

INDEX TO EXHIBITS

Docket No. C-2023-3040239

Hearing Date: August 17, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>West Penn Power Exhibit:</u>		
1 Customer Contact History	11	46
2 24-month Account Statement	12	46
3 Payment History	16	47
4 PAR History	19	47
5 MedCerts History	18	48
6 Price-to-Compare Chart	22	48
7 Termination History	3	48
8 BCS Informal Decision	2	48
9 BCS Informal Decision	27	48
10 BCS Informal Decision	28	48
11 BCS Informal Decision	29	48
12 BCS Informal Decision	30	48
13 BCS Informal Decision	31	48
14 BCS Informal Decision	33	48

15 Settlement Letter	34	49
16 BCS Informal Decision	35	49
17 BCS Informal Decision	36	49
18 Complaint History	38	50
19 BCS Decision	39	--*

INDEX TO EXHIBITS (continued)

Docket No. C-2023-3040239

Hearing Date: August 17, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
---------------	---------------------------	--------------------

West Penn Power Exhibit:

20 Screenshot of Correction	43	--*
-----------------------------	----	-----

*Exhibits not attached

August 9, 2023

Via Electronic Mail

The Honorable Mary D. Long
malong@pa.gov

**Re: Docket No. C-2023-3040239
Kimberly Able v. West Penn Power Company
Proposed Hearing Exhibits of West Penn**

Your Honor:

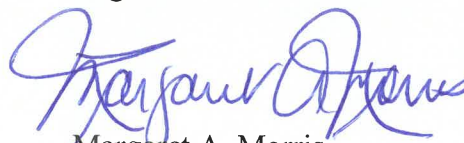
In anticipation of the Telephonic Hearing scheduled Thursday, August 17, 2023, at 10:00 a.m., attached please find the Proposed Hearing Exhibits of West Penn Power Company.

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

If there are any questions, please do not hesitate to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co
Enclosures

cc: Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]
Kimberly Able [w/encls.]

**Re: Docket No. C-2023-3040239
Kimberly Able v. West Penn Power Company
Proposed Hearing Exhibits of West Penn**

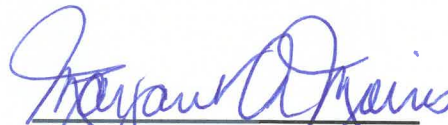
CERTIFICATE OF SERVICE

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

Via Electronic Mail

Kimberly Able
kimberlyable94@gmail.com

Dated: August 9, 2023


Margaret A. Morris, Esquire

Docket No. C-2023-3040239

Kimberly Able v. West Penn Power Company

The Hon. Mary D. Long

Hearing Date: Thursday, August 17, 2023 at 10:00 AM

Call-In Hearing No.: 1.866.566.0649; PIN: 83345259#

PROPOSED EXHIBITS OF WEST PENN

1. Customer Contact
2. Statement of Account
3. Payment History
4. PAR History
5. Med Cert History
6. EGS v PTC Chart
7. Collection History
8. BCS Decision No. 3075439, closed 6/3/13
9. BCS Decision No. 3284465, closed 9/12/14
10. BCS Decision No. 3297648, closed 10/21/14
11. BCS Decision No. 3428724, closed 8/12/16
12. BCS Decision No. 3536270, closed 9/12/17
13. BCS Decision No. 3599042, closed 9/6/18
14. BCS Decision No. 3654829, closed 6/7/19
15. Docket No. C-2019-3012943 settlement documents
16. BCS Decision No. 3830581, closed 4/15/22 (Level 1 PAR)
17. BCS Decision No. 3872027, closed 12/29/22
18. Complaint Chart

Customer: KIMBERLY J ABLE / 805530982
 Contract Acct: 100092952488
 Service Address: 205 BROAD ST, SCOTTDAL PA 15683

Created On: 08/08/2023
 Date Range: 04/22/2020 to 08/08/2023

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
04/28/9999 09:57:04	04/28/2023	100092952488	Laurie Parker	PUC/BPU Complaint-Written
<p>Per vm from BCS Secretary Bureau - processed Formal Complaint Docket No. C-2023-3040239 (facing shut off or already shut off). Added PUC Alert. Emailed Rev Ops to stop disconnection.</p>				
08/07/2023 16:01:08	08/07/2023	100092952488	Andrielle Small	Reconnection Process-Recon started
<p>Negotiated Amounts: - Disconnection Amount: \$104.00 - Standard Reconnection Fee: \$30.00 Less Payments of \$134.00-, Reconnect Amt Due: \$ 0.00 Payment Status: Payment already made Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 08/07/2023 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. Created By: Small, Andrielle</p>				
08/07/2023 16:01:00	08/07/2023	100092952488	Andrielle Small	Negotiation Tool - Service Off
<p>Spoke with: KIMBERLY J ABLE Created By: Andrielle Small Negotiated Amounts: - Disconnection Amount: \$104.00 - Standard Reconnection Fee: \$30.00 Less Payments of \$134.00-, Reconnect Amt Due: \$ 0.00 Payment Status: Payment already made Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 08/07/2023 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied.</p>				
08/07/2023 15:29:01	08/07/2023	100092952488	INTV IVR	Account Balance Inquiry
08/07/2023 14:39:49	08/07/2023	100092952488	Richard DiPerna	General Inquiry
<p>S/W KIMBERLY J ABLE. Cust just made payment of 134 and was told to call back once she does so she can get service turned back on. Transferred to credit team. Acct verified. Satisfied Not Applicable: Reason - Call Transferred</p>				
08/07/2023 14:33:02	08/07/2023	100092952488	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 08/07/2023 Payment Time: 14:33:02 Payment Amount: 134.00 Payment Type: Cash Vendor ID: AP Receipt Number: PA1627028300010</p>				
08/07/2023 13:44:06	08/07/2023	100092952488	Amanda Hashman	Reconnection Process-Inquiry
08/07/2023 13:40:31	08/07/2023	100092952488	Amanda Hashman	Financial Summary Review
<p>Spoke with: KIMBERLY J ABLE Created By: Amanda Hashman Low income letter will be sent.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description												
08/07/2023 13:39:21	08/07/2023	100092952488	Amanda Hashman	Negotiation Tool - Service Off												
<p>Spoke with: KIMBERLY J ABLE Created By: Amanda Hashman Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No Customer declined ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Service Off - Addl Questions:* Does medical condition exist?: Yes Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: Yes ***** Negotiated Amounts: - Disconnection Amount: \$104.00 - Standard Reconnection Fee: \$30.00 Reconnect Amt Due: \$134.00 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. Offered E-Bill- customer declined PCAP Balance 15117.95 Account Balance 23767.90</p>																
08/07/2023 13:23:47	08/07/2023	100092952488	INTV IVR	Account Balance Inquiry												
08/07/2023 13:23:47	08/07/2023	100092952488	INTV IVR	IVR eBill Offer - Decline												
Customer declined eBill enrollment.																
08/07/2023 12:17:05	08/07/2023	100092952488	Eailogon	Service Disconnected												
DISC, Non-Pay, , Total Arrears \$ 7876.89 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)																
07/05/2023 18:54:23	07/05/2023	100092952488	CS General Purpose Batch	Calculation												
<p>C/A 100092952488 Contract 0015582811 Budget amt calculated for period ending 07/02/23 = \$ 114.00 Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">1338.81</td> </tr> <tr> <td>2. Current Delta: 1100.12 - 987.00 + 0.00</td> <td style="text-align: right;">113.12</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">238.69</td> </tr> <tr> <td>4. Diff + Remain Amt: 113.12 + 238.69</td> <td style="text-align: right;">351.81</td> </tr> <tr> <td>5. New BBP Amount: 351.81 / 94 x 30.4</td> <td style="text-align: right;">114.00</td> </tr> <tr> <td>* Dollar Difference: 114.00 - 104.00</td> <td style="text-align: right;">10.00</td> </tr> </table>					1. 12 Mth Factor Amt:	1338.81	2. Current Delta: 1100.12 - 987.00 + 0.00	113.12	3. Remaining Amount:	238.69	4. Diff + Remain Amt: 113.12 + 238.69	351.81	5. New BBP Amount: 351.81 / 94 x 30.4	114.00	* Dollar Difference: 114.00 - 104.00	10.00
1. 12 Mth Factor Amt:	1338.81															
2. Current Delta: 1100.12 - 987.00 + 0.00	113.12															
3. Remaining Amount:	238.69															
4. Diff + Remain Amt: 113.12 + 238.69	351.81															
5. New BBP Amount: 351.81 / 94 x 30.4	114.00															
* Dollar Difference: 114.00 - 104.00	10.00															

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* Pct Difference:		9.62		
* System BBP Amount:		114.00		
06/29/2023 18:05:00	06/29/2023	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/28/2023 10:01:00	06/28/2023	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 03 - Busy				
06/20/2023 22:33:16	06/20/2023	100092952488	CS General Purpose Batch	Disconnection Notice - PA Residential
05/22/2023 08:24:46	05/22/2023	100092952488	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This message is from West Penn Power. On Tuesday, May 23, 2023, there will be two planned power outages to upgrade facilities. The outages will affect customers in the vicinity of Connellsville, Everson, Mount Pleasant, and Scottdale, PA. If you are receiving this message, you will experience a service interruption from approximately 8:00 am to 9:00 am, and again from approximately 2:00 pm to 3:00 pm. In the event of inclement weather the planned outage will be rescheduled for Wednesday, May 24, 2023. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00076211</p>				
05/11/2023 09:02:46	05/11/2023	100092952488	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This message is from West Penn Power. On Tuesday, May 23, 2023, there will be two planned power outages to upgrade facilities. The outages will affect customers in the vicinity of Connellsville, Everson, Mount Pleasant, and Scottdale, PA. If you are receiving this message, you will experience a service interruption from approximately 8:00 am to 9:00 am, and again from approximately 2:00 pm to 3:00 pm. In the event of inclement weather the planned outage will be rescheduled for Wednesday, May 24, 2023. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00076211</p>				
04/28/2023 17:10:04	04/28/2023	100092952488	Laurie Parker	PUC/BPU Complaint-Written
<p>Pa PUC Formal Complaint Docket No. C-2023-3040239 (request for PAR that doesn't change monthly) received. Canceled disconnect.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
04/24/2023 11:27:11	04/24/2023	100092952488	Stephen LeCloux	Negotiation Tool - Service On
<p>Spoke with: KIMBERLY J ABLE</p> <p>Created By: Stephen J LeCloux</p> <p>Med Cert options used.</p> <p>Advised customer ineligible for 3-day hold: 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: Yes, Script Read</p> <p>Physician Name: Dr Leonide</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Physician Fax:(724)547-5811 faxed med cert to: Dr Leonide at fax number: 724-547-5811 for patient: Donald Able - spouse ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$22435.54 Offered - Pay Disconnection Amt of: \$21386.09 Offered - Pay Past Due Amt of \$5808.76 Offered - Pay Catch-up Amt of: \$5016.80 ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Send DSPRTS s/w: KIMBERLY J ABLE 100092952488 VAI - customer declines eBill - adv customer term notice date is 04/24/2023 for 21386.09 - faxed med cert to: Dr Leonide at fax number: 724-547-5811 for patient: Donald Able - spouse - customer cannot pay - dispute rights already provided - term date is 04/24/2023 send DSPRTS				
04/21/2023 18:07:00	04/21/2023	100092952488	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/20/2023 10:07:00	04/20/2023	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/19/2023 12:38:17	04/14/2023	100092952488	Leah Stutler	Medical Certificate
Medical Certificate				
04/14/2023 12:35:18	04/14/2023	100092952488	Leah Stutler	Financial Summary Review
Spoke with: KIMBERLY J ABLE Created By: Leah Stutler Low income letter will be sent.				
04/14/2023 12:34:56	04/14/2023	100092952488	Leah Stutler	Negotiation Tool - Service On
Spoke with: KIMBERLY J ABLE Created By: Leah Stutler Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name:Dr. Leonide Physician Fax:(724)547-5811 ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. cust getting help with the pahaf. I provided liheap and 211 ph#s. ***** *PA Disconnection Notice (Service On):*				

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: \$22435.54</p> <p>Offered - Pay Disconnection Amt of: \$21386.09</p> <p>Offered - Pay Past Due Amt of \$5808.76</p> <p>Offered - Pay Catch-up Amt of: \$5016.80</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>Customer to use Med Cert Option: Yes</p> <p>3 day Dunning lock created.</p> <p>Patient First Name:Don</p> <p>Patient Last Name:Able</p> <p>Relationship to BP:Parent</p> <p>cust reached out to the puc. waiting for the puc to contact us in regards to her acct.</p>																
04/04/2023 18:42:02	04/04/2023	100092952488	CS General Purpose Batch	Calculation																
				<p>C/A 100092952488 Contract 0015582811</p> <p>Budget amt calculated for period ending 04/02/23 = \$ 104.00</p> <p>Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">1306.90</td> </tr> <tr> <td>2. Current Delta: 813.32 - 675.00 + 0.00</td> <td style="text-align: right;">138.32</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">493.58</td> </tr> <tr> <td>4. Diff + Remain Amt: 138.32 + 493.58</td> <td style="text-align: right;">631.90</td> </tr> <tr> <td>5. New BBP Amount: 631.90 / 185 x 30.4</td> <td style="text-align: right;">104.00</td> </tr> <tr> <td>* Dollar Difference: 104.00 - 118.00</td> <td style="text-align: right;">14.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">11.86</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">104.00</td> </tr> </table>	1. 12 Mth Factor Amt:	1306.90	2. Current Delta: 813.32 - 675.00 + 0.00	138.32	3. Remaining Amount:	493.58	4. Diff + Remain Amt: 138.32 + 493.58	631.90	5. New BBP Amount: 631.90 / 185 x 30.4	104.00	* Dollar Difference: 104.00 - 118.00	14.00	* Pct Difference:	11.86	* System BBP Amount:	104.00
1. 12 Mth Factor Amt:	1306.90																			
2. Current Delta: 813.32 - 675.00 + 0.00	138.32																			
3. Remaining Amount:	493.58																			
4. Diff + Remain Amt: 138.32 + 493.58	631.90																			
5. New BBP Amount: 631.90 / 185 x 30.4	104.00																			
* Dollar Difference: 104.00 - 118.00	14.00																			
* Pct Difference:	11.86																			
* System BBP Amount:	104.00																			
04/04/2023 09:41:23	04/04/2023	100092952488	Tammie Pinson	Utility Report Issued																
				<p>Spoke with: KIMBERLY J ABLE</p> <p>Created By: Tammie S Pinson</p> <p>Dispute Rights Dunning lock created - Lock date: 04/16/2023</p> <p>Company Position:</p> <p>issued disputes</p> <p>Customer Position:</p> <p>cust has appt with assistance office</p>																
04/04/2023 09:38:29	04/04/2023	100092952488	Tammie Pinson	Financial Summary Review																
				<p>Spoke with: KIMBERLY J ABLE</p> <p>Created By: Tammie S Pinson</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>Low income letter will be sent.</p>																
04/04/2023 09:35:01	04/04/2023	100092952488	Tammie Pinson	Negotiation Tool - Service On																
				<p>Spoke with: KIMBERLY J ABLE</p> <p>Created By: Tammie S Pinson</p> <p>Med Cert options used.</p> <p>Customer would like to use the Med Cert option to stop disconnection: No</p>																

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No not eligible ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. applied for ea has appt this week ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Offered - Pay Disconnection Amt of: \$21386.09 Offered - Pay Catch-up Amt of: \$5016.80 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
03/30/2023 18:09:00	03/30/2023	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/29/2023 10:06:00	03/29/2023	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/21/2023 22:22:56	03/21/2023	100092952488	CS General Purpose Batch	Disconnection Notice - PA Residential
03/15/2023 10:07:00	03/15/2023	100092952488	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/02/2023 08:18:55	03/02/2023	100092952488	Cassi Ailstock	General Inquiry
Customer was satisfied.				
03/02/2023 08:17:15	03/02/2023	100092952488	Cassi Ailstock	Negotiation Tool - Service On
Spoke with: KIMBERLY J ABLE Created By: Cassi L Ailstock Payment Options provided: Offered - Pay Acct Balance of: \$21489.56 Offered - Pay Past Due Amt of \$4194.13 customer calling to go over her disc notice, states she has a hearing coming up with PUC customer satisfied				
03/02/2023 08:09:01	03/02/2023	100092952488	Leta Kennedy	General Inquiry
sw KIMBERLY J ABLE / 100092952488 offered ebill cust declined was calling in regards to disconnection on acct transferred to credit non pa Satisfied Not Applicable: Reason - Call Transferred				
03/02/2023 08:05:17	03/02/2023	100092952488	INTV IVR	Account Balance Inquiry
03/02/2023 08:05:17	03/02/2023	100092952488	INTV IVR	IVR eBill Offer - Decline

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer declined eBill enrollment.				
02/17/2023 14:44:46	02/17/2023	100092952488	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
02/15/2023 22:27:17	02/15/2023	100092952488	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/13/2023 10:09:00	02/13/2023	100092952488	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
01/25/2023 14:51:02	01/25/2023	100092952488	Brittany Frankenberry	Provide Program Information
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 17:08:16	01/24/2023	100092952488	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/17/2023 18:03:47	01/17/2023	100092952488	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL CAMPAIGN TO PROMOTE LIHEAP.				
01/10/2023 17:41:57	01/10/2023	100092952488	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL CAMPAIGN TO PROMOTE LIHEAP.				
01/04/2023 18:45:40	01/04/2023	100092952488	CS General Purpose Batch	Calculation
<p>C/A 100092952488 Contract 0015582811</p> <p>Budget amt calculated for period ending 01/02/23 = \$ 118.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1382.04</p> <p>2. Current Delta: 398.46 - 321.00 + 0.00 77.46</p> <p>3. Remaining Amount: 983.58</p> <p>4. Diff + Remain Amt: 77.46 + 983.58 1061.04</p> <p>5. New BBP Amount: 1061.04 / 273 x 30.4 118.00</p> <p>* Dollar Difference: 118.00 - 107.00 11.00</p> <p>* Pct Difference: 10.28</p> <p>* System BBP Amount: 118.00</p>				
01/04/2023 15:21:00	01/04/2023	100092952488	Angela Lambert	PUC/BPU Complaint-Written
<p>Dunning Lock Reason:Utility Commission Dispute</p> <p>Start Date: 01/04/2023 End Date: 02/03/2023</p> <p>Customer sent intent to appeal PUC Decision 3872027. They have until 02/02/23 to appeal. Continue to negotiate according to normal procedures unless a formal complaint has been filed.</p> <p>Alambert</p> <p>Created By: Angela R Lambert</p>				
01/03/2023 06:33:04	01/03/2023	100092952488	Cheryl Fick	PUC/BPU Complaint-Written
<p>Case #3872027 - DECISION ISSUED - PUC UPHOLDS COMPANY POSITION THAT THE CUSTOMER DOES NOT MAKE TIMELY MONTHLY PAYMENTS AND TERMINATION NOTICES CAN BE ISSUED WHEN ACCOUNTS ARE CONSIDERED PAST DUE. CUSTOMER HAS NOT RESPONDED TO PUC REQUESTS FOR RETURN CONTACT. CASE DISMISSED. / cdf</p>				
12/28/2022 17:29:27	12/28/2022	100092952488	INTV IVR	Account Balance Inquiry
12/28/2022 17:29:27	12/28/2022	100092952488	INTV IVR	IVR eBill Offer - Decline

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer declined eBill enrollment.				
10/19/2022 16:27:27	10/14/2022	100092952488	271066	Medical Certificate
Medical Certificate				
10/17/2022 12:40:43	10/17/2022	100092952488	Angela Lambert	Create Dunning Lock
Dunning Lock Reason:Utility Commission Dispute Start Date: 10/17/2022 End Date: 11/16/2023 Created By: Angela R Lambert				
10/17/2022 12:40:07	10/17/2022	100092952488	Angela Lambert	Contract Account Changed
10/17/2022 12:37:31	10/17/2022	100092952488	Angela Lambert	PUC/BPU Complaint-Written
PUC case 3872027 received 10/17/22. Billing Disputes Alambert/Compliance Satisfied Not Applicable: Reason - Manual work				
10/17/2022 12:37:21	10/17/2022	100092952488	Angela Lambert	Contract Account Changed
10/14/2022 16:22:23	10/14/2022	100092952488	271066	Financial Summary Review
Spoke with: KIMBERLY J ABLE Created By: Lisa M Korosa FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/14/2022 16:21:13	10/14/2022	100092952488	271066	Negotiation Tool - Service On
Spoke with: KIMBERLY J ABLE Created By: Lisa M Korosa Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No Provided Med Cert Hotline number ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. Offered Pcap, Provided DEF#, You are not required to make a payment at enrollment. Based on your account information \$8509.09 would be set aside for forgiveness. You would owe approximately \$11088.50 in addition to your first PCAP bill. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$19597.59 Offered - Pay Disconnection Amt of: \$18968.64 Offered - Pay Past Due Amt of \$1251.43 Offered - Pay Catch-up Amt of: \$631.35 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>3 day Dunning lock created.</p> <p>Patient First Name:Donald</p> <p>Patient Last Name:Able</p> <p>Relationship to BP:Spouse</p> <p>Spoke With: KIMBERLY J ABLE, discuss shut off notice, Provided Med Cert Hotline number. Offered Pcap, Provided DEF#, You are not required to make a payment at enrollment. Based on your account information \$8509.09 would be set aside for forgiveness. You would owe approximately \$11088.50 in addition to your first PCAP bill. discussed all options. cannot make payment today. adv least amt stop disconn is \$631.35. Adv anytime past due can be subject to receive another term notice.</p> <p>Cust Offered: 0.00</p> <p>Remaining Bill: 1916.30</p> <p>New Bill: 11/02/2022 M</p> <p>BP SAT</p>
10/04/2022 18:28:09	10/04/2022	100092952488	CS General Purpose Batch	Calculation
				<p>C/A 100092952488 Contract 0015582811</p> <p>Budget amt calculated for period ending 10/02/22 = \$ 107.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1287.65</p> <p>* System BBP Amount: 107.00</p>
10/04/2022 08:36:01	10/04/2022	100092952488	Vashti A Emerich	Utility Report Issued
				<p>Spoke with: KIMBERLY J ABLE</p> <p>Created By: Vashti A Emerich</p> <p>Dispute Rights Dunning lock created - Lock date: 10/16/2022</p> <p>Company Position:</p> <p>provided all available options</p> <p>Customer Position:</p> <p>isn't able to pay</p>
10/04/2022 08:33:38	10/04/2022	100092952488	Vashti A Emerich	Financial Summary Review
				<p>Spoke with: KIMBERLY J ABLE</p> <p>Created By: Vashti A Emerich</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>
10/04/2022 08:32:28	10/04/2022	100092952488	Vashti A Emerich	Negotiation Tool - Service On
				<p>Spoke with: KIMBERLY J ABLE</p> <p>Created By: Vashti A Emerich</p> <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: Yes, Script Read</p> <p>Customer requests Med Cert form faxed to their physician: No</p> <p>declined med cert number already used 3</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</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>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Acct Balance of: \$19343.37 Offered - Pay Disconnection Amt of: \$18968.64 Offered - Pay Catch-up Amt of: \$631.35 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes provided all available options adv cust of term on or after 10/17/22 adv cust if bill generates amounts may change				
09/29/2022 18:03:00	09/29/2022	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/28/2022 10:05:00	09/28/2022	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/21/2022 00:47:17	09/21/2022	100092952488	CS General Purpose Batch	Disconnection Notice - PA Residential
09/14/2022 05:06:30	09/14/2022	100092952488	INTV IVR	Account Balance Inquiry
09/14/2022 05:06:30	09/14/2022	100092952488	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
09/12/2022 09:46:42	09/12/2022		Angel Lambert	Personal Data Changed
removed old checking accts on file per bp.				
09/12/2022 09:45:16	09/12/2022	100092952488	Angel Lambert	Ready Pay Create
No 91046577 - \$603.10 - 09/14/2022 Bank details added to business partner Created By: Angel M Lambert				
09/12/2022 09:42:46	09/12/2022	100092952488	Angel Lambert	Financial Summary Review
Spoke with: KIMBERLY J ABLE Created By: Angel M Lambert FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/12/2022 09:42:35	09/12/2022	100092952488	Angel Lambert	Negotiation Tool - Service On
Spoke with: KIMBERLY J ABLE Created By: Angel M Lambert Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: No Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$19946.47 Offered - Pay Disconnection Amt of: \$19268.39 Offered - Pay Past Due Amt of \$1234.45 Offered - Pay Catch-up Amt of: \$603.10 *****				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				Payment Option used - Pay Catch-up Amt of: \$603.10 Payment made for: 603.10 by ReadyPay Script Read: Yes Please be advised you have a remaining balance of \$1,251.43 due 10/07/2022. ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. **floor support** post dated payment.
09/12/2022 09:17:57	09/12/2022	100092952488	Laurin Shelosky	Financial Summary Review
				Spoke with: KIMBERLY J ABLE Created By: Laurin Shelosky FS Reviewed Only - No Changes needed, existing FS in last 90 days.
09/12/2022 09:17:38	09/12/2022	100092952488	Laurin Shelosky	Negotiation Tool - Service On
				Spoke with: KIMBERLY J ABLE Created By: Laurin Shelosky Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: No Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ineligible for another med cert ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. You are not required to make a payment at enrollment. You would owe approximately \$11,354.73 in addition to your first PCAP bill. This amount is estimated and changes as your account balance or eligibility changes. Any past-due balances would be subject to collection activity. The actual amount due is calculated upon successful enrollment. If you choose to enroll please visit www.dollarenergy.org/myapp or call Dollar Energy Fund at 1-888-282-6816, Monday-Friday 8am-5pm. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$19946.47 Offered - Pay Disconnection Amt of: \$19268.39 Offered - Pay Past Due Amt of \$1234.45 Offered - Pay Catch-up Amt of: \$603.10 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was not satisfied. Rights provided to customer. s/w KIMBERLY J ABLE stated she applied for pcap and wanted a further extension. Adv the account is ineligible for another extension or new IP. Advised no guarantee of service if catch up amt goes unpaid by 9/13 8AM but will document the account - per request xfer to FS

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description												
09/02/2022 17:08:08	09/02/2022	100092952488	Meghan Johnston	Utility Report Issued												
<p>Spoke with: KIMBERLY J ABLE Created By: Meghan E Johnston Dispute Rights Dunning lock created - Lock date: 09/12/2022 Company Position: adv new Termination Date(on or after)=> 09/13/2022, adv of med cert, cust stated has exceeded # we allow until acct balance is brought to zero, FS reviewed, HS options provided, went over all balances, offered to Pay Catch-up Amt of: \$603.10, customer cannot pay, rights provided, considered all 4 factors, not eligible for IP Customer Position: customer cannot pay</p>																
09/02/2022 17:04:28	09/02/2022	100092952488	Meghan Johnston	Review of Est ReEnroll Amts												
<p>C/A 100092952488 Estimated Re-enrollment amounts displayed Open editor for details.</p> <p>Not eligible for Retroactive credits - past 12 month period</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Account Balance =</td> <td style="text-align: right;">19571.74</td> </tr> <tr> <td>Deferred Arrears =</td> <td style="text-align: right;">8509.09</td> </tr> <tr> <td>Retroactive CAP credits =</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Retroactive Arrears credits =</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Security Deposit =</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Estimated Amount Due =</td> <td style="text-align: right;">11062.65</td> </tr> </table> <p>The amounts are calculated for that given moment as if the customer was enrolling at that time. When the actual ReEnrollment occurs, the amounts are subject to change based on changes to the account balance or meeting eligibility requirements at that time.</p>					Account Balance =	19571.74	Deferred Arrears =	8509.09	Retroactive CAP credits =	0.00	Retroactive Arrears credits =	0.00	Security Deposit =	0.00	Estimated Amount Due =	11062.65
Account Balance =	19571.74															
Deferred Arrears =	8509.09															
Retroactive CAP credits =	0.00															
Retroactive Arrears credits =	0.00															
Security Deposit =	0.00															
Estimated Amount Due =	11062.65															
09/02/2022 17:02:25	09/02/2022	100092952488	Meghan Johnston	Financial Summary Review												
<p>Spoke with: KIMBERLY J ABLE Created By: Meghan E Johnston Low income letter will be sent.</p>																
09/02/2022 17:00:40	09/02/2022	100092952488	Meghan Johnston	Negotiation Tool - Service On												
<p>Spoke with: KIMBERLY J ABLE Created By: Meghan E Johnston Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No adv of med cert *****</p> <p>Financial Summary Option Used. Low income letter will be sent. *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. adv of 211# and PAHAF</p> <p>You are not required to make a payment at enrollment. Based on your account information \$8,509.09 would be set aside for forgiveness. You would owe approximately \$11,062.65 in addition to your first PCAP bill. This amount is estimated and changes as your account balance or eligibility changes. Any past-due balances would be subject to collection activity. The actual amount due is calculated upon successful enrollment. If you choose to enroll please visit www.dollarenergy.org/myapp or call Dollar Energy Fund at 1-888-282-6816, Monday-Friday 8am-5pm</p>																

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<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: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$19668.21</p> <p>Offered - Pay Disconnection Amt of: \$19268.39</p> <p>Offered - Pay Catch-up Amt of: \$603.10</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>customer cannot pay</p> <p>adv new Termination Date(on or after)=> 09/13/2022</p>				
08/31/2022 18:06:00	08/31/2022	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/30/2022 10:07:00	08/30/2022	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/22/2022 22:28:33	08/22/2022	100092952488	CS General Purpose Batch	Disconnection Notice - PA Residential
08/19/2022 14:39:24	08/19/2022	100092952488	Brittany Frankenberry	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/19/2022 13:55:56	08/19/2022	100092952488	Sarah Jones	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/15/2022 10:12:00	08/15/2022	100092952488	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/07/2022 13:22:15	08/07/2022	100092952488	INTV IVR	Account Balance Inquiry
08/07/2022 13:22:15	08/07/2022	100092952488	INTV IVR	IVR eBill Offer - Decline
Customer rejected eBill Terms and Conditions.				
07/05/2022 18:37:31	07/05/2022	100092952488	CS General Purpose Batch	Calculation
<p>C/A 100092952488 Contract 0015582811</p> <p>Budget amt calculated for period ending 06/30/22 = \$ 94.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1249.54</p> <p>2. Current Delta: 1406.10 - 1300.00 + 0.00 106.10</p> <p>3. Remaining Amount: 200.58</p> <p>4. Diff + Remain Amt: 106.10 + 200.58 306.68</p> <p>5. New BBP Amount: 306.68 / 91 x 30.4 102.00</p> <p>* Dollar Difference: 102.00 - 94.00 8.00</p> <p>* Pct Difference: 8.51</p> <p>* System BBP Amount: 94.00</p>				
06/13/2022 18:08:00	06/13/2022	100092952488	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/13/2022 16:25:25	06/13/2022	100092952488	Javontae McMillan	Agency Commitment (not referral)
Dunning Lock Reason:Crisis Grant Recipient				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Start Date: 06/13/2022 End Date: 07/13/2022 RECIEVED PLEDGE VIA FE INBOX FOR 1279.33 FROM Jones, Amy ajones@dioceseofgreensburg.org JDM/**CBO** Created By: Javontae D McMillan				
04/20/2022 09:46:02	04/20/2022	100092952488	Crystle Olszewski	General Inquiry
s/w frank fayette co liheap had ip set up through PUC not in disc no pledge cmo./cbo team Satisfied Not Applicable: Reason - Manual work				
04/18/2022 07:38:06	04/18/2022	100092952488	Jacqueline L Copeland	PA PUC Plan - IP
04/18/2022 07:35:36	04/18/2022	100092952488	Jacqueline L Copeland	PUC/BPU Complaint-Written
PUC case# 3830581 decision 04/18/22 LEVEL 1, BB 94.00 + 328.00 = 422.00 BEGINNING MAY 2022. WAIVE LPCS. CUSTOMER HAS AN ALTERNATE SUPPLIER AND WILL BE RESPONSIBLE FOR ADDITIONAL SUPPLIER CHARGES EACH MONTH. Jackie Copeland				
04/15/2022 16:51:13	04/15/2022	100092952488	Cindy Cox	Supervisor Call
KNOWLEDGE CIRCUIT* s/w: KIMBERLY J ABLE has a pending PUC on account, advised of supplier on account, advised to call them to cancel. advised of Catch-up Amt of: \$2395.79, Customer was satisfied.				
04/15/2022 16:25:53	04/15/2022	100092952488	Cindy Cox	Financial Summary Review
Spoke with: KIMBERLY J ABLE Created By: Cindy L Cox BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
04/15/2022 16:24:17	04/15/2022	100092952488	Cindy Cox	Negotiation Tool - Service On
Spoke with: KIMBERLY J ABLE Created By: Cindy L Cox Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: No Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No Customer already had it faxed over ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided:				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Acct Balance of: \$19782.50 Offered - Pay Disconnection Amt of: \$18721.24 Offered - Pay Past Due Amt of \$3208.01 Offered - Pay Catch-up Amt of: \$2395.79 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
04/15/2022 16:19:36	04/15/2022	100092952488	Margaret T Tano	General Inquiry
s/w KIMBERLY J ABLE / 100092952488 / VAI / DECLINED EBILL / calling regarding pending PUC decision / xfer Cindy Cox Satisfied Not Applicable: Reason - Call Transferred				
04/15/2022 12:18:05	04/15/2022	100092952488	Jacqueline L Copeland	PUC/BPU Complaint-Written
PUC case# 3830581 received on 04/15/22 regarding a PUC payment agreement request (PAR). Jackie Copeland				
04/15/2022 08:03:26	04/15/2022	100092952488	Janeice Stanley	General Inquiry/Other
sw KIMBERLY J ABLE / 100092952488 / calling to check status of med cert adv nothing processed yet. adv to check with dr. adv our hours are m-f 8-6 states has applied for assistance. offered ebill. Customer was satisfied.				
04/14/2022 09:39:22	04/14/2022	100092952488	Idelynn Cedeno	General Inquiry/Other
KIMBERLY J ABLE requested med cert to be faxed to dr office Customer was satisfied.				
04/12/2022 10:54:38	04/12/2022	100092952488	Darcy Parks	General Inquiry
s/w KIMBERLY J ABLE, inquiring if term date is 04/18. Advised because of dispute rights is it 04/18 Customer was satisfied.				
04/05/2022 18:26:18	04/05/2022	100092952488	CS General Purpose Batch	Calculation
C/A 100092952488 Contract 0015582811 Budget amt calculated for period ending 03/31/22 = \$ 94.00 Open editor for detail 1. 12 Mth Factor Amt: 1222.12 2. Current Delta: 1151.21 - 1018.00 + 0.00 133.21 3. Remaining Amount: 428.05 4. Diff + Remain Amt: 133.21 + 428.05 561.26 5. New BBP Amount: 561.26 / 182 x 30.4 94.00 * Dollar Difference: 94.00 - 77.00 17.00 * Pct Difference: 22.08 * System BBP Amount: 94.00				
04/04/2022 17:05:22	04/04/2022	100092952488	Alyssa Arnett	Utility Report Issued
Spoke with: KIMBERLY J ABLE Created By: Alyssa Arnett Dispute Rights Dunning lock created - Lock date: 04/17/2022 Company Position: offered all available options Termination Date(on or after)=> 04/18/2022				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer Position: cust cant pay				
04/04/2022 17:01:38	04/04/2022	100092952488	Alyssa Arnett	Financial Summary Review
Spoke with: KIMBERLY J ABLE Created By: Alyssa Arnett BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
04/04/2022 16:59:07	04/04/2022	100092952488	Alyssa Arnett	Negotiation Tool - Service On
Spoke with: KIMBERLY J ABLE Created By: Alyssa Arnett Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. offered pcap and liheap phone # ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Customer to use Med Cert Option: No cust applied for erap Termination Date(on or after)=> 04/18/2022				
03/30/2022 18:04:00	03/30/2022	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/29/2022 10:04:00	03/29/2022	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/21/2022 22:18:10	03/21/2022	100092952488	CS General Purpose Batch	Disconnection Notice - PA Residential
03/16/2022 11:28:04	03/16/2022	100092952488	INTV IVR	Account Balance Inquiry
03/14/2022 10:16:00	03/14/2022	100092952488	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/16/2022 22:30:34	02/16/2022	100092952488	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/14/2022 10:08:00	02/14/2022	100092952488	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/04/2022 01:15:13	02/04/2022	100092952488	CS General Purpose Batch	West Penn Power Consolidated Bill Enroll Letter
02/03/2022 12:02:24	02/03/2022	100092952488	CS General Purpose Batch	Supplier Change Request (Accepted)
01/04/2022 18:33:33	01/04/2022	100092952488	CS General Purpose Batch	Calculation

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
C/A 100092952488 Contract 0015582811 Budget amt calculated for period ending 01/02/22 = \$ 77.00 Open editor for detail 1. 12 Mth Factor Amt: 1108.23 2. Current Delta: 661.21 - 787.00 + 0.00 125.79- 3. Remaining Amount: 804.16 4. Diff + Remain Amt: 125.79- + 804.16 678.37 5. New BBP Amount: 678.37 / 269 x 30.4 77.00 * Dollar Difference: 77.00 - 97.00 20.00 * Pct Difference: 20.62 * System BBP Amount: 77.00				
12/31/2021 09:28:12	05/05/2021	100092952488	BRIANNA N WILLIAMSON	General Inquiry/Other
s/w: KIMBERLY J ABLE Disconnection Notice: 05/06/2021 Med Cert: yes (3 day lock included) FS: yes Offered Energy Assistance: yes Offered Full Amount: \$19547.61 Offered Term Amount: \$18936.72 Offered Past Due Amount: \$19585.45 Offered IP: budget amt of \$113.00, DP: 14689.09, 1.00 1 month Offered 12mo IP: 1,632.00 Offered 24mo IP: 816.00 Offered 60mo IP: 326.00 prepared to go to 60/24/12 months based on PUC directives, and company accepted full terms of the order. Customer was satisfied.				
12/02/2021 18:35:28	12/02/2021	100092952488	CS General Purpose Batch	Calculation
C/A 100092952488 Contract 0015582811 Budget amt calculated for period ending 11/30/21 = \$ 97.00 Open editor for detail 1. 12 Mth Factor Amt: 1154.97 2. New Avg Mthly Amt: 1154.97 / 363 x 30.4 97.00 * System BBP Amount: 97.00				
11/25/2021 01:15:18	11/25/2021	100092952488	CS General Purpose Batch	West Penn Power Consolidated Bill Enroll Letter
11/24/2021 17:37:40	11/24/2021	100092952488	CS General Purpose Batch	Enrollment Request (Accepted)
11/19/2021 03:03:09	11/19/2021	100092952488	CS General Purpose Batch	Sent PCAP Eligibility Letter
11/18/2021 07:28:47	11/18/2021	100092952488	Desiree Snyder	LiHeap Credit
LIHEAP CASH \$500.00 20211118				
11/12/2021 10:07:00	11/13/2021	100092952488	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/05/2021 09:59:00	10/05/2021	100092952488	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/02/2021 18:49:25	10/02/2021	100092952488	CS General Purpose Batch	Calculation
C/A 100092952488 Contract 0015582811 Budget amt calculated for period ending 09/30/21 = \$ 345.00 Open editor for detail				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 4126.76 * System BBP Amount: 345.00				
10/02/2021 07:33:00	10/04/2021	100092952488	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/01/2021 12:32:40	10/01/2021	100092952488	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/01/2021 Payment Time: 12:32:40 Payment Amount: 150.00 Payment Type: Credit Vendor ID: CT Receipt Number: 10139553100121				
10/01/2021 12:28:56	10/01/2021	100092952488	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/01/2021 Payment Time: 12:28:53 Payment Amount: 500.00 Payment Type: Credit Vendor ID: CT Receipt Number: 10139471100121				
09/30/2021 10:14:00	09/30/2021	100092952488	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/21/2021 10:55:10	09/21/2021	100092952488	Tashaia L Burrell	General Inquiry
Customer was satisfied. KIMBERLY J ABLE				
09/21/2021 10:54:23	09/21/2021	100092952488	Tashaia L Burrell	Contract Account Changed
KIMBERLY J ABLE				
09/21/2021 10:39:22	09/21/2021	100092952488	INTV IVR	Account Balance Inquiry
09/21/2021 10:36:27	09/21/2021	100092952488	INTV IVR	Account Balance Inquiry
08/25/2021 10:19:19	08/25/2021	100092952488	B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/25/2021 Payment Time: 10:19:19 Payment Amount: 248.00 Payment Type: Credit Vendor ID: CT Receipt Number: 09508588082521				
08/21/2021 14:22:33	08/21/2021	100092952488	B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/21/2021 Payment Time: 14:22:32 Payment Amount: 400.00 Payment Type: Credit Vendor ID: CT Receipt Number: 09420935082121				
07/27/2021 15:02:51	07/27/2021	100092952488	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/27/2021 Payment Time: 15:02:50 Payment Amount: 124.86 Payment Type: Credit Vendor ID: CT Receipt Number: 08988275072721				
07/27/2021 14:59:32	07/27/2021	100092952488	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/27/2021 Payment Time: 14:59:31 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 08988250072721				
07/26/2021 09:19:58	07/26/2021	100092952488	Eleanor Strakal	Bill Inquiry
Caller: KIMBERLY J ABLE (Business Partner) Nature of Inquiry: Bill for \$224.58 from 06/03/2021 to 07/01/2021 Act Actual Read Concern Current Amount Due Issue Read Validation: Alternatives/Solutions: Educate customer: Accept Brochures sent via FCR process Email address changed to kimberlyable94@gmail.com				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Notifications: Company Position: Justified Amount Due Summary: Customer was satisfied. Script read/details provided to customer AllConnect - Customer not available Analysis Performed: CBA Declined Additional Comments: ELIZABETH H GOODSPEED-vai-tried to make pymt thru IVR-supplier removed and budget is increased to include our supply + there is ip set up with large bal x 60 mths Bills will be mailed to: current mailing address				
07/26/2021 09:19:55	07/26/2021	100092952488	Eleanor Strakal	Personal Data Changed
Email Address added.				
07/26/2021 08:52:47	07/26/2021	100092952488	INTV IVR	Account Balance Inquiry
IVR_Bill(AnI) FACTR_CT=3 IP_MSG = "Y" BDGT_CHG = Q 393.77 > 0 = Y TEMP_CHG = BILL_FACTOR_TEMP > 0 Y 13 FACTR_PL=3				
07/26/2021 08:50:06	07/26/2021	100092952488	INTV IVR	Account Balance Inquiry
07/14/2021 07:24:25	07/14/2021	100092952488	Natasha Neal	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS BEING AVAILABLE.				
07/03/2021 19:27:25	07/03/2021	100092952488	CS General Purpose Batch	Calculation
C/A 100092952488 Contract 0015582811 Budget amt calculated for period ending 07/01/21 = \$ 322.00 Open editor for detail 1. 12 Mth Factor Amt: 4587.64 2. Current Delta: 1327.68 - 1471.00 + 0.00 143.32- 3. Remaining Amount: 1129.46 4. Diff + Remain Amt: 143.32- + 1129.46 986.14 5. New BBP Amount: 986.14 / 93 x 30.4 322.00 * Dollar Difference: 322.00 - 399.00 77.00 * Pct Difference: 19.30 * System BBP Amount: 322.00				
06/28/2021 14:36:48	06/28/2021	100092952488	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/28/2021 Payment Time: 14:36:47 Payment Amount: 457.00 Payment Type: Credit Vendor ID: CT Receipt Number: 08487238062821				
06/05/2021 18:35:32	06/05/2021	100092952488	CS General Purpose Batch	Calculation
C/A 100092952488 Contract 0015582811 Budget amt calculated for period ending 06/02/21 = \$ 399.00 Open editor for detail 1. 12 Mth Factor Amt: 4702.53 2. Current Delta: 1103.10 - 970.00 + 0.00 133.10 3. Remaining Amount: 1468.93 4. Diff + Remain Amt: 133.10 + 1468.93 1602.03				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
5. New BBP Amount: 1602.03 / 122 x 30.4 399.00 * Dollar Difference: 399.00 - 113.00 286.00 * Pct Difference: 253.10 * System BBP Amount: 399.00				
05/28/2021 09:09:10	05/28/2021	100092952488	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/28/2021 Payment Time: 09:09:10 Payment Amount: 35.00 Payment Type: Credit Vendor ID: CT Receipt Number: 07963234052821				
05/28/2021 08:13:14	05/28/2021	100092952488	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/28/2021 Payment Time: 08:13:14 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 07962472052821				
05/28/2021 08:06:19	05/28/2021	100092952488	Shannon L Hunsberger	General Inquiry
SW:KIMBERLY J ABLE ACCT: 100092952488 CALLING BECAUSE: trying to make the payment adv no longer on direct energy ADV BY USING A CREDIT/DEBIT CARD THERE IS A 4.75 SERVICE FEE PER \$600 634.96 Customer was satisfied.				
05/28/2021 08:04:02	05/28/2021	100092952488	Shannon L Hunsberger	General Inquiry
SW:KIMBERLY J ABLE ACCT: 100092952488 CALLING BECAUSE: trying to make the payment adv no longer on direct energy Customer was satisfied.				
05/07/2021 01:15:12	05/07/2021	100092952488	CS General Purpose Batch	West Penn Power Inbound Drop Letter
05/06/2021 17:33:17	05/06/2021	100092952488	CS General Purpose Batch	Current Contract Termination Request (Accepted)
05/05/2021 09:32:04	05/05/2021	100092952488	Zachary Bartel	General Inquiry
-SW:Kimberly Able BP -Reason for call:calling to drop supplier, adv of fees, bp will call supplier and call back Customer was satisfied.				
05/05/2021 09:29:55	05/05/2021	100092952488	BRIANNA N WILLIAMSON	General Inquiry
s/w KIMBERLY J ABLE, via, 100092952488, wants to remove supplier, trans to billing Customer was satisfied.				
05/05/2021 09:28:04	05/05/2021	100092952488	BRIANNA N WILLIAMSON	PA Payment - IP
05/05/2021 09:21:15	05/05/2021	100092952488	BRIANNA N WILLIAMSON	Financial Summary Review
Spoke with: KIMBERLY J ABLE Created By: BRIANNA N WILLIAMSON BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
05/05/2021 09:19:29	05/05/2021	100092952488	BRIANNA N WILLIAMSON	Negotiation Tool - Service On
Spoke with: KIMBERLY J ABLE Created By: BRIANNA N WILLIAMSON Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Hotline number: Yes, Script Read				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Past Due Amt of \$19585.45 Offered - Pay Acct Balance of: \$19547.61 Offered - Pay Disconnection Amt of: \$18936.72 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
04/30/2021 18:02:00	04/30/2021	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/29/2021 10:05:00	04/29/2021	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/21/2021 22:25:07	04/21/2021	100092952488	CS General Purpose Batch	Disconnection Notice - PA Residential
04/09/2021 03:30:21	04/09/2021	100092952488	CS General Purpose Batch	DSPTRIGHTS Letter
04/08/2021 13:21:58	04/08/2021	100092952488	HEATHER L PLACE	General Inquiry
s/w Kimberly able, cust called to discuss IP options, call dropped in the middle of FS, saved FS. vai Satisfied Not Applicable: Reason - Send DSPRTS				
04/08/2021 13:21:43	04/08/2021	100092952488	HEATHER L PLACE	Financial Summary Review
Spoke with: KIMBERLY J ABLE Created By: HEATHER L PLACE Low income letter will be sent.				
04/08/2021 13:19:08	04/08/2021	100092952488	HEATHER L PLACE	Negotiation Tool - Service On
Spoke with: KIMBERLY J ABLE Created By: HEATHER L PLACE Payment Options provided: Offered - Pay Acct Balance of: \$19547.61 Offered - Pay Past Due Amt of \$18974.56 ***** Payment Options provided: Offered - Pay Acct Balance of: \$19547.61 Offered - Pay Past Due Amt of \$18974.56 ***** Financial Summary Option Used. Low income letter will be sent.				
04/08/2021 13:15:12	04/08/2021	100092952488	HEATHER L PLACE	Negotiation Tool - Service On

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Spoke with: KIMBERLY J ABLE Created By: HEATHER L PLACE Payment Options provided: Offered - Pay Acct Balance of: \$19547.61 Offered - Pay Past Due Amt of \$18974.56				
04/08/2021 13:10:54	04/08/2021	100092952488	INTV IVR	Account Balance Inquiry
04/05/2021 19:04:50	04/05/2021	100092952488	CS General Purpose Batch	Calculation
C/A 100092952488 Contract 0015582811 Budget amt calculated for period ending 04/01/21 = \$ 113.00 Open editor for detail 1. 12 Mth Factor Amt: 1528.12 2. Current Delta: 808.16 - 846.00 + 0.00 37.84- 3. Remaining Amount: 719.96 4. Diff + Remain Amt: 37.84- + 719.96 682.12 5. New BBP Amount: 682.12 / 184 x 30.4 113.00 * Dollar Difference: 113.00 - 141.00 28.00 * Pct Difference: 19.86 * System BBP Amount: 113.00				
04/05/2021 10:10:00	04/05/2021	100092952488	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
04/02/2021 08:06:54	04/02/2021	100092952488	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_ANS_MACHINE Hello. This message is from West Penn Power. On Saturday, April 3, 2021, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Alverton, Connellsville, Mount Pleasant, and Scottsdale, PA. If you are receiving this message, you will experience a momentary service interruption between the hours of 5:00 am and 5:15 am. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00055389				
04/01/2021 10:47:09	04/01/2021	100092952488	Kristen Delle Donne	Outbound Call
PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.				
03/29/2021 08:12:01	03/29/2021	100092952488	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_FAULT_DIAL Hello. This message is from West Penn Power. On Saturday, April 3, 2021, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Alverton, Connellsville, Mount Pleasant, and Scottsdale, PA. If you are receiving this message, you will experience a momentary service interruption between the hours of 5:00 am and 5:15 am. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00055389				
03/26/2021 08:10:43	03/26/2021	100092952488	EAILOGINWM6	Outbound Call - Planned Outage

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description						
				<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This message is from West Penn Power. On Saturday, March 27, 2021, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Alverton, Connellsville, Mount Pleasant, and Scottdale, PA. If you are receiving this message, you will experience a momentary service interruption between the hours of 5:00 am and 5:15 am. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00055388</p>						
03/23/2021 09:05:28	03/23/2021	100092952488	EAILOGINWVM6	Outbound Call - Planned Outage						
				<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This message is from West Penn Power. On Saturday, March 27, 2021, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Alverton, Connellsville, Mount Pleasant, and Scottdale, PA. If you are receiving this message, you will experience a momentary service interruption between the hours of 5:00 am and 5:15 am. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00055388</p>						
01/29/2021 11:14:58	01/29/2021	100092952488	Kaley L Dobrich	General Inquiry						
				<p>Received email from Shaina Kelly @ catholic charities requesting recent bill - sent copy of bill to email SKelly@dioceseofgreensburg.org</p> <p>no pledge - CBO/KLD</p> <p>Satisfied Not Applicable: Reason - Manual work</p>						
01/21/2021 16:28:30	01/21/2021	100092952488	Jenaia D Smith	General Inquiry						
				<p>emailed bill to SKelly@dioceseofgreensburg.org - no pledge - jds/cbo</p> <p>Satisfied Not Applicable: Reason - Manual work</p>						
01/21/2021 16:17:51	01/21/2021	100092952488	Cierra Caul	General Inquiry						
				<p>SW: SHANA WESTMORELAND CO CATHOLIC CHARITIES</p> <p>ADV Past Due Amt of \$18158.69</p> <p>ADV LAST PYMT MADE IN SEPT 2019</p> <p>ADV ON IP 12 MONTHS ADDING 1032.00</p> <p>ADV EPP+141.00 IS MONTHLY BILL</p> <p>CBO/CC</p> <p>Satisfied Not Applicable: Reason - Manual work</p>						
01/07/2021 18:32:14	01/07/2021	100092952488	CS General Purpose Batch	Calculation						
				<p>C/A 100092952488 Contract 0015582811</p> <p>Budget amt calculated for period ending 01/04/21 = \$ 141.00</p> <p>Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">1674.96</td> </tr> <tr> <td>2. Current Delta: 432.05 - 423.00 + 0.00</td> <td style="text-align: right;">9.05</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">1242.91</td> </tr> </table>	1. 12 Mth Factor Amt:	1674.96	2. Current Delta: 432.05 - 423.00 + 0.00	9.05	3. Remaining Amount:	1242.91
1. 12 Mth Factor Amt:	1674.96									
2. Current Delta: 432.05 - 423.00 + 0.00	9.05									
3. Remaining Amount:	1242.91									

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
4. Diff + Remain Amt: 9.05 + 1242.91 1251.96 5. New BBP Amount: 1251.96 / 270 x 30.4 141.00 * Dollar Difference: 141.00 - 141.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 141.00				
11/12/2020 16:27:39	11/16/2020	100092952488	Kristen Delle Donne	Pre-Disconnection Warning Letter
Notice was mailed to customer advising that their unpaid balance may put them at risk of termination after November 9, 2020. The standard 10 day termination notice will be mailed prior to termination. Customer should be provided with all available options.				
10/19/2020 16:20:55	10/19/2020	100092952488	Tara Green	Moratorium Protected Account
PA PROTECTED CUSTOMER				
10/05/2020 18:47:39	10/05/2020	100092952488	CS General Purpose Batch	Calculation
C/A 100092952488 Contract 0015582811 Budget amt calculated for period ending 10/01/20 = \$ 141.00 Open editor for detail 1. 12 Mth Factor Amt: 1687.61 * System BBP Amount: 141.00				
09/29/2020 10:03:00	09/29/2020	100092952488	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
09/21/2020 22:27:03	09/21/2020	100092952488	CS General Purpose Batch	Disconnection Notice - PA Residential
07/28/2020 10:09:00	07/28/2020	100092952488	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/20/2020 22:42:17	07/20/2020	100092952488	CS General Purpose Batch	Disconnection Notice - PA Residential
07/02/2020 18:47:04	07/02/2020	100092952488	CS General Purpose Batch	Calculation
C/A 100092952488 Contract 0015582811 Budget amt calculated for period ending 06/30/20 = \$ 181.00 Open editor for detail 1. 12 Mth Factor Amt: 1607.93 2. Current Delta: 1349.45 - 1059.00 + 0.00 290.45 3. Remaining Amount: 258.48 4. Diff + Remain Amt: 290.45 + 258.48 548.93 5. New BBP Amount: 548.93 / 92 x 30.4 181.00 * Dollar Difference: 181.00 - 138.00 43.00 * Pct Difference: 31.16 * System BBP Amount: 181.00				
06/03/2020 10:26:18	06/03/2020	100092952488	Rachel M Moll	Financial Summary Review
Spoke with: KIMBERLY J ABLE Created By: Rachel M Moll Low income letter will be sent.				
06/03/2020 10:26:18	06/03/2020	100092952488	Rachel M Moll	Negotiation Tool - Service On
Spoke with: KIMBERLY J ABLE Created By: Rachel M Moll Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<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: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Disconnection Amt of: \$13986.98</p> <p>Offered - Pay Acct Balance of: \$13488.18</p> <p>Offered - Pay Catch-up Amt of: \$11922.64</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>declined medcert.</p> <p>stated she tried with PCAP and DEF and no answer. 10116.14 (75% Minimum)ip reset amt adv this can change.</p>				
05/28/2020 10:19:00	05/28/2020	100092952488	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
05/20/2020 22:41:46	05/20/2020	100092952488	CS General Purpose Batch	Disconnection Notice - PA Residential
05/04/2020 14:08:00	05/04/2020	100092952488	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/22/2020 08:35:29	04/22/2020	100092952488	Tammy Taylor	Contract Account Changed
Dispute date removed - formal complaint closed.				
04/22/2020 08:28:31	04/22/2020	100092952488	Tammy Taylor	PUC/BPU Complaint-Written
<p>Legal (MM) spoke with Kimberly Able on 12/3/19, and again along with me on 12/4/19 and settled formal complaint.</p> <p>Customer appeared to be eligible for PCAP and agreed to contact DEF to complete application process, and if enrolled, balance would be deferred for potential forgiveness in PCAP.</p> <p>Formal complaint docket# C-2019-3012943 closed due to resolution. Confirmed on PUC website 4/22/20.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				



DETAILED STATEMENT OF ACCOUNT

Customer Name: KIMBERLY J ABLE

Account Number: 100092952488

Service Address:

205 BROAD ST
SCOTSDALE PA 15683

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
08/21/21													-400.00			18,296.49
08/25/21													-248.00			18,048.49
09/01/21	08/31/21	KWH	82,421	2,283	29	79	Act	232.39	0.00	232.39	322.00	09/23/21				18,280.88
10/01/21													-500.00			17,780.88
10/01/21													-150.00			17,630.88
10/02/21	09/30/21	KWH	84,447	2,026	30	68	Act	202.83	0.00	202.83	322.00	11/04/21		9.71	LPC	17,843.42
11/01/21	10/31/21	KWH	86,772	2,325	31	75	Act	231.66	0.00	231.66	345.00	12/03/21				18,075.08
11/18/21													-500.00			17,575.08
Supplier Switch West Penn Power Company to Direct Energy Services on 11/24/2021.																
12/02/21	11/30/21	KWH	90,016	3,244	30	108	Act	278.54	49.01	327.55	345.00	01/05/22				17,902.63
01/04/22	01/02/22	KWH	93,532	3,516	33	107	Act	151.01	224.67	375.68	97.00	02/07/22				18,278.31
02/01/22	01/30/22	KWH	97,290	3,758	28	134	Act	170.71	240.14	410.85	77.00	03/07/22				18,689.16
Supplier Switch Direct Energy Services to Just Energy on 02/03/2022.																
03/02/22	02/28/22	KWH	101,087	3,797	29	131	Act	172.41	409.22	581.63	77.00	04/04/22				19,270.79
04/05/22	03/31/22	KWH	104,290	3,203	31	103	Act	146.88	364.83	511.71	77.00	05/09/22				19,782.50
Installment plan deactivated on 04/18/2022 - Installment Plan In Arrears.																
Installment plan started on 04/18/2022 for current + 328.00.																
05/03/22	05/01/22	KWH	106,671	2,381	31	77	Act	111.02	271.20	382.22	94.00	06/06/22				20,164.72
06/02/22	05/31/22	KWH	108,112	1,441	30	48	Act	69.99	164.13	234.12	94.00	07/06/22				20,398.84
07/05/22													-1,279.33			19,119.51
07/05/22	06/30/22	KWH	109,702	1,590	30	53	Act	73.88	181.10	254.98	94.00	08/08/22				19,374.49
08/03/22	08/01/22	KWH	111,540	1,838	32	57	Act	84.37	209.35	293.72	94.00	09/06/22				19,668.21
09/03/22	08/31/22	KWH	113,279	1,739	30	58	Act	80.18	198.08	278.26	94.00	10/07/22				19,946.47
09/14/22													-603.10			19,343.37
10/04/22	10/02/22	KWH	114,860	1,581	32	49	Act	74.14	180.08	254.22	94.00	11/07/22				19,597.59
11/02/22	10/31/22	KWH	116,870	2,010	29	69	Act	92.47	228.94	321.41	107.00	12/05/22				19,919.00
12/03/22	11/30/22	KWH	119,665	2,795	30	93	Act	125.98	318.36	444.34	107.00	01/05/23				20,363.34
01/04/23	01/02/23	KWH	123,401	3,736	33	113	Act	180.01	425.53	605.54	107.00	02/06/23				20,968.88
02/02/23	01/31/23	KWH	126,269	2,868	29	99	Act	144.01	326.67	470.68	118.00	03/08/23		50.00	LPC	21,489.56

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
03/04/23	03/01/23	KWH	128,754	2,485	29	86	Act	125.76	283.05	408.81	118.00	04/06/23		62.91	LPC	21,961.28
04/04/23	04/02/23	KWH	131,644	2,890	32	90	Act	145.09	329.17	474.26	118.00	05/08/23				22,435.54
05/03/23	05/01/23	KWH	133,511	1,867	29	64	Act	96.34	212.66	309.00	104.00	06/05/23				22,744.54
06/05/23	05/31/23	KWH	135,410	1,899	30	63	Act	97.87	216.30	314.17	104.00	07/07/23				23,058.71
07/05/23	07/02/23	KWH	137,284	1,874	32	59	Act	92.59	213.45	306.04	104.00	08/07/23				23,364.75
08/03/23	08/01/23	KWH	139,579	2,295	30	77	Act	111.74	261.41	373.15	114.00	09/06/23				23,737.90
08/07/23													-134.00			23,603.90
08/07/23														30.00	RF	23,633.90



Payment History

Kimberly J. Able
205 Broad St
Scottsdale PA 15683
Account No. 100092952488

Date	Amount	Description
08/07/2023	134.00-	Payment Agent
09/14/2022	603.10-	Electronic Check Payment - CSR
07/05/2022	1279.33-	Payment - Diocese of Greensburg
11/18/2021	500.00-	LIHEAP Cash Credit
10/01/2021	650.00-	Credit Card Payment
08/25/2021	248.00-	Credit Card Payment
08/21/2021	400.00-	Credit Card Payment
07/28/2021	724.86-	Credit Card Payment
06/29/2021	457.00-	Credit Card Payment
06/01/2021	635.00-	Credit Card Payment
02/08/2021	483.21-	Payment

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**



Name: Kimberly J. Able

Account Number: 100092952488

Service Address: 205 Broad St.
Scottsdale PA 15683

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
PCAP	10/25/2016	\$14,587.09	\$1,510.00	\$80 monthly credit; \$405.20 potential forgiveness
CO PA	7/5/2019	\$12,384.34	\$788.00	Budget bill + \$1,032.00 + EGS, beginning 7/29/2019
CO EXT PA	5/5/2021	\$19,585.45	\$362.03	Budget bill + \$326.00 + EGS, beginning 5/27/2021
BCS Case #3830581	4/18/2022	\$19,649.29	\$1,444.00	Budget bill + \$328.00 + EGS, beginning 6/6/2022

Remarks:

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



Docket No. C-2023-3040239
Kimberly Able v. West Penn Power Company

205 Broad Street
Scottsdale PA 15683

Account No. 100092952488

Display Medical Certificate History

Business Partner 805530982 KIMBERLY J ABLE
Contract Account 100092952488

Date	Time	Activity	Start Date	End Date	Ce...	Disc Stat	Paper Stat	Account Balance
04/14/2023	12:38:17	New Entry	04/14/2023				No Answer	22435.54
10/14/2022	16:27:27	New Entry	10/14/2022				No Answer	19597.59
10/03/2013	12:50:54	Maintain	10/02/2013	11/01/2013		Active	Received	7043.09
10/02/2013	15:17:30	New Entry	10/02/2013	11/01/2013		Active	No Answer	7043.09
08/09/2013	14:06:42	Maintain	08/08/2013	08/15/2013		Active	Denied	8839.76
08/08/2013	15:45:04	New Entry	08/08/2013	09/07/2013		Active	No Answer	8839.76
11/13/2012	11:14:21	Maintain	11/13/2012	12/13/2012		Active	Received	7157.08
11/13/2012	11:13:15	New Entry	11/13/2012	12/13/2012		Active	No Answer	7157.08



Account No. 100092952488
 EGS v PTC

EGS	Billing Period	Penelec PTC
Just Energy		
0.0150	7/3/23 – 8/1/23	9.93
0.0989		
0.0150	6/1/23 – 7/2/23	9.93
0.0989		
0.0150	5/2/23 – 5/31/23	8.22
0.0989		
0.0150	4/3/23 – 5/1/23	8.22
0.0989		
0.0150	3/2/23 – 4/2/23	8.22
0.0989		
0.0150	2/1/23 – 3/1/23	8.50
0.0989		
0.0150	1/3/23 – 1/31/23	8.51
0.0989		
0.0150	12/1/22 – 1/2/23	8.52
0.0989		
0.0150	11/1/22 – 11/30/22	8.31
0.0989		
0.0150	10/3/22 – 10/31/22	8.31
0.0989		
0.0150	9/1/22 – 10/2/22	8.31
0.0989		
0.0150	8/2/22 – 8/31/22	8.20
0.0989		
0.0150	7/1/22 – 8/1/22	8.20
0.0989		
0.0150	6/1/22 – 6/30/22	8.20
0.0989		
0.0150	5/2/22 – 5/31/22	5.67
0.0989		

Kimberly Able v West Penn Power
 C-2023-3040239

0.0150	4/1/22 – 5/1/22	5.67
0.0989		
0.0150	3/1/22 - 3/31/22	5.67
0.0989		
0.0150	2/4/22 – 2/28/22	5.70
0.0989		
Direct Energy Services LLC		
0.063900	1/31/22 – 2/3/22	5.70
0.063900	1/3/22 – 1/30/22	5.70
0.063900	12/1/21 – 1/2/22	5.70
0.063900	11/25/21 – 11/30/21	5.45
Direct Energy Services LLC		
0.084500	5/1/21 – 5/6/21	5.20
0.084500	4/2/21 – 5/3/21	5.15
0.084500	3/4/21 – 4/1/21	5.15
0.084500	2/3/21 – 3/3/21	5.19
0.084500	1/5/21 – 2/2/21	5.20
0.076900	12/3/20 – 1/4/21	5.20
0.076900	11/3/20 – 12/2/20	4.91
0.076900	10/2/20 – 11/2/20	4.89
0.076900	9/1/20 – 10/1/20	4.89
0.076900	7/31/20 – 8/31/20	5.13
0.076900	7/1/20 – 7/30/20	5.13
0.076900	6/2/20 – 6/30/20	5.12
0.076900	5/1/20 – 6/1/20	5.62
0.076900	4/1/20 – 4/30/20	5.64
0.076900	3/3/20 – 3/31/20	5.64
0.076900	2/3/20 – 3/2/20	5.75
0.076900	1/6/20 – 2/2/20	5.76
0.076900	12/4/19 – 1/5/20	5.76
0.076900	11/4/19 – 12/3/19	5.38
0.076900	10/4/19 – 11/3/19	5.34
0.076900	9/5/19 – 10/3/19	5.34
0.076900	8/6/19 – 9/4/19	5.49
0.076900	7/4/19 – 8/5/19	5.52
0.076900	6/6/19 – 7/3/19	5.52

Kimberly Able v West Penn Power
C-2023-3040239

0.076900	5/4/19 – 6/5/19	6.00
0.076900	4/5/19 – 5/3/19	6.09

Docket No. C-2023-3040239
Kimberly Able v. West Penn Power Company



Collection History Timeline

Date	Event
<u>2013</u>	
3/4/13	10-day \$1,162.00
3/14/13	Dispute Rights Given
3/19/13	Payment \$375.00
3/27/13	BCS #3075439: Filed
3/31/13	Winter Moratorium ends
6/3/13	BCS # 3075439: Closed/Dismissed 1405(c)
7/17/13	10-day \$637.40
7/30/13	Dispute Rights Given
8/19/13	Payment \$400.00
9/16/13	10 day \$401.05
10/3/13	Medical Certificate/30-day hold
11/16/13	10 day \$463.65
12/1/13	Winter Moratorium begins
<u>2014</u>	
2/17/14	10-day \$8,893.48
2/28/14	Company PAR #1
3/31/14	Winter Moratorium ends
5/19/14	10-day \$9,861.22
6/3/14	Payment \$195.00
6/4/14	Company PAR #2
6/17/14	10 day \$10,591.43
7/1/14	Company Sec Dep PAR
7/19/14	10-day \$10,911.97
8/1/14	LIPURP-enrolled
8/19/14	10 day \$1,026.40
9/2/14	Dispute Rights Given
9/12/14	BCS # 3284465: Filed
9/15/14	BCS #3284465: Closed/Dismissed 1405(c)
9/29/14	10-day \$1,088.28
10/13/14	Dispute Rights Given
10/20/14	BCS #3297648: Filed
10/21/14	BCS #3297648: Closed/Dismissed 1405(c)
12/1/14	Winter Moratorium begins
12/3/14	LIHEAP Cash Grant Payment \$500.00
<u>2015</u>	
2/23/15	10-day \$898.40
3/12/15	Dispute Rights Given

Timeline (continued)

Docket No. C-2023-3040239
Kimberly Able v. West Penn Power Company

Collection History Timeline

Date	Event
<u>2015</u>	
3/20/15	BCS #3326078: Filed
3/31/15	Winter Moratorium ends
9/21/15	BCS #3326078: Closed/Resolved
10/13/15	10-day \$814.89
10/27/15	Dispute Rights Given
11/5/15	30-day hold/LIHEAP Crisis pledge \$500.00
11/18/15	LIHEAP Cash Grant Payments \$182.00 and \$70.00
12/1/15	Winter Moratorium begins
12/3/15	LIHEAP Crisis Grant Payment \$500.00
<u>2016</u>	
3/22/16	10 day \$13,486.25
3/31/16	Winter Moratorium ends
4/5/16	Dispute Rights Given
4/16/16	BCS #3428724: Filed
6/22/16	10-day-undisputed current charges \$272.43
7/7/16	Payment \$272.43
7/13/16	LIHEAP Cash Grant Payments \$65.00 and \$65.00
8/12/16	BCS #3428724: Closed/ Level 1 PUC PAR
8/22/16	10 day – undisputed current charges \$222.89
9/2/16	Payment \$222.89
9/26/16	10 day \$181.40
10/25/16	PCAP enrolled
12/1/16	Winter Moratorium begins
12/6/16	PCAP reminder to pay letter
<u>2017</u>	
1/7/17	PCAP reminder to pay letter
2/7/17	PCAP reminder to pay letter
2/22/17	10-day \$507.00
3/9/17	PCAP reminder to pay letter
3/27/17	10 day \$676.00
3/31/17	Winter Moratorium ends
4/7/17	Payment \$200
4/8/17	Payment \$95.00 and \$195.00
4/10/17	Dispute Rights Given
4/28/17	St. Vincent DePaul Payment \$106.00
5/24/17	10-day \$418.00
6/7/17	Dispute Rights Given

Timeline (continued)

Docket No. C-2023-3040239
Kimberly Able v. West Penn Power Company

Collection History Timeline

Date	Event
6/16/17	BCS #3536270: Filed
6/20/17	Payment \$100.00
7/10/17	PCAP reminder to pay letter
8/9/17	PCAP reminder to pay letter
9/8/17	PCAP reminder to pay letter
9/21/17	BCS #3536270: Closed/Dismissed 1405(d)
9/25/17	10 day \$769.11
10/5/17	Dispute Rights Given
10/10/17	Payment \$495.50
10/26/17	Dollar Energy Fund Grant Payment \$274.00
12/1/17	Winter Moratorium begins
12/7/17	PCAP reminder to pay letter
<u>2018</u>	
1/10/18	PCAP reminder to pay letter
2/10/18	PCAP reminder to pay letter
2/26/18	10 day \$639.68
3/13/18	PCAP reminder to pay letter
3/24/18	10 day \$803.88
3/29/18	Dispute Rights Given
3/31/18	Winter Moratorium ends
4/3/18	Payment \$200.00
4/6/18	Payment \$300.00
4/6/18	BCS #3599042: Filed
5/9/18	PCAP reminder to pay letter
6/6/18	PCAP reminder to pay letter
7/10/18	PCAP reminder to pay letter
8/8/18	PCAP reminder to pay letter
9/6/18	BCS #3599042: Closed/Dismissed 1405(c)
9/8/18	10 day \$1,172.37
9/19/18	Dispute Rights Given
9/24/18	BCS #3654829: Filed
11/2/18	Removed from PCAP
12/1/18	Winter Moratorium begins
<u>2019</u>	
3/31/19	Winter Moratorium ends
6/7/19	BCS #3654829: Closed/Dismissed 1405(c)

Timeline (continued)

Docket No. C-2023-3040239
Kimberly Able v. West Penn Power Company

Collection History Timeline

Date	Event
6/15/19	10 day \$12,084.64
6/28/19	Dispute Rights Given
7/5/19	Company PAR #3
8/24/19	10 day \$12,514.54
9/6/19	Dispute Rights Given
9/12/19	Formal # C-2019-3012943: Filed
9/16/19	Payment \$600.00
9/17/19	Payment \$600.00
9/17/19	Payment \$8.00
12/1/19	Winter Moratorium begins
12/4/19	Formal #C-2019-3012943: Settled
<u>2020</u>	
3/13/20	Emergency Order Docket No. M-2020-3019244
5/21/20	10 day \$13,986.98
7/21/20	Delinquent notice \$15,060.56
9/22/20	Delinquent notice \$16,210.84
<u>2021</u>	
2/8/21	Payment \$483.21
4/1/21	Collection Activities Resume
4/22/21	10 day \$18,936.72
5/5/21	Company Extended PAR
5/28/21	Payment \$600.00
5/28/21	Payment \$35.00
6/28/21	Payment \$457.00
7/27/21	Payment \$600.00
7/27/21	Payment \$124.86
8/21/21	Payment \$400.00
8/25/21	Payment \$248.00
10/1/21	Payment \$500.00
10/1/21	Payment \$150.00
11/18/21	LIHEAP Cash Payment \$500.00
12/1/21	Winter Moratorium begins
<u>2022</u>	
2/17/22	10 day \$18,372.02
3/22/22	10 day \$18,721.24
3/31/22	Winter Moratorium ends
4/4/22	Dispute Rights Given
4/15/22	BCS #3830581: Filed

Timeline (continued)

Docket No. C-2023-3040239
Kimberly Able v. West Penn Power Company

Collection History Timeline

Date	Event
4/18/22	BCS #3830581: Directed Level 1 PAR
6/13/22	Diocese of Greensburg Pledge 30-day hold
7/5/22	Diocese of Greensburg Payment \$1,279.33
8/23/22	10 day \$19,268.39
9/2/22	Dispute Rights Given
9/12/22	Payment \$603.10
9/21/22	10 day \$18,968.64
10/4/22	Dispute Rights Given
10/14/22	3-day Med Cert Hold
10/17/22	BCS #3872027: Filed
12/29/22	BCS #3872027: Dismissed
<u>2023</u>	
1/4/23	Received Intent to Appeal BCS #3872027
2/16/23	10 day \$20,891.42
3/22/23	10 day \$21,386.09
4/4/23	Dispute Rights Given
4/14/23	3-day Med Cert Hold
4/24/23	Formal Complaint C-2023-3040239: Filed
6/21/23	10 day-undisputed current charges \$104.00
8/7/23	Lawful termination for undisputed charges
8/7/23	Payment - Service restored



Assigned To

Assigned Specialist
Clark, Mary B

Customer Information

Case Number
3075439

Account Number
100092952488

First Name
KIMBERLY

Last Name
ABLE

Service Address

Address1
205 BROAD STREET
Address2

Service City
SCOTTDALE

Service State
PA

Service Zip
15683

Service Class
RESIDENTIAL

Work Phone

Home Phone
(724) 2174411

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

Children
0

Age

Adults

4

General

PUC Date Opened
3/27/2013

PUC Date Prepared
3/27/2013

Received Date
3/27/2013

PUC Date Closed
6/3/2013

Case Information

Prior Case Number

Term Date
3/28/2013

Arrearage
0

Case Origin
TELEPHONE

Universal Service
Yes

Income
A1 - \$0

Source
A1;A2;A3 SSI;A3

Business Name

A2 - \$0
A3 SSI - \$701
A3 - \$0

Reason For Contact

PFA CUSTOMER: OFF - PAR NEEDED - #85

Case Problem

Company Position

03/27/2013 CO WANTS 787.00

Related Information

CO

WNATS 787.00... CU REQUESTED A MED CERT AND DENIED CU A MED CERT... CU WANTS A PAR...

Misc. Info.

NO ALT #

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
TRACI	MORA	(717) 7723266
Intaker First Name	Intaker Last Name	
LILLIAN	MARAZAS	
Status		

Status

Closed

History

Click To Expand

< [REDACTED] >

Is Archived

Customer Information

Case Number

3075439

Customer First Name

KIMBERLY

Customer Last Name

ABLE

Account Number

100092952488

Service Address

Address 1

205 BROAD STREET

Address 2

City

SCOTTDALE

Service State

PA

Zip

15683

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

Family Size

Children

Age

General

PUC Date Opened

3/27/2013

PUC Sent Date

6/3/2013

PUC Date Closed

6/3/2013

Case Type

PAR with Dispute

Assigned To

Assigned Specialist

Clark, Mary B

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

Head Date

Bill Date

PUC Service Continue Date

Total Balance PUC Service Restored Pay PUC Special Budget Amount

8157.00

Regular Budget Amount

PUC Service Continue Amount

Arrears Payment Plus

Final Monthly Payment

Current Monthly Payment

End Monthly Payment

Reconnect Amount

Pay Amount

0,00

PUC Terms

Letter Description

Resolution

SENDING DISMISSAL LTR AS PUC CANNOT ASSIST WITH
PMT TERMS DUE TO LIPURP ARREARS AND ENROLLMENT CO DOES NOT HAVE TO OFFER
PMT

TERMS AS CUST ALREADY ENROLLED IN PCAP

Has Decision Issue

Response Time

No

Other Information

Investigator First Name

Investigator Last Name

TRACI

MORA

Investigator Area Code

Investigator Phone

Investigator Fax Area Code

Investigator Fax

717

7876641

Intaker First Name

Intaker Last Name

Status

Is SAP Completed

SAP Completion Date

6/3/2013

History

Click To Expand





Assigned To

Assigned Specialist
Webb, Max S
Customer Information

Case Number
3284465

Account Number
100092952488

First Name
KIMBERLY

Last Name
ABLE

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

205 BROAD ST

Address2

City

SCOTTDALE

State

PA

Mail Zip

15683

Family

Family Size

4

Children

0

Age

Adults

4

General

PUC Date Opened

9/12/2014

PUC Date Prepared

9/12/2014

Received Date

9/12/2014

PUC Date Closed

9/12/2014

Case Information

Prior Case Number

3075439

Term Date

9/15/2014

Arrearage

745

Case Origin

TELEPHONE

Universal Service

No

Income

UNEMPLOYED - \$0

Source

Business Name

SS - \$710

UNEMPLOY - \$0

UNEMPL - \$0

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

09/11/2014 PAY 745.15

Related Information

CO

REF PA. STATES SHE WAS ON LIPURP BUT REMOVED BECAUSE OF SEC DEP WITH NO ARREARS

PAR

Misc. Info.

NO ALT #

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
KIM	COHEN	
Status		

Status

Closed

History

Click To Expand



Is Archived

Customer Information

Case Number

3284465

Customer First Name

KIMBERLY

Customer Last Name

ABLE

Account Number

100092952488

Service Address

Address 1

205 BROAD STREET

Address 2

City

SCOTTDALE

Service State

PA

Zip

15683

Home Phone

Work Phone

Mailing Address

Address 1

205 BROAD ST

Address 2

City

SCOTTDALE

State

PA

Zip

15683

Family

Adults

4

Family Size

4

Children

0

Age

General

PUC Date Opened

9/12/2014

PUC Sent Date

9/12/2014

PUC Date Closed

9/12/2014

Case Type

Straight

Assigned To

Assigned Specialist

Webb, Max S

Case Information

PUC Violation

NO

PUC Chapter

0

Section Rule

Balance Date

Head Date

9/16/2014

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

PUC Terms

Letter Description

Resolution

CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 9/21/2014

Has Decision Issue	Response Time
--------------------	---------------

Other Information

Investigator First Name	Investigator Last Name
BUREAU OF	CONSUMER SERVICE
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
KIM	COHEN
Status	

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

History

Click To Expand

<
>



Assigned To

Assigned Specialist
Howlett, Charles J

Customer Information

Case Number

3297648

Account Number

100092952488

First Name

KIMBERLY

Last Name

ABLE

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

205 BROAD ST

Address2

City

SCOTTDALE

State

PA

Mail Zip

15683

Family

Family Size

3

Children

0

Age

Adults

3

General

PUC Date Opened

10/20/2014

PUC Date Prepared

10/20/2014

Received Date

10/20/2014

PUC Date Closed

10/21/2014

Case Information

Prior Case Number

3284465

Term Date

10/22/2014

Arrearage

693

Case Origin

TELEPHONE

Universal Service

No

Income

SSI - \$710

Source

Business Name

SM

ADULT 2 - \$0

ADULT 3 - \$0

Reason For Contact

ON

- PAR NEEDED (# 61)

Case Problem

Company Position

10/20/2014 WEST PENN POWER IS REQUESTING \$693.00 TO KEEP SERVICES ON.

Related Information

STRAIGHT

PAR CUSTOMER IS SEEKING ASSISTANCE WITH A PAYMENT PLAN AND PREVENTION OF SERVICES FROM BEING TERMINATED. CUST STATES THAT SHE PAID OFF ALL LIPURP ARREARS.

Misc. Info.

NO HOME NO WK

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
RAJEIA	BYARD	
Status		

Status
Closed

History

Click To Expand

◀ ▶

Is Archived

Customer Information

Case Number

3297648

Customer First Name

KIMBERLY

Customer Last Name

ABLE

Account Number

100092952488

Service Address

Address 1

205 BROAD STREET

Address 2

City

SCOTTDAL

Service State

PA

Zip

15683

Home Phone

Work Phone

Mailing Address

Address 1

205 BROAD ST

Address 2

City

SCOTTDAL

State

PA

Zip

15683

Family

Adults

3

Family Size

3

Children

0

Age

General

PUC Date Opened

10/20/2014

PUC Sent Date

10/21/2014

PUC Date Closed

10/21/2014

Case Type

PCAP Review

Assigned To

Assigned Specialist

Howlett, Charles J

Case Information

PUC Violation

NO

PUC Chapter

0

Section Rule

Balance Date

Head Date

10/23/2014

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

PUC Terms

Letter Description

Resolution

3297648 CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 10/28/2014

Has Decision Issue	Response Time
--------------------	---------------

Other Information

Investigator First Name	Investigator Last Name
BUREAU OF	CONSUMER SERVICE
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

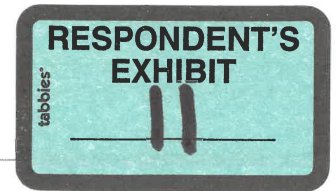
Intaker First Name	Intaker Last Name
RAJEIA	BYARD
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	10/28/2014

History

Click To Expand





Assigned To

Assigned Specialist
Howlett, Charles J

Customer Information

Case Number

3428724

Account Number

100092952488

First Name

KIMBERLY

Last Name

ABLE

Service Address

Address1

205 BROAD ST.

Address2

Service City

SCOTTDALE

Service State

PA

Service Zip

15683-0

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

4/16/2016

PUC Date Prepared

4/18/2016

Received Date

4/18/2016

PUC Date Closed

8/12/2016

Case Information

Prior Case Number

0

Term Date

4/18/2016

Arrearage

0

Case Origin

TELEPHONE

Universal Service

Yes

Income

SSI - \$720

Source

Business Name

Reason For Contact

ON

- PAR WITH DISPUTE (#63)

Case Problem

THE BILL STATES MY ARREARS ARE 13,800.89. I HAD IDT AS A SUPPLIER AND MY BILL WAS ASTRONOMICAL. I TRIED TO CANCEL IDT SEVERAL SINCE DECEMBER OF 2015. I WAS TOLD BY IDT THAT THEY HAD TO SEND ME A PAPER TO SIGN AND RETURN. I NEVER RECEIVED THE PAPER. I CANNOT UNDERSTAND WHY MY BILL IS OVER 13000. I WAS TOLD I WOULD RECEIVE REFUND CHECK BUT I HAVEN'T RECEIVED AS OF TODAY. I SPOKE WITH WPP AND THEY TOLD ME I WOULD HAVE TO TALK TO IDT FIRST, WHICH I DID. THE BILL STATES THAT MY SUPPLIER IS WPP. I IMAGINE IT WAS TAKEN CARE OF. I AM REQUESTING A PUC PAR TO HELP ME WITH THIS HIGH BALANCE. I AM GOING TO APPLY FOR PCAP. THE CELL PHONE NUMBER (724) 205 - 1045 HAS BEEN ALLOWED TO BE SHARED.

Company Position

04/15/2016 I HAVE TO TAKE CARE OF IDT BEFORE I CAN TALK TO THEM.

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

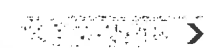
Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
KATHIE	STABULAS	
Status		

Status

Closed

History

Click To Expand



Is Archived

Customer Information

Case Number

3428724

Customer First Name

KIMBERLY

Customer Last Name

ABLE

Account Number

100092952488

Service Address

Address 1

205 BROAD ST,

Address 2

City

SCOTTDALE

Service State

PA

Zip

15683

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

4/16/2016

PUC Sent Date

9/28/2016

PUC Date Closed

8/12/2016

Case Type

PCAP Review

Assigned To

Assigned Specialist

Howlett, Charles J

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

8/17/2016

Head Date

8/17/2016

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
14445.28	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	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

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

Resolution

3428724

1405 TERMS ISSUED, BB + 241.00 BEGINNING WITH SEPTEMBER 2016 DUE DATE, INCOME LEVEL 1, WAIVE LPC'S, NO PRIOR PUC PAR, VERBALLY ADDRESSED CUSTOMER'S DISPUTE ON 8/12/16, ADVISED EGS HAS NO RECORD OF CANCELLATION UNTIL 4/5/16, NO GUARANTEE OF SAVINGS WHEN ENROLLING WITH EGS, CUSTOMER UNDERSTOOD

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
GALEN	SHANER
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
KATHIE	STABULAS
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	9/28/2016

History

Click To Expand

<
>



Assigned To

Assigned Specialist

Webb, Max S

Customer Information

Case Number

3536270

Account Number

100092952488

First Name

KIMBERLY

Last Name

ABLE

Service Address

Address1

205 BROAD ST.

Address2

Service City

SCOTTDALE

Service State

PA

Service Zip

15683-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

0

Age

Adults

3

General

PUC Date Opened

6/16/2017

PUC Date Prepared

6/16/2017

Received Date

6/16/2017

PUC Date Closed

9/21/2017

Case Information

Prior Case Number

3428724

Term Date

6/19/2017

Arrearage

0

Case Origin

TELEPHONE

Universal Service

Yes

Income

SSD - \$720

Source

Business Name

UNEMP - \$0

SSD - \$720

Reason For Contact

ON - PAR WITH DISPUTE (#63)

Case Problem

Company Position

06/16/2017 CO OFFERED TO SEND A MEDICAL CERTIFICATE AND WEST PENN POWER OFFERED \$84 A MONTH.

Related Information

CU

IS BEING SLAMMED. (#10) CU HAS TERMINATION NOTICE AND HER HUSBAND IS ON OXYGEN. CU HAS NO IDEA HOW IDT WAS ATTACHED TO HER ACCOUNT! CU CLAIMS THAT SHE WAS HIT

IN ONE MONTH SHE WAS HIT WITH A \$13,000 BILL. CU WOULD LIKE THE PUC TO INVESTIGATE THE \$13,000 IDT SLAMMING. CU CLAIMS THAT IDT SAID THEY WERE GOING TO INVESTIGATE THIS BUT THAT NEVER HAPPENED. CU IS ATTEMPTING TO ENROLL IN PCAP. CU WAS IN A PAR WITH WEST PENN POWER FOR A PAYMENT ARRANGEMENT FOR \$84 A MONTH AND

THEN THE CU GOT HIT WITH A BILL FOR \$567 THAT THE CU ENDED UP PAYING. CU CLAIMS SHE KEEPS RECEIVING SHUT OFF NOTICES AND NOT BILLS ANY LONGER. THE CELL PHONE NUMBER (724) 205 - 1045 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
GALEN	SHANER	(717)
Intaker First Name	Intaker Last Name	
MARK	COSTIK	
Status		

Status

Closed

History

Click To Expand

< [REDACTED] >

Is Archived

Customer Information

Case Number

3536270

Customer First Name

KIMBERLY

Customer Last Name

ABLE

Account Number

080553098200068275

Service Address

Address 1

205 BROAD ST.

Address 2

City

SCOTTDALE

Service State

PA

Zip

15683

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

3

Children

0

Age

General

PUC Date Opened

6/16/2017

PUC Sent Date

9/21/2017

PUC Date Closed

9/21/2017

Case Type

PAR with Dispute

Assigned To

Assigned Specialist

Webb, Max S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/14/2017

Head Date

9/21/2017

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
13684.03	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	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

CHAPTER 14 EGW DISMISS/CONTACT COMP LETTER

Resolution

CLOSE NO DECISION - REVIEWED COMPLAINT AND REPORTS, PUC PREVIOUSLY ADDRESSED SLAMMING COMPLAINT IN BCS 3428724, NO EVIDENCE OF SLAMMING WAS FOUND AT THAT TIME AND ENROLLMENT WAS DETERMINED TO BE VALID, PRIOR PUC PAR WAS MADE, THAT PAR HAS NOT BEEN SATISFIED, BASED ON 1405.D CUSTOMER IS NOT ELIGIBLE FOR ANOTHER PAR, CUSTOMER WAS NOT BILLED 13,000.00 FOR A SINGLE MONTH, BALANCE IS ACCUMULATION OF UNPAID BILLS, COMPANY REPORTS THAT BILLS ARE MAILED EACH MONTH AND NO RECORD OF RETURNED MAIL, CUSTOMER CLAIMED MEDICAL ISSUE IN HOME AND COMPANY PROVIDED CUSTOMER WITH INFORMATION ON FILING A MEDICAL CERTIFICATE ON 6/16/2017

Has Decision Issue	Response Time
--------------------	---------------

No

Other Information

Investigator First Name	Investigator Last Name
GALEN	SHANER
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
MARK	COSTIK
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	9/22/2017

History

Click To Expand

<
>



Assigned To

Assigned Specialist

Owens, Andre P

Customer Information

Case Number

3599042

Account Number

100092952488

First Name

KIMBERLY

Last Name

ABLE

Service Address

Address1

205 BROAD ST

Address2

Service City

SCOTTDALE

Service State

PA

Service Zip

15683-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

4/6/2018

PUC Date Prepared

4/6/2018

Received Date

4/6/2018

PUC Date Closed

9/6/2018

Case Information

Prior Case Number

3536270

Term Date

4/9/2018

Arrearage

0

Case Origin

TELEPHONE

Universal Service

No

Income

Source

Business Name

Reason For Contact

PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58)

Case Problem

CUSTOMER SAYS SHE HAS BEEN CALLING THE COMP FOR INFO ON HER TERM NOTICE BUT IS BEING TOLD SEVERAL DIFFERENT THINGS. SHE SAYS SHE MADE A \$200 PAYMENT YESTERDAY AND A 300.00 PAYMENT TODAY IN ORDER TO STOP HER TERMINATION . SHE WAS TOLD AFTER HER PAYMENT TODAY THAT HER TERMINATION WAS CLEAR BUT WHEN SHE CALLED BACK TO DOUBLE CHECK SHE WAS TOLD THAT SHE DOES STILL HAVE A TERMINATION DATE AND SHE NEEDS TO PAY 303 ON TOP OF THE PAYMENTS SHE ALREADY MADE IN ORDER TO AVOID TERMINATION WHICH SHE FEELS IS UNFAIR TO HER. - RELIEF SOUGHT - FIGURE OUT WHAT IS GOING ON WITH HER BALANCE AND TERMINATION NOTICE. THE CELL PHONE NUMBER (724) 205 - 1045 HAS BEEN ALLOWED TO BE SHARED.

Company Position

04/06/2018 WE DON'T KNOW WHY YOU ARE BEING TOLD DIFFERENT THINGS

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
LAKEISHA	HAYES	

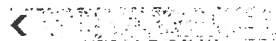
Status

Status

Closed

History

Click To Expand



Is Archived

Customer Information

Case Number

3599042

Customer First Name

KIMBERLY

Customer Last Name

ABLE

Account Number

100092952488

Service Address

Address 1

205 BROAD ST

Address 2

City

SCOTTDALE

Service State

PA

Zip

15683

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

0

Family Size

0

Children

0

Age

General

PUC Date Opened

4/6/2018

PUC Sent Date

9/6/2018

PUC Date Closed

9/6/2018

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Owens, Andre P

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/6/2018

Head Date

9/10/2018

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
9762.77	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	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. THE COMPANY PROPERLY ADVISED THE CUSTOMER OF THE AMOUNT TO PAY TO AVOID TERMINATION. THE PAYMENTS THE CUSTOMER MADE IN APRIL OF 2018 WERE INSUFFICIENT TO SATISFY THE AMOUNT OF 803.88 ON THE TERMINATION NOTICE ISSUED ON MARCH 26, 2018. CUSTOMER MUST PAY 1,172.37 TO BRING HER ACCOUNT CURRENT ON PCAP. NO PUC PAR DUE TO PCAP.

Has Decision Issue	Response Time
--------------------	---------------

Other Information

Investigator First Name	Investigator Last Name
JULIE	CARLIN
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
LAKEISHA	HAYES
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	9/6/2018

History

Click To Expand

< >



Assigned To

Assigned Specialist
Copeland, Jacqueline L
Customer Information

Case Number
3654829

Account Number
100092952488

First Name
KIMBERLY

Last Name
ABLE

Service Address

Address1
205 BROAD ST
Address2

Service City
SCOTTDALE
Service Class

Service State
PA
Work Phone

Service Zip
15683-0
Home Phone

Mailing Address

Address1
PO BOX 235
Address2

City
SCOTTDALE
Family

State
PA

Mail Zip
15683-0235

Family Size
5
Adults
4
General

Children
1

Age
11

PUC Date Opened
9/24/2018
PUC Date Closed
6/7/2019
Case Information

PUC Date Prepared
9/24/2018

Received Date
9/24/2018

Prior Case Number
3599042
Case Origin
TELEPHONE
Source

Term Date
10/1/2018
Universal Service
Yes
Business Name

Arrearage
0
Income
SSI - \$562
SSI - \$720
AD3 - \$0
AD4 - \$0

Reason For Contact

CAP DISPUTE (#67)

Case Problem

Company Position

09/21/2018 COMPANY SAYS THAT THEY WILL NOT ACCEPT ANOTHER MEDICAL CERTIFICATE

Related Information

CUSTOMER

DISPUTES THAT THERE HAS BEEN A DECREASE IN THE HOUSEHOLD INCOME AND SHE WANTS THE PCAP RATE REDUCED. SHE SAYS SHE RECERTIFIED ON 9/21/2018. CUSTOMER ALSO WANTS THE COMPANY TO ACCEPT ANOTHER MEDICAL CERTIFICATE ON HER ACCOUNT. SHE SAYS THAT THERE HAS NOT BEEN A MEDICAL CERTIFICATE SINCE 2014. SHE SAYS THAT SHE DOES NOT KNOW HOW MANY MEDICAL CERTIFICATES WERE EVER ACCEPTED. RIGHT NOW THEY ONLY HAVE 720 IN MONTHLY INCOME, BUT BEGINNING IN OCTOBER THEY WILL RECEIVE ANOTHER 562 FROM SSI.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
JULIE	CARLIN	
Status		

Status

Closed

History

Click To Expand



Is Archived

Customer Information

Case Number

3654829

Customer First Name

KIMBERLY

Customer Last Name

ABLE

Account Number

100092952488

Service Address

Address 1

205 BROAD ST

Address 2

City

SCOTTDALE

Service State

PA

Zip

15683

Home Phone

Work Phone

Mailing Address

Address 1

PO BOX 235

Address 2

City

SCOTTDALE

State

PA

Zip

15683-0235

Family

Adults

4

Family Size

5

Children

1

Age

11

General

PUC Date Opened

9/24/2018

PUC Sent Date

6/7/2019

PUC Date Closed

6/7/2019

Case Type

PCAP Review

Assigned To

Assigned Specialist

Copeland, Jacqueline L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

6/7/2019

Head Date

6/10/2019

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
12063.78	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	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. ACCORDING TO COMPANY RECORDS, YOU FILED MEDICAL CERTIFICATES ON 11/13/2012, 8/8/2013, AND 10/3/2013. ACCORDING TO COMPANY RECORDS, YOU DID NOT MEET THE OBLIGATIONS REQUIRED UNDER 52 PA. CODE § 56.116. IN ADDITION, YOUR ACCOUNT BALANCE HAS NOT BEEN BROUGHT CURRENT SINCE THE FIRST MEDICAL CERTIFICATE WAS FILED. THIS ACCOUNT WAS ENROLLED INTO THE COMPANY'S PENNSYLVANIA CUSTOMER ASSISTANCE PROGRAM (PCAP) EFFECTIVE 10/6/2016. YOUR ACCOUNT BALANCE OF \$14,587.09 WAS PLACED INTO PCAP DEFERRED ARREARS AT THE TIME OF ENROLLMENT. EACH TIME YOU PAID THE MONTHLY BILL IN FULL AND ON TIME, YOU RECEIVED ARREARAGE FORGIVENESS OF \$405.20. IN ADDITION TO THE ARREARAGE FORGIVENESS, YOU RECEIVED A MONTHLY PCAP CREDIT OF \$86.67 TOWARDS USAGE. YOUR ACCOUNT WAS REMOVED FROM PCAP ON 11/2/2018 FOR YOUR FAILURE TO RECERTIFY. YOU HAVE REMAINING DEFERRED ARREARS OF \$8,509.09. ACCORDING TO THE COMPANY'S UNIVERSAL SERVICE PLAN, PCAP CUSTOMERS MUST RECERTIFY ANNUALLY TO REMAIN IN THE PROGRAM. PCAP DEFERRED ARREARS IS A ONE-TIME OPPORTUNITY OFFERED AT THE TIME OF THE INITIAL PCAP ENROLLMENT ONLY. THE DEFERRED ARREARS CANNOT INCREASE. IF THE PARTICIPANT IS DISMISSED FROM PCAP AND IS ELIGIBLE TO RE-ENROLL AT A LATER TIME, ONLY THE ORIGINAL DEFERRED ARREARS BALANCE FROM THE INITIAL ENROLLMENT MAY BE RE-DEFERRED. AS OF 6/7/2019 YOUR TOTAL ACCOUNT BALANCE IS \$12,063.78. YOUR ACCOUNT BALANCE INCLUDES PCAP ARREARS IN THE AMOUNT OF \$1,521.10. PER 66 PA. C.S. § 1405 (C), CUSTOMER ASSISTANCE PROGRAM RATES SHALL BE TIMELY PAID AND SHALL NOT BE THE SUBJECT OF PAYMENT ARRANGEMENTS NEGOTIATED OR APPROVED BY THE COMMISSION. THE COMPANY IS NOT REQUIRED TO ACCEPT ANOTHER MEDICAL CERTIFICATE ON THIS ACCOUNT BALANCE. THE COMPANY WAS PERMITTED TO REMOVE THIS ACCOUNT FROM PCAP. THE PUBLIC UTILITY COMMISSION CANNOT ISSUE A PAYMENT ARRANGEMENT FOR THIS ACCOUNT. THE ACCOUNT BALANCE MUST BE PAID DOWN TO \$8,509.09 BEFORE YOU WILL BE ELIGIBLE TO REAPPLY FOR PCAP. THIS INFORMAL COMPLAINT IS DISMISSED.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
TIM	CLARK
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
JULIE	CARLIN
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	6/12/2019

History

Click To Expand



December 16, 2019

Via Electronic and First Class Mail

Kimberly Able
205 Broad Street
Scottsdale, PA 15683
kimberlyable94@gmail.com



**Re: Docket No. C-2019-3012943; BCS Decision No. 3654829
Kimberly Able v. West Penn Power Company
Settlement terms**

Dear Ms. Able:

This will confirm our discussion regarding the settlement of the Formal Complaint and underlying Informal Complaint filed with the Pennsylvania Public Utility Commission (PUC) against West Penn Power Company (West Penn), for service to 205 Broad Street, Scottsdale, Pennsylvania (Service Location) under Account No. 100092952488 (Account) in the above-referenced proceedings.

West Penn has agreed to enroll your Account into its Pennsylvania low-income program known as PCAP. The enrollment into PCAP is dependent on the total gross household being determined income eligible. The income threshold has been reviewed and authorized by the PUC; the total gross household income must be at or below 150% of the Federal Poverty Level. Based upon the information you provided me, it is believed that your Account qualifies for PCAP. However, that determination is made by Dollar Energy Fund who administers PCAP for West Penn. **Please contact Dollar Energy Fund at 888-282-6816 to verify the income and to process your PCAP application.** Upon enrollment, your existing Account balance will be deferred for potential forgiveness.

Upon enrollment, the PCAP credit will be calculated based on income, heat source and average bill. **You will receive written confirmation of your enrollment, the calculated monthly PCAP credit and the potential monthly forgiveness amount.** The household income must be verified annually or if income, household size, or heat source changes. **It is your obligation to timely verify the household income annually.** The PCAP credit will be automatically recalculated quarterly based on the current heat source on file, last reported income, and the current average bill. The PCAP credit can increase, decrease, or remain the same.

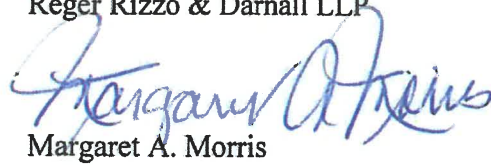
Kimberly Able
Re: Settlement terms
December 16, 2019
Page 2

I have enclosed a copy of the Certificate of Satisfaction that we discussed I would file which would terminate the matter before the PUC. **No further action is required on your part. If you do not agree to this, you have ten (10) days to object in writing as indicated on the enclosed Certificate of Satisfaction.**

I am glad that the matter was amicably resolved.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/mam

Enclosure

cc: Teresa K. Harrold, Esquire, FirstEnergy Service Company [w/encl.]

December 16, 2019

Via Electronic Filing

Rosemary Chiavetta, Esquire
Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Docket No. C-2019-3012943
Kimberly Able v. West Penn Power Company
Certificate of Satisfaction**

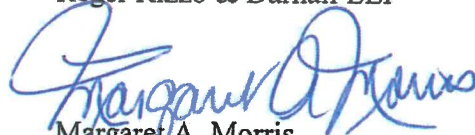
Dear Secretary Chiavetta:

Attached please find a Certificate of Satisfaction to be filed in the above-referenced proceeding. A copy of the document also has been served upon the Complainant as indicated on the attached Certificate of Service.

If there are any questions, please do not hesitate to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/lam
Attachment

cc: The Honorable Mary D. Long, PA Public Utility Commission [w/att.]
Teresa K. Harrold, Esquire, FirstEnergy Service Company [w/att.]
Kimberly Able [w/att.]

- [← Modify Account](#)
- [← POR Search](#)
- [← eService Directory](#)
- [← Subscriptions](#)
- [← Technical Assistance](#)
- [← eFiling FAQs](#)
- [← Log Off](#)

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.



Print this page for your records.

eFiling Confirmation	
Docket Number:	C-2019-3012943
Description:	Kimberly Able vs West Penn Power Company
Transmission Date:	12/16/2019 11:54:51 AM
Filed On:	12/16/2019 11:54:51 AM
eFiling Confirmation Number:	1832603

[Uploaded File List](#)

File Name	Document Class	Document Type
KAble CSAT .pdf	Communication	Certificate of Satisfaction

For filings exceeding 250 pages, the PUC is requiring that filers submit one paper copy to the Secretary's Bureau within three business days of submitting the electronic filing online. Please mail the paper copy along with copy of this confirmation page to Secretary, Pennsylvania Public Utility Commission, 400 North Street, Harrisburg, PA 17120 a copy of the filing confirmation page or reference the filing confirmation number on the first page of the paper copy.

No paper submission is necessary for filings under 250 pages.

You can view a record of this filing and previous filings you have submitted to the PUC by clicking the My Filings link in the left navigation menu.

Customer Hotline 1-800-692-7380 | [PUC Webmaster](#) | [Privacy Policy](#)

© PUC All Rights Reserved

[Logout](#)

**Re: Docket No. C-2019-3012943
Kimberly Able v. West Penn Power Company
Certificate of Satisfaction**


CERTIFICATE OF SERVICE

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

Via Electronic and First Class Mail

Kimberly Able
205 Broad Street
Scottsdale, PA 15683
kimberlyable94@gmail.com

Dated: December 16, 2019


Margaret A. Morris, Esquire

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KIMBERLY ABLE :
 :
 v. : Docket No. C-2019-3012943
 :
 WEST PENN POWER COMPANY :

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

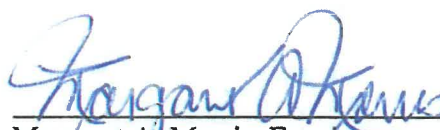
NOW COMES West Penn Power Company, by and through its attorneys, Reger Rizzo & Darnall LLP, pursuant to 52 Pa. Code § 5.24, and certifies the following:

1. The above-captioned Formal Complaint of Kimberly Able (Complainant) is satisfied.

2. Notice is given to the Complainant that she has the right to object to this Certificate of Satisfaction, in writing to the Commission's Secretary, within ten (10) days from this notification. Absent a timely objection, the Complainant's docket should be marked closed.

3. As indicated on the attached Certificate of Service, a copy of this document has been served on the Complainant.

Respectfully submitted,



Margaret A. Morris, Esquire
Attorney ID No. 75048
Cira Centre, 13th Floor
2929 Arch Street
Philadelphia, PA 19104
(215) 495-6524 tel.
mmorris@regerlaw.com

Counsel for West Penn Power Company

Dated: December 16, 2019



Assigned To

Assigned Specialist
Copeland, Jacqueline L

Customer Information

Case Number

3830581

Account Number

100092952488

First Name

KIMBERLY

Last Name

ABLE

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

205 BROAD ST

Address2

City

SCOTTDALE

State

PA

Mail Zip

15683

Family

Family Size

4

Children

1

Age

16

Adults

3

General

PUC Date Opened

4/15/2022

PUC Date Prepared

4/15/2022

Received Date

4/15/2022

PUC Date Closed

4/15/2022

Case Information

Prior Case Number

0

Term Date

4/18/2022

Arrearage

1850

Case Origin

TELEPHONE

Universal Service

Yes

Income

AD1- NO IN - \$0

Source

Business Name

AD2- SSI - \$642

AD3- SSI - \$802

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

04/15/2022 DID NOT OFFER A COMPANY PAR.

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PUC PAR TO AVOID TERMINATION THE CELL PHONE NUMBER (724) 205 - 1045 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KIMBERLYABLE94@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

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

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3830581

Customer First Name

KIMBERLY

Customer Last Name

ABLE

Account Number

100092952488

Service Address

Address 1

205 BROAD ST

Address 2

City

SCOTTDALE

Service State

PA

Zip

15683

Home Phone

Work Phone

Mailing Address

Address 1

205 BROAD ST

Address 2

City

SCOTTDALE

State

PA

Zip

15683

Family

Adults

3

Family Size

4

Children

1

Age

16

General

PUC Date Opened

4/15/2022

PUC Sent Date

4/15/2022

PUC Date Closed

4/15/2022

Case Type

Straight

Assigned To

Assigned Specialist

Copeland, Jacqueline L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/15/2022

Head Date

4/15/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
19649.29	0.00	422.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
94.00	0.00	328.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

MAY 2022 BILL DUE DATE

Letter Description

Resolution

LEVEL 1, BB 94.00 + 328.00 = 422.00 BEGINNING MAY 2022. WAIVE LPCS. CUSTOMER HAS AN ALTERNATE SUPPLIER AND WILL BE RESPONSIBLE FOR ADDITIONAL SUPPLIER CHARGES EACH MONTH.

Has Decision Issue **Response Time**

Other Information

Investigator First Name	Investigator Last Name
BUREAU OF	CONSUMER SERVICE
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
AMANDA	SMITH

Status

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	4/18/2022

History

Click To Expand ▼

◀ ▶



Assigned To

Assigned Specialist
Lambert, Angela R

Customer Information

Case Number
3872027

Account Number	First Name	Last Name
100092952488	KIMBERLY	ABLE

Service Address

Address1
205 BROAD ST
Address2

Service City	Service State	Service Zip
SCOTTDALE	PA	15683-0
Service Class	Work Phone	Home Phone

Mailing Address

Address1

Address2

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

Family

Family Size	Children	Age
0	0	

Adults
0

General

PUC Date Opened	PUC Date Prepared	Received Date
10/17/2022	10/17/2022	10/17/2022
PUC Date Closed		
12/29/2022		

Case Information

Prior Case Number	Term Date	Arrearage
3830581	10/19/2022	0
Case Origin	Universal Service	Income
TELEPHONE	No	
Source	Business Name	

Reason For Contact
BILLING DISPUTES (# 18)

Case Problem

CUST IS ON A PUC PAR AND HAS BEEN PAYING MORE THAN THE AMOUNT. CUSTOMER RECEIVES TERM NOTICES EVERY MONTH AND DOES NOT KNOW WHY. THE CELL PHONE NUMBER (724) 205 - 1045 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KIMBERLYABLE94@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position

10/17/2022 PAY \$632 TO STOP THE SHUT OFF

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
ANGIE	ZEPP	

Status

Status

Closed

History

Click To Expand 


Is Archived

Customer Information

Case Number

3872027

Customer First Name

KIMBERLY

Customer Last Name

ABLE

Account Number

100092952488

Service Address

Address 1

205 BROAD ST

Address 2**City**

SCOTTDAL

Service State

PA

Zip

15683

Home Phone**Work Phone****Mailing Address**

Address 1**Address 2****City****State****Zip****Family**

Adults

0

Family Size

0

Children

0

Age**General**

PUC Date Opened

10/17/2022

PUC Sent Date

12/29/2022

PUC Date Closed

12/29/2022

Case Type

Pa-Inf

Assigned To

Assigned Specialist

Lambert, Angela R

Case Information

PUC Violation

ACTUAL

PUC Chapter

56

Section Rule

56.1

Balance Date

12/16/2022

Head Date

12/29/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
20358.89	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
389.00	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 - PUC UPHOLDS COMPANY POSITION THAT THE CUSTOMER DOES NOT MAKE TIMELY MONTHLY PAYMENTS AND TERMINATION NOTICES CAN BE ISSUED WHEN ACCOUNTS ARE CONSIDERED PAST DUE. CUSTOMER HAS NOT RESPONDED TO PUC REQUESTS FOR RETURN CONTACT. CASE DISMISSED.

Has Decision Issue **Response Time**

Other Information

Investigator First Name	Investigator Last Name
JOSE	DIAZ
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
ANGIE	ZEPP

Status

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	1/3/2023

History

Click To Expand ▼

◀ ▶



Complaint	Opened/Closed	Issue/Household Size/Reported Income	Resolution	Opening Bal.	Closing Bal.
Informal #1 BCS #3075439	3/27/13 – 6/3/13	PFA Service Off/ PAR Request/HH4 \$701	Dismissed § 1405(c)	\$8,156.88	\$8,186.35
Informal #2 BCS #3284465	9/12/14 – 9/12/14	PAR Request/HH4 \$710	Dismissed § 1405(c)	\$12,094.47	\$12,094.47
Informal #3 BCS #3297648	10/20/14 – 10/21/14	PAR Request/HH3 \$710	Dismissed § 1405(c)	\$12,442.26	\$12,442.26
Informal #4 BCS #3326078	3/19/15 – 9/21/15	Phone Access/ EGS Dispute/HH3 \$720	Verbal Close /Complaint Resolved	\$13,662.45	\$12,744.55
Informal #5 BCS #3428724	4/16/16 – 8/12/16	PAR Request with EGS Dispute/HH4 \$720	Level 1 PUC PAR	\$14,002.44	\$14,445.28
Informal #6 BCS #3536270	6/16/17 – 9/21/17	PAR Request with EGS Dispute/HH3 \$1,440	Dismissed § 1405(d)	\$13,897.43	\$13,728.68
Informal #7 BCS #3599042	4/6/18 - 9/6/18	People – Delivered Service	Dismissed § 1405(c)	\$10,131.80	\$9,762.77
Informal #8 BCS #3654829	9/24/18 – 6/7/19	CAP Dispute/HH5 \$1,282	Dismissed § 1405(c)	\$9,924.70	\$12,063.78
Formal #1 C-2019-3012943	9/12/19 – 12/16/19	PAR Request	CSAT	\$12,942.28	\$12,574.42
Informal #9 BCS #3830581	4/15/22 – 4/15/22	PAR Request/HH4 \$1,444	Level 1 PUC PAR	\$19,649.29	\$19,649.29
Informal #10 BCS #3872027	10/17/22 – 12/29/22	Billing Dispute	Dismissed	\$19,597.59	\$20,363.34
Formal #2 C-2023-3040239	4/24/23 –	PAR Request	Pending	\$22,435.54	