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Vale Rideout,  
v.  
Metropolitan Edison  
Company  
Initial Evidentiary  
Call-In Telephone  
Hearing  
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Docket No.:  
C-2022-3036353

Pages 1 - 54

Judge's Chambers  
Keystone Building  
400 North Street  
Harrisburg, PA

Tuesday, March 7, 2023  
Commencing at 1:33 p.m.

INDEX TO EXHIBITS

Docket No. C-2022-3036353

Hearing Date: March 7, 2023

| <u>NUMBER</u>     | <u>FOR IDENTIFICATION</u> | <u>IN EVIDENCE</u> |
|-------------------|---------------------------|--------------------|
| Met-Ed Exhibit 1  | 31                        | 39                 |
| Customer Contacts |                           |                    |
| Met-ED Exhibit 2  | 33                        | 39                 |
| Finalized Account |                           |                    |
| Statement         |                           |                    |
| Met-Ed Exhibit 3  | 35                        | 39                 |
| Final Bill        |                           |                    |
| Met-Ed Exhibit 4  | 37                        | 39                 |
| Utility Report    |                           |                    |

**Docket No. C-2022-3036353**

**Vale Rideout v. Metropolitan Edison Company**

**The Hon. Dennis J. Buckley**

**Hearing: Tuesday, March 7, 2023; 1:30 p.m.**

**Call-in Hearing No.: 877.920.7184; PIN: 57338450**

**PROPOSED HEARING EXHIBITS OF MET-ED**

1. Customer Contacts
2. Statement of Account
3. Final Bill, dated 6/29/22
4. Utility Report, dated 9/23/22

Customer: VALE L RIDEOUT / 805009670  
 Contract Acct:  
 Service Address:

Created On: 10/27/2022  
 Date Range: 01/01/1900 to 10/27/2022

Customer Contact History



| Contact Date   | Created Date | Contract Acct | Created By          | Description                |
|--|--------------|---------------|---------------------|----------------------------|
| 10/25/9999 14:51:42  | 10/25/2022   | 100106105602  | Alison S Walker     | PUC/BPU Complaint-Written  |
| Formal PUC complaint received - docket# C-2022-3036353-billing issue-awalker   |              |               |                     |                            |
| 09/23/2022 15:15:18  | 09/23/2022   | 100106105602  | Joanna Vazquez      | Create Dunning Lock        |
| Dunning Lock Reason: Billing Dispute<br>Start Date: 09/23/2022   End Date: 10/13/2022<br>Created By: Joanna Vazquez  |              |               |                     |                            |
| 09/23/2022 15:14:30  | 09/23/2022   | 100106105602  | Joanna Vazquez      | Dispute Tracking Closed    |
| Dispute 2022083016114956527 has been closed<br>Companys Position: rwo and paid to zero. Sent UR and closed dispute -JVAZQ  |              |               |                     |                            |
| 09/23/2022 15:13:08  | 09/23/2022   | 100106105602  | Joanna Vazquez      | Balance Statement Prepared |
| 09/23/2022 15:12:56  | 09/23/2022   | 100106105602  | Joanna Vazquez      | PA Utility Report Created  |
| <p>I am writing in reference to your call to us on 08/30/2022. You were calling in regard to a balance placed in collections.</p> <p>Based upon an investigation, FirstEnergy's position is the prior debt of \$160.98 has been satisfied, however, satisfaction of a debt does not remove it from your credit report, but rather the report is updated to show the debt has been paid. Please allow up to 90 days for your credit report to be updated. The investigation included reviewing your usage and billing history.</p> <p>Service will not be terminated pending completion of the dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.</p> <p>The balance on your account is \$0.00. A statement of your account is enclosed. If we can be of any further assistance, or to complete a billing analysis, please contact us at 1-800-545-7741.</p> |              |               |                     |                            |
| 09/20/2022 11:59:12  | 09/20/2022   | 100106105602  | Karlee R Adams-West | Dispute Tracking Update    |
| 09/20/2022 working disputes pending collection agency<br>dispute tm KAW<br>Satisfied Not Applicable: Reason - Manual work  |              |               |                     |                            |
| 09/16/2022 13:41:43  | 09/16/2022   | 100106105602  | Karlee R Adams-West | Dispute Tracking Update    |
| 09/16/2022 working disputes pending collection agency<br>dispute tm KAW<br>Satisfied Not Applicable: Reason - Manual work  |              |               |                     |                            |
| 09/15/2022 14:14:31  | 09/15/2022   | 100106105602  | Karlee R Adams-West | Dispute Tracking Update    |
| 09/15/2022 working disputes pending collection agency<br>dispute tm KAW<br>Satisfied Not Applicable: Reason - Manual work  |              |               |                     |                            |
| 09/14/2022 14:08:16  | 09/14/2022   | 100106105602  | Karlee R Adams-West | Dispute Tracking Update    |
| 09/14/2022 working disputes pending collection agency<br>dispute tm KAW<br>Satisfied Not Applicable: Reason - Manual work  |              |               |                     |                            |
| 09/13/2022 15:23:34  | 09/13/2022   | 100106105602  | Karlee R Adams-West | Dispute Tracking Update    |

## Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By                     | Description                      |
|---|--------------|---------------|--------------------------------|----------------------------------|
| 09/13/2022 working disputes pending collection agency<br>dispute tm KAW<br>Satisfied Not Applicable: Reason - Manual work   |              |               |                                |                                  |
| 08/30/2022 16:12:07   | 08/30/2022   |               | Alea P Good                    | Personal Data Changed            |
| Old Authorized Contact: NICOLE RIDEOUT<br>New Authorized Contact:<br>Created By: Alea P Good  |              |               |                                |                                  |
| 08/30/2022 16:11:49   | 08/30/2022   | 100106105602  | Alea P Good                    | Dispute Tracking Open            |
| 2022083016114956527   |              |               |                                |                                  |
| 08/30/2022 16:11:43   | 08/30/2022   | 100106105602  | Workflow General Purpose Batch | Telememo Employee Correspondence |
| Collection Agency Dispute<br>* 08/30/2022 16:11:36 EST (56527) Phone (610)921-6000 500-2588<br>Collection Agency Name: LJ ROSS ASSOCIATES<br>PAYMENT MADE IN FULL. Please remove.<br>Created By: Good,Alea P                  |              |               |                                |                                  |
| 08/30/2022 16:09:31   | 08/30/2022   | 100106105602  | Alea P Good                    | Ready Pay Create                 |
| No 90720091 - \$160.98 08/30/2022   |              |               |                                |                                  |
| 08/30/2022 16:04:06   | 08/30/2022   | 100106105602  | Alea P Good                    | General Inquiry                  |
| VALE L RIDEOUT adv move out date is 6/26 - this is finl<br>bill. - adv wife called in on 6/24 to make changes - asked<br>why can she makes changes adv he added her to acct to s peak<br>on behalf<br>Customer was satisfied. |              |               |                                |                                  |
| 08/30/2022 15:19:37   | 08/30/2022   | 100106105602  | INTV IVR                       | Account Balance Inquiry          |
| 08/23/2022 17:00:27   | 08/23/2022   | 100106105602  | CS General Purpose Batch       | External Collection Agency       |
| 06/24/2022 10:26:43   | 06/24/2022   | 100106105602  | Christopher N White            | Move-Out Created by Move-In      |
| Move out created from Move in : 000031026119<br>Created By: White,Christopher N   |              |               |                                |                                  |
| 06/24/2022 10:21:26   | 06/24/2022   |               | Christopher N White            | Personal Data Changed            |
| 06/24/2022 10:21:11   | 06/24/2022   | 100106105602  | Christopher N White            | Contract Account Changed         |
| 06/24/2022 09:58:53   | 06/24/2022   | 100106105602  | Megan N Wilson                 | General Inquiry/Other            |
| sw Nicole rideout needing svcs in her name, xfer to move team<br>acct 100106105602<br>Customer was satisfied.   |              |               |                                |                                  |
| 06/24/2022 09:58:19   | 06/24/2022   | 100106105602  | Megan N Wilson                 | Premise Information Changed      |
| Old Premise Phone:(646)256-6111<br>New Premise Phone:(570)269-0107<br>sw Nicole rideout changed phone<br>Created By: Megan N Wilson   |              |               |                                |                                  |
| 06/24/2022 09:58:19   | 06/24/2022   |               | Megan N Wilson                 | Personal Data Changed            |
| Old BP Phone:(646)256-6111<br>New BP Phone:(570)269-0107<br>sw Nicole rideout changed phone<br>Created By: Megan N Wilson   |              |               |                                |                                  |
| 06/06/2022 06:05:14   | 06/06/2022   | 100106105602  | CS General Purpose Batch       | Data Change Request (Accepted)   |
| RATE CATEGORY CHANGED   |              |               |                                |                                  |
| 04/28/2022 13:49:23   | 04/28/2022   | 100106105602  | EAILOGINWM7                    | Change Profile                   |
| findthenote nsrideout@gmail.com<br>Changed FirstName from VALE L  |              |               |                                |                                  |

## Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By               | Description                                      |
|--|--------------|---------------|--------------------------|--|
| Changed Email from tenorideout@gmail.com   |              |               |                          |  |
| 04/28/2022 13:46:59  | 04/28/2022   | 100106105602  | EAILOGINWM7              | Change Profile                                   |
| findthenote tenorideout@gmail.com<br>Changed Password From Unlock Password   |              |               |                          |  |
| 04/28/2022 13:46:20  | 04/28/2022   | 100106105602  | EAILOGINWM7              | Unlock Login Email Sent                          |
| findthenote tenorideout@gmail.com<br>Requested Unlock Password link  |              |               |                          |  |
| 04/15/2022 03:30:42  | 04/15/2022   | 100106105602  | CS General Purpose Batch | DSPTRIGHTS Letter                                |
| 04/14/2022 09:24:01  | 04/14/2022   | 100106105602  | Cara D Metheny           | General Inquiry                                  |
| sw.VALE L RIDEOUT customer called in to start serv at 107c<br>broad st 18360 could not find address customer was upset<br>that i could not find it told him he would have to get meter<br>number or old account number<br>Satisfied Not Applicable: Reason - Send DSPRTS |              |               |                          |  |
| 11/30/2021 12:04:23  | 11/30/2021   | 100106105602  | CS General Purpose Batch | Data Change Request (Accepted)                   |
| RATE CATEGORY CHANGED  |              |               |                          |  |
| 09/01/2021 12:01:07  | 09/01/2021   | 100106105602  | CS General Purpose Batch | Data Change Request (Accepted)                   |
| RATE CATEGORY CHANGED  |              |               |                          |  |
| 02/04/2020 10:26:05  | 02/04/2020   | 100106105602  | Jacqueline K Henderson   | General Inquiry                                  |
| SW VALE L RIDEOUT, REFER TO EB FOR JOB SEARCH<br>Customer was satisfied.   |              |               |                          |  |
| 05/10/2019 02:15:25  | 05/10/2019   | 100106105602  | CS General Purpose Batch | Installation Changed                             |
| The rate code on 0703991645 was updated to "RESD"  |              |               |                          |  |
| 04/09/2019 07:21:16  | 04/09/2019   | 100106105602  | CS General Purpose Batch | Data Change Request (Accepted)                   |
| RATE CATEGORY CHANGED  |              |               |                          |  |
| 01/22/2019 06:30:25  | 01/22/2019   | 100106105602  | CS General Purpose Batch | Data Change Request (Accepted)                   |
| SUPPLIER ACT. NBR. CHANGED   |              |               |                          |  |
| 01/02/2019 08:01:38  | 01/02/2019   | 100106105602  | Shelly R Gosnell         | Smart Meter Install Letter Sent                  |
| PA SMIP Pre-Install Letter Sent  |              |               |                          |  |
| 12/17/2018 16:10:38  | 12/17/2018   | 100106105602  | CS General Purpose Batch | Data Change Request (Accepted)                   |
| BILL METHOD CHANGED TO RATE READY  |              |               |                          |  |
| 10/07/2016 01:15:21  | 10/07/2016   | 100106105602  | CS General Purpose Batch | Confirmation of Supplier Selection - Single Bill |
| 10/06/2016 15:39:40  | 10/06/2016   | 100106105602  | CS General Purpose Batch | Data Change Request (Rejected)                   |
| Invalid Interval Indicator   |              |               |                          |  |
| 10/06/2016 15:39:40  | 10/06/2016   | 100106105602  | CS General Purpose Batch | Enrollment Request (Accepted)                    |
| 08/22/2016 16:54:51  | 08/22/2016   | 100106105602  | EAILOGINWM6              | Outbound Callback About Trouble Inquiry          |
| Call Result - SRC_ANS_MACHINE<br>Invalid or no response from Customer.   |              |               |                          |  |
| 08/22/2016 15:40:39  | 08/22/2016   | 100106105602  | Susan E Sams             | General Inquiry                                  |
| s/w VALE L RIDEOUT inq'd about outage. adv ERT 6:00pm<br>Customer was satisfied.   |              |               |                          |  |
| 08/22/2016 15:25:35  | 08/22/2016   | 100106105602  | EAILOGINWM6              | Lights-None                                      |
| ERT: 08/22/16 06:00 PM   |              |               |                          |  |
| 08/18/2016 11:14:07  | 08/18/2016   | 100106105602  | EAILOGINWM6              | Outbound Callback About Trouble Inquiry          |
| Call Result - SRC_ANS_MACHINE<br>Invalid or no response from Customer.   |              |               |                          |  |
| 08/18/2016 08:07:49  | 08/18/2016   | 100106105602  | EAILOGINWM6              | Lights-None                                      |
| ERT: 08/18/16 11:00 AM   |              |               |                          |  |
| 07/08/2016 22:24:40  | 07/08/2016   | 100106105602  | EAILOGINWM6              | Lights-None                                      |

## Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By               | Description                                      |
|--|--------------|---------------|--------------------------|--|
| ERT: 07/09/16 01:30 AM   |              |               |                          |  |
| 07/31/2014 00:27:06  | 07/31/2014   | 100106105602  | CS General Purpose Batch | Email Address Unsubscribed from Marketing Emails |
| Email address tenorideout@gmail.com<br>Unsubscribed from Marketing Emails on 06/22/2011 at 22:07:00 via FIRSTENERGY  |              |               |                          |  |
| 12/14/2013 11:46:59  | 12/14/2013   | 100106105602  | CS General Purpose Batch | Auto Direct Debit Enroll                         |
| Entered bank information for direct debit - Ref no 3715324 and enrolled<br>100106105602  |              |               |                          |  |
| 12/12/2013 19:14:17  | 12/12/2013   | 100106105602  | EAILOGINWM7              | Ready Pay Create                                 |
| No 25931689 - \$ 40.18 - 12/12/2013 VALE L RIDEOUT tenorideout@gmail.com   |              |               |                          |  |
| 12/12/2013 19:14:16  | 12/12/2013   | 100106105602  | EAILOGINWM7              | Bank Details Added                               |
| 0001 Bank Details Added VALE L RIDEOUT tenorideout@gmail.com   |              |               |                          |  |
| 12/12/2013 19:08:14  | 12/12/2013   |               | EAILOGINWM7              | Register for Website                             |
| VALE L RIDEOUT tenorideout@gmail.com   |              |               |                          |  |
| 12/12/2013 19:08:13  | 12/12/2013   | 100106105602  | EAILOGINWM7              | Paperless Bill Enrollment                        |
| tenorideout@gmail.com  |              |               |                          |  |
| 12/12/2013 07:02:37  | 12/12/2013   | 100084719010  | Christy Ledsome          | General Inquiry                                  |
| <p>rcvd email rqst# ME01-121113-091613 from vale rideout</p> <p>I was notified today that my account was past due. I recently moved to a nearby town and took my service with me - or so I thought. I had been paying my account online and thought that my account online would reflect that - as it currently has my new address registered. Now that I check online - it says that the account has been closed. The problem is that I don't have the information for my new account. Could you please send me my new account information and then allow me to register to make payments online and be credited to my new account?</p> <p>Thank you, Vale Rideout</p> <p>Dear Vale,</p> <p>Thank you for your inquiry on how to add an additional account to your online profile. Please follow the steps below to add an electric account:</p> <ul style="list-style-type: none"> <li>-Go to <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a></li> <li>-Log in with your Username and Password</li> <li>-Select Manage My Account</li> <li>-Select Add, Remove, Select Default</li> <li>-Select Add Account</li> </ul> <p>Note: In order to add the additional account, you will need the account number and Zip code. I have listed your new account number below.</p> <p>100106105602</p> <p>Once completed, your account summary will display for the new account.</p> <p>Upon initial registration of the account, you will be able to submit a payment and review account information. If you registered for the eBill option, you will begin receiving an email notification as of your next statement.</p> |              |               |                          |  |

## Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By               | Description  |
|---|--------------|---------------|--------------------------|--|
| <p>If you have any questions, please reply to this email with your request number in the #Subject# field, call us at 1-800-545-7741, Monday through Friday, between 8:00 a.m. and 6:00 p.m., or visit <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a> for more information.</p> <p>If you are not satisfied with this reply, contact us by using your e-mail "Reply" function within three days. If we do not hear back from you within three days, we will consider this inquiry closed.</p> <p>Sincerely,<br/>Christy<br/>Customer Service</p> <p>Please refer to request number ME01-121113-091613 in any future correspondence.</p> <p>Satisfied Not Applicable: Reason - Correspondence</p> |              |               |                          |  |
| 12/11/2013 19:50:00   | 12/12/2013   | 100106105602  | CS General Purpose Batch | Listened to entire msg-correct household confirmed |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed   |              |               |                          |  |
| 12/11/2013 17:00:00   | 12/11/2013   | 100106105602  | CS General Purpose Batch | AMD Detected-Message left by Vendor                |
| Phone attempt 05 - AMD Detected - Left Message  |              |               |                          |  |
| 10/24/2013 12:27:40   | 10/24/2013   | 100084719010  | Nicholas V D'Amico       | General Inquiry                                    |
| <p>s/w VALE L RIDEOUT called to see what the current rate is l adv 8.2 cents per kwh...ndam bp sat<br/>Customer was satisfied.</p>  |              |               |                          |  |
| 10/24/2013 12:26:58   | 10/24/2013   | 100106105602  | Renelle Weidner          | Optional Payment Programs                          |
| <p>Checkless Selection: Decision deferred<br/>E-Bill Selection: Refused/unknown<br/>Credit Card Selection: Does not apply<br/>Low Income Assistance Selection: Decision deferred</p>  |              |               |                          |  |
| 10/24/2013 12:26:55   | 10/24/2013   | 100106105602  | Renelle Weidner          | Move-In / Advised of Service Charge                |
| <p>Move In Date: 10/28/2013<br/>S/W VALE L RIDEOUT, CALLED TO TRANSFER SERVICE. TR<br/>ANS TO BILLING FOR THE RATES HE HAS.<br/>New Move In Premise Phone Number: (646)256-6111<br/>Advised Breakers Off:No<br/>Bills will be mailed to: service address<br/>Advised Security Deposit:No Advised Service Charge:Yes<br/>Created By: Weidner, Renelle<br/>Customer did not wish transfer to supplier<br/>Restrict BP Information<br/>Restrict Load<br/>Do not Send Shopping discounts<br/>Restrict BP Phone Number<br/>Customer was satisfied.</p>   |              |               |                          |  |
| 10/24/2013 12:23:09   | 10/24/2013   | 100084719010  | Renelle Weidner          | Ratepayer/No Shared Metering/Vacant Account        |
| <p>S/W VALE L RIDEOUT, CALLED TO TRANSFER OF SERVICE.</p> <p>Move Out Date is 10/29/2013 Must work by Date is 10/29/2013<br/>Advised Breakers Off:Yes Created By: Weidner, Renelle<br/>Customer was satisfied.</p>  |              |               |                          |  |

### Customer Contact History

| Contact Date  | Created Date              | Contract Acct | Created By               | Description  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
|---|---------------------------|---------------|--------------------------|--|----------|------------------|--------|------------|----------|---------------------------|-------|----------|----------|---------------------------|-------|----------|
| 11/06/2012 21:33:47   | 11/06/2012                | 100084719010  | EAILOGINVM6              | Outbound Call                                      |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| <p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This is a message from Met-Ed, your electric company.</p> <p>We understand the difficulties that an extended power outage can cause our customers and we will continue to work as quickly and safely as possible to restore your service. We expect all customers affected by Hurricane Sandy to have power by noon on Wednesday, November 7. If you have any questions, or your power is not restored by that time, please call us at 1-888-LIGHTSS or 1-888-544-4877.</p>  |                           |               |                          |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 06/02/2012 18:10:41   | 06/02/2012                | 100084719010  | CCSBILL98                | LPC Assessed - Special Rules                       |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| <p>C/A: 100084719010</p> <p>LPC assessed based on special rules.</p> <p>Open editor for details.</p> <p>LPC on invoicing items:</p> <table border="1"> <thead> <tr> <th>Due Date</th> <th>Item Description</th> <th>Amount</th> <th>Clear Date</th> </tr> </thead> <tbody> <tr> <td>20120522</td> <td>Consumption Billing Debit</td> <td>30.71</td> <td>20120530</td> </tr> <tr> <td>20120522</td> <td>Consumption Billing Debit</td> <td>28.41</td> <td>20120530</td> </tr> </tbody> </table> <p>Total Base Amount: 59.12</p> <p>LPC: 0.89 = 59.12 * 1.50 %</p>                |                           |               |                          |  | Due Date | Item Description | Amount | Clear Date | 20120522 | Consumption Billing Debit | 30.71 | 20120530 | 20120522 | Consumption Billing Debit | 28.41 | 20120530 |
| Due Date  | Item Description          | Amount        | Clear Date               |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 20120522  | Consumption Billing Debit | 30.71         | 20120530                 |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 20120522  | Consumption Billing Debit | 28.41         | 20120530                 |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 05/01/2012 18:51:05   | 05/01/2012                | 100084719010  | CCSBILL98                | LPC Assessed - Special Rules                       |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| <p>C/A: 100084719010</p> <p>LPC assessed based on special rules.</p> <p>Open editor for details.</p> <p>LPC on invoicing items:</p> <table border="1"> <thead> <tr> <th>Due Date</th> <th>Item Description</th> <th>Amount</th> <th>Clear Date</th> </tr> </thead> <tbody> <tr> <td>20120418</td> <td>Consumption Billing Debit</td> <td>26.29</td> <td>20120427</td> </tr> <tr> <td>20120418</td> <td>Consumption Billing Debit</td> <td>32.54</td> <td>20120427</td> </tr> </tbody> </table> <p>Total Base Amount: 58.83</p> <p>LPC: 0.88 = 58.83 * 1.50 %</p>                |                           |               |                          |  | Due Date | Item Description | Amount | Clear Date | 20120418 | Consumption Billing Debit | 26.29 | 20120427 | 20120418 | Consumption Billing Debit | 32.54 | 20120427 |
| Due Date  | Item Description          | Amount        | Clear Date               |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 20120418  | Consumption Billing Debit | 26.29         | 20120427                 |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 20120418  | Consumption Billing Debit | 32.54         | 20120427                 |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 04/25/2012 14:12:00   | 04/25/2012                | 100084719010  | CS General Purpose Batch | Listened to entire msg-correct household confirmed |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed   |                           |               |                          |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 02/23/2012 11:34:00   | 02/23/2012                | 100084719010  | CS General Purpose Batch | Listened to entire msg-correct household confirmed |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed   |                           |               |                          |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 07/27/2011 18:08:51   | 07/27/2011                | 100084719010  | CCSBILL98                | LPC Assessed - Special Rules                       |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| <p>C/A: 100084719010</p> <p>LPC assessed for payment made after grace period.</p> <p>Open editor for details.</p> <p>LPC on invoicing items:</p> <table border="1"> <thead> <tr> <th>Due Date</th> <th>Item Description</th> <th>Amount</th> <th>Clear Date</th> </tr> </thead> <tbody> <tr> <td>20110720</td> <td>Consumption Billing Debit</td> <td>42.96</td> <td>20110726</td> </tr> <tr> <td>20110720</td> <td>Consumption Billing Debit</td> <td>74.37</td> <td>20110726</td> </tr> </tbody> </table> <p>Total Base Amount: 117.33</p> <p>LPC: 1.76 = 117.33 * 1.50 %</p> |                           |               |                          |  | Due Date | Item Description | Amount | Clear Date | 20110720 | Consumption Billing Debit | 42.96 | 20110726 | 20110720 | Consumption Billing Debit | 74.37 | 20110726 |
| Due Date  | Item Description          | Amount        | Clear Date               |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 20110720  | Consumption Billing Debit | 42.96         | 20110726                 |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |
| 20110720  | Consumption Billing Debit | 74.37         | 20110726                 |  |          |                  |        |            |          |                           |       |          |          |                           |       |          |

### Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By  | Description                                |
|--|--------------|---------------|-------------|--|
| 06/22/2011 22:07:03  | 06/22/2011   |               | EAILOGINWM7 | Register for Website                       |
| Vale Rideout tenorideout@gmail.com   |              |               |             |  |
| 06/22/2011 22:07:02  | 06/22/2011   | 100084719010  | EAILOGINWM7 | Paperless Bill Enrollment                  |
| tenorideout@gmail.com  |              |               |             |  |
| 11/02/2010 08:56:09  | 11/02/2010   | 100084719010  | C9147       | Optional Payment Programs                  |
| VPP Enroll - Decision Deferred   |              |               |             |  |
| 11/02/2010 08:56:06  | 11/02/2010   | 100084719010  | C9147       | Transfer call w/data to Connections Vendor |
| 11/02/2010 08:56:04  | 11/02/2010   | 100084719010  | C9147       | Move-In / Advised of Service Charge        |
| <p>Move In Date: 11/03/2010<br/>                     sw VALE L RIDEOUT, starting service, mwhitehawk<br/>                     New Move In Premise Phone Number: (646)256-6111<br/>                     Bills will be mailed to: service address<br/>                     Advised Security Deposit:No Advised Service Charge:No<br/>                     Created By: Melissa J Whitehawk<br/>                     Customer was satisfied.</p> |              |               |             |  |
| 11/02/2010 08:55:55  | 11/02/2010   | 100084719010  | C9147       | Literature Request                         |
| <p>Add: PA Your Rights &amp; Resp. As a Util.Consumer<br/>                     ME01 Code 006 Qty 00001 Mail Date 12/03/2010</p>  |              |               |             |  |



**DETAILED STATEMENT OF ACCOUNT**

Customer Name: VALE L RIDEOUT  
 Service Address: 504 N SCHANCK AVE  
 PEN ARGYL PA 18072

Account Number: 100106105602

| 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 |
|------------|-----------|-----------|---------------|------------|----------|---------------|-----------|----------------|----------------------|-------------------|--------------------|----------|-------------|---------|----------|-----------------|
| 11/02/20   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -86.82      |         |          | 0.00            |
| 11/09/20   | 11/08/20  | KWH       | 9,541         | 451        | 31       | 15            | Act       | 34.11          | 51.87                | 85.98             |                    | 12/01/20 |             |         |          | 85.98           |
| 12/01/20   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -85.98      |         |          | 0.00            |
| 12/09/20   | 12/08/20  | KWH       | 10,017        | 476        | 30       | 16            | Act       | 35.44          | 54.74                | 90.18             |                    | 12/31/20 |             |         |          | 90.18           |
| 12/31/20   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -90.18      |         |          | 0.00            |
| 01/11/21   | 01/10/21  | KWH       | 10,759        | 742        | 33       | 22            | Act       | 48.33          | 85.33                | 133.66            |                    | 02/02/21 |             |         |          | 133.66          |
| 02/02/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -133.66     |         |          | 0.00            |
| 02/09/21   | 02/08/21  | KWH       | 11,238        | 479        | 29       | 17            | Act       | 34.11          | 55.09                | 89.20             |                    | 03/03/21 |             |         |          | 89.20           |
| 03/03/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -89.20      |         |          | 0.00            |
| 03/10/21   | 03/09/21  | KWH       | 11,691        | 453        | 29       | 16            | Act       | 32.75          | 52.10                | 84.85             |                    | 04/01/21 |             |         |          | 84.85           |
| 04/01/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -84.85      |         |          | 0.00            |
| 04/12/21   | 04/11/21  | KWH       | 12,099        | 408        | 33       | 12            | Act       | 30.39          | 46.92                | 77.31             |                    | 05/04/21 |             |         |          | 77.31           |
| 05/04/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -77.31      |         |          | 0.00            |
| 05/11/21   | 05/10/21  | KWH       | 12,477        | 378        | 29       | 13            | Act       | 28.80          | 43.47                | 72.27             |                    | 06/02/21 |             |         |          | 72.27           |
| 06/02/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -72.27      |         |          | 0.00            |
| 06/10/21   | 06/09/21  | KWH       | 12,827        | 350        | 30       | 12            | Act       | 27.48          | 40.25                | 67.73             |                    | 07/06/21 |             |         |          | 67.73           |
| 07/06/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -67.73      |         |          | 0.00            |
| 07/12/21   | 07/11/21  | KWH       | 13,455        | 628        | 32       | 20            | Act       | 42.62          | 72.22                | 114.84            |                    | 08/03/21 |             |         |          | 114.84          |
| 08/03/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -114.84     |         |          | 0.00            |
| 08/10/21   | 08/09/21  | KWH       | 14,004        | 549        | 29       | 19            | Act       | 38.38          | 63.14                | 101.52            |                    | 09/01/21 |             |         |          | 101.52          |
| 09/01/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -101.52     |         |          | 0.00            |
| 09/11/21   | 09/09/21  | KWH       | 14,690        | 686        | 31       | 22            | Act       | 45.76          | 81.63                | 127.39            |                    | 10/04/21 |             |         |          | 127.39          |
| 10/04/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -127.39     |         |          | 0.00            |
| 10/11/21   | 10/10/21  | KWH       | 15,194        | 504        | 31       | 16            | Act       | 36.50          | 59.98                | 96.48             |                    | 11/02/21 |             |         |          | 96.48           |
| 11/02/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -96.48      |         |          | 0.00            |
| 11/10/21   | 11/09/21  | KWH       | 15,614        | 420        | 30       | 14            | Act       | 31.91          | 49.98                | 81.89             |                    | 12/06/21 |             |         |          | 81.89           |
| 12/06/21   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -81.89      |         |          | 0.00            |
| 12/09/21   | 12/08/21  | KWH       | 16,066        | 452        | 29       | 16            | Act       | 33.67          | 58.31                | 91.98             |                    | 01/03/22 |             |         |          | 91.98           |
| 01/03/22   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -91.98      |         |          | 0.00            |

| 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 |
|------------|-----------|-----------|---------------|------------|----------|---------------|-----------|----------------|----------------------|-------------------|--------------------|----------|-------------|---------|----------|-----------------|
| 01/11/22   | 01/10/22  | KWH       | 16,847        | 781        | 33       | 24            | Act       | 50.39          | 100.75               | 151.14            |                    | 02/02/22 |             |         |          | 151.14          |
| 02/02/22   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -151.14     |         |          | 0.00            |
| 02/09/22   | 02/08/22  | KWH       | 17,340        | 493        | 29       | 17            | Act       | 35.11          | 63.60                | 98.71             |                    | 03/03/22 |             |         |          | 98.71           |
| 03/03/22   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -98.71      |         |          | 0.00            |
| 03/10/22   | 03/09/22  | KWH       | 17,787        | 447        | 29       | 15            | Act       | 32.67          | 57.66                | 90.33             |                    | 04/04/22 |             |         |          | 90.33           |
| 04/04/22   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -90.33      |         |          | 0.00            |
| 04/12/22   | 04/11/22  | KWH       | 18,224        | 437        | 33       | 13            | Act       | 32.13          | 56.37                | 88.50             |                    | 05/04/22 |             |         |          | 88.50           |
| 05/04/22   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -88.50      |         |          | 0.00            |
| 05/12/22   | 05/11/22  | KWH       | 18,613        | 389        | 30       | 13            | Act       | 29.57          | 50.18                | 79.75             |                    | 06/06/22 |             |         |          | 79.75           |
| 06/06/22   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -79.75      |         |          | 0.00            |
| 06/20/22   | 06/12/22  | KWH       | 19,083        | 470        | 32       | 15            | Act       | 34.09          | 78.49                | 112.58            |                    | 07/12/22 |             |         |          | 112.58          |
| 06/27/22   | 06/26/22  | KWH       | 19,283        | 200        | 14       | 14            | Act       | 15.00          | 33.40                | 48.40             |                    | 07/19/22 |             |         |          | 160.98          |
| 08/30/22   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -160.98     |         |          | 0.00            |



Messages (Continued)

**Explanation of Terms**

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

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

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

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

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

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

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

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

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

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

**Service Charge** - Charge for opening an account.

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

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

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

**General Information**

If you have billing questions or complaints about your Met-Ed account, please contact us before the due date.

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

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

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

**Write to us** at: Met-Ed, 76 S. Main St., A-RPC, Akron, OH 44308-1890

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

**Information about NRG Retail Solutions:** Po Box 38781, Philadelphia, PA 19104, 1-855-500-8703

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

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

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-545-7741. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available. If this is to avoid a scheduled estimate, please check the front of the bill for entry dates.

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



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

If you have a DIGITAL METER write the numbers here:



FirstEnergy  
2800 Pottsville Pike  
PO Box 16001  
Reading, PA 19612-6001  
(800)545-7741  
September 23, 2022



VALE L RIDEOUT  
504 N SCHANCK AVE  
PEN ARGYL PA 18072

RE: 100106105602

Dear VALE L RIDEOUT,

I am writing in reference to your call to us on 08/30/2022. You were calling in regard to a balance placed in collections.

Based upon an investigation, FirstEnergy's position is the prior debt of \$160.98 has been satisfied, however, satisfaction of a debt does not remove it from your credit report, but rather the report is updated to show the debt has been paid. Please allow up to 90 days for your credit report to be updated. The investigation included reviewing your usage and billing history.

Service will not be terminated pending completion of the dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.

The balance on your account is \$0.00. A statement of your account is enclosed. If we can be of any further assistance, or to complete a billing analysis, please contact us at 1-800-545-7741.

If you do not agree with this information, you may file an informal complaint with the commission within 15 days from the mailing of this report. You can file an informal complaint by calling or writing the PUC.

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
PO Box 3265  
Harrisburg PA 17105-3265  
1-800-692-7380

Your complaint shall include the following information:

1. The name and address of the customer and, if different, the address at which service provided.
2. The telephone number of the customer
3. The account number of the customer, if applicable
4. The name of the utility
5. A brief statement of the dispute.
6. Whether the dispute formerly has been the subject of a utility company investigation and report.

7. Whether the dispute formerly has been the subject of a Commission informal or formal complaint.
8. The date, if any, of proposed termination.
9. The relief sought.

Thank you,

Customer Associate - 57760  
FirstEnergy