

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
KIMBERLY A. CURLEY, :
Complainant, : Case No.:
vs. : C-2023-3041686
METROPOLITAN EDISON COMPANY :
Respondent. :
-----*

Pages 1 through 53 TELEPHONIC HEARING
Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA 19107

Wednesday, November 15, 2023
Met, pursuant to notice, at 10:00 a.m.

BEFORE: THE HONORABLE ERANDO VERO
Administrative Law Judge

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Docket No.: C-2023-3041686
Hearing Date: November 15, 2023

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Docket No. C-2023-3041686

Kimberly A. Curley v. Metropolitan Edison Company

The Hon. Eranda Vero

Hearing Date: Wednesday, November 15, 2023 at 10:00 AM

Call-In Hearing No.: 1.866.560.8322; PIN: 36676820#

PROPOSED EXHIBITS OF MET-ED

1. Customer Contacts
2. Statement of Account
3. Payment History
4. Med Cert History
5. PAR History
6. BCS Decision No. 3649207, closed September 24, 2018 (1405c)
7. BCS Decision No. 3688753, closed December 9, 2019 (Level 1 PAR)
8. BCS Decision No. 3793170, closed July 1, 2021 (Level 1 COVID PAR)
9. BCS Decision No. 3809897, closed December 15, 2021
10. Docket No. F-2022-3030597 ID and Final Order entered September 6, 2022
11. BCS Decision No. 3845443, closed June 24, 2022 (Formal Pending)
12. BCS Decision No. 3848282, closed August 9, 2022 (1405d)
13. BCS Decision No. 3914039, closed June 13, 2023 (1405d)
14. Complaint Chart
15. Collection History

Customer: KIMBERLY A CURLEY / 803884777
 Contract Acct:
 Service Address:

Created On: 11/03/2023
 Date Range: 06/28/2021 to 11/03/2023

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description												
09/22/9999 13:58:12	09/22/2016	[REDACTED]	Zachary Reidinger	ALERT! Sensitive Account												
<p>09/22/2016- Working shared metering. Tenant called and stated there are two apartments and only one meter which is why she is concluding that this is possibly a shared meter. It appears that there are in fact 2 meters here. There was no breaker test done. I sent written to tenant adv they need to do a breaker test and verify what goes out in the other apartment. Closing dispute, will reopen upon tenants call back with the necessary information. ZVR Customer was satisfied.</p>																
07/12/9999 12:50:40	07/12/2023	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written												
<p>Received Formal PUC complaint - docket# C-2023-3041686 - cust wants a payment agreement-awalker</p>																
05/02/9999 10:56:25	05/02/2005	[REDACTED]	C0045	Utility Report Issued												
<p>Utility Report Issued ADULTS:KIMBERLY/LEVEL B s/w kimberly, issued ur, ptp 133.25(disc amt) by 05-13 at ips location adv to call back with rec# , deactivated current ip...2056 05/02/2005 COMPANY POSITION:COMPANY POSITION: CUSTOMER IS SCHEDULED FOR DISC 05/03/2005 FOR \$ 133.25 CUSTOMER IS REQUIRED TO PAY \$ 133.25 TO STOP TERMINATION. CUSTOMER IS UNABLE TO PAY BY THE TERMINATION DATE. TOOK F/S INCOME LEVEL B . NOT ELIGIBLE FOR NEW IP. GAVE PUC PHONE # AND ADVISED OF NEW TERM DATE 05/16/2005. REFERRED TO UNIVERSAL SERVICES VIA CBO. CUSTOMER POSITION: CUSTOMER IS UNABLE TO PAY THE REQUIRED AMT BY THE TERMINATION DATE. CUSTOMER POSTION:</p>																
02/24/9999 18:57:08	02/24/2006	[REDACTED]	C3107	Financial Summary Review												
<p>Fs updt'd 1 adult 36yrs old.... 3 children under 18yrs of age.... level 1</p>																
01/11/9999 12:34:14	01/11/2016	[REDACTED]	Caitlin J Hennessey	ALERT! Sensitive Account												
<p>01/11/2016 - s/w KIMBERLY CURLEY, adding password to acct. BE VERY CAREFUL WHO YOU'RE SPEAKING TO - SHE SAID EX-SISTER-IL KIMBERLY SENN USED HER SS# FOR SVC BEFORE! QUESTION: Mother's maiden name? ANSWER: NORTON</p>																
11/01/2023 17:55:57	11/01/2023	[REDACTED]	EALOGINWM7	Self-Serve Credit Interaction												
<p>Contact Person: Account Holder Offered All Options</p>																
10/30/2023 18:55:38	10/30/2023	[REDACTED]	CS General Purpose Batch	Calculation												
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 10/26/23 = \$ 119.00 Open editor for detail</p> <table border="0"> <tr> <td>1. 12 Mth Factor Amt:</td> <td>1578.75</td> </tr> <tr> <td>2. Current Delta: 739.88 - 1084.00 + 0.00</td> <td>344.12-</td> </tr> <tr> <td>3. Remaining Amount:</td> <td>1168.20</td> </tr> <tr> <td>4. Diff + Remain Amt: 344.12- + 1168.20</td> <td>824.08</td> </tr> <tr> <td>5. New BBP Amount: 824.08 / 210 x 30.4</td> <td>119.00</td> </tr> <tr> <td>* Dollar Difference: 119.00 - 262.00</td> <td>143.00</td> </tr> </table>					1. 12 Mth Factor Amt:	1578.75	2. Current Delta: 739.88 - 1084.00 + 0.00	344.12-	3. Remaining Amount:	1168.20	4. Diff + Remain Amt: 344.12- + 1168.20	824.08	5. New BBP Amount: 824.08 / 210 x 30.4	119.00	* Dollar Difference: 119.00 - 262.00	143.00
1. 12 Mth Factor Amt:	1578.75															
2. Current Delta: 739.88 - 1084.00 + 0.00	344.12-															
3. Remaining Amount:	1168.20															
4. Diff + Remain Amt: 344.12- + 1168.20	824.08															
5. New BBP Amount: 824.08 / 210 x 30.4	119.00															
* Dollar Difference: 119.00 - 262.00	143.00															

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* Pct Difference: 54.58 * System BBP Amount: 119.00				
10/26/2023 16:56:13	10/26/2023		Joseph Galan	General Inquiry
s/w KIMBERLY A CURLEY wanted to confirm Extension was on act. Adv will pay before 11/5/2023 Customer was satisfied.				
10/26/2023 13:54:23	10/26/2023		George Limberiou	Utility Report Issued
Spoke with: KIMBERLY A CURLEY Created By: George Limberiou Dispute Rights Dunning lock created - Lock date: 11/05/2023 Company Position: issued rights Customer Position: cant pay today				
10/26/2023 13:53:10	10/26/2023		George Limberiou	Financial Summary Review
Spoke with: KIMBERLY A CURLEY Created By: George Limberiou BP Refused FS				
10/26/2023 13:53:10	10/26/2023		George Limberiou	Negotiation Tool - Service On
Spoke with: KIMBERLY A CURLEY Created By: George Limberiou *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Payment Options provided: Offered - Pay Past Due Amt of \$15427.31 Offered - Pay Acct Balance of: \$15084.42 Offered - Pay Disconnection Amt of: \$159.11 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
10/26/2023 13:53:10	10/26/2023		George Limberiou	Disconnection Phone Attempt - Successful
10/25/2023 17:06:00	10/25/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/24/2023 10:02:00	10/24/2023		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
10/18/2023 19:23:15	10/18/2023		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/16/2023 22:28:25	10/16/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
10/06/2023 01:15:11	10/06/2023		CS General Purpose Batch	Confirmation of Supplier Selection - Single Bill
10/05/2023 17:34:50	10/05/2023		CS General Purpose Batch	Enrollment Request (Accepted)
08/28/2023 19:19:10	08/28/2023		CS General Purpose Batch	Calculation

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 08/27/23 = \$ 262.00 Open editor for detail 1. 12 Mth Factor Amt: 3067.89 2. Current Delta: 520.11 - 753.00 + 0.00 232.89- 3. Remaining Amount: 2547.78 4. Diff + Remain Amt: 232.89- + 2547.78 2314.89 5. New BBP Amount: 2314.89 / 269 x 30.4 262.00 * Dollar Difference: 262.00 - 251.00 11.00 * Pct Difference: 4.38 * System BBP Amount: 262.00				
07/27/2023 20:19:05	07/27/2023	[REDACTED]	Wilmarie Alduen	Correction of Billing Error
working ZI95 released implausible billed to current Satisfied Not Applicable: Reason - Manual work				
07/27/2023 20:18:21	07/27/2023	[REDACTED]	Wilmarie Alduen	Single Bill/Invoice Generated
07/27/2023 20:17:57	07/27/2023	[REDACTED]	Wilmarie Alduen	Correct Implausible
Meter Reading for Device 000000005002070900 Date 07/12/2023 Reg 001 Val Pt. 06 MR Type 01 Changed from 999,999 To 89,619 MR Type 13 By 60165				
07/24/2023 08:07:40	07/24/2023	[REDACTED]	Samantha Garner	Correction of Billing Error
Bill Certified meter needs removal read. Escalated to tech billing. Satisfied Not Applicable: Reason - Manual work				
07/10/2023 10:06:00	07/10/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/06/2023 04:31:03	07/06/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/05/2023 10:28:50	07/05/2023	[REDACTED]	EAILOGINWM7	Lights-None
06/27/2023 08:20:01	06/27/2023	[REDACTED]	Nathan A Arentz	Utility Report Issued
Spoke with: KIMBERLY A CURLEY Created By: Nathan A Arentz Dispute Rights Dunning lock created - Lock date: 07/09/2023 Company Position: Customer is not able to pay disconnection amt of: \$14021.26 by the termination date of 06/29. Offered all other options. Customer Position: Customer is not able to pay full disconnection amount of \$14021.26 by the termination date of 06/29. Customer refused all other options offered.				
06/27/2023 08:16:18	06/27/2023	[REDACTED]	Nathan A Arentz	Negotiation Tool - Service On
Spoke with: KIMBERLY A CURLEY Created By: Nathan A Arentz Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. Customer says she does not qualify for assistance and has tried already. *****				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<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: \$14412.31</p> <p>Offered - Pay Disconnection Amt of: \$14021.26</p> <p>Offered - Pay Past Due Amt of \$13887.53</p> <p>Offered - Pay Catch-up Amt of: \$13350.48</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>issued rights, adv new term date is ---> 07/10</p>				
06/27/2023 08:16:18	06/27/2023		Nathan A Arentz	Financial Summary Review
<p>Spoke with: KIMBERLY A CURLEY</p> <p>Created By: Nathan A Arentz</p> <p>Low income letter will be sent.</p>				
06/22/2023 10:02:00	06/22/2023		CS General Purpose Batch	Disconnection Phone Attempt - Successful
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>				
06/14/2023 22:28:18	06/14/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
06/14/2023 08:22:49	06/14/2023		Myeka Benjamin	Negotiation Tool - Service On
<p>Spoke with: KIMBERLY A CURLEY</p> <p>Created By: Myeka Benjamin</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$14412.31</p> <p>Offered - Pay Past Due Amt of \$13365.48</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <p>sw KIMBERLY A CURLEY / [REDACTED] / ver no active term on account/ adv PUC case# 3914039 dismissed prior arrangement that has not been satisfied</p>				
06/13/2023 19:40:12	06/13/2023		Connie Eddy	PUC/BPU Complaint-Written
<p>PER PUC DECISION: CASE 3914039</p> <p>DISMISSAL LETTER ISSUED: - CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAYMENT ARRANGEMENT (BCS# 3793170).</p>				
06/01/2023 09:30:31	06/01/2023		Connie Eddy	PUC/BPU Complaint-Written
<p>PUC case# 3914039 received on 06/01/23 regarding a PUC payment agreement request (PAR).</p>				
05/27/2023 19:17:32	05/27/2023	100121393886	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 05/25/23 = \$ 251.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3004.05</p> <p>* System BBP Amount: 251.00</p>				
05/26/2023 10:05:26	05/26/2023		Sarah Jones	Outbound Call

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
05/26/2023 03:30:17	05/26/2023		CS General Purpose Batch	DSPTRIGHTS Letter
05/25/2023 12:11:49	05/25/2023		William Coughlin	Utility Report Issued
<p>Spoke with: KIMBERLY A CURLEY Created By: William F Coughlin Dispute Rights Dunning lock created - Lock date: 06/04/2023 Company Position: discussed all payment options; unable to make payment by disconnection date; issued dispute rights; Customer Position: discussed all payment options; unable to make payment by disconnection date; issued dispute rights;</p>				
05/25/2023 12:09:32	05/25/2023		William Coughlin	Negotiation Tool - Service On
<p>Spoke with: KIMBERLY A CURLEY Created By: William F Coughlin Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w Kimberly curley; previously discussed payment options; unable to make payment by disconnection date; issued dispute rights;</p>				
05/25/2023 12:09:32	05/25/2023		William Coughlin	Financial Summary Review
<p>Spoke with: KIMBERLY A CURLEY Created By: William F Coughlin FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
05/25/2023 11:23:40	05/25/2023		Myranda Morell	ALERT! Sensitive Account
<p>NOT ELIGIBLE FOR ANOTHER MED CERT UNTIL BALANCE IS PAID TO 0 MED CERT #3 10/6/22-11/5/22 MED CERT #2 9/1/22-10/1/22 MED CERT #1 6/2/17-7/2/17 MM/CBO Satisfied Not Applicable: Reason - Send DSPRTS</p>				
05/25/2023 11:21:39	05/25/2023		Myranda Morell	Med Cert Paperwork Denied
<p>Medical Certificate Paperwork Denied ALL 3 MED CERTS USED AND BALANCE NOT PAID TO 0 MED CERT #3 10/6/22-11/5/22 MED CERT #2 9/1/22-10/1/22 MED CERT #1 6/2/17-7/2/17 MM/CBO</p>				
05/24/2023 17:00:06	05/24/2023		CS General Purpose Batch	Med Cert Received Email Communication
05/23/2023 10:05:00	05/23/2023		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/23/2023 10:00:11	05/23/2023		CS General Purpose Batch	Med Cert Confirmation Email Communication
05/23/2023 09:32:22	05/23/2023		Hien K Tran	Medical Certification Webform Request
Medical Certificate				
05/23/2023 09:28:13	05/23/2023		Hien K Tran	Disconnection Phone Attempt - Successful

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/23/2023 09:27:55	05/23/2023		Hien K Tran	Negotiation Tool - Service On
<p>Spoke with: KIMBERLY A CURLEY Created By: Hien K Tran Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. cust tried energy refs ***** *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: \$14277.27 Offered - Pay Disconnection Amt of: \$13530.55 Offered - Pay Past Due Amt of \$13365.48 Offered - Pay Catch-up Amt of: \$12713.77 ***** Med Cert options used. Provided Med Cert Webform URL: Yes, Script Read Email kcurley6942@gmail.com subscribed for email updates Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No med cert script read ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. sw KIMBERLY A CURLEY / XXXXXXXXXX cust adv there is med condition that exists, med cert option used adv cust no IP2 avail, acct on IP already. cust request extension, cannot pay anything today not until 6/2 cust adv there is med condition that exists, med cert option used</p>				
05/23/2023 09:27:55	05/23/2023		Hien K Tran	Financial Summary Review
<p>Spoke with: KIMBERLY A CURLEY Created By: Hien K Tran FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
05/15/2023 22:26:10	05/15/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
04/28/2023 07:52:15	04/28/2023		Katherine Kwasnicki	Correction of Billing Error
<p>worked Dollar Tolerance RESI +; DT is ok & released to invoice Satisfied Not Applicable: Reason - Manual work</p>				
04/13/2023 15:31:06	04/13/2023		CS General Purpose Batch	Return Check Letter
04/13/2023 10:37:04	04/13/2023		Deborah Polos	Resume Disconnection - Return Check
<p>Resume disconnection process for return payment of \$ 12875.78 Disconnection Date: 04/24/2023</p>				
04/12/2023 16:48:51	04/12/2023		Cassandra May	Negotiation Tool - Service On
<p>Spoke with: KIMBERLY A CURLEY</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Cassandra L May PA Final Wrap-up Customer was satisfied. customer wanted to do a medical certificate. I explained that we could do one but because there isn't an active termination when the doctor tries to send it back it wouldn't go on the acct because that's used to place a hold with a termination				
04/12/2023 15:30:59	04/12/2023		CS General Purpose Batch	Return Check Letter
04/12/2023 10:34:44	04/12/2023		Deborah Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 12875.78 Disconnection Date: 04/24/2023				
04/12/2023 03:30:33	04/12/2023		CS General Purpose Batch	DSPTRIGHTS Letter
04/11/2023 18:22:19	04/11/2023		Ja-Neza Gordon	General Inquiry
ghost call/ call was disconnected Satisfied Not Applicable: Reason - Send DSPRTS				
04/10/2023 16:27:14	04/10/2023		EAILOGINWM7	Ready Pay Create
No 96315768 - \$ 12875.78 - 04/10/2023 Kimcurley KCURLEY6942@GMAIL.COM				
04/10/2023 16:26:45	04/10/2023		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/08/2023 01:50:43	04/08/2023		EAILOGINWM7	Ready Pay Create
No 96270564 - \$ 12875.78 - 04/08/2023 Kimcurley KCURLEY6942@GMAIL.COM				
04/08/2023 01:48:08	04/08/2023		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/08/2023 01:46:25	04/08/2023		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/08/2023 01:33:32	04/08/2023		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/04/2023 15:44:49	04/04/2023		Kristen Riley	General Inquiry
sw KIMBERLY A CURLEY / / vai past due want to know if sh qualifies for pcap sent to credit Customer was transferd .				
04/04/2023 15:07:28	04/04/2023		INTV IVR	Account Balance Inquiry
03/28/2023 16:47:55	03/28/2023		Stephen LeCloux	Utility Report Issued
Spoke with: KIMBERLY A CURLEY Created By: Stephen J LeCloux Dispute Rights Dunning lock created - Lock date: 04/09/2023 Company Position: customer cannot pay - issued dispute rights - adv customer new term date is 04/10/2023 Customer Position: customer cannot pay - issued dispute rights - adv customer new term date is 04/10/2023				
03/28/2023 16:44:18	03/28/2023		Stephen LeCloux	Financial Summary Review
Spoke with: KIMBERLY A CURLEY Created By: Stephen J LeCloux FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
03/28/2023 16:43:46	03/28/2023		Stephen LeCloux	Negotiation Tool - Service On
Spoke with: KIMBERLY A CURLEY Created By: Stephen J LeCloux				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>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 adv customer they have exceeded maximum number of med certs allowed ***** 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. gave customer pcap number and information - adv customer to contact pcap ***** *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: \$13499.85 Offered - Pay Disconnection Amt of: \$12875.78 Offered - Pay Past Due Amt of \$7434.77 Offered - Pay Catch-up Amt of: \$6949.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w: KIMBERLY A CURLEY [REDACTED] VAI - account is on eBill - adv customer term notice date is 04/03/2023 for 12875.78 - adv customer they have exceeded maximum number of med certs allowed - gave customer pcap number and information - adv customer to contact pcap - customer cannot pay - issued dispute rights - adv customer new term date is 04/10/2023</p>
03/27/2023 10:06:00	03/27/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/21/2023 16:33:08	03/21/2023	[REDACTED]	Cassi Ailstock	Disconnection Phone Attempt - Successful
03/21/2023 16:32:27	03/21/2023	[REDACTED]	Cassi Ailstock	Negotiation Tool - Service On
				<p>Spoke with: KIMBERLY A CURLEY Created By: Cassi L Ailstock Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. provided contact info for DEF and LIHEAP ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes 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: \$13499.85 Offered - Pay Disconnection Amt of: \$12875.78 Offered - Pay Catch-up Amt of: \$6949.00 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
03/21/2023 16:32:27	03/21/2023		Cassi Ailstock	Financial Summary Review
Spoke with: KIMBERLY A CURLEY Created By: Cassi L Ailstock Low income letter will be sent.				
03/18/2023 20:14:06	03/18/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
03/13/2023 19:30:43	03/13/2023		EAILOGINWM7	Ready Pay Create
No 95643410 - \$ 50.00 - 03/13/2023 Kimcurley KCURLEY6942@GMAIL.COM				
02/28/2023 10:14:00	02/28/2023		CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/27/2023 19:24:54	02/27/2023		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 02/26/23 = \$ 300.00 Open editor for detail 1. 12 Mth Factor Amt: 2924.89 2. Current Delta: 2312.30 - 2028.00 + 0.00 284.30 3. Remaining Amount: 612.59 4. Diff + Remain Amt: 284.30 + 612.59 896.89 5. New BBP Amount: 896.89 / 91 x 30.4 300.00 * Dollar Difference: 300.00 - 238.00 62.00 * Pct Difference: 26.05 * System BBP Amount: 300.00				
02/17/2023 13:55:24	02/17/2023		Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
02/14/2023 22:22:44	02/14/2023		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/01/2023 22:49:40	02/01/2023		EAILOGINWM7	Ready Pay Create
No 94609807 - \$ 40.04 - 02/03/2023 Kimcurley KCURLEY6942@GMAIL.COM				
01/31/2023 22:29:34	01/31/2023		Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.				
01/25/2023 13:33:56	01/25/2023		Brittany Frankenberry	Provide Program Information
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 18:24:41	01/24/2023		Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/24/2023 07:52:15	02/04/2023		Kara Sabbath	External Collection Agency
Recalled from External Collection Agency - T - Placement Time Expired				
01/05/2023 20:13:36	01/05/2023		EAILOGINWM7	Ready Pay Create
No 93970433 - \$ 40.00 - 01/05/2023 Kimcurley KCURLEY6942@GMAIL.COM				
12/29/2022 15:53:48	12/29/2022		EAILOGINWM7	Ready Pay Create
No 93775808 - \$ 50.00 - 01/03/2023 Kimcurley KCURLEY6942@GMAIL.COM				
11/28/2022 18:54:17	11/28/2022		CS General Purpose Batch	Calculation

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>C/A ██████████ Contract ██████████</p> <p>Budget amt calculated for period ending 11/27/22 = \$ 238.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2738.09</p> <p>2. Current Delta: 951.42 - 1314.00 + 0.00 362.58-</p> <p>3. Remaining Amount: 1786.67</p> <p>4. Diff + Remain Amt: 362.58- + 1786.67 1424.09</p> <p>5. New BBP Amount: 1424.09 / 182 x 30.4 238.00</p> <p>* Dollar Difference: 238.00 - 224.00 14.00</p> <p>* Pct Difference: 6.25</p> <p>* System BBP Amount: 238.00</p>				
11/22/2022 16:58:54	11/22/2022	██████████	Margaret Tano	Negotiation Tool - Service On
<p>Spoke with: KIMBERLY A CURLEY</p> <p>Created By: Margaret T Tano</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$11708.33</p> <p>Offered - Pay Past Due Amt of \$5720.08</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <p>adv cust of no active disconnection notice</p>				
11/15/2022 23:16:21	11/15/2022	██████████	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder</p> <p>Offered All Options</p>				
11/15/2022 22:32:51	11/15/2022	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
10/07/2022 12:04:45	10/07/2022	██████████	Cierra Caul	Med Cert Paperwork Received
<p>Medical Certificate Paperwork Received 10-6-22 to 11-5-22</p> <p>received signed med cert#3 med cert#2 9-1-22 med cert#1</p> <p>6-2-2017 for sara eagle from erin bastidas do cbo/cc</p> <p>called phone number (484)945-3922</p> <p>no answer, left vm:</p> <p>**This is a courtesy follow up call from FirstEnergy to let you know that your doctor/medical professional has contacted us with the information that you requested. Your account has been noted and a hold has been placed. cbo/cc</p>				
10/06/2022 15:31:07	10/06/2022	██████████	CS General Purpose Batch	Return Check Letter
10/05/2022 18:07:10	10/05/2022	██████████	Anne Montgomery	General Inquiry/Other
<p>sw kimberly curley-adv cust we dont have any other options</p> <p>to offer-exceeded ip & already used dp rights</p> <p>Customer was satisfied.</p>				
10/05/2022 18:05:31	10/05/2022	██████████	Anne Montgomery	Medical Certification Webform Request
<p>Medical Certificate</p>				
10/05/2022 18:02:31	10/05/2022	██████████	Anne Montgomery	Financial Summary Review
<p>Spoke with: KIMBERLY A CURLEY</p> <p>Created By: Anne Marie Montgomery</p> <p>BP Refused FS</p>				
10/05/2022 18:02:18	10/05/2022	██████████	Anne Montgomery	Negotiation Tool - Service On

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Spoke with: KIMBERLY A CURLEY Created By: Anne Marie Montgomery Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Payment Options provided: Offered - Pay Acct Balance of: \$11554.17 Offered - Pay Disconnection Amt of: \$10978.05 Offered - Pay Past Due Amt of \$4881.48 Offered - Pay Catch-up Amt of: \$4161.48 ***** Med Cert options used. Provided Med Cert Webform URL: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. cust sat</p>				
10/05/2022 18:01:17	10/05/2022		Robert Gallo	General Inquiry
Satisfied Not Applicable: Reason - Call Transferred				
10/05/2022 18:00:52	10/05/2022		Robert Gallo	General Inquiry
sw kimberly curley, wanting info for med cert xfer to credit call xferred, no pa sat				
10/05/2022 17:58:33	10/05/2022		INTV IVR	Account Balance Inquiry
IVR_BillAnI) FACTR_CT=4 ARREARS_MSG = "Y" IP_MSG = "Y" BDGT_ CHG = Q 10.00 > 0 = Y USE_CHG = BILL_FACTOR_KW > 0 N -336 F ACTR_PL=4				
10/05/2022 17:56:32	10/05/2022		INTV IVR	Account Balance Inquiry
10/04/2022 17:02:00	10/04/2022		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/03/2022 19:15:05	10/03/2022		EAILOGINWM7	Ready Pay Create
No 91618031 - \$ 25.00 - 10/03/2022 Kimcurley KCURLEY6942@GMAIL.COM				
10/03/2022 10:01:00	10/03/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/07/2022 07:30:10	09/07/2022		Charles Howlett	PUC/BPU Complaint-Written
<p>PA formal F-2022-3030597 complaint denied. Final order: 1) That the Complaint of Kimberly Curley against Metropolitan 2) Edison Company at Docket No. F-2022-3030597 is denied.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
That Docket No. F-2022-3030597 be marked closed. Satisfied Not Applicable: Reason - Manual work				
09/02/2022 16:14:27	09/02/2022		Lori Klapp	General Inquiry
s/w KIMBERLY A CURLEY relayed med cert received. Customer was satisfied.				
09/01/2022 16:37:27	09/01/2022		Patrick Rowan	Med Cert Paperwork Received
Medical Certificate Paperwork Received 9/1/2022-10/1/2022 received signed #2 med cert from DR. Erin Bastidas for Sara Eagle called cust got voicemail adv information has been received pjr/cbo				
09/01/2022 10:09:46	09/01/2022		Amber McElwain	Financial Summary Review
Spoke with: KIMBERLY A CURLEY Created By: Amber N McElwain FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/01/2022 10:09:16	09/01/2022		Amber McElwain	Medical Certification Webform Request
Medical Certificate				
09/01/2022 10:09:16	09/01/2022		Amber McElwain	Negotiation Tool - Service On
<p>Spoke with: KIMBERLY A CURLEY Created By: Amber N McElwain Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: No Provided Med Cert Webform URL: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No *****</p> <p>Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$11377.53 Offered - Pay Disconnection Amt of: \$11003.05 Offered - Pay Past Due Amt of \$4546.48 Offered - Pay Catch-up Amt of: \$4186.48 *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Med Cert Requested: Unique ID: 000630312510</p>				
08/31/2022 07:19:25	08/31/2022		EAILOGINWM7	Deregulation Information Release Updated
Request received at: 07:19:25 - Restrict BP Information				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Restrict Load				
08/31/2022 07:18:53	08/31/2022		EAILOGINWM7	Premise Information Changed
Request received at: 07:18:53 - New Heat Source E (Electric) Changed from: (Unknown)				
08/30/2022 18:48:47	08/30/2022		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 08/29/22 = \$ 224.00 Open editor for detail 1. 12 Mth Factor Amt: 2652.22 2. Current Delta: 456.27 - 642.00 + 0.00 185.73- 3. Remaining Amount: 2195.95 4. Diff + Remain Amt: 185.73- + 2195.95 2010.22 5. New BBP Amount: 2010.22 / 273 x 30.4 224.00 * Dollar Difference: 224.00 - 214.00 10.00 * Pct Difference: 4.67 * System BBP Amount: 224.00				
08/25/2022 13:58:39	08/25/2022		Shawntel Bowden	Utility Report Issued
Spoke with: KIMBERLY A CURLEY Created By: Shawntel J Bowden Dispute Rights Dunning lock created - Lock date: 09/05/2022 Company Position: provided all options Customer Position: cust cant pay				
08/25/2022 13:55:06	08/25/2022		Shawntel Bowden	Financial Summary Review
Spoke with: KIMBERLY A CURLEY Created By: Shawntel J Bowden FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
08/25/2022 13:54:48	08/25/2022		Shawntel Bowden	Negotiation Tool - Service On
Spoke with: KIMBERLY A CURLEY Created By: Shawntel J Bowden Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No provided info ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. offered assistance programs ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes *****				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Options provided: Offered - Pay Acct Balance of: \$11217.05 Offered - Pay Disconnection Amt of: \$11003.05 Offered - Pay Past Due Amt of \$4546.48 Offered - Pay Catch-up Amt of: \$4186.48 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes calling for applied for liheap waiting on them. chekking options. adv on ip no resets. Termination Date(on or after)=> 09/06/2022.				
08/25/2022 12:17:18	08/25/2022	[REDACTED]	Victoria Price	General Inquiry
KIMBERLY A CURLEY vai [REDACTED] received shut off notice , she called puc who said to try to get new pay agreement, she also has applied for liheap transf to cred for assist, Satisfied Not Applicable: Reason - Call Transferred				
08/24/2022 10:03:00	08/24/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/19/2022 14:26:24	08/19/2022	[REDACTED]	Natasha Neal	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/16/2022 22:29:19	08/16/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
08/16/2022 11:05:40	08/16/2022	[REDACTED]	Heidi Dautrich	Create Dunning Lock
Dunning Lock Reason:Off Cycle Disconnection Start Date: 08/16/2022 End Date: 08/16/2022 puc comp dismissed fast tracking to generate new term notice Created By: Heidi A Dautrich				
08/10/2022 07:38:09	08/10/2022	[REDACTED]	Cheryl Fick	PUC/BPU Complaint-Written
Case #3848282 - DISMISSED DUE TO 1405(D) / cdf				
07/01/2022 11:41:00	07/02/2022	[REDACTED]	Barbara Lafontaine	PUC/BPU Complaint-Written
PUC case# 3848282 received on 07/01/22 regarding a PUC payment agreement request (PAR). B. LaFontaine, Compliance				
07/01/2022 10:23:09	07/01/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
06/29/2022 17:17:06	06/29/2022	[REDACTED]	Kimberly L Waggamon	General Inquiry
s/w KIMBERLY A CURLEY needing last 4 months of bill to her and to this email address nclark@boyertownareamultiservice.org.pa sat Customer was satisfied.				
06/29/2022 17:03:00	06/29/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/29/2022 16:30:33	06/29/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
06/28/2022 16:20:44	06/28/2022	[REDACTED]	Elizabeth Cottrill	General Inquiry
s/ w KIMBERLY A CURLEY needing to have last 3 bills emailed to dkisch@boyertownareamultiservice.org emailed oer req Customer was satisfied.				
06/28/2022 15:02:39	06/28/2022	[REDACTED]	INTV IVR	Account Balance Inquiry

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/28/2022 10:05:00	06/28/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/28/2022 07:07:51	06/28/2022		Tammy Lash	PUC/BPU Complaint-Written
Case 3845443 - DISMISSED - tlash/compliance				
06/21/2022 08:05:53	06/21/2022		Tammy Lash	PUC/BPU Complaint-Written
PUC case 3845443 received 6/17/2022 regarding a PUC par request. tlash/compliance				
06/20/2022 22:27:19	06/20/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
06/17/2022 14:17:23	06/17/2022		INTV IVR	Account Balance Inquiry
06/16/2022 14:28:00	06/16/2022		Dessica Nestor	Disconnection Phone Attempt - Successful
06/16/2022 14:27:39	06/16/2022		Dessica Nestor	Negotiation Tool - Service On
<p>Spoke with: KIMBERLY A CURLEY Created By: Dessica Nestor 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. DEF/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 Acct Balance of: \$10921.26 Offered - Pay Past Due Amt of \$3332.77 Offered - Pay Disconnection Amt of: \$207.00 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.</p>				
06/16/2022 14:27:39	06/16/2022		Dessica Nestor	Financial Summary Review
<p>Spoke with: KIMBERLY A CURLEY Created By: Dessica Nestor FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
06/16/2022 14:04:56	06/16/2022		INTV IVR	Account Balance Inquiry
06/16/2022 13:00:05	06/16/2022		Alex Taylor	General Inquiry
<p>s/w Kimberly Curley VAI wanted to see if we have had anything from liheap, xfer to credit Satisfied Not Applicable: Reason - Call Transferred</p>				
06/16/2022 12:04:29	06/16/2022		INTV IVR	Account Balance Inquiry
06/16/2022 10:02:00	06/16/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/15/2022 17:11:27	06/15/2022		INTV IVR	Account Balance Inquiry
06/15/2022 15:44:35	06/10/2022		Joanna Vazquez	Medical Certificate
Medical Certificate				
06/15/2022 03:00:40	06/15/2022		EAILOGINWM7	Self-Serve Credit Interaction

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Contact Person: Account Holder Offered All Options				
06/10/2022 15:42:08	06/10/2022		Joanna Vazquez	Financial Summary Review
Spoke with: KIMBERLY A CURLEY Created By: Joanna Vazquez Low income letter will be sent.				
06/10/2022 15:40:38	06/10/2022		Joanna Vazquez	Negotiation Tool - Service On
Spoke with: KIMBERLY A CURLEY Created By: Joanna Vazquez Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. Low income letter will be sent. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$10921.26 Offered - Pay Past Due Amt of \$3332.77 Offered - Pay Disconnection Amt of: \$207.00 ***** 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:KIMBERLY Patient Last Name:CURLEY Relationship to BP:Business Partner S/W KIMBERLY A CURLEY called in about her shut off notice. She just submitted Liheap application. I adv 3 day hold				
06/10/2022 15:40:38	06/10/2022		Joanna Vazquez	Medical Certification Webform Request
Medical Certificate				
06/10/2022 15:08:38	06/10/2022		INTV IVR	Account Balance Inquiry
06/09/2022 16:53:54	06/09/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/09/2022 16:04:48	06/09/2022		INTV IVR	Account Balance Inquiry
06/08/2022 08:52:25	06/08/2022		Cecilia Salas	Street Light-Other
DR 351477674 street light pole 58965-37124 replaced bulb 100 sod. DJM 8/8 Satisfied Not Applicable: Reason - Manual work				
05/31/2022 14:55:17	05/31/2022		EAILOGINWM7	Lights-Partial
05/31/2022 14:55:16	05/31/2022		B2BEAILOGIN	Contact Added to Alert Preferences

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Alert Contact Added: (484)945-3922				
05/31/2022 08:16:11	05/31/2022		Beth Witt	Utility Report Issued
<p>Spoke with: KIMBERLY A CURLEY Created By: Beth A Witt Dispute Rights Dunning lock created - Lock date: 06/12/2022 Company Position: customer must pay disconnection amount Customer Position: customer cannot pay</p>				
05/31/2022 08:14:42	05/31/2022		Beth Witt	Review of Est ReEnroll Amts
<p>C/A [REDACTED] Estimated Re-enrollment amounts displayed Open editor for details.</p> <p>Not eligible for Retroactive credits - past 12 month period</p> <p>Account Balance = 10921.26 Deferred Arrears = 835.37 Retroactive CAP credits = 0.00 Retroactive Arrears credits = 0.00 Security Deposit = 0.00 Estimated Amount Due = 10085.89</p> <p>The amounts are calculated for that given moment as if the customer was enrolling at that time. When the actual ReEnrollment occurs, the amounts are subject to change based on changes to the account balance or meeting eligibility requirements at that time.</p>				
05/31/2022 08:13:57	05/31/2022		Beth Witt	Financial Summary Review
<p>Spoke with: KIMBERLY A CURLEY Created By: Beth A Witt Low income letter will be sent.</p>				
05/31/2022 08:12:43	05/31/2022		Beth Witt	Negotiation Tool - Service On
<p>Spoke with: KIMBERLY A CURLEY Created By: Beth A Witt 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 *****</p> <p>Financial Summary Option Used. Low income letter will be sent. *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. PCAP and LIHEAP numbers given *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided:</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Acct Balance of: \$10921.26 Offered - Pay Past Due Amt of \$3332.77 Offered - Pay Disconnection Amt of: \$207.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Customer to use Med Cert Option: No				
05/31/2022 08:04:13	05/31/2022		INTV IVR	Account Balance Inquiry
05/29/2022 22:21:48	05/29/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/28/2022 18:39:01	05/28/2022		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 05/26/22 = \$ 214.00 Open editor for detail 1. 12 Mth Factor Amt: 2569.71 * System BBP Amount: 214.00				
05/25/2022 17:03:00	05/25/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/25/2022 13:27:07	04/25/2022		Amber Moore	General Inquiry/Other
This account is part of the PA email collection pilot of April/May 2022. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process and do not include standard dunning language. See communication from Change Agent Council for more detail.				
05/24/2022 10:03:00	05/24/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/23/2022 11:56:31	05/23/2022		Shawn Blackwell	Street Light - On/Off Lights
Reported By: Mr. Siesholtz Reported By Phone: (610)367-2234 Script Read: Yes Notification Instructions: Pole is located on E 4th St, located between N Chestnut and N Washington, NW of Railroad bridge, north of 125 E Philadelphia Ave, B oyertown PA 19512 on google maps, 40.333133, -75.634536, customer states that a pole fire happened there around 4 years ago, light goes on and off and customer states is interfering with equipment on property at 106 N Chestnut ST Customer was satisfied. Created By: Shawn Blackwell				
05/16/2022 22:27:06	05/16/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
05/02/2022 09:18:59	05/02/2022		B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/02/2022 Payment Time: 09:18:59 Payment Amount: 209.00 Payment Type: Credit Vendor ID: CT Receipt Number: 14020013050222				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
05/02/2022 09:18:14	05/02/2022		EAILOGINWM7	Self-Serve Credit Interaction																
Contact Person: Account Holder Offered All Options																				
05/02/2022 07:46:04	05/02/2022		EAILOGINWM7	Self-Serve Credit Interaction																
Contact Person: Account Holder Offered All Options																				
05/01/2022 18:22:43	05/01/2022		EAILOGINWM7	Self-Serve Credit Interaction																
Contact Person: Account Holder Offered All Options																				
04/30/2022 20:51:58	04/30/2022		EAILOGINWM7	Self-Serve Credit Interaction																
Contact Person: Account Holder Offered All Options																				
04/29/2022 15:59:16	04/29/2022		Margaret Helmick	Supervisor Call																
S/W KIMBERLY A CURLEY, rep was not able to transfer call obtained ph# (484) 945-3922 and completed call back @ 3:56PM. States she is going to make pmt on Monday. Advised I could not take a post dated CC card. Stated she will make some type of pmt on Monday morning. States the PUC told her it could take 90 days for decision. Advised we have no communication from them at this time. Satisfied Not Applicable: Reason - Don't send DSPRTS																				
04/29/2022 15:55:59	04/29/2022		Anne M Montgomery	General Inquiry																
SW KIMBERLY A CURLEY-CANNOT MAKE PAYMENT BY 5/2 -ESCALATED CALL Customer was satisfied.																				
04/29/2022 15:55:14	04/29/2022		Anne M Montgomery	General Inquiry																
Customer was satisfied.																				
04/26/2022 22:55:03	04/26/2022		EAILOGINWM7	Self-Serve Credit Interaction																
Contact Person: Account Holder Offered All Options																				
04/25/2022 10:02:00	04/25/2022		CS General Purpose Batch	Disconnection Phone Attempt - Successful																
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed																				
04/16/2022 20:13:59	04/16/2022		CS General Purpose Batch	Disconnection Notice - PA Residential																
02/26/2022 18:46:11	02/26/2022		CS General Purpose Batch	Calculation																
C/A Contract Budget amt calculated for period ending 02/24/22 = \$ 208.00 Open editor for detail <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">2455.81</td> </tr> <tr> <td>2. Current Delta: 1957.12 - 1806.00 + 0.00</td> <td style="text-align: right;">151.12</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">498.69</td> </tr> <tr> <td>4. Diff + Remain Amt: 151.12 + 498.69</td> <td style="text-align: right;">649.81</td> </tr> <tr> <td>5. New BBP Amount: 649.81 / 91 x 30.4</td> <td style="text-align: right;">217.00</td> </tr> <tr> <td>* Dollar Difference: 217.00 - 208.00</td> <td style="text-align: right;">9.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">4.33</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">208.00</td> </tr> </table>					1. 12 Mth Factor Amt:	2455.81	2. Current Delta: 1957.12 - 1806.00 + 0.00	151.12	3. Remaining Amount:	498.69	4. Diff + Remain Amt: 151.12 + 498.69	649.81	5. New BBP Amount: 649.81 / 91 x 30.4	217.00	* Dollar Difference: 217.00 - 208.00	9.00	* Pct Difference:	4.33	* System BBP Amount:	208.00
1. 12 Mth Factor Amt:	2455.81																			
2. Current Delta: 1957.12 - 1806.00 + 0.00	151.12																			
3. Remaining Amount:	498.69																			
4. Diff + Remain Amt: 151.12 + 498.69	649.81																			
5. New BBP Amount: 649.81 / 91 x 30.4	217.00																			
* Dollar Difference: 217.00 - 208.00	9.00																			
* Pct Difference:	4.33																			
* System BBP Amount:	208.00																			
01/28/2022 12:28:36	01/28/2022		Charles Howlett	PUC/BPU Complaint-Written																
PA formal complaint F-2022-3030597 received regarding payment arrangements. C Howlett/Compliance																				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
12/31/2021 16:10:21	04/22/2021		Christina Russell	General Inquiry/Other
<p>PREPARED TO GO TO 60/24/12 MONTHS BASED ON PUC DIRECTIVES, AND COMPANY ACCEPTED FULL TEMS OF THE ORDER</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
12/16/2021 06:39:02	12/16/2021		Cheryl Fick	PUC/BPU Complaint-Written
<p>Case #3809897 - DECISION ISSUED—CASE DISMISSED. COMPANY HAS NOT RECEIVED THE \$343.00 PAYMENT IN QUESTION. THE LAST VALID PAYMENT WAS RECEIVED ON 4/3/2020 FOR \$100.00. / cdf</p>				
11/30/2021 08:04:33	11/01/2021		Kristen Delle Donne	General Inquiry/Other
<p>This account is part of the PA email collection pilot of Nov 2021. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process and do not include standard dunning language. See communication from Change Agent Council for more detail.</p>				
11/27/2021 18:49:12	11/27/2021		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 11/25/21 = \$ 208.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2435.98</p> <p>2. Current Delta: 783.04 - 1182.00 + 0.00 398.96-</p> <p>3. Remaining Amount: 1652.94</p> <p>4. Diff + Remain Amt: 398.96- + 1652.94 1253.98</p> <p>5. New BBP Amount: 1253.98 / 183 x 30.4 208.00</p> <p>* Dollar Difference: 208.00 - 197.00 11.00</p> <p>* Pct Difference: 5.58</p> <p>* System BBP Amount: 208.00</p>				
10/25/2021 14:39:41	10/25/2021		Samantha Geist	PUC/BPU Complaint-Written
<p>PUC Case 3809897 received 10/25/2021 regarding billing/payment dispute.</p>				
10/25/2021 08:37:54	10/25/2021		Russell Riggs-Marshek	Negotiation Tool - Service On
<p>Spoke with: KIMBERLY A CURLEY</p> <p>Created By: Russell A Riggs-Marshek</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>S/W TENESSA A CLEMENT adv already in touch with 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: \$8993.77</p> <p>Offered - Pay Disconnection Amt of: \$8680.54</p> <p>Offered - Pay Past Due Amt of \$1029.00</p> <p>Offered - Pay Catch-up Amt of: \$343.00</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. S/W TENESSA A CLEMENT adv has mailed \$343.00 adv have not received adv speaking with LIHEAP for assistance puc case as well cant place hold on account until they reach out to us case number 3809897.				
10/25/2021 08:37:54	10/25/2021		Russell Riggs-Marshek	Financial Summary Review
Spoke with: KIMBERLY A CURLEY Created By: Russell A Riggs-Marshek FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/25/2021 08:28:02	10/25/2021		INTV IVR	Account Balance Inquiry
10/24/2021 19:47:50	10/24/2021		EAILOGINWM7	Self-Serve Credit Interaction
Med Cert Inquiry - Advised to Call Collections Center				
10/24/2021 17:37:14	10/24/2021		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/24/2021 16:11:25	10/24/2021		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/24/2021 16:07:02	10/24/2021		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/14/2021 10:05:00	10/14/2021		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/13/2021 22:18:59	10/13/2021		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/13/2021 15:31:05	10/13/2021		CS General Purpose Batch	Return Check Letter
10/13/2021 12:06:53	10/13/2021		Deborah Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 343.00 Disconnection Date: 10/25/2021				
10/11/2021 14:49:48	10/11/2021		Jordane Brzuzy-Hill	General Inquiry
s/w: KIMBERLY A CURLEY. ADV SHOWING A MED CERT WAS FAXED, NOT RECIEVED BACK YET.. Dr. Saunders/Physician Fax:(610)323-7060.. ADV THE TERM NOTICE HAD A MIN PAYMENT REQUIRED OF \$343.. ADV SHOWING THE PAYMENT IS PENDING, THE PAYMENT WILL STOP THE TERM.. ADV NOT NECESSARY TO USE MED CERT WITH PENDING PAY,ENT.. ONLY VALID FOR 30 DAYS AND LIMITED.. Customer was satisfied.				
10/11/2021 14:29:17	10/11/2021		EAILOGINWM7	Ready Pay Create
No 82702300 - \$ 343.00 - 10/11/2021 Kimcurley KCURLEY6942@GMAIL.COM				
10/11/2021 14:27:50	10/11/2021		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/10/2021 17:08:34	10/10/2021		EAILOGINWM7	Self-Serve Credit Interaction
Med Cert Inquiry - Advised to Call Collections Center Contact Person: Account Holder				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered All Options				
10/07/2021 16:03:42	10/07/2021		Faith Fletcher	General Inquiry
sw KIMBERLY A CURLEY / [REDACTED] /via/ inquired if med cert recvd reviewed ca summary Margaret or Dr. Saunders/Physician Fax:(610)323-7060 not recvd extended until 10/12/21 Customer was satisfied.				
10/07/2021 10:03:00	10/07/2021		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/07/2021 00:43:46	10/07/2021		EAILOGINWM7	Change Profile
Kimcurley KCURLEY6942@GMAIL.COM Changed Password From Unlock Password				
10/07/2021 00:42:26	10/07/2021		EAILOGINWM7	Unlock Login Email Sent
Kimcurley KCURLEY6942@GMAIL.COM Requested Unlock Password link				
10/06/2021 16:10:47	10/01/2021		C68795	Medical Certificate
Medical Certificate				
10/01/2021 18:09:31	10/01/2021		C68795	Financial Summary Review
Spoke with: KIMBERLY A CURLEY Created By: MEGAN N WILSON FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/01/2021 16:09:15	10/01/2021		C68795	Negotiation Tool - Service On
Spoke with: KIMBERLY A CURLEY Created By: MEGAN N WILSON 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: Yes, Script Read Physician Name:Margaret or Dr. Saunders Physician Fax:(610)323-7060 ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** 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:kimberly Patient Last Name:curley Relationship to BP:Business Partner sw Kimberly curley needed med cert faxed to Margaret or dr saunders at 610-232-7060				
09/22/2021 16:00:14	09/22/2021		C68613	Utility Report Issued
Spoke with: KIMBERLY A CURLEY				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: MARIAH J JOLLIFFE Dispute Rights Dunning lock created - Lock date: 10/03/2021 Company Position: Termination Date(on or after)=> 10/04/2021 / OFFERED ALL OPTIONS / ADV ALREADY ON LONG TERM IP Customer Position: CUST STATES CAN MAKE PAYMNT OF CATCH UP AMT 10/4				
09/22/2021 15:56:41	09/22/2021		C68613	Disconnection Phone Attempt - Successful
09/22/2021 15:56:04	09/22/2021		C68613	Financial Summary Review
Spoke with: KIMBERLY A CURLEY Created By: MARIAH J JOLLIFFE Low income letter will be sent.				
09/22/2021 15:54:58	09/22/2021		C68613	Negotiation Tool - Service On
Spoke with: KIMBERLY A CURLEY Created By: MARIAH J JOLLIFFE 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. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. PROV PCAP # ***** *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: \$8877.54 Offered - Pay Disconnection Amt of: \$8680.54 Offered - Pay Past Due Amt of \$686.00 Offered - Pay Catch-up Amt of: \$343.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes CUST STATES CALLING AGENCIES TO SEE IF THEY CAN HELP / Termination Date(on or after)=> 10/04/2021 / OFFERED ALL OPTIONS / ADV ALREADY ON LONG TERM IP / CUST STATES CAN MAKE PAYMNT OF CATCH UP AMT 10/4				
09/22/2021 15:54:27	09/22/2021		EAILOGINWM7	Paperless Bill Enrollment
Mariah Jolliffe - Paperless Added on Account				
09/22/2021 15:54:06	09/22/2021		C68613	Contest - eBill
SW KIMBERLY A CURLEY ENROLLED CUST IN EBILL THROUGH WEB CSR Satisfied Not Applicable: Reason - Manual work				
09/15/2021 22:24:43	09/15/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
08/31/2021 15:31:01	08/31/2021		CS General Purpose Batch	Return Check Letter

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/28/2021 18:49:57	08/28/2021		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 08/26/21 = \$ 197.00 Open editor for detail 1. 12 Mth Factor Amt: 2408.37 2. Current Delta: 373.76 - 591.00 + 0.00 217.24- 3. Remaining Amount: 2034.61 4. Diff + Remain Amt: 217.24- + 2034.61 1817.37 5. New BBP Amount: 1817.37 / 273 x 30.4 202.00 * Dollar Difference: 202.00 - 197.00 5.00 * Pct Difference: 2.54 * System BBP Amount: 197.00				
08/27/2021 01:43:53	08/27/2021		EAILOGINWM7	Ready Pay Create
No 81599713 - \$ 343.00 - 08/27/2021 Kimcurley KCURLEY6942@GMAIL.COM				
08/27/2021 01:41:47	08/27/2021		EAILOGINWM7	Bank Details Added
0003 Bank Details Added Kimcurley KCURLEY6942@GMAIL.COM				
08/27/2021 01:36:34	08/27/2021		EAILOGINWM7	Change Profile
Kimcurley KCURLEY6942@GMAIL.COM Changed Password From Forgot Password				
08/27/2021 01:35:23	08/27/2021		EAILOGINWM7	Forgot Password Email Sent
Kimcurley KCURLEY6942@GMAIL.COM Requested Forgot Password link				
08/26/2021 10:04:00	08/26/2021		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
07/06/2021 07:57:05	07/06/2021		Cheryl Fick	PUC/BPU Complaint-Written
Case #3793170 - PAR DECISION - LEVEL 1, BUDGET 197.00 + 146.00 = 343.00 BEGINNING ?AUG 2021 DUE DATE. WAIVE LPCS. / cdf				
07/06/2021 07:56:31	07/06/2021		Cheryl Fick	PA PUC Plan - IP
06/29/2021 12:29:15	06/29/2021		Natasha Neal	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS BEING AVAILABLE.				
06/28/2021 15:51:09	06/28/2021		Tammy Lash	PUC/BPU Complaint-Written
PUC case 3793170 received 6/28/2021 regarding a PUC PAR. tlash/compliance				



DETAILED STATEMENT OF ACCOUNT

Customer Name: KIMBERLY A CURLEY

Account Number: [REDACTED]

Service Address:
32 N CHESTNUT ST
BOYERTOWN PA 19512

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
11/27/21	11/25/21	KWH	55,407	1,601	30	53	Act	210.25	0.00	210.25	197.00	12/20/21				9,286.82
12/28/21	12/27/21	KWH	58,085	2,678	32	84	Act	352.40	0.00	352.40	208.00	01/19/22		25.73	LPC	9,664.95
01/26/22	01/25/22	KWH	61,188	3,103	29	107	Act	404.61	0.00	404.61	208.00	02/17/22		31.04	LPC	10,100.60
02/26/22	02/24/22	KWH	64,388	3,200	30	107	Act	417.07	0.00	417.07	208.00	03/21/22				10,517.67
03/29/22	03/28/22	KWH	66,782	2,394	32	75	Act	302.04	0.00	302.04	208.00	04/20/22				10,819.71
04/28/22	04/27/22	KWH	68,382	1,600	30	53	Act	203.62	0.00	203.62	208.00	05/23/22				11,023.33
05/02/22													-209.00			10,814.33
05/28/22	05/26/22	KWH	69,188	806	29	28	Act	106.93	0.00	106.93	208.00	06/21/22				10,921.26
06/29/22	06/28/22	KWH	70,187	999	33	30	Act	140.77	0.00	140.77	214.00	07/21/22				11,062.03
07/30/22	07/28/22	KWH	71,315	1,128	30	38	Act	155.02	0.00	155.02	214.00	08/22/22				11,217.05
08/30/22	08/29/22	KWH	72,485	1,170	32	37	Act	160.48	0.00	160.48	214.00	09/21/22				11,377.53
09/29/22	09/28/22	KWH	73,319	834	30	28	Act	128.04	0.00	128.04	224.00	10/24/22		73.60	LPC	11,579.17
10/03/22													-25.00			11,554.17
10/06/22													25.00			11,579.17
Payment Returned -Account not Found																
10/29/22	10/27/22	KWH	74,152	833	29	29	Act	129.16	0.00	129.16	224.00	11/21/22				11,708.33
11/28/22	11/27/22	KWH	75,733	1,581	31	51	Act	237.95	0.00	237.95	224.00	12/20/22		84.70	LPC	12,030.98
12/28/22	12/27/22	KWH	78,623	2,890	30	96	Act	451.90	0.00	451.90	238.00	01/19/23		90.25	LPC	12,573.13
01/03/23													-50.00			12,523.13
01/05/23													-40.00			12,483.13
01/26/23	01/25/23	KWH	81,221	2,598	29	90	Act	430.24	0.00	430.24	238.00	02/21/23		96.01	LPC	13,009.38
02/03/23													-40.04			12,969.34
02/27/23	02/26/23	KWH	84,114	2,893	32	90	Act	478.74	0.00	478.74	238.00	03/21/23		101.77	LPC	13,549.85
03/13/23													-50.00			13,499.85
03/29/23	03/28/23	KWH	86,456	2,342	30	78	Act	382.67	0.00	382.67	300.00	04/20/23				13,882.52
04/08/23													-12,875.78			1,006.74
04/10/23													-12,875.78			-11,869.04
04/12/23														15.00	RCC	-11,854.04

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
04/12/23													12,875.78			1,021.74
								Payment Returned -Non Sufficient Funds								
04/13/23														15.00	RCC	1,036.74
04/13/23													12,875.78			13,912.52
								Payment Returned -Non Sufficient Funds								
04/27/23	04/26/23	KWH	87,485	1,029	29	35	Act	174.04	0.00	174.04	300.00	05/22/23		190.71	LPC	14,277.27
05/27/23	05/25/23	KWH	88,269	784	29	27	Act	135.04	0.00	135.04	300.00	06/20/23				14,412.31
06/27/23	06/26/23	KWH	89,100	831	32	26	Act	144.12	0.00	144.12	251.00	07/19/23				14,556.43
								Meter 5002070900 removed on 07/12/2023.								
								Meter 5000904125 installed on 07/13/2023.								
07/27/23	07/26/23	KWH	518	518	30	17	Act	178.04	0.00	178.04	251.00	08/16/23				14,734.47
	07/12/23	KWH	89,619	519	30	17	Est	0.00	0.00	0.00						
08/28/23	08/27/23	KWH	1,678	1,160	32	36	Act	197.95	0.00	197.95	251.00	09/19/23				14,932.42
09/28/23	09/27/23	KWH	2,554	876	31	28	Act	152.00	0.00	152.00	262.00	10/23/23				15,084.42
								Supplier Switch Met-Ed to Direct Energy Services on 10/05/2023.								
10/30/23	10/26/23	KWH	3,192	638	29	22	Act	67.77	40.72	108.49	262.00	11/21/23				15,192.91



Payment History

Kimberly A Curley
32 N Chestnut St
Boyertown, PA 19512

Account No. [REDACTED]

Time Period: 6/01/2019 to 11/03/2023

Date	Amount	Description
7/07/2019	70.00-	Electronic Check Payment - WEB
2/04/2020	80.00-	Electronic Check Payment - WEB
4/02/2020	100.00-	Electronic Check Payment - WEB
8/27/2021	343.00-	Electronic Check Payment - WEB
8/30/2021	343.00	Returned Payment - Account Not Found
10/11/2021	343.00-	Electronic Check Payment - WEB
10/13/2021	343.00	Returned Payment - Account Not Found
5/02/2022	209.00-	Credit Card Payment
10/03/2022	25.00-	Electronic Check Payment - WEB
10/06/2022	25.00	Returned Payment - Account Not Found
1/03/2023	50.00-	Electronic Check Payment - WEB
1/05/2023	40.00-	Electronic Check Payment - WEB
2/03/2023	40.04-	Electronic Check Payment - WEB
3/13/2023	50.00-	Electronic Check Payment - WEB
4/08/2023	12,875.78-	Electronic Check Payment - WEB
4/10/2023	12,875.78-	Electronic Check Payment - WEB
4/12/2023	12,875.78	Returned Payment - Non-sufficient Funds
4/13/2023	12,875.78	Returned Payment - Non-sufficient Funds



KIMBERLY A CURLEY
32 N CHESTNUT ST
BOYERTOWN PA 19512
Account: [REDACTED]

Medical Certificate History

Display Medical Certificate History

Business Partner 803884777 KIMBERLY A CURLEY
Contract Account [REDACTED]

Date	Time	Activity	Start Date	End Date	Cert Date	Disc Stat	Paper Stat	Account Balance
10/01/2021	16:10:47	New Entry	10/01/2021				No Answer	8993.77
06/02/2017	13:45:36	Maintain	06/02/2017	07/02/2017		Active	Received	1041.85
06/02/2017	13:45:20	New Entry	06/02/2017	07/02/2017		Active	No Answer	1041.85



**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**

Name: KIMBERLY A CURLEY
Address: 32 N CHESTNUT ST,BOYERTOWN PA 19512
Account: [REDACTED]

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
PCAP	6/30/2017	\$1,074.09	\$824.00	Budget bill - \$58.36 monthly credit. \$29.84 potential forgiveness. Removed 7/27/18 for failure to reverify income.
CO PA	9/5/2018	\$1,505.97	\$2,283.00	Budget bill + EGS + \$125.00 beginning with the October 2018 due date.
BCS#3688753	12/16/2019	\$4,240.08	Not Provided	Budget bill + \$71.00 beginning with the February 2020 due date.
CO EXT	4/2/2021	\$8,179.79	\$2,310.00	Budget bill + \$136.00 beginning with the May 2021 due date.
BCS#3793170	7/6/2021	\$8,700.78	\$2,310.00	Budget bill + \$146.00 beginning with the August 2021 due date.

Remarks:	* Customer had EGS Smart Energy from 5/30/18-12/9/19 * Customer has \$835.37 in previously deferred PCAP arrears/no PCAP arrears
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BCS – Bureau of Consumer Services Payment Arrangement
CO PA – Company Payment Arrangement
CO EXT – Company PAPUC Emergency Order Payment Arrangement (Docket No. M-2020-3019244)
PCAP - PA Customer Assistance Program



Assigned To

Assigned Specialist
Copeland, Jacqueline L
Customer Information

Case Number

3649207

Account Number

[REDACTED]

First Name

KIMBERLY

Last Name

CURLEY

Service Address

Address1

32 N CHESTNUT ST

Address2

Service City

BOYERTOWN

Service State

PA

Service Zip

19512-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

1

Age

12

Adults

2

General

PUC Date Opened

9/5/2018

PUC Date Prepared

9/5/2018

Received Date

9/5/2018

PUC Date Closed

9/24/2018

Case Information

Prior Case Number

0

Term Date

9/10/2018

Arrearage

468

Case Origin

TELEPHONE

Universal Service

Yes

Income

SSD - \$960

Source

Business Name

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

08/26/2018 COMPANY MENTIONED NEEDING TO PAY \$468.31 TO PREVENT TERMINATION FOR 9/10/18-

Related Information

CUSTOMER IS IN NEED OF PAR TO PREVENT TERMINATION. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (484) 945 - 3922 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	
ZAJAYRA	AVILA	
Status		

Status

Closed

History

Click To Expand ▼

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Is Archived

Customer Information

Case Number

3649207

Customer First Name

KIMBERLY

Customer Last Name

CURLEY

Account Number

██████████

Service Address

Address 1

32 N CHESTNUT ST

Address 2

City

BOYERTOWN

Service State

PA

Zip

19512

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

3

Children

1

Age

12

General

PUC Date Opened

9/5/2018

PUC Sent Date

9/24/2018

PUC Date Closed

9/24/2018

Case Type

Straight

Assigned To

Assigned Specialist

Copeland, Jacqueline L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/24/2018

Head Date

9/26/2018

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
1520.97	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
162.00	530.95	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

DISMISSAL LETTER ISSUED: CUSTOMER HAS PCAP ARREARS. CASE DISMISSED PER 1405C.

Has Decision Issue

Response Time

Other Information

Investigator First Name

LAUREN

Investigator Last Name

CARASTRO

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

ZAJAYRA

Intaker Last Name

AVILA

Status

Is SAP Completed



SAP Completion Date

9/26/2018

History

Click To Expand



Print



Assigned To

Assigned Specialist

Lash, Tammy L

Customer Information

Case Number

3688753

Account Number

[REDACTED]

First Name

KIMBERLEY

Last Name

CURLEY

Service Address

Address1

32 N CHESTNUT ST

Address2

Service City

BOYERTOWN

Service State

PA

Service Zip

19512-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

4/5/2019

PUC Date Prepared

4/5/2019

Received Date

4/5/2019

PUC Date Closed

12/9/2019

Case Information

Prior Case Number

0

Term Date

4/8/2019

Arrearage

1724

Case Origin

TELEPHONE

Universal Service

No

Income

Source

Business Name

Reason For Contact

ON - PAR WITH DISPUTE (#63)

Case Problem

Company Position

03/27/2019 COMPANY REQ 1724.46 TO AVOID TERM

Related Information

CUSTOMER WAITING ON MED CERT APPROVAL AND PAR - RELIEF SOUGHT - MED CERT AND PAR STRAIGHT PAR THE CELL PHONE NUMBER (484) 945 - 3922 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KCURLEY6942@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
ROBERT	NEALIS	
Status		

Status

Closed

History

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Is Archived

Customer Information

Case Number

3688753

Customer First Name

KIMBERLEY

Customer Last Name

CURLEY

Account Number

[REDACTED]

Service Address

Address 1

32 N CHESTNUT ST

Address 2

City

BOYERTOWN

Service State

PA

Zip

19512

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

0

Family Size

0

Children

0

Age

General

PUC Date Opened

4/5/2019

PUC Sent Date

12/9/2019

PUC Date Closed

12/9/2019

Case Type

PAR with Dispute

Assigned To

Assigned Specialist

Lash, Tammy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

12/9/2019

Head Date

12/11/2019

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
4240.08	0.00	156.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
85.00	0.00	71.00
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

JANUARY 2020

Letter Description

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

Resolution

DECISION

LETTER ISSUED-- STRAIGHT PAR-- LEVEL 1, BUDGET 85.00 + 71.00 = 156.00 BEGINNING JAN 2020 DUE DATE. WAIVE LPCS. CUSTOMER HAS AN ALTERNATE SUPPLIERS. THE TOTAL BUDGET AT THE PROPERTY IS \$254.00. THE COMPANY'S DISTRIBUTION CHARGES ARE SET UP ON A BUDGET AMOUNT OF \$85.00. CUSTOMER HAS SATISFIED PRIOR PUC PAR AND NO CAP ARREARS. STRAIGHT PAR. SPOKE TO CUSTOMER ON 12/9/19 AND SHE CONFIRMED THAT THERE

WAS NO DISPUTE JUST SEEKING PAR. DECISION ISSUED.

Has Decision Issue

Response Time

Other Information

Investigator First Name	Investigator Last Name
RICKY	WIJAYA
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
ROBERT	NEALIS
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	12/16/2019

History

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Assigned To

Assigned Specialist
Lash, Tammy L
Customer Information

Case Number
3793170

Account Number

[REDACTED]

First Name

KIMBERLY

Last Name

CURLEY

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

32 N CHESTNUT ST

Address2

City

BOYERTOWN

State

PA

Mail Zip

19512

Family

Family Size

3

Children

1

Age

15

Adults

2

General

PUC Date Opened

6/28/2021

PUC Date Prepared

6/28/2021

Received Date

6/28/2021

PUC Date Closed

7/1/2021

Case Information

Prior Case Number

0

Term Date

7/6/2021

Arrearage

400

Case Origin

TELEPHONE

Universal Service

Yes

Income

AD1 DISABI - \$1010

Source

Business Name

AD2 DISABI - \$1300

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

06/24/2021 COMPANY STATES THEY WANT THE FULL AMOUNT TO KEEP THE SERVICE ON.

Related Information

61

- CUSTOMER NEEDS A PAYMENT ARRANGEMENT. NOTES FOR COMPANY - IF RESPONDING WITH AN EGW ABBREVIATED PAR REPORT FOR A STRAIGHT PAYMENT ARRANGEMENT REQUEST (CODE 61), YOU MUST ALSO COMPLETE AND SEND THE "ABBREVIATED REPORT ATTACHMENT." IF RESPONDING WITH AN EGW FULL PAR REPORT, THE REPORT MUST ANSWER THE SAME QUESTIONS FROM THE "ABBREVIATED REPORT ATTACHMENT." THE PA'S MUST COMPLY WITH THE MARCH 18, 2021 ORDER (M-2020-3019244). SERVICE ON. MEDICAL CONDITIONS IN THE HOUSEHOLD THAT REQUIRE ELECTRIC AND CUSTOMER IS IN THE PROCESS OF GETTING THE DOCTOR TO CALL THE UTILITY ABOUT IT. CUSTOMER IS WORRIED THEY WONT RECEIVE THE CALL FROM THE DOCTOR BEFORE THE SHUT OFF HAPPENS. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (484) 945 - 3922 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KCURLEY6942@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
MERIKKA	SHIRK	

Status

Closed

History

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Is Archived

Customer Information

Case Number

3793170

Customer First Name

KIMBERLY

Customer Last Name

CURLEY

Account Number

[REDACTED]

Service Address

Address 1

32 N CHESTNUT STREET

Address 2

City

BOYERTOWN

Service State

PA

Zip

19512

Home Phone

Work Phone

Mailing Address

Address 1

32 N CHESTNUT ST

Address 2

City

BOYERTOWN

State

PA

Zip

19512

Family

Adults

2

Family Size

3

Children

1

Age

15

General

PUC Date Opened

6/28/2021

PUC Sent Date

7/1/2021

PUC Date Closed

7/1/2021

Case Type

Straight

Assigned To

Assigned Specialist

Lash, Tammy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

6/29/2021

Head Date

7/1/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
8700.78	0.00	343.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
197.00	0.00	146.00
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

AUGUST 2021 BILL DUE DATE

Letter Description

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

Resolution

THIS

CUSTOMER QUALIFIES FOR NEW PUC PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). PAR DECISION - LEVEL 1, BUDGET 197.00 + 146.00 = 343.00 BEGINNING ?AUG 2021 DUE DATE. WAIVE LPCS.

Has Decision Issue

Response Time

Other Information

Investigator First Name	Investigator Last Name
MICHAEL	STABLEY
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
MERIKKA	SHIRK
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	7/6/2021

History

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Print



Assigned To

Assigned Specialist

Geist, Samantha

Customer Information

Case Number

3809897

Account Number

[REDACTED]

First Name

KIMBERLY

Last Name

CURLEY

Service Address

Address1

32 N CHESTNUT STREET

Address2

Service City

BOYERSTOWN

Service State

PA

Service Zip

19512-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

10/25/2021

PUC Date Prepared

10/25/2021

Received Date

10/25/2021

PUC Date Closed

12/15/2021

Case Information

Prior Case Number

0

Term Date

10/25/2021

Arrearage

0

Case Origin

TELEPHONE

Universal Service

No

Income

Source

Business Name

Reason For Contact

BILLING DISPUTES (# 18)

Case Problem

SERVICE ON. CUST HAS A PUC PAR AND IS KEEPING UP WITH IT BUT SHE HAD SENT THE AMOUNT OF THE PAR \$343.00 AND IT HAS YET TO BE RECEIVED BY THE UTILITY. CUST CONTACTED THE UTILITY ABOUT THE MAIL BEING SLOW AND TO WAIT FOR THE UTILITY TO RECEIVE IT BUT THEY WANT TO SHUT OFF HER SERVICE. - RELIEF SOUGHT - TO HOLD OFF SHUT OFF UNTIL THEY RECEIVE THE AMOUNT IN THE MAIL. THE CELL PHONE NUMBER (484) 945 - 3922 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KCURLEY6942@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position

10/21/2021 COMPANY STATES THEY HAVE YET TO RECEIVE THE PAR PAYMENT.

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

MERIKKA

Intaker Last Name

SHIRK

Status

Status

Closed

History

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Is Archived

Customer Information

Case Number

3809897

Customer First Name

KIMBERLY

Customer Last Name

CURLEY

Account Number

[REDACTED]

Service Address

Address 1

32 N CHESTNUT STREET

Address 2

City

BOYERSTOWN

Service State

PA

Zip

19512

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

0

Family Size

0

Children

0

Age

General

PUC Date Opened

10/25/2021

PUC Sent Date

12/15/2021

PUC Date Closed

12/15/2021

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Geist, Samantha

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

11/22/2021

Head Date

12/15/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
9488.78	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
197.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DECISION ISSUED—CASE DISMISSED. COMPANY HAS NOT RECEIVED THE \$343.00 PAYMENT IN QUESTION. THE LAST VALID PAYMENT WAS RECEIVED ON 4/3/2020 FOR \$100.00.

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

Other Information

Investigator First Name	Investigator Last Name
AMANDA	SMITH
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
MERIKKA	SHIRK

Status

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	12/16/2021

History

Click To Expand ▼

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PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265

Kimberly Curley :
 :
 v. : F-2022-3030597
 :
 Metropolitan Edison Company :

FINAL ORDER

In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Administrative Law Judge F. Joseph Brady dated August 3, 2022, has become final without further Commission action;

THEREFORE,

IT IS ORDERED:

1. That the Complaint of Kimberly Curley against Metropolitan Edison Company at Docket No. F-2022-3030597 is denied.
2. That Docket No. F-2022-3030597 be marked closed.

BY THE COMMISSION,

Rosemary Chiavetta
Secretary

(SEAL)

ORDER ENTERED: September 6, 2022

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kimberly Curley	:	
	:	
v.	:	F-2022-3030597
	:	
Metropolitan Edison Company	:	

INITIAL DECISION

Before
F. Joseph Brady
Administrative Law Judge

INTRODUCTION

This Initial Decision denies the formal Complaint of Kimberly Curley against Metropolitan Edison Company because she failed to carry her burden of proving that she is entitled to a new or subsequent Commission-issued payment arrangement or an extension of the previous payment arrangement.

HISTORY OF THE PROCEEDING

On January 3, 2022, Kimberly Curley (Ms. Curley or Complainant) filed a formal Complaint (Complaint) against Metropolitan Edison Company (Met Ed or Respondent) with the Pennsylvania Public Utility Commission (Commission). In the Complaint, Ms. Curley placed a checkmark in the box indicating “I would like a payment agreement.”

On February 17, 2022, Met Ed filed an Answer to the Complaint (Answer) and New Matter. In its Answer, Met Ed admitted that it provides electric service to the Complainant. Met Ed also averred that, since 2018, the Complainant has defaulted on two Company-issued

payment agreements and two Commission-issued payment arrangements. Met Ed further averred that the Complainant has only made two payments, totaling \$180.00, in the last 24 months. Met Ed requests the Complaint be dismissed.

In its New Matter, Met Ed argued that the Complainant is not entitled to another Commission-issued payment arrangement nor an extension of the defaulted Commission-issued payment arrangement because there has been no change in income or significant change of circumstances as required by 66 Pa.C.S. §§ 1405(d) and 1405(e).

By Hearing Notice dated March 10, 2022, an Initial Call-In Telephonic Hearing was scheduled for April 19, 2022, and the matter was assigned to me.

A Prehearing Order was issued on March 29, 2022, advising the parties of the date and time of the scheduled hearing, and informing them of the procedures applicable to this proceeding.

On April 19, 2022, the hearing convened as scheduled. The Complainant appeared *pro se* and testified on her own behalf. The Respondent was represented by Margaret Morris, Esquire, who presented the testimony of Charles Howlett, a Senior Compliance Specialist at Met Ed. During the hearing, the Respondent offered nine exhibits, all of which were entered into the record without objection.

The record closed on May 25, 2022, upon the filing of the transcript with the Commission.

FINDINGS OF FACT

1. The Complainant is Kimberly Curley.
2. The Respondent is Metropolitan Edison Company, an electric utility under the jurisdiction of the Pennsylvania Public Utility Commission.

3. The Complainant receives electric service from Met Ed at 32 North Chestnut Street, Boyertown, PA, 19512 (Service Address). Tr. 7.
4. The Complainant resides with her fiancé and daughter (16 years old) at the Service Address. Tr. 7.
5. On June 30, 2017, the Complainant was enrolled in the Company's Pennsylvania Customer Assistance Program (PCAP), based on a gross monthly income of \$824. Tr. 26-27; Met Ed 5.
6. On September 5, 2018, the Complainant received a Company-issued payment agreement based on a gross monthly income of \$2,283. Tr. 27; Met Ed 5, 9.
7. The Complainant defaulted on the September 5, 2018 Company-issued payment agreement for non-payment. Tr. 27.
8. On December 16, 2019, the Complainant received a Commission-issued payment arrangement. Tr. 27; Met Ed 5, 6.
9. The Complainant defaulted on the December 16, 2019 Commission-issued payment arrangement for non-payment on March 16, 2020. Tr. 27; Met Ed 1.
10. On April 2, 2021, the Company entered the Complainant in a Company-issued payment agreement pursuant to Emergency Orders related to the COVID-19 pandemic issued by the Commission at Docket No. M-2020-3019244. The payment agreement was based on a gross monthly income of \$2,310. Tr. 27-28; Met Ed 5.
11. On July 6, 2021, the Complainant received a second Commission-issued payment arrangement based on a gross monthly income of \$2,310 and household size of three. Tr. 28; Met Ed 5, 7.

12. The Complainant defaulted on the July 6, 2021 Commission-issued payment arrangement for non-payment on September 15, 2021. Tr. 28; Met Ed 1, 9.

13. The Complainant last submitted a payment on April 2, 2020, in the amount of \$100.00. Tr. 23; Met Ed 3.

14. The current total household income is \$2,400.00 per month from Social Security Disability, which is less than 133% of the Federal poverty level for a household size of three. Tr. 7.

15. As of March 29, 2022, the Complainant's outstanding balance was \$10,819.71. Tr. 21; Met Ed 2.

DISCUSSION

Section 332(a) of the Public Utility Code provides that the party seeking relief from the Commission has the burden of proof. 66 Pa.C.S. § 332(a). As a matter of law, a complainant must show that the named utility is responsible or accountable for the problem described in the complaint in order to prevail. *Patterson v. Bell Tel. Co. of Pa.*, 72 Pa. PUC 196 (Opinion and Order entered February 8, 1990); *Feinstein v. Phila. Suburban Water Co.*, 50 Pa. PUC 300 (Opinion and Order entered October 6, 1976). Such a showing must be by a preponderance of the evidence. *Samuel J. Lansberry, Inc. v. Pa. Pub. Util. Comm'n*, 578 A.2d 600 (Pa. Cmwlth. 1990), *alloc. den.*, 602 A.2d 863 (Pa. 1992). A complainant can meet that burden if he presents evidence more convincing, by even the smallest amount, than that evidence presented by Respondent. *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950). The offense must be a violation of the Public Utility Code (Code), a Commission Regulation or Order, or a violation of a Commission-approved tariff. 66 Pa.C.S. § 701.

The decision of the Commission must be supported by substantial evidence. 2 Pa.C.S. § 704. "Substantial evidence" is such relevant evidence that a reasonable mind might accept as adequate to support a conclusion. More is required than a mere trace of evidence or a

suspicion of the existence of a fact sought to be established. *Norfolk & W. Ry. Co. v. Pa. Pub. Util. Comm'n*, 413 A.2d 1037 (Pa. 1980); *Erie Resistor Corp. v. Unemployment Comp. Bd. of Review*, 166 A.2d 96 (Pa. Super. 1961); and *Murphy v. Pa. Dep't of Pub. Welfare, White Haven Cntr.*, 480 A.2d 382 (Pa. Cmwlth. 1984).

If a complainant establishes a *prima facie* case, the burden of going forward with the evidence shifts to the utility. If a utility does not rebut that evidence, the complainant will prevail. If the utility rebuts the complainant's evidence, the burden of going forward with the evidence shifts back to the complainant, who must rebut the utility's evidence by a preponderance of the evidence. The burden of going forward with the evidence may shift from one party to another, but the burden of proof never shifts; it always remains on the complainant. *Milkie v. Pa. Pub. Util. Comm'n*, 768 A.2d 1217 (Pa. Cmwlth. 2001); *see also, Burlison v. Pa. Pub. Util. Comm'n*, 443 A.2d 1373 (Pa. Cmwlth. 1982).

By law, a public utility is entitled to receive payment for the service it provides. *Scaccia v. W. Penn Power Co.*, 55 Pa. PUC 637 (1982); *Kea v. Peoples Nat'l Gas Co.*, 60 Pa. PUC 215 (1985); *Mill v. Pa. Pub. Util. Comm'n*, 447 A.2d 1100 (Pa. Cmwlth. 1982). Consequently, the Respondent has the right to bill and receive payment for the utility service actually supplied. 66 Pa.C.S. § 1303; *Neal v. Metro. Edison Co.*, Docket No. Z-00871874 (Final Order entered January 4, 2002); *Angie's Bar v. Duquesne Light Co.*, 72 Pa. PUC 213 (1990).

Additionally, all customers are obligated to pay for utility service. Otherwise, unpaid bills are included in the utility's uncollectible expenses, which all of its remaining customers must pay. *Bolt v. Duquesne Light Co.*, Docket No. Z-08721758 (Opinion and Order entered April 8, 1988). A payment arrangement, which prevents service termination as long as the Complainant complies with it, is a privilege, not a right. *Mandell v. Duquesne Light Co.*, Docket No. C-20030234 (Opinion and Order entered March 17, 2004).

The Responsible Utility Customer Protection Act, 66 Pa.C.S. § 1401 *et seq.*, applies to complaints alleging inability to pay and requesting a Commission-issued payment arrangement.

This law provides strict guidelines that the Commission must follow when determining whether a payment arrangement can be issued and the length of the payment arrangement.

Section 1405(d) of the Responsible Utility Customer Protection Act reads in pertinent part:

(d) Number of payment arrangements.

Absent a change in income, the commission shall not establish or order a public utility to establish a second or subsequent payment arrangement if a customer has defaulted on a previous payment arrangement established by a commission order or decision. A public utility may, at its discretion, enter into a second or subsequent payment arrangement with a customer.

66 Pa.C.S. § 1405(d).

In this case, the Complainant has already received two Commission-issued payment arrangements and defaulted on both for non-payment. The second Commission-issued payment arrangement was issued on July 6, 2021, based on a gross monthly income of \$2,310 and household size of three. The Complainant defaulted on this Commission-issued payment arrangement on September 15, 2021, for non-payment. During the hearing, the Complainant confirmed that she has not experienced a change in income since the July 6, 2021 Commission-issued payment arrangement.¹ Therefore, pursuant to 66 Pa.C.S. § 1405(d), the Commission cannot establish or order Met Ed to issue another Company-issued payment agreement.

¹ "Change in income" is defined as:

A decrease in household income of 20% or more if the customer's household income level exceeds 200% of the Federal poverty level or a decrease in household income of 10% or more if the customer's household income level is 200% or less of the Federal poverty level.

66 Pa.C.S. § 1403(emphasis added). Here, the Complainant's income has increased from \$2,310 to \$2,400 per month.

Also, the Complainant is not entitled to an extension of the July 6, 2021 Commission-issued payment arrangement. Section 1405(e) of the Responsible Utility Customer Protection Act reads in pertinent part:

(e) Extension of payment arrangements.

If the customer defaults on a payment arrangement established under subsections (a) and (b) as a result of a significant change in circumstance, the commission may reinstate the payment arrangement and extend the remaining term for an initial period of six months. The initial extension period may be extended for an additional six months for good cause shown.

66 Pa.C.S. § 1405(e) (emphasis added). “Significant change in circumstance” is defined as:

Any of the following criteria when verified by the public utility and experienced by customers with household income less than 300% of the Federal poverty level:

- (1) The onset of a chronic or acute illness resulting in a significant loss in the customer's household income.
- (2) Catastrophic damage to the customer's residence resulting in a significant net cost to the customer's household.
- (3) Loss of the customer's residence.
- (4) Increase in the customer's number of dependents in the household.

66 Pa.C.S. § 1403.

Here, although the Complainant’s household income \$2,400 per month is below 300% of the Federal poverty level,² the Complainant offered no evidence that she defaulted on the July 6, 2021 Commission-issued payment arrangement as a result of a significant change in

² 300% of the Federal poverty level for a household of three is \$5,758 per month. *See*, Federal Register, Vol. 87, No. 14 at 3316 (January 21, 2022); *see also*, <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>.

circumstances. Consequently, the Commission may not reinstate the July 6, 2021 Commission-issued payment arrangement and extend the remaining term.

Based on the foregoing, I find that the Complainant has failed to carry her burden of proving that she is entitled to a third or subsequent Commission-issued payment arrangement or to an extension of the previous payment arrangement. Accordingly, the Complaint shall be denied.

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the subject matter and parties to this proceeding. 66 Pa.C.S. § 701.
2. The burden of proof in this proceeding is on the Complainant. 66 Pa.C.S. § 332(a).
3. The Responsible Utility Customer Protection Act, 66 Pa.C.S. §§ 1401-1418, applies to this proceeding.
4. The Commission is authorized to establish a payment arrangement between a public utility and a customer. 66 Pa.C.S. § 1405(a).
5. Absent a change in income, the Commission shall not establish or order a public utility to establish a second or subsequent payment arrangement if a customer has defaulted on a previous payment arrangement established by a Commission order or decision. 66 Pa.C.S. § 1405(d).
6. If a customer defaults on a payment arrangement established by the Commission under subsections 1405(a) and (b) as a result of a significant change in circumstance, the commission may reinstate the payment arrangement and extend the remaining

term for an initial period of six months. The initial extension period may be extended for an additional six months for good cause shown. 66 Pa.C.S. § 1405(e).

7. “Significant change in circumstance” is defined as: “Any of the following criteria when verified by the public utility and experienced by customers with household income less than 300% of the Federal poverty level: (1) the onset of a chronic or acute illness resulting in a significant loss in the customer's household income; (2) catastrophic damage to the customer's residence resulting in a significant net cost to the customer's household; (3) loss of the customer's residence; (4) increase in the customer's number of dependents in the household.” 66 Pa.C.S. § 1403.

8. The Complainant has failed to carry her burden of proving that she is entitled to a third Commission-issued payment arrangement or to an extension of the previous payment arrangement. 66 Pa.C.S. §§ 1405(d), (e).

ORDER

THEREFORE,

IT IS ORDERED:

1. That the Complaint of Kimberly Curley against Metropolitan Edison Company at Docket No. F-2022-3030597 is denied.
2. That Docket No. F-2022-3030597 be marked closed.

Date: August 3, 2022

/s/
F. Joseph Brady
Administrative Law Judge



Assigned To

Assigned Specialist

Lash, Tammy L

Customer Information

Case Number

3845443

Account Number

[REDACTED]

First Name

KIMBERLEY

Last Name

CURLEY

Service Address

Address1

32 N CHESTNUT ST

Address2

Service City

BOYERTOWN

Service State

PA

Service Zip

19152-0

Service Class

RESIDENTIAL

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

1

Age

16

Adults

2

General

PUC Date Opened

6/17/2022

PUC Date Prepared

6/17/2022

Received Date

6/17/2022

PUC Date Closed

6/24/2022

Case Information

Prior Case Number

0

Term Date

6/20/2022

Arrearage

10000

Case Origin

TELEPHONE

Universal Service

No

Income

A1 - \$1083

Source

Business Name

A2 - \$1300

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

06/16/2022 NEED TO PAY \$207 TO KEEP IT ON

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. SHE HAS SEND IN A LIHEAP APPLICATION, WAS TOLD SHE DOES NOT QUALIFY FOR PCAP - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (484) 945 - 3922 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KCURLEY6942@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
KELLY	ALLWEIN	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3845443

Customer First Name

KIMBERLEY

Customer Last Name

CURLEY

Account Number

██████████

Service Address

Address 1

32 N CHESTNUT ST

Address 2

City

BOYERTOWN

Service State

PA

Zip

19152

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

3

Children

1

Age

16

General

PUC Date Opened

6/17/2022

PUC Sent Date

6/24/2022

PUC Date Closed

6/24/2022

Case Type

Assigned To

Assigned Specialist

Lash, Tammy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

6/24/2022

Head Date

6/24/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
10000.00	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

VERBAL DISMISSAL/RECENT CASE/FORMAL COMPLAINT

Resolution

DISMISSAL LETTER SENT: FORMAL CASE PENDING FOR THIS ACCOUNT. CASE CLOSED

Request for dismissal email is located in Compliance 2022 PA.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
CHRISTINE	CONO
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
KELLY	ALLWEIN
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	6/28/2022

History

Click To Expand ▼

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Assigned To

Assigned Specialist
Lafontaine, Barbara J
Customer Information

Case Number
3848282

Account Number	First Name	Last Name
██████████	KIMBERLY	CURLEY

Service Address

Address1
32 N CHESTNUT ST
Address2

Service City	Service State	Service Zip
BOYERTOWN	PA	19512-0
Service Class	Work Phone	Home Phone

Mailing Address

Address1

Address2

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

Family

Family Size	Children	Age
3	1	16

Adults

2

General

PUC Date Opened	PUC Date Prepared	Received Date
7/1/2022	7/1/2022	7/1/2022

PUC Date Closed
8/9/2022

Case Information

Prior Case Number	Term Date	Arrearage
0	7/5/2022	415

Case Origin	Universal Service	Income
TELEPHONE	Yes	A1 - \$1023

Source	Business Name	A2 - \$1363
--------	---------------	-------------

Reason For Contact
ON - PAR NEEDED (# 61)

Case Problem

Company Position

COMPANY WANTS FULL PAID \$415 PAID OFF IN ORDER TO AVOID TERMINATION

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. CUSTOMER IS WAITING TO HEAR BACK FROM LIHEAP AND WAITING TO BE APPROVED FOR A MEDICAL CERTIFICATE. - RELIEF SOUGHT - PUC PAR THE CELL PHONE NUMBER (484) 945 - 3922 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KCURLEY6942@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

KAITLYN

Intaker Last Name

PORR

Status

Status

Closed

History

Click To Expand	▼
◀	▶

Is Archived

Customer Information

Case Number

3848282

Customer First Name

KIMBERLY

Customer Last Name

CURLEY

Account Number

Service Address

Address 1

32 N CHESTNUT ST

Address 2

City

BOYERTOWN

Service State

PA

Zip

19512

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

3

Children

1

Age

16

General

PUC Date Opened

7/1/2022

PUC Sent Date

8/9/2022

PUC Date Closed

8/9/2022

Case Type

Repeater

Assigned To

Assigned Specialist

Lafontaine, Barbara J

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/27/2022

Head Date

8/8/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
11135.26	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
214.00	4186.48	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		
DISMISSED DUE TO 1405(D)		
Has Decision Issue	Response Time	

Other Information

Investigator First Name	Investigator Last Name
HEATHER	TROUTMAN
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
KAITLYN	PORR
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	8/10/2022

History

Click To Expand ▼

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Assigned To

Assigned Specialist

Eddy, Connie S

Customer Information

Case Number

3914039

Account Number

[REDACTED]

First Name

KIMBERLEY

Last Name

CURLEY

Service Address

Address1

32 N CHESTNUT ST

Address2

Service City

BOYERTOWN

Service State

PA

Service Zip

19512-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

1

Age

17

Adults

2

General

PUC Date Opened

6/1/2023

PUC Date Prepared

6/1/2023

Received Date

6/1/2023

PUC Date Closed

6/13/2023

Case Information

Prior Case Number

3845443

Term Date

6/5/2023

Arrearage

13

Case Origin

Universal Service

Income

PUC WEBSITE

No

CustIncome - \$2600

Source

Business Name

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

05/24/2023 THEY TOLD ME A QUALIFIED FOR A MEDICAL CERT THEN THEY DENIED IT. THEY WON'T WORK WITH ME. I'M MAKING ANY SORT OF PAYMENT ARRANGEMENT.

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (484) 945 - 3922 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KCURLEY6942@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
BRITTANY	ALVAREZ	

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3914039

Customer First Name

KIMBERLEY

Customer Last Name

CURLEY

Account Number

██████████

Service Address

Address 1

32 N CHESTNUT ST

Address 2

City

BOYERTOWN

Service State

PA

Zip

19512

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

3

Children

1

Age

17

General

PUC Date Opened

6/1/2023

PUC Sent Date

6/13/2023

PUC Date Closed

6/13/2023

Case Type

Repeater

Assigned To

Assigned Specialist

Eddy, Connie S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

6/7/2023

Head Date

6/13/2023

Docket No. C-2023-3041686
 Kimberly Curley v. Met-Ed
 Complaint History
 June 2018 to Present



Complaint	Opened/Filed Closed	Issue	Resolution Reason
Informal # 1 BCS # 3649207	9/5/18 Balance: \$1,317.96 9/24/18 Balance: \$1,457.10	PAR Request	Dismissed: in PCAP; 1405(c)
Informal # 2 BCS # 3688753	4/5/19 Balance: \$3,599.19 12/9/19 Balance: \$4,310.30	PAR Request	Level 1 PAR
Informal # 3 BCS # 3793170	6/28/21 Balance: \$8,503.78 7/1/21 Balance: \$8,606.74	PAR Request	PUC COVID Level 1 PAR
Informal # 4 BCS # 3809897	10/25/21 Balance: \$8,993.77 12/15/21 Balance: \$9,286.82	Missing Payment	Dismissed Payment never received Last payment of \$100 posted 4/3/20

Docket No. C-2023-3041686
Kimberly Curley v. Met-Ed
Complaint History
June 2018 to Present

<p style="text-align: center;">Formal #1 F-2022-3030597</p>	<p style="text-align: center;">1/28/22 Balance: \$10,100.60</p> <p style="text-align: center;">9/6/22 Balance: \$11,377.53</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Dismissed Not carry burden Final Order 9/6/22</p>
<p style="text-align: center;">Informal # 5 BCS # 3845443</p>	<p style="text-align: center;">6/21/22 Balance: \$10,921.26</p> <p style="text-align: center;">6/24/22 Balance: \$10,921.26</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Dismissed 2022 Formal pending</p>
<p style="text-align: center;">Informal # 6 BCS # 3848282</p>	<p style="text-align: center;">7/1/22 Balance: \$11,062.03</p> <p style="text-align: center;">8/9/22 Balance: \$11,217.05</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Dismissed 1405(d)</p>
<p style="text-align: center;">Informal # 7 BCS # 3914039</p>	<p style="text-align: center;">6/1/23 Balance: \$14,412.31</p> <p style="text-align: center;">6/13/23 Balance: \$14,412.31</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Dismissed 1405(d)</p>
<p style="text-align: center;">Formal # 2 C-2023-3041686</p>	<p style="text-align: center;">7/12/23 Balance: \$14,556.43</p> <p style="text-align: center;">Pending</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Instant Formal Complaint</p>



KIMBERLY A CURLEY 32 N CHESTNUT ST BOYERTOWN PA 19512

Account: [REDACTED]
Collection History

Date	Item	Notes	Balance at last billing
9/21/2016	Service Initiation	\$452.34 transferred from 100117606853 (2115 OLD RT 100,BECHTELSVILLE PA 19505)	\$439.07
2017			
2/15/2017	10-Day Notice Issued	\$619.36 due by 4/3/17	\$697.46
2/28/2017	3 Day Attempt	Left message	\$697.46
3/20/2017	10-Day Notice Issued	\$700.25 due by 4/4/17	\$787.82
3/28/2017	3 Day Attempt	Left message	\$787.82
3/29/2017	3 Day Attempt	Left message	\$787.82
3/30/2017	Collection related contact	Dispute rights given and new term date of 4/10/17	\$787.82
3/31/2017	Moratorium ends		\$860.39
4/10/2017	3 Day Attempt	Left message	\$860.39
4/10/2017	Collection related contact	Dispute rights given and new term date of 4/17/17	\$860.39
4/11/2017	3 Day Attempt	Left message	\$860.39
4/16/2017	Customer payment to stop termination	\$860.39	\$0.00
4/18/2017	Returned payment notice	\$860.39 payment returned for non sufficient funds	\$860.39
4/19/2017	Disconnect process resumes	Following returned payment	\$860.39
4/20/2017	3 Day Attempt	Left message	\$860.39
4/21/2017	3 Day Attempt	Left message	\$860.39
4/21/2017	Customer payment to stop termination	\$700.25	\$305.57
4/26/2017	Returned payment notice	\$700.25 payment returned for non sufficient funds	\$1,005.82
4/26/2017	3 Day Attempt		\$1,005.82
4/27/2017	Collection related contact	Customer attempting to get medical certificate	\$1,005.82
5/17/2017	10-Day Notice Issued	\$855.93 by 6/1/17	\$1,005.82
5/25/2017	3 Day Attempt		\$1,005.82
5/26/2017	3 Day Attempt		\$1,005.82
5/30/2017	Collection related contact	Customer attempting to get medical certificate	\$1,005.82
6/2/2017	Medical Certificate filed		\$1,041.85
6/30/2017	PCAP Enrollment	PCAP initial deferral \$1074.09, \$58.36 monthly credit, Income \$824.00, Forgiveness \$29.84	\$1,074.09
7/2/2017	Medical Certificate hold expires		\$1,074.09
8/29/2017	PCAP late payment reminder		\$1,200.93
9/15/2017	Returned payment notice	\$54.64 payment returned for non sufficient funds	\$1,253.22
10/3/2017	PCAP late payment reminder		\$1,253.22
10/31/2017	PCAP late payment reminder		\$1,278.60
11/18/2017	10-Day Notice Issued	\$62.92 by 12/4/17	\$1,278.60
12/1/2017	Moratorium begins		\$1,354.71
12/4/2017	3 Day Attempt	No answer	\$1,354.71
12/5/2017	PCAP late payment reminder		\$1,354.71
2018			
12/30/2017	PCAP late payment reminder		\$1,406.13
2/1/2018	PCAP late payment reminder		\$1,717.21
2/19/2018	10-Day Notice Issued	\$132.30 by 4/2/18	\$1,717.21
2/27/2018	3 Day Attempt	No answer	\$1,818.85
2/28/2018	PCAP late payment reminder		\$1,818.85
3/17/2018	10-Day Notice Issued	\$142.10 by 4/2/18	\$1,818.85
3/26/2018	3 Day Attempt	Left message	\$2,012.83
3/27/2018	3 Day Attempt	Left message	\$2,012.83
3/27/2018	Collection related contact	Customer provided options. Given dispute rights and new term date of 4/8/18.	\$2,012.83
3/31/2018	Moratorium ends		\$2,012.83
Date	Item	Notes	Balance at last billing
4/16/2018	10-Day Notice Issued	\$45.00 by 5/1/18	\$2,012.83
4/24/2018	3 Day Attempt	Left message	\$1,723.72
4/25/2018	3 Day Attempt	successful	\$1,723.72
4/25/2018	Collection related contact	Customer to pay \$45 by 4/27/18	\$1,723.72
4/26/2018	Payment received	\$45.00	\$1,678.72
4/28/2018	PCAP late payment reminder		\$1,723.72
5/16/2018	10-Day Notice Issued	\$141.17 by 5/17/18	\$1,723.72
5/24/2018	3 Day Attempt	Left message	\$1,693.52
5/25/2018	3 Day Attempt	Invalid Phone Number	\$1,693.52

5/30/2018	PCAP recertification reminder		\$1,693.52
5/30/2018	PCAP late payment reminder		\$1,693.52
5/31/2018	Collection related contact	Customer to attempt medical certificate or make payment by 6/4/18	\$1,693.52
6/16/2018	10-Day Notice Issued	\$282.34 by 7/2/18	\$1,693.52
6/25/2018	3 Day Attempt	Left message	\$1,693.52
6/26/2018	3 Day Attempt	Invalid Phone Number	\$1,693.52
6/28/2018	Collection related contact	Medical option discussed. Dispute rights given and new term date of 7/8/18	\$1,693.52
7/2/2018	Customer payment to stop termination	\$110.00	\$1,741.41
7/5/2018	Collection related contact	Customer to pay \$81.51 to stop termination. Payment made.	\$1,659.90
7/11/2018	Returned payment notice	\$81.51 payment returned for non sufficient funds	\$1,741.41
7/27/2018	PCAP removal		\$1,317.96
8/20/2018	10-Day Notice Issued	\$468.31 by 9/4/18	\$1,317.96
8/28/2018	3 Day Attempt	Invalid Phone Number	\$1,317.96
8/28/2018	3 Day Attempt	successful	\$1,317.96
8/28/2018	Collection related contact	All options given, Dispute rights and new term date of 9/9/18	\$1,317.96
9/5/2018	PCAP removal notification	Failure to reverify	\$1,457.10
9/5/2018	Company PAR	level 1 for Budget + EGS + \$125 (Income \$2283.00) on a balance of \$1505.97 beginning with the October 2018 due date	\$1,505.97
9/5/2018	BCS #3688753 was filed	Opening remarks: ON - PAR NEEDED (# 61)	\$1,505.97
9/24/2018	BCS #3688753 decision	DISMISSAL LETTER ISSUED: CUSTOMER HAS PCAP ARREARS. CASE DISMISSED PER 1405C	\$1,575.27
11/19/2018	10-Day Notice Issued	\$1542.39 by 12/4/18	\$1,676.74
11/30/2018	Collection related contact	Customer advises of \$100 agency payment	\$1,948.06
12/1/2018	Moratorium begins		\$1,948.06
2019			
2/14/2019	10-Day Notice Issued	\$2109.94 by 4/1/19	\$2,660.61
2/28/2019	3 Day Attempt	left message	\$3,322.05
3/18/2019	10-Day Notice Issued	\$2595.32 by 4/1/19	\$3,322.05
3/25/2019	3 Day Attempt	left message	\$3,322.05
3/26/2019	3 Day Attempt	left message	\$3,322.05
3/27/2019	Collection related contact	Low income letter sent. Dispute rights given and new term date of 4/7/19	\$3,322.05
3/31/2019	Moratorium ends		\$3,599.19
4/1/2019	Collection related contact	All options given. Working with Salvation Army toward balance	\$3,599.19
4/1/2019	Agency commitment	Salvation Army pledges \$500.00	\$3,599.19
4/5/2019	Collection related contact	Customer to seek medical certificate	\$3,599.19
4/5/2019	BCS #3688753 was filed	Opening remarks - ON - PAR WITH DISPUTE (#63) CUSTOMER WAITING ON MED CERT APPROVAL AND PAR	\$3,599.19
12/1/2019	Moratorium begins		\$4,310.30
12/9/2019	BCS #3688753 decision	DECISION LETTER ISSUED-- STRAIGHT PAR-- LEVEL 1, BUDGET 85.00 + 71.00 = 156.00 BEGINNING JAN 2020 DUE DATE. WAIVE LPCS.	\$4,310.30
12/16/2019	PUC PAR added to account	level 1 for Budget + \$71 on a balance of \$4240.08 beginning with the February 2020 due date	\$4,240.08
2020			
3/6/2020	PA Emergency Order	M-2020-3019244 order issued	\$5,390.69
3/16/2020	10-Day Notice Issued	\$4569.54 by 4/1/20	\$5,390.69
3/26/2020	3 Day Attempt	left message	\$5,390.69
Date	Item	Notes	Balance at last billing
3/27/2020	Collection related contact	All options given	\$5,390.69
3/31/2020	Moratorium ends		\$5,670.17
4/6/2020	Last valid payment	\$100.00	\$5,570.17
4/15/2020	10-Day Notice Issued	\$4698.61 by 4/16/20	\$5,570.17
4/23/2020	3 Day Attempt	left message	\$5,570.17
6/15/2020	Covid delinquent notice	\$5359.97 balance overdue	\$5,981.75
8/15/2020	Covid delinquent notice	\$6026.14 balance overdue	\$6,268.07
10/14/2020	Covid delinquent notice	\$6303.93 balance overdue	\$6,554.17
11/13/2020	Pre-Disconnection Warning	Letter to customer that unpaid balance puts them at risk after 11/9/20	\$6,845.38
12/1/2020	Moratorium begins		\$6,845.38
2021			
3/31/2021	Moratorium ends		\$8,274.88
4/14/2021	10-Day Notice Issued	\$7951.79 by 4/29/21	\$8,274.88
4/22/2021	3 Day Attempt	left message	\$8,274.88
4/22/2021	Company (covid related) agreement	level 1 (income \$2310.00) for Budget + \$136.00 on a balance of \$8179.79 beginning with the May 2021 due date	\$8,179.79
6/15/2021	10-Day Notice Issued	\$8270.32 by 6/30/21	\$8,503.78
6/23/2021	3 Day Attempt	Left message	\$8,503.78
6/24/2021	3 Day Attempt	Left message	\$8,503.78
6/24/2021	Collection related contact	Customer requests medical certificate, dispute rights issued. Customer calls back and is given options and new term date of 7/5/21.	\$8,503.78
6/28/2021	BCS #3793170 was filed	Opening remarks: ON - PAR NEEDED (# 61)	\$8,606.74

7/1/2021	BCS #3793170 decision	THIS CUSTOMER QUALIFIES FOR NEW PUC PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). PAR DECISION - LEVEL 1, BUDGET 197.00 + 146.00 = 343.00 BEGINNING ?AUG 2021 DUE DATE.	\$8,700.78
7/6/2021	BCS#3793170 (covid related) agreement added to account	level 1 (income \$2310.00) for budget + \$146.00 on a balance of \$8700.78 beginning with the August 2021 due date	\$8,700.78
8/27/2021	Customer payment	\$343.00	\$8,534.54
8/30/2021	Returned payment notice	\$343.00 payment returned for account not found	\$8,993.77
9/15/2021	10-Day Notice Issued	\$8680.54 by 9/30/21	\$8,993.77
9/22/2021	Collection related contact	Customer given options and medical info. Dispute rights issued and new term date of 10/3/21.	
9/30/2021	PA Emergency Order	PA Emergency order expires	\$8,993.77
10/1/2021	Medical Certificate filed		\$8,993.77
10/11/2021	Customer payment	\$343.00	\$8,993.77
10/11/2021	Collection related contact	Customer advised medical not received yet	\$8,993.77
10/12/2021	Returned payment notice	\$343.00 payment returned for account not found	\$9,336.77
10/13/2021	Collections resume	due to returned payment	\$9,336.77
10/25/2021	Collection related contact	All options given	\$9,336.77
10/25/2021	BCS #3809897 was filed	Opening remarks: SERVICE ON. CUST HAS A PUC PAR AND IS KEEPING UP WITH IT BUT SHE HAD SENT THE AMOUNT OF THE PAR \$343.00 AND IT HAS YET TO BE RECEIVED BY THE UTILITY.	\$9,336.77
12/1/2021	Moratorium begins		\$9,286.82
12/15/2021	BCS #3809897 decision	DECISION ISSUED—CASE DISMISSED. COMPANY HAS NOT RECEIVED THE \$343.00 PAYMENT IN QUESTION. THE LAST VALID PAYMENT WAS RECEIVED ON 4/3/2020 FOR \$100.00.	\$9,286.82
2022			
1/28/2022	Formal complaint received	F-2022-3030597	\$10,100.60
4/16/2022	10-Day Notice Issued	\$206.00 by 5/02/2022	\$10,819.71
4/25/2022	3 Day Attempt	Answering party listened to entire message and confirmed correct household.	\$10,819.71
4/26/2022	Collection related contact	All options given	\$10,819.71
5/2/2022	Customer payment	\$209.00	\$10,814.33
5/16/2022	10-Day Notice Issued	\$207.00 by 5/31/2022	\$10,814.33
5/24/2022	3 Day Attempt	Left message	\$10,814.33
5/25/2022	3 Day Attempt	Left message	\$10,814.33
5/29/2022	Collection related contact	All options given	\$10,921.26
5/31/2022	Collection related contact	All options given. Dispute rights issued and new term date of 6/13/2022.	\$10,921.26
6/10/2022	Collection related contact	All options given. Customer wants to use med cert. 3-day hold placed on account.	\$10,921.26
6/16/2022	3 Day Attempt	Left message	\$10,921.26
6/16/2022	Collection related contact	All options given.	\$10,921.26
6/20/2022	10-Day Notice Issued	\$415.00 for 7/05/2022.	\$10,921.26
6/21/2022	BCS# 3845443 was filed.	Opening remarks: ON - PAR NEEDED (# 61)	\$10,921.26
6/28/2022	BCS# 3845443 decision	DISMISSAL LETTER SENT: FORMAL CASE PENDING FOR THIS ACCOUNT. CASE	\$10,921.26
6/28/2022	3 Day Attempt	Left message	\$10,921.26
6/28/2022	Collection related contact	Customer needed 3 bills emailed to assistance agency.	\$10,921.26
6/29/2022	3 Day Attempt	Left message	\$11,062.30
6/29/2022	Collection related contact	Customer needed 4 bills emailed to assistance agency.	\$10,921.26
7/1/2022	BCS# 3848282 was filed.	ON - PAR NEEDED (# 61)	\$11,062.03
8/9/2022	BCS# 3848282 decision.	DISMISSED DUE TO 1405(D)	\$11,217.05
8/16/2022	10-Day Notice Issued	\$11,003.05 for 8/31/2022.	\$11,217.05
8/19/2022	Collection related contact	Outbound email sent to advise customer of ERAP and PAHAF Funds being available.	\$11,217.05
8/24/2022	3 Day Attempt	Answering party listened to entire message and confirmed correct household.	\$11,217.05
8/25/2022	Collection related contact	All options given. Dispute rights issued and new term date of 9/06/2022.	\$11,217.05
9/1/2022	Collection related contact	All options given. Customer wants to use med cert. 3-day hold placed on account.	\$11,377.53
9/1/2022	Medical certificate received	Hold placed on account until 10/01/2022.	\$11,377.53
9/7/2022	Formal complaint denied/closed.	F-2022-3030597	\$11,377.53
10/3/2022	3 Day Attempt	Left message	\$11,579.17
10/3/2022	Customer payment	\$25.00	\$11,554.17
10/4/2022	3 Day Attempt	Answering party listened to entire message and confirmed correct household.	\$11,554.17
10/5/2022	Collection related contact	All options given. Customer wants to use med cert. 3-day hold placed on account.	\$11,554.17
10/6/2022	Returned payment notice	\$25.00 payment returned for account not found.	\$11,579.17
11/15/2022	10-Day Notice Issued	\$11,484.33 for 11/30/2022.	\$11,708.33
11/15/2022	Collection related contact	All options given.	\$11,708.33
12/1/2022	Moratorium begins.		\$12,030.98
2023			
1/24/2023	Collection related contact	Outbound email sent to advise customer of ERAP and PAHAF Funds being available.	\$12,483.13
1/31/2023	Collection related contact	Outbound email sent to advise customer of ERAP and PAHAF Funds being available.	\$13,009.38
2/14/2023	10-Day Notice Issued	\$12,591.77 for 4/03/2023	\$12,969.34
2/17/2023	Collection related contact	Automated outbound call was made to advise how to apply for PA ERAP.	\$12,969.34
2/28/2023	3 Day Attempt	Answering party listened to entire message and confirmed correct household.	\$13,549.85

3/18/2023	10-Day Notice Issued	\$12,875.78 for 4/03/2023	\$13,549.85
3/21/2023	Collection related contact	All options given.	\$13,549.85
3/27/2023	3 Day Attempt	Answering party listened to entire message and confirmed correct household.	\$13,549.85
3/28/2023	Collection related contact	All options given. Dispute rights issued and new term date of 4/10/2023.	\$13,549.85
3/31/2023	Moratorium ends		\$13,882.52
4/8/2023	Collection related contact	All options given.	\$13,882.52
4/8/2023	Customer payment	\$12,875.78	\$1,006.74
4/10/2023	Customer payment	\$12,875.78	-\$11,869.04
4/12/2023	Returned payment notice	\$12,875.78 payment returned for non-sufficient funds.	\$1,021.74
4/13/2023	Returned payment notice	\$12,875.78 payment returned for non-sufficient funds.	\$13,912.52
5/15/2023	10-Day Notice Issued	\$13,530.55 for 5/30/2023.	\$14,277.27
5/23/2023	Collection related contact	All options given.	\$14,277.27
5/25/2023	Medical certificate denied.	Not eligible for another med cert. Dispute rights issued and new term date of 6/05/2023	\$14,277.27
5/26/2023	Collection related contact	Outbound email sent to advise customer of ERAP and PAHAF Funds being available.	\$14,277.27
6/1/2023	BCS# 3914039 filed.	ON - PAR NEEDED (# 61)	\$14,412.31
6/13/2023	BCS# 3910439 decision.	DISMISSAL LETTER ISSUED: - CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAYMENT ARRANGEMENT (BCS# 3793170).	\$14,412.31
6/15/2023	10-Day Notice Issued	\$14,021.26 for 6/29/2023.	\$14,412.31
6/27/2023	Collection related contact	All options given. Dispute rights issued and new term date of 7/10/2023.	\$14,556.43
7/10/2023	3 Day Attempt	Answering party listened to entire message and confirmed correct household.	\$14,556.43
7/12/2023	Formal complaint received	C-2023-3041686	\$14,556.43
10/16/2023	10-Day Notice Issued	\$159.11 for 10/31/2023	\$15,084.42
10/24/2023	3 Day Attempt	Sit tone/invalid phone number	\$15,084.42
10/25/2023	3 Day Attempt	left message	\$15,084.42
10/26/2023	Collection related contact	All options given. Dispute rights issued and new term date of 11/06/2023.	\$15,084.42
11/1/2023	Collection related contact	All options given.	\$15,192.91