetalbldg@gmail.com				
04/05/2021 09:54:26	04/05/2021	100115580332	EAILOGINWM7	Bank Details Added
0004 Bank Details Added songbird14 songbirdmetalbldg@gmail.com				
03/31/2021 10:38:27	03/31/2021	100115580332	Kristen L Delle Donne	Outbound Call
PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.				
03/04/2021 19:40:23	03/04/2021	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Budget amt calculated for period ending 03/03/21 = \$ 324.00 Open editor for detail  1. 12 Mth Factor Amt: 4215.21 2. Current Delta: 3213.48 - 3246.00 + 0.00 32.52- 3. Remaining Amount: 1001.73 4. Diff + Remain Amt: 32.52- + 1001.73 969.21 5. New BBP Amount: 969.21 / 91 x 30.4 324.00 * Dollar Difference: 324.00 - 367.00 43.00 * Pct Difference: 11.72 * System BBP Amount: 324.00				
12/09/2020 12:19:15	12/09/2020	100115580332	Riley A Kline	General Inquiry
web req: 4560653 ***** Name: Joseph D Greenleaf Email: songbirdmetalbldg@gmail.com Address Line 1: 2321 Curryville Rd Address Line 2: null City: Martinsburg State: PA Province: null Zip: 16662 Country: null Phone: (814) 502-6173 Best Time: null Account Number: 100115580332 Request Type: Streetlight/Area Outdoor Lighting Subject: Disconnect garage Text: I need to disconnect service to our garage - it has been sold. Our home needs to stay connected - we're staying! ***** reply: Thank you for utilizing our website. Our records indicate the only service in your name is your home account at 2321 Curryville Road (account number 100115580332). You can submit a service request for the garage account online by going to <a href="http://www.firstenergycorp.com/moveout">www.firstenergycorp.com/moveout</a> . You can log in or enter your account number and ZIP Code to complete your stop service request. You can also call Penelec at 1-800-545-7741 for assistance. You will need the following information to complete your move-out request: <ul style="list-style-type: none"> <li>· Account number</li> <li>· Service address</li> <li>· Contact phone number</li> <li>· Email</li> <li>· Move-out date (date service should end)</li> <li>· Mailing address</li> </ul>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Manual work				
12/09/2020 09:26:45	12/09/2020	100115580332	Ginger D Masters	General Inquiry
Customer was satisfied.				
12/09/2020 09:25:56	12/09/2020	100115580332	Ginger D Masters	Contact Customer-OMR
12/03/2020 19:48:52	12/03/2020	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 12/02/20 = \$ 367.00 Open editor for detail  1. 12 Mth Factor Amt: 4331.32 2. Current Delta: 2283.85 - 2145.00 + 0.00 138.85 3. Remaining Amount: 2047.47 4. Diff + Remain Amt: 138.85 + 2047.47 2186.32 5. New BBP Amount: 2186.32 / 182 x 30.4 365.00 * Dollar Difference: 365.00 - 367.00 2.00 * Pct Difference: 0.54 * System BBP Amount: 367.00				
11/11/2020 12:44:03	11/16/2020	100115580332	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.				
11/06/2020 14:49:52	11/06/2020	100115580332	C66271	Negotiation Tool - Service On
Spoke with: JOSEPH D GREENLEAF Created By: Kathryn A Jensen Payment Options provided: Offered - Pay Acct Balance of: \$14723.10 Offered - Pay Past Due Amt of \$3292.56 ***** PA Final Wrap-up Customer was satisfied. Adv acct protected from disc until 03/31/2021, Cust adv will make payments to get caught up soon				
10/20/2020 00:36:44	10/21/2020	100115580332	Michael R Evelsizer	Moratorium Protected Account
COMPLETED ANY EXISTING DN NOTIFICATION				
10/17/2020 21:26:46	10/17/2020	100115580332	Michael R Evelsizer	Moratorium Protected Account
PA PROTECTED CUSTOMER				
09/30/2020 10:04:00	09/30/2020	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/22/2020 22:25:24	09/22/2020	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
09/03/2020 19:43:37	09/03/2020	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 09/02/20 = \$ 367.00 Open editor for detail  1. 12 Mth Factor Amt: 4342.72 2. Current Delta: 1362.50 - 1044.00 + 0.00 318.50 3. Remaining Amount: 2980.22 4. Diff + Remain Amt: 318.50 + 2980.22 3298.72				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
5. New BBP Amount: 3298.72 / 273 x 30.4 367.00 * Dollar Difference: 367.00 - 348.00 19.00 * Pct Difference: 5.46 * System BBP Amount: 367.00				
08/13/2020 12:13:27	08/14/2020	100115580332	Devon X Martin	Outbound Call
OUTBOUND EMAIL CAMPAIGN TO PROVIDE ENERGY ASSISTANCE INFORMATION ON 08/11/2020				
07/23/2020 01:30:10	07/23/2020	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
06/04/2020 19:37:25	06/04/2020	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 06/03/20 = \$ 348.00 Open editor for detail  1. 12 Mth Factor Amt: 4176.68 * System BBP Amount: 348.00				
06/04/2020 19:37:25	06/04/2020	100115580332	CS General Purpose Batch	Post PCAP EPP Subsidy True-Up Cr
06/01/2020 10:06:00	06/01/2020	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/20/2020 22:43:24	05/20/2020	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
04/03/2020 16:31:02	04/03/2020	100115580332	EAILOGINWM7	Personal Data Changed
Request received at: 16:31:02 - New BP Phone:(814)502-6173 Changed from:(814)693-2002 New Premise Phone:(814) 502-6173 Changed from:(814)693-2002				
03/31/2020 10:02:00	03/31/2020	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/23/2020 22:50:29	03/23/2020	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
03/11/2020 16:08:13	03/11/2020	100115580332	Bethel M Folmsbee	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP				
03/05/2020 22:45:39	03/05/2020	100115580332	CS General Purpose Batch	PCAP Payment Counseling Letter
03/05/2020 19:38:49	03/05/2020	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 03/04/20 = \$ 475.00 Open editor for detail  1. 12 Mth Factor Amt: 3927.63 2. Current Delta: 2755.41 - 2085.00 + 0.00 670.41 3. Remaining Amount: 752.68 4. Diff + Remain Amt: 670.41 + 752.68 1423.09 5. New BBP Amount: 1423.09 / 91 x 30.4 475.00 * Dollar Difference: 475.00 - 307.00 168.00 * Pct Difference: 54.72 * System BBP Amount: 475.00				
03/02/2020 21:00:00	03/02/2020	100115580332	CS General Purpose Batch	No Answer
Phone attempt 04 - No Answer				
02/22/2020 20:39:17	02/22/2020	100115580332	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/20/2020 09:07:46	02/20/2020	100115580332	Bethel M Folmsbee	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP				
02/05/2020 22:51:27	02/05/2020	100115580332	CS General Purpose Batch	PCAP Payment Counseling Letter
02/03/2020 21:00:00	02/03/2020	100115580332	CS General Purpose Batch	No Answer
Phone attempt 04 - No Answer				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/07/2020 22:47:37	01/07/2020	100115580332	CS General Purpose Batch	PCAP Payment Counseling Letter
01/06/2020 21:00:00	01/06/2020	100115580332	CS General Purpose Batch	No Answer
Phone attempt 04 - No Answer				
12/27/2019 08:56:53	12/27/2019	100115580332	Elizabeth K Levan	Negotiation Tool - Service On
<p>Spoke with: JOSEPH D GREENLEAF            Created By: Elizabeth K Levan            Payment Options provided:            Offered - Pay Acct Balance of: \$460.56            *****            PA Final Wrap-up            Customer was satisfied.            cust says has payment due monday of 460.56 cust wants to know if can bump this to next friday CUST OFFERED TO PAY 460.56 1/3/20 by            cc cust ask if up for disc ADV CUST NO ACTIVE DISC ON ACCT AT THIS TIME</p>				
12/05/2019 22:46:39	12/05/2019	100115580332	CS General Purpose Batch	PCAP Payment Counseling Letter
12/05/2019 19:40:09	12/05/2019	100115580332	CS General Purpose Batch	Calculation
<p>C/A 100115580332 Contract 0022646366            Budget amt calculated for period ending 12/04/19 = \$ 307.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3427.40            2. Current Delta: 1709.67 - 1164.00 + 0.00 545.67            3. Remaining Amount: 1298.19            4. Diff + Remain Amt: 545.67 + 1298.19 1843.86            5. New BBP Amount: 1843.86 / 6 307.00            * Dollar Difference: 307.00 - 249.00 58.00            * Pct Difference: 23.29            * System BBP Amount: 307.00</p>				
12/02/2019 21:00:00	12/02/2019	100115580332	CS General Purpose Batch	No Answer
Phone attempt 04 - No Answer				
11/18/2019 06:24:53	11/18/2019	100115580332	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 11/18/2019   Payment Time: 06:23:54            Payment Amount: 576.00   Payment Type: Debit            Vendor ID: PC   Receipt Number: 13080GCNMQ</p>				
11/05/2019 08:32:43	11/05/2019	100115580332	Amanda M Stevens	Utility Report Issued
<p>Spoke with: JOSEPH D GREENLEAF            Created By: Amanda M Stevens            Dispute Rights Dunning lock created - Lock date: 11/17/2019            Company Position:            Termination Date(on or after)=&gt; 11/18/2019 offered all options to cust            Customer Position:            cust was not able to comply with balances and options given</p>				
11/05/2019 08:31:30	11/05/2019	100115580332	Amanda M Stevens	Negotiation Tool - Service On
<p>Spoke with: JOSEPH D GREENLEAF            Created By: Amanda M Stevens            *PA Disconnection Notice (Service On):*            Does medical condition exist?: No            Willing to provide income for PCAP/Agency Asst: No            *****            Payment Options provided:</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Acct Balance of: \$723.56 Offered - Pay Disconnection Amt of: \$567.06 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
10/31/2019 17:04:00	10/31/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/30/2019 10:04:00	10/30/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/22/2019 22:54:42	10/22/2019	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
10/08/2019 22:57:56	10/08/2019	100115580332	CS General Purpose Batch	PCAP Payment Counseling Letter
10/06/2019 20:48:24	10/06/2019	100115580332	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/06/2019   Payment Time: 20:48:01 Payment Amount: 286.00   Payment Type: Debit Vendor ID: PC   Receipt Number: 13080FYHS0				
10/06/2019 20:45:13	10/06/2019	100115580332	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/01/2019 17:07:00	10/01/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/30/2019 10:09:00	09/30/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
09/21/2019 20:53:36	09/21/2019	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
09/10/2019 23:33:27	09/10/2019	100115580332	EAILOGINWM7	Lights-None
09/10/2019 23:33:26	09/10/2019	100115580332	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: (814)502-6173				
09/07/2019 19:33:13	09/07/2019	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 09/04/19 = \$ 249.00 Open editor for detail  1. 12 Mth Factor Amt: 2857.53 2. Current Delta: 776.92 - 363.00 + 0.00 413.92 3. Remaining Amount: 1822.86 4. Diff + Remain Amt: 413.92 + 1822.86 2236.78 5. New BBP Amount: 2236.78 / 9 249.00 * Dollar Difference: 249.00 - 139.00 110.00 * Pct Difference: 79.14 * System BBP Amount: 249.00				
09/04/2019 22:47:52	09/04/2019	100115580332	CS General Purpose Batch	PCAP Payment Counseling Letter
09/03/2019 21:00:00	09/03/2019	100115580332	CS General Purpose Batch	No Answer
Phone attempt 04 - No Answer				
08/27/2019 10:49:09	08/27/2019	100115580332	B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/27/2019   Payment Time: 10:48:07 Payment Amount: 193.00   Payment Type: Debit Vendor ID: PC   Receipt Number: 13080FL872				
08/27/2019 10:45:54	08/27/2019	100115580332	EAILOGINWM7	Self-Serve Credit Interaction

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Contact Person: Account Holder Offered All Options				
08/27/2019 10:08:00	08/27/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/24/2019 01:19:22	08/24/2019	100115580332	CS General Purpose Batch	Confirmation of Supplier Ending Contract with Cust
08/23/2019 15:30:50	08/23/2019	100115580332	CS General Purpose Batch	Current Contract Termination Request (Accepted)
08/16/2019 16:50:06	08/16/2019	100115580332	Alice M Pietrzykowski	Utility Report Issued
Spoke with: JOSEPH D GREENLEAF Created By: Alice M Pietrzykowski Dispute Rights Dunning lock created - Lock date: 08/26/2019 Company Position: \$193.00 by the termination date of 08/19/2019 Termination Date(on or after)=> 08/27/2019 Customer Position: CANNOT PAY; NEEDS ADDITONAL TIME				
08/16/2019 16:47:55	08/16/2019	100115580332	Alice M Pietrzykowski	Negotiation Tool - Service On
Spoke with: JOSEPH D GREENLEAF Created By: Alice M Pietrzykowski *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$571.00 Offered - Pay Past Due Amt of \$285.50 Offered - Pay Disconnection Amt of: \$193.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
08/12/2019 10:20:00	08/12/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/03/2019 20:30:51	08/03/2019	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
08/01/2019 13:54:23	08/01/2019	100115580332	Julie A Colatruglio	Create Dunning Lock
Dunning Lock Reason:Off Cycle Disconnection Start Date: 08/01/2019   End Date: 08/01/2019 Fast tracked Created By: Julie A Colatruglio				
07/04/2019 03:00:39	07/04/2019	100115580332	CS General Purpose Batch	Sent PCAP Enrollment Letter
07/03/2019 06:05:12	07/03/2019	100115580332	BATCH	Budget Billing Plan Simulated\Created
07/03/2019 06:05:11	07/03/2019	100115580332	BATCH	Calculation
C/A 100115580332 Contract 0027843586 A new monthly average amount has been calculated = \$ 239.00 Open editor for detail  1. 12 Mth Factor Amt: 2803.24 2. New Avg Mthly Amt: 2803.24 x 31 / 364 239.00 * System BBP Amount: 239.00				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/03/2019 06:05:10	07/03/2019	100115580332	BATCH	Calculation
<p>C/A 100115580332 Contract 0022646366</p> <p>A new monthly average amount has been calculated = \$ 139.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1632.17</p> <p>2. New Avg Mthly Amt: 1632.17 x 31 / 364 139.00</p> <p>* System BBP Amount: 139.00</p>				
07/03/2019 06:05:09	07/03/2019		BATCH	Enrolled Into Program
07/03/2019 06:05:03	07/03/2019	100115580332	CS General Purpose Batch	Calculation of Monthly PCAP Credit
<p>C/A 100115580332</p> <p>A new PCAP amount has been calculated = \$ 92.50</p> <p>Open editor for details.</p> <p>1. Minimum Payment: 43536.00 * 3.00 % 1306.08</p> <p>2. Current burden: 435.24 x 12 5222.88</p> <p>3. LIHEAP amount: 0.00</p> <p>4. Unassisted burden: 5222.88 - 0.00 5222.88</p> <p>5. Monthly Credit Amt: ( 5222.88 - 1306.08 ) / 12 326.40</p> <p>Monthly Credit Amount adjusted for limit</p>				
06/26/2019 09:07:22	06/26/2019	100115580332	C56019	Utility Report Issued
<p>Spoke with: JOSEPH D GREENLEAF</p> <p>Created By: Terrin E Bell</p> <p>Dispute Rights Dunning lock created - Lock date: 07/07/2019</p> <p>Company Position:</p> <p>issued rights</p> <p>Customer Position:</p> <p>could not pay</p>				
06/26/2019 09:04:44	06/26/2019	100115580332	C56019	Negotiation Tool - Service On
<p>Spoke with: JOSEPH D GREENLEAF</p> <p>Created By: Terrin E Bell</p> <p>Financial Summary Option Used.</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>Low income letter will be sent.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Disconnection Amt of: \$11500.01</p> <p>Offered - Pay Acct Balance of: \$9136.67</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Considered 4 factors: Yes stated is taking out a loan and will make a payment of \$9136.67 on 6/28/2019				
06/26/2019 09:04:44	06/26/2019	100115580332	C56019	Financial Summary Review
Spoke with: JOSEPH D GREENLEAF Created By: Terrin E Bell BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
06/26/2019 08:49:57	06/26/2019	100115580332	Alexandra N Luna	General Inquiry
s/w JOSEPH D GREENLEAF / 100115580332 vai wants to know if he can get an extension on shut off notice xfer to credit Satisfied Not Applicable: Reason - Call Transferred				
06/26/2019 08:44:03	06/26/2019	100115580332	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/26/2019 08:42:41	06/26/2019	100115580332	INTV IVR	Account Balance Inquiry
06/26/2019 08:38:00	06/26/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/20/2019 10:50:02	06/20/2019	100115580332	EAILOGINWM7	Move-Out Self Service - Ineligible
Request received at: 10:50:02 - Ineligible Reason: ** Pending Disconnection **				
06/20/2019 10:38:00	06/20/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/12/2019 22:48:04	06/12/2019	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
06/12/2019 11:23:45	06/12/2019	100115580332	Julie A Colatruglio	Create Dunning Lock
Dunning Lock Reason: Off Cycle Disconnection Start Date: 06/12/2019   End Date: 06/12/2019 Fast tracked Created By: Julie A Colatruglio				
06/04/2019 10:14:00	06/04/2019	100115580332	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/27/2019 20:29:31	05/27/2019	100115580332	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/27/2019   Payment Time: 20:28:58 Payment Amount: 207.00   Payment Type: Debit Vendor ID: PC   Receipt Number: 13080EQVN6				
05/27/2019 20:25:52	05/27/2019	100115580332	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/20/2019 10:02:00	05/20/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/19/2019 20:55:31	05/19/2019	100115580332	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/19/2019   Payment Time: 20:54:44 Payment Amount: 200.00   Payment Type: Debit Vendor ID: PC   Receipt Number: 13080EOP1T				
05/19/2019 20:51:08	05/19/2019	100115580332	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/19/2019 20:46:13	05/19/2019	100115580332	EAILOGINWM7	Self-Serve Credit Interaction

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Contact Person: Account Holder Offered All Options				
05/06/2019 14:49:24	05/06/2019	100115580332	Lamondre Burge	Utility Report Issued
Spoke with: JOSEPH D GREENLEAF Created By: Lamondre Burge Dispute Rights Dunning lock created - Lock date: 05/19/2019 Company Position: see nnotes Customer Position: see notes				
05/06/2019 14:48:13	05/06/2019	100115580332	Lamondre Burge	Financial Summary Review
Spoke with: JOSEPH D GREENLEAF Created By: Lamondre Burge BP Refused FS				
05/06/2019 14:48:13	05/06/2019	100115580332	Lamondre Burge	Negotiation Tool - Service On
Spoke with: JOSEPH D GREENLEAF Created By: Lamondre Burge *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Payment Options provided: Offered - Pay Acct Balance of: \$8354.96 Offered - Pay Past Due Amt of \$8342.96 Offered - Pay Disconnection Amt of: \$406.31 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
05/06/2019 14:14:00	05/06/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/06/2019 11:37:16	05/06/2019	100115580332	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/06/2019 02:43:36	05/06/2019	100115580332	CS General Purpose Batch	Installation Changed
The rate code on 0703646210 was updated to "RESD"				
05/02/2019 14:55:34	05/02/2019	100115580332	Gina M Dietrich	Contract Account Changed
05/01/2019 10:05:00	05/01/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/30/2019 15:31:28	04/30/2019		CS General Purpose Batch	Return Check Letter
04/30/2019 10:03:15	04/30/2019	100115580332	ZSCBTCH	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 1161.41 Disconnection Date: 05/07/2019				
04/22/2019 22:52:56	04/22/2019	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
04/22/2019 08:28:35	04/22/2019	100115580332	EAILOGINWM6	Ready Pay Create

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
No 61420111 - \$ 1161.41 - 04/22/2019				
04/22/2019 08:23:00	04/22/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				
04/17/2019 17:08:00	04/17/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/16/2019 10:07:00	04/16/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/15/2019 15:31:19	04/15/2019		CS General Purpose Batch	Return Check Letter
04/15/2019 10:03:15	04/15/2019	100115580332	ZSCBTCH	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 1161.41				
Disconnection Date: 04/22/2019				
04/06/2019 13:17:01	04/06/2019	100115580332	EAILOGINWM6	Ready Pay Create
No 61093443 - \$ 1161.41 - 04/06/2019				
04/06/2019 13:10:00	04/08/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				
04/04/2019 19:20:54	04/04/2019	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 04/03/19 = \$ 196.00 Open editor for detail  1. 12 Mth Factor Amt: 2300.70 2. Current Delta: 515.16 - 588.00 + 0.00 72.84- 3. Remaining Amount: 1785.54 4. Diff + Remain Amt: 72.84- + 1785.54 1712.70 5. New BBP Amount: 1712.70 / 9 190.00 * Dollar Difference: 190.00 - 196.00 6.00 * Pct Difference: 3.06 * System BBP Amount: 196.00				
04/04/2019 16:40:00	04/04/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				
04/02/2019 17:08:00	04/02/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/01/2019 10:13:00	04/01/2019	100115580332	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
03/23/2019 23:45:56	03/23/2019	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
03/07/2019 12:23:10	03/07/2019	100115580332	Bethel M Folmsbee	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO PCAP				
02/20/2019 22:47:23	02/20/2019	100115580332	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/09/2019 19:26:56	01/09/2019	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 01/07/19 = \$ 196.00 Open editor for detail  1. 12 Mth Factor Amt: 2308.16 * System BBP Amount: 196.00				
12/17/2018 07:49:26	12/17/2018	100115580332	CS General Purpose Batch	Data Change Request (Accepted)
BILL METHOD CHANGED TO RATE READY				
11/05/2018 12:06:43	11/05/2018	100115580332	B2BEALOGIN	Real Time Payment Pending
Payment Date: 11/05/2018   Payment Time: 12:06:03				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Amount: 187.00   Payment Type: Debit Vendor ID: PC   Receipt Number: 13080D1G6P				
11/05/2018 12:04:07	11/05/2018	100115580332	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/01/2018 17:06:00	11/01/2018	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/31/2018 09:08:00	10/31/2018	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/23/2018 23:03:49	10/23/2018	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
10/08/2018 19:25:06	10/08/2018	100115580332	CS General Purpose Batch	Calculation
C/A 100115580332 Contract 0022646366 Budget amt calculated for period ending 10/04/18 = \$ 199.00 Open editor for detail				
1. 12 Mth Factor Amt: 2357.51				
2. Current Delta: 1761.40 - 1761.00 + 0.00 0.40				
3. Remaining Amount: 596.11				
4. Diff + Remain Amt: 0.40 + 596.11 596.51				
5. New BBP Amount: 596.51 / 3 199.00				
* Dollar Difference: 199.00 - 187.00 12.00				
* Pct Difference: 6.42				
* System BBP Amount: 199.00				
10/08/2018 09:11:44	10/08/2018	100115580332	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/08/2018   Payment Time: 09:10:56 Payment Amount: 222.00   Payment Type: Debit Vendor ID: PC   Receipt Number: 13080CSKS0				
10/08/2018 09:08:25	10/08/2018	100115580332	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/03/2018 17:07:00	10/03/2018	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/02/2018 09:14:00	10/02/2018	100115580332	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
09/24/2018 22:53:39	09/24/2018	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential
09/07/2018 09:03:13	09/07/2018	100115580332	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/07/2018   Payment Time: 09:02:55 Payment Amount: 165.00   Payment Type: Debit Vendor ID: PC   Receipt Number: 13080CJDAB				
09/07/2018 09:00:31	09/07/2018	100115580332	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
09/05/2018 09:44:00	09/05/2018	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/04/2018 17:05:00	09/04/2018	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/31/2018 09:54:00	08/31/2018	100115580332	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/25/2018 20:33:25	08/25/2018	100115580332	CS General Purpose Batch	Disconnection Notice - PA Residential

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
08/14/2018 09:57:05	07/14/2017	100115580332	Donald A Sayre	ROCC Alert																
***HIGH BALANCE TEAM ACCOUNT*** TRANSFER ALL CALLS TO 1-888-392-5103																				
07/31/2018 04:56:54	07/31/2018	100115580332	Michelle L Rafferty	Move-In Self Service - Ineligible/Cancelled																
<p>Move In Web Request submitted by email address GARVERBARBARA14@GMAIL.COM                      Requested by BARBARA GARVER at (814)329-5725                      Address for Move-In: 2321 CURRYVILLE RD MARTINSBURG PA 16662 ( Premise number: 0001298993 )                      Workflow Request W001175686221                      Status - Cancelled</p> <p>The following email was sent to the customer                      Please do NOT reply to this automated confirmation message</p> <p>Dear BARBARA GARVER,</p> <p>Thank you for your request. In order to place electric service in your name, you will need to contact our Customer Service Department by phone at 1-800-545-7741, Monday through Friday, between 8:00 a.m. and 6:00 p.m.</p> <p>If you are not satisfied with this reply, please reply to this email within five days. If we do not receive a response within five days, we will consider this inquiry closed.</p> <p>If you have any questions, or if you did not initiate this request, you can contact us at <a href="https://www.firstenergycorp.com/content/fecorp/corporate/contact_us.html">https://www.firstenergycorp.com/content/fecorp/corporate/contact_us.html</a>. Please reference # W001175686221 in the subject line of your response.</p> <p>Sincerely,</p> <p>Customer Service</p>																				
07/30/2018 13:15:21	07/30/2018	100115580332	EAILOGINWM7	General Inquiry																
<p>Move In Web Request submitted by email address garverbarbara14@gmail.com                      Requested by BARBARA GARVER at (814)329-5725                      Address for Move-In: 2321 CURRYVILLE RD MARTINSBURG PA 16662 ( Premise number: 0001298993 )                      Submitted Workflow for Request W001175686221</p>																				
07/09/2018 19:29:32	07/09/2018	100115580332	CS General Purpose Batch	Calculation																
<p>C/A 100115580332 Contract 0022646366                      Budget amt calculated for period ending 07/05/18 = \$ 187.00                      Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">2323.14</td> </tr> <tr> <td>2. Current Delta: 1111.10 - 1200.00 + 0.00</td> <td style="text-align: right;">88.90-</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">1212.04</td> </tr> <tr> <td>4. Diff + Remain Amt: 88.90- + 1212.04</td> <td style="text-align: right;">1123.14</td> </tr> <tr> <td>5. New BBP Amount: 1123.14 / 6</td> <td style="text-align: right;">187.00</td> </tr> <tr> <td>* Dollar Difference: 187.00 - 200.00</td> <td style="text-align: right;">13.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">6.50</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">187.00</td> </tr> </table>					1. 12 Mth Factor Amt:	2323.14	2. Current Delta: 1111.10 - 1200.00 + 0.00	88.90-	3. Remaining Amount:	1212.04	4. Diff + Remain Amt: 88.90- + 1212.04	1123.14	5. New BBP Amount: 1123.14 / 6	187.00	* Dollar Difference: 187.00 - 200.00	13.00	* Pct Difference:	6.50	* System BBP Amount:	187.00
1. 12 Mth Factor Amt:	2323.14																			
2. Current Delta: 1111.10 - 1200.00 + 0.00	88.90-																			
3. Remaining Amount:	1212.04																			
4. Diff + Remain Amt: 88.90- + 1212.04	1123.14																			
5. New BBP Amount: 1123.14 / 6	187.00																			
* Dollar Difference: 187.00 - 200.00	13.00																			
* Pct Difference:	6.50																			
* System BBP Amount:	187.00																			
06/11/2018 15:30:18	06/11/2018	100115580332	Laurie E Parker	PUC/BPU Complaint-Written																
<p>Per call from BCS Secretary's Bureau - BP filed Formal                      Complaint Docket                      No. C-2018-3002624.</p>																				



**DETAILED STATEMENT OF ACCOUNT**

Customer Name: JOSEPH D GREENLEAF Account Number: 100115580332  
 Service Address: 2321 CURRYVILLE RD  
 MARTINSBURG PA 16662

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
10/05/20	10/04/20	KWH	3,478.444	2,465.00	32	77	Act	326.48		326.48	367.00	10/27/20				14,623.28
		KW			10	32										
		KVAR			1	32										
		BILL KW			10											
10/05/20														-92.50	CAPB	14,530.78
11/03/20	11/02/20	KWH	3,531.935	2,140.00	29	74	Act	284.82		284.82	367.00	11/25/20				14,815.60
		KW			9	29										
		KVAR			1	29										
		BILL KW			9											
11/03/20														-92.50	CAPB	14,723.10
12/03/20	12/02/20	KWH	3,590.326	2,336.00	30	78	Act	310.05		310.05	367.00	12/28/20				15,033.15
		KW			10	30										
		KVAR			0	30										
		BILL KW			10											
12/03/20														-92.50	CAPB	14,940.65
01/05/21	01/04/21	KWH	3,658.495	2,727.00	33	83	Act	358.12		358.12	367.00	01/27/21				15,298.77
		KW			9.40	33										
		KVAR			0.30	33										
		BILL KW			9.40											
01/05/21														-92.50	CAPB	15,206.27
02/03/21	02/02/21	KWH	3,715.051	2,262.00	29	78	Act	297.40		297.40	367.00	02/25/21				15,503.67
		KW			9.60	29										
		KVAR			0.80	29										
		BILL KW			9.60											
02/03/21														-92.50	CAPB	15,411.17
03/04/21	03/03/21	KWH	3,767.291	2,090.00	29	72	Act	274.11		274.11	367.00	03/29/21				15,685.28
		KW			8.60	29										
		KVAR			0.60	29										
		BILL KW			8.60											



Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
12/04/21	12/02/21	KWH	4,339.897	2,463.00	30	82	Act	351.62		351.62	332.00	12/27/21		34.98	LPC	17,187.81
		KW		10.70	30											
		KVAR		0.80	30											
		BILL KW		10.70												
01/05/22	01/04/22	KWH	4,415.959	3,042.00	33	92	Act	419.09		419.09	342.00	01/27/22		43.73	LPC	17,650.63
		KW		10.40	33											
		KVAR		1.00	33											
		BILL KW		10.40												
02/03/22	02/02/22	KWH	4,481.727	2,631.00	29	91	Act	366.44		366.44	342.00	02/28/22		52.62	LPC	18,069.69
		KW		10.10	29											
		KVAR		0.60	29											
		BILL KW		10.10												
03/05/22	03/03/22	KWH	4,546.400	2,587.00	29	89	Act	359.71		359.71	342.00	03/28/22		61.52	LPC	18,490.92
		KW		9.60	29											
		KVAR		0.80	29											
		BILL KW		9.60												
04/05/22	04/04/22	KWH	4,612.501	2,644.00	32	83	Act	360.64		360.64	413.00	04/27/22				18,851.56
		KW		10.40	32											
		KVAR		0.80	32											
		BILL KW		10.40												
05/05/22	05/04/22	KWH	4,671.581	2,363.00	30	79	Act	323.31		323.31	413.00	05/31/22				19,174.87
		KW		9.60	30											
		KVAR		0.50	30											
		BILL KW		9.60												
06/06/22	06/05/22	KWH	4,739.765	2,727.00	32	85	Act	381.92		381.92	413.00	06/28/22		90.33	LPC	19,647.12
		KW		12.60	32											
		KVAR		0.80	32											
		BILL KW		12.60												
07/07/22	07/06/22	KWH	4,817.446	3,107.00	31	100	Act	472.21		472.21	378.00	08/01/22				20,119.33
		KW		10.40	31											
		KVAR		0.60	31											
		BILL KW		10.40												
08/06/22	08/04/22	KWH	4,910.018	3,703.00	29	128	Act	561.26		561.26	378.00	08/29/22				20,680.59
		KW		13.00	29											
		KVAR		0.60	29											
		BILL KW		13.00												
09/07/22	09/06/22	KWH	5,005.984	3,839.00	33	116	Act	592.58		592.58	378.00	09/29/22				21,273.17
		KW		11.50	33											
		KVAR		0.80	33											
		BILL KW		11.50												



Payment History

Joseph Greenleaf  
2321 Curryville Rd  
Martinsburg Pa 16662  
Account No. 100115580332

Date	Amount	Description
4/5/21	250.00-	Electronic Check Payment - WEB
11/19/19	576.00-	Electronic Check Payment - IVR
10/7/19	286.00-	Electronic Check Payment - IVR
8/28/19	193.00-	Electronic Check Payment - WEB
5/28/19	207.00-	Electronic Check Payment - WEB
5/20/19	200.00-	Electronic Check Payment - WEB
4/29/19	1161.41	Return Payment - NSF
4/22/19	1161.41-	Electronic Check Payment - IVR
4/12/19	1161.41	Return Payment - NSF
4/6/19	1161.41	Electronic Check Payment - IVR
11/6/18	187.00-	Electronic Check Payment - WEB
10/9/18	222.00-	Electronic Check Payment - WEB
9/10/18	165.00-	Electronic Check Payment - WEB
4/6/18	500.00-	Electronic Check Payment - IVR
3/20/18	1950.00	Return Payment - NSF
3/12/18	1950.00-	Electronic Check Payment - WEB
3/1/18	1950.00	Return Payment - NSF
2/21/18	1950.00-	Electronic Check Payment - WEB
11/13/17	440.36-	Electronic Check Payment - WEB
10/10/17	573.00-	Electronic Check Payment - WEB
8/4/17	300.00-	Electronic Check Payment - WEB
6/26/17	300.00-	Electronic Check Payment - WEB
4/18/17	463.00-	Electronic Check Payment - WEB
2/22/17	485.00-	Electronic Check Payment - WEB
1/17/17	500.00-	Electronic Check Payment - WEB
1/13/17	460.04	Return Payment - NSF
1/9/17	460.04-	Electronic Check Payment - WEB

**FIRST ENERGY  
HIERARCHY OF PAYMENT ARRANGEMENTS**



**Name:** Joseph Greenleaf

**Account Number:** 100115580332

**Address:** 2321 Curryville Rd  
Martinsburg PA 16662

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO Ext PA	7/23/21	\$15,075.68	\$849.38	Budget bill + \$251.00 beginning 8/26/21
PCAP	7/3/19	\$11,956.63	\$3,628.00	Budget bill, minus \$92.50 Monthly Credit, \$332.13 Potential Forgiveness
CO SA	8/8/17	\$4,921.33	\$721.00	Budget bill + \$82.00 beginning 8/31/17
BCS #3459367	7/18/16	\$2,398.34	\$222.00	Budget bill + \$40.00 beginning 8/29/16
CO PA	1/19/16	\$1,384.75	\$1,851.21	Budget bill + \$76.00 beginning 2/29/16

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  
 CO SA – Company Settlement Arrangement  
 PCAP – Pennsylvania Customer Assistance Program



Assigned To

Assigned Specialist

Evanna, Tina

Customer Information

Case Number

3459367

Account Number

100115580332

First Name

JOSEPH

Last Name

GREENLEAF

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

2321 Curryville Rd

Address2

City

Martinsburg

State

PA

Mail Zip

16662

Family

Family Size

10

Children

8

Age

17,15,12,10,8,6,5,2

Adults

2

General

PUC Date Opened

7/15/2016

PUC Date Prepared

7/15/2016

Received Date

7/15/2016

PUC Date Closed

7/18/2016

Case Information

Prior Case Number

0

Term Date

7/19/2016

Arrearage

1112

Case Origin

TELEPHONE

Universal Service

Yes

Income

none - \$0

Source

Business Name

SAME

retirement - \$222

adult 2 - \$0

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

07/12/2016 THE COMPANY IS ASKING FOR \$1112 TO AVOID TERMINATION OF SERVICE.

Related Information

THE CUSTOMER IS ASKING FOR A PAR.

Misc. Info.

NO OTHER CONTACT INFO.

Hot Issue

PUC Investigator / Intaker

---

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
CARMELLA	SMITH	

Status


---

Status

Closed

History

---

Click To Expand 

Is Archived

Customer Information

---

Case Number

3459367

Customer First Name

JOSEPH

Customer Last Name

GREENLEAF

Account Number

100115580332

Service Address

---

Address 1

2321 CURRYVILLE ROAD

Address 2

City

MARTINSBURG

Service State

PA

Zip

16662

Home Phone

Work Phone

Mailing Address

---

Address 1

2321 Curryville Rd

Address 2

City

Martinsburg

State

PA

Zip

16662

Family

---

Adults

2

Family Size

10

Children

8

Age

17,15,12,10,8,6,5,2

General

---

PUC Date Opened

7/15/2016

PUC Sent Date

7/18/2016

PUC Date Closed

7/18/2016

Case Type

Straight

Assigned To

---

Assigned Specialist

Evanna, Tina

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/18/2016

Head Date

7/20/2016

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
2398.34	0.00	453.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
413.00	0.00	40.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

AUGUST 2016 BILL DUE DATE

Letter Description

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

Resolution

LEVEL 1, BB 413.00 + 40.00 = 453.00 BEGINNING AUGUST 2016. 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
CARMELLA	SMITH
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	7/18/2016

History

Click To Expand ▼

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◀ ▶

Teresa K. Schmittberger, Esq.  
(610) 921-6783  
(330) 315-9263 (Fax)

610-929-3601

July 24, 2017

Joseph Greenleaf  
2321 Currysville Road  
Martinsburg, PA 16662

**Re: Joseph Greenleaf v. Pennsylvania Electric Company**  
**Docket No. C-2017-2613823**

Dear Mr. Greenleaf:

Per your conversation with Ms. Laurie Parker on July 19, 2017, you indicated satisfaction in resolving the above-referenced formal complaint. As discussed, you agreed to pay \$300.00 by July 28, 2017. After the payment has been posted to your account, Pennsylvania Electric Company ("Penelec") will place your account on payment arrangement to pay the monthly budget bill amount (currently \$194.00 per month, but may fluctuate based on usage) plus an additional \$88.76 per month towards the arrears, in addition to the supplier charges. If the \$300.00 payment is not received, the payment arrangement will not be established on your account.

Based upon this information, I have enclosed a copy of the Certificate of Satisfaction that Penelec has filed with the Pennsylvania Public Utility Commission. This will terminate the matter, and no further action is required on your part. **If you do not agree to this, you have ten days to object in writing.**

If you have any questions or concerns, please do not hesitate to give me a call.

Very truly yours,

  
Teresa Schmittberger

dln  
Enclosures

Teresa Schmittberger, Esq.  
(610) 921-6783  
(330) 315-9263 (Fax)

610-929-3601

July 24, 2017

**VIA ELECTRONIC FILING**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

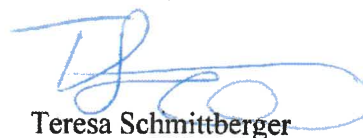
**Re: Joseph Greenleaf v. Pennsylvania Electric Company**  
**Docket No. C-2017-2613823**

Dear Secretary Chiavetta:

Enclosed please find a Certificate of Satisfaction to be filed in the above-referenced matter. A copy of the document has also been served upon the Complainant, as indicated by the Certificate of Service.

If you have any questions, please contact me.

Very truly yours,

  
Teresa Schmittberger

dln  
Enclosures



**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JOSEPH GREENLEAF

v.

PENNSYLVANIA ELECTRIC COMPANY

:  
:  
:  
:  
:  
:  
:

Docket No. C-2017-2613823

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of the Certificate of Satisfaction of Pennsylvania Electric Company to the Complaint of Joseph Greenleaf upon the individual listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Service by First Class Mail, postage prepaid, as follows:

Joseph Greenleaf  
2321 Curryville Road  
Martinsburg, PA 16662

Dated: July 24, 2017



\_\_\_\_\_  
Teresa K. Schmittberger  
Attorney No. 311082  
PENNSYLVANIA ELECTRIC COMPANY  
2800 Pottsville Pike  
P.O. Box 16001  
Reading, Pennsylvania 19612-6001  
(610) 921-6783  
tschmittberger@firstenergycorp.com



PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
Harrisburg, PA 17105-3265

Joseph Greenleaf

v.

Pennsylvania Electric Company

:  
:  
:  
:  
:

C-2018-3002624

**FINAL ORDER**

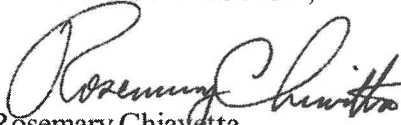
In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Special Agent Gail M. Chiodo dated March 30, 2019, has become final without further Commission action;

THEREFORE,

IT IS ORDERED:

1. That the Motion of Pennsylvania Electric Company to dismiss the Complaint with prejudice at Docket Number C-2018-3002624 for the failure to prosecute is granted.
2. That the Complaint filed by Joseph Greenleaf against Pennsylvania Electric Company at Docket Number C-2018-3002624 is hereby dismissed with prejudice.
3. That the docket at Docket Number C-2018-3002624 is marked closed.

BY THE COMMISSION,

  
Rosemary Chiavetta  
Secretary

(SEAL)

ORDER ENTERED: April 29, 2019

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Joseph Greenleaf	:	
	:	
v.	:	C-2018-3002624
	:	
Pennsylvania Electric Company	:	

**INITIAL DECISION**

Before  
Gail M. Chiodo  
Special Agent

**INTRODUCTION**

This decision grants a motion to dismiss the complaint for the failure to prosecute because the complainant failed to appear for the hearing despite being given notice of the hearing.

**HISTORY OF THE PROCEEDING**

On June 8, 2018, Joseph Greenleaf (Complainant) filed a formal complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission) against Pennsylvania Electric Company (Penelec or Respondent) in which he alleged that Respondent is threatening to shut off his service or has already shut of his service and as relief requested a payment arrangement.

On July 2, 2018, Penelec filed an answer in which it admitted that it had issued a termination notice to Complainant, but that termination of service was being held in abeyance pending the resolution of the Complaint. Further, the Respondent averred that the Complainant

is not eligible for a payment arrangement because he broke a prior Commission-issued payment arrangement, has a poor payment history, and an outstanding balance of \$7,802.10. The Respondent requested that the Commission dismiss the Complaint.

On January 28, 2019, the Commission issued a Call-In Telephone Hearing Notice setting an initial telephonic hearing on March 13, 2019 at 10:00 a.m., and the case was assigned to me pursuant to 52 Pa. Code § 56.174.<sup>1</sup> Of note, the Hearing Notice stated the following: “*Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.*” (emphasis in original).

On March 6, 2019, the undersigned issued a Prehearing Order reminding the parties of the date and time of the hearing and addressed, *inter alia*, the procedures applicable to the hearing and the method by which the parties could request a change of the scheduled hearing date if the date was not convenient for them. Furthermore, the Prehearing Order stated that the Complainant’s failure to participate in the hearing will result in the case being dismissed for the failure to appear.

Both the Hearing Notice and the Prehearing Order were sent by first-class mail to Complainant at the address provided on his complaint. Neither of these documents were returned as undeliverable.

The hearing convened as scheduled on March 13, 2019 at 10:00 a.m. Ms. Teresa Harrold, Esquire, appeared on behalf of Respondent, along with a potential witness, and was prepared to proceed. Mr. Greenleaf did not appear. After waiting for approximately fifteen minutes for Mr. Greenleaf to appear, which he did not, the hearing proceeded in Complainant’s absence. No witnesses were presented and no exhibits were introduced for the record.<sup>2</sup> Attorney

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<sup>1</sup> 52 Pa. Code § 56.174 (providing for review by a special agent of decisions of the BCS and any other case in which the issue is solely the ability to pay). Further, the Hearing Notice was issued after mediation was not successful in resolving this matter.

<sup>2</sup> Pursuant to 52 Pa. Code § 56.174(3), the hearing was tape recorded. No court reporter was present.

Harrold made an oral motion to dismiss the Complaint with prejudice for the failure to prosecute. I took this motion under advisement.

The record closed at the end of the day on March 13, 2019. No communication has been made to the Office of Administrative Law Judge by, or on behalf of, Complainant explaining his absence. For the reasons discussed below, the motion of Penelec will be granted and the Complaint will be dismissed with prejudice.

#### FINDINGS OF FACT

1. The Complainant is Joseph Greenleaf.
2. The Respondent is Pennsylvania Electric Company, which provides electric service to Complainant.
3. On January 28, 2019, a Call-In Telephone Hearing Notice was issued by the Commission scheduling an initial telephonic hearing for March 13, 2019 at 10:00 a.m.
4. On March 6, 2019, a Prehearing Order was issued which reminded the parties of the date and time of the scheduled hearing and informed them of various procedures applicable to this proceeding, including the method by which a party could request a continuance of the hearing date, if needed.
5. The Hearing Notice stated the following: “*Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.*” (emphasis in original).
6. The Prehearing Order stated that the Complainant’s failure to participate in the hearing will result in the case being dismissed for the failure to appear.

7. Both the Hearing Notice and the Prehearing Order provided the parties with the toll-free bridge telephone number and PIN number to participate in the telephonic hearing.

8. Both the Hearing Notice and the Prehearing Order were sent to the Complainant by first-class mail to the address provided on his Complaint.

9. Neither the Hearing Notice nor the Prehearing Order were returned to the Commission by the United States Postal Service as undeliverable.

10. The hearing convened as scheduled on March 13, 2019.

11. Ms. Teresa Harrold, Esquire, appeared on behalf of Respondent and was prepared to proceed.

12. The Complainant did not appear for the March 13, 2019 hearing.

#### DISCUSSION

Section 332(a) of the Public Utility Code provides that the party seeking relief from the Commission has the burden of proof. 66 Pa.C.S. § 332(a). "Burden of proof" means a duty to establish a fact by a preponderance of the evidence, or evidence more convincing, by even the smallest degree, than the evidence presented by the other party. *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950). In his Complaint, Mr. Greenleaf seeks relief in the form of a new Commission-issued payment arrangement. Thus, as the party seeking relief, Mr. Greenleaf bears the burden of proof.

Administrative agencies, such as the Commission, are required to provide due process to the parties appearing before them. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984). This due process requirement is satisfied when the parties are accorded notice and the opportunity to be heard. *Id.*

Mr. Greenleaf did not appear at the date and time set for the hearing in his case despite receiving notice of the hearing. Commission regulations address circumstances when a party fails to appear in a proceeding. Specifically, Section 5.245(a) provides:

**§ 5.245. Failure to appear, proceed or maintain order in proceedings.**

(a) After being notified, a party who fails to be represented at a scheduled conference or hearing in a proceeding will:

- (1) Be deemed to have waived the opportunity to participate in the conference or hearing.
- (2) Not be permitted thereafter to reopen the disposition of a matter accomplished at the conference or hearing.

\* \* \*

52 Pa. Code § 5.245(a)(1)-(2).

The Hearing Notice and Prehearing Order were sent separately to Mr. Greenleaf by regular first-class mail and neither of them was returned to the Commission as undeliverable. Accordingly, it must be presumed that these documents, which were sent to Mr. Greenleaf in the ordinary course of business, were received by him. *Berkowitz v. Mayflower Securities, Inc.*, 317 A.2d 584 (Pa. 1974); *Meierdierck v. Miller*, 147 A.2d 406 (Pa. 1959); *Samaras v. Hartwick*, 698 A.2d 71 (Pa. Super. 1997); *Judge v. Celina Mutual Insurance Co.*, 449 A.2d 658 (Pa. Super. 1982).

Consequently, Complainant had sufficient notice of the day, date and time of the scheduled hearing. *Morella v. PECO Energy Co.*, Docket No. C-2016-2553416 (Opinion and Order entered November 16, 2016); *Zirkel v. UGI Utilities, Inc.*, Docket No. C-2016-2561176 (Opinion and Order entered January 27, 2017). Further, both the Hearing Notice and Prehearing Order warned Mr. Greenleaf of the potential consequences that could result from choosing not to participate in the scheduled hearing, including dismissal of his Complaint.

Further, Attorney Harrold noted at the hearing that, in Penelec's efforts to resolve this matter, she called Complainant two days prior to the hearing, left a voicemail for him to return her call, but she did not receive any response from Complainant. I also note that by cover letter dated March 5, 2019, Attorney Harrold served Respondent's proposed exhibits to Complainant and the cover letter reminded Complainant of the date and time for the hearing.

Mr. Greenleaf did not appear at the time of the hearing, nor did he or anyone on his behalf request a continuance of the hearing. Mr. Greenleaf had notice and an opportunity to be heard in this proceeding but chose not to appear. Therefore, Mr. Greenleaf's due process rights have been fully protected. *Sentner v. Bell Telephone Co. of Pa.*, Docket No. F-00161106 (Order entered October 25, 1993); *see also*, 52 Pa. Code § 5.245(a).

During the hearing, counsel for Penelec moved to have the complaint dismissed with prejudice for lack of prosecution. By failing to appear and present any evidence in support of his Complaint, Mr. Greenleaf has failed to carry his burden. Further, the Commission has stated that when a complainant fails to appear without good cause, the public interest is prejudiced by the wasteful use of the agency's and a respondent's time and resources in addressing a complaint and it is appropriate to dismiss a complaint with prejudice. *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered March 14, 2019), citing, *inter alia*, *Jefferson v. UGI Utilities, Inc.*, Docket No. Z-00269892 (Order entered December 26, 1995).

Accordingly, the merits of the Complaint will not be addressed in this Initial Decision and the motion of Respondent to dismiss the Complaint with prejudice will be granted.

#### CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the subject matter and parties to this proceeding. 66 Pa.C.S. § 701.

2. Section 332(a) of the Public Utility Code provides that the party seeking relief from the Commission has the burden of proof. 66 Pa.C.S. § 332(a).

3. The burden of proof in this proceeding is on the Complainant. 66 Pa.C.S. § 332(a).

4. "Burden of proof" means a duty to establish a fact by a preponderance of the evidence, or evidence more convincing, by even the smallest degree, than the evidence presented by the other party. *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950).

5. Administrative agencies, such as the Commission, are required to provide due process to the parties appearing before them. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984). This due process requirement is satisfied when the parties are accorded notice and the opportunity to be heard. *Id.*

6. After being notified, a party who fails to be represented at a scheduled conference or hearing in a proceeding will be deemed to have waived the opportunity to participate in the conference or hearing and not be permitted thereafter to reopen the disposition of a matter accomplished at the conference or hearing. 52 Pa. Code § 5.245(a).

7. Once notice of a hearing and the opportunity to be heard has been provided, it is the responsibility of the parties to appear and participate in the hearing. *Sentner v. Bell Telephone Co. of Pennsylvania*, Docket No. F-00161106 (Opinion and Order entered October 25, 1993).

8. By failing to appear at his scheduled hearing, the Complainant waived his opportunity to participate in the hearing. 52 Pa. Code § 5.245(a).

9. Complainant's due process rights have been fully protected. *Sentner v. Bell Telephone Company of Pennsylvania*, Docket No. F-00161106 (Order entered October 25, 1993); 52 Pa.Code § 5.245(a).

10. By failing to appear and proffer any evidence in support of the Complaint, the Complainant has failed to meet his burden of proof. 66 Pa.C.S. § 332(a).

11. When a complainant fails to appear without good cause, the public interest is prejudiced by the wasteful use of the agency's and a respondent's time and resources in addressing a complaint and it is appropriate to dismiss a complaint with prejudice. *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered March 14, 2019),

ORDER

THEREFORE,

IT IS ORDERED:

1. That the Motion of Pennsylvania Electric Company to dismiss the Complaint with prejudice at Docket Number C-2018-3002624 for the failure to prosecute is granted.

2. That the Complaint filed by Joseph Greenleaf against Pennsylvania Electric Company at Docket Number C-2018-3002624 is hereby dismissed with prejudice.

3. That the docket at Docket Number C-2018-3002624 is marked closed.

Date: March 20, 2019

\_\_\_\_\_  
/s/  
Gail M. Chiodo  
Special Agent



Assigned To

Assigned Specialist  
Simotas, Alexandros N  
Customer Information

Case Number  
3830927

Account Number	First Name	Last Name
100115580332	JOSEPH	GREENLEAF

Service Address

Address1  
2321 CURRYVILLE RD  
Address2

Service City	Service State	Service Zip
MARTINSBURG	PA	16662-0
Service Class	Work Phone	Home Phone
		(484) 7845372

Mailing Address

Address1

Address2

City	State	Mail Zip
------	-------	----------

Family

Family Size	Children	Age
7	5	15,14,12,10,7

Adults

2

General

PUC Date Opened	PUC Date Prepared	Received Date
4/15/2022	4/15/2022	4/15/2022
PUC Date Closed		
5/16/2022		

Case Information

Prior Case Number	Term Date	Arrearage
3602271	4/18/2022	4200
Case Origin	Universal Service	Income
PUC WEBSITE	No	CustIncome - \$2058.33
Source	Business Name	

Reason For Contact  
ON - PAR NEEDED (# 61)

C-2022-3032822  
09-28-2022

Case Problem

Company Position

04/04/2022 PAY \$ 583 PER MONTH TO MAINTAIN THE SERVICE.

Related Information

61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. - RELIEF SOUGHT - A LOWERED PAYMENT PLAN THE CELL PHONE NUMBER (814) 502 - 6173 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS SONGBIRDMETALBLDG@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	
IVAN	LIM	
Status		

---

Status

Closed

History

---

Click To Expand ▼

◀▶

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Is Archived

Customer Information

---

Case Number

3830927

Customer First Name

JOSEPH

Customer Last Name

GREENLEAF

Account Number

100115580332

Service Address

---

Address 1

2321 CURRYVILLE RD

Address 2

City

MARTINSBURG

Service State

PA

Zip

16662

Home Phone

(484) 7845372

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

2

Family Size

7

Children

5

Age

15,14,12,10,7

General

---

PUC Date Opened

4/15/2022

PUC Sent Date

5/16/2022

PUC Date Closed

5/16/2022

Case Type

Repeater

Assigned To

---

Assigned Specialist

Simotas, Alexandros N

Case Information

---

PUC Violation

ACTUAL

PUC Chapter

56

Section Rule

56.1

Balance Date

4/26/2022

Head Date

5/16/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
18420.01	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
413.00	4939.33	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: CASE DISMISSED PER 1405 C CUSTOMER HAS CAP ARREARS IN THE BALANCE. ALSO DISMISSED PER 1405 D CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#3459367

COMPANY CITED FOR VIOLATION OF 56.1 FOR FAILING TO EFFECTIVELY MANAGE THIS ACCOUNT TO PREVENT THE ACCUMULATION OF A LARGE, UNMANAGEABLE ARREARAGE.

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
IVAN	LIM

Status

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	5/23/2022

History

Click To Expand ▼

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◀ ▶



Joseph Greenleaf  
 2321 Curryville Rd  
 Martinsburg Pa 16662  
 Account No. 100115580332

Collection History

10 Day Term Notice	Phone Contacts	Result
11/30/15 for \$385.28 Term date 12/14/15	12/7/15 at 10:09 AM – Left Message	\$358.28 Payment
	12/8/15 at 5:03 PM – Left Message	
12/18/15 Return payment \$358.28 – NSF – Disconnection date 12/28/15		
12/21/15 at 9:56 AM – Left Message		
12/22/15 at 5:02 PM – Left Message		
12/29/15 Payment \$1,059.53		
1/5/16 Return Payment \$1,059.53 – NSF – Disconnection date 1/11/16		
1/6/16 at 9:04 AM – Left Message		
1/7/16 for \$1,047.53 Term date 1/21/16	1/14/16 at 9:28 AM – Left Message	1/19/16 Company PAR - PAR Balance \$1,384.75
	1/15/16 at 5:02 PM – Left Message	
3/29/16 for \$1,568.75 Term date 4/12/16	4/5/16 at 5:00 PM – Sit tone/Invalid Phone Number	Payments Totaling \$435.00
4/25/16 for \$1,550.65 Term date 5/9/16	5/2/16 at 11:08 AM – Party Hung Up	Payment \$205.00
	5/3/16 at 5:25 PM – Left Message	
6/28/16 for \$2,107.10 Term date 7/12/16	7/5/16 at 11:20 AM – Left Message	7/8/16 Dispute Rights Issued
	7/7/16 at 1:55 PM – Listened to Entire Message – Correct Household Confirmed	
7/15/16 BCS Case No. 3459367 PAR Request		
7/18/16 BCS Case No. 3459367 – Level 1 PAR BB + \$40.00, PAR Balance \$2,398.34		

9/27/16 for \$2,811.34 Term date 10/11/16	10/4/16 at 2:22 PM – Left Message	Catch-up Payment \$470.00
	10/5/16 at 5:04 PM – Left Message	
10/25/16 for \$2,761.14 Term date 11/8/16	11/1/16 at 11:56 AM – Left Message	11/4/16 Dispute Rights Issued
	11/2/16 at 5:01 PM – Left Message	11/14/16 Catch-up Payment \$440.00
11/22/16 for \$2,968.68 Term date 12/8/16	12/1/16 at 10:33 AM – Left Message	12/6/16 Dispute Rights Issued
	12/2/16 at 5:01 PM – Left Message	12/19/16 Payment \$690.34
12/19/16 Payment \$690.34		
12/22/16 Return Payment \$690.34 - NSF		
12/27/16 for \$2,698.38 Term date 1/10/17	1/3/17 at 9:57 AM – Left Message	1/9/17 Payment \$460.04
	1/4/17 at 5:02 PM – Left Message	1/13/17 Return Payment \$460.04 – NSF
1/16/17 Payment \$500.00		
1/25/17 for \$3,375.00 Term date 2/8/17	2/1/17 at 9:27 AM – Left Message	2/10/17 Dispute Rights Issued
	2/2/17 at 5:19 PM – Sit Tone/Invalid Phone Number	
2/9/17 A 48-Hour Notice is Issued		
3/27/17 for \$3,818.35 Term date 4/10/17	4/3/17 at 1:12 PM – Left Message	4/10/17 Dispute Rights Issued
	4/4/17 at 5:08 PM – Sit Tone/Invalid Phone Number	
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5/30/17 for \$4,192.18 Term date 6/13/17	6/6/17 at 2:59 PM – Left Message	6/9/17 Dispute Rights Issued  6/29/17 Dispute Rights Issued
	6/7/17 at 5:04 PM – Left Message	
7/12/17 Formal Complaint Docket No. C-2017-2613823		
8/8/17 Formal Complaint Docket No. C-2017-2613823 Settled with Company PAR BB + \$82.00, PAR Balance \$4,921.33		
9/26/17 for \$5,412.33 Term date 10/10/17	10/3/17 at 11:18 AM – Listened to Entire Message – Correct Household Confirmed	10/9/17 Catch-Up Payment \$573.00
10/30/17 for \$5,197.69 Term date 11/13/17	11/6/17 at 10:25 AM – Left Message	11/12/17 Catch-Up Payment \$440.36
	11/7/17 at 5:24 PM – Successful	
2/21/18 Payment \$1,950.00		
3/1/18 Return Payment \$1,950.00		
3/12/18 Payment \$1,950.00		
3/19/18 Return Payment \$1,950.00 - NSF		
3/26/18 for \$6,711.98 Term date 4/9/18	4/2/18 at 11:07 AM - Successful	4/5/18 Dispute Rights Issued
4/13/18 BCS Case No. 3602271 Billing Dispute – Stayed Termination		
5/25/18 BCS Case No. 3602271 Closed		
6/6/18 for \$7,337.44 Term date 6/20/18		
6/11/18 Call from Secretary's Bureau reporting Formal Complaint Docket No. C-2018-3002624		
8/27/18 for \$164.36 Term date 9/10/18	9/4/18 at 5:05 PM – Left Message	
	9/5/18 at 9:44 AM – Listened to Entire Message-Correct Household Confirmed	
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9/25/18 for \$222.00 Term date 10/9/18	10/2/18 at 9:14 AM – Sit Tone/Invalid Phone Number	10/8/18 Payment \$222.00
	10/3/18 at 5:07 PM – Left Message	
10/24/18 for \$187.00 Term date 11/7/18	10/31/18 at 9:08 AM -Left Message	11/5/18 Payment \$187.00
	11/1/18 at 5:06 PM – Left Message	
3/25/19 for \$1,161.41 Term date 4/8/19	4/1/19 at 10:13 AM – Sit Tone/Invalid Phone Number	
	4/2/19 at 5:08 PM – Left Message	
4/6/19 Payment \$1,161.41		
4/12/19 Return Payment \$1,161.41 – NSF – Disconnection Date 4/22/19		
4/22/19 Payment \$1,161.41		
4/23/19 for \$406.31 Term date 5/7/19	4/30/19 Return Payment \$1,161.41 – NSF - Disconnection Date 5/7/19	5/6/19 Dispute Rights Issued
	5/1/19 at 10:15 AM – Listened to Entire Message-Correct Household Confirmed	
	5/6/19 at 11:37 AM - Listened to Entire Message-Correct Household Confirmed	
6/13/19 for \$11,500.01 Term date 6/27/19	6/20/19 at 10:38 AM - Listened to Entire Message-Correct Household Confirmed	6/26/19 Dispute Rights Issued
	6/26/19 at 8:38 AM - Listened to Entire Message-Correct Household Confirmed	
7/3/19 Account Enrolled into PCAP Balance \$11,956.63 deferred, \$332.13 potential forgiveness, \$92.50 Monthly Credit		
8/5/19 for \$285.50 Term date 8/19/19	8/12/19 at 10:20 AM - Listened to Entire Message-Correct Household Confirmed	8/16/19 Dispute Rights Issued 8/27/19 Payment \$193.00
	8/27/19 at 10:08 AM - Listened to Entire Message-Correct Household Confirmed	
9/23/19 for \$378.00 Term date 10/7/19	9/30/19 at 10:09 AM – Sit Tone/Invalid Phone Number	10/6/19 Payment \$286.00
	10/1/19 at 5:07 PM – Left Message	
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10/23/19 for \$567.06 Term date 11/6/19	10/30/19 at 10:04 AM – Left Message	11/5/19 Dispute Rights Issued
	10/31/19 at 5:04 PM – Left Message	
11/18/19 Payment \$576.00		
3/24/20 for \$889.56 Term date 4/7/20	3/31/20 at 10:02 AM – Left Message	
5/21/20 for \$1,486.56 Term date 6/8/20	6/1/20 at 10:06 AM – Left Message	COVID
7/23/20 Delinquent Notice for \$2,251.56		COVID
9/23/20 Delinquent Notice for \$2,762.56	9/30/20 at 10:04 AM – Left Message	COVID
4/26/21 for \$4,415.06 Term date 5/10/21	5/3/21 at 10:05 AM – Left Message	
	5/4/21 at 5:09 PM – Left Message	
6/24/21 for \$4,640.83 Term date 7/8/21	7/1/21 at 10:02 AM – Left Message	
	7/2/21 at 5:01 PM – Sit Tone/Invalid Phone Number	
7/23/21 Customer request to be removed from PCAP for Company Extended PAR BB + \$251.00 on \$15,075.68 balance		
9/23/21 for \$15,407.68 Term date 10/7/21	9/30/21 at 10:08 AM – Left Message	
	10/1/21 at 5:00 PM – Left Message	
3/24/22 for \$17,603.49 Term date 4/7/22	3/31/22 at 10:05 AM – Listened to Entire Message-Correct Household Confirmed	4/5/22 Dispute Rights Issued
4/15/22 BCS Case No. 3830927 PAR Request		
5/16/22 BCS Case No. 3830927 Dismissed Per 1405D		
5/25/22 for \$18,420.01 Term date 6/8/22	6/1/22 at 10:04 AM – Left Message	
	6/2/22 at 5:02 PM – Left Message	

6/8/22 Formal Complaint Docket No. C-2022-3032822 PAR Request, received. Termination Stayed		
8/29/22 for \$378.00 Term date 9/12/22	9/2/22 at 10:05 AM – Left Message	
	9/6/22 at 5:03 PM – Left Message	