

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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WILLIAM J. HARDING, :  
Complainant, : Case No.:  
vs. : C-2023-3040645  
WEST PENN POWER COMPANY : Volume 2  
Respondent. :  
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Pages 10 through 47 TELEPHONIC HEARING  
Judge's Chambers  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, PA 17120

Monday, October 16, 2023  
Met, pursuant to notice, at 10:08 a.m.

BEFORE: THE HONORABLE STEVEN HAAS  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2023-3040645  
Hearing Date: October 16, 2023

E X H I B I T S

EXHIBITS FOR IDENTIFICATION IN EVIDENCE

WEST PEN POWER EXHIBITS

NUMBER:

1 (Customer Contact)	30	42
2 (24-month account statement)	31	42
3 (Med certification)	34	42
4 (Customer payment history)	36	42
5 (Payment arrangement history)	37	42
6 (BCS decision #3740051)	39	42
7 (BCS decision #3850770)	40	42

October 9, 2023

**Via Electronic Mail**

The Honorable Steven K. Haas  
[sthaas@pa.gov](mailto:sthaas@pa.gov)

**Re: Docket No. C-2023-3040645  
William J. Harding v. West Penn Power Company  
Proposed Hearing Exhibits of West Penn**

Your Honor:

In anticipation of the Further Telephonic Hearing scheduled Monday, October 16, 2023, at 10:00 a.m., attached please find the Proposed Exhibits of West Penn Power Company.

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

If there are any questions, please feel free 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.]  
William J. Harding [w/encls.]

**Re: Docket No. C-2023-3040645  
William J. Harding 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**

William J. Harding  
[wharding444@comcast.net](mailto:wharding444@comcast.net)

Dated: October 9, 2023

  
Margaret A. Morris, Esquire

**Docket No. C-2023-3040645**

**William J. Harding v. West Penn Power Company**

**The Hon. Steven K. Haas**

**Further Hearing Date: Monday, October 16, 2023 at 10:00 AM**

**Call-In Hearing No.: 1.877.668.3814; PIN: 45310677#**

**PROPOSED EXHIBITS OF WEST PENN**

1. Customer Contacts
2. Statement of Account
3. Medical Certificate History
4. Payment History
5. PAR History
6. BCS Decision No. 3740051, closed October 10, 2019 (Level 4)
7. BCS Decision No. 3850770, closed September 26, 2022 (1405d)

Customer: WILLIAM J HARDING / 805822525  
 Contract Acct:  
 Service Address:

Created On: 10/04/2023  
 Date Range: 01/01/1900 to 10/04/2023

**Customer Contact History**



Contact Date	Created Date	Contract Acct	Created By	Description
05/15/9999 09:01:53	05/15/2023	100127656773	Alison Walker	PUC/BPU Complaint-Written
Received Formal PUC complaint - Docket# C-2023-3040645 - cust wants a new payment agreement-awalker				
10/03/2023 10:02:00	10/03/2023	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/25/2023 22:37:22	09/25/2023	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
09/18/2023 09:42:12	09/18/2023	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/18/2023   Payment Time: 09:42:04 Payment Amount: 250.00   Payment Type: Cash Vendor ID: AP   Receipt Number: PA1647025560003				
09/17/2023 19:21:23	09/17/2023	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/17/2023   Payment Time: 19:21:19 Payment Amount: 140.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 24421029091723				
09/15/2023 10:02:00	09/15/2023	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/14/2023 15:31:45	09/14/2023		CS General Purpose Batch	Return Check Letter
09/14/2023 11:39:22	09/14/2023	100127656773	Deborah Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 390.00 Disconnection Date: 09/25/2023				
09/12/2023 07:21:07	09/12/2023	100127656773	EAILOGINW7	Ready Pay Create
No 100072270 - \$ 390.00 - 09/12/2023 hardingw william.harding@leidos.com				
09/11/2023 15:31:58	09/08/2023	100127656773	Eailogon	Returned Email Documentation
Statement email returned - email address: william.harding@leidos.com *****###This message is from an external source. Use caution when opening links/attachments. Use the 'Report Message' tool in Outlook if suspicious.###*****###Delivery has failed to these recipients or groups:###william.harding@leidos.com<mailto:william.harding@leidos.com>##The email address you entered couldn't be found. Please check the recipient's email address and try to resend the message. If the problem continues, please contact your email admin.##### ###Diagnostic information for administrators:###Generating server: EMP-EXMR181.corp.leidos.com###william.harding@leidos.com###Remote Server returned '550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup'### #Original message headers:###Received: from EMP-EXMR1812.corp.leidos.com (10.128.180.11) by EMP-EXMR181.corp.leidos.com (10.128.180.21) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id 15.1.2507.27; Fri, 8 Sep 2023 14:11:49 -0500###Received: from emp-mxpp702.dcs.leidos.com (149.8.144.249) by EMP-EXMR1812.corp.leidos.com (10.128.180.11) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id 15.1.2507.27 via Frontend Transport; Fri, 8 Sep 2023 14:11:48 -0500###Received: from pps.filterd (emp-mxpp702.dcs.leidos.com [127.0.0.1]) by emp-mxpp702.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTP id 3886pF6Y01991				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>1## for &lt;william.harding@leidos.com&gt;; Fri, 8 Sep 2023 12:11:46 -0700##Received: from emp-mxpp712.dcs.leidos.com (Emp-mxpp712.dcs.leidos.com [140.162.124.5])## by emp-mxpp702.dcs.leidos.com (PPS) with ESMTPS id 3sv2dx97a4-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;</p> <p>; Fri, 08 Sep 2023 12:11:45 -0700##Received: from mx0f-00336402.gpphosted.com (mx0f-00336402.gpphosted.com [67.231.155.131])## by emp-mxpp712.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTPS id 388JBI4w007888## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Fri, 8 Sep 2023 14:11:47 -0500##Received: from pps.filterd (m0219683.ppop.net [127.0.0.1])## by mx0e-00336402.gpphosted.com (8.17.1.9/8.17.1.19) with ESMTPT id 388APbxx000568## for &lt;william.harding@leidos.com&gt;; Fri, 8 Sep 2023 12:11:47 -0700##Authentication-Results: ppop.net;## spf=pass smtp.mailfrom=ElectricOnline@firstenergycorp.com;## dkim=pass header.s=FirstEnergy header.d=firstenergycorp.com;## dmarc=pass header.from=firstenergycorp.com##Received: from esa.hc5608-40.iphmx.com (esa.hc5608-40.iphmx.com [139.138.39.215])## by mx0e-00336402.gpphosted.com (PPS) with ESMTPS id 3sxuhqyw3w-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Fri, 08 Sep 2023 12:11:45 -0700##DKIM-Signature: v=1; a=rsa-sha256; c=simple/relaxed;## d=firstenergycorp.com; i=@firstenergycorp.com;## q=dns/txt; s=FirstEnergy; t=1694200306; x=1725736306;## h=date:from:to:message-id:subject:mime-version:## content-transfer-encoding:## bh=e7bu7glGUJLT5/nP1WuCrMzuhdecDR9flhUStVDZVA=;## b=an/Ll6SzuLMjvsQrX5O92KhAMd0H4wufEUu8hDbEK/sk+337B/0jK6t## nmcSYxdDm4aLzGEgcBBcPZuwGTQdj/pO8eV9/hFclKg3oHCszbac7Skn## kbHGoYrIHGoSO0RtTF/acYQKZL00HZtBfYs6KLXYGIIHxLBV51jhReWO8## yHKIW+c/iwG2Knirk/s+F4QIATdrPj5gZ6LMXErti2qqk+ZTVX3E8bL## tEq74HiRuCGLFpti6egaZL+Zi+kFEjnccvTk+6SieMKNkwxlewX3kK/p1## iWz3T4OK33EWsqfHUtZ4uFMgRvHd8Rdh8V8GbB/8iakyy0L3tTiwuBupn## w=;##X-IronPort-AV: E=Sophos;i="6.02,237,1688443200";## d="scan'208";a="37956690"##Received: from hidden.firstenergycorp.com (HELO rsgoew1p) ([205.132.76.4])## by ob1.hc5608-40.iphmx.com with ESMTPT; 08 Sep 2023 15:11:44 -0400##Date: Fri, 8 Sep 2023 15:11:42 -0400##From: &lt;ElectricOnline@FirstEnergyCorp.com&gt;##To: &lt;william.harding@leidos.com&gt;##Message-ID: &lt;1432372965.4012.1694200302910.JavaMail.ebillusr@rsgoew1p&gt;##Content-Type: text/plain; charset="us-ascii"##Content-Transfer-Encoding: quoted-printable##MIME-Version: 1.0##Subject: EXTERNAL: West Penn Power Statement 10/02/2023##X-Email-Security-Header: 1##X-PP-Leidos-External-Sender: Yes##X-Proofpoint-Virus-Version: vendor=baseguard## engine=ICAP:2.0.267,Aquarius:18.0.957,Hydra:6.0.601,FMLib:17.11.176.26## defini</p>

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>tions=2023-09-08_14,2023-09-05_01,2023-05-22_02##X-Proofpoint-Spam-Details: rule=inbound_pod_notspam policy=inbound_pod score=0 suspectscore=0## adultscore=0 mlxscore=0 phishscore=0 priorityscore=30 impostorscore=0## mxlogscore=988 malware score=0 lowpriorityscore=0 spamscore=0 clxscore=267## bulk score=0 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-230810000 definitions=main-2309080174 domainage_h from=9558##X-Proofpoint-ORIG-GUID: VtiwbRRm2R6BmRPPrbKeG-VbOH9v_dhe##X-Proofpoint-GUID: VtiwbRRm2R6BmRPPrbKeG-VbOH9v_dhe##X-Proofpoint-Spam-Details: rule=inbound_notspam policy=inbound score=0 clxscore=1011 spamscore=0## lowpriorityscore=0 bulkscore=0 phishscore=0 malwarescore=0 suspectscore=0## mxlogscore=999 priorityscore=1501 mlxscore=0 adultscore=0 impostorscore=0## classifier=spam adjust=0 reason=mlx scancount=1 engine=8.12.0-230810000## definitions=main-2309080174##Return-Path: ElectricOnline@firstenergycorp.com####</p>				
09/07/2023 18:45:52	09/07/2023	100127656773	CS General Purpose Batch	Calculation
<p>C/A 100127656773 Contract 0026229061            Budget amt calculated for period ending 09/06/23 = \$ 420.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4924.29            2. Current Delta: 1245.69 - 1170.00 + 0.00 75.69            3. Remaining Amount: 3678.60            4. Diff + Remain Amt: 75.69 + 3678.60 3754.29            5. New BBP Amount: 3754.29 / 272 x 30.4 420.00            * Dollar Difference: 420.00 - 390.00 30.00            * Pct Difference: 7.69            * System BBP Amount: 420.00</p>				
09/01/2023 10:03:00	09/01/2023	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>				
08/26/2023 20:21:40	08/26/2023	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
08/09/2023 15:21:04	08/08/2023	100127656773	Eailogon	Returned Email Documentation
<p>Statement email returned - email address:            william.harding@leidos.com            *****###This message is from an external source. Use caution when opening links/attachments. Use the 'Report Message' tool in Outlook if suspicious.#####Delivery has failed to these recipients or groups:#####william.harding@leidos.com&lt;mailto:william.harding@leidos.com&gt;##The email address you entered couldn't be found. Please check the recipient's email address and try to resend the message. If the problem continues, please contact your email admin.#####            ###Diagnostic information for administrators:#####Generating server: EMP-EXMR1812.corp.leidos.com#####william.harding@leidos.com###Remote Server returned '550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup'##            ##Original message headers:#####Received: from EMP-EXMR182.corp.leidos.com (10.128.180.22) by## EMP-EXMR1812.corp.leidos.</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>com (10.128.180.11) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id# # 15.1.2507.27; Tue, 8 Aug 2023 14:06:24 -0500##Received: from emp-mxpp103.dcs.leidos.com (149.8.144.249) by## EMP-EXMR182.corp.leidos.com (10.128.180.22) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.27 via Frontend Transport; Tue, 8 Aug 2023 14:06:23 -0500##Received: from pps.filterd (emp-mxpp103.dcs.leidos.com [127.0.0.1])## by emp-mxpp103.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTMP id 378IUkR1007970## for &lt;william.harding@leidos.com&gt;; Tue, 8 Aug 2023 14:06:23 -0500##Received: from emp-mxpp211.dcs.leidos.com (emp-mxpp211.dcs.leidos.com [149.8.242.106])## by emp-mxpp103.dcs.leidos.com (PPS) with ESMTPS id 3s9ghxw66h-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Tue, 08 Aug 2023 14:06:23 -0500##Received: from mx0e-00336402.gpphosted.com (mx0e-00336402.gpphosted.com [67.231.147.131])## by emp-mxpp211.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTPS id 378J6L42020962## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Tue, 8 Aug 2023 14:06:22 -0500##Received: from pps.filterd (m0219680.ppop.net [127.0.0.1])## by mx0e-00336402.gpphosted.com (8.17.1.9/8.17.1.19) with ESMTMP id 378J4ESL012672## for &lt;william.harding@leidos.com&gt;; Tue, 8 Aug 2023 12:06:21 -0700##Authentication-Results: ppop.net;## spf=pass smtp.mailfrom=ElectricOnline@firstenergycorp.com;## dkim=pass header.d=firstenergycorp.com header.s=FirstEnergy;## dmarc=pass header.from=firstenergycorp.com##Received: from esa.hc5608-40.iphmx.com (esa.hc5608-40.iphmx.com [139.138.39.215])## by mx0e-00336402.gpphosted.com (PPS) with ESMTPS id 3sbuhq009r-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Tue, 08 Aug 2023 12:06:19 -0700##DKIM-Signature: v=1; a=rsa-sha256; c=simple/relaxed;## d=firstenergycorp.com; i=@firstenergycorp.com;## q=dns/txt; s=FirstEnergy; t=1691521580; x=1723057580;## h=date:from:to:message-id:subject:mime-version:## content-transfer-encoding:## bh=d4GfY1UdIFKTrFOJu5kshM3fHgu14K1NrN9Q5Ku5vU=;## b=MWspcMF67AYxW3mHUM/oid7+mTH4MmHMT5k5rOhEFPLAK7HgG73NAaS## 8/8mjklf/9zeXfOWX6tUDVfk2DbYrVt/W4N/houvsCW/no7TtVnlaXlfi## IHLfhKZxx39S1Ta5xRnu7Bq+E9ESP9v0/A/NpbnFYQWZ94KTMT+Gjb2FB## I9d1oYi+kXJ0UM4luhjJ/ENrdpyGayPsXGh8xvnt1ha+/Kfd6CtXYFv3j## S+a5rczrW1dVqWHJhgarTahXjM5Kv2ixYcEjMFoig8tqZPdxPEmVnR5aG## vH+Z4LyTr1rOIP0cfZfyWSSgNNvDwH/vFcrZwpNMAvPrJZG+Le+qLcCM## A=;##X-IronPort-AV: E=Sophos;i="6.01,157,1684814400";## d="scan'208";a="36299674"##Received: from hidden.firstenergycorp.com (HELO rsgoew1p) ([205.132.76.4])## by ob1.hc</p>

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>5608-40.iphmx.com with ESMTP; 08 Aug 2023 15:06:19 -0400##Date: Tue, 8 Aug 2023 15:06:17 -0400##From: &lt;ElectricOnline@FirstEnergyCorp.com&gt;##To: &lt;william.harding@leidos.com&gt;##Message-ID: &lt;-902046878.4011.1691521577869.JavaMail.ebillusr@rsgoe.w1p&gt;##Content-Type: text/plain; charset="us-ascii"##Content-Transfer-Encoding: quoted-printable##MIME-Version: 1.0##Subject: EXTERNAL: West Penn Power Statement 08/29/2023##X-Email-Security-Header: 1##X-PP-Leidos-External-Sender: Yes##X-Proofpoint-Virus-Version: vendor=baseguard## engine=ICAP:2.0.267,Aquarius:18.0.957,Hydra:6.0.591,FMLib:17.11.176.26## definitions=2023-08-08_17,2023-08-08_01,2023-05-22_02##X-Proofpoint-Spam-Details: rule=inbound_pod_notspam policy=inbound_pod score=0 priorityscore=0## phishscore=0 suspectscore=0 bulkscore=0 mxlogscore=988 impostorscore=0## mxscore=0 adultscore=0 spamscore=0 clxscore=271 lowpriorityscore=0## malwarescore=0 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2306200000 definitions=main-2308080169 domainage_hfrom=9527##X-Proofpoint-GUID: p53bdJczi9vWeCegVpJJRFIP4jlbUvwQ##X-Proofpoint-ORIG-GUID: p53bdJczi9vWeCegVpJJRFIP4jlbUvwQ##X-Proofpoint-Spam-Details: rule=inbound_notspam policy=inbound score=0 suspectscore=0 clxscore=1015## lowpriorityscore=0 priorityscore=1501 malwarescore=0 adultscore=0## spamscore=0 mxscore=0 impostorscore=0 mxlogscore=999 phishscore=0## bulkscore=0 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2306200000 definitions=main-2308080169##Return-Path: ElectricOnline@firstenergycorp.com####</p>				
08/08/2023 11:25:19	08/08/2023	100127656773	EAILOGINWM7	Ready Pay Create
No 99236862 - \$ 650.88 - 08/08/2023 hardingw william.harding@leidos.com				
08/02/2023 10:03:00	08/02/2023	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/25/2023 22:50:50	07/25/2023	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
07/11/2023 15:22:07	07/09/2023	100127656773	Eailogon	Returned Email Documentation
<p>Statement email returned - email address: william.harding@leidos.com *****#####This message is from an external source. Use caution when opening links/attachments. Use the 'Report Message' tool in Outlook if suspicious.#####*****#####Delivery has failed to these recipients or groups:#####william.harding@leidos.com&lt;mailto:william.harding@leidos.com&gt;##The email address you entered couldn't be found. Please check the recipient's email address and try to resend the message. If the problem continues, please contact your email admin.##### #####Diagnostic information for administrators:#####Generating server: EMP-EXMR1812.corp.leidos.com#####william.harding@leidos.com##Remote Server returned '550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup'## ##Original message headers:#####Received: from EMP-EXMR1812.corp.leidos.com (10.128.180.11) by## EMP-EXMR1812.corp.leidos.com (10.128.180.11) with Microsoft SMTP Server## (version=T</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>LS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id            ## 15.1.2507.23; Sun, 9 Jul 2023 14:04:32 -0500##Received: f            rom emp-mxpp702.dcs.leidos.com (149.8.144.249) by## EMP-EXMR            1812.corp.leidos.com (10.128.180.11) with Microsoft SMTP Ser            ver## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC            _SHA384_P384) id## 15.1.2507.23 via Frontend Transport; Sun,            9 Jul 2023 14:04:32 -0500##Received: from pps.filterd (emp-            mxpp702.dcs.leidos.com [127.0.0.1])## by emp-mxpp702.            dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTP id 369loYP0018            475## for &lt;william.harding@leidos.com&gt;; Sun, 9 Jul 20            23 12:04:28 -0700##Received: from emp-mxpp113.dcs.leidos.com            (emp-mxpp113.dcs.leidos.com [149.8.242.103])## by em            p-mxpp702.dcs.leidos.com (PPS) with ESMTPS id 3rq5608kq8-1##            (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384            bits=256 verify=NOT)## for &lt;william.harding@leidos.co            m&gt;; Sun, 09 Jul 2023 12:04:28 -0700##Received: from mx0e-003            36402.gpphosted.com (mx0e-00336402.gpphosted.com [67.231.147            .131])## by emp-mxpp113.dcs.leidos.com (8.17.1.5/8.17            .1.5) with ESMTPS id 369J4Uqa011502## (version=TLSv1.            2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)##            for &lt;william.harding@leidos.com&gt;; Sun, 9 Jul 2023 14:            04:30 -0500##Received: from pps.filterd (m0219680.pops.net            [127.0.0.1])## by mx0e-00336402.gpphosted.com (8.17.1            .19/8.17.1.19) with ESMTP id 369IuuFr017222## for &lt;wi            lliam.harding@leidos.com&gt;; Sun, 9 Jul 2023 12:04:30 -0700##A            uthentication-Results: pps.net;## spf=pass smtp.mai            lfrom=ElectricOnline@firstenergycorp.com;## dkim=pass            header.d=firstenergycorp.com header.s=FirstEnergy;##            dmarc=pass header.from=firstenergycorp.com##Received: from            esa.hc5608-40.iphmx.com (esa.hc5608-40.iphmx.com [139.138.39            .215])## by mx0e-00336402.gpphosted.com (PPS) with ES            MTPS id 3rq4shsp12-1## (version=TLSv1.2 cipher=ECDHE-            RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;wil            liam.harding@leidos.com&gt;; Sun, 09 Jul 2023 12:04:28 -0700##D            KIM-Signature: v=1; a=rsa-sha256; c=simple/relaxed;## d=fir            stenergycorp.com; i=@firstenergycorp.com;## q=dns/txt; s=Fi            rstEnergy; t=1688929468; x=1720465468;## h=date:from:to:mes            sage-id:subject:mime-version:## content-transfer-encoding;            ## bh=pCG9oGMRg0e4ib/dOmBDdSiL0NwRHU6oGCZrWJa/9fc=;## b=DI            okxV9ss0dYavHSFIBvupooAMzrMHvU+V4DJ2wZw9CUAjtUIF94c7s## e            w+CM6Ne1+K5T734jSPNuyAbxRgaSQN0bDAdBNoUFGZZM5KddqC/pjT9e##            Ojw7SbznqUL8RFRPr50V/CUcPZHxFBzTOCYSMU5Tb7LSWD0q13XFad6TQ##            KcRmEM0sk5Qs6eSjKTRg0A8qnDmHgwnyibhW3BkaXlcP1sUmjuiwRBkPI            ## nzAz0yeVPn+0/U7qW/itE07VO+EdcjMK8RUbGvboFCnGvMo5eLnGzq5            fK## rsLrkwpUjYwuOj54MWd/QsLvPf6NHuL2wq9+wgqCSHW2x/+yF/xyx            Y82h## g=;##X-IronPort-AV: E=Sophos;i="6.01,193,168481440            0";## d="scan'208";a="34695585"##Received: from hidden.fir            stenergycorp.com (HELO rsgoew1p) ([205.132.76.4])## by ob1.            hc5608-40.iphmx.com with ESMTP; 09 Jul 2023 15:04:27 -0400##</p>

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Date: Sun, 9 Jul 2023 15:04:27 -0400##From: &lt;ElectricOnline@FirstEnergyCorp.com&gt;##To: &lt;william.harding@leidos.com&gt;##Message-ID: &lt;-198883179.4031.1688929467099.JavaMail.ebillusr@rsgeow1p&gt;##Content-Type: text/plain; charset="us-ascii"##Content-Transfer-Encoding: quoted-printable##MIME-Version: 1.0##Subject: EXTERNAL: West Penn Power Statement 07/31/2023##X-EmailSecurity-Header: 1##X-PP-Leidos-External-Sender: Yes##X-Proofpoint-Virus-Version: vendor=baseguard## engine=ICAP:2.0.254,Aquarius:18.0.957,Hydra:6.0.591,FMLib:17.11.176.26## definitions=2023-07-09_13,2023-07-06_02,2023-05-22_02##X-Proofpoint-Spam-Details: rule=inbound_pod_notspam policy=inbound_pod score=0 lowpriorityscore=0## impostorscore=0 mxscore=0 phishscore=0 adultscore=0 priorityscore=30## bulkscore=0 mxlogscore=998 spamscore=0 malwarescore=0 suspectscore=0## clxscore=269 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2305260000 definitions=main-2307090179 domainage_hfrom=9497##X-Proofpoint-GUID: O_uew39qBlyhz8h_sX8wwWshGuFCGPQr##X-Proofpoint-ORIG-GUID: O_uew39qBlyhz8h_sX8wwWshGuFCGPQr##X-Proofpoint-Spam-Details: rule=inbound_notspam policy=inbound score=0 mxscore=0 suspectscore=0## bulkscore=0 adultscore=0 impostorscore=0 lowpriorityscore=0## priorityscore=1501 malwarescore=0 clxscore=1011 phishscore=0 spamscore=0## mxlogscore=999 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2305260000 definitions=main-2307090179## Return-Path: ElectricOnline@firstenergycorp.com####</p>
06/28/2023 15:23:05	06/27/2023	100127656773	Eailogon	Returned Email Documentation
				<p>Statement email returned - email address: william.harding@leidos.com</p> <p>*****###This message is from an external source. Use caution when opening links/attachments. Use the 'Report Message' tool in Outlook if suspicious.#####Delivery has failed to these recipients or groups:#####william.harding@leidos.com&lt;mailto:william.harding@leidos.com&gt;##The email address you entered couldn't be found. Please check the recipient's email address and try to resend the message. If the problem continues, please contact your email admin.#####</p> <p>###Diagnostic information for administrators:###Generating server: EMP-EXMR1822.corp.leidos.com#####william.harding@leidos.com###Remote Server returned '550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup'##</p> <p>##Original message headers:#####Received: from EMP-EXMR1822.corp.leidos.com (10.128.180.12) by## EMP-EXMR1822.corp.leidos.com (10.128.180.12) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.23; Tue, 27 Jun 2023 14:08:50 -0500##Received: from emp-mxpp103.dcs.leidos.com (149.8.144.249) by## EMP-EXMR1822.corp.leidos.com (10.128.180.12) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.23 via Frontend Transport; Tue</p>

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>, 27 Jun 2023 14:08:50 -0500##Received: from pps.filterd (emp-mxpp103.dcs.leidos.com [127.0.0.1])## by emp-mxpp103.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTTP id 35RGSi4o023901## for &lt;william.harding@leidos.com&gt;; Tue, 27 Jun 2023 14:08:50 -0500##Received: from emp-mxpp211.dcs.leidos.com (emp-mxpp211.dcs.leidos.com [149.8.242.106])## by emp-mxpp103.dcs.leidos.com (PPS) with ESMTPS id 3rdtky52pa-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Tue, 27 Jun 2023 14:08:50 -0500##Received: from mx0e-00336402.gpphosted.com (mx0e-00336402.gpphosted.com [67.231.147.131])## by emp-mxpp211.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTPS id 35RJ8n5x023567## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Tue, 27 Jun 2023 14:08:49 -0500##Received: from pps.filterd (m0219679.ppops.net [127.0.0.1])## by mx0e-00336402.gpphosted.com (8.17.1.19/8.17.1.19) with ESMTTP id 35R8Oa1A028661## for &lt;william.harding@leidos.com&gt;; Tue, 27 Jun 2023 12:08:49 -0700##Authentication-Results: ppops.net;## spf=pass smtp.mailfrom=ElectricOnline@firstenergycorp.com;## dkim=pass header.d=firstenergycorp.com header.s=FirstEnergy;## dmarc=pass header.from=firstenergycorp.com##Received: from esa.hc5608-40.iphmx.com (esa.hc5608-40.iphmx.com [139.138.39.215])## by mx0e-00336402.gpphosted.com (PPS) with ESMTPS id 3regp2p8jn-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Tue, 27 Jun 2023 12:08:46 -0700##DKIM-Signature: v=1; a=rsa-sha256; c=simple/relaxed;## d=firstenergycorp.com; i=@firstenergycorp.com;## q=dns/txt; s=FirstEnergy; t=1687892927; x=1719428927;## h=date:from:to:message-id:subject:mime-version:## content-transfer-encoding;## bh=B2gTYKicCc3nwN+S7tBbqXjHHxDwjuipKpv+KN3aUgg;## b=GJ+k3f+z6pBqVKnpoanq5per4NCZW5DIJ9hyVYzofehxepi5t/3MZBTi# # AoeznZwqolJCQ9iZ3ilh+76JLNy5WvfrGbbvl2s7Cud3G+qfBR/ezzLpU## NL/yU371UF1NHArCZXGAsZOjUXUv7sVDITWV6Bh10BZEzgal+PFn9Q83b## 4t4QPw2Hm1OONYIOg6CnC+InW/CJwuCyei9N0Zzyuh4Vn6sGsiWh6Wr3u## gEx/63ylKaJRqwwknzIBFctj/eAYPDquQTklmLW5oiSRci48c26mCzKiq## Of+tajYb76zAQdk3ZKrfTNzf+s6luz9ghEhfwF1Wjw62il/CaEoDIhKT## Q=;##X-IronPort-AV: E=Sophos;i="6.01,163,1684814400";## d="scan208";a="34127463"##Received: from hidden.firstenergycorp.com (HELO rsgoew1p) ([205.132.76.4])## by ob1.hc5608-40.iphmx.com with ESMTTP; 27 Jun 2023 15:08:46 -0400##Date: Tue, 27 Jun 2023 15:08:45 -0400##From: &lt;ElectricOnline@FirstEnergyCorp.com&gt;##To: &lt;william.harding@leidos.com&gt;##Message-ID: &lt;-1740625333.6182.1687892925393.JavaMail.ebillusr@rsgoew1p&gt;##Content-Type: text/plain; charset="us-ascii"##Content-Transfer-Encoding: quoted-printable##MIME-Version: 1.0##Subject: EXTERNAL: West Penn Power Statement 07/18/2023</p>

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Contact Date	Created Date	Contract Acct	Created By	Description
<p>##X-EmailSecurity-Header: 1##X-PP-Leidos-External-Sender: Yes##X-Proofpoint-Virus-Version: vendor=baseguard## engine=ICAP:2.0.254,Aquarius:18.0.957,Hydra:6.0.591,FMLib:17.11.176.26## definitions=2023-06-27_13,2023-06-27_01,2023-05-22_02##X-Proofpoint-Spam-Details: rule=inbound_pod_notspam policy=inbound_pod score=0 mlxscore=0 clxscore=283## phishscore=0 spam score=0 lowpriorityscore=0 impostorscore=0 bulkscore=0## adultscore=0 suspectscore=0 priorityscore=30 mlxlogscore=979## malwarescore=0 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2305260000 definitions=main-2306270173 domainage_hfrom=9485##X-Proofpoint-GUID: SPukx4SGYuUTnhKpdMAWPwFIQzCZax74##X-Proofpoint-ORIG-GUID: SPukx4SGYuUTnhKpdMAWPwFIQzCZax74##X-Proofpoint-Spam-Details: rule=inbound_notspam policy=inbound score=0 impostorscore=0 mlxlogscore=999## clxscore=1015 lowpriorityscore=0 spamscore=0 malwarescore=0 bulkscore=0## priorityscore=1501 suspectscore=0 phishscore=0 adultscore=0 mlxscore=0## classifier=spam adjust=0 reason=mlx scancount=1 engine=8.12.0-2305260000## definitions=main-2306270173##Return-Path: ElectricOnline@firstenergycorp.com####</p>				
06/26/2023 18:49:12	06/26/2023	100127656773	CS General Purpose Batch	Calculation
<p>C/A 100127656773 Contract 0026229061            Budget amt calculated for period ending 06/05/23 = \$ 390.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4677.88            * System BBP Amount: 390.00</p>				
06/26/2023 10:12:35	06/26/2023	100127656773	Timothy Franks	ALERT! Sensitive Account
<p>CUSTOMER WAS REBILLED DUE TO THE DISTRIBUTION SYSTEM IMPROVEMENT CHARGE (DSIC) NOT BEING CHARGED</p>				
06/08/2023 15:22:38	06/07/2023	100127656773	Eailogon	Returned Email Documentation
<p>Statement email returned - email address:            william.harding@leidos.com            *****###This message is from an external source. Use caution when opening links/attachments. Use the 'Report Message' tool in Outlook if suspicious.#####*****###Delivery has failed to these recipients or groups:#####william.harding@leidos.com&lt;mailto:william.harding@leidos.com&gt;##The email address you entered couldn't be found. Please check the recipient's email address and try to resend the message. If the problem continues, please contact your email admin.#####            ###Diagnostic information for administrators:#####Generating server: EMP-EXMR181.corp.leidos.com#####william.harding@leidos.com###Remote Server returned '550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup'###            #Original message headers:#####Received: from EMP-EXMR1812.corp.leidos.com (10.128.180.11) by## EMP-EXMR181.corp.leidos.com (10.128.180.21) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.23; Wed, 7 Jun 2023 14:05:42 -0500##Received: fro</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>m emp-mxpp702.dcs.leidos.com (149.8.144.249) by## EMP-EXMR18  12.corp.leidos.com (10.128.180.11) with Microsoft SMTP Serve  r## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_S  HA384_P384) id## 15.1.2507.23 via Frontend Transport; Wed, 7  Jun 2023 14:05:42 -0500##Received: from pps.filterd (emp-mx  pp702.dcs.leidos.com [127.0.0.1])## by emp-mxpp702.dc  s.leidos.com (8.17.1.5/8.17.1.5) with ESMTMP id 357Glep002038  2## for &lt;william.harding@leidos.com&gt;; Wed, 7 Jun 2023  12:05:42 -0700##Received: from emp-mxpp114.dcs.leidos.com (  emp-mxpp114.dcs.leidos.com [149.8.242.104])## by emp-  mxpp702.dcs.leidos.com (PPS) with ESMTPS id 3r2a80ac04-1##  (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bi  ts=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;  ; Wed, 07 Jun 2023 12:05:41 -0700##Received: from mx0f-00336  402.gpphosted.com (mx0f-00336402.gpphosted.com [67.231.155.1  31])## by emp-mxpp114.dcs.leidos.com (8.17.1.5/8.17.1  .5) with ESMTPS id 357J5etH015402## (version=TLSv1.2  cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)##  for &lt;william.harding@leidos.com&gt;; Wed, 7 Jun 2023 14:05  :40 -0500##Received: from pps.filterd (m0219682.pops.net [1  27.0.0.1])## by mx0e-00336402.gpphosted.com (8.17.1.1  9/8.17.1.19) with ESMTMP id 357J4MTF032292## for &lt;will  iam.harding@leidos.com&gt;; Wed, 7 Jun 2023 12:05:40 -0700##Aut  hentication-Results: pps.net;## spf=pass smtp.mailf  rom=ElectricOnline@firstenergycorp.com;## dkim=pass h  eader.s=FirstEnergy header.d=firstenergycorp.com;## d  marc=pass header.from=firstenergycorp.com##Received: from es  a.hc5608-40.iphmx.com (esa.hc5608-40.iphmx.com [139.138.35.3  2])## by mx0e-00336402.gpphosted.com (PPS) with ESMTMP  S id 3r2a79k455-1## (version=TLSv1.2 cipher=ECDHE-RSA  -AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;willia  m.harding@leidos.com&gt;; Wed, 07 Jun 2023 12:05:39 -0700##DKIM  -Signature: v=1; a=rsa-sha256; c=simple/relaxed;## d=firste  nergycorp.com; i=@firstenergycorp.com;## q=dns/txt; s=First  Energy; t=1686164740; x=1717700740;## h=date:from:to:messag  e-id:subject:mime-version:## content-transfer-encoding:##  bh=tvYvNUufMuRPDtvhfbfJNU7cToUYXFzV6CeYBtQ+3To=;## b=iDL0P  l2gsEAcwdyZ1MgyKLepU2J2beDotYuGtYku1bi58dbPeQY23ctZ## QA31  lwsqRNHIDefYV4kqfanmi6xrPcyALTSy/R8a++nKHd8DEcisgsj1V## 7d  vJeHqrH0TXTv9fAR7d4fFz5PgmxmTgi1CU573e/xVo9c2OZygd9KGC##  HJwFBA4lma1iQq3lYpNzyIMMdVKWYil6LGVe3TwPpIPNtRBGDQI40fGuh##  9L/tB3KdYpFqfCngNLOAJ0+mHvi7w7rVO559wWTeiHAYIEp2DbS48gSaM#  # jYyOOChjXoB08XdVSLBjlaEOIWXCCaDPAjC7v9coR20x5tC7NDZ+mbYw  X## A==;##X-IronPort-AV: E=Sophos;i="6.00,224,1681185600";  ## d="scan'208";a="34224239"##Received: from hidden.firste  nergycorp.com (HELO rsgoew1p.fenetwork.com) ([205.132.76.4])  ## by ob1.hc5608-40.iphmx.com with ESMTMP; 07 Jun 2023 15:05  :38 -0400##Date: Wed, 7 Jun 2023 15:05:37 -0400##From: &lt;Elec  tricOnline@FirstEnergyCorp.com&gt;##To: &lt;william.harding@leidos</p>

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>.com&gt;##Message-ID: &lt;954003903.4065.1686164737507.JavaMail.ebillusr@rsgoew1p.fenetwork.com&gt;##Content-Type: text/plain; charset="us-ascii"##Content-Transfer-Encoding: quoted-printable##MIME-Version: 1.0##Subject: EXTERNAL: West Penn Power Stationment 06/28/2023##X-EmailSecurity-Header: 1##X-PP-Leidos-External-Sender: Yes##X-Proofpoint-Virus-Version: vendor=baseguard## engine=ICAP:2.0.254,Aquarius:18.0.957,Hydra:6.0.573,FMlib:17.11.176.26## definitions=2023-06-07_10,2023-06-07_01,2023-05-22_02##X-Proofpoint-Spam-Details: rule=inbound_pod_notspam policy=inbound_pod score=0 impostorscore=0## bulkscore=0 priorityscore=30 clxscore=295 phishscore=0 spamscore=0## mlxlogscore=999 adultscore=0 mlxscore=0 suspectscore=0 malwarescore=0## lowpriorityscore=0 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2305260000 definitions=main-2306070165 domainage_hfrom=9465##X-Proofpoint-GUID: -f67rijvsAWol_0jr7JpSSzP5o45MUeH##X-Proofpoint-ORIG-GUID: -f67rijvsAWol_0jr7JpSSzP5o45MUeH##X-Proofpoint-Spam-Details: rule=inbound_notspam policy=inbound score=0 adultscore=0 impostorscore=0## lowpriorityscore=0 clxscore=1011 priorityscore=1501 bulkscore=0## malwarescore=0 spamscore=0 mlxscore=0 phishscore=0 suspectscore=0## mlxlogscore=999 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2305260000 definitions=main-2306070164##Return-Path: ElectricOnline@firstenergycorp.com####</p>				
06/06/2023 18:46:29	06/06/2023	100127656773	CS General Purpose Batch	Calculation
<p>C/A 100127656773 Contract 0026229061            Budget amt calculated for period ending 06/05/23 = \$ 389.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4674.91            * System BBP Amount: 389.00</p>				
05/12/2023 15:02:28	05/12/2023	100127656773	Alison Walker	PUC/BPU Complaint-Written
<p>Per Melissa at BCS Secretary's Bureau, customer filed Formal PUC complaint - Docket# C-2023-3040645 -awalker</p>				
05/09/2023 15:21:14	05/07/2023	100127656773	Eailogon	Returned Email Documentation
<p>Statement email returned - email address:            william.harding@leidos.com            *****#####This message is from an external source. Use caution when opening links/attachments. Use the 'Report Message' tool in Outlook if suspicious.#####*****#####Delivery has failed to these recipients or groups:#####william.harding@leidos.com&lt;mailto:william.harding@leidos.com&gt;##The email address you entered couldn't be found. Please check the recipient's email address and try to resend the message. If the problem continues, please contact your email admin.#####            #####Diagnostic information for administrators:#####Generating server: EMP-EXMR182.corp.leidos.com#####william.harding@leidos.com##Remote Server returned '550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup'###</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>#Original message headers:#####Received: from EMP-EXMR182.corp.leidos.com (10.128.180.22) by## EMP-EXMR182.corp.leidos.com (10.128.180.22) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.23; Sun, 7 May 2023 14:05:01 -0500##Received: from emp-mxpp101.dcs.leidos.com (149.8.144.249) by## EMP-EXMR182.corp.leidos.com (10.128.180.22) with Microsoft SMTP Server# # (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.23 via Frontend Transport; Sun, 7 May 2023 14:05:01 -0500##Received: from pps.filterd (emp-mxpp101.dcs.leidos.com [127.0.0.1])## by emp-mxpp101.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTP id 34790kSd009963# # for &lt;william.harding@leidos.com&gt;; Sun, 7 May 2023 14:05:01 -0500##Received: from emp-mxpp211.dcs.leidos.com (emp-mxpp211.dcs.leidos.com [149.8.242.106])## by emp-mxpp101.dcs.leidos.com (PPS) with ESMTPS id 3qdjwvuyxy-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Sun, 07 May 2023 14:05:01 -0500##Received: from mx0e-00336402.gpphosted.com (mx0e-00336402.gpphosted.com [67.231.147.131])## by emp-mxpp211.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTPS id 347J4wpf015097## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Sun, 7 May 2023 14:05:00 -0500##Received: from pps.filterd (m0219680.pops.net [127.0.0.1])## by mx0e-00336402.gpphosted.com (8.16.1.2/8.16.1.2) with SMTP id 347J2NmP030706## for &lt;william.harding@leidos.com&gt;; Sun, 7 May 2023 12:04:58 -0700##Authentication-Results: pps.net;## spf=pass smtp.mailfrom=ElectricOnline@firstenergycorp.com;## dkim=pass header.d=firstenergycorp.com header.s=FirstEnergy;## dmarc=pass header.from=firstenergycorp.com##Received: from esa.hc5608-40.iphmx.com (esa.hc5608-40.iphmx.com [139.138.35.32])## by mx0e-00336402.gpphosted.com with ESMTP id 3qdkvp29rb-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Sun, 07 May 2023 12:04:58 -0700##DKIM-Signature: v=1; a=rsa-sha256; c=simple/relaxed;## d=firstenergycorp.com; i=@firstenergycorp.com;## q=dns/txt; s=FirstEnergy; t=1683486298; x=1715022298;## h=date:from:to:message-id:subject:mime-version:## content-transfer-encoding;## bh=Msb8rdX9ZtVjTwAeY8aRs/e2AzilqXBixqtFPvMsrOU=;## b=Cu0wwhOU1Ez60BjA95/C72xetJNGPX721OnL0zB5y5gNUBHjcemBRxQ## aEdzj8HpePjQQDTe/AOJ/JL7ANpZ60iAIFBUtqs4iBRUMjfsrPCTCorB## BlomXWPlwWODu6OvyXXYjSW4T5apDJeMAqKDTWCCupzrN6LkyGod6x/0## axfhPRAR8RhywADieBIGyBFgMxc9PQSyxvcNhFRyk9yoQ2B6WNbAFDI0## VKL9PAh6jfSdIXaZO4a/SP977KA4qtb8s55rxXwdfMbKKKBbYqVy3apuJ## jy6pLnG3eaohGI/EsWFI0wifg+LmOEBxGLbfQpN3aXqGE3JWdnyVqm2SL## w==;## X-IronPort-AV: E=Sophos;i="5.99,257,1677560400";## d="scan</p>

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				'208";a="32497633"###Received: from hidden.firstenergycorp.com (HELO rsgoew1p.fenetwork.com) ([205.132.76.4])### by ob1.hc5608-40.iphmx.com with ESMTP; 07 May 2023 15:04:54 -0400###Date: Sun, 7 May 2023 15:04:54 -0400###From: <ElectricOnline@FirstEnergyCorp.com>###To: <william.harding@leidos.com>###Message-ID: <-1174623066.4027.1683486294454.JavaMail.ebillusr@rsgoew1p.fenetwork.com>###Content-Type: text/plain; charset="us-ascii"###Content-Transfer-Encoding: Quoted-printable###MIME-Version: 1.0###Subject: EXTERNAL: West Penn Power Statement 05/30/2023###X-EmailSecurity-Header: 1###X-PP-Leidos-External-Sender: Yes###X-Proofpoint-Virus-Version: vendor=fsecure engine=2.50.10434:6.0.573,18.0.942### definitions=2023-05-07_06:2023-05-05,2023-05-07 signatures=0###X-Proofpoint-Spam-Details: rule=inbound_pod_notspam policy=inbound_pod score=0 priorityscore=30### adultscore=0 impostorscore=0 phishscore=0 spamscore=0 bulkscore=0### lowpriorityscore=0 malwarescore=0 mlxscore=0 clxscore=282 suspectscore=0### mxlogscore=990 classifier=spam adjust=0 reason=mx scancount=1### engine=8.12.0-230320000 definitions=main-2305070148###X-Proofpoint-ORIG-GUID: Vwt euW-3U_DaJR6uhtEXf4Oe0DaUEG4k###X-Proofpoint-GUID: Vwt euW-3U_DaJR6uhtEXf4Oe0DaUEG4k###X-Proofpoint-Spam-Details: rule=inbound_notspam policy=inbound score=0 mlxscore=0 phishscore=0### priorityscore=1501 lowpriorityscore=0 malwarescore=0 adultscore=0### spamscore=0 impostorscore=0 clxscore=1011 bulkscore=0 suspectscore=0### mxlogscore=999 classifier=spam adjust=0 reason=mx scancount=1### engine=8.12.0-2303200000 definitions=main-2305070148###Return-Path: ElectricOnline@firstenergycorp.com#####
05/02/2023 10:51:53	05/02/2023	100127656773	Trudy Cain	Utility Report Issued
				Spoke with: WILLIAM J HARDING Created By: Trudy Cain Dispute Rights Dunning lock created - Lock date: 05/14/2023 Company Position: disconnection notice rights provided Termination Date(on or after)=> 05/15/2023 Customer Position: cannot pay by termination date filing bankruptcy
05/02/2023 10:49:19	05/02/2023	100127656773	Trudy Cain	Negotiation Tool - Service On
				Spoke with: WILLIAM J HARDING Created By: Trudy Cain 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. *****

## Customer Contact History

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<p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$24449.43</p> <p>Offered - Pay Past Due Amt of \$23862.70</p> <p>Offered - Pay Disconnection Amt of: \$23087.29</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p>				
05/02/2023 10:49:19	05/02/2023	100127656773	Trudy Cain	Financial Summary Review
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Trudy Cain</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>Low income letter will be sent.</p>				
05/02/2023 10:05:00	05/02/2023	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
<p>Phone attempt 17 - Successful - Transferred to Live Agent</p>				
04/28/2023 15:15:20	04/28/2023	100127656773	Sarah Jones	Outbound Call
<p>AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.</p>				
04/25/2023 10:39:42	04/19/2023	100127656773	Rachel Heffner-Davidheiser	ROCC Alert
<p>Line cut created for non payment due to CT rated meter</p> <p>MUST CONTACT 610-921-6627 TO CANCEL THE FIELD ACTIVITY</p> <p>04/20/23 Line crew was there with Rev Ops field agent, had contact with BP who is now claiming Bankruptcy, gave him 72hours to call in with proof....will be back on Tuesday, April 25th to cut if proof of bankruptcy not received.....</p> <p>MUST HAVE PROOF</p>				
04/24/2023 22:33:16	04/24/2023	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
04/21/2023 15:46:01	04/21/2023	100127656773	Eleanor Strakal	Sent VPP Removal Letter
<p>Dunning Lock Reason:Supervisory Review</p> <p>Start Date: 04/21/2023   End Date: 05/21/2023</p> <p>bankruptcy filing 4/21</p> <p>Created By: Eleanor V Strakal</p>				
04/21/2023 15:42:47	04/21/2023	100127656773	Eleanor Strakal	Dunning Explanation
<p>WILLIAM J HARDING-vai bankruptcy filing-stopping disconnection - tm sent for bankruptcy</p>				
04/21/2023 15:32:34	04/21/2023	100127656773	Workflow General Purpose Batch	Telememo Employee Correspondence
<p>Bankruptcy Filing</p> <p>* 04/21/2023 15:32:26 EST (54954) Phone (304)367-3366 320-6373</p> <p>Name Bankruptcy Filed Under: WILLIAM J HARDING</p> <p>Filing Date: 04/21/2023</p> <p>Docket Number:</p> <p>Chapter Filed: 13</p> <p>Attorney Name: Nicholas Platt</p> <p>Attorney Phone #: 717-632-4656</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Court District/State: Franklin County/PA WILLIAM J HARDING vai attorney filing 4/21/2024 Created By: Strakal,Eleanor V				
04/10/2023 15:19:47	04/07/2023	100127656773	Eailogon	Returned Email Documentation
<p>Statement email returned - email address:                      william.harding@leidos.com</p> <p>*****#####This message is from an external source. Use caution when opening links/attachments. Use the 'Report Message' tool in Outlook if suspicious.#####Delivery has failed to these recipients or groups:#####william.harding@leidos.com&lt;mailto:william.harding@leidos.com&gt;##The email address you entered couldn't be found. Please check the recipient's email address and try to resend the message. If the problem continues, please contact your email admin.#####</p> <p>#####Diagnostic information for administrators:#####Generating server: EMP-EXMR1822.corp.leidos.com#####william.harding@leidos.com###Remote Server returned '550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup'##</p> <p>##Original message headers:#####Received: from EMP-EXMR1822.corp.leidos.com (10.128.180.22) by## EMP-EXMR1822.corp.leidos.com (10.128.180.12) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## # 15.1.2507.21; Fri, 7 Apr 2023 14:05:10 -0500##Received: from emp-mxpp703.dcs.leidos.com (149.8.144.249) by## EMP-EXMR1822.corp.leidos.com (10.128.180.22) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.21 via Frontend Transport; Fri, 7 Apr 2023 14:05:10 -0500##Received: from pps.filterd (emp-mxpp703.dcs.leidos.com [127.0.0.1])## by emp-mxpp703.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTMP id 337Dg483013309## for &lt;william.harding@leidos.com&gt;; Fri, 7 Apr 2023 12:05:07 -0700##Received: from emp-mxpp213.dcs.leidos.com (emp-mxpp213.dcs.leidos.com [149.8.242.108])## by emp-mxpp703.dcs.leidos.com (PPS) with ESMTPS id 3pphyxhn3f-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Fri, 07 Apr 2023 12:05:07 -0700##Received: from mx0e-00336402.gpphosted.com (mx0e-00336402.gpphosted.com [67.231.147.131])## by emp-mxpp213.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTPS id 337J58pw017586## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Fri, 7 Apr 2023 14:05:09 -0500##Received: from pps.filterd (m0219681.pops.net [127.0.0.1])## by mx0e-00336402.gpphosted.com (8.16.1.2/8.16.1.2) with SMTP id 337J1F4v006754## for &lt;william.harding@leidos.com&gt;; Fri, 7 Apr 2023 12:05:08 -0700##Authentication-Results: pps.net;## spf=pass smtp.mailfrom=ElectricOnline@firstenergycorp.com;## dkim=pass header.d=firstenergycorp.com header.s=FirstEnergy;## dmar</p>				

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				<p>c=pass header.from=firstenergycorp.com##Received: from esa.hc5608-40.iphmx.com (esa.hc5608-40.iphmx.com [139.138.39.215])## by mx0e-00336402.gpphosted.com with ESMTP id 3pt2q3at9x-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Fri, 07 Apr 2023 12:05:08 -0700##DKIM-Signature: v=1; a=rsa-sha256; c=simple/relaxed;## d=firstenergycorp.com; i=@firstenergycorp.com;## q=dns/txt; s=FirstEnergy; t=1680894309; x=1712430309;## h=date:from:to:message-id:subject:mime-version:## content-transfer-encoding;## bh=IFnTcPE0I4QXvganmsHAaO3fYiGncPCL85/LFdwyAZA=;## b=POsXkT4JFcXkR1LEISSoY/SfvVLuXRSMw6zIQ7t+zyGE0WG29SeZ+r48## 4pOdJjk+5q6dyVgN9K635PvpFeoQ7ghkkg2BluhaKy4SoJ/BZ4ZfCLs1L## ie9qPXf1L9faQC7Vj0wnzFq4VkyY4LFV3AZFRh0R3l/gGg667TfpZXHlg## gdk7xcU4/FzZaVo+iGhVEdOz+LzXjpZhCCInbqIDR7+lwftss+EQeSvBO## vAQsxpJR/USGBKMsDFBv+VfS0WsH8XwNq5tODjuaOtlxuAuDhcw7ewB+## GsM9Ei8lqtpzMKeV1BTfPHCVjnw3UnEYr4MVuFRu/vxd4R8VJktTqvBGL## Q==;##X-IronPort-AV: E=Sophos;i="5.98,327,1673931600";## d="scan'208";a="29848562"##Received: from hidden.firstenergycorp.com (HELO rsgoew1p.fenetwork.com) ([205.132.76.4])## by ob1.hc5608-40.iphmx.com with ESMTP; 07 Apr 2023 15:05:08 -0400##Date: Fri, 7 Apr 2023 15:05:07 -0400##From: &lt;ElectricOnline@FirstEnergyCorp.com&gt;##To: &lt;william.harding@leidos.com&gt;##Message-ID: &lt;-384560368.4034.1680894307193.JavaMail.ebillusr@rsgoew1p.fenetwork.com&gt;##Content-Type: text/plain; charset="us-ascii"##Content-Transfer-Encoding: Quoted-printable##MIME-Version: 1.0##Subject: EXTERNAL: West Penn Power Statement 05/01/2023##X-EmailSecurity-Header: 1##X-PP-Leidos-External-Sender: Yes##X-Proofpoint-Virus-Version: vendor=fsecure engine=2.50.10434:6.0.573,18.0.942## definitions=2023-04-07_12:2023-04-06,2023-04-07 signatures=0##X-Proofpoint-Spam-Details: rule=inbound_pod_notspam policy=inbound_pod score=0 mxscore=0## mxlogscore=999 bulkscore=0 spamscore=0 phishscore=0 malwarescore=0## suspectscore=0 adultscore=0 classifier=spam adjust=0 reason=mlx## scancount=1 engine=8.12.0-2303200000 definitions=main-2304070172##X-Proofpoint-GUID: HoHheVGdyxBkxol-xa9foGYVokFwLgR##X-Proofpoint-ORIG-GUID: HoHheVGdyxBkxol-xa9foGYVokFwLgR##X-Proofpoint-Spam-Details: rule=inbound_notspam policy=inbound score=0 phishscore=0 mxscore=0## priorityscore=1501 spamscore=0 adultscore=0 lowpriorityscore=0 bulkscore=0## malwarescore=0 clxscore=1011 suspectscore=0 impostorscore=0## mxlogscore=999 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2303200000 definitions=main-2304070172##Return-Path: ElectricOnline@firstenergycorp.com####</p>
04/03/2023 10:02:00	04/03/2023	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/25/2023 20:17:24	03/25/2023	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
03/09/2023 15:20:14	03/08/2023	100127656773	Eailogon	Returned Email Documentation

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				<p>Statement email returned - email address:  william.harding@leidos.com</p> <p>*****###This message is from an external source. Use caution when opening links/attachments. Use the 'Report Message' tool in Outlook if suspicious.#####Delivery has failed to these recipients or groups:###william.harding@leidos.com&lt;mailto:william.harding@leidos.com&gt;##The email address you entered couldn't be found. Please check the recipient's email address and try to resend the message. If the problem continues, please contact your email admin.#####</p> <p>###Diagnostic information for administrators:###Generating server: EMP-EXMR182.corp.leidos.com###william.harding@leidos.com###Remote Server returned '550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup'###</p> <p>#Original message headers:#####Received: from EMP-EXMR1822.corp.leidos.com (10.128.180.12) by## EMP-EXMR182.corp.leidos.com (10.128.180.22) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.17; Wed, 8 Mar 2023 14:07:11 -0600##Received: from emp-mxpp103.dcs.leidos.com (149.8.144.249) by## EMP-EXMR1822.corp.leidos.com (10.128.180.12) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.17 via Frontend Transport; Wed, 8 Mar 2023 14:07:11 -0600##Received: from pps.filterd (emp-mxpp103.dcs.leidos.com [127.0.0.1])## by emp-mxpp103.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTMP id 328JBAgQ023860## for &lt;william.harding@leidos.com&gt;; Wed, 8 Mar 2023 14:07:11 -0600##Received: from emp-mxpp111.dcs.leidos.com (emp-mxpp111.dcs.leidos.com [149.8.242.101])## by emp-mxpp103.dcs.leidos.com (PPS) with ESMTPS id 3p6hq6khr3-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Wed, 08 Mar 2023 14:07:11 -0600##Received: from mx0f-00336402.gpphosted.com (mx0f-00336402.gpphosted.com [67.231.155.131])## by emp-mxpp111.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMTPS id 328K7ALb017409## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Wed, 8 Mar 2023 14:07:11 -0600##Received: from pps.filterd (m0219683.pops.net [127.0.0.1])## by mx0e-00336402.gpphosted.com (8.16.1.2/8.16.1.2) with SMTP id 328K32oQ018499## for &lt;william.harding@leidos.com&gt;; Wed, 8 Mar 2023 12:07:10 -0800##Authentication-Results: pps.net;## spf=pass smtp.mailfrom=ElectricOnline@firstenergycorp.com;## dkim=pass header.s=FirstEnergy header.d=firstenergycorp.com;## dmarc=pass header.from=firstenergycorp.com##Received: from esa.hc5608-40.iphmx.com (esa.hc5608-40.iphmx.com [139.138.35.32])## by mx0e-00336402.gpphosted.com with ESMTMP id 3p4q0ns4ct-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GC</p>

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Contact Date	Created Date	Contract Acct	Created By	Description
				<p>M-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Wed, 08 Mar 2023 12:07:10 -0800##DKIM-Signature: v=1; a=rsa-sha256; c=simple/relaxed;## d=firstenergycorp.com; i=@firstenergycorp.com;## q=dns/txt; s=FirstEnergy; t=1678306030; x=1709842030;## h=date:from:to:message-id:subject:mime-version:## content-transfer-encoding;## bh=R9bfgpZ8LzEkKZN0LdtfVU8E0uPWRSXEj2zuTdNeha0=;## b=PFknvk4n8A5U7M2/3yJR7alHje9SEvAwe0VEyPyJPOVhGDr5ojmAIRB## F4PiRnOvrEeZQDwkQu+p36wyrPmw2Asd/SUqwJn3gjmfff3mgIQBCpU## 0SJFb+ZvRxWG7rzNAO17H7uXCAMt8xvtF2+vLXdPeLqRvWSvatHYjaRfA## Ohciu5RIJn3wnHYTAvCifffl/B9U/CPp5jKbpDePICVGm0Rioz7b4DXv## ceo2T+Y36LTp6AzUGI7IOwPTyJNHJpHKmbkYGsgBA/v6BgSrPRmjUgrl## 5LZENGTwWRFc2d6yMD066EUnKSIO5aU94wFuuvRVqQSW7D3EBFsApelMd## A==;##X-IronPort-AV: E=Sophos;i="5.98,244,1673931600";## d="scan'208";a="29070394"##Received: from hidden.firstenergycorp.com (HELO rsgoew1p.fenetwork.com) ([205.132.76.4])## by ob1.hc5608-40.ipmx.com with ESMTP; 08 Mar 2023 15:07:07 -0500# #Date: Wed, 8 Mar 2023 15:07:07 -0500##From: &lt;ElectricOnline@FirstEnergyCorp.com&gt;##To: &lt;william.harding@leidos.com&gt;##Message-ID: &lt;-229970865.3979.1678306027238.JavaMail.ebillusr@rsgoew1p.fenetwork.com&gt;##Content-Type: text/plain; charset="us-ascii"##Content-Transfer-Encoding: Quoted-printable##MIME-Version: 1.0##Subject: EXTERNAL: West Penn Power Statement 03/29/2023##X-EmailSecurity-Header: 1##X-PP-Leidos-External-Sender: Yes##X-Proofpoint-Virus-Version: vendor=fsecure engine=2.50.10434:6.0.573,18.0.942## definitions=2023-03-08_15:2023-03-08,2023-03-08 signatures=0##X-Proofpoint-Spam-Details: rule=inbound_pod_notspam policy=inbound_pod score=0 suspectscore=0## malwarescore=0 mxscore=0 adultscore=0 bulkscore=0 mxlogscore=999## spamscore=0 phishscore=0 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2212070000 definitions=main-2303080168##X-Proofpoint-GUID: DJJaJG_SXkvg_Ca6aqslnXvmlw-UjWvbU##X-Proofpoint-ORIG-GUID: DJJaJG_SXkvg_Ca6aqslnXvmlw-UjWvbU##X-Proofpoint-Spam-Details: rule=inbound_notspam policy=inbound score=0 suspectscore=0 mxscore=0## phishscore=0 priorityscore=1501 spamscore=0 impostorscore=0## mxlogscore=999 bulkscore=0 adultscore=0 malwarescore=0 clxscore=1011## lowpriorityscore=0 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2212070000 definitions=main-2303080169##Return-Path: ElectricOnline@firstenergycorp.com####</p>
03/07/2023 18:37:55	03/07/2023	100127656773	CS General Purpose Batch	Calculation
				<p>C/A 100127656773 Contract 0026229061            Budget amt calculated for period ending 03/06/23 = \$ 470.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4541.23            2. Current Delta: 3673.89 - 3087.00 + 0.00 586.89            3. Remaining Amount: 867.34</p>



## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>TH_AES_256_CBC_SHA384_P384) id## 15.1.2507.16 via Frontend T  ransport; Tue, 7 Feb 2023 14:22:33 -0600##ARC-Seal: i=7; a=r  sa-sha256; s=arcselector5401; d=microsoft.com; cv=pass;## b=  LiK4Hkm71lhtqG4oy5bpSvyO6LHGwBhXxav17FWH6OiUisAwkMkJnxAP2AD5  P1OG52W+bQGwbC4H818TKjfWCjMFZw+E9F4I9Hair10tyEm+55nmJORz+NFV  AfnltuzYX+0nRaAKsU7fLYn+OWJm+gdOj7aUP/usV/oKVHszxJmh9HcGkff0  wnqFMiK5tkFWaFbxTXnm5GLoQAQZcL1/Pn6l3rvSa1g+I3nBDIINUA1Y+iSk  6/k21kvn21XkB5uK+39sP3MFUiZs6OLzd9r3pP8RQ6rRzm5+BJeaRYOibb5R  allV9yJ0QZaT5jllrzjUEAF9puVm+tRRsWsG9AsUvA===##ARC-Message-Si  gnature: i=7; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.c  om;## s=arcselector5401;## h=From:Date:Subject:Message-ID:Co  ntent-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-C  hunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange  -AntiSpam-MessageData-1;## bh=bAw7B4Q4heTelsm+GHuLaL+E9oi2Vd  v3h0kW3EefQKg=;## b=W7f28ncMpXO6bgisixbRyktOBzD8kgDVuz6h2hi  ktSpELX7z9Wv03zl1ZpYUeqpB0yQaH/HhU3QdiyZr6F9bM9ShJo4xF//5id  sqNKKPmFc4m/imualuhVseWRUcaR8k9/9x8EHVG9FVg0ahgCE7k6/0BkkO7r  9eXvLH+7homjrcvew9S4bnwTGLoAcy/ho2s4sD223pjGibHL7aG3Muit3mQz  M5CchYMrxPfejn6byEWGbz/U2RVtFAwAysZ79Mn9J4XlGIDFhQotCtnYCrhY  aBf9m9MjtBtur/7dFZy8xBtu4SR9UtSBuEnLqfg/nvUf3wB0SoQappf267r  mw===##ARC-Authentication-Results: i=7; mx.microsoft.com 1; s  pf=softfail (sender ip## is 23.103.209.68) smtp.rcpttodomain  =leidoscorp.us## smtp.mailfrom=firstenergycorp.com; dmarc=fail (p=reject sp=reject pct=100)## action=oreject header.from=firstenergycorp.com; dkim=fail (signature did not## verify) header.d=firstenergycorp.com; arc=pass (0 oda=0 ltdi=1)##ARC-Seal: i=6; a=rsa-sha256; s=arcselector5401; d=microsoft.com; cv=pass;## b=TG4LojMXzliqfG9ZYLPrL83oAb2hOJKm1k21rwnil00KIOjvMQaMkiNoPINIWsZuZ2o0csC2jo5ob7pUBoFaYT7S0AZUjfa1eB48haGCOcb0VSWskwYo69AXzYBXB0wiRYPFuXYt+ppzC8q7a93nftGMNodgIRMdBl+GjFSWEyX7CVliyxgXXJa5jITXLVz+LY83oVaGs8u1HyHa2t4nW/gyVLUscUPKJ/POHnMvVq/iXZLQ9nb6xdy1qMq7oIT3MxPjFp5lf8nRcbM+zM/BRVvd9vPHk3brXjfo1WECNrWFxHUfmXn/NIGGSzdAPvxeyFzo+Xy8ftGXtuF8j5w===##ARC-Message-Signature: i=6; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com;## s=arcselector5401;# # h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1;# # bh=bAw7B4Q4heTelsm+GHuLaL+E9oi2Vdv3h0kW3EefQKg=;## b=vSP2WjEGw2exWBhMG7p13c2t2WF2CIS+U14jPDhtY5xnT2gupLljlp3pLE70e1J8z93iGST+sOUuJ5dEWHJN7Pxn6N3P1eO3fdkSZnYpD/aGX9KitBQ7/doT5bOIDTdWUQLbMnISKYHL9AJLlWnliY27Nyw7JCCL73iVEziXpAXEtfUNv1o5A0H3Km50ZC7uoROsaqHnvZOL+8usYwh7xKw0nz2UZifqaothQL9huPH8Bvh07Xrxu5RfTrZFokYnthf5CQBvUuEjdZeg7C2HAeV+ptMVOXk914zKixBdHiBhJnFhu+mFCZLC40E5zmpN+bSgAtzpVYgPQZXTA===##ARC-Authentication-Results: i=6; mx.microsoft.com 1; spf=softfail (sender ip## is 23.103.209.68) smtp.rcpttodomain=leidoscorp.us## smtp.mailfrom=firstenergycorp.com; dmarc=fail (p=reject sp=reject pct=100)## action=oreject header.from=first</p>

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				<p>energycorp.com; dkim=fail (signature did not verify) header.d=firstenergycorp.com; arc=pass (0 oda=0 ldi=1)##Received: from PH2P110CA0025.NAMP110.PROD.OUTLOOK.COM (2001:489a:200:127::38)## by CY1P110MB0661.NAMP110.PROD.OUTLOOK.COM (2001:489a:200:14a::23) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6064.36; Tue, 7 Feb 2023 20:07:26 +0000##Received: from CY1USG02FT006.eop-usg02.itar.protection.office365.us## (2001:489a:2202:5::201) by PH2P110CA0025.office365.us (2001:489a:200:127::38)## with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6064.36 via Frontend Transport; Tue, 7 Feb 2023 20:07:26 +0000## #Authentication-Results: spf=softfail (sender IP is 23.103.209.68)## smtp.mailfrom=firstenergycorp.com; dkim=fail (signature did not verify)## header.d=firstenergycorp.com;dmarc=fail action=oreject## header.from=FirstEnergyCorp.com;compauth=fail reason=000##Received-SPF: SoftFail (protection.outlook.com: domain of transitioning## firstenergycorp.com discourages use of 23.103.209.68 as permitted sender)##Received: from m USG02-CY1-obe.outbound.protection.office365.us (23.103.209.68)## by CY1USG02FT006.mail.protection.office365.us (10.97.26.83) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6064.27 via Frontend Transport; Tue, 7 Feb 2023 20:07:26 +0000##Received: from PH2P110CA0008.NAMP110.PROD.OUTLOOK.COM (2001:489a:200:127::21)## by BN2P110MB1349.NAMP110.PROD.OUTLOOK.COM (2001:489a:200:179::15) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6064.36; Tue, 7 Feb 2023 20:06:54 +0000##Received: from CY1USG02FT006.eop-usg02.itar.protection.office365.us## (2001:489a:2202:5::202) by PH2P110CA0008.office365.us (2001:489a:200:127::21)## with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6064.34 via Frontend Transport; Tue, 7 Feb 2023 20:06:53 +0000##Authentication-Results-Original: spf=softfail (sender IP is 149.8.13.21)## smtp.mailfrom=firstenergycorp.com; dkim=fail (signature did not verify)## header.d=firstenergycorp.com;dmarc=fail action=oreject## header.from=FirstEnergyCorp.com;##Received-SPF: SoftFail (protection.outlook.com: domain of transitioning## firstenergycorp.com discourages use of 149.8.13.21 as permitted sender)##Received: from webmail.us.leidos.com (149.8.13.21) by CY1USG02FT006.mail.protection.office365.us (10.97.26.83) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384) id 15.20.6064.27 via Frontend Transport; Tue, 7 Feb 2023 20:06:52 +0000##Received: from EMP-EXMR182.corp.leidos.com (10.128.180.22) by EMP-EXMR181.corp.leidos.com (10.128.180.21) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id 15.1.2507.16; Tue, 7</p>

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Contact Date	Created Date	Contract Acct	Created By	Description
Feb 2023 14:06:49	-0600##	Received: from USG02-CY1-obe.outbo	und.protection.office365.us (10.226.129.3)##	by EMP-EXMR182.corp.leidos.com (10.128.180.22) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.16 via Frontend Transport; Tue, 7 Feb 2023 14:06:48 -0600##
<p>ARC-Seal: i=5; a=rsa-sha256; s=arcselector5401; d=microsoft.com; cv=pass;## b=RtxRzWf4opT9Gqul8CbT4WyKvjfiPmzsC/OcvQkDbzKzr7VdVpYTg1JBWOp3HRb+AVABEGACP4aqtzEGBNN0mjnVP9z/VDKWAs/u5Kg7u7cjN2q7MuBLr17+m3X4MTDVK/vFWWD6ydnOlVBNluVBCg3EZV3wsBP1XCyjtD3VytyoYwnZPIUCwO7RTiC+GLWp3yIlzQPgc+gaNvTZkFzReeKkNuiD5wxuFfWG+RrQb+cWl/sSKo2SMtpLj4RFp7ZzO9cEXCTM2kQdnp1+XEKzFgiWV5Azb592kzVaVubBQo3TrK4s3ts+KAL1opicjT7lxvCjXdlynQjJY8HimOUQ=##</p> <p>ARC-Message-Signature: i=5; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com;## s=arcselector5401;## h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1;## bh=bAw7B4Q4heTelsm+GHulaL+E9oi2Vdv3h0kW3EefQKg=;## b=G55BFjKC1Mfbo/u9BEtj5aSVCXWQqdzilWoDYY1oAqHwDfE93EGCDwkuPxYk22qFujFicuVQfY4dqqguzjQ9qH5LPDevF5HQQxmI4C5j2CZwODearQcyc9IugqZnMVwplKUq5P80rtX4J7UEkZ19z7duxRvCRFRseLbc7cl//1jQB3QqkwQR2KCHqfYc6yjm5MFiXrHA6gbSolU4HgZ2jwoepI/TjVqyKxTqLBcTFieNZzgoTli26ourPETQqFWnOtkk2QT/YD25enl6/L3d82mcR9ta9xDeujHJyOQq7/CNdCTZmp52UjnYXaNLQ6Rrd1jZnTIAw3nfX4U0nxgg=##</p> <p>ARC-Authentication-Results: i=5; mx.microsoft.com 1; spf=softfail (sender ip## is 23.103.199.144) smtp.rcpttodomain=leidoscorp.us; mailfrom=firstenergycorp.com; dmarc=fail (p=reject sp=reject pct=100)## action=oreject header.from=firstenergycorp.com; dkim=fail (signature did not## verify) header.d=firstenergycorp.com; arc=pass (0 oda=0 ltdi=1)##</p> <p>ARC-Seal: i=4; a=rsa-sha256; s=arcselector5401; d=microsoft.com; cv=pass;## b=IUeAG/rc6P/s2mjld+2K14D3xKjPEByPCxbI3Y7OrYfVK9+GwquZZkQdVe8G3k1B7NLsfVyy93pbcQsCZGWTH3cjDen5a3ycyzsJzrkM4wWCrJvzub2q1ddXy0XEnYInPG4vVaa2Eg+gPzTCqaMQper6hzwYUET+/c+IXHmtInjaOC85g15dojrSYga2NASF7/OdK9zf28unE/Ex7f8RYkP846tnUARd2L/4oc9kz9unY2qMV1a+rjB2ulL6GaEbUdlyr0claymZEIfZ7+CkLP8Zs2qp2gLueTpqca28gRSttk7jKbntoq178VYpl7rz/aEY9isEwaA44NUWeYKvw=##</p> <p>ARC-Message-Signature: i=4; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com;## s=arcselector5401;## h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1;## bh=bAw7B4Q4heTelsm+GHulaL+E9oi2Vdv3h0kW3EefQKg=;## b=IIDO/v9fYJkrzjvnV6JsKxgy30pzbwMQJhscCOeDU5HQ48kmUxGchcnAM0hA4RLTOilrVE1YOidXuPFN6YuYn7W+88pPIUZE4EnPAWHTfSgwGaJQ7x/OTvQ7SdunSmTN8ad+TDaZ31y3ivJqqY4Thm78LTFWwOXldg9Apnu+kc5I0TEhAaSjSuUGcCwFSnxQwtSXss/fIfNlbi3xmQfRawWj5Tmt6nOkw1i/jc1UxfvcvclnojOUbO01wJctN9vsM4qhNpp+U6fP+lsqq7xwO+BdtuaqaFQaCgqPIL7AB3mF2pysi1Yv9IHMMDLP60lyktSqCk/WZQn2BIA=##</p> <p>ARC-Authentication-Results: i=4; mx.m</p>				

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				<p>icrosoft.com 1; spf=softfail (sender ip## is 23.103.199.144)  smtp.rcpttodomain=leidoscorp.us## smtp.m  ailfrom=firstenergycorp.com; dmarc=fail (p=reject sp=reject  pct=100)## action=oreject header.from=firstenergycorp.com; d  kim=fail (signature did not## verify) header.d=firstenergyc  rp.com; arc=pass (0 oda=0 ldi=1)##Received: from PH2P110CA0  002.NAMP110.PROD.OUTLOOK.COM (2001:489a:200:127::15)## by PH  1P110MB1554.NAMP110.PROD.OUTLOOK.COM (2001:489a:200:188::5)  with## Microsoft SMTP Server (version=TLS1_2,## cipher=TLS_E  CDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6064.36; Tue, 7 F  eb## 2023 20:06:13 +0000##Received: from CY1USG02FT003.eop-u  sg02.itar.protection.office365.us## (2001:489a:2202:5::209)  by PH2P110CA0002.office365.us (2001:489a:200:127::15)## with  Microsoft SMTP Server (version=TLS1_2,## cipher=TLS_ECDHE_R  SA_WITH_AES_256_GCM_SHA384) id 15.20.6064.34 via Frontend##  Transport; Tue, 7 Feb 2023 20:06:13 +0000##Authentication-Re  sults-Original: spf=softfail (sender IP is 23.103.199.144)##  smtp.mailfrom=firstenergycorp.com; dkim=fail (signature did  not verify)## header.d=firstenergycorp.com;dmarc=fail actio  n=oreject## header.from=FirstEnergyCorp.com;compauth=fail re  ason=000##Received-SPF: SoftFail (protection.outlook.com: do  main of transitioning## firstenergycorp.com discourages use  of 23.103.199.144 as permitted sender)##Received: from USG02  -BN3-obe.outbound.protection.office365.us (23.103.199.144)##  by CY1USG02FT003.mail.protection.office365.us (10.97.26.63)  with Microsoft## SMTP Server (version=TLS1_2, cipher=TLS_EC  DHE_RSA_WITH_AES_256_GCM_SHA384) id## 15.20.6064.27 via Fron  tend Transport; Tue, 7 Feb 2023 20:06:12 +0000##Received: fr  om PH2P110CA0022.NAMP110.PROD.OUTLOOK.COM (2001:489a:200:127  ::35)## by SA1P110MB1279.NAMP110.PROD.OUTLOOK.COM (2001:489a  :200:197::6) with## Microsoft SMTP Server (version=TLS1_2,##  cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6064  .35; Tue, 7 Feb## 2023 20:06:11 +0000##Received: from CY1USG  02FT009.eop-usg02.itar.protection.office365.us## (2001:489a:  2202:5::200) by PH2P110CA0022.office365.us (2001:489a:200:12  7::35)## with Microsoft SMTP Server (version=TLS1_2,## ciphe  r=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6064.34 vi  a Frontend## Transport; Tue, 7 Feb 2023 20:06:11 +0000##Auth  entication-Results-Original: spf=softfail (sender IP is 149.  8.13.22)## smtp.mailfrom=firstenergycorp.com; dkim=timeout (  key query timeout)## header.d=firstenergycorp.com;dmarc=temp  error action=none## header.from=FirstEnergyCorp.com;##Receiv  ed-SPF: SoftFail (protection.outlook.com: domain of transiti  oning## firstenergycorp.com discourages use of 149.8.13.22 a  s permitted sender)##Received: from webmail.us.leidos.com (1  49.8.13.22) by## CY1USG02FT009.mail.protection.office365.us  (10.97.26.82) with Microsoft SMTP## Server (version=TLS1_2,  cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384) id## 15.20.606  4.27 via Frontend Transport; Tue, 7 Feb 2023 20:06:09 +0000#</p>

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				<p>#Received: from EMP-EXMR182.corp.leidos.com (10.128.180.22) by## EMP-EXMR182.corp.leidos.com (10.128.180.22) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.16; Tue, 7 Feb 2023 14:06:00 -0600##Received: from USG02-CY1-obe.outbound.protection.office365.us (10.226.129.6)## by EMP-EXMR182.corp.leidos.com (10.128.180.22) with Microsoft SMTP Server## (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.16 via Frontend Transport; Tue, 7 Feb 2023 14:06:00 -0600##ARC-Seal: i=3; a=rsa-sha256; s=arcselector5401; d=microsoft.com; cv=pass;## b=qetC8DSE48obhQtJ539GoEC7zSawjwZwoadLVIsH7XDusaA9UToV8nFIdZ8kuOivuny36THNcQl63g+vnJStpFeHTcPMFTxq6L6T4yPW1ZKhQa7ss84AX2IKicllTGMEy+BmmFtcxJtKpJKWxHBx+LZya4t+OTYyMdZ7w1xoeTUxzn6mD0HZOCA2OHmSrJrNu7QEKKhHgS+ce7IBO9CgmjLp0pJWB7sPVPa/ZloAjp4CwybOYPb3KpnoNGw5HPcckWnvGpZlJ9yMhNZYPnbJFZDhb7nXWETHWjNnBNv9MEEYp+g9PYSDCiwfgy86jgruAo25ZxW8nGHWa63qtCUQ==##ARC-Message-Signature: i=3; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com;## s=arcselector5401;## h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1;## bh=bAw7B4Q4heTelsm+GHulaL+E9oi2Vdv3h0kW3EefQKq;## b=CsLB97QGzyt5y+Y85+wpndw02spo/Y2FTiSqkd+3TPf5PhxRg6Q9rBwlYA9vIFFStCBcIq+iLpPATraclTxQCIPQBzug6GO5HiZBjyDI1dzK7A+yAA+gjRKwVo03GirIzRO6Zpq8PQ7aJ55iWu3/ks/2d6rzww0keZcizUf0Hd1TznQ6rhWw37LX/sX39Ddm6jcyR2I25CK60s30gDwwB+z7gZHEoURtccKm57ZVR73eQC6X6GzzL/LU4R6RSR1sR+RUUve8rlwj2RSFw+9Ew6as+++DQASDIOWDk//s4/mQg4ZCfNVOHToRulk6Y4wX6rZozMov8x+XFtI6qvQ==##ARC-Authentication-Results: i=3; mx.microsoft.com 1; spf=softfail (sender ip## is 23.103.209.82) smtp.rcpttodomain=leidoscorp.us.mail.onmicrosoft.us## smtp.mailfrom=firstenergycorp.com; dmarc=temperror action=none## header.from=firstenergycorp.com; dkim=timeout (key query timeout)## header.d=firstenergycorp.com; arc=pass (0 oda=0 ltdi=1)##ARC-Seal: i=2; a=rsa-sha256; s=arcselector5401; d=microsoft.com; cv=pass;## b=UiJkJaddC3FToLvUk942Dokguos62dXLuDJMtzmI+71TXmdeBEtfEwEi5U32SK56IGM22t1PSnk1X1+UTFBZ ZJ8nSr9F5T2mWX5bA0TLPgq7WpJshL7rzd0RDGfLEgSMJ/x/dP+VQ82MITyTriy158mW/RPrBTSDX2nDu0n7tIYELqoTgS1FTD93+8Rp6vqz0YCNtCmTylq6n9vTVaf6r7rWG5xOi5wHN4hsvOdfMK/jDiDzGyOpQKdcB/g0L9SGSj35+0YZiWtvrYkuyY/MigDy2c/Ly+h6UImoMAS2CHVFAUQm6SuT+g358Z/D2tccPpU3YzxPwUPmlSqqgcXg==##ARC-Message-Signature: i=2; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com;## s=arcselector5401;## h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1;## bh=bAw7B4Q4heTelsm+GHulaL+E9oi2Vdv3h0kW3EefQKq;## b=Ys/jn9AaUAPGLNBF495CiT4cKaZs9j6mrrnmoMKdmrjKUZPOG8n0Y+VvhCilwwSaJ5iszz49X8cOS4akToDos0npPa0wDu8lzJRr43NRAnOwpHGKccj1kZs2u3OzDQYgZEI7u1qI/MA/1sRBjn2W117Zig4HlaaCKIrdUnwyn2IT/1zfmMvDVtQW</p>

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>HZm3UJS55I6xqGWtVg4ZAhgZKHcH82jKdudlBrr+SaTfPvRRfhKkNAGfAU  MFNer6QY7YSd5WhIN4mF3y2WxWivnihTLfCO4pxRrdUp0b24QcElbiZFE  MB  KFCKOqLrvoF+6RLZVkcQlhP3EZ3xomaY6MifKA===#ARC-Authenticat  ion  -Results: i=2; mx.microsoft.com 1; spf=softfail (sender ip##  is 23.103.209.82) smtp.rcpttodomain=leidoscorp.us.mail.onmic  rosoft.us## smtp.mailfrom=firstenergycorp.com; dmarc=temperr  or action=none## header.from=firstenergycorp.com; dkim=timeo  ut (key query timeout)## header.d=firstenergycorp.com; arc=p  ass (0 oda=0 ltdi=1)##Received: from PH2P110CA0003.NAMP110.P  ROD.OUTLOOK.COM (2001:489a:200:127::16)## by BN0P110MB1323.N  AMP110.PROD.OUTLOOK.COM (2001:489a:200:182::11) with## Micro  soft SMTP Server (version=TLS1_2,## cipher=TLS_ECDHE_RSA_WIT  H_AES_256_GCM_SHA384) id 15.20.6064.36; Tue, 7 Feb## 2023 20  :05:59 +0000##Received: from CY1USG02FT009.eop-usg02.itar.pr  otection.office365.us## (2001:489a:2202:5::203) by PH2P110CA  0003.office365.us (2001:489a:200:127::16)## with Microsoft S  MTP Server (version=TLS1_2,## cipher=TLS_ECDHE_RSA_WITH_AES_  256_GCM_SHA384) id 15.20.6064.34 via Frontend## Transport; T  ue, 7 Feb 2023 20:05:59 +0000##Authentication-Results-Origin  al: spf=softfail (sender IP is 23.103.209.82)## smtp.mailfro  m=firstenergycorp.com; dkim=timeout (key query timeout)## he  ader.d=firstenergycorp.com;dmarc=temperror action=none## hea  der.from=FirstEnergyCorp.com;compauth=none reason=405##Recei  ved-SPF: SoftFail (protection.outlook.com: domain of transit  ioning## firstenergycorp.com discourages use of 23.103.209.8  2 as permitted sender)##Received: from USG02-CY1-obe.outboun  d.protection.office365.us (23.103.209.82)## by CY1USG02FT009  .mail.protection.office365.us (10.97.26.82) with Microsoft##  SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_  256_GCM_SHA384) id## 15.20.6064.27 via Frontend Transport; T  ue, 7 Feb 2023 20:05:57 +0000##ARC-Seal: i=1; a=rsa-sha256;  s=arcselector5401; d=microsoft.com; cv=none;## b=gWAPCEK3DWf  cieEOr3vjqB4vnkIQD+TJd4g6PpR6KZ7etGSNI4I9H0VQvlsDbI0v10/lkaK  Vj0dufGUmNXzjifFTW8ecfSW+tJP6rU0mrlZuWHel9k0DWy83mEDcD9kQKp5  6hsJRmOmEfPg5pMsLsVzuU7hclfZLe6cBnDvh2dp7x5Vsi9YFoH0AWZjXge9  AP5kyKVmkh1X4aAYaAvBHCgSXGqYusmooOioGNqVQ9EYvitFz5NL9/Hol/1E  EkZfrRmdaG6wVc2ean0OwVnnJw0ufgWTZOJcP4W0rKznoD0YV32XNdveDKK  Y2siY+XEi/hp1x+WF5B+VFNTBlxSaRw===#ARC-Message-Signature: i=  1; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com;## s=arc  selector5401;## h=From:Date:Subject:Message-ID:Content-Type:  MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X  -MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-M  essageData-1;## bh=bAw7B4Q4heTelsm+GHulaL+E9oi2Vdv3h0kW3EefQ  Kg;## b=t6pawZT/4b2v3pL2lw5LpzHGFsWw0EUHm+b01SLFddcKEv119UV  QyNHbNip2RBbY8qmmryrfrnUSJEndz9/DUMBJRusEGG1koxRDPzaSL4Lu5NYf  qNSec3GD56Uj2dYG+Bn5HiQpYrp/8o0250UdQUyaUI53beNilHDBekfz8DP  A4E1g1A98T/d7MSZzNzpk+EiYOZl3rAu+P1IFPIDYEq1R7noJSp8w+HiClrXq  mCxzdcdDsynqi/mjcAkfGnKvi8u6OaGrZ/ZeHPBbo9DSRZQFyliMqFXOsTya  pxFjDpEDwEjnm1unHq2FAtIQ5ggRRNXMBZdVSpbCGYIOVotHDpw===#ARC-A</p>

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				<p>uthentication-Results: i=1; mx.microsoft.com 1; spf=temperro  r (sender ip## is 149.8.13.21) smtp.rcpttodomain=leidoscorpu  s.mail.onmicrosoft.us## smtp.mailfrom=firstenergycorp.com; d  marc=temperro action=none## header.from=firstenergycorp.com  ; dkim=fail (signature did not verify)## header.d=firstenerg  ycorp.com; arc=none##Received: from SA1P110CA0010.NAMP110.PR  OD.OUTLOOK.COM (2001:489a:200:14f::25)## by SA1P110MB1277.NA  MP110.PROD.OUTLOOK.COM (2001:489a:200:192::17) with## Micros  oft SMTP Server (version=TLS1_2,## cipher=TLS_ECDHE_RSA_WITH  _AES_256_GCM_SHA384) id 15.20.6064.35; Tue, 7 Feb## 2023 20:  05:56 +0000##Received: from BN3USG02FT015.eop-usg02.itar.pro  tection.office365.us## (2001:489a:2202:4::208) by SA1P110CA0  010.office365.us (2001:489a:200:14f::25)## with Microsoft SM  TP Server (version=TLS1_2,## cipher=TLS_ECDHE_RSA_WITH_AES_2  56_GCM_SHA384) id 15.20.6064.36 via Frontend## Transport; Tu  e, 7 Feb 2023 20:05:56 +0000##Authentication-Results-Origina  l: spf=temperro (sender IP is 149.8.13.21)## smtp.mailfrom=  firstenergycorp.com; dkim=fail (signature did not verify)##  header.d=firstenergycorp.com; dmarc=temperro action=none## h  eader.from=FirstEnergyCorp.com;##Received-SPF: TempError (pr  otection.outlook.com: error in processing during## lookup of  firstenergycorp.com: DNS Timeout)##Received: from webmail.u  s.leidos.com (149.8.13.21) by## BN3USG02FT015.mail.protectio  n.office365.us (10.97.24.166) with Microsoft SMTP## Server (  version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384  ) id## 15.20.6064.27 via Frontend Transport; Tue, 7 Feb 2023  20:05:55 +0000##Received: from EMP-EXMR1812.corp.leidos.com  (10.128.180.11) by## EMP-EXMR181.corp.leidos.com (10.128.18  0.21) with Microsoft SMTP Server## (version=TLS1_2, cipher=T  LS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id## 15.1.2507.16  ; Tue, 7 Feb 2023 14:05:43 -0600##Received: from emp-mxpp204  .dcs.leidos.com (149.8.144.249) by## EMP-EXMR1812.corp.leido  s.com (10.128.180.11) with Microsoft SMTP Server## (version=  TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) i  d## 15.1.2507.16 via Frontend Transport; Tue, 7 Feb 2023 14:  05:43 -0600##Received: from pps.filterd (emp-mxpp204.dcs.lei  dos.com [127.0.0.1])## by emp-mxpp204.dcs.leidos.com  (8.17.1.5/8.17.1.5) with ESMTP id 31716ALS031692## fo  r &lt;william.harding@leidos.com&gt;; Tue, 7 Feb 2023 14:05:43 -06  00##Received: from emp-mxpp113.dcs.leidos.com (emp-mxpp113.d  cs.leidos.com [149.8.242.103])## by emp-mxpp204.dcs.l  eidos.com (PPS) with ESMTPS id 3nhjc0mum6-1## (versio  n=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify  =NOT)## for &lt;william.harding@leidos.com&gt;; Tue, 07 Feb  2023 14:05:42 -0600##Received: from mx0f-00336402.gpphosted  .com (mx0f-00336402.gpphosted.com [67.231.155.131])##  by emp-mxpp113.dcs.leidos.com (8.17.1.5/8.17.1.5) with ESMT  PS id 317K5crX032626## (version=TLSv1.2 cipher=ECDHE-  RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;wil</p>

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				<p>liam.harding@leidos.com&gt;; Tue, 7 Feb 2023 14:05:39 -0600##Received: from pps.filterd (m0219684.ppop.net [127.0.0.1])## by mx0e-00336402.gpphosted.com (8.16.1.2/8.16.1.2) with SMTP id 317JuMwM029310## for &lt;william.harding@leidos.com&gt;; Tue, 7 Feb 2023 12:05:38 -0800##Authentication-Results-Original: ppop.net; spf=pass## smtp.mailfrom=ElectricOnline@firstenergycorp.com; dkim=pass## header.d=firstenergycorp.com header.s=FirstEnergy; dmarc=pass## header.from=firstenergycorp.com##Received: from esa.hc5608-40.iphmx.com (esa.hc5608-40.iphmx.com [139.138.35.32])## by mx0e-00336402.gpphosted.com with ESMTP id 3nj7xywxeq-1## (version=TLSv1.2 cipher=ECDHE-RSA-AES256-GCM-SHA384 bits=256 verify=NOT)## for &lt;william.harding@leidos.com&gt;; Tue, 07 Feb 2023 12:05:37 -0800##DKIM-Signature: v=1; a=rsa-sha256; c=simple/relaxed;## d=firstenergycorp.com; i=@firstenergycorp.com;## q=dns/txt; s=FirstEnergy; t=1675800338; x=1707336338;## h=date:from:to:message-id:subject:mime-version:## content-transfer-encoding;## bh=nAt9LjP2InV+p/EHXBvTq1fQpMI/Cs8C4mX9kXb7g/Y=;## b=KWZZt7swtEv/ny6pLNBvzho7MLEYiN7xlod2V0C+Be3L6xl4c0bN3sJR## G8SdR33DVmM+Lhk0KNSxq/1EhMU02vrRKgMd2jQmp6LQ7yP0Q8x4kbU7## I7A21C6Hqtd2BucVzK63eYek85Svzlk7ztuCpJDx0m1fv8SiwuVABbzT## sPPGDKZhZFK/74vGgU9BRY1AEUZbYUGS8jT/2qCofYPM2vhs17v79Jsw## iUW7EiCLv3YkGPR6CR+bfiTH9Ps+/7oaSAnnzN8zBLShfwGYRQA4bBigT## tvqFdG+rOgUO4CdCly7/Q4vVpQ1ZQuL/SiRqzZl+nZ3mtjQ9JKUpLL2i2## Q==;##X-IronPort-Header: E=Sophos;i="5.97,279,1669093200";## d="scan'208";a="27647716"##Received: from hidden.firstenergycorp.com (HELO rsgoew1p.fenetwork.com) ([205.132.76.4])## by ob1.hc5608-40.iphmx.com with ESMTP; 07 Feb 2023 15:05:33 -0500##Date: Tue, 7 Feb 2023 15:05:32 -0500##From: &lt;ElectricOnline@FirstEnergyCorp.com&gt;##To: &lt;william.harding@leidos.com&gt;##Message-ID: &lt;-1626249334.3923.1675800332467.JavaMail.ebillusr@rsgoew1p.fenetwork.com&gt;##Content-Type: text/plain; charset="us-ascii"##Content-Transfer-Encoding: Quoted-printable##MIME-Version: 1.0##Subject: EXTERNAL: West Penn Power Statement 02/28/2023##X-EmailSecurity-Header: 1##X-PP-Leidos-External-Sender: Yes##X-Proofpoint-Virus-Version: vendor=fsecure engine=2.50.10434:6.0.562,18.0.930## definitions=2023-02-07_11:2023-02-06,2023-02-07 signatures=0##X-Proofpoint-Spam-Details: rule=inbound_d_pod_notspam policy=inbound_d_pod score=0 mlxlogscore=999## mlxscore=0 malwarescore=0 bulkscore=0 phishscore=0 adultscore=0## spamscore=0 suspectscore=0 classifier=spam adjust=0 reason=mlx scancount=1## engine=8.12.0-2212070000 definitions=main-2302070175##X-Proofpoint-GUID: 7xFZ52oG5V8ppbusiu8_CVFB3y5C2DPV##X-Proofpoint-ORIG-GUID: 7xFZ52oG5V8ppbusiu8_CVFB3y5C2DPV##X-Proofpoint-Spam-Details: rule=inbound_notspam policy=inbound score=0 impostorscore=0 malwarescore=0## suspectscore=0 mlxlogscore=999 priorityscore=1501 phishscore=0## clxscore=1011 lowpriorityscore=0 bulkscore=0 mlxscore=0 spamscore=0</p>

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				<p>e=0## adultscore=0 classifier=spam adjust=0 reason=mlx scanc  ount=1## engine=8.12.0-2212070000 definitions=main-230207017  5##Return-Path: ElectricOnline@firstenergycorp.com##X-Organ  izationHeadersPreserved: EMP-EXMR181.corp.leidos.com##X-EOPAt  tributedMessage: 5##X-CrossPremisesHeadersPromoted: BN3USG02  FT015.eop-usg02.itar.protection.office365.us##X-CrossPremise  sHeadersFiltered: BN3USG02FT015.eop-usg02.itar.protection.of  fice365.us##X-MS-TrafficTypeDiagnostic: BN3USG02FT015:EE_JSA  1P110MB1277:EE_JCY1USG02FT009:EE_JBN0P110MB1323:EE_JCY1USG02  FT009:EE_JSA1P110MB1279:EE_JCY1USG02FT003:EE_JPH1P110MB1554:  EE_JCY1USG02FT006:EE_JBN2P110MB1349:EE_JCY1USG02FT006:EE_JCY  1P110MB0661:EE_##X-MS-Office365-Filtering-Correlation-Id: 5d  807b6e-6ff4-4a65-292d-08db0946eecd##X-LD-Processed: b64da4ac  -e800-4cfc-8931-e607f720a1b8,ExtAddr,ExtAddr,ExtAddr##X-Micr  osoft-Antispam-Untrusted: BCL:0;##X-Microsoft-Antispam-Messa  ge-Info-Original: =?us-ascii?Q?L/o238SLM1mFXXZ1NEkNoG4WTWVvV  SdWSX0iPGvj4R3BM+j9XFjwkDhZdt9G?=# =?us-ascii?Q?TDwmmvJLnRd  8R5W9e/k1GbKsAX6YuoXweWqFaBL4cpDMsC1qmm4ruqMXDJg2?=# =?us-a  scii?Q?2BlsnrVQkBUlgDCGqXYBg3IEz4TQ0ObTjSipzzFWiXLBc2vf5K3T  Spyc4WS?=# =?us-ascii?Q?0iY/RkzjFWTvgX5P7I5q3WMZ6CiqN1CKsOd  WS9SFMWjlfEF4n3mBRFHLPVJi?=# =?us-ascii?Q?UgcVDEYRpzalBJZsO  v5Ku3YFwepmr9y1KLcf0RUSG/tPOXgf1CVhTpE0e6kP?=# =?us-ascii?Q  ?riMcFs1doyTriseYAQe/QIEjGPu8NEGzrMKCvfAm1Y3WUieRT0oZdz+d3Yq  A?=# =?us-ascii?Q?TZrRGn6NiHUkt3bJzsgGvsa2XxIUbl+8Hionq5HeY  cfq4c6JWUuHHP28wNnK?=# =?us-ascii?Q?pdHwwf6cqls3+GqQOMvFhh7  jFBjGRy0fQgAtGZjBRCXkX0WfIRYLDLqAyhV?=# =?us-ascii?Q?+z7f9  5Fd+zcQSa2ggY6MRa/c/4YnW9iyFMqZMIMXMAw4Mf6TNFK2iuav5XMg?=#  =?us-ascii?Q?jQF2CTEN1pDhJLsS55QYECdm3yEq46T2M2UZWb+VwtEw8M+  tKUChc3ak9YcN?=# =?us-ascii?Q?7V+xbizBPDo/W+zFOWrMhPpOR34cSL  GlmrEJ4b5dvtQJaB/bbB4hmOakl8D+W?=# =?us-ascii?Q?ZqntDYBeM/W  SuuM6d/ED34Nka8iaJQ8CwZqnts65twrZiY/8JuhnsXFaJO35?=# =?us-a  scii?Q?F4DRQokwYnCTSuofWe7Y8q47gXsYEWgadpV1nzV6Y259meDDIOq38  oQwUAGX?=# =?us-ascii?Q?tS7uktPcgz9nT2r58WBhLblo4q5MDEMjZa4  MjFjsv+cg083cucARC5KBPISO?=# =?us-ascii?Q?YkvR5UTJ5sD2ESpH6  CR5ZaqWeMrUedJeiE4gw4kGTmR0s3dZj7qaO028U/y+?=# =?us-ascii?Q  ?0/3jZn6FNXWp8KFzslRiBesEjvIVAem+FFOcX1SqjPLH/5NNAAnNs0diCX+  g?=# =?us-ascii?Q?AlhUoIJM9IC0oLNkWbpNqj38R8gmByPn1ezSeeDxA  GBm3zDWTolqsr97yydj?=# =?us-ascii?Q?L/J1MWvx0LAVMy2WylVf4LH  zfQRTrwPKJdRc2ZTGxEvR5D7PmHsQ3NMNEw9R?=# =?us-ascii?Q?C3Vxy  HBzU+odTBDg9ahKySc9N0BmmonpF76gbS2An1wtg+lyJ8SxeDFJ/BCp?=#  =?us-ascii?Q?jgP38zq8Lhv0kdYnWmhif8yflsSiM88o72qFioPkXPXXf4l  GGyh5w3p85awf?=# =?us-ascii?Q?W92i77C0DKoKUpH2QGKWe9TAbocG+  EQaWDB9NUilijumLc4jsBOipHkZaknO?=# =?us-ascii?Q?aBkC/jGQxgo  EDnc7S8gEn7ncr5HnXfgSwHDFR7UVrmFcl+EGJtKBv9qRUtL?=# =?us-a  scii?Q?2H2/YxWP+Tgp3S9ldp3SRX1U25FGch/wRL1m9M/8OtN8JY3tBQX4t  GC9NK7V?=# =?us-ascii?Q?/MvwYRcZUPc8EkKDChNe8za7LYx+c97HDrJ  oliC3DhyYeix6H+WTsu0QB+/R?=# =?us-ascii?Q?bODqFmHu8Z8sctCM  Y2/id1bCpoGTJxhVOC6Re95N1kyl9z/pt4CD8JICvlj?=# =?us-ascii?Q  ?XNSGCwbQqjF0rH/KcHir/noPKBmfHez45VtjSPBmk3P6V7pv/NO6kWsOp7</p>

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				<p>2?=# =?us-ascii?Q?Mr+n8X1B8313s7cHGkGPWjX/KOeiPajEP7swBBAXa  YaEpndJq CkbgеQRJJa?=# =?us-ascii?Q?ISuv/6y+bqtTba+Ejgjoik6  OEKba1dB5gP1Mf3l/kA48z5pY/t9o29zT+i9S?=# =?us-ascii?Q?wphzB  91zd/jsFeXWQkxDH2rfEmKkSCrhpzwsfhBp5scGF5lYnwhx/RIRWzRL?=#  =?us-ascii?Q?1lWDGJ53no4SGVnZupFC3Th2DUg8BZOAl6xAqHL4U0Re7Jp  clp9OE7Bw8MwE?=# =?us-ascii?Q?cig4U7RVareATA=3D=3D?=#X-For  efront-Antispam-Report-Untrusted: CIP:149.8.13.21;CTRY:US;LA  NG:en;SCL:1;SRV:;IPV:;NL;SFV:NSPM;H:webmail.us.leidos.com;PT  R:InfoDomainNonexistent;CAT:NONE;SFS:(13230025)(4636009)(451  199018)(66899018)(63370400001)(63350400001)(82310400005)(863  62001)(40140700001)(336012)(7696005)(9686003)(156005)(342060  02)(5660300002)(8936002)(8676002)(26005)(1096003)(956004)(96  6005)(81166007)(83380400001);DIR:INB;#X-MS-Exchange-Transpo  rt-CrossTenantHeadersStamped: SA1P110MB1277#X-MS-Exchange-T  ransport-CrossTenantHeadersStripped: CY1USG02FT009.eop-usg02  .itar.protection.office365.us#X-MS-Exchange-Transport-Cross  TenantHeadersPromoted: CY1USG02FT009.eop-usg02.itar.protecti  on.office365.us#X-MS-Office365-Filtering-Correlation-Id-Prv  s: af2cf39f-56a3-45e2-db01-08db0946b89f#X-Microsoft-Antispa  m-Untrusted: BCL:0;#X-Microsoft-Antispam-Message-Info-Orig  inal: =?us-ascii?Q?WQwRSyE02pAv0oDir2mFrMNBXLPa6OuHjc8wrtRjgT  tA9ds4jwkP0TLdhPQU?=# =?us-ascii?Q?hbBdi6sDbzoOHkUQLS1x4L1d  lizHA1OYh3nsgfJuGHkQ98oPrFgrzkdnW9B7?=# =?us-ascii?Q?6HigOY  sqEwgwFo95xyT5U+g7FOHbJzeeWGCaCNHwhllpeGHirQkR3nkxdDXW?=# =  ?us-ascii?Q?Z1tIYrMAZqrWZkRFNwLnt2l+YNoDB1u3ti1M7yKdq62aMcli  YSEsVivaPy7N?=# =?us-ascii?Q?PQiBcAnE7v0kP5JfShkfvGM625Yb7l  YZWb2zUjVaunuwAnFtLcJk1UrKyDKN?=# =?us-ascii?Q?3CRkkBe8YH7D  fpGn1HAWiVAsiiAgLbWVcQXtpDFUm7XlL3wglwl8deQ8xqV?=# =?us-as  cii?Q?7yPdQjFws4ylkhZo3HJ3Ju7hW3iPKsP3v6jvF82hS33NBhdwySvTz  UVmyfE?=# =?us-ascii?Q?xZBFvsWvcQacamshDmSTOUfboguoosZsRtikB  SzYUULTe5fkb5nnMyrsuOuC?=# =?us-ascii?Q?6ueY9GsMLRFLHCB8K  nX70PM4v+LgCh8el8jd4C1xwQ5Y6unz6xh+wkcgeuY?=# =?us-ascii?Q?  tmJGQWu7wWU+Ovs8BqjXRIWZaY9VSR+fldLYpvWmqEi4ZEaYy9oWcWTu5Lh6  ?=# =?us-ascii?Q?j0eg9Mb0cxhAl/6oJMqpkIAWMrTK46+iB8TOTfIwo  F0nPwm75wSNGzVg6ND?=# =?us-ascii?Q?6FZg/4VI72OiaAKhMHHkDW8W  Hjfr/soFYIMTMP3elzRq+9/9r9B06zCimm0T?=# =?us-ascii?Q?FAEcGK  5VqtMDjlbxuDfupgaG4R1al8nCM9v+sfFklqholWQLVD/zqQSG1glW?=# =  ?us-ascii?Q?/Bb2wbc3Y0Unr9GhuFbCrHP5Qr/cttE/cE0R7YE2TTXIUJQ  h5WZrtWQ7xw8?=# =?us-ascii?Q?PnO8Wt4RuzUEIZkKyOo1NhrELxulnp  zMK0slnDGLbFh3rDfQAhuAD5+6AHSI?=# =?us-ascii?Q?EMH0AZsTdB6y  pftDo8QX4XG4Nc7lbyDsPh6b+WMP1Y6ytWVXqY+etXUHQmuf?=# =?us-as  cii?Q?0xs0DC+I3MyUnKqgtxcB0tJEt0mmMdsOpzsiDMWHnuiFCsxLJrMx2A  UEUfe0?=# =?us-ascii?Q?LITndpXtlewvCPZfkBx+rBcyr3GkK11PqsG  NnZeitNISK3jvUUbnyFYFmojl?=# =?us-ascii?Q?pFoJ4bGPPKKTb+EZF8  9GObroPHrSdTifeOyLvORCAe4PHE8PcJnW/1I7TUK9?=# =?us-ascii?Q?  pKvBN4x3S2KbQp/zGh3tHpyYSs0qagVdrMFshHwt1S7+DW7fzt8jZgNSYqX  ?=# =?us-ascii?Q?QMe7VCZkF3Knk9LYAy9z1KcRhWliPDMXKkncF3H/A  HFtWAbH8/kiSrE8hfn?=# =?us-ascii?Q?HIIAa4UyiePdWPaGvfgkurYc  0+AeNytFIOUvply4MyGTIPub72jZKpMcQdp?=# =?us-ascii?Q?rzBuk7</p>

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>vFu7IrdBScWms6tSqzrrlSxgNjzMBIRTIilKq1RnOsrQaC1CPP/W7?=#=# =  ?us-ascii?Q?Pnw6xD/fzYbvxl/g8TVJGHomjEYqUdt2mnm5NEpvFRE5irIW  GZNs1RX6LAzM?=#=# =?us-ascii?Q?+l7y/VJdmXhKehoyo6dtJX7dyJlrHP  VslOEi0sgZ0TAMGrGdGFZWvn//xXhC?=#=# =?us-ascii?Q?uF5o8k4bZsvE  1YJse5zUy98XmQlqB1Sv7sz4TOgsNvt+vUjdgWrXwgQcdtkS?=#=# =?us-as  cii?Q?+fXEzQoX4cz7OckkqCn+eoTrg+upc04LY/UpcSES5sWrhPKcr9rVx  kH+P46?=#=# =?us-ascii?Q?2dxBt7rb5cLL+FJ+4TUpTfvWfNCLTAVIKBP2  WAY2dn6cTHqZ+NegQ7Xz5Yjc?=#=# =?us-ascii?Q?1KUyTImB9Vnc7/iFIZ  MXWeTobPi4ptWdi1nwPbunCUGrUfGmzm9YtA044l8j?=#=# =?us-ascii?Q?  pyn7bGS318eCs2AAS1rbL23tsiYqq0ulKSW8SVpJQDirCPhMqQnEM6QWphed  ?=#=# =?us-ascii?Q?zAO7QcY8hzWBdnULCzG1vF0xqJf8M9Q3WGN/Tn9IGn  vEby6kAj7vS3mH?=#=#X-Forefront-Antispam-Report-Untrusted: CIP  :23.103.209.82;CTRY:US;LANG:en;SCL:1;SRV:;IPV:NLI;SFV:NSPM;H  :USG02-CY1-obe.outbound.protection.office365.us;PTR:ErrorRet  ry;CAT:NONE;SFS:(13230025)(4636009)(451199018)(66899018)(833  80400001)(63370400001)(336012)(5660300002)(1096003)(7696005)  (966005)(9686003)(956004)(40140700001)(86362001)(81166007)(2  6005)(8676002)(34206002);DIR:INB;##X-MS-Exchange-Transport-C  rossTenantHeadersStamped: BN0P110MB1323##X-OrganizationHeade  rsPreserved: BN0P110MB1323.NAMP110.PROD.OUTLOOK.COM##X-Cross  PremisesHeadersPromoted: EMP-EXMR182.corp.leidos.com##X-Cros  sPremisesHeadersFiltered: EMP-EXMR182.corp.leidos.com##X-Org  anizationHeadersPreserved: EMP-EXMR182.corp.leidos.com##X-Cr  ossPremisesHeadersPromoted: CY1USG02FT009.eop-usg02.itar.pro  tection.office365.us##X-CrossPremisesHeadersFiltered: CY1USG  02FT009.eop-usg02.itar.protection.office365.us##X-MS-Exchang  e-Transport-CrossTenantHeadersStripped: CY1USG02FT009.eop-us  g02.itar.protection.office365.us##X-MS-Office365-Filtering-C  orrelation-Id-Prvs: d6d80ef4-5923-4b8c-bf6a-08db0946ba20##X-  Microsoft-Antispam-Untrusted: BCL:0;##X-Microsoft-Antispam-M  essage-Info-Original: =?us-ascii?Q?pse/5Ms2mcRhTY6Vfi1v6AGpG  HB0akMuuD6jOU57WJ3bw7vRG+xPKSaAMpk?=#=# =?us-ascii?Q?wsVW5XU  OPU8GVL3ZV4m4N7efq3fVxCjY53nQMKADWCbeS7+YSmkiyeo/Br97?=#=# =?  us-ascii?Q?ucR1YLiUnSxpDondZDDTeVTDnz09J6ud7FcfO8ArvtlLxFuiv  6rwQcRty6/v?=#=# =?us-ascii?Q?4G5vk+FjYWDMNpRpUM/LYCDSg95aCNY  NKfOxSanvpXGyHTdFR52f1ZLxe20?=#=# =?us-ascii?Q?IEbg1hu5mJnZ5  lxxWianmF5jCD1sgLUj9jYtEMmqncllZdB/85gyarHbaYY9?=#=# =?us-asc  ii?Q?U1DZX+lhGsgfBRsdgWEslonaqsn60cPdQZldSufStJv1L/FrqhDmlR  ziOeG?=#=# =?us-ascii?Q?oYTOF/qQL5a46BQYE137jAmERGLkpl/qNb7zh  vS55ziArk0sLeOJJ3/jtOB/?=#=# =?us-ascii?Q?J0CxoNzyhRlxNHfyleQ  loVLeU9xup8s102VCCRxaBwNV8kIN32WF5ZGzCehN?=#=# =?us-ascii?Q?K  O+BllMtGdQGAU7a82Y36tZrA49lq+rnoo8JBq77avFgeiOWMVUHCpzcUJO?  =#=# =?us-ascii?Q?LuhPSHMfXqjoVtEkVIWzV+rJ1184G3yDmdmPC12U2q  FsepZdVHnKs76Q9xj?=#=# =?us-ascii?Q?Ej4yD6J5lauv9UKYr148C6MsK  3bW9upEvvGteAMKzy2xyzfrw6zLg0Bu740T?=#=# =?us-ascii?Q?YpFfaUu  BH1dCfKjsBCQIXaqNNII06bhjX31NAMJctRleltIOtnk6WADcXdp?=#=# =?  us-ascii?Q?z4A6T8CMGb8jyZSWwS7IkPXmm09DeGk0VFbgBg8Pq+d1k12sn  at3E4sAVUts?=#=# =?us-ascii?Q?3ZjD6QDO1TgkxYVlxgd0sdd6w34r88u  PKTAL8IFA3jE+uWS9kL5IQWhxPmKG?=#=# =?us-ascii?Q?pOxpV7oZ1WDb3</p>

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				<p>A4kqzKsA222zx5F/RYS/rGOshQVla6rVxOut+VDhTS4jy?=== ?us-ascii  ?Q?aSGSaxRQ1KReCzWdUCoZjMCUhcKAjFQkIkZPn5uMksG5BCPJwblxgmwQ  0Yk?=== ?us-ascii?Q?RJ1RZIKC0IneoL023i9k5yU8z6PSeCjgTPpePLz  kiqppz51Z9shQrtomL8T9?=== ?us-ascii?Q?t7zuvJTi+IJ7WMKK4MUsf  aDBExLlenpsuwnUazeUPwOX0p7Zkb1CoC7gmNXi?=== ?us-ascii?Q?KDF  UTRWiqL8Scppq5XG7sdcq/qerVvkOM90w0VikZYXYWUYAnETWjyVwdRK0L?=#  # ?us-ascii?Q?64FusXjIRb2ckWzdxPga418YtjBZfJC25/McX/VBt20cb  1IO461VratY7tTB?=== ?us-ascii?Q?G+FmUognnT4LETk6eTgxWchFpUE  cklju+vFtXP5I2qziaEIClrkWTyHQPsLo?=== ?us-ascii?Q?WzFIOkK6w  HkAMRkL010PairXPgz7SKsv5Gr5en5lmOpjl/wtI3rhYRxQ2Lg6?=== ?us  -ascii?Q?Ael6VhNiuUWbdZOn+gLndEOjKamRvTKZ9UNUpvTL1hZrlEtKrNA  csBxQ4Jiu?=== ?us-ascii?Q?DBH3z1T2YoQwT8vgBG8aYYmtbyHtKGFUt  /KU4m8j9GyYbRmlImeUhmvr+LRo?=== ?us-ascii?Q?T+OzNMTNROGC7dE  rPqW9XkkHirIglBlu6mEjF1Mms3ZRySIDQAV9e5wBFjnZU?=== ?us-ascii  ?Q?ynoG/HsQPpVxeomC8TnDX4dp+w/GQ0JJleX74Y6JyLnkhn3wsusZ49Q  aRD?=== ?us-ascii?Q?H1L+ctku9KfSQfjNcXnV18zF0poO4vwtw7OctbH  bZbT6h+esxMgLeqR0nlWJ?=== ?us-ascii?Q?7m+S/zKd2TmjGR0dxfn  JXIWP/wlPXnkXhBqbWZeM5rq10cWQOoOfXxxWDT?=== ?us-ascii?Q?UE9  0YCrFtuRoHtcFTI20a9L7up1ILM56mkN0DHzpcAZRP4Bjg3vdzNoN6Fkl?=#  # ?us-ascii?Q?z/qFmy9gePSEiSswceTPJL3QWj2lux5i/INGLfh9tdP6  7f+LiFr5BMGQXRr?=== ?us-ascii?Q?Nexb4ZmqqlWzLk13kF1Hleu15ZJ  fMTxp2SKENMA4mq7LLra2CZulNZXM3kR4?=== ?us-ascii?Q?XG+btySnr  Apn3FDeZi6Cj5fa1zWAUfqYouKO38LxgDd84y5XFtuZyMjpdkgY?=== ?us  -ascii?Q?fNGoycy5bA0r3YJp8PTp+WZcUXHoEDF4OyYhLv/IHDxcNXUV1R  48CZKGVgd?=== ?us-ascii?Q?/mXxGTIk6SVzLYOqUhYtm38HB0MQT5CWF  RcPFLGysNLxctlm4izKcKxOF87U?=== ?us-ascii?Q?2uEHOoxThs5Qlzm  ISzCnlnORrbhpdRw4DUUqJo6Y4qK0Cy1S2HLSFP4cy2?=== ?us-ascii  ?Q?0CKRaReb+L90HZF9ZOMel2XXMQ7UVdaj+iZOnt972cl1YXS/W4oHIAcbB  MI0?=== ?us-ascii?Q?qbj9dKX3kdlMFSV4lwujZ9PmS+8kcvnAuZh7ZzX  O3Kz6/LhB6u8ZEO1ggfEX?=== ?us-ascii?Q?sy3HFiygUlrs9VYgd4ioE  xuBQ5IZACK27vGIJbbEr2HP5ZO2tWNy8599/ZyJ?=== ?us-ascii?Q?+bN  2Dxf65is3GohTYKizJbq2sGomW0dOr4C8z7UUKYPjTIIEofS6B4wgK?=#  # ?us-ascii?Q?SlamCGdJFSVJUdesxv8O/VE4RSqpQKdjqjQglEHQcosT  72Lc4ezMkICY+RI?=== ?us-ascii?Q?zjWNA9Lmb2vLSHT5z56c9b9oM/  HssiYB6KyzrZnjCkPFqaSvJXKNqmg9P5?=== ?us-ascii?Q?sh8uZz3ce  yr1clJQSITQ09AvOjs1A2ljl73Em5oRoLOJHpfKOQ01uu4UF2Dz?=== ?us  -ascii?Q?Hut8ZXZsDh8qh5SxcTkjJGbuE5Zgl633YecRYS7Eyz5ZEz2JjD  CJN7D5vh5?=== ?us-ascii?Q?h4FUDh2FkmP2bpj6b4JQ3a33AYwpGhRO7  OTofSWO20URxqURs+uIFXx1u/eR?=== ?us-ascii?Q?+lLcSwvny7+9ExR  lRbKr6FGFjqj7HQ8Xg7xgul+KTHOilllljH5Db6Z4/1z?=== ?us-ascii  ?Q?xGxkLes6N8K73gFxt2kwZGRS4TX35pb4eCMM7blSGxuljUZNYYHKKZqID  CrU?=== ?us-ascii?Q?AvilDA6mmRZ2Ddq43x9Bd/raHYWaBfETJ5jR+KN  tsu7jVmZzSw=3D=3D?===X-MS-Exchange-Transport-CrossTenantHead  ersStamped: PH1P110MB1554##X-OrganizationHeadersPreserved: P  H1P110MB1554.NAMP110.PROD.OUTLOOK.COM##X-CrossPremisesHeader  sPromoted: EMP-EXMR182.corp.leidos.com##X-CrossPremisesHeade  rsFiltered: EMP-EXMR182.corp.leidos.com##X-OrganizationHeade  rsPreserved: EMP-EXMR181.corp.leidos.com##X-CrossPremisesHea  dersPromoted: CY1USG02FT006.eop-usg02.itar.protection.office</p>

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				<p>365.us##X-CrossPremisesHeadersFiltered: CY1USG02FT006.eop-us  g02.itar.protection.office365.us##X-MS-Exchange-Transport-Cr  ossTenantHeadersStripped: CY1USG02FT006.eop-usg02.itar.prote  ction.office365.us##X-MS-Office365-Filtering-Correlation-Id-  Prvs: f2e5e715-596f-49d4-2d81-08db0946c338##X-Forefront-Anti  spam-Report-Untrusted: CIP:149.8.13.21;CTRY:US;LANG:en;SCL:5  ;SRV:;IPV:NLI;SFV:SKS;H:webmail.us.leidos.com;PTR:InfoDomain  Nonexistent;CAT:SPM;SFS:;DIR:INB;##X-Microsoft-Antispam-Untr  usted: BCL:0;##X-Microsoft-Antispam-Message-Info-Original: =  ?us-ascii?Q?HburyNjm6xtXyhdQy7z1gu8vlsVct+ZRWcl/6v3xOBsdfnat  Jc0ZzGoayNvx?### =?us-ascii?Q?+7VevJ6RilRw2G1kmPs7YjRmw8JZMK  N8K0pu7ZXoubI9PY8SDTtX2chPQX7c?### =?us-ascii?Q?36LNUFC8o9e6  guPwbwsPs8ZKWakL7b/rYNI4Utor+zmul9yPtC/2JhqJPeRS?### =?us-as  cii?Q?B4wQyA4uiEqdPeMi80yAS4FRsWMGUokjrd5bXxOqQfMulPFpEi7ag  Mf71Cb?### =?us-ascii?Q?SvzwxA0pTkqzPX2na3xqBVVC3IIFMUF8UN+J  ZDQoiOLsqY+W0Wtpd9/PZOqZ?### =?us-ascii?Q?wWnGovV5LwlX3s2lKH  vTjFq6AE1mC+DgtssDeg6CpgMLgluws3eHPh4PH28B?### =?us-ascii?Q?  26DeFX6UP5j4n+Oq03OEep6XZTIX1qCHluZlGuDBBqqArtNXqoNzt8YG8wo  ?### =?us-ascii?Q?tDocvS5ebLTqYL/JELFICf7tBW8fO1QOF+vWehQjXn  0GTXNd8mW+zRITo/hN?### =?us-ascii?Q?Kxof0AtC+3tvm6UGOw5/7zZN  6dc2MhrTA995y2ECCH14iC9Mh5xET9vFFjaw?### =?us-ascii?Q?mvyCTb  l/xD4GaE0f7Es5tE3NAwjV0VIY6VF6iJSc2qXyH6xHC4EwZfqaQTfO?### =  ?us-ascii?Q?DMDPIQfsniGB/zgBwrEz99oeC00A7YpmH/0ZW8kBJhrgNmOD  TtnH2wYhNnsC?### =?us-ascii?Q?E8cvmQIPob8BSYlrAlnnaVREx1gBzY  tAAM3HJFXmtLikhc3kFjULeAbfXZIt?### =?us-ascii?Q?O/TUtgGilTYM  0e202kltrqMqwuhzXfyuqxaMtf5EpemA92e4B4gS+bcJOSYs?### =?us-as  cii?Q?R4LswVi+F5sFj8x6UcqI94zKICNX2glcl5ircleUnSNNWG421lka0  hh4x1V?### =?us-ascii?Q?tn6ctShC90ImBfUQESSJgcT23mNIs870SCcU  8bfqjy0ExOYRFAweAWVbDFxJ?### =?us-ascii?Q?Td0uEF1GH2QfonvTHr  9CauZwriPnfnUXDtcS++0bFigs30K1TX+QR+8kVos7?### =?us-ascii?Q?  sf+EqiH1KBgJBPhRu89IALO5rfvbJrN1sdTWWkTUq6QQcFluhnavbq9GyMRW  ?### =?us-ascii?Q?pNI3BHfncF7q2F9glfgM3GjklpgHv0tJtAs0xh6CCk  XiRHs4kj0qbEoYvoVd?### =?us-ascii?Q?d+YJjOQKHiAQzHONsP7jwVlx  0S2q4h7v1MuBtmfCOUtegyE5onb9k1lyFc30?### =?us-ascii?Q?Lsd6LK  E5uFQ3mUBYNh0bkgAm7dvkUemb++ApRe/PNdLwQW0M1t9woVXtJWQI?### =  ?us-ascii?Q?clFFbnml70XOC1V7d3/oHLkAN4wG0v0gQe1pvHyjhBMQ5DC8  DrgE9JB3bUnz?### =?us-ascii?Q?y6DAMcOFiOJZINK4G2HLCrJ4lSkVM6  n2ZoZrG4pwf/2LVmEYIPluHH1WNHY4?### =?us-ascii?Q?GeP7L/9dbzDi  4IWUd5wu2HmIgnIOLZmvRx/XKLBk9lfDuEXQajcLQfTTUpO?### =?us-as  cii?Q?XRSUZO3aT6ukJsq+2pji3JHMalTOJPQtcQd06leykAY+rnxeRrPUX  ftqR9F?### =?us-ascii?Q?uT4vTrqNGFlxN5v6u/OgP38JKBqEwxMk8c8U  7T3S5NtirIj76uMqDeK/m3QC?### =?us-ascii?Q?NHlwbGHRaErc7l+ctx  wYXnKlrel4y8stYqkszkHStApanCCOm+/XjfoZ7AT8?### =?us-ascii?Q?  Oe4DqlwUKkOy/1+ZrhNRBha8P7p5wV1r53m771hhgFdZY2Tzn/jCAARJgp6  ?### =?us-ascii?Q?/0glB5fP4hAHnKWhFWbz7wXzgT0OJGboAC2ukfHH1l  elM+40aXJn/v+6/5QN?### =?us-ascii?Q?0uUZ8ddULdPMAbtRdvJmN9YI  1VGnXZc5jjiwlm/jXKWgJ75MDGx2y53btLY?### =?us-ascii?Q?BkYWfc  v72y/HMydodHcikh8Z2KTeWJRFDSfMvmQyj/ez1W/JIU5Wxb+F4aw?### =  ?us-ascii?Q?9NG3qE6cjr0Xqn9ZqjHRRhphACmQuKlKQao06R3Ynp+V7fWq</p>

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>AEMGFYASwlun?=# =?us-ascii?Q?/VroWfYK5+QEInEQHDgqXSkZ0Ws9XL  pHFghf4g8cmVv7psDEshMq55kmMNRf?=# =?us-ascii?Q?6qlK7JfWpLC/  piRgaJ7+PzoA21gVzXFxB5E/Ze10a6AJAINYMfl/aEFbilwj?=# =?us-ascii?Q?OO7a5OPNk3TQRO7rlyu3VwP28DfNtRPh/vWvylsOnh02aFv4yf3VZ  /G+06/?=# =?us-ascii?Q?sl3VCJBeDFuv1c5MWw6Gi68PZfwhMSXKBJJ8  s4Oq15RATvj2D1i/rrm5Shgp?=# =?us-ascii?Q?n46PGDHvbPA8vn11uy  pX653XLcEbGK1Zx/aYkViZg04S9WU4dZXhv2hr0D7?=# =?us-ascii?Q?  +vU4y61nydu4ldE8?=#X-MS-Exchange-Transport-CrossTenantHead  ersStamped: BN2P110MB1349##X-EOPTenantAttributedMessage: b64d  a4ac-e800-4cfc-8931-e607f720a1b8:0##X-MS-Exchange-Transport-  CrossTenantHeadersStripped: CY1USG02FT006.eop-usg02.itar.pro  tection.office365.us##X-MS-Exchange-Transport-CrossTenantHea  dersPromoted: CY1USG02FT006.eop-usg02.itar.protection.office  365.us##X-MS-PublicTrafficType: Email##X-MS-Office365-Filter  ing-Correlation-Id-Prvs: 25df837c-604a-46d0-183e-08db0946dac  c##X-MS-Exchange-AtpMessageProperties: SAJSL##X-Forefront-An  tispam-Report: CIP:23.103.209.68;CTRY:US;LANG:en;SCL:5;SRV:;  IPV:NLI;SFV:SPM;H:USG02-CY1-obe.outbound.protection.office36  5.us;PTR:mail-cy1usg02on0068.outbound.protection.office365.u  s;CAT:SPOOF;SFS:(13230025)(4636009)(451199018)(66899018)(863  62001)(7636003)(956004)(7696005)(966005)(9686003)(26005)(336  012)(40140700001)(83380400001)(8676002)(5660300002)(34206002  )(1096003);DIR:INB;##X-Microsoft-Antispam: BCL:0;##X-Microso  ft-Antispam-Message-Info: =?us-ascii?Q?wdyXpISf+WHYO6JlInpDU  hdNjCJ0k1Qhms4QepUmpwgoigCn5XslwxUt+iS6?=# =?us-ascii?Q?GV/  4q1OLGfGTzc5GEA6NdzA5Pa65/eiofpr5hfqoDtGJPzgzFcC0I5P/54ju?=#  # =?us-ascii?Q?oL4wSXWsYygFJOckMMPKLcsGTFzbgY3DCtpU1bxLM7HlxE  pkLqWUUsYLtF5K?=# =?us-ascii?Q?QA6Ott9nkOXmMdc6Y00pPnl4U  Jg5qrmblsB2nK52RaOkKqOfW/Vu8pHQRI?=# =?us-ascii?Q?ktUdi0MjA  8R+DwlXe9INBzeB0Ay9YbJ1G3b2ZMt6x92rLjdaTeRsecv34xWZ?=# =?us  -ascii?Q?MHGZEXwwWa2fQXU/GpQJO/hQSAAvmuhcNm8vWWE5RTcmC0tqoGd  adY6ebdLY?=# =?us-ascii?Q?b51lesSMS687vl8nEnW3m9KlM52Lkv0e  +9iq/B95k1NTxaYZ8ZuG8OA9msR?=# =?us-ascii?Q?alsWP8vUeLGiCHK  0ol3fzXBftPBWY6vbyyDNJnilE33iGsMZSDEITLxu1J25?=# =?us-ascii  ?Q?gi+wVW0V2inr2b861o4tVYGee1JYMKfS7FCDQ9EyuJynMwHIVTgW5Bky  +o3?=# =?us-ascii?Q?dNvAcTExzUvFfcINE2Kas1GlbSHT9D0w9Ewuid  PaTxo4KKiPlwZgrksUmCA?=# =?us-ascii?Q?13aJcaU714RoLu4wwq/nE  B6g1J4I36mUQT0AoZs2Em1sPk/yTWMkUdt5501A?=# =?us-ascii?Q?eQD  ce5tZkpk/XVohj63e8LK3fb8flJ7WZ4Ow6OLK4vhRxF5kNZlkrCTXl9rm?=#  # =?us-ascii?Q?AUjWsUDTCw8thHjHegEdxk/Yc4oViPCmxolhmdeUnCglA  BF2KG1cpa6Rti3m?=# =?us-ascii?Q?ACYbl0FO+4x22JDo7k+Ag+fgEyh  iG9cBRw0l2SWSos+jd6vIFFWvz8lWwFxnE?=# =?us-ascii?Q?/HWZ/fBhf  HtjFw6MdQv5lXaweOXSyk8L5Dg624llnOxn/bUbc9w+4xQCd0jT?=# =?us  -ascii?Q?LDJcNhnF3ymIzhX5QPymV1OYvZ1a2yW3BimZ1Uw3BTQmAPCIOG  zWOogLgSk?=# =?us-ascii?Q?Y1rdTqmjg5+dt++WUzGE0JLT+iLqQsQND  Cc8+u7uFDTHvcZ6+qHxALgxRAQ0?=# =?us-ascii?Q?1rdKik6f93afmEc  +05CMnSe87LzuN50Tsl017tjRBUBYcHe2Lftc0N7Wso2?=# =?us-ascii  ?Q?E61Pt7aCT+NKvJ82V3Tnyx1zmr/ZaNKXNkFO4Vv/cgN3AQ0pOnOkunY6  aEy?=# =?us-ascii?Q?AuHOCircGtuOp37gsOFJGVhP+R0Odk+tl+7NZ8v</p>

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>m/FnC7Fb+NDgHwcPqZn8f?=# =?us-ascii?Q?zY6wWq2B5yIQPUI3UKqbY  TaSAnSh94PcEHbgblOx1Sdh6dIMRTktxeamXdLj?=# =?us-ascii?Q?KfG  UFFWCfOosGxU78ZxysNxr5wG/hd+8Qrs1mWtGFYD5onp+gcVb4gKDgZXE?=#  # =?us-ascii?Q?939fCWapFol2y/WfYLU8ezO3nfSDM2+Idid50gKQFval4  g0J6oYbPMmff071?=# =?us-ascii?Q?bcjIwUCrpCPH8S+M6ZRbSITKdiU  u2pUN1senKi2qHbOwydRBC5LdGj5oR9o7?=# =?us-ascii?Q?emty/aORg  QfAHpOioEapCeiX/v8foRQJltaflItJ43KNJAsXtGhDw8KOIT?=# =?us  -ascii?Q?+zSPJrRoIv4jsi2aRRQQLbssAkU2XVcDh2bsn1yoJu0Dc7tPfl  KMRDHLL?=# =?us-ascii?Q?EQ2PC226x6FxfhKBKD26y6j55WNhUGnhzD  7vr6VAlbgiNBKANVmu+qFLPaEEe?=# =?us-ascii?Q?p4wntM8uYIEYgJHj  xwTkYcaSKlbfunPDnnnVPMhucSSnQRBSJkQuangv9q+dD?=# =?us-ascii  ?Q?jAli+75dcmhXuUJh9umEy+JGvFx/9HgPC7dY37sMehRFLnszU7hRunfD  H5Y?=# =?us-ascii?Q?lvObiTzTZxmDZESZ9nKuaWA/GhZiprV2LBoEEsa  xzHrHyK7aCb/3j9Z7Nhij?=# =?us-ascii?Q?K3Cg4K6mlBzca5RVQ59nk  jGeLnRIPC738iH7ba48SfkftQqKV+qXYKGTNMzU?=# =?us-ascii?Q?BgQ  RRFL5HQ9ISSvkBPNrFXDisZX7+TVQSkfaFNBC3S2rOMYqgYjg+FUIVV/M?=#  # =?us-ascii?Q?xgdBeb1nFi2ujvWX7zQvlt53uhM1KwihN0s//InZEG9K  ntXMqPkiwmHUWmp?=# =?us-ascii?Q?y59uJyCYVZ2KWYtjm21RYL/i4f  qLpZ1bQDbEbFu8Y5MreG390hsAFMIgqJ4?=# =?us-ascii?Q?NS1qSwxDO  ClpzU9Lk9wiy539ejhX6oDS3BYmqZrzbaqTadP7L8VMD67aZn?=# =?us  -ascii?Q?s6NTIWD8CR9mYIBjPRN6tn8IBD5XihfTVizPpzIOELpiQPFu6W3  /218PUICB?=# =?us-ascii?Q?wkV0+aMbRhm/xi8hrig0pVGlpn3wZ70t3  qTsKB0x3tvmuj1BANzn01Hb26Bf?=# =?us-ascii?Q?1HLJ/PU0l4tkD76  N8Mjiti9LSzbeXRuxKuQmAbNqKN0ag5GP96FohTyVXU3r?=# =?us-ascii  ?Q?D6gUcrPlrRF6KFT0625AmLdyK8mq+rlc2kRCo0Dc6J+2rTuQ48TO6ENr+  7LG?=# =?us-ascii?Q?7qX92f4ndhNjCM1/91plylOmlqclctRk2PHKpvd  CQw1hMcR28g=3D=3D?=#X-MS-Exchange-CrossTenant-OriginalArriv  alTime: 07 Feb 2023 20:07:26.0434## (UTC)##X-MS-Exchange-Cro  ssTenant-Network-Message-Id: 5d807b6e-6ff4-4a65-292d-08db094  6eecd##X-MS-Exchange-CrossTenant-Id: b64da4ac-e800-4cfc-8931  -e607f720a1b8##X-MS-Exchange-CrossTenant-OriginalAttributedT  enantConnectingIp: TenantId=b64da4ac-e800-4cfc-8931-e607f720  a1b8;Ip=[149.8.13.21];Helo=[webmail.us.leidos.com]##X-MS-Exc  hange-CrossTenant-AuthSource: CY1USG02FT006.eop-usg02.itar.p  rotection.office365.us##X-MS-Exchange-CrossTenant-AuthAs: An  onymous##X-MS-Exchange-CrossTenant-FromEntityHeader: Interne  t##X-MS-Exchange-Transport-CrossTenantHeadersStamped: CY1P11  OMB0661##X-OrganizationHeadersPreserved: CY1P110MB0661.NAMP1  10.PROD.OUTLOOK.COM##X-CrossPremisesHeadersPromoted: EMP-EXM  R1822.corp.leidos.com##X-CrossPremisesHeadersFiltered: EMP-E  XMR1822.corp.leidos.com##X-OriginatorOrg: LeidosCorpUS.onmic  rosoft.us##X-OrganizationHeadersPreserved: EMP-EXMR1812.corp  .leidos.com##X-CrossPremisesHeadersFilteredByDsnGenerator: E  MP-EXMR1812.corp.leidos.com####</p>
02/06/2023 10:03:00	02/06/2023	100127656773	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
01/31/2023 21:42:41	01/31/2023	100127656773	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.				
01/25/2023 13:46:45	01/25/2023	100127656773	Brittany Frankenberry	Provide Program Information

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/25/2023 02:35:58	01/25/2023	100127656773	B2BEALOGIN	Delivery Failure to Alert Contact
Alert Contact: william.harding@leidos.com				
01/24/2023 18:51:32	01/24/2023	100127656773	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/19/2023 13:02:52	01/19/2023	100127656773	EAILOGINWM7	Ready Pay Create
No 94292637 - \$ 318.00 - 01/19/2023 hardingw william.harding@leidos.com				
01/06/2023 10:47:25	01/09/2023	100127656773	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR ERAP.				
01/06/2023 09:19:35	01/06/2023	100127656773	Joshua Fenske	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Joshua Fenske BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
01/06/2023 09:18:09	01/06/2023	100127656773	Joshua Fenske	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Joshua Fenske Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read 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. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. LIHEAP ***** *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 \$21438.97 Offered - Pay Acct Balance of: \$21408.95 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. s/w William, cust called about his disc, adv that the household income is low enough to stop the disc, adv to make payments as best as they possibly can and to apply for assistance, adv of the phone # for LIHEAP. Adv of PCAP as well.				
01/06/2023 09:16:27	01/06/2023	100127656773	Joshua Fenske	Premise Information Changed
Old Premise Phone:(202)436-2962 New Premise Phone:(620)481-9192 Created By: Joshua Fenske				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/06/2023 09:16:27	01/06/2023		Joshua Fenske	Personal Data Changed
Old BP Phone:(202)436-2962 New BP Phone:(620)481-9192 Created By: Joshua Fenske				
01/04/2023 18:02:00	01/04/2023	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
01/03/2023 10:02:00	01/03/2023	100127656773	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
12/29/2022 07:45:37	12/29/2022	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 12/29/2022   Payment Time: 07:45:36 Payment Amount: 385.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 18876600122922				
12/22/2022 22:22:24	12/22/2022	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
12/06/2022 18:34:23	12/06/2022	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 12/05/22 = \$ 363.00 Open editor for detail  1. 12 Mth Factor Amt: 4169.14 2. Current Delta: 1967.98 - 1998.00 + 0.00 30.02- 3. Remaining Amount: 2201.16 4. Diff + Remain Amt: 30.02- + 2201.16 2171.14 5. New BBP Amount: 2171.14 / 182 x 30.4 363.00 * Dollar Difference: 363.00 - 340.00 23.00 * Pct Difference: 6.76 * System BBP Amount: 363.00				
11/02/2022 18:02:00	11/02/2022	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
11/01/2022 10:03:00	11/01/2022	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/24/2022 22:26:33	10/24/2022	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
10/19/2022 11:10:20	10/19/2022	100127656773	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL CAMPAIGN TO ADVISE OF PCAP AND ERAP				
10/11/2022 06:38:12	10/11/2022	100127656773	EAILOGINWM7	Ready Pay Create
No 91802508 - \$ 326.00 - 10/11/2022 hardingw william.harding@leidos.com				
10/11/2022 06:37:33	10/11/2022	100127656773	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/04/2022 10:06:00	10/04/2022	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/28/2022 09:18:32	09/28/2022	100127656773	Cheryl Fick	PUC/BPU Complaint-Written
Case #3850770 - CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR (BCS# 3740051). THE COMPANY IS REQUESTING 19,970.27 IMMEDIATELY. / cdf				
09/26/2022 22:29:56	09/26/2022	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
09/12/2022 10:19:30	09/15/2022	100127656773	Amber Moore	General Inquiry/Other
This account is part of the PA & MD email collection pilot of September/October 2022. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
and do not include standard dunning language. See communication from Change Agent Council for more detail.				
09/07/2022 18:49:24	09/07/2022	100127656773	CS General Purpose Batch	Calculation
<p>C/A 100127656773 Contract 0026229061</p> <p>Budget amt calculated for period ending 09/06/22 = \$ 340.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4016.09</p> <p>2. Current Delta: 999.28 - 978.00 + 0.00 21.28</p> <p>3. Remaining Amount: 3016.81</p> <p>4. Diff + Remain Amt: 21.28 + 3016.81 3038.09</p> <p>5. New BBP Amount: 3038.09 / 272 x 30.4 340.00</p> <p>* Dollar Difference: 340.00 - 326.00 14.00</p> <p>* Pct Difference: 4.29</p> <p>* System BBP Amount: 340.00</p>				
08/19/2022 13:55:46	08/19/2022	100127656773	Brittany Frankenberry	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
07/15/2022 11:35:38	07/15/2022	100127656773	Alexandros Simotas	PUC/BPU Complaint-Written
PUC case 3850770. On PAR with Dispute. AS				
07/06/2022 13:05:12	07/06/2022	100127656773	Goldie F Dixon	Utility Report Issued
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Goldie F Dixon</p> <p>Dispute Rights Dunning lock created - Lock date: 07/17/2022</p> <p>Company Position:</p> <p>Spoke with: WILLIAM J HARDING / 100127656773</p> <p>no med cert</p> <p>updated FS</p> <p>Acct Balance of: \$19319.78</p> <p>Disconnection Amt of: \$18820.06</p> <p>Customer stated unable to pay any amount due to stop termination</p> <p>gave dispute rights.</p> <p>Alternate: no</p> <p>New bill: 07/08/2022</p> <p>Ebill: already</p> <p>Customer Position:</p> <p>Customer stated unable to pay any amount due to stop termination</p>				
07/06/2022 13:02:53	07/06/2022	100127656773	Goldie F Dixon	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Goldie F Dixon</p> <p>Financial Summary Option Used.</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>*****</p> <p>Human Services option used.</p> <p>Customer's income level is ineligible for Agency Assistance.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
***** Payment Options provided: Offered - Pay Acct Balance of: \$19319.78 Offered - Pay Disconnection Amt of: \$18820.06 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
07/06/2022 13:02:53	07/06/2022	100127656773	Goldie F Dixon	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Goldie F Dixon BP Fed and Reg Inc Levels updated.				
07/06/2022 11:49:01	07/06/2022	100127656773	EAILOGINW7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/01/2022 18:02:00	07/01/2022	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/30/2022 10:03:00	06/30/2022	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/22/2022 22:24:37	06/22/2022	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
06/22/2022 14:42:28	06/22/2022	100127656773	Heidi Dautrich	Create Dunning Lock
Dunning Lock Reason:Off Cycle Disconnection Start Date: 06/22/2022   End Date: 06/22/2022 fast tracked to generate new term notice Created By: Heidi A Dautrich				
06/07/2022 10:33:00	06/07/2022	100127656773	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/06/2022 18:27:37	06/06/2022	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 06/05/22 = \$ 326.00 Open editor for detail  1. 12 Mth Factor Amt: 3894.03 * System BBP Amount: 326.00				
05/06/2022 14:55:01	05/03/2022	100127656773	Latoya White	Medical Certificate
Medical Certificate #3 05/03/22-06/02/22, medcert #2 01/22/20, medcert #1 07/19/19 close term lw/cbo				
05/03/2022 14:57:42	05/03/2022	100127656773	Latoya White	ALERT! Sensitive Account
bp not eligible for another medcert until entire balance is paid down to zero, Medical Certificate #3 05/03/22-06/02/22, medcert #2 01/22/20, medcert #1 07/19/19 lw/cbo				
05/03/2022 14:57:15	05/03/2022	100127656773	Latoya White	Med Cert Paperwork Received
Medical Certificate Paperwork Received				
05/02/2022 11:14:46	05/02/2022	100127656773	Marsatta Jackson	Create Dunning Lock
Dunning Lock Reason:Supervisory Review Start Date: 05/02/2022   End Date: 05/05/2022 S/W ANGELA, CNP, FAXED MED CERT TO 708-745-9922,				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
708-761-8715, CNP ANGELA PATRICK, WILLIAM J HARDING, MJ/CBO TEAM Created By: Marsatta Jackson				
04/26/2022 18:05:00	04/26/2022	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/25/2022 10:07:00	04/25/2022	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/13/2022 09:10:07	04/13/2022	100127656773	Mariah Tanner-Hughes	Utility Report Issued
Spoke with: WILLIAM J HARDING Created By: Mariah A Tanner-Hughes Dispute Rights Dunning lock created - Lock date: 04/24/2022 Company Position: offered all options unable to satisfy options given to stop disconnection Customer Position: offered all options unable to satisfy options given to stop disconnection				
04/13/2022 09:06:10	04/13/2022	100127656773	Mariah Tanner-Hughes	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Mariah A Tanner-Hughes BP Fed and Reg Inc Levels updated.				
04/13/2022 09:03:08	04/13/2022	100127656773	Mariah Tanner-Hughes	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Mariah A Tanner-Hughes 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. ***** 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 Acct Balance of: \$18796.54 Offered - Pay Disconnection Amt of: \$17462.67 Offered - Pay Past Due Amt of \$16564.88 Offered - Pay Catch-up Amt of: \$14586.59 ***** Dispute Rights Issued Option Used.				

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Contact Date	Created Date	Contract Acct	Created By	Description
*****				
PA Final Wrap-up Considered 4 factors: Yes Customer to use Med Cert Option: No s/w WILLIAM J HARDING cust already on ebill Past Due 16,564.88 adv cust to call PCAP : 1-888-282-6816 OPTS 2-2-1 M-F 8-5 dollarenergy.org offered all options unable to satisfy options given to stop disconnection Termination Date(on or after)=> 04/25/2022				
04/13/2022 08:54:07	04/13/2022	100127656773	EAILOGINWM7	Self-Serve Credit Interaction
Med Cert Inquiry - Advised to Call Collections Center				
04/05/2022 18:04:00	04/05/2022	100127656773	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/04/2022 10:07:00	04/04/2022	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/26/2022 20:15:06	03/26/2022	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
03/07/2022 10:14:00	03/07/2022	100127656773	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/05/2022 18:36:19	03/05/2022	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 03/03/22 = \$ 289.00 Open editor for detail  1. 12 Mth Factor Amt: 3734.56 2. Current Delta: 3026.69 - 2868.00 + 0.00 158.69 3. Remaining Amount: 707.87 4. Diff + Remain Amt: 158.69 + 707.87 866.56 5. New BBP Amount: 866.56 / 91 x 30.4 289.00 * Dollar Difference: 289.00 - 335.00 46.00 * Pct Difference: 13.73 * System BBP Amount: 289.00				
02/21/2022 22:23:42	02/21/2022	100127656773	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/07/2022 10:13:00	02/07/2022	100127656773	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
12/31/2021 12:27:27	04/19/2021	100127656773	Jennifer Long	General Inquiry/Other
s/w:WILLIAM J HARDING customer offered to pay 1000.00 towards the acct. offered to setup ip for 1,434.99 a month for 12 months. "prepared to go to 12 months based on PUC directives, and company accepted full terms of the order." new bill date 5/10/21. Customer was satisfied.				
12/06/2021 19:04:02	12/06/2021	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 12/05/21 = \$ 335.00 Open editor for detail				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 3871.00 2. Current Delta: 1692.87 - 1863.00 + 0.00 170.13- 3. Remaining Amount: 2178.13 4. Diff + Remain Amt: 170.13- + 2178.13 2008.00 5. New BBP Amount: 2008.00 / 182 x 30.4 335.00 * Dollar Difference: 335.00 - 316.00 19.00 * Pct Difference: 6.01 * System BBP Amount: 335.00				
11/06/2021 15:31:33	11/06/2021		CS General Purpose Batch	Return Check Letter
11/04/2021 10:32:00	11/04/2021	100127656773	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
11/03/2021 18:07:00	11/03/2021	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/03/2021 08:21:52	11/03/2021	100127656773	EAILOGINWM7	Ready Pay Create
No 83265832 - \$ 1742.85 - 11/03/2021 hardingw william.harding@leidos.com				
11/03/2021 08:21:22	11/03/2021	100127656773	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/02/2021 10:08:00	11/02/2021	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/22/2021 16:13:18	10/22/2021	100127656773	Jessica Styer	Utility Report Issued
Spoke with: WILLIAM J HARDING Created By: Jessica Styer Dispute Rights Dunning lock created - Lock date: 11/01/2021 Company Position: n/a Customer Position: n/a				
10/22/2021 16:10:31	10/22/2021	100127656773	Jessica Styer	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Jessica Styer 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?: No Willing to provide income for PCAP/Agency Asst: No ***** Offered - Pay Disconnection Amt of: \$13185.88 Offered - Pay Past Due Amt of \$5228.59 Offered - Pay Catch-up Amt of: \$1742.85 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w WILLIAM J HARDING / 100127656773 called regarding disc notice bp says his doctor will call for med cert but not back in office until 10/27 issued rights adv term date 11/02				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/22/2021 16:10:31	10/22/2021	100127656773	Jessica Styer	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Jessica Styer FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/22/2021 08:33:12	10/19/2021	100127656773	Raymanda D Robinson	Medical Certificate
Medical Certificate				
10/19/2021 08:29:38	10/19/2021	100127656773	Raymanda D Robinson	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Raymanda D Robinson BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
10/19/2021 08:28:43	10/19/2021	100127656773	Raymanda D Robinson	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Raymanda D Robinson FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/19/2021 08:28:07	10/19/2021	100127656773	Raymanda D Robinson	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Raymanda D Robinson Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No adv of med cert # ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Payment Options provided: Offered - Pay Acct Balance of: \$15480.16 Offered - Pay Disconnection Amt of: \$13185.88 Offered - Pay Past Due Amt of \$5228.59 Offered - Pay Catch-up Amt of: \$1742.85 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes 3 day Dunning lock created.				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Patient First Name:william Patient Last Name:harding Relationship to BP:Business Partner sw WILLIAM J HARDING, vai adv of pcap and liheap and erap issued med cert				
10/19/2021 08:14:22	10/19/2021	100127656773	EAILOGINWM7	Self-Serve Credit Interaction
Med Cert Inquiry - Advised to Call Collections Center				
10/05/2021 18:00:00	10/05/2021	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/04/2021 10:02:00	10/04/2021	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/02/2021 15:31:33	10/02/2021		CS General Purpose Batch	Return Check Letter
10/01/2021 10:15:12	10/01/2021	100127656773	Deborah Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 1737.45 Disconnection Date: 10/12/2021				
09/27/2021 22:29:08	09/27/2021	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
09/27/2021 07:05:12	09/27/2021	100127656773	EAILOGINWM7	Ready Pay Create
No 82331616 - \$ 1737.45 - 09/27/2021 hardingw william.harding@leidos.com				
09/27/2021 07:04:44	09/27/2021	100127656773	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
09/20/2021 12:07:26	09/20/2021	100127656773	EAILOGINWM7	Change Profile
hardingw william.harding@leidos.com Changed Password From Unlock Password				
09/20/2021 12:06:39	09/20/2021	100127656773	EAILOGINWM7	Unlock Login Email Sent
hardingw william.harding@leidos.com Requested Unlock Password link				
09/20/2021 12:03:00	09/20/2021	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/07/2021 18:28:52	09/07/2021	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 09/06/21 = \$ 316.00 Open editor for detail  1. 12 Mth Factor Amt: 3795.84 2. Current Delta: 877.22 - 915.00 + 0.00 37.78- 3. Remaining Amount: 2918.62 4. Diff + Remain Amt: 37.78- + 2918.62 2880.84 5. New BBP Amount: 2880.84 / 277 x 30.4 316.00 * Dollar Difference: 316.00 - 305.00 11.00 * Pct Difference: 3.61 * System BBP Amount: 316.00				
09/07/2021 09:19:17	09/07/2021	100127656773	Joanna Vazquez	Utility Report Issued
Spoke with: WILLIAM J HARDING Created By: Joanna Vazquez Dispute Rights Dunning lock created - Lock date: 09/19/2021 Company Position: Customer Position:				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/07/2021 09:13:16	09/07/2021	100127656773	Joanna Vazquez	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING            Created By: Joanna Vazquez            Financial Summary Option Used.            BP Fed and Reg Inc Levels updated.            *****            Human Services option used.            Customer's income level is ineligible for Agency Assistance.            *****            *PA Disconnection Notice (Service On):*            Does medical condition exist?: No            Willing to provide income for PCAP/Agency Asst: Yes            *****            Payment Options provided:            Offered - Pay Acct Balance of: \$14911.02            Offered - Pay Disconnection Amt of: \$14602.15            Offered - Pay Past Due Amt of \$3481.03            Offered - Pay Catch-up Amt of: \$1737.45            *****            Dispute Rights Issued Option Used.            *****            PA Final Wrap-up            Considered 4 factors: Yes            s/w WILLIAM J HARDING Termination Date(on or after)=&gt; 09/20/2021            I ADV NEW BILL COMES OUT 9/8/2021</p>				
09/07/2021 09:13:16	09/07/2021	100127656773	Joanna Vazquez	Financial Summary Review
<p>Spoke with: WILLIAM J HARDING            Created By: Joanna Vazquez            BP Fed and Reg Inc Levels updated.</p>				
09/07/2021 08:36:00	09/07/2021	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>				
09/03/2021 18:02:00	09/03/2021	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
09/02/2021 10:04:00	09/02/2021	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
08/25/2021 22:23:45	08/25/2021	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
08/10/2021 12:41:00	08/10/2021	100127656773	CS General Purpose Batch	Listened to entire msg-correct household confirmed
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>				
08/09/2021 10:11:00	08/09/2021	100127656773	CS General Purpose Batch	AMD Detected-Message left by Vendor
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
07/19/2021 13:11:02	07/19/2021	100127656773	Laura C Salinas	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING            Created By: Laura C Salinas            Payment Options provided:            Offered - Pay Acct Balance of: \$14640.25            *****            PA Final Wrap-up            Customer was satisfied.            S/W WILLIAM J HARDING WANTED TO SEE IF A EXTENTION CAN BE GIVEN FOR DUE DATE ADV NO</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/01/2021 12:09:02	07/01/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/01/2021   Payment Time: 12:09:02 Payment Amount: 101.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 08538114070121				
07/01/2021 12:06:01	07/01/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/01/2021   Payment Time: 12:06:01 Payment Amount: 219.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 08538083070121				
07/01/2021 11:59:09	07/01/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/01/2021   Payment Time: 11:59:09 Payment Amount: 130.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 08537911070121				
07/01/2021 11:55:54	07/01/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/01/2021   Payment Time: 11:55:54 Payment Amount: 140.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 08537875070121				
07/01/2021 11:48:11	07/01/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/01/2021   Payment Time: 11:48:11 Payment Amount: 175.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 08537786070121				
07/01/2021 11:44:39	07/01/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/01/2021   Payment Time: 11:44:38 Payment Amount: 155.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 08537735070121				
07/01/2021 11:22:46	07/01/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/01/2021   Payment Time: 11:22:46 Payment Amount: 170.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 08537415070121				
07/01/2021 10:36:00	07/01/2021	100127656773	EAILOGINWM7	Ready Pay Create
No 80173033 - \$ 400.00 - 07/01/2021 hardingw william.harding@leidos.com				
06/30/2021 07:46:21	06/30/2021	100127656773	Natasha Neal	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS BEING AVAILABLE.				
06/08/2021 18:30:21	06/08/2021	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 06/07/21 = \$ 305.00 Open editor for detail  1. 12 Mth Factor Amt: 3688.67 * System BBP Amount: 305.00				
06/01/2021 11:33:45	06/01/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/01/2021   Payment Time: 11:33:44 Payment Amount: 280.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 08036913060121				
06/01/2021 10:47:27	06/01/2021	100127656773	EAILOGINWM7	Ready Pay Create
No 79424668 - \$ 250.00 - 06/01/2021 hardingw william.harding@leidos.com				
06/01/2021 10:34:17	06/01/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/01/2021   Payment Time: 10:34:17 Payment Amount: 190.00   Payment Type: Credit				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Vendor ID: CT   Receipt Number: 08035693060121				
06/01/2021 10:32:25	06/01/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/01/2021   Payment Time: 10:32:25 Payment Amount: 450.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 08035642060121				
05/22/2021 13:14:15	05/22/2021	100127656773	EAILOGINWM7	Ready Pay Create
No 79210426 - \$ 500.00 - 05/22/2021 hardingw william.harding@leidos.com				
04/26/2021 22:00:27	04/26/2021	100127656773	Same as ZCSBTCH - no printer	Installment Plan Created
Required Down Payment received, IP created.				
04/23/2021 12:05:56	04/23/2021	100127656773	EAILOGINWM7	Bank Details Added
0002 Bank Details Added hardingw william.harding@leidos.com				
04/23/2021 12:04:13	04/23/2021	100127656773	EAILOGINWM7	Bank Details Added
0001 Bank Details Added hardingw william.harding@leidos.com				
04/23/2021 12:02:17	04/23/2021	100127656773	EAILOGINWM7	Bank Details Deleted
0001 Bank Detail ID Removed hardingw william.harding@leidos.com				
04/23/2021 12:01:48	04/23/2021	100127656773	EAILOGINWM7	Bank Details Deleted
0002 Bank Detail ID Removed hardingw william.harding@leidos.com				
04/23/2021 12:01:23	04/23/2021	100127656773	EAILOGINWM7	Bank Details Deleted
0003 Bank Detail ID Removed hardingw william.harding@leidos.com				
04/23/2021 11:59:48	04/23/2021	100127656773	EAILOGINWM7	Ready Pay Create
No 78497607 - \$ 500.00 - 04/23/2021 hardingw william.harding@leidos.com				
04/23/2021 11:59:07	04/23/2021	100127656773	EAILOGINWM7	Bank Details Added
0003 Bank Details Added hardingw william.harding@leidos.com				
04/23/2021 11:58:12	04/23/2021	100127656773	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/23/2021 11:56:44	04/23/2021	100127656773	EAILOGINWM7	Change Profile
hardingw william.harding@leidos.com Changed Password From Forgot Password				
04/23/2021 11:55:56	04/23/2021	100127656773	EAILOGINWM7	Forgot Password Email Sent
hardingw william.harding@leidos.com Requested Forgot Password link				
04/23/2021 11:50:00	04/23/2021	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/23/2021   Payment Time: 11:50:00 Payment Amount: 500.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 07386338042321				
04/19/2021 12:35:11	04/19/2021	100127656773	Jennifer Long	PA Flexible Plan-Down Pymt Required
DP Date: 04/23/2021   DP Amt: 1,000.00   Repay Pln: PA00   Instlm: # 12   Lock Date: 04/26/2021				
04/19/2021 12:33:46	04/19/2021	100127656773	Jennifer Long	Utility Report Issued
Spoke with: WILLIAM J HARDING Created By: Jennifer K Long Dispute Rights Dunning lock created - Lock date: 05/02/2021 Company Position: went over options with customer Customer Position: customer will pay 1,000.00 on 4/23/21				
04/19/2021 12:32:01	04/19/2021	100127656773	Jennifer Long	Financial Summary Review
Spoke with: WILLIAM J HARDING				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Jennifer K Long				
04/19/2021 12:31:46	04/19/2021	100127656773	Jennifer Long	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Jennifer K Long</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 Hotline number: No</p> <p>Customer requests Med Cert form faxed to their physician: No</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>*****</p> <p>Human Services option used.</p> <p>Customer's income level is ineligible for Agency Assistance.</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: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$18075.75</p> <p>Offered - Pay Past Due Amt of \$17817.35</p> <p>Offered - Pay Disconnection Amt of: \$17558.86</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 offered to pay 1000.00 towards the acct. offered to setup ip for 1,434.99 a month for 12 months. "prepared to go to 60/24/12 months based on PUC directives, and company accepted full terms of the order." new bill date 5/10/21.</p>				
04/19/2021 12:26:46	04/19/2021	100127656773	Jennifer Long	Financial Summary Review
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Jennifer K Long</p> <p>BP Fed and Reg Inc Levels updated.</p>				
04/19/2021 12:24:45	04/19/2021	100127656773	Jennifer Long	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Jennifer K Long</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 Hotline number: No</p> <p>Customer requests Med Cert form faxed to their physician: No</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>*****</p> <p>Human Services option used.</p> <p>Customer's income level is ineligible for Agency Assistance.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$18075.75 Offered - Pay Past Due Amt of \$17817.35 Offered - Pay Disconnection Amt of: \$17558.86				
04/19/2021 12:22:51	04/19/2021		Jennifer Long	Personal Data Changed
Old BP Phone:(717)446-0888 New BP Phone:(202)436-2962 s/w bp Created By: Jennifer K Long				
04/14/2021 18:02:00	04/14/2021	100127656773	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/13/2021 10:03:00	04/13/2021	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/05/2021 22:16:12	04/05/2021	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
04/01/2021 11:23:32	04/01/2021	100127656773	Kristen Delle Donne	Outbound Call
PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.				
03/09/2021 19:29:30	03/09/2021	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 03/08/21 = \$ 196.00 Open editor for detail  1. 12 Mth Factor Amt: 3826.35 2. Current Delta: 2980.80 - 3240.00 + 0.00 259.20- 3. Remaining Amount: 845.55 4. Diff + Remain Amt: 259.20- + 845.55 586.35 5. New BBP Amount: 586.35 / 91 x 30.4 196.00 * Dollar Difference: 196.00 - 336.00 140.00 * Pct Difference: 41.67 * System BBP Amount: 196.00				
12/08/2020 18:49:32	12/08/2020	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 12/07/20 = \$ 336.00 Open editor for detail  1. 12 Mth Factor Amt: 4211.66 2. Current Delta: 1510.54 - 2232.00 + 0.00 721.46- 3. Remaining Amount: 2701.12 4. Diff + Remain Amt: 721.46- + 2701.12 1979.66 5. New BBP Amount: 1979.66 / 179 x 30.4 336.00 * Dollar Difference: 336.00 - 366.00 30.00 * Pct Difference: 8.20 * System BBP Amount: 336.00				
11/19/2020 17:37:11	11/19/2020	100127656773	Kristen Delle Donne	General Inquiry
CUSTOMER ELIGIBLE FOR DUNNING ON 11/27/2020. DUNNING LOCK ADDED PER REV OPS MANAGEMENT THROUGH 11/26/2020.				
11/16/2020 16:56:49	11/18/2020	100127656773	Kristen Delle Donne	Pre-Disconnection Warning Letter

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>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.</p>				
10/20/2020 09:21:49	10/20/2020	100127656773	Tara Green	Moratorium Protected Account
PA PROTECTED CUSTOMER				
10/06/2020 10:08:00	10/06/2020	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/28/2020 22:35:49	09/28/2020	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
09/05/2020 18:49:10	09/05/2020	100127656773	CS General Purpose Batch	Calculation
<p>C/A 100127656773 Contract 0026229061                      Budget amt calculated for period ending 09/03/20 = \$ 366.00                      Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4369.93                      2. Current Delta: 770.05 - 1134.00 + 0.00 363.95-                      3. Remaining Amount: 3599.88                      4. Diff + Remain Amt: 363.95- + 3599.88 3235.93                      5. New BBP Amount: 3235.93 / 269 x 30.4 366.00                      * Dollar Difference: 366.00 - 378.00 12.00                      * Pct Difference: 3.17                      * System BBP Amount: 366.00</p>				
08/13/2020 12:53:29	08/14/2020	100127656773	Devon Martin	Outbound Call
OUTBOUND EMAIL CAMPAIGN TO PROVIDE ENERGY ASSISTANCE INFORMATION ON 08/11/2020				
08/03/2020 10:14:00	08/03/2020	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/25/2020 20:36:47	07/25/2020	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
06/06/2020 18:48:21	06/06/2020	100127656773	CS General Purpose Batch	Calculation
<p>C/A 100127656773 Contract 0026229061                      Budget amt calculated for period ending 06/04/20 = \$ 378.00                      Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4494.54                      * System BBP Amount: 378.00</p>				
06/02/2020 10:16:00	06/02/2020	100127656773	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
05/23/2020 23:06:06	05/23/2020	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
04/01/2020 10:08:00	04/01/2020	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/24/2020 22:52:41	03/24/2020	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
03/13/2020 12:56:48	03/13/2020	100127656773	Chanel Omara	Financial Summary Review
<p>Spoke with: WILLIAM J HARDING                      Created By: Chanel Omara                      BP Fed and Reg Inc Levels updated.                      Low income letter will be sent.</p>				
03/13/2020 12:56:48	03/13/2020	100127656773	Chanel Omara	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING                      Created By: Chanel Omara                      Financial Summary Option Used.</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
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 Acct Balance of: \$10679.54 Offered - Pay Past Due Amt of \$8473.35 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. sw WILLIAM J HARDING calling ab shut off -adv that if the acct is not brought current before 04/01/2020, you may receive a term notice.				
03/07/2020 18:40:42	03/07/2020	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 03/05/20 = \$ 281.00 Open editor for detail  1. 12 Mth Factor Amt: 4421.20 2. Current Delta: 3648.99 - 3579.00 + 0.00 69.99 3. Remaining Amount: 772.21 4. Diff + Remain Amt: 69.99 + 772.21 842.20 5. New BBP Amount: 842.20 / 91 x 30.4 281.00 * Dollar Difference: 281.00 - 384.00 103.00 * Pct Difference: 26.82 * System BBP Amount: 281.00				
03/04/2020 18:00:00	03/04/2020	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/03/2020 10:04:00	03/03/2020	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
02/24/2020 22:47:32	02/24/2020	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
02/23/2020 16:53:32	01/22/2020	100127656773	C57869	Medical Certificate
Medical Certificate				
02/12/2020 16:44:03	02/12/2020	100127656773	Bethel Folmsbee	Outbound Call
EMAIL SENT TO REFER TO PCAP JAN 2020				
01/28/2020 11:50:07	01/22/2020	100127656773	Rachel Heffner-Davidheiser	ROCC Alert
01/22/20 Line will be cutting service for non payment 1/23/20 due to CT rated meter. Must contact 610-921-6627 to cancel the field activity/disconnection.  Line cut rescheduled for 1/28/20				
01/24/2020 07:45:39	01/24/2020	100127656773	Jenaia D Smith	Med Cert Paperwork Received
Medical Certificate Paperwork Received - 1/24/20				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/23/2020 14:57:20	01/23/2020	100127656773	Jenaia D Smith	General Inquiry
<p>@ dr. angela patrick's office - stated did not receive med cert sent on 1/22 - faxed form to 917087459976@FEmailFax.com - ph: 708 342 1900 - **cbo team** Satisfied Not Applicable: Reason - Manual work</p>				
01/22/2020 16:59:40	01/22/2020	100127656773	C57869	General Inquiry
<p>s/w left message for field rep. so that they are aware that cust has 3 day hold. called 610-921-6627 Satisfied Not Applicable: Reason - Manual work</p>				
01/22/2020 16:50:04	01/22/2020	100127656773	C57869	Financial Summary Review
<p>Spoke with: WILLIAM J HARDING Created By: Shiela Aguila</p>				
01/22/2020 16:48:44	01/22/2020	100127656773	C57869	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING Created By: Shiela Aguila 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 requests Med Cert form faxed to their physician: No cust wanted hotline number ***** Financial Summary Option Used. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Disconnection Amt of: \$9936.56 Offered - Pay Acct Balance of: \$6394.67 Offered - Pay Past Due Amt of \$4250.91 Offered - Pay Catch-up Amt of: \$2099.03 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes 3 day Dunning lock created. Patient First Name:WILLIAM Patient Last Name:HARDING Relationship to BP:Business Partner adv cust the minimun to avoid term is Catch-up Amt of: \$2099.03. cust offering 500.00 , adv cust this will not guarantee service adv cust they are on a PACO arrangement with the PUC, unable to offer IP. adv 3 day hold while we wait for the doctor to contact us.</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/22/2020 11:48:53	01/22/2020	100127656773	Rachel Heffner-Davidheiser	Service-Disconnect
<p>Flat Fee \$110.00 is waived. Reason: Supervisor Approval .                      Approved by: JUSTIN GOOD</p> <p>Created order for Line to cut for non payment 1/23/20 due to                      CT rated meter</p>				
01/07/2020 18:01:00	01/07/2020	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
01/06/2020 10:03:00	01/06/2020	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
12/28/2019 20:53:40	12/28/2019	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
12/09/2019 18:54:37	12/09/2019	100127656773	CS General Purpose Batch	Calculation
<p>C/A 100127656773 Contract 0026229061</p> <p>Budget amt calculated for period ending 12/08/19 = \$ 384.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4733.70</p> <p>2. Current Delta: 1793.42 - 2427.00 + 0.00 633.58-</p> <p>3. Remaining Amount: 2940.28</p> <p>4. Diff + Remain Amt: 633.58- + 2940.28 2306.70</p> <p>5. New BBP Amount: 2306.70 / 6 384.00</p> <p>* Dollar Difference: 384.00 - 395.00 11.00</p> <p>* Pct Difference: 2.78</p> <p>* System BBP Amount: 384.00</p>				
12/09/2019 10:12:00	12/09/2019	100127656773	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
10/28/2019 15:06:45	09/18/2019	100127656773	Kathleen A Marsh	ROCC Alert
<p>ROCC ALERT - 09/18/2019 - ***TERM SENT 8/28/19 - DISPUTE</p> <p>RIGHTS GIVEN 9/16-9/29 - MED CERT 3 DAY EXTENSION GIVEN 9/16</p> <p>- NO</p> <p>FURTHER EXTENSIONS FOR THIS CUSTOMER!!! LINE CUT TO BE DONE</p> <p>9/30 - Blocking for nonpayment, Termination could occur any                      time after 8am on 10/10/2019 - Offer all applicable options                      the customer is eligible for prior to disconnection. Please                      contact 610-921-6031 to cancel the FIELD activity if                      payment is made. Manual termination for past due balance                      \$8631.41. Payment of \$8631.41 will stop termination. If                      service is disc, required to pay full past due balance                      \$8631.41 + reconnection fee \$30.00 = \$8661.41.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
10/15/2019 12:28:11	10/15/2019	100127656773	Cheryl Fick	PUC/BPU Complaint-Written
<p>Case #3740051 - DECISION ISSUED: LEVEL 4, BUDGET 414.00 + 1697.00 =                      2111.00 BEGINNING NOV 2019 DUE DATE. CUST SERVICE IS ON AND VERIFIED BY                      CO. / cdf</p>				
10/15/2019 12:27:50	10/15/2019	100127656773	Cheryl Fick	PA PUC Plan - IP
10/10/2019 09:09:54	10/10/2019	100127656773	Kathleen A Marsh	Contract Account Changed
removed f d/l				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/09/2019 15:18:36	10/09/2019	100127656773	Charles Howlett	PUC/BPU Complaint-Written PUC case# 3740051 received on 10/09/19 regarding a dunning termination. C Howlett, Compliance
10/09/2019 10:52:44	10/09/2019	100127656773	Kathleen A Marsh	PA Residential Post Term line cut and Tony to deliver manual cut on 10/10 - see ROCC alert! Printed to \\w8corres04p\WAYNE012-P on 10/09/2019 at 11:05:0
10/09/2019 10:46:37	10/09/2019	100127656773	Kathleen A Marsh	Contract Account Changed removed dispute d/l - email was sent for coaching - term continues per rev ops mgmt
10/07/2019 12:30:32	10/04/2019	100127656773	Rachel Heffner-Davidheiser	ROCC Alert MUST CONTACT 610-921-6627 TO CANCEL LINE CUT SCHEDULED FOR 10/07/19
10/04/2019 13:20:20	10/04/2019	100127656773	C57701	General Inquiry sw WILLIAM J HARDING Per supervisor instructions, called cust to adv. him again we could NOT guarantee service going forward w/o minimum payment of 8631.41 adv. cust to disregard any mail he receives from us regarding any kind of holds placed on acct Not able to reach customer, left voicemail of these instructions Satisfied Not Applicable: Reason - Manual work
10/04/2019 10:02:06	10/04/2019	100127656773	Heidi Daurich	PA Residential Post Term printed post term notice to TONY BITTNER for disc and post term on MONDAY 10/7 see rocc alert DO NOT GIVE 10 DAY DISPUTE RIGHTS OR 3 DAY FOR MED CERT !! Printed to \\w8corres04p\WAYNE012-P on 10/04/2019 at 10:07:0
10/04/2019 10:01:11	10/04/2019	100127656773	Rachel Heffner-Davidheiser	Service-Disconnect Flat Fee \$110.00 is waived. Reason: Supervisor Approval . Approved by: JUSTIN GOOD  Line cut created for non payment due to CT rated to be cut 10/07/19
10/02/2019 16:27:46	10/02/2019	100127656773	C57701	Utility Report Issued Spoke with: WILLIAM J HARDING Created By: William A Soles Dispute Rights Dunning lock created - Lock date: 10/12/2019 Company Position: cust unsatisfied w/ options, adv. can't guarantee service going forward** Customer Position: cust unsatisfied w/ options, adv. can't guarantee service going forward**
10/02/2019 16:23:22	10/02/2019	100127656773	C57701	Negotiation Tool - Service On Spoke with: WILLIAM J HARDING Created By: William A Soles

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Options provided: Offered - Pay Acct Balance of: \$9783.06 Offered - Pay Past Due Amt of \$9238.62 ***** PA Final Wrap-up Customer was not satisfied. Rights provided to customer. Per ROCC alert notes, rights already provided, med cert hold placed on acct already offered discon amt 8631.41 adv. cust not eligible for IP offered PCAP, cust declined **adv. can't guarantee service going forward** ***** Dispute Rights Issued Option Used.				
09/30/2019 12:41:29	09/18/2019	100127656773	Rachel Heffner-Davidheiser	ROCC Alert
not eligible for any further extensions, service could be cut 9/30/19 if payment not received				
09/27/2019 09:36:12	09/27/2019	100127656773	Kathleen A Marsh	Contract Account Changed
added F d/l for manual termination line cut for nonpay - see ROCC alert - no extensions past 9/29/2019!				
09/19/2019 13:35:43	09/16/2019	100127656773	Aleeha D Solomon	Medical Certificate
Medical Certificate				
09/17/2019 13:14:47	09/17/2019	100127656773	Andrew D Cronan	Written Utility Report
working credit letters sent corrected written acronan Printed to \\w8corres04p\PIPIKE140-P on 09/17/2019 at 13:20:2				
09/16/2019 16:22:13	09/16/2019	100127656773	Isaiah J Danner	General Inquiry
pocket dial, I could hear voices but nobody responded Satisfied Not Applicable: Reason - Other - ghost call				
09/16/2019 15:17:06	09/16/2019	100127656773	C57634	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Michele L Becker FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/16/2019 15:16:35	09/16/2019	100127656773	C57634	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Michele L Becker Med Cert options used. Advised customer ineligible for 3-day hold: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read 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. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$9783.06</p> <p>Offered - Pay Past Due Amt of \$9238.62</p> <p>Offered - Pay Disconnection Amt of: \$8631.41</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>customer has no other options for payment</p>
09/16/2019 13:14:13	09/16/2019	100127656773	Aleeha D Solomon	Financial Summary Review
				<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Aleeha D Solomon</p> <p>BP Fed and Reg Inc Levels updated.</p>
09/16/2019 13:12:54	09/16/2019	100127656773	Aleeha D Solomon	Negotiation Tool - Service On
				<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Aleeha D Solomon</p> <p>Med Cert options used.</p> <p>Customer would like to use the Med Cert option to stop disconnection: Yes</p> <p>Provided Med Cert Hotline number: Yes, Script Read</p> <p>Customer requests Med Cert form faxed to their physician: No</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>*****</p> <p>Human Services option used.</p> <p>Customer's income level is ineligible for Agency Assistance.</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: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$9783.06</p> <p>Offered - Pay Past Due Amt of \$9238.62</p> <p>Offered - Pay Disconnection Amt of: \$8631.41</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$9783.06</p> <p>Offered - Pay Past Due Amt of \$9238.62</p> <p>Offered - Pay Disconnection Amt of: \$8631.41</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>

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Patient First Name: WILLIAM Patient Last Name: HARDING Relationship to BP: Business Partner customer calling for more payment options placed customer on hold to check if any options available call dropped or customer hung up before any further discussion				
09/16/2019 11:59:26	09/16/2019	100127656773	C59015	Written Utility Report
Printed to \\w8corres04p\PPIKE140-P on 09/16/2019 at 12:05:0				
09/16/2019 11:58:06	09/16/2019	100127656773	C59015	Utility Report Issued
Spoke with: WILLIAM J HARDING Created By: Subrina L Markley Dispute Rights Dunning lock created - Lock date: 09/29/2019 Company Position: Dispute rights given, new term date: Termination Date(on or after)=> 09/30/2019 Customer Position: customer disconnected				
09/16/2019 11:57:41	09/16/2019	100127656773	C59015	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Subrina L Markley 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?: No Willing to provide income for PCAP/Agency Asst: No ***** Dispute Rights Issued Option Used.				
09/16/2019 11:57:41	09/16/2019	100127656773	C59015	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Subrina L Markley FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/16/2019 11:56:58	09/16/2019	100127656773	C59015	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Subrina L Markley 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?: No Willing to provide income for PCAP/Agency Asst: No ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Send DSPRTS went to vai phone numbers and customer disconnected				
09/16/2019 11:56:58	09/16/2019	100127656773	C59015	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Subrina L Markley FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/10/2019 18:39:30	09/10/2019	100127656773	CS General Purpose Batch	Calculation

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 09/09/19 = \$ 395.00 Open editor for detail  1. 12 Mth Factor Amt: 4793.03 2. Current Delta: 894.66 - 1242.00 + 0.00 347.34- 3. Remaining Amount: 3898.37 4. Diff + Remain Amt: 347.34- + 3898.37 3551.03 5. New BBP Amount: 3551.03 / 9 395.00 * Dollar Difference: 395.00 - 414.00 19.00 * Pct Difference: 4.59 * System BBP Amount: 395.00				
09/06/2019 18:04:00	09/06/2019	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/05/2019 10:03:00	09/05/2019	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/28/2019 22:52:58	08/28/2019	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
08/18/2019 16:35:49	07/19/2019	100127656773	Donald L Gilbert	Medical Certificate
Medical Certificate 07/19/19-08/18/19 RECVD SIGNED MED CERT NUMBER 1 CBO TEAM DON				
08/06/2019 11:13:36	08/06/2019	100127656773	John C Love	Contract Account Changed
changed dunning procedure from fo to 1w per zcdunmsg report				
07/29/2019 08:39:56	07/29/2019	100127656773	John Tonkin	Correction of Billing Error
Case Nbr 0025132130 iWD Task 0CKS8Q2W66T4EWNJ Case Type IMPL / ZI96 Move Out reversed because service was reconnected at the pole prior to Auto Move Out. Satisfied Not Applicable: Reason - Manual work				
07/27/2019 00:07:45	07/27/2019	100127656773	Workflow General Purpose Batch	Auto Move-Out / Disconnected for Non-Payment
07/23/2019 09:25:36	07/23/2019	100127656773	Cheryl Fick	PUC/BPU Complaint-Written
Case #3718208 - VERBAL CLOSE - I SPOKE WITH MR. HARDING AND WENT OVER THE COMPANY REPORT. I INFORMED CUSTOMER OF THE 10DAY TERM NOTICE THAT WAS MAILED AND TWO PHONE CALL ATTEMPTS THAT WAS MADE. I REFERRED CUSTOMER BACK TO WEST PENN BECAUSE THEY ARE WILLING TO OFFER A REDUCED RESTORATION AMOUNT TO HAVE THE SERVICE RESTORED. THE CUSTOMER ALSO SAID THAT HIS DR. WILL BE SUBMITTING MEDICAL CERTIFICATE. THE CUSTOMER HAVE ME PERMISSION TO CLOSE THE CASE VERBALLY. CASE DISMISSED. / cdf				
07/19/2019 17:18:41	07/19/2019	100127656773	Deborah Adie	Supervisor Call
man callback called WILLIAM J HARDING no answer unsure if correct phone # seemed like company or political line did not leave message wanted to offer 1/12 paso while serv off amt needed 733.32 unable to offer after power restored da				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Manual work				
07/19/2019 16:55:41	07/19/2019	100127656773	Bryan Urena	General Inquiry
sw WILLIAM J HARDING cust calling to see if we recieved med cer to reconnect service adv yes Customer was satisfied.				
07/19/2019 16:37:40	07/19/2019	100127656773	Donald L Gilbert	Reconnection Process-Recon started
Reconnect at Pole will be created for reconnection on 07/19/2019. Medical Condition Considered all factors and provided all options Reconnection amount negotiated for 30.00 Disconnect amount negotiated for 7285.19 CSR negotiated amount 7315.19 Advised Breakers Off: No MED CERT ISSUED SAME DAY RECON.. CBO TEAM DON Created By: Gilbert,Donald L				
07/19/2019 16:36:08	07/19/2019	100127656773	Donald L Gilbert	Med Cert Paperwork Received
Medical Certificate Paperwork Received CBO TEAM DON				
07/19/2019 16:06:13	07/19/2019	100127656773	C57701	Dunning Explanation
sw WILLIAM J HARDING adv. cust med cert has not received back from doctor, reviewed acct w/ supervisor $8,769.90 + 30 = 8799.90$ $7285.19 + 30 = 7315.19$ adv. cust not eligible for IP provided alt fax for doctor, provided by supervisor 330-777-6565 Customer was satisfied.				
07/19/2019 16:01:47	07/19/2019	100127656773	Dina L Beaudry	General Inquiry
noted in error DLB/CBO TEAM				
07/19/2019 15:25:23	07/19/2019	100127656773	Dina L Beaudry	General Inquiry
SW ANGELA PATRICK - CNP FAXED MED CERT #1 ANGELA PATRICK CNP PATIENT WILLIAM J HARDING RELATIONSHIP SELF PHONE # 708-342-1900 FAX # 708-745-9976 LICENSE # 1780068833 DLB/CBO TEAM Satisfied Not Applicable: Reason - Manual work				
07/19/2019 15:12:20	07/19/2019	100127656773	Deborah Adie	Financial Summary Review
fs level c 5 adults WILLIAM J HARDING 54 dorothy 55 barb 73 gabriel Erica sup call s/w WILLIAM J HARDING performed fs level c per puc				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				notes cust can pay less amt cust has 1 prev i/p and 1 broken dpip offered 50% 4398.82 and 12 mon i/p cust is waiting for med cert unable to pay at this time cust sat da
07/19/2019 15:04:31	07/19/2019	100127656773	C57876	General Inquiry/Other
				s/w WILLIAM J HARDING VAI cust calling about service term. PENDING PUC CASE. went to surge. trans to Debbie Adie at surge. Customer was satisfied.
07/19/2019 13:20:31	07/19/2019	100127656773	Tashaia L Burrell	General Inquiry
				sw WILLIAM J HARDING wants to know what the puc decision pending puc complaint cust satisfied Customer was satisfied.
07/18/2019 16:33:50	07/18/2019	100127656773	Douglas Smith	Supervisor Call
				s/w WILLIAM J HARDING - advised of pending PUC complaint received. confirmed customer was aware of medical certificate option and confirmed that customer had correct hotline number. advised customer company position that: Considered all factors and provided all options Reconnection amount negotiated for 30.00 Disconnect amount negotiated for 7285.19 CSR negotiated amount 7315.19
07/18/2019 16:20:36	07/18/2019	100127656773	C57124	Negotiation Tool - Service On
				Spoke with: WILLIAM J HARDING Created By: Mary Payne Med Cert options used. Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** PA Final Wrap-up Customer was satisfied. pwnding PUC decision cust states that he was never given disconnection notice that brother in law was supposed to be paying the bill and never did. cust wanting payment arrangements to have service reconnected escalated call to supervisor D. smith
07/17/2019 16:10:10	07/17/2019	100127656773	Jessica Allen	Supervisor Call
				sw WILLIAM J HARDING called to discuss options for reconnection, please see reconnection notes. Satisfied Not Applicable: Reason - Manual work
07/17/2019 16:09:13	07/17/2019	100127656773	Jessica Allen	Reconnection Process-Inquiry
				Considered all factors and provided all options Reconnection amount negotiated for 30.00 Disconnect amount negotiated for 7285.19 CSR negotiated amount 7315.19 sw WILLIAM J HARDING no IP options available, says he has med cert hotline info provided ways to pay per his request Created By: Allen,Jessica R

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/17/2019 16:07:42	07/17/2019	100127656773	Angelina Rinaldo	Written Utility Report
Printed to \\w8corres04p\PPIKE140-P on 07/17/2019 at 16:10:1				
07/17/2019 16:02:00	07/17/2019	100127656773	Angelina Rinaldo	Supervisor Call
<p><b>**escalated call**</b></p> <p>s/w WILLIAM J HARDING states power disconnected. was in touch with us prev and did not receive another term notice. wants to know what to do to get restored. call dropped before i could assist, unable to reach via call back</p> <p>Satisfied Not Applicable: Reason - Don't send DSPRTS</p>				
07/17/2019 16:01:09	07/17/2019	100127656773	KEIAIRA A MOLNAR	General Inquiry
<p>sw William harding</p> <p>customer inquiring about receiving notice, account has pending PUC complaint, customer states he was disc when being xfer to sup</p> <p>xfer to j allen</p> <p>Customer was not satisfied. Rights provided to customer.</p>				
07/17/2019 15:53:00	07/17/2019	100127656773	Andrew D Cronan	General Inquiry
<p>s/w WILLIAM J HARDING calling about service being disconnected and wants to see about payment arrangements..</p> <p>PUC complaint on file escalated call to arinaldo</p> <p>Customer was satisfied.</p>				
07/17/2019 10:32:42	07/17/2019	100127656773	Yeneily Basan Belgrove	PUC/BPU Complaint-Written
<p>PUC case# 3718208 received on 07/17/19 regarding a dunning termination. Customer also disputes that no notice was received. #</p> <p>#</p> <p>07/19/2019:::: alert:</p> <p>The customer refused to review financial and household information multiple times.</p> <p>After obtained the customer#s financial and household information, the company is willing to offer the customer lower restoral terms, based on income.</p> <p>Note:</p> <p>On 03/19/2018 # An installment plan was requested to be set up with a down payment of \$280.00. The down payment to set up the installment plan was not received as requested. Therefore, the installment plan is considered broken.</p>				
07/17/2019 09:06:00	07/17/2019	100127656773	Rachel Heffner-Davidheiser	Service Disconnected
<p>Disc Doc Reason: Disconnection dunning level has been reached</p> <p>Activity: Disconnection entry</p> <p>Activity Date: 07/17/2019</p> <p>Activity Time: 09:05:00</p> <p>Remote: No</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Disconnection Type: Pole Created By: Heffner-Davidheiser,Rachel  Line cut for non payment due to CT rated by Larry/Scott - Line at 9:05; Index 7643; contact with male occupant - Tony gave post term				
07/17/2019 08:57:49	07/17/2019	100127656773	Dimaline M Morales	Utility Report Issued
Spoke with: WILLIAM J HARDING Created By: Dimaline M Morales Dispute Rights Dunning lock created - Lock date: 07/27/2019 Company Position: . Customer Position: .				
07/17/2019 08:54:14	07/17/2019	100127656773	Dimaline M Morales	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Dimaline M Morales BP Refused FS				
07/17/2019 08:54:01	07/17/2019	100127656773	Dimaline M Morales	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Dimaline M Morales Med Cert options used. Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. BP Refused FS ***** Payment Options provided: Offered - Pay Acct Balance of: \$8797.64 Offered - Pay Past Due Amt of \$8310.70 ***** PA Final Wrap-up Customer was not satisfied. Rights provided to customer. Adv they can turn services off at this point . He stated they are about to turn his services off , adv they can due to non pmt. ***** Dispute Rights Issued Option Used.				
07/17/2019 08:11:58	07/16/2019	100127656773	Rachel Heffner-Davidheiser	ROCC Alert
07/17/19 Account is in the field for disconnection due to non payment, Line cut is scheduled for 7/17/19 MUST contact 610-921-6627 to stop disconnection				
07/16/2019 08:17:40	07/16/2019	100127656773	Rachel Heffner-Davidheiser	PA Residential Post Term
Printed to \\w8corres04p\WAYNE012-P on 07/16/2019 at 8:25:2				
07/16/2019 08:10:38	07/16/2019	100127656773	Rachel Heffner-Davidheiser	Create Dunning Lock
Dunning Lock Reason:F/S Income Verification (does not waive LPC) Start Date: 07/16/2019   End Date: 07/17/2019 lock does not stop dunning - line cut scheduled for non payment 7/17/19 - must contact 610-921-6627 to stop the disconnection Created By: Rachel Heffner-Davidheiser				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/16/2019 08:08:45	07/16/2019	100127656773	Rachel Heffner-Davidheiser	Service-Disconnect
Flat Fee \$110.00 is waived. Reason: Supervisor Approval . Approved by: JUSTIN GOOD				
06/10/2019 18:42:49	06/10/2019	100127656773	CS General Purpose Batch	Calculation
<p>C/A 100127656773 Contract 0026229061</p> <p>Budget amt calculated for period ending 06/09/19 = \$ 414.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4862.74</p> <p>* System BBP Amount: 414.00</p>				
05/29/2019 18:04:00	05/29/2019	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/28/2019 10:04:00	05/28/2019	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/20/2019 22:43:55	05/20/2019	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
05/20/2019 12:51:06	05/20/2019	100127656773	Kathleen A Marsh	Contract Account Changed
fast tracked				
05/20/2019 10:11:03	05/20/2019	100127656773	Derek Evans	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Derek Evans</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$8316.78</p> <p>Offered - Pay Past Due Amt of \$7598.78</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <p>S/w-William Harding-Wants to see if received med cert from dr.</p> <p>Adv cust that have not received med cert.</p> <p>Adv cust acct curr not in disc. Adv cust that may receive a disc notice for having past due amt on the acct.</p>				
05/06/2019 11:51:43	05/06/2019	100127656773	C57803	Utility Report Issued
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Brandon Hines</p> <p>Dispute Rights Dunning lock created - Lock date: 05/16/2019</p> <p>Company Position:</p> <p>offered all options</p> <p>Customer Position:</p> <p>unable to pay</p>				
05/06/2019 11:50:21	05/06/2019	100127656773	C57803	Financial Summary Review
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Brandon Hines</p> <p>BP Refused FS</p>				
05/06/2019 11:45:23	05/06/2019	100127656773	C57803	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Brandon Hines</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$7600.34</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$7600.34</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>Financial Summary Option Used. BP Refused FS</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up Spoke With: WILLIAM J HARDING calling to see if we received his med cert yet, adv we have not, adv to call his doctor to see the status offered 6,375.76, unable to pay offered 6,020.29, unable to pay **New Bill Date: Provided PUC info, advised of new term date: 5/20/2019</p>				
05/06/2019 11:41:11	05/06/2019	100127656773	C57803	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING Created By: Brandon Hines Payment Options provided: Offered - Pay Acct Balance of: \$7600.34</p>				
05/01/2019 15:59:24	05/01/2019	100127656773	C56436	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING Created By: Mariliz J Medina Nadal PA Final Wrap-up Customer was satisfied. s/w WILLIAM J HARDING , calling in to say that we still haven't recived anything from the doctor.</p>				
04/29/2019 12:26:45	04/29/2019	100127656773	C56760	Financial Summary Review
<p>Spoke with: WILLIAM J HARDING Created By: Janae J Kirby BP Refused FS</p>				
04/29/2019 12:26:27	04/29/2019	100127656773	C56760	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING Created By: Janae J Kirby 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 requests Med Cert form faxed to their physician: No</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No</p> <p>*****</p> <p>Financial Summary Option Used. BP Refused FS</p> <p>*****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$7600.34 Offered - Pay Past Due Amt of \$6829.78 Offered - Pay Disconnection Amt of: \$6375.76 Offered - Pay Catch-up Amt of: \$6020.29</p> <p>*****</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes 3 day Dunning lock created.				
04/29/2019 12:23:41	04/29/2019		C56760	Personal Data Changed
Old BP Phone:(202)436-2962 New BP Phone:(717)446-0888 Created By: Janae J Kirby				
04/26/2019 13:27:59	04/26/2019	100127656773	Rachel Heffner-Davidheiser	Service-Disconnect
Flat Fee \$110.00 is waived. Reason: Supervisor Approval . Approved by: JOHN WEIS  Line cut created for non payment due to CT rated meter to be cut 4/29/19  Tony - Rev Ops ; Troubleshooter - Line				
04/05/2019 18:07:00	04/05/2019	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/04/2019 10:06:00	04/04/2019	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/27/2019 22:52:52	03/27/2019	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
03/11/2019 18:45:46	03/11/2019	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 03/10/19 = \$ 718.00 Open editor for detail  1. 12 Mth Factor Amt: 5657.48 2. Current Delta: 4090.53 - 3504.00 + 0.00 586.53 3. Remaining Amount: 1566.95 4. Diff + Remain Amt: 586.53 + 1566.95 2153.48 5. New BBP Amount: 2153.48 / 3 718.00 * Dollar Difference: 718.00 - 409.00 309.00 * Pct Difference: 75.55 * System BBP Amount: 718.00				
02/11/2019 08:41:14	02/11/2019	100127656773	Ashley Moore	Utility Report Issued
Spoke with: WILLIAM J HARDING Created By: Ashley Moore Dispute Rights Dunning lock created - Lock date: 02/24/2019 Company Position: offered all options Customer Position: unable to pay				
02/11/2019 08:39:12	02/11/2019	100127656773	Ashley Moore	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Ashley Moore FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
02/11/2019 08:38:25	02/11/2019	100127656773	Ashley Moore	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Ashley Moore				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>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 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.  *****  Human Services option used.  Customer's income level is ineligible for Agency Assistance.  *****  *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: \$6021.70  Offered - Pay Disconnection Amt of: \$5242.72  Offered - Pay Past Due Amt of \$5217.41  Offered - Pay Catch-up Amt of: \$4420.81  *****  Dispute Rights Issued Option Used.  *****  PA Final Wrap-up  Considered 4 factors: Yes  Customer to use Med Cert Option: Yes  3 day Dunning lock created.</p>				
01/23/2019 18:05:00	01/23/2019	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
01/22/2019 10:08:00	01/22/2019	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
01/14/2019 22:46:21	01/14/2019	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
01/14/2019 14:11:30	01/14/2019	100127656773	Kimberly Fleming	Create Dunning Lock
<p>Dunning Lock Reason:Off Cycle Disconnection  Start Date: 01/14/2019   End Date: 01/14/2019  fast tracked to generate new term notice  Created By: Kimberly A Fleming</p>				
12/26/2018 08:31:06	12/26/2018	100127656773	Taylor D White	Negotiation Tool - Service On
<p>Spoke with: WILLIAM J HARDING  Created By: Taylor D White  Financial Summary Option Used.  FS Reviewed Only - No Changes needed, existing FS in last 90 days.  *****  Human Services option used.  Customer's income level is ineligible for Agency Assistance.  *****  *PA Disconnection Notice (Service On):*  Does medical condition exist?: No  Willing to provide income for PCAP/Agency Asst: Yes</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$4422.00</p> <p>Offered - Pay Disconnection Amt of: \$3902.22</p> <p>Offered - Pay Past Due Amt of \$3602.40</p> <p>Offered - Pay Catch-up Amt of: \$1974.84</p> <p>*****</p> <p>Med Cert options used.</p> <p>Customer would like to use the Med Cert option to stop disconnection: Yes</p> <p>Provided Med Cert Hotline number: Yes, Script Read</p> <p>Customer requests Med Cert form faxed to their physician: No</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>S/W WILLIAM J HARDING</p> <p>NO CHARGE IN FS INCOME LEVEL D</p>				
12/26/2018 08:31:06	12/26/2018	100127656773	Taylor D White	Financial Summary Review
<p>Spoke with: WILLIAM J HARDING</p> <p>Created By: Taylor D White</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
12/08/2018 18:37:09	12/08/2018	100127656773	CS General Purpose Batch	Calculation
<p>C/A 100127656773 Contract 0026229061</p> <p>Budget amt calculated for period ending 12/06/18 = \$ 409.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4729.72</p> <p>2. Current Delta: 1922.46 - 2277.00 + 0.00 354.54-</p> <p>3. Remaining Amount: 2807.26</p> <p>4. Diff + Remain Amt: 354.54- + 2807.26 2452.72</p> <p>5. New BBP Amount: 2452.72 / 6 409.00</p> <p>* Dollar Difference: 409.00 - 437.00 28.00</p> <p>* Pct Difference: 6.41</p> <p>* System BBP Amount: 409.00</p>				
12/07/2018 18:04:00	12/07/2018	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
12/06/2018 10:28:00	12/06/2018	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
12/05/2018 15:31:07	12/05/2018		CS General Purpose Batch	Return Check Letter
12/05/2018 10:49:10	12/05/2018	100127656773	Deborah Polos	Resume Disconnection - Return Check
<p>Resume disconnection process for return payment of \$ 1974.84</p> <p>Disconnection Date: 12/17/2018</p>				
11/29/2018 07:32:05	11/29/2018	100127656773	EAILOGINWM7	Ready Pay Create
<p>No 58244715 - \$ 1974.84 - 11/29/2018 WILLIAM J HARDING</p> <p>william.harding@leidos.com</p>				
11/29/2018 07:31:42	11/29/2018	100127656773	EAILOGINWM7	Bank Details Added
<p>0002 Bank Details Added WILLIAM J HARDING william.harding@leidos.com</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
11/29/2018 07:29:39	11/29/2018	100127656773	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/29/2018 07:28:59	11/29/2018	100127656773	EAILOGINWM7	Change Profile
WILLIAM J HARDING william.harding@leidos.com Changed Password From Forgot Password				
11/29/2018 07:28:18	11/29/2018	100127656773	EAILOGINWM7	Forgot Password Email Sent
WILLIAM J HARDING william.harding@leidos.com Requested Forgot Password link				
11/27/2018 18:04:00	11/27/2018	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/26/2018 09:37:00	11/26/2018	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/13/2018 08:06:30	11/13/2018	100127656773	C54698	Utility Report Issued
Spoke with: WILLIAM J HARDING Created By: Chelsea C Collins Dispute Rights Dunning lock created - Lock date: 11/25/2018 Company Position: Offered all options  Customer Position: Customer not able to pay today				
11/13/2018 08:04:16	11/13/2018	100127656773	C54698	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Chelsea C Collins Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Disconnection Amt of: \$3902.22 Offered - Pay Acct Balance of: \$3593.44 Offered - Pay Past Due Amt of \$2780.39 Offered - Pay Catch-up Amt of: \$1974.84 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Termination Date(on or after)=> 11/26/2018 Customer can make a payment for the catch up amount 1974.84 on Friday				
11/13/2018 08:04:16	11/13/2018	100127656773	C54698	Financial Summary Review
Spoke with: WILLIAM J HARDING				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Chelsea C Collins BP Fed and Reg Inc Levels updated.				
11/06/2018 09:11:00	11/06/2018	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/29/2018 22:49:27	10/29/2018	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
09/10/2018 18:45:26	09/10/2018	100127656773	CS General Purpose Batch	Calculation
C/A 100127656773 Contract 0026229061 Budget amt calculated for period ending 09/09/18 = \$ 437.00 Open editor for detail  1. 12 Mth Factor Amt: 4896.30 2. Current Delta: 964.37 - 966.00 + 0.00 1.63- 3. Remaining Amount: 3931.93 4. Diff + Remain Amt: 1.63- + 3931.93 3930.30 5. New BBP Amount: 3930.30 / 9 437.00 * Dollar Difference: 437.00 - 322.00 115.00 * Pct Difference: 35.71 * System BBP Amount: 437.00				
09/06/2018 18:06:00	09/06/2018	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/05/2018 10:02:00	09/05/2018	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/28/2018 23:03:43	08/28/2018	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
08/21/2018 10:10:59	08/21/2018	100127656773	B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/21/2018   Payment Time: 10:10:01 Payment Amount: 375.00   Payment Type: Debit Vendor ID: PC   Receipt Number: 20790CEGIF				
08/06/2018 14:01:00	08/06/2018	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/28/2018 20:26:16	07/28/2018	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
07/11/2018 18:07:00	07/11/2018	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/11/2018 09:50:45	07/11/2018	100127656773	C54058	Budget Billing Plan Simulated\Created
Account set up on EPP for budget amount 322.00 Anniv Mo: June Periodic Review: Quarterly Script provided: Yes Created By: Olivia T Diamond				
07/11/2018 09:50:45	07/11/2018	100127656773	C54058	Installment Plan Created
Repay Pln: PA00   Instlm: \$ 356.00   Instlm: # 009				
07/11/2018 09:45:51	07/11/2018	100127656773	C54058	Disconnection Phone Attempt - Successful
07/11/2018 09:45:00	07/11/2018	100127656773	C54058	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Olivia T Diamond 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.				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
gave PCAP number ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$3501.47 (includes Sec Dep) Offered - Pay Disconnection Amt of: \$2614.27 (includes Sec Dep) ***** Installment Plan Option used - Level T - PA IP #2 with budget amt of \$322.00 No downpayment requested Estimated Mo Amt: 356.00 for 9 months Script Read: Yes, customer understands terms Level T - PA IP #2 with budget amt of \$322.00 + 356.00 fro 9 months adv starts when next bill bill goes out 07/12/2018 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
07/11/2018 09:45:00	07/11/2018	100127656773	C54058	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Olivia T Diamond FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
07/10/2018 09:36:00	07/10/2018	100127656773	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/30/2018 20:39:55	06/30/2018	100127656773	CS General Purpose Batch	Disconnection Notice - PA Residential
06/25/2018 11:57:55	06/25/2018	100127656773	C54589	General Inquiry/Other
S/w WILLIAM J HARDING and will call back to set up an installment plan sometime time soon. Customer was satisfied.				
06/25/2018 11:55:00	06/25/2018	100127656773	C54589	Financial Summary Review
Spoke with: WILLIAM J HARDING Created By: Tyheim S Towles BP Fed and Reg Inc Levels updated.				
06/25/2018 11:52:31	06/25/2018	100127656773	C54589	Negotiation Tool - Service On
Spoke with: WILLIAM J HARDING Created By: Tyheim S Towles Payment Options provided: Offered - Pay Acct Balance of: \$3501.47 (includes Sec Dep) Offered - Pay Past Due Amt of \$2614.27 (includes Sec Dep) ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** PA Final Wrap-up Customer was satisfied.				
06/20/2018 10:10:40	06/20/2018	100127656773	Nikki Harris	Single Bill/Invoice Generated
06/20/2018 10:10:16	06/20/2018	100127656773	Nikki Harris	Rate Maintenance
C/A - 100127656773 updated. Interest Key: PN to PR				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>C/A - 100127656773 updated. Dunn Proc: PN to 1W                      C/A - 100127656773 updated. Pay Terms: 15DY to 20DY                      C/A - 100127656773 updated. Acct Class: NRES to RESI                      C/A - 100127656773 updated. Coll Strategy: PN to PR                      WP-DIST Contract - 0026229061 updated. Dunn Proc: PN to 1W                      WP-DIST Contract - 0026229061 updated. Acct Det Id: 03 to 01                      WP-DIST Contract - 0026229061 updated. Stat Group: A3 to A1                      WP-SUPP Contract - 0026229062 updated. Dunn Proc: PN to 1W                      WP-SUPP Contract - 0026229062 updated. Acct Det Id: 03 to 01                      WP-SUPP Contract - 0026229062 updated. Stat Group: A3 to A1                      DIST Installation - 0706849963 updated. DIST Rate Code: WP-GP30SF to WP-RS10F                      DIST Installation - 0706849963 updated. DIST Billing Class: WPNR to WPRS                      DIST Installation - 0706849963 updated. DIST SIC Code: 1731 to 8800                      SUPP Installation - 0706850006 updated. SUPP SIC Code: 1731 to 8800                      per TM: CAS-WPP 340774471; Rate Change effective 06/04/2018                      Created By: Nikki S Harris</p>				
06/20/2018 10:09:18	06/20/2018	100127656773	Nikki Harris	Rate Change Adjustment
06/18/2018 12:41:24	06/18/2018	100127656773	Rose Alexander	General Inquiry/Other
<p>S/W WILLIAM J HARDING                      wants to have comercial account residential                      Customer states it was already to be switched                      Trans to commercial                      Advised of Balance 3,225.90                      Disco 2,232.38                      Customer states he will send in a pymt once this is                      straightened out</p>				
06/12/2018 09:51:03	06/12/2018	100127656773	Stacey Lake	Single Bill/Invoice Generated
06/08/2018 13:03:14	06/08/2018	100127656773	Jason Ford	General Inquiry/Other
<p>s/w: WILLIAM J HARDING                      Calling for payment arrangements.                      Confirmed that today it was determined that the acct                      should be residential. Adv customer a rebill might be                      involved. Per CNET rate change wouldn't impact charges prior                      to reporting rate issue.                      Rate issue reported on 5/4.                      Current bill runs through 5/8.                        Adv customer there is a possible change to part of most                      recent bill. If a rebill is required it may change any                      payment arrangements we setup today. Adv follow up next week                      for payment arrangements. Placed hold on acct.                      Customer will call back next week.</p>				
06/08/2018 13:03:01	06/08/2018	100127656773	Jason Ford	Create Dunning Lock
<p>Dunning Lock Reason: Billing Dispute                      Start Date: 06/08/2018   End Date: 06/15/2018                      Created By: Jason A Ford</p>				
06/08/2018 12:51:11	06/08/2018	100127656773	Stephanie D Larrick	General Inquiry
<p>WILLIAM J HARDING verf info adv he needs payment                      arrangements to stop disconnection acct 100127656773. do not</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
transfer back to amip. transferred to credit. slarrick				
06/08/2018 12:50:24	06/08/2018	100127656773	Workflow General Purpose Batch	Telememo Employee Correspondence
Rate Change < 12 Months * 06/08/2018 12:50:18 EST S. Larrick (50913) Phone (610)921-6000 500-2479 Change Rate To: residential Rate Change Effective Date: 06/04/2018 WILLIAM J HARDING verf info adv someone was out to check house to make sure it was residential. notif 13632700 adv that is residential. please correct billing to residential. slarrick Created By: Larrick,Stephanie D				
06/08/2018 11:57:19	06/08/2018	100127656773	Tiffany E King	General Inquiry
SW: WILLIAM J HARDING asked me to hold and hung up				
06/08/2018 11:55:36	06/08/2018	100127656773	INTV IVR	Account Balance Inquiry
05/24/2018 15:13:09	05/24/2018	100127656773	Frank D Carr	Create Dunning Lock
Dunning Lock Reason: Billing Dispute Start Date: 05/24/2018   End Date: 06/08/2018 question of whether this is a commercial location or residential Created By: Frank D Carr				
05/24/2018 15:11:21	05/24/2018	100127656773	Frank D Carr	Meter-Revenue Protection
05/24/2018 15:03:24	05/24/2018	100127656773	INTV IVR	Account Balance Inquiry
05/24/2018 15:00:45	05/24/2018	100127656773	Michael Sobus	Message Left-Machine
Called (202)436-2962 regarding term notice. Left voice message. Collections continue.				
05/02/2018 22:47:50	05/02/2018	100127656773	CS General Purpose Batch	Disconnection Notice - PA Non-Residential
03/31/2018 20:26:04	03/31/2018	100127656773	CS General Purpose Batch	Disconnection Notice - PA Non-Residential
03/27/2018 22:09:47	03/27/2018	100127656773	Same as ZCSBTCH - no printer	Down Pymt Not Rcvd No IP Created
Required Down Payment amt not rcvd, no IP created				
03/19/2018 11:20:52	03/19/2018	100127656773	C28032	General Inquiry/Other
sw WILLIAM HARDING UPDATED PHONE # wanted to pay \$280 card decline will cb				
03/19/2018 11:15:59	03/19/2018	100127656773	C28032	Premise Information Changed
Old Premise Phone:(717)446-4844 New Premise Phone:(202)436-2962 Created By: NCO-Cortney Clarke				
03/19/2018 11:15:59	03/19/2018		C28032	Personal Data Changed
Old BP Phone:(717)446-4844 New BP Phone:(202)436-2962 Created By: NCO-Cortney Clarke				
03/19/2018 11:11:24	03/19/2018	100127656773	Fred Salentro III	General Inquiry
sw William J Harding, set up 3 month lp with a \$280 DP that he offered transferred to Payment Credit Card to make the payment				
03/19/2018 11:10:20	03/19/2018	100127656773	Fred Salentro III	PA 3 Month Plan-Down Paymt Required
DP Date: 03/24/2018   DP Amt: 280.00   Repay Pln: PA03   Instlm: # 3				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Lock Date: 03/27/2018				
02/28/2018 15:27:16	02/28/2018	100127656773	Michael Sobus	Message Left-Other
<p>Called (717)446-4844 regarding term notice. Got voice greeting stating that this number is for the National Verizon Wireless Payment Center. Also tried calling (717)446-0410 which is listed on previous service denial contact from 11/14/17, no answer. Collections continue.</p>				
01/31/2018 23:50:40	01/31/2018	100127656773	CS General Purpose Batch	Disconnection Notice - PA Non-Residential
01/10/2018 15:31:11	01/10/2018		CS General Purpose Batch	Return Check Letter
01/02/2018 13:20:41	01/02/2018	100127656773	EAILOGINWM7	Ready Pay Create
No 51225472 - \$ 562.76 - 01/02/2018 WILLIAM J HARDING william.harding@leidos.com				
01/02/2018 13:20:18	01/02/2018	100127656773	EAILOGINWM7	Bank Details Added
0001 Bank Details Added WILLIAM J HARDING william.harding@leidos.com				
01/02/2018 13:13:21	01/02/2018	100127656773	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: william.harding@leidos.com				
01/02/2018 13:13:20	01/02/2018	100127656773	EAILOGINWM7	Register for Website
WILLIAM J HARDING william.harding@leidos.com Site Registration hardingw				
01/02/2018 13:13:20	01/02/2018	100127656773	EAILOGINWM7	Paperless Bill Enrollment
Paperless Added on Account 100127656773 -				
11/15/2017 14:40:34	11/15/2017	100127656773	Workflow General Purpose Batch	Optional Payment Programs
E-Bill Selection: Not Applicable				
11/15/2017 14:40:31	11/15/2017	100127656773	Jenna Steck	Move-In / Advised of Service Charge
<p>Move In Date: 11/17/2017  Property Owner: No  Dog moving In: No  Alternate contact phone: (717)446-4844  Customer Contact:  Reconnect Fee: 0.00  Ebill:No  Email Address: william.harding@leidos.com  Closed Active Account: No  Summary Script Read - Not Applicable  WILLIAM J HARDING mip 11/17/2017 web W001095089392 billed sd  per web req 1930045  New Move In Premise Phone Number: (717)446-4844  Advised Breakers Off: No  Bills will be mailed to: service address  Advised Security Deposit:No  Created By: Steck,Jenna L  Release BP Information  Release Load  Do not Send Shopping discounts  Release Phone Number</p>				
11/15/2017 14:37:25	11/15/2017		Jenna Steck	Move-In / Advised of Service Charge
Move In Web Request submitted by email address WILLIAM.HARDING@LEIDOS.COM				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Requested by WILLIAM J HARDING ( BP number: 0805822525 ) at (717)446-4844  Address for Move-In: 15 ACORN CIR CHAMBERSBURG PA 17202 ( Premise number: 0006991483 )  Workflow Request W001095089392  Move In for BP 0805822525 for Premise 0006991483 on 20171117</p>				
11/14/2017 17:56:42	11/14/2017		Earnest M Toothman	Move-In Self Service - Pending Deposit
<p>Move In Web Request submitted by email address WILLIAM.HARDING@LEIDOS.COM  Requested by WILLIAM J HARDING ( BP number: 0805822525 ) at (717)446-4844  Address for Move-In: 15 ACORN CIR CHAMBERSBURG PA 17202 ( Premise number: 0006991483 )  Workflow Request W001095089392  Status - Pending Deposit</p> <p>The following email was sent to the customer  Dear WILLIAM HARDING:</p> <p>Thank you for your request. In order to place electric service in your name, a security deposit of \$296.00 is required.  Please choose one of the following options:</p> <p>1. Pay the security deposit in full using the account number below.  You can pay by phone, mail or at any authorized payment agency. Unfortunately, we CANNOT process payments security deposits online. If paying by phone, you must speak to a representative.  For more information on payment options, visit <a href="http://www.firstenergycorp.com/paymentoptions">www.firstenergycorp.com/paymentoptions</a> .  Please notify us after the payment has been made.</p> <p>2. Receive a bill for the full security deposit.  The security deposit will appear on your initial bill and must be paid in full by the due date. If you would like West Penn Power to bill your deposit, reply to this email.</p> <p>If service is currently on at this location, we cannot guarantee service after 11/14/2017 if you do not contact us regarding the security deposit. Although we make every attempt to connect your service on the scheduled date, we have up to three business days to complete your request.</p> <p>If you have any questions, please reply to this email and include your request number in the "Subject" field. Or call us at 1-800-686-0021, Monday through Friday, between 8 a.m. and 6 p.m. Visit <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a> for more information.</p> <p>New Account Number: 100127656773  Service Address: 15 ACORN CIR CHAMBERSBURG PA 17202</p> <p>Sincerely,</p> <p>Customer Service</p>				
11/14/2017 17:55:41	11/14/2017		Earnest M Toothman	Service Denied!!
<p>Business Partner: 0805822525  PREMISE: 0006991483  Security deposit required for 296.00  CSR negotiated amount 296.00  Contract Account 100127656773 created.  Financial Summary created: No  Mailing Address:  620 BRUMBAUGH AVE  CHAMBERSBURG PA 17201</p>				

**Customer Contact History**

<i>Contact Date</i>	<i>Created Date</i>	<i>Contract Acct</i>	<i>Created By</i>	<i>Description</i>
				Contact Phone: (717)446-0410  W001095089392 Web Request web request // denied for sd only // email sent Created By: Toothman,Earnest M

**DETAILED STATEMENT OF ACCOUNT**

Customer Name: WILLIAM J HARDING

Account Number: 100127656773

Service Address:

15 ACORN CIR  
CHAMBERSBURG PA 17202

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
11/03/21													-1,742.85			13,737.31
11/04/21	11/03/21	KWH	4,852.922	1,849.00	29	64	Act	185.75		185.75	316.00	11/29/21		78.74	LPC	14,001.80
		KW		22.20	29											
		KVAR		1.60	29											
		BILL KW		22.20												
11/04/21														-0.75	SDINT	14,001.05
11/05/21														10.00	RCC	14,011.05
11/05/21													1,742.85			15,753.90
Payment Returned -Non Sufficient Funds																
12/06/21	12/05/21	KWH	4,954.356	4,057.00	32	127	Act	400.36		400.36	316.00	12/28/21		130.72	LPC	16,284.98
		KW		20.60	32											
		KVAR		0.80	32											
		BILL KW		20.60												
12/06/21														-0.73	SDINT	16,284.25
01/06/22	01/05/22	KWH	5,053.717	3,974.00	31	128	Act	397.31		397.31	335.00	01/31/22		156.97	LPC	16,838.53
		KW		18.60	31											
		KVAR		1.00	31											
		BILL KW		18.60												
01/06/22														-0.80	SDINT	16,837.73
02/03/22	02/02/22	KWH	5,178.188	4,979.00	28	178	Act	507.58		507.58	335.00	02/28/22		183.51	LPC	17,528.82
		KW		18.60	28											
		KVAR		1.00	28											
		BILL KW		18.60												
02/03/22														-0.68	SDINT	17,528.14
03/05/22	03/03/22	KWH	5,283.129	4,198.00	29	145	Act	428.93		428.93	335.00	03/28/22		210.04	LPC	18,167.11
		KW		20.50	29											
		KVAR		1.60	29											
		BILL KW		20.50												
03/05/22														-0.71	SDINT	18,166.40



Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
12/06/22	12/05/22	KWH	5,876.879	3,646.00	32	114	Act	466.36		466.36	340.00	12/28/22		283.98	LPC	21,794.68
		KW		18.20	32											
		KVAR		1.30	32											
		BILL KW		18.20												
12/06/22														-0.73	SDINT	21,793.95
12/29/22													-385.00			21,408.95
01/07/23	01/05/23	KWH	5,995.443	4,743.00	31	153	Act	631.23		631.23	363.00	01/30/23		289.08	LPC	22,329.26
		KW		20.80	31											
		KVAR		1.60	31											
		BILL KW		20.80												
01/07/23														-1.13	SDINT	22,328.13
01/19/23													-318.00			22,010.13
02/06/23	02/05/23	KWH	6,109.642	4,568.00	31	147	Act	613.92		613.92	363.00	02/28/23		294.52	LPC	22,918.57
		KW		19.70	31											
		KVAR		1.60	31											
		BILL KW		19.70												
02/06/23														-1.65	SDINT	22,916.92
03/07/23	03/06/23	KWH	6,195.380	3,430.00	29	118	Act	460.76		460.76	363.00	03/29/23		299.97	LPC	23,677.65
		KW		19.20	29											
		KVAR		1.30	29											
		BILL KW		19.20												
03/07/23														-1.65	SDINT	23,676.00
04/06/23	04/05/23	KWH	6,284.371	3,560.00	30	119	Act	469.84		469.84	470.00	05/01/23		305.41	LPC	24,451.25
		KW		19.40	30											
		KVAR		1.10	30											
		BILL KW		19.40												
04/06/23														-1.82	SDINT	24,449.43
05/06/23	05/04/23	KWH	6,335.861	2,060.00	29	71	Act	274.97		274.97	470.00	05/30/23				24,724.40
		KW		17.00	29											
		KVAR		1.80	29											
		BILL KW		17.00												
05/06/23														-1.65	SDINT	24,722.75
06/06/23	06/05/23	KWH	6,383.496	1,905.00	32	60	Act	256.21		256.21	470.00	06/28/23				24,978.96
		KW		15.80	32		Act									
		KVAR		3.20	32		Act									
		BILL KW		15.80												
								Bill reversed on 06/26/2023.								
06/06/23														-1.70	SDINT	24,977.26
06/26/23														1.70	REV	24,978.96
								Reversal - Interest for Security Deposit Held on the Account.								
06/26/23														-256.21	REV	24,722.75
								Reversal of 06/05/2023 bill.								

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
06/26/23	06/05/23	KWH	6,383.496	1,905.00	32	60	Act	259.18		259.18	470.00	07/18/23				24,981.93
		KW		15.80	32											
		KVAR		3.20	32											
		BILL KW		15.80												
06/26/23														-2.84	SDINT	24,979.09
07/08/23	07/06/23	KWH	6,450.896	2,696.00	31	87	Act	397.53		397.53	390.00	07/31/23				25,376.62
		KW		14.40	31											
		KVAR		2.70	31											
		BILL KW		14.40												
07/08/23														-0.74	SDINT	25,375.88
08/07/23	08/06/23	KWH	6,527.371	3,059.00	31	99	Act	450.06		450.06	390.00	08/29/23				25,825.94
		KW		17.40	31											
		KVAR		3.40	31											
		BILL KW		17.40												
08/07/23														-1.65	SDINT	25,824.29
08/08/23													-650.88			25,173.41
09/07/23	09/06/23	KWH	6,594.882	2,700.00	31	87	Act	398.10		398.10	390.00	10/02/23				25,571.51
		KW		13.40	31											
		KVAR		2.60	31											
		BILL KW		13.40												
09/07/23														-1.87	SDINT	25,569.64
09/12/23													-390.00			25,179.64
09/14/23														10.00	RCC	25,189.64
09/14/23													390.00			25,579.64
								Payment Returned -Non Sufficient Funds								
09/17/23													-140.00			25,439.64
09/18/23													-250.00			25,189.64
10/07/23	10/05/23	KWH	6,641.115	1,849.00	29	64	Act	275.21		275.21	420.00	10/30/23				25,464.85
		KW		13.90	29											
		KVAR		1.40	29											
		BILL KW		13.90												
10/07/23														-1.65	SDINT	25,463.20



Michael Harding  
15 Acorn Cir  
Chambersburg, Pa 17202

Account No. 100127656773

Medical Certificate History

<b>Display Medical Certificate History</b>								
Business Partner		805822525	WILLIAM J HARDING					
Contract Account		100127656773						
Date	Time	Activity	Start Date	End Date	Cert Date	Disc Stat	Paper Stat	Account Balance
05/03/2022	14:57:15	Maintain	05/03/2022	06/02/2022		Active	Received	18796.54
05/03/2022	14:55:00	New Entry	05/03/2022	06/02/2022		Active	No Answer	18796.54
10/19/2021	08:33:12	New Entry	10/19/2021				No Answer	15480.16
01/24/2020	07:45:38	Maintain	01/22/2020	02/21/2020		Active	Received	11193.60
01/22/2020	16:53:32	New Entry	01/22/2020				No Answer	11193.60
09/16/2019	13:35:43	New Entry	09/16/2019				No Answer	9435.72
07/19/2019	16:36:07	Maintain	07/19/2019	08/18/2019		Disc/Recon	Received	8769.90
07/19/2019	16:35:49	New Entry	07/19/2019	08/18/2019		Disc/Recon	No Answer	8769.90



Payment History

William Harding  
15 Acron Cir  
Chambersburg, PA 17202  
Account No. 100127656773

Date	Amount	Description
1/02/2018	562.76-	Electronic Check Payment - WEB
1/10/2018	562.76	Payment was returned
8/22/2018	375.00-	Electronic Check Payment - WEB
11/29/2018	1,974.84-	Electronic Check Payment - WEB
12/05/2018	1,974.84	Payment was returned
4/23/2021	500.00-	Electronic Check Payment - WEB
4/26/2021	500.00-	Electronic Check Payment - WEB
5/22/2021	500.00-	Electronic Check Payment - WEB
6/01/2021	250.00-	Electronic Check Payment - WEB
6/02/2021	920.00-	Electronic Check Payment - WEB
7/01/2021	400.00-	Electronic Check Payment - WEB
7/02/2021	1,090.00-	Electronic Check Payment - WEB
9/27/2021	1,737.45-	Electronic Check Payment - WEB
10/01/2021	1,737.45	Payment was returned
11/03/2021	1,742.85-	Electronic Check Payment - WEB
11/05/2021	1,742.85	Payment was returned
10/11/2022	326.00-	Electronic Check Payment - WEB
12/30/2022	385.00-	Electronic Check Payment - WEB
1/19/2023	318.00-	Electronic Check Payment - WEB
8/08/2023	650.88-	Electronic Check Payment - WEB
9/12/2023	390.00-	Electronic Check Payment - WEB
9/13/2023	390.00	Payment was returned
9/17/2023	140.00-	Credit Card Payment
9/18/2023	250.00-	Cash - Local Payment Agent

FIRST ENERGY  
HIERARCHY OF PAYMENT ARRANGEMENTS



Name: William Harding

Account Number: 100127656773

Address: 15 Acorn Cir  
Chambersburg, Pa 17202

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO PA	7/11/2018	\$3,195.47	\$4,000.00	Budget bill + \$355.00, beginning 8/02/2018
BCS Case No. 3740051	10/15/2019	\$10,136.65	\$2,283.33	Budget bill + \$1,697.00, beginning 12/02/2019
CO EXT PA	4/26/2021	\$17,219.83	\$13,244.40	Budget bill + \$1,434.00, beginning 6/01/2021

Remarks:

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



Assigned To

Assigned Specialist

Howlett, Charles J

Customer Information

Case Number

3740051

Account Number

100127656773

First Name

WILLIAM

Last Name

HARDING

Service Address

Address1

15 ACORN CIRCLE

Address2

Service City

CHAMBERSBURG

Service State

PA

Service Zip

17202-0

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

10/8/2019

PUC Date Prepared

10/8/2019

Received Date

10/8/2019

PUC Date Closed

10/10/2019

Case Information

Prior Case Number

3718208

Term Date

10/17/2019

Arrearage

0

Case Origin

Universal Service

Income

TELEPHONE

No

AD1-WAGES - \$983.33

Source

Business Name

AD2-WAGES - \$1300

AD3-STUD - \$0

Reason For Contact

STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82)

**Case Problem**

**Company Position**

10/07/2019 MUST PAY \$9783.06

**Related Information**

CU CANNOT PAY WHAT UT IS ASKING AT ONCE. - RELIEF SOUGHT - STAY TERM AND PAR THE CELL PHONE NUMBER (202) 436 - 2962 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS WILLIAM.J.HARDING@HUD.GOV HAS BEEN ALLOWED TO BE SHARED.

**Misc. Info.**

BDST TIME TO CALL 2:00 PM - CU WOULD PREFER EMAILED LETTER

**Hot Issue**

**PUC Investigator / Intaker**

---

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
MARIE	KENNEDY	

**Status**

Status  
Closed

**History**

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Click To Expand ▼

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◀ ▶

**Is Archived**

Customer Information

---

Case Number

3740051

Customer First Name

WILLIAM

Customer Last Name

HARDING

Account Number

100127656773

Service Address

---

Address 1

15 ACORN CIRCLE

Address 2

City

CHAMBERSBURG

Service State

PA

Zip

17202

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

10/8/2019

PUC Sent Date

10/10/2019

PUC Date Closed

10/10/2019

Case Type

Offcase

Assigned To

---

Assigned Specialist

Howlett, Charles J

Case Information

---

PUC Violation

ALLEGED

PUC Chapter

TITLE66

Section Rule

1410.1

Balance Date

10/10/2019

Head Date

10/14/2019

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
9783.06	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
414.00	9783.06	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: LEVEL 4, BUDGET 414.00 + 1697.00 = 2111.00 BEGINNING NOV 2019 DUE DATE.  
CUST SERVICE IS ON AND VERIFIED BY CO.

Has Decision Issue                      Response Time

Other Information

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Investigator First Name                      Investigator Last Name

SANDRA    YATES

Investigator Area Code                      Investigator Phone

717

Investigator Fax Area Code                      Investigator Fax

Intaker First Name                              Intaker Last Name

MARIE    KENNEDY

Status

---

Is SAP Completed                              SAP Completion Date

   10/15/2019

History

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Click To Expand ▼

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Assigned To

Assigned Specialist  
Simotas, Alexandros N  
Customer Information

Case Number  
3850770

Account Number	First Name	Last Name
100127656773	WILLIAM	HARDING
Service Address		

Address1  
15 ACORN CIR  
Address2

Service City	Service State	Service Zip
CHAMBERSBURG	PA	17202-0
Service Class	Work Phone	Home Phone

Mailing Address

Address1  
  
Address2

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

Family

Family Size	Children	Age
3	0	

Adults  
3

General

PUC Date Opened	PUC Date Prepared	Received Date
7/15/2022	7/15/2022	7/15/2022
PUC Date Closed		
9/26/2022		

Case Information

Prior Case Number	Term Date	Arrearage
0	7/18/2022	19000
Case Origin	Universal Service	Income
TELEPHONE	Yes	ADULT 1 - \$6500
Source	Business Name	ADULT 2 - \$1040
		ADULT 3 - \$0

Reason For Contact  
ON - PAR WITH DISPUTE (#63)

Case Problem

Company Position

07/13/2022 COMPANY TOLD HIM HE HAD 10 DAYS TO CALL THE PUC

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - SET UP PAYMENT ARRANGEMENT TO KEEP UTILITY ON THE CELL PHONE NUMBER (202) 436 - 2962 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS WILLIAM.J.HARDING@HUD.GOV 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	
JESSICA	BECK	

Status

Status

Closed

History

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Click To Expand ▼

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◀ ▶

Is Archived

Customer Information

---

Case Number

3850770

Customer First Name

WILLIAM

Customer Last Name

HARDING

Account Number

100127656773

Service Address

---

Address 1

15 ACORN CIR

Address 2

City

CHAMBERSBURG

Service State

PA

Zip

17202

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

7/15/2022

PUC Sent Date

9/26/2022

PUC Date Closed

9/26/2022

Case Type

Repeater

Assigned To

---

Assigned Specialist

Simotas, Alexandros N

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/26/2022

Head Date

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
20295.52	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 DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR (BCS# 3740051). THE COMPANY IS REQUESTING 19,970.27 IMMEDIATELY.

Has Decision Issue                      Response Time

Other Information

---

Investigator First Name                      Investigator Last Name

ZACHARY    MURPHY

Investigator Area Code                      Investigator Phone

717

Investigator Fax Area Code                      Investigator Fax

Intaker First Name                              Intaker Last Name

JESSICA    BECK

Status

---

Is SAP Completed                              SAP Completion Date

   9/28/2022

History

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