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 2 Bernard S. McKenzie,
 3 v.
 4 Pennsylvania Electric
 5 Company
 6
 7 Further Telephonic
 8 Hearing
 9 -----

Docket No.: C-2023-3037982

10 Pages 15 - 56

11 Judge's Chambers
 12 Keystone Building
 13 400 North Street
 14 Harrisburg, PA

15
 16 Monday, April 17, 2023
 17 Commencing at 10:02 a.m.
 18

19 INDEX TO EXHIBITS

20 Docket No. C-2023-3037982

21 Hearing Date: April 17, 2023

22
 23 NUMBER FOR IDENTIFICATION IN EVIDENCE

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Daniel A. Garcia, Esq.
(724) 838-6416
(234) 6782310 (Fax)

April 4, 2023

VIA UPS FIRST CLASS MAIL

Bernard McKenzie
504 N. Center Ave. Apt C
Somerset, PA 15501

Re: Bernard McKenzie v. Pennsylvania Electric Company
Docket No. C-2023-3037982

Dear Mr. McKenzie:

The initial telephonic hearing has been re-scheduled for Monday, April 17, 2023, at 10:00 a.m. with regard to the above-referenced matter. Accordingly, Pennsylvania Electric Company (“Penelec”) will have one witness available to testify. Pursuant to our discussion the morning of March 29, 2023, I have enclosed the Exhibits which Penelec intends to present at the hearing for your review.

Please contact me if you have any questions.

Very truly yours,



Daniel A. Garcia

DAG/mlr

Enclosures

cc: Special Agent Michael J. Mroczka

Daniel A. Garcia, Esq.
(724) 838-6416
(234) 6782310 (Fax)

March 22, 2023

VIA ELECTRONIC MAIL

Special Agent Michael J. Mroczka
micmroczka@pa.gov

Re: Bernard McKenzie v. Pennsylvania Electric Company
Docket No. C-2023-3037982

Dear Special Agent Mroczka:

An initial telephonic hearing has been scheduled for March 29, 2023 at 10:00 a.m. Pennsylvania Electric Company (“Penelec”) will have one witness available to testify.

Additionally, I have enclosed the Exhibits which Penelec intends to present at the hearing with regard to the above-referenced matter.

Copies have been served on all parties as indicated in the attached certificate of service.

Please contact me if you have any questions.

Very truly yours,



Daniel A. Garcia

DAG/krak

Enclosures

c: Secretary Rosemary Chiavetta (Cover letter and Certificate of Service only via e-filing)
As Per Certificate of Service

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BERNARD MCKENZIE

v.

PENNSYLVANIA ELECTRIC COMPANY

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Docket No. C-2023-3037982

CERTIFICATE OF SERVICE

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

Service by electronic mail, as follows:

Bernard McKenzie
Bsmckenzie63@gmail.com

Dated: March 22, 2023



Daniel A. Garcia
FirstEnergy Service Company
800 Cabin Hill Drive
Greensburg, PA 15601
(724) 838-6416
dagarcia@firstenergycorp.com

Counsel for Pennsylvania Electric Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BERNARD MCKENZIE

v.

PENNSYLVANIA ELECTRIC COMPANY

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:
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Docket No. C-2023-3037982

POTENTIAL EXHIBITS OF PENNSYLVANIA ELECTRIC COMPANY

1. Customer Contacts
2. Detailed Statement of Account
3. Payment History
4. Payment Arrangement History
5. Electric Service Bill issued March 17, 2023
6. BCS Opening and Closing Reports, Case No. 3716031
7. BCS Opening and Closing Reports, Case No. 3789503
8. BCS Opening and Closing Reports, Case No. 3807781
9. Initial Decision and Final Order, Docket No. C-2022-3032022

Customer: BERNARD S MCKENZIE / 802795631
 Contract Acct: 100132188226
 Service Address: 504 N CENTER AVE APT C,SOMERSET PA 15501

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
02/01/2019 07:18:55	02/01/2023	100132188226	Charles J Howlett	PUC/BPU Complaint-Written
PA Formal C-2023-3037982 received regarding a PAR request.				
03/06/2023 15:35:53	03/06/2023	100132188226	CS General Purpose Batch	LiHeap Credit
LIHEAP CASH \$150.00 20230306				
01/14/2023 19:30:11	01/14/2023	100132188226	CS General Purpose Batch	Calculation
<p>C/A 100132188226 Contract 0027490131 Budget amt calculated for period ending 01/12/23 = \$ 284.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2667.04 2. Current Delta: 1669.35 - 1827.00 + 0.00 157.65- 3. Remaining Amount: 997.69 4. Diff + Remain Amt: 157.65- + 997.69 840.04 5. New BBP Amount: 840.04 / 90 x 30.4 284.00 * Dollar Difference: 284.00 - 215.00 69.00 * Pct Difference: 32.09 * System BBP Amount: 284.00</p>				
12/20/2022 03:03:02	12/20/2022	100132188226	CS General Purpose Batch	Sent LIHEAP Letter
12/19/2022 14:09:21	12/19/2022	100132188226	Desiree L Snyder	LiHeap Credit
LIHEAP CASH \$300.00 20221219				
PCAP Benefit End Dt extended				
12/13/2022 07:55:55	12/13/2022	100132188226	Cheryl D Fick	PUC/BPU Complaint-Written
<p>Case #3873458 - DECISION SENT--CASE DISMISSED. IT IS THE CUSTOMER'S RESPONSIBILITY TO REPAIR OR REPLACE THE METER BASE. ACCORDING TO THE COMPANY'S APPROVED TARIFF, THE CUSTOMER IS REQUIRED TO PAY A SMALL FEE UP FRONT BEFORE THE COMPANY WILL TEST THE METER. THE BILLS ARE CORRECT AS RENDERED. / cdf</p>				
11/07/2022 15:58:45	11/07/2022	100132188226	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 11/07/2022 Payment Time: 15:58:00 Payment Amount: 40.00 Payment Type: Cash Vendor ID: AE Receipt Number: 3116615100</p>				
10/24/2022 10:17:06	10/24/2022	100132188226	Max S Webb	PUC/BPU Complaint-Written
PUC CASE 3873458 RECEIVED 10/21/22. DISPUTES USAGE/REQ PUC IP				
10/24/2022 10:02:00	10/24/2022	100132188226	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/21/2022 14:28:26	10/21/2022	100132188226	Anne Marie Montgomery	General Inquiry/Other
<p>sw bernard mckenzie-adv cust of payment history-adv cust we cannot offer dispute rights-cust states pcap doesn't help himn, adv pcap is helping by paying 92.50 a month. adv cust we have exhausted all options to stop d/c. refused medical cert-stating he is filing a formal complaint. read dispute rights-cust stated he already filed one but I adv cust we have not been notified of it & I had to read it Customer was not satisfied. Rights provided to customer.</p>				
10/21/2022 14:22:05	10/21/2022	100132188226	Anne Marie Montgomery	Negotiation Tool - Service On
<p>Spoke with: BERNARD S MCKENZIE Created By: Anne Marie Montgomery</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Med Cert options used.</p> <p>Customer would like to use the Med Cert option to stop disconnection: No</p> <p>Provided Med Cert Webform URL: No</p> <p>Provided Med Cert Hotline number: No</p> <p>Customer requests Med Cert form faxed to their physician: No</p> <p>cust declined</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: No</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$2334.67</p> <p>Offered - Pay Past Due Amt of \$2255.69</p> <p>Offered - Pay Disconnection Amt of: \$2058.69</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was not satisfied. Rights provided to customer.</p>
10/15/2022 19:25:55	10/15/2022	100132188226	CS General Purpose Batch	Calculation
				<p>C/A 100132188226 Contract 0027490131</p> <p>Budget amt calculated for period ending 10/13/22 = \$ 215.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2466.78</p> <p>2. Current Delta: 625.02 - 1182.00 + 0.00 556.98-</p> <p>3. Remaining Amount: 1841.76</p> <p>4. Diff + Remain Amt: 556.98- + 1841.76 1284.78</p> <p>5. New BBP Amount: 1284.78 / 182 x 30.4 215.00</p> <p>* Dollar Difference: 215.00 - 197.00 18.00</p> <p>* Pct Difference: 9.14</p> <p>* System BBP Amount: 215.00</p>
10/11/2022 11:38:37	10/11/2022	100132188226	Mariah A Tanner-Hughes	Utility Report Issued
				<p>Spoke with: BERNARD S MCKENZIE</p> <p>Created By: Mariah A Tanner-Hughes</p> <p>Dispute Rights Dunning lock created - Lock date: 10/23/2022</p> <p>Company Position:</p> <p>offered all options</p> <p>unable to satisfy options given to stop disconnection</p> <p>Customer Position:</p> <p>offered all options</p> <p>unable to satisfy options given to stop disconnection</p>
10/11/2022 11:35:41	10/11/2022	100132188226	Mariah A Tanner-Hughes	Negotiation Tool - Service On
				<p>Spoke with: BERNARD S MCKENZIE</p> <p>Created By: Mariah A Tanner-Hughes</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: No</p> <p>*****</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Options provided: Offered - Pay Acct Balance of: \$2281.07 Offered - Pay Disconnection Amt of: \$2151.19 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w BERNARD S MCKENZIE current bill 2255.69 cust claims the PUC told him they were going to request his meter be pulled, but his last complaint was dismissed due to him failing to appear at the hearing the acct does not indicate meter would be pulled but an unsafe box is specified cust rents this property and will have to speak to LL about replacing this adv cust only 2 payments on file for entire last two years cust already called pcap, already has info for ERAP cust wants IP/ is PCAP cust / adv I cannot do another IP Termination Date(on or after)=> 10/24/2022				
10/11/2022 11:35:41	10/11/2022	100132188226	Mariah A Tanner-Hughes	Disconnection Phone Attempt - Successful
10/11/2022 10:03:00	10/11/2022	100132188226	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/03/2022 22:21:36	10/03/2022	100132188226	CS General Purpose Batch	Disconnection Notice - PA Residential
09/29/2022 14:10:10	09/29/2022	100132188226	Elisa W Martz	Unsafe Meter Box at Premise
Printed to \\WCORRES01P\TWNDA1012-P on 09/29/2022 at 14:15:1				
09/19/2022 23:37:49	09/19/2022	100132188226	Charles J Howlett	PUC/BPU Complaint-Written
PA Formal C-2022-3032022 is dismissed with prejudice for the failure of the Complainant to appear at the hearing				
09/16/2022 06:04:37	09/16/2022	100132188226	CS General Purpose Batch	Enrollment Request (Rejected)
CAP customer not eligible for requested rate or bill method				
08/16/2022 17:30:12	08/16/2022	100132188226	CS General Purpose Batch	LiHeap Credit
LIHEAP CASH \$250.00 20220816				
07/16/2022 19:05:56	07/16/2022	100132188226	CS General Purpose Batch	Calculation
C/A 100132188226 Contract 0027490131 Budget amt calculated for period ending 07/14/22 = \$ 197.00 Open editor for detail 1. 12 Mth Factor Amt: 2396.25 2. Current Delta: 341.11 - 591.00 + 0.00 249.89- 3. Remaining Amount: 2055.14 4. Diff + Remain Amt: 249.89- + 2055.14 1805.25 5. New BBP Amount: 1805.25 / 273 x 30.4 201.00 * Dollar Difference: 201.00 - 197.00 4.00 * Pct Difference: 2.03 * System BBP Amount: 197.00				
06/22/2022 06:05:40	06/22/2022	100132188226	CS General Purpose Batch	Enrollment Request (Rejected)
CAP customer not eligible for requested rate or bill method				
06/07/2022 18:13:32	06/07/2022	100132188226	B2BEAIBLOGIN	Real Time Payment Pending
Payment Date: 06/07/2022 Payment Time: 18:12:00 Payment Amount: 105.00 Payment Type: Cash				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Vendor ID: AE Receipt Number: 1586081110				
05/04/2022 08:57:17	05/04/2022	100132188226	Desiree L Snyder	LiHeap Credit
LIHEAP CRISIS \$1200.00 20220504				
04/20/2022 13:19:52	04/20/2022	100132188226	Charles J Howlett	PUC/BPU Complaint-Written
PA Formal C-2022-3032022 received requesting payment arrangements. C Howlett/Compliance				
04/20/2022 12:49:48	04/20/2022	100132188226	Yeneily Basan Belgrove	Create Dunning Lock
Dunning Lock Reason:Utility Commission Dispute Start Date: 04/20/2022 End Date: 05/20/2022 Created By: Yeneily Basan Belgrove Working compliance inbox. Received message from the PUC regarding formal complaint.				
04/19/2022 06:04:28	04/19/2022	100132188226	CS General Purpose Batch	Enrollment Request (Rejected)
CAP customer not eligible for requested rate or bill method				
04/14/2022 19:04:19	04/14/2022	100132188226	CS General Purpose Batch	Post PCAP EPP Subsidy True-Up Cr
04/14/2022 19:04:19	04/14/2022	100132188226	CS General Purpose Batch	Calculation
C/A 100132188226 Contract 0027490131 Budget amt calculated for period ending 04/12/22 = \$ 197.00 Open editor for detail 1. 12 Mth Factor Amt: 2357.06 * System BBP Amount: 197.00				
03/30/2022 16:14:56	03/30/2022	100132188226	Crystle M Olszewski	Agency Commitment (not referral)
Dunning Lock Reason:Crisis Grant Recipient Start Date: 03/30/2022 End Date: 05/01/2022 s/w gina fayette co asst office issued 3/3 disc amt 2863.69 date 4/4 pledging 1200.00 crisis funds cmo/cbo team Created By: Crystle M Olszewski				
03/29/2022 11:16:59	03/29/2022	100132188226	Renee Way	Utility Report Issued
Spoke with: BERNARD S MCKENZIE Created By: Renee Way Dispute Rights Dunning lock created - Lock date: 04/08/2022 Company Position: gave all options Customer Position: waiting on LIHEAP and PCAP				
03/29/2022 11:14:12	03/29/2022	100132188226	Renee Way	Negotiation Tool - Service On
Spoke with: BERNARD S MCKENZIE Created By: Renee Way Payment Options provided: Offered - Pay Acct Balance of: \$3935.25 Offered - Pay Past Due Amt of \$3005.19 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up				
03/29/2022 11:05:21	03/29/2022	100132188226	Renee Way	Negotiation Tool - Service On

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Spoke with: BERNARD S MCKENZIE Created By: Renee Way Payment Options provided: Offered - Pay Acct Balance of: \$3935.25 Offered - Pay Past Due Amt of \$3005.19</p>				
03/02/2022 22:24:12	03/02/2022	100132188226	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/13/2022 19:05:48	01/13/2022	100132188226	CS General Purpose Batch	Calculation
<p>C/A 100132188226 Contract 0027490131 Budget amt calculated for period ending 01/12/22 = \$ 234.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2185.45 2. Current Delta: 1230.26 - 1356.00 + 0.00 125.74- 3. Remaining Amount: 826.08 4. Diff + Remain Amt: 125.74- + 826.08 700.34 5. New BBP Amount: 700.34 / 91 x 30.4 234.00 * Dollar Difference: 234.00 - 185.00 49.00 * Pct Difference: 26.49 * System BBP Amount: 234.00</p>				
01/10/2022 16:08:03	01/10/2022	100132188226	Tammy L Lash	PUC/BPU Complaint-Written
<p>Customer sent intent to appeal PUC Decision 3807781. They have until 01/28/22 to appeal. Continue to negotiate according to normal procedures unless a formal complaint has been filed. T.Lash# # # # # #</p>				
01/04/2022 03:00:59	01/04/2022	100132188226	CS General Purpose Batch	Sent LIHEAP Letter
01/03/2022 14:24:17	01/03/2022	100132188226	Desiree L Snyder	LiHeap Credit
<p>LIHEAP CASH \$500.00 20220103 PCAP Benefit End Dt extended</p>				
12/31/2021 08:42:06	04/08/2021	100132188226	ANGELA M RADCLIFF	General Inquiry/Other
<p>s/w: bernard mckenzie, prepared to go 60 months based on PUC directives and company accepted full terms of the order, Terms of plan: \$99.00/month for 60 months with \$93.00 budget=192.00</p>				
12/08/2021 08:06:06	12/08/2021	100132188226	Cheryl D Fick	PUC/BPU Complaint-Written
<p>Case #3807781 - DECISION ISSUED – CASE DISMISSED: THE CUSTOMER IS NOT ENTITLED TO A PUC PAYMENT ARRANGEMENT PER PA. CODE 1405(D). THE COMPANY PROPERLY DEFERRED ONLY A PORTION OF THE CUSTOMER'S BALANCE WHEN THE CUSTOMER RE-ENROLLED IN PCAP ON 5/11/2021 PER THE COMPANY'S PCAP GUIDELINES. THE CUSTOMER IS NOT ENTITLED TO A PUC PAYMENT ARRANGEMENT PER PA. CODE 1405(C). THE COMPANY IS PROPERLY BILLING THE CUSTOMER PER THE COMPANY'S PCAP GUIDELINES. THE COMPANY PROPERLY FOLLOWED THEIR UNIVERSAL SERVICE PLAN WHICH GOVERNS PCAP WAS APPROVED AND REVIEWED BY THE PUC. THE</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>COMPANY PROPERLY NOTIFIED THE CUSTOMER OF THE SHUT-OFF NOTICE PER PA. CODE 56.91(A). THE CUSTOMER RECEIVED THE \$1500.00 REFUND CHECK FROM THE PREVIOUS SUPPLIER ELIGIO, NOT THE COMPANY AND THE CUSTOMER IS RESPONSIBLE FOR PAYING OFF THOSE CHARGES. / cdf</p>				
10/13/2021 19:10:15	10/13/2021	100132188226	CS General Purpose Batch	Calculation
<p>C/A 100132188226 Contract 0027490131 Budget amt calculated for period ending 10/12/21 = \$ 185.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2001.66 2. Current Delta: 386.19 - 801.00 + 0.00 414.81- 3. Remaining Amount: 1486.36 4. Diff + Remain Amt: 414.81- + 1486.36 1071.55 5. New BBP Amount: 1071.55 / 183 x 30.4 178.00 * Dollar Difference: 178.00 - 185.00 7.00 * Pct Difference: 3.78 * System BBP Amount: 185.00</p>				
10/12/2021 11:21:54	10/12/2021	100132188226	Alison S Walker	PUC/BPU Complaint-Written
<p>PUC case# 3807781 received on 10/12/21 regarding a PCAP dispute. - awalker</p>				
10/11/2021 10:05:00	10/11/2021	100132188226	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 04 - No Answer</p>				
10/11/2021 09:26:10	10/11/2021	100132188226	Troy Carper	Utility Report Issued
<p>Spoke with: BERNARD S MCKENZIE Created By: Troy Carper Dispute Rights Dunning lock created - Lock date: 10/24/2021 Company Position: Advised new term date of 10/25/2021 Offered all options</p> <p>Customer Position: Bp stated he will be applying for assistance programs to try and stop the termination</p>				
10/11/2021 09:20:53	10/11/2021	100132188226	Troy Carper	Negotiation Tool - Service On
<p>Spoke with: BERNARD S MCKENZIE Created By: Troy Carper *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$3434.70 Offered - Pay Past Due Amt of \$2993.69 Offered - Pay Disconnection Amt of: \$2918.19 *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. Provided the Phone # for DEf and LIHEAP and 2-1-1 *****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
10/11/2021 09:20:53	10/11/2021	100132188226	Troy Carper	Disconnection Phone Attempt - Successful
10/02/2021 20:15:30	10/02/2021	100132188226	CS General Purpose Batch	Disconnection Notice - PA Residential
09/21/2021 14:44:07	09/21/2021	100132188226	CS General Purpose Batch	LiHeap Credit
LIHEAP CASH \$250.00 20210921				
09/20/2021 10:25:26	09/20/2021	100132188226	Amber S Banker	PUC/BPU Complaint-Written
PUC case 3797867 dismissed 9/17/17 VERBAL CLOSE: THE CUSTOMER WAS SATISFIED WITH THE REFUND FROM ELIGO ENERGY. CASE DISMISSED.				
09/14/2021 18:58:38	09/14/2021	100132188226	CS General Purpose Batch	Calculation
C/A 100132188226 Contract 0027490131 Budget amt calculated for period ending 09/13/21 = \$ 185.00 Open editor for detail 1. 12 Mth Factor Amt: 2033.95 2. Current Delta: 321.15 - 616.00 + 0.00 294.85- 3. Remaining Amount: 1583.69 4. Diff + Remain Amt: 294.85- + 1583.69 1288.84 5. New BBP Amount: 1288.84 / 212 x 30.4 185.00 * Dollar Difference: 185.00 - 168.00 17.00 * Pct Difference: 10.12 * System BBP Amount: 185.00				
08/17/2021 15:30:35	08/17/2021	100132188226	CS General Purpose Batch	Energy Savings Program Completed
08/14/2021 19:00:21	08/14/2021	100132188226	CS General Purpose Batch	Calculation
C/A 100132188226 Contract 0027490131 Budget amt calculated for period ending 08/11/21 = \$ 168.00 Open editor for detail 1. 12 Mth Factor Amt: 2020.45 2. New Avg Mthly Amt: 2020.45 / 365 x 30.4 168.00 * System BBP Amount: 168.00				
08/12/2021 01:15:09	08/12/2021	100132188226	CS General Purpose Batch	Confirmation of Supplier Ending Contract with Cust
08/11/2021 06:03:55	08/11/2021	100132188226	CS General Purpose Batch	Current Contract Termination Request (Accepted)
08/09/2021 11:06:46	08/09/2021	100132188226	Amber S Banker	PUC/BPU Complaint-Written
PUC case# 3716031 received on 08/09/21 regarding a supplier slamming issue. Amber Banker				
08/09/2021 10:09:00	08/09/2021	100132188226	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				
08/06/2021 16:13:46	08/06/2021	100132188226	Jenny L Shumaker	General Inquiry
SW:BERNARD S MCKENZIE calling about he past due bill said have a pledge on the acct said has supplier eligo asked for the supplier to be cancelled advis to call supplier to see if have cancellation fee. If still wants to cancel can call back to cancel said he wants the supplier cancelled Customer was satisfied.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/06/2021 16:12:50	08/06/2021	100132188226	Jenny L Shumaker	Bill Inquiry
<p>Caller: BERNARD S MCKENZIE (Business Partner)</p> <p>Nature of Inquiry:</p> <p>Bill for \$110.04 from 06/14/2021 to 07/13/2021 Act</p> <p>Actual Read Concern</p> <p>Read Validation:</p> <p>Alternatives/Solutions:</p> <p>Educate customer: Decline</p> <p>Notifications:</p> <p>Company Position:</p> <p>Something else - Supplier</p> <p>Summary:</p> <p>Customer was satisfied.</p> <p>Script/details not applicable</p> <p>Analysis Performed:</p> <p>CBA Declined</p> <p>Additional Comments:</p> <p>SW:BERNARD S MCKENZIE calling about he past due bill said have a pledge on the acct said has supplier eligo asked for the supplier to be cancelled advs to call supplier to see if have cancellation fee. If still wants to cancel can call back to cancel said he wants the supplier cancelled advsi that they will be on at least one more bill due that we bill a month behind</p> <p>Bills will be mailed to: current mailing address</p>				
08/06/2021 16:03:33	08/06/2021	100132188226	Kayla M Saiz	General Inquiry
<p>BERNARD S MCKENZIE / 100132188226 called in looking for more options on the acct and adv the ERAP grant is showing on the acct</p> <p>asked what I would do adv if he wants to take this higher can acknowledge the PUC see if theres anything they can offer that I may not be able too</p> <p>still adv to reach out to assistance and see still if there is anything they can do as wellll while waiting also adv the med cert on the acct as well</p> <p>ERAP adv of a supplier wants them removed and xfer to Cust choice</p> <p>Customer was satisfied.</p>				
08/06/2021 16:01:50	08/06/2021	100132188226	Kayla M Saiz	General Inquiry
<p>Customer was satisfied.</p>				
08/06/2021 15:51:01	08/06/2021	100132188226	Kayla M Saiz	Negotiation Tool - Service On
<p>Spoke with: BERNARD S MCKENZIE</p> <p>Created By: Kayla M Saiz</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: No</p>				
08/06/2021 15:51:01	08/06/2021	100132188226	Kayla M Saiz	Disconnection Phone Attempt - Successful
08/06/2021 15:06:00	08/06/2021	100132188226	Cierra Caul	Agency Commitment (not referral)

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>sw alisha tablend services summerset co pledge 3587.36 erap funds adv remaining bal of 2990.84 needed to stop term cbo/cc Satisfied Not Applicable: Reason - Manual work</p>				
07/31/2021 20:12:59	07/31/2021	100132188226	CS General Purpose Batch	Disconnection Notice - PA Residential
07/15/2021 18:54:58	07/15/2021	100132188226	CS General Purpose Batch	Calculation
<p>C/A 100132188226 Contract 0027490131 Budget amt calculated for period ending 07/13/21 = \$ 112.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1311.55 2. Current Delta: 196.05 - 336.00 + 0.00 139.95- 3. Remaining Amount: 1115.50 4. Diff + Remain Amt: 139.95- + 1115.50 975.55 5. New BBP Amount: 975.55 / 274 x 30.4 108.00 * Dollar Difference: 108.00 - 112.00 4.00 * Pct Difference: 3.57 * System BBP Amount: 112.00</p>				
06/30/2021 07:57:53	06/30/2021	100132188226	Natasha M Neal	Outbound Call
<p>AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS BEING AVAILABLE.</p>				
06/23/2021 09:15:20	06/23/2021	100132188226	Tammy L Lash	PUC/BPU Complaint-Written
<p>Case 3789503 - CLOSED - CUSTOMER'S BILLS ARE BASED OFF ACTUAL METER READINGS AND ARE CORRECT AS RENDERED. CUSTOMER IS RECEIVING PROPER PCAP. tlash/compliance</p>				
06/11/2021 12:39:30	06/11/2021	100132188226	CS General Purpose Batch	Job assigned to Energy Savings contractor
05/25/2021 07:52:18	05/25/2021	100132188226	Tammy L Lash	PUC/BPU Complaint-Written
<p>PUC case 3789503 received 5/24/2021 regarding a PCAP dispute, tlash/compliance</p>				
05/24/2021 14:44:47	05/24/2021	100132188226	Pamela L Hiester	General Inquiry
<p>s/w BERNARD S MCKENZIE / 100132188226 wanted to know why his bill was over \$6000 because he is on PCAP. adv. he was enrolled in PCAP on 4/14/2021 and they deferred \$1430.82. At the time he enrolled in PCAP he was on and IP for \$5994.23. I adv. him when enrolled on PCAP that balance became due and they did not deferr it. BP will contact PCAP or the PUC to see what help he can get. Customer was satisfied.</p>				
05/24/2021 14:27:47	05/24/2021	100132188226	INTV IVR	Account Balance Inquiry
05/22/2021 17:07:51	05/22/2021	100132188226	INTV IVR	Account Balance Inquiry
05/18/2021 20:06:07	05/18/2021	100132188226	Brenda L Jones	Correction of Billing Error
<p>Backed out 3 bills and removed the deferred arrears which should have been removed when it transferred over on 10/03/2018, then re-deferred on 4/14/2021 when they re-enrolled. Rebilled with no 888s. Satisfied Not Applicable: Reason - Manual work</p>				
05/18/2021 19:57:45	05/18/2021	100132188226	Brenda L Jones	Calculation

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>C/A 100132188226 Contract 0027490131 Budget amt calculated for period ending 04/13/21 = \$ 112.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1349.49 * System BBP Amount: 112.00</p>				
05/12/2021 03:00:12	05/12/2021	100132188226	CS General Purpose Batch	Sent PCAP Enrollment Letter
05/11/2021 06:04:44	05/11/2021		BATCH	Enrolled Into Program
05/11/2021 06:04:42	05/11/2021	100132188226	CS General Purpose Batch	Calculation of Monthly PCAP Credit
<p>C/A 100132188226 A new PCAP amount has been calculated = \$ 92.50 Open editor for details.</p> <p>1. Minimum Payment: 9528.00 * 3.00 % 285.84 2. Current burden: 311.24 x 12 3734.88 3. LIHEAP amount: 0.00 4. Unassisted burden: 3734.88 - 0.00 3734.88 5. Monthly Credit Amt: (3734.88 - 285.84) / 12 287.42 Monthly Credit Amount adjusted for limit</p>				
04/20/2021 12:12:26	04/20/2021	100132188226	Pamela L Hiester	General Inquiry
<p>s/w BERNARD S MCKENZIE / 100132188226 wanted to enroll in PCAP adv. she would need to call them and gave them the phone number Customer was satisfied.</p>				
04/20/2021 12:08:45	04/20/2021	100132188226	INTV IVR	Account Balance Inquiry
04/15/2021 19:55:41	04/15/2021	100132188226	CS General Purpose Batch	Calculation
<p>C/A 100132188226 Contract 0027490131 Budget amt calculated for period ending 04/13/21 = \$ 112.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1349.49 * System BBP Amount: 112.00</p>				
04/08/2021 08:35:56	04/08/2021	100132188226	ANGELA M RADCLIFF	Literature Request
<p>Add: Direct Pmt Plan - Checkless PN01 Code 002 Qty 00001 Mail Date 04/08/2021</p>				
04/08/2021 08:34:44	04/08/2021	100132188226	ANGELA M RADCLIFF	PA Payment - IP
04/08/2021 08:29:39	04/08/2021	100132188226	ANGELA M RADCLIFF	Disconnection Phone Attempt - Successful
04/08/2021 08:29:18	04/08/2021	100132188226	ANGELA M RADCLIFF	Financial Summary Process Cancelled
<p>s/w bernard mckenzie, updated FS</p>				
04/08/2021 08:27:34	04/08/2021	100132188226	ANGELA M RADCLIFF	Negotiation Tool - Service On
<p>Spoke with: BERNARD S MCKENZIE Created By: ANGELA M RADCLIFF Med Cert options used. Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):*</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$7338.64</p> <p>Offered - Pay Disconnection Amt of: \$5443.05</p> <p>Offered - Pay Past Due Amt of \$3853.45</p> <p>Offered - Pay Catch-up Amt of: \$3228.90</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>s/w: bernard mckenzie, provided DEF # 888-282-6816 OPTION 2-2-1, sent application for direct pymnt, adv allow a few billing cycles to process, adv will be printed on bill direct debit/checkless no payment required, set up long term IP, Terms of plan: \$99.00/month for 60 months with \$93.00 budget=192.00, adv nbd until next bill 4/15/21 w/est due date 5/15/21, adv supplier on acct which charges 458.18 per month/adv supplier charges not included in budget/will be added to mnthly bill amnt, cust intends to contact supplier/call back for removal</p>				
04/03/2021 21:15:40	04/03/2021	100132188226	CS General Purpose Batch	Disconnection Notice - PA Residential
03/31/2021 10:49:51	03/31/2021	100132188226	Kristen L Delle Donne	Outbound Call
<p>PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.</p>				



DETAILED STATEMENT OF ACCOUNT

Customer Name: BERNARD S MCKENZIE

Account Number: 100132188226

Service Address:
504 N CENTER AVE APT C
SOMERSET PA 15501

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
Installment plan deactivated on 04/08/2021 - Installment Plan In Arrears.																
Installment plan started on 04/08/2021 for current + 99.00.																
04/15/21	04/13/21	KWH	48,324	1,566	30	52		120.27	242.73	363.00	93.00	05/10/21				7,701.64
Bill reversed on 05/18/2021.																
Installment plan deactivated on 05/11/2021 - Cap Enrollment.																
05/15/21	05/12/21	KWH	49,508	1,184	29	41		93.52	171.68	265.20	112.00	06/07/21				7,966.84
Bill reversed on 05/18/2021.																
05/15/21														-92.50	CAPB	7,874.34
05/18/21														92.50	REV	7,966.84
Reversal - CAP Credit/Debit towards Current Bill.																
05/18/21														-1,304.23	REV	6,662.61
Reversal of bills from 03/14/2021 to 05/12/2021.																
05/18/21	03/14/21	KWH	46,758	2,956	32	92	Act	217.85	458.18	676.03	93.00	06/07/21				7,338.64
05/18/21	04/13/21	KWH	48,324	1,566	30	52	Act	120.27	242.73	363.00	93.00	06/07/21				7,701.64
05/18/21	05/12/21	KWH	49,508	1,184	29	41	Act	93.52	171.68	265.20	112.00	06/07/21				7,966.84
05/18/21														-92.50	CAPB	7,874.34
06/15/21	06/13/21	KWH	50,205	697	32	22	Act	59.48	101.07	160.55	112.00	07/07/21				8,034.89
06/15/21														-92.50	CAPB	7,942.39
07/15/21	07/13/21	KWH	50,667	462	30	15	Act	43.05	66.99	110.04	112.00	08/09/21				8,052.43
07/15/21														-92.50	CAPB	7,959.93
Supplier Switch Eligo Energy, LLC to Penelec on 08/11/2021.																
08/14/21	08/11/21	KWH	51,129	462	29	16	Act	43.05	66.99	110.04	112.00	09/07/21				8,069.97
08/14/21														-92.50	CAPB	7,977.47
08/20/21													-3,587.36			4,390.11
09/14/21	09/13/21	KWH	51,654	525	33	16	Act	82.05	0.00	82.05	168.00	10/06/21				4,472.16
09/14/21														-694.96	CAPFA	3,777.20
09/14/21														-92.50	CAPB	3,684.70
09/21/21													-250.00			3,434.70
10/13/21	10/12/21	KWH	52,046	392	29	14	Act	65.04	0.00	65.04	185.00	11/04/21				3,499.74

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
10/13/21														-92.50	CAPB	3,407.24
10/13/21														-40.88	CAPFA	3,366.36
11/13/21	11/11/21	KWH	53,193	1,147	30	38	Act	169.68	0.00	169.68	185.00	12/06/21				3,536.04
11/13/21														-92.50	CAPB	3,443.54
12/13/21	12/12/21	KWH	55,530	2,337	31	75	Act	332.28	0.00	332.28	185.00	01/04/22				3,775.82
12/13/21														-92.50	CAPB	3,683.32
01/03/22													-500.00			3,183.32
01/13/22	01/12/22	KWH	57,994	2,464	31	79	Act	342.11	0.00	342.11	185.00	02/07/22				3,525.43
01/13/22														-40.88	CAPFA	3,484.55
01/13/22														-92.50	CAPB	3,392.05
02/12/22	02/10/22	KWH	60,754	2,760	29	95	Act	383.92	0.00	383.92	234.00	03/07/22				3,775.97
02/12/22														-92.50	CAPB	3,683.47
03/15/22	03/14/22	KWH	63,244	2,490	32	78	Act	344.28	0.00	344.28	234.00	04/06/22				4,027.75
03/15/22														-92.50	CAPB	3,935.25
04/14/22	04/12/22	KWH	65,202	1,958	29	68	Act	269.49	0.00	269.49	234.00	05/09/22				4,204.74
04/14/22														-169.9560000150		4,034.79
04/14/22														-92.50	CAPB	3,942.29
05/04/22													-1,200.00			2,742.29
05/16/22	05/15/22	KWH	66,599	1,397	33	42	Act	194.97	0.00	194.97	197.00	06/07/22				2,937.26
05/16/22														-92.50	CAPB	2,844.76
05/16/22														-122.64	CAPFA	2,722.12
06/07/22														-105.00		2,617.12
06/15/22	06/14/22	KWH	67,073	474	30	16	Act	77.67	0.00	77.67	197.00	07/07/22				2,694.79
06/15/22														-92.50	CAPB	2,602.29
07/16/22	07/14/22	KWH	67,478	405	30	14	Act	68.47	0.00	68.47	197.00	08/08/22				2,670.76
07/16/22														-92.50	CAPB	2,578.26
08/16/22	08/15/22	KWH	67,898	420	32	13	Act	70.72	0.00	70.72	197.00	09/07/22				2,648.98
08/16/22														-92.50	CAPB	2,556.48
08/16/22														-250.00		2,306.48
09/15/22	09/14/22	KWH	68,275	377	30	13	Act	67.09	0.00	67.09	197.00	10/11/22				2,373.57
09/15/22														-92.50	CAPB	2,281.07
10/15/22	10/13/22	KWH	69,108	833	29	29	Act	146.10	0.00	146.10	197.00	11/07/22				2,427.17
10/15/22														-92.50	CAPB	2,334.67
11/07/22														-40.00		2,294.67
11/14/22	11/13/22	KWH	70,475	1,367	31	44	Act	234.62	0.00	234.62	215.00	12/06/22				2,529.29
11/14/22														-92.50	CAPB	2,436.79
12/13/22	12/12/22	KWH	72,637	2,162	29	75	Act	365.21	0.00	365.21	215.00	01/04/23				2,802.00
12/13/22														-92.50	CAPB	2,709.50
12/19/22														-300.00		2,409.50
01/14/23	01/12/23	KWH	75,108	2,471	31	80	Act	444.50	0.00	444.50	215.00	02/07/23				2,854.00
01/14/23														-40.88	CAPFA	2,813.12
01/14/23														-92.50	CAPB	2,720.62

Payment History

Name: BERNARD S MCKENZIE
Address: 504 N CENTER AVE APT C SOMERSET PA 15501
Account: 100132188226

Date	Amount	Description
1/29/2020	273.00	LIHEAP Cash
3/3/2020	413.54	LIHEAP Crisis
5/19/2020	100.00	LIHEAP Cash
12/9/2020	273.00	LIHEAP Cash
8/20/2021	3,587.36	ERAP Assistance
9/21/2021	250.00	LIHEAP Cash
1/3/2022	500.00	LIHEAP Cash
5/4/2022	1,200.00	LIHEAP Crisis
6/8/2022	105.00	Electronic Check Payment - IVR
11/7/2022	40.00	Electronic Check Payment - IVR
12/19/2022	300.00	LIHEAP Cash
3/6/2023	150.00	LIHEAP Cash

FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS

Name: BERNARD S MCKENZIE
Address: 504 N CENTER AVE APT C,SOMERSET PA 15501
Account: 100132188226

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
PCAP	2/18/2016	\$1,471.70	\$400.00	Budget - \$39.15 monthly credit. \$40.88 potential forgiveness. Removed 8/8/16 due to move out.
CO PA	4/17/2019	\$1,336.51	\$772.00	Budget + \$111.00 beginning with the June 2019 due date.
CO PA	6/4/2019	\$1,534.51	\$772.00	Budget + \$127.00 beginning with the July 2019 due date.
BCS#3716031	3/17/2020	\$2,973.15	\$772.00	Budget + \$69.00 beginning with the May 2020 due date.
CO EXT	4/8/2021	\$5,994.23	\$794.00	Budget + \$99.00 beginning with the May 2021 due date.
PCAP	4/14/2021	\$1,430.82	\$794.00	Budget - \$92.50 monthly credit. \$40.88 potential forgiveness.

Remarks:

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

Messages (Continued)

Explanation of Terms

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

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

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

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

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

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

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

Non-Utility Generation Charge - Charges to cover an electric utility's costs associated with contracts with non-utility-owned generation.

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

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

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

Service Charge - Charge for opening an account.

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

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

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

General Information

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

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

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

Visit our website at www.firstenergycorp.com

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

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

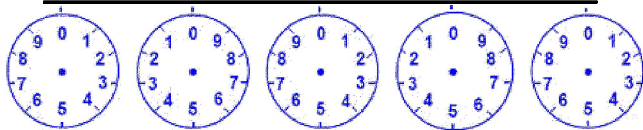
Information about Eligo Energy PA, LLC: 201 W. Lake St., Suite 151, Chicago, IL 60606, 1-888-744-8125

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

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

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

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



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

If you have a **DIGITAL METER** write the numbers here:

Assigned To

Assigned Specialist
Lafontaine, Barbara J
Customer Information

Case Number

3716031

Account Number

100132188226

First Name

BERNARD

Last Name

MCKENZIE

Service Address

Address1

504 N CENTER STREET

Address2

APT C

Service City

SOMERET

Service State

PA

Service Zip

15501-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

1

Age

1

Adults

1

General

PUC Date Opened

7/8/2019

PUC Date Prepared

7/8/2019

Received Date

7/8/2019

PUC Date Closed

3/10/2020

Case Information

Prior Case Number

0

Term Date

Arrearage

0

Case Origin

Universal Service

Income

TELEPHONE

No

A1 SS - \$772

Source

Business Name

Reason For Contact

CAP DISPUTE (#67)

Case Problem

CUSTOMER WAS ON PCAP IN PAST. WENT TO JAIL 2017 -2018 COULD NOT CALL TO CANCEL SERVICE OR PCAP. CUSTOMER HAS NEW ADDRESS 6 MONTHS AGO AND HAD REGULAR BILLS, 2 MONTHS AGO CUSTOMER RECEIVED BILL WITH PRIOR BALANCE FROM THE PCAP. CUSTOMER CALLED AND WANTED TO GO BACK ONTO THE PCAP AND PROVIDED INCOME BUT WAS TOLD HE IS NOT ELIGIBLE. CUSTOMER FORGOT THE PRIOR PCAP WAS OUT THERE UNTIL THE BILL SHOWED THIS AMOUNT. CUSTOMER SEEKING TO BE ON THE PCAP WITH AFFORDABLE PAYMENTS AS HE HAS PARTIAL CUSTODY OF CHILD NOW. - RELIEF SOUGHT - SEEKING PCAP ASSISTANCE TO KEEP SERVICE ON AND AFFORD PAYMENTS. THE CELL PHONE NUMBER (814) 483 - 2597 HAS BEEN ALLOWED TO BE SHARED.

Company Position

07/05/2019 COMPANY ADVISED TO PAY PRIOR AMOUNTS IN FULL.

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

MICHELLE

Intaker Last Name

MATT

Status

Status

Closed

History

Click To Expand	▼
◀ ▶	

Is Archived

Customer Information

Case Number

3716031

Customer First Name

BERNARD

Customer Last Name

MCKENZIE

Account Number

100132188226

Service Address

Address 1

504 NORTH CENTER STREET

Address 2

APT C

City

SOMERSET

Service State

PA

Zip

15501

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

1

Family Size

2

Children

1

Age

1

General

PUC Date Opened

7/8/2019

PUC Sent Date

3/10/2020

PUC Date Closed

3/10/2020

Case Type

PCAP Review

Assigned To

Assigned Specialist

Lafontaine, Barbara J

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/30/2019

Head Date

3/12/2020

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
4140.29	0.00	277.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
208.00	0.00	69.00
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

WITH THE APRIL 2020 BILL DUE DATE

Letter Description

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

Resolution

DECISION ISSUED - THE CUSTOMER HAS NO PRIOR PUC PAYMENT AGREEMENTS. THE CUSTOMER IS ELIGIBLE FOR A LEVEL ONE PUC PAYMENT AGREEMENT ON THE TOTAL ACCOUNT BALANCE OF \$4,140.29. THE CUSTOMER MUST PAY THE MONTHLY BUDGET OF \$208.00 PLUS \$69.00 TOWARD THE ARREARS FOR A TOTAL OF \$277.00 BEGINNING WITH THE APRIL 2020 BILL DUE DATE. WLPC'S.

Has Decision Issue

Response Time

Other Information

Investigator First Name

MARIA

Investigator Last Name

VELEZ

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

MICHELLE

Intaker Last Name

MATT

Status

Is SAP Completed



SAP Completion Date

3/17/2020

History

Click To Expand



Assigned To

Assigned Specialist

Lash, Tammy L

Customer Information

Case Number

3789503

Account Number

100132188226

First Name

BENARD

Last Name

MCKENZIE

Service Address

Address1

504 N CENTER AVENUE

Address2

APT C

Service City

SOMERSET

Service State

PA

Service Zip

15501-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

1

Age

3

Adults

1

General

PUC Date Opened

5/24/2021

PUC Date Prepared

5/24/2021

Received Date

5/24/2021

PUC Date Closed

6/16/2021

Case Information

Prior Case Number

0

Term Date

Arrearage

0

Case Origin

TELEPHONE

Universal Service

Yes

Income

A1 SSD - \$794

Source

Business Name

Reason For Contact

CAP DISPUTE (#67)

Case Problem

CU IS ON CAP , HE NEEDS HIS CAP BUDGET TO BE LOOKED AT AND INVESTIGATED . HE HAS A BALANCE OF 6462.00 DUE BY JUNE 7TH AND THEN A 1438.82 DOLLAR BALANCE ACCRUED WITHIN A MONTH AND CU IS CONCERNED. THE CELL PHONE NUMBER (814) 483 - 2597 HAS BEEN ALLOWED TO BE SHARED.

Company Position

05/24/2021 CO TOLD CU TO PAY 112.00 TO AVOID SERVICES BEING TERMED

Related Information

Misc. Info.

DIDNT PROVIDE EMAIL , STATES HE DOESNT HAVE ONE

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
GERMANY	MORTON	

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3789503

Customer First Name

BENARD

Customer Last Name

MCKENZIE

Account Number

100132188226

Service Address

Address 1

504 N CENTER AVENUE

Address 2

APT C

City

SOMERSET

Service State

PA

Zip

15501

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

1

Family Size

2

Children

1

Age

3

General

PUC Date Opened

5/24/2021

PUC Sent Date

6/16/2021

PUC Date Closed

6/16/2021

Case Type

PCAP Review

Assigned To

Assigned Specialist

Lash, Tammy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

6/14/2021

Head Date

6/16/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
7892.82	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
312.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DECISION ISSUED: CUSTOMER'S BILLS ARE BASED OFF ACTUAL METER READINGS AND ARE CORRECT AS RENDERED. CUSTOMER IS RECEIVING PROPER PCAP CREDIT. BCS STRONGLY ENCOURAGES THE UTILITY TO WORK WITH THE CUSTOMER, REGARDLESS OF CAP ARREARS, AND EXPLORE ALL OPTIONS CONSISTENT WITH THE TERMS OF THE MARCH 11, 2021 ORDER TO PREVENT TERMINATION OF SERVICE OR ASSIST IN THE RESTORATION OF SERVICE.

Has Decision Issue Response Time

Other Information

Investigator First Name Investigator Last Name

IJANAYA YOUNG

Investigator Area Code Investigator Phone

717

Investigator Fax Area Code Investigator Fax

Intaker First Name Intaker Last Name

GERMANY MORTON

Status

Is SAP Completed SAP Completion Date

 6/23/2021

History

Click To Expand ▼

◀ ▶

Assigned To

Assigned Specialist

Walker, Alison S

Customer Information

Case Number

3807781

Account Number

100132188226

First Name

BERNARD

Last Name

MCKENZIE

Service Address

Address1

504 NORTH CENTER STREET

Address2

APT C

Service City

SOMERSET

Service State

PA

Service Zip

15501-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

1

Age

3

Adults

2

General

PUC Date Opened

10/12/2021

PUC Date Prepared

10/12/2021

Received Date

10/12/2021

PUC Date Closed

12/7/2021

Case Information

Prior Case Number

3797867

Term Date

10/18/2021

Arrearage

0

Case Origin

TELEPHONE

Universal Service

No

Income

SOC SEC - \$794

Source

Business Name

AD2 - \$0

Reason For Contact

CAP DISPUTE (#67)

Case Problem

Company Position

10/11/2021 PENELEC WANTS HER TO PAY 2918.19 TO KEEP SERVICES ON AND THE BALANCE WAS CORRECT.

Related Information

CAP DISPUTE

CUSTOMER IS DISPUTING THE BALANCE AMOUNT FOR 2918.19. CUSTOMER STATED THE SUPPLIER CHARGES FROM ELIGIO OF 1500 WAS PAID OUT. CUSTOMER STATED THE AGENCY PAID 3200 TO 3600 WAS PAID 2 MONTHS TO PENELEC. CUSTOMER STATED THE LIHEAP GRANT WAS APPLIED TO THE ACCOUNT.CUSTOMER WOULD LIKE THE CLEAR EXPLANATION OF THE BALANCE AMOUNT FOR 29218.19, WHY HE ADVISED STILL ON THE PCAP PROGRAM AND IF ANY PAYMENT ARRANGEMENT OFFERED.

Misc. Info.

NO EMAIL

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

STEFANIA

Intaker Last Name


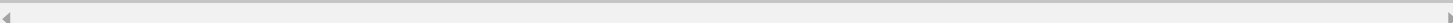
MICOLUCCI

Status

Status

Closed

History

Click To Expand 


Is Archived

Customer Information

Case Number

3807781

Customer First Name

BERNARD

Customer Last Name

MCKENZIE

Account Number

100132188226

Service Address

Address 1

504 NORTH CENTER STREET

Address 2

APT C

City

SOMERSET

Service State

PA

Zip

15501

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

3

Children

1

Age

3

General

PUC Date Opened

10/12/2021

PUC Sent Date

12/7/2021

PUC Date Closed

12/7/2021

Case Type

PCAP Review

Assigned To

Assigned Specialist

Walker, Alison S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

11/9/2021

Head Date

12/8/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
3781.17	0.00	92.50
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
185.00	3086.19	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DECISION ISSUED – CASE DISMISSED: THE CUSTOMER IS NOT ENTITLED TO A PUC PAYMENT ARRANGEMENT PER PA. CODE 1405(D). THE COMPANY PROPERLY DEFERRED ONLY A PORTION OF THE CUSTOMER’S BALANCE WHEN THE CUSTOMER RE-ENROLLED IN PCAP ON 5/11/2021 PER THE COMPANY’S PCAP GUIDELINES. THE CUSTOMER IS NOT ENTITLED TO A PUC PAYMENT ARRANGEMENT PER PA. CODE 1405(C). THE COMPANY IS PROPERLY BILLING THE CUSTOMER PER THE COMPANY’S PCAP GUIDELINES. THE COMPANY PROPERLY FOLLOWED THEIR UNIVERSAL SERVICE PLAN WHICH GOVERNS PCAP WAS APPROVED AND REVIEWED BY THE PUC. THE COMPANY PROPERLY NOTIFIED THE CUSTOMER OF THE SHUT-OFF NOTICE PER PA. CODE 56.91(A). THE CUSTOMER RECEIVED THE \$1500.00 REFUND CHECK FROM THE PREVIOUS SUPPLIER ELIGIO, NOT THE COMPANY AND THE CUSTOMER IS RESPONSIBLE FOR PAYING OFF THOSE CHARGES.

Has Decision Issue Response Time

Other Information

Investigator First Name Investigator Last Name
MICHAEL BALMER

Investigator Area Code Investigator Phone
717

Investigator Fax Area Code Investigator Fax

Intaker First Name Intaker Last Name
STEFANIA MICOLUCCI

Status

Is SAP Completed SAP Completion Date
 12/8/2021

History

Click To Expand ▼

◀ ▶

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Bernard S. McKenzie :
 :
 v. : C-2022-3032022
 :
 Pennsylvania Electric Company :

INITIAL DECISION

Before
Gail M. Chiodo
Administrative Law Judge

INTRODUCTION

This decision dismisses the formal complaint of an electric service customer for failure of the customer to appear for the scheduled hearing and prosecute his complaint despite having notice and an opportunity to be heard.

HISTORY OF THE PROCEEDING

On April 18, 2022, Bernard S. McKenzie (“Complainant”) filed a formal complaint with the Pennsylvania Public Utility Commission (“Commission”) against Pennsylvania Electric Company (“Penelec” or “Company”) alleging that Penelec was threatening to shut off his electric service. As relief, Mr. McKenzie requested a Commission payment arrangement.

On May 10, 2022, Penelec timely filed an answer and new matter to the complaint, which was properly endorsed with a notice to plead. In its answer, Penelec admitted that it sent Complainant a ten-day termination notice for a delinquent amount of \$2,863.59, but that it stayed termination efforts upon receipt of the present formal complaint. Answer ¶ 4.

Next, Penelec denied the material allegations of the complaint, and averred by way of further background that Complainant defaulted on three Company payment agreements and one Commission payment arrangement. *Id.* In its new matter, Penelec averred that the Commission lacks authority to establish a Commission payment arrangement because the account is currently enrolled in Penelec's low-income customer assistance program and these program rates are not eligible for a Commission payment arrangement pursuant to 66 Pa.C.S. § 1405(c).¹

On June 14, 2022, a Call-In Telephone Hearing Notice was served on both parties scheduling a hearing on July 21, 2022 at 10:00 a.m. On June 29, 2022, a Prehearing Order was served on both parties which, *inter alia*, reminded the parties of the hearing date and time. Both the Hearing Notice and the Prehearing Order also provided certain hearing information and rules that would govern the proceeding including how to request a continuance, if necessary, and the consequences of failing to appear at the hearing and present evidence including the dismissal of the complaint.

Both the Hearing Notice and Prehearing Order were served to Complainant at the email address provided by Complainant in his complaint and neither document was returned as undeliverable.

On July 21, 2022, the hearing convened as scheduled.² Ms. Margaret A. Morris, Esquire, appeared on behalf of Penelec, and was prepared to proceed. A witness for Penelec also appeared and was prepared to testify. Complainant did not appear. I recessed the hearing and convened it again approximately fifteen minutes later in order to allow time for Complainant to appear. Since Complainant did not appear, the hearing proceeded in his absence. No testimony was taken and no exhibits were introduced for the record.

¹ The Pennsylvania Customer Assistance Program ("PCAP") is Penelec's low-income customer assistance program. Section 1405 of the Public Utility Code states, "Customer assistance program rates shall be timely paid and shall not be the subject of payment arrangements negotiated or approved by the [C]ommission." 66 Pa.C.S. § 1405(c).

² Also on July 21, 2022, a Judge Change Notice was issued assigning me as the presiding officer due to the last-minute unavailability of the previously assigned presiding officer for the hearing. However, the call-in telephone numbers remained the same as in the Hearing Notice and Prehearing Order.

During the hearing, counsel for Penelec moved to dismiss the complaint with prejudice for the failure of Complainant to appear and prosecute his complaint. Tr. 5. Prior to Penelec's motion, attorney Morris noted that within one week prior to the scheduled hearing that she served on Complainant by electronic and first-class mail eight proposed Penelec exhibits and stated in her cover letter and index to the exhibits that they were in anticipation of the hearing scheduled for July 21, 2022 at 10:00 a.m. *Id.* Further, Ms. Morris stated that a few days prior to the hearing she contacted and personally spoke to the Complainant to discuss settling this matter, and that Complainant was aware of the scheduled hearing date and time; however, they were unable to reach a settlement. *Id.*

I took Penelec's motion to dismiss the complaint with prejudice under advisement. The record closed at the conclusion of the hearing pursuant to 52 Pa. Code § 5.431(a).³ On August 8, 2022, a seven-page hearing transcript with filed.

To date, no communication has been received by the undersigned or the Office of Administrative Law Judge regarding Complainant's absence. This decision grants Penelec's motion to dismiss the complaint with prejudice.

FINDINGS OF FACT

1. The Complainant is Bernard S. McKenzie.
2. The Respondent is Pennsylvania Electric Company.
3. On April 18, 2022 Mr. McKenzie filed a formal complaint against Respondent.

³ Section 5.431(a) provides: "The record will be closed at the conclusion of the hearing unless otherwise directed by the presiding officer or the Commission." 52 Pa. Code § 5.431(a).

4. On May 10, 2022, Respondent timely filed an answer and new matter to the complaint.
5. On June 14, 2022, a Call-In Telephone Hearing Notice was served on both parties scheduling an initial hearing on July 21, 2022 at 10:00 a.m.
6. On June 29, 2022, a Prehearing Order was served on both parties which, *inter alia*, reminded the parties of the date and time of the scheduled hearing.
7. Neither the Hearing Notice nor the Prehearing Order, which were served on Complainant at the email address provided by him in his complaint, were returned as undeliverable.
8. Both the Hearing Notice and the Prehearing Order provided certain hearing information and rules that would govern the proceeding including how to request a continuance, if necessary, and the consequences of failing to appear at the hearing and present evidence including the dismissal of the complaint.
9. On July 21, 2022, Complainant failed to appear and participate in the hearing.
10. To date, no communication has been received by the undersigned or the Office of Administrative Law Judge regarding Complainant's absence

DISCUSSION

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) (*Schneider*). This due process requirement is satisfied when the parties are provided notice and the opportunity to be heard. *Id.* As the proponent of any request for relief, the complainant bears the burden of proof by a preponderance of the evidence. 66 Pa.C.S.

§ 332(a); *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950). Additionally, the Commission's decision must be supported by substantial evidence. 2 Pa.C.S. § 704.

The Commission is required to fix the time and place of a hearing in a complaint proceeding and serve notice thereof upon the parties in interest. 66 Pa.C.S. § 703(a)-(b). Service on interested persons is sufficient to provide notice. 52 Pa. Code § 5.61(a). As the Commission explained, “[i]t is well-established law that once timely notice of a hearing and the opportunity to be heard have been provided, it is the responsibility of the parties to be present and participate in the hearing.” *Mumma v. PPL Elec. Utils. Corp.*, No. C-00014869 at 3 (Opinion and Order entered Jan. 28, 2002) (citing *Schneider*).

In the instant case, both the Hearing Notice and Prehearing Order were served on Complainant and neither document was returned as undeliverable. Both the Hearing Notice and the Prehearing Order provided certain hearing information and rules that would govern the proceeding including how to request a continuance, if necessary, and the consequences of failing to appear at the hearing and present evidence including the dismissal of the complaint.

Both the Public Utility Code and the Commission's regulations provide that, after being notified, a party who fails to appear at a scheduled hearing shall be deemed to have waived the opportunity to participate in the hearing, not be permitted thereafter to reopen the disposition of the matter accomplished at the hearing, and not be permitted to recall excused witnesses. 66 Pa.C.S. § 332(f), 52 Pa. Code § 5.245(a). However, neither of these provisions apply if the presiding officer determines that the failure to be represented was unavoidable and that the interests of the other parties and of the public would not be prejudiced by permitting the reopening or further examination. 66 Pa.C.S. § 332(f), 52 Pa. Code § 5.245(b).

In the instant case, to date, no communication has been received by the undersigned or the Office of Administrative Law Judge regarding Complainant's absence. Consequently, I find that Complainant waived the opportunity to participate in a hearing on the

matters raised in the complaint and Complainant's absence was not unavoidable. Thus, by his failure to appear, Complainant did not meet his burden of proof.

Consequently, it is appropriate to dismiss Mr. McKenzie's complaint. As the Commission has explained, where a complainant fails to appear for a scheduled hearing without good cause, the public interest is prejudiced by the wasteful use of the agency's and the respondent's time and resources. *See, e.g., Elliott v. Pa. Elec. Co.*, No. F-2018-3003502 (Opinion and Order entered Feb. 6, 2020) and the cases cited therein. Consequently, Respondent's motion to dismiss the complaint with prejudice will be granted.

CONCLUSIONS OF LAW

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

2. The Commission is required to provide due process to the parties appearing before them; this due process requirement is satisfied when the parties are provided notice and the opportunity to be heard. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984).

3. After being notified, a party who fails to appear at a scheduled hearing shall be deemed to have waived the opportunity to participate in the hearing, not be permitted thereafter to reopen the disposition of the matter accomplished at the hearing, and not be permitted to recall excused witnesses. 66 Pa.C.S. § 332(f), 52 Pa. Code § 5.245(a).

4. If the presiding officer determines that the failure to be represented was unavoidable and that the interests of the other parties and of the public would not be prejudiced by permitting the reopening or further examination, the presiding officer may find that a party did not waive the opportunity to participate in the hearing. 66 Pa.C.S. § 332(f), 52 Pa. Code § 5.245(b).

5. Complainant's due process rights have been fully protected and Complainant's failure to appear was not unavoidable. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984), 66 Pa.C.S. § 332(f), 52 Pa. Code § 5.245(a).

6. As the party seeking relief, Complainant bears the burden of proof by a preponderance of the evidence. 66 Pa.C.S. § 332(a), *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950).

7. The Complainant has failed to meet the burden of proof in this proceeding.

ORDER

THEREFORE,

IT IS ORDERED:

1. That the Motion of Pennsylvania Electric Company to dismiss the complaint with prejudice of Bernard S. McKenzie at Docket No. C-2022-3032022 is granted.

2. That the complaint of Bernard S. McKenzie against Pennsylvania Electric Company at Docket No. C-2022-3032022 is dismissed with prejudice for the failure of the Complainant to appear at the hearing and prosecute the complaint.

3. That the docket at Docket No. C-2022-3032022 be marked closed.

Date: August 17, 2022

_____/s/
Gail M. Chiodo
Administrative Law Judge

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265**

Bernard S. McKenzie :
 :
 v. : C-2022-3032022
 :
 Pennsylvania Electric Company :

FINAL ORDER

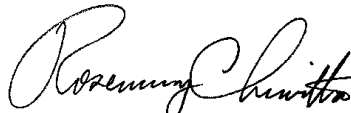
In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Administrative Law Judge Gail M. Chiodo dated August 17, 2022, has become final without further Commission action;

THEREFORE,

IT IS ORDERED:

1. That the Motion of Pennsylvania Electric Company to dismiss the complaint with prejudice of Bernard S. McKenzie at Docket No. C-2022-3032022 is granted.
2. That the complaint of Bernard S. McKenzie against Pennsylvania Electric Company at Docket No. C-2022-3032022 is dismissed with prejudice for the failure of the Complainant to appear at the hearing and prosecute the complaint.
3. That the docket at Docket No. C-2022-3032022 be marked closed.

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ENTERED: September 19, 2022