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Jerry Scott Lukehart,  
v.  
West Penn Power Company

Docket No.: C-2023-3039786

Initial Call-In  
Telephonic Hearing  
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Pages 1 - 21

Judge's Chambers  
Piatt Place  
301 5th Avenue  
Suite 220  
Pittsburgh, PA

Thursday, August 3, 2023  
Commencing at 10:03 a.m.

INDEX TO EXHIBITS

Docket No. C-2023-3039786

Hearing Date: August 3, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
West Penn Power's Exhibit 2	10	15
Statement of Account		
West Penn Power's Exhibit 5	11	15
Payment Arrangements		
West Penn Power's Exhibit 9	13	15

BSC Case Reports

West Penn Power's Exhibit 10      14      15

Collection History

**DETAILED STATEMENT OF ACCOUNT**

Customer Name: JERRY S LUKEHART

Account Number: 100091188894

Service Address:

288 IRON BRIDGE RD  
FORD CITY PA 16226

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 08/02/2021 - Installment Plan In Arrears.																
Installment plan started on 08/02/2021 for current + 214.00.																
08/07/21	08/05/21	KWH	83,888	2,181	29	75	Act	222.33		222.33	300.00	08/30/21				13,003.38
09/07/21	09/06/21	KWH	86,208	2,320	32	73	Act	234.89		234.89	300.00	09/29/21				13,238.27
10/05/21													-515.00			12,723.27
10/06/21	10/05/21	KWH	87,834	1,626	29	56	Act	164.22		164.22	300.00	10/28/21		7.70	LPC	12,895.19
11/04/21	11/03/21	KWH	89,481	1,647	29	57	Act	166.26		166.26	300.00	11/29/21				13,061.45
11/09/21													-250.00			12,811.45
11/24/21													-263.00			12,548.45
12/06/21	12/05/21	KWH	93,051	3,570	32	112	Act	353.18		353.18	300.00	12/28/21		15.54	LPC	12,917.17
01/06/22	01/05/22	KWH	96,314	3,263	31	105	Act	327.49		327.49	300.00	01/31/22		23.25	LPC	13,267.91
02/03/22	02/02/22	KWH	101,313	4,999	28	179	Act	509.60		509.60	276.00	02/28/22		30.96	LPC	13,808.47
03/05/22	03/03/22	KWH	105,388	4,075	29	141	Act	416.59		416.59	276.00	03/28/22		38.31	LPC	14,263.37
04/06/22	04/05/22	KWH	108,922	3,534	33	107	Act	361.59		361.59	276.00	04/28/22		45.66	LPC	14,670.62
04/20/22													-1,074.00			13,596.62
05/05/22	05/04/22	KWH	111,331	2,409	29	83	Act	248.74		248.74	259.00	05/31/22				13,845.36
05/10/22													-1,200.00			12,645.36
06/06/22	06/05/22	KWH	113,119	1,788	32	56	Act	193.92		193.92	259.00	06/28/22				12,839.28
07/07/22	07/06/22	KWH	115,502	2,383	31	77	Act	302.80		302.80	259.00	08/01/22				13,142.08
08/06/22	08/04/22	KWH	117,919	2,417	29	83	Act	307.03		307.03	292.00	08/29/22				13,449.11
08/16/22													-250.00			13,199.11
09/07/22	09/06/22	KWH	120,224	2,305	33	70	Act	293.56		293.56	292.00	09/29/22				13,492.67
10/06/22	10/05/22	KWH	121,830	1,606	29	55	Act	208.60		208.60	292.00	10/31/22				13,701.27
11/05/22	11/03/22	KWH	123,648	1,818	29	63	Act	235.27		235.27	312.00	11/28/22		62.96	LPC	13,999.50
12/06/22	12/05/22	KWH	126,642	2,994	32	94	Act	384.15		384.15	312.00	12/28/22		70.85	LPC	14,454.50
01/07/23	01/05/23	KWH	130,183	3,541	31	114	Act	473.12		473.12	312.00	01/30/23		78.74	LPC	15,006.36
02/06/23	02/05/23	KWH	133,896	3,713	31	120	Act	500.38		500.38	355.00	02/28/23		86.63	LPC	15,593.37
03/07/23	03/06/23	KWH	137,526	3,630	29	125	Act	487.18		487.18	355.00	03/29/23		95.16	LPC	16,175.71
04/06/23	04/05/23	KWH	141,062	3,536	30	118	Act	466.71		466.71	355.00	05/01/23				16,642.42

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
05/06/23	05/04/23	KWH	143,268	2,206	29	76	Act	293.93		293.93	405.00	05/30/23				16,936.35
06/06/23	06/05/23	KWH	144,690	1,422	32	44	Act	193.06		193.06	405.00	06/28/23				17,129.41
Bill reversed on 07/05/2023.																
07/05/23														-193.06	REV	16,936.35
Reversal of 06/05/2023 bill.																
07/05/23	06/05/23	KWH	144,690	1,422	32	44	Act	195.34		195.34	405.00	07/27/23				17,131.69
07/08/23	07/06/23	KWH	146,345	1,655	31	53	Act	246.89		246.89	405.00	07/31/23				17,378.58

**FIRST ENERGY  
HIERARCHY OF PAYMENT ARRANGEMENTS**



**Name:** Jerry Lukehart

**Account Number:** 100091188894

**Address:** 288 Iron Bridge Road  
Ford City PA 16226

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO PA	10/9/2018	\$4,302.89	\$1,600.00	Budget bill + \$358.00, beginning 12/3/2018
BCS Case No. 3718356	7/25/2019	\$6,533.46	\$2,253.33	Budget bill + \$109.00, beginning 9/3/2019
CO EXT PA	5/7/2021	\$11,820.24	\$735.00	Budget bill + \$197.00, beginning 6/1/2021
BCS EXT Case No. 3794310	8/2/2021	\$12,781.05	\$1,592.50	Budget bill + \$214.00, beginning 8/30/2021

Remarks:

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



## Assigned To

## Assigned Specialist

Copeland, Jacqueline L

## Customer Information

## Case Number

3855835

## Account Number

100091188894

## First Name

JERRY

## Last Name

LUKEHART

## Service Address

## Address1

288 IRONBRIDGE RD

## Address2

## Service City

FORD CITY

## Service State

PA

## Service Zip

16226-0

## Service Class

## Work Phone

## Home Phone

## Mailing Address

## Address1

## Address2

## City

## State

## Mail Zip

## Family

## Family Size

4

## Children

0

## Age

## Adults

4

## General

## PUC Date Opened

8/8/2022

## PUC Date Prepared

8/8/2022

## Received Date

8/8/2022

## PUC Date Closed

9/21/2022

## Case Information

## Prior Case Number

0

## Term Date

8/15/2022

## Arrearage

12000

## Case Origin

TELEPHONE

## Universal Service

Yes

## Income

ADULT 1 - \$2288

## Source

## Business Name

WIFE KRISTEN

AUTH CALL ON

ACCT

ADULT 2 - \$0

ADULT 3 - \$0

ADULT 4 - \$0

**Reason For Contact**

ON - PAR WITH DISPUTE (#63)

**Case Problem**

**Company Position**

08/05/2022 COMPANY TOLD HER TO GET A DOCTORS NOTE BUT THEY REFUSED BECAUSE OF SOMETHING FROM 2016

**Related Information**

MEDICAL NEEDS SERVICE TO REMAIN ON - DISPUTE WHY WILL NOT ACCEPT MEDICAL CERTIFICATE SINCE WAS TOLD TO SUBMIT. - RELIEF SOUGHT - SET UP PAR TO KEEP UTILITY ON AND ACCEPT REQUESTED MEDICAL CERTIFICATE THE CELL PHONE NUMBER (724) 954 - 4778 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS LUKEHARTSCOTT@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

**Misc. Info.**

**Hot Issue**

**PUC Investigator / Intaker**

**Investigator First Name**

BCS

**Investigator Last Name**

CASE POOL

**Investigator Phone**

(717)

**Intaker First Name**

JESSICA

**Intaker Last Name**

BECK

**Status**

**Status**

Closed

**History**

Click To Expand	▼
◀	▶

**Is Archived**

Customer Information

---

Case Number

3855835

Customer First Name

JERRY

Customer Last Name

LUKEHART

Account Number

100091188894

Service Address

---

Address 1

288 IRONBRIDGE RD

Address 2

City

FORD CITY

Service State

PA

Zip

16226

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

4

Family Size

4

Children

0

Age

General

---

PUC Date Opened

8/8/2022

PUC Sent Date

9/21/2022

PUC Date Closed

9/21/2022

Case Type

Repeater with Dispute

Assigned To

---

Assigned Specialist

Copeland, Jacqueline L

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/21/2022

Head Date

9/21/2022

<b>Bill Date</b>	<b>PUC Service Continue Date</b>	
<b>Total Balance</b>	<b>PUC Service Restored Pay</b>	<b>PUC Special Budget Amount</b>
13492.67	0.00	0.00
<b>Regular Budget Amount</b>	<b>PUC Service Continue Amount</b>	<b>Arrears Payment Plus</b>
0.00	0.00	0.00
<b>Final Monthly Payment</b>	<b>Current Monthly Payment</b>	<b>End Monthly Payment</b>
0.00	0.00	0.00
<b>Reconnect Amount</b>	<b>Pay Amount</b>	
0.00	0.00	

**PUC Terms**

**Letter Description**

**Resolution**

DECISION E-MAILED TO CUSTOMER. COMPLAINT IS DISMISSED. COMPANY IS NOT OBLIGATED UNDER 56.114 2 TO ACCEPT ANOTHER MEDICAL CERTIFICATE RENEWAL ON THE ACCOUNT UNTIL THE ARREARS ARE PAID IN FULL. CUSTOMER IS NOT ELIGIBLE FOR A NEW PUC PAR BECAUSE THE CUSTOMER BROKE THE PRIOR PUC PAR ISSUED ON JULY 28, 2021 IN BCS 3794310 AND BECAUSE THERE IS NO CII BASED ON THE INCOME INFORMATION PROVIDED BY THE SPOUSE OF THE CUSTOMER TO THE PUC ON SEPTEMBER 1, 2022.

**Has Decision Issue**                      **Response Time**

**Other Information**

---

<b>Investigator First Name</b>	<b>Investigator Last Name</b>
JULIE	CARLIN
<b>Investigator Area Code</b>	<b>Investigator Phone</b>
717	
<b>Investigator Fax Area Code</b>	<b>Investigator Fax</b>
<b>Intaker First Name</b>	<b>Intaker Last Name</b>
JESSICA	BECK

**Status**

---

<b>Is SAP Completed</b>	<b>SAP Completion Date</b>
<input checked="" type="checkbox"/>	9/22/2022

**History**

---

Click To Expand ▼

Jerry S. Lukehart  
 288 Iron Bridge Road  
 Ford City PA 16226  
 Account No. 100091188894



Collection History

10 Day Term Notice	Phone Contacts	Result
7/1/2019 for \$5,734.79 term date 7/15/19	7/8/19 @ 10:06 AM – Left Message	
	7/9/19 @ 6:05 PM – Left Message	
7/11/19 – Spoke with Customer – Dispute Rights Issued		
7/17/19 BCS Case No. 3718356 On-PAR		
7/18/19 BCS Case No. 3718356 Decision - Level 1 PAR		
9/17/19 for \$6,645.81 term date 10/1/19	9/24/19 @ 10:07 AM – Left Message	Dispute Rights
	9/25/19 – Spoke with Customer	
10/29/2019 for \$6,413.84 term date 11/12/19	11/5/19 @ 10:10 AM – Left Message	
	11/6/19 @ 6:06 PM – Left Message	
11/7/19 – Spoke with customer - Dispute Rights		
2/25/20 Low-Income for \$7,298.21 term date 4/1/20	3/9/19 @ 10:12 AM – Left Message	
3/25/20 for \$7,723.85 term date 4/8/20	4/1/20 @ 10:08 AM – Left Message	Satisfied
	4/6/20 – Spoke with Customer	
Intentionally Left Blank		
5/26/20 for \$8,567.63 term date 6/9/20	6/2/20 @ 10:16 AM – Left Message	Satisfied
	7/7/20 – Spoke with Customer	

Jerry S. Lukehart  
 288 Iron Bridge Road  
 Ford City PA 16226  
 Account No. 100091188894

Collection History

7/27/20 Delinquent Notice for \$8,970.24	8/3/20 @ 10:14 AM – Left Message	COVID Restrictions
9/29/20 Delinquent Notice for \$9,341.60	10/6/20 @ 10:08 AM – Left Message	COVID Restrictions
4/27/21 for \$11,517.24 term date 5/11/21	5/4/21 @ 10:04 am – Left Message	
	5/5/21 @ 6:03 PM – Left Message	
5/7/21 – Spoke with Customer - Entered Extended Emergency Level 1 PAR		
6/22/21 for \$12,157.24 term date 7/6/21	6/29/21 @ 10:07 AM – Left Message	
	6/30/21 @ 6:03 PM – Left Message	
7/2/21 – Spoke with Customer – Dispute Rights Issued		
7/9/21 Received BCS Case No. 3794310 On PAR		
7/28/21 BCS Case No. 3794310 Decision - Directed Emergency Order Level 1 PAR		
9/28/21 for \$12,938.27 term date 10/12/21	10/5/21 Spoke with Customer	Paid Catch-Ip
10/25/21 for \$12,587.49 term date 11/8/21	11/1/21 @ 10:08 AM - Left Message	
	11/2/21 @ 6:02 PM – Left Message	

Jerry S. Lukehart  
 288 Iron Bridge Road  
 Ford City PA 16226  
 Account No. 100091188894

Collection History

11/4/21 – Spoke with Customer – Dispute Rights Issued		
2/22/20 Low-Income for \$13,501.51 term date 4/4/22	3/7/22 @ 10:14 AM – Left Message	
3/28/22 for \$13,906.50 term date 4/11/22	4/4/22 @ 10:07 AM – Left Message	
	4/5/22 @ 6:04 PM – Left Message	
4/7/22 Spoke with Customer – Dispute Rights Issued		
4/15/22 Crisis Grant Pledge – 30 Day Hold		
6/27/22 for \$12,527.47 term date 7/11/22	7/1/22 @ 10:05 AM – Left Message	
	7/5/22 @ 6:03 PM – Left Message	
7/7/22 Spoke with Customer – Dispute Rights Issued		
7/13/22 Spoke with Customer – 3 Day Med Cert Hold		
7/18/22 Critical Care Application Mailed - 15 Day Hold		
8/5/22 Spoke with Customer – Dispute Rights Issued		
8/8/22 Received BCS 3855835 On PAR		
9/21/22 BCS 3855835 Decision - Dismissed		
9/27/22 for \$13,184.08 term date 10/11/22		
9/27/22 West Penn Power is served with an Intent to Appeal, 30-Day Hold		

Jerry S. Lukehart  
 288 Iron Bridge Road  
 Ford City PA 16226  
 Account No. 100091188894

Collection History

11/7/22 @ 10:11 AM – Listened to Entire Message – Correct Household Confirmed		
2/23/23 Low-Income for \$14,916.63 term date 4/3/23	3/7/23 @ 10:06 AM -Sit Tone/Invalid Phone Number	
3/27/23 for \$15,358.26 term date 4/10/23	4/3/23 @ 10:06 AM - Sit Tone/Invalid Phone Number	
	4/4/23 @ 6:07 PM - Sit Tone/Invalid Phone Number	
4/6/23 Spoke with Customer – Dispute Rights Issued		
4/11/23 West Penn Power served with the Instant Formal Complaint Docket No. C-2023-3039786		
6/27/23 for \$405.00 term date 7/11/23	7/3/23 @ 10:05 AM - Sit Tone/Invalid Phone Number	
	7/5/23 @ 6:07 PM - Sit Tone/Invalid Phone Number	