

COMMONWEALTH OF PENNSYLVANIA
(PUBLIC UTILITY COMMISSION)

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MICHAEL AND STACEY HILDEBRAND, :
Complainant : Case No.
vs. : C-2023-3044136
METROPOLITAN EDISON COMPANY, :
Respondent. :
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Pages 1 through 44 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Friday, February 16, 2024
Met, pursuant to notice, at 10:02 a.m.

BEFORE:

THE HONORABLE JOHN M. COOGAN, JUDGE
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2023-3044136
Hearing Date: February 16, 2024

EXHIBITS INDEX
EXHIBIT

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Docket No. C-2023-3044136

Michael and Stacey Hildebrand v. Metropolitan Edison Company

The Hon. John M. Coogan

Hearing: Friday, February 16, 2024; 10:00 a.m.

Call-in Hearing No.: 888.459.7411; PIN: 95632432

PROPOSED HEARING EXHIBITS OF MET-ED

1. Customer Contacts
2. Account Statement
3. Payment History
4. Med Cert History
5. PAR History
6. BCS Decision No. 3598936, closed 9/12/18 (Level 2 PAR)
7. BCS Decision No. 3741818, closed 12/11/19 (1405d; CII Invalid)
8. BCS Decision No. 3809837, closed 12/1/21 (1405(d))
9. Docket No. C-2022-3030665, Final Order and Initial Decision
10. BCS Decision No. 3852347, closed 8/30/22 (1405(d); CII Invalid)
11. BCS Decision No. 3874213, closed 12/7/22 (1405(d))
12. BCS Decision No. 3936389, closed 11/1/23 (1405(d);SCIC Invalid)
13. Collection History

Customer: STACEY A HILDEBRAND / [REDACTED]
 Contract Acct: [REDACTED]
 Service Address: 3069 MILKY WAY RD, DOVER PA 17315

Created On: 01/29/2024
 Date Range: 01/29/2021 to 01/29/2024

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
11/09/2023 12:04:09	11/09/2023	[REDACTED]	Charles Howlett	PUC/BPU Complaint-Written
PA Formal C-2023-3044136 received requesting a PAR.				
11/11/2023 19:14:28	11/11/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 11/09/23 = \$ 370.00 Open editor for detail 1. 12 Mth Factor Amt: 4372.71 2. Current Delta: 1945.64 - 2172.00 + 0.00 226.36- 3. Remaining Amount: 2427.07 4. Diff + Remain Amt: 226.36- + 2427.07 2200.71 5. New BBP Amount: 2200.71 / 181 x 30.4 370.00 * Dollar Difference: 370.00 - 380.00 10.00 * Pct Difference: 2.63 * System BBP Amount: 370.00				
11/09/2023 07:51:50	11/09/2023	[REDACTED]	Angela Lambert	PUC/BPU Complaint-Written
Per PA PUC Secretary's Bureau, customer filed formal complaint C-2023-3044136 regarding a termination notice. Satisfied Not Applicable: Reason - Manual work				
11/09/2023 07:51:40	11/09/2023	[REDACTED]	Angela Lambert	Change Dunning Lock
Dunning Lock Reason:Utility Commission Dispute New Start Date: 11/09/2023 New End Date: 12/08/2023 Created By: Angela Lambert				
11/02/2023 11:34:07	11/02/2023	[REDACTED]	DeAnna Collins	General Inquiry/Other
s/w michael hildebrand. customer called for account status and status of puc complaint. advised no shut off and to call puc for further explanation Customer was satisfied.				
11/01/2023 16:26:02	11/01/2023	[REDACTED]	Angela Lambert	Create Dunning Lock
Dunning Lock Reason:Utility Commission Dispute Start Date: 11/01/2023 End Date: 11/12/2023 Created By: Angela Lambert				
11/01/2023 16:25:49	11/01/2023	[REDACTED]	Angela Lambert	Contract Account Changed
11/01/2023 16:25:09	11/01/2023	[REDACTED]	Angela Lambert	PUC/BPU Complaint-Written
PUC case 3936389 CASE DISMISSED: 1405(D) APPLIES. CUSTOMER HAS PREVIOUS PUC PAR 3598936 NOT SATISFIED. CUSTOMER ALSO HAS NOT PROVIDED EVIDENCE TO SUPPORT SCIC. ALambert/Compliance Satisfied Not Applicable: Reason - Manual work				
10/30/2023 22:29:08	10/30/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/25/2023 13:12:16	10/25/2023	[REDACTED]	Kiara Knarr	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: Kiara Knarr PA Final Wrap-up Customer was satisfied. s/w michael hildebrand (husband) - cust calling to inquire status of account, adv there was a PUC complaint made and did contact them but was informed that no case manager has been assigned to his account yet, knew there was a shut off notice on the account that was stopped as well and just wanted to make sure this was still in effect and account wasn't going to be terminated - reached out to Angela to see if we have heard anything from the PUC at this time, adv cust that we have not heard from the PUC as of this				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
moment but all the information was sent to them from us, the Decision will stay on the account until we hear back from them.				
08/23/2023 07:33:22	08/23/2023		Angela Lambert	PUC/BPU Complaint-Written
PUC case 3936389 received 08/23/23. Significant change in circumstance new PAR requested ALambert/Compliance Satisfied Not Applicable: Reason - Manual work				
08/23/2023 07:33:14	08/23/2023		Angela Lambert	Contract Account Changed
08/14/2023 08:13:10	08/14/2023		Jonathan J Gillum	Utility Report Issued
Spoke with: STACEY A HILDEBRAND Created By: Jonathan J Gillum Dispute Rights Dunning lock created - Lock date: 08/27/2023 Company Position: Termination Date(on or after)=> 08/28/2023 Offered all options to stop disconnection Customer Position: Customer could not satisfy options to stop disconnection				
08/14/2023 08:10:59	08/14/2023		Jonathan J Gillum	Financial Summary Review
Spoke with: STACEY A HILDEBRAND Created By: Jonathan J Gillum BP Refused FS				
08/14/2023 08:10:59	08/14/2023		Jonathan J Gillum	Negotiation Tool - Service On
Spoke with: STACEY A HILDEBRAND Created By: Jonathan J Gillum *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 Acct Balance of: \$13255.44 Offered - Pay Disconnection Amt of: \$12485.23 Offered - Pay Past Due Amt of \$8390.14 Offered - Pay Catch-up Amt of: \$7912.14 ***** Dispute Rights Issued Option Used.				
08/12/2023 19:08:09	08/12/2023		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 08/10/23 = \$ 380.00 Open editor for detail 1. 12 Mth Factor Amt: 4397.78 2. Current Delta: 1114.21 - 1032.00 + 0.00 82.21 3. Remaining Amount: 3283.57 4. Diff + Remain Amt: 82.21 + 3283.57 3365.78 5. New BBP Amount: 3365.78 / 269 x 30.4 380.00 * Dollar Difference: 380.00 - 344.00 36.00 * Pct Difference: 10.47				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* System BBP Amount:			380.00	
08/08/2023 16:50:32	08/08/2023		Nancye Datilus	Financial Summary Review
Spoke with: michael hildebrand/husban Created By: Nancye Datilus BP Refused FS				
08/08/2023 16:50:32	08/08/2023		Nancye Datilus	Disconnection Phone Attempt - Successful
08/08/2023 16:49:41	08/08/2023		Nancye Datilus	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: Nancye Datilus 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 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. S/W michael hildebrand/husband VAI cust calling to go over options /Offered all options/provided cust with med cert hotline number/adv cust to call back closer to term to get ext				
08/08/2023 10:04:00	08/08/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/31/2023 22:29:15	07/31/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
07/12/2023 10:08:00	07/12/2023		CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
06/06/2023 03:04:50	06/06/2023		CS General Purpose Batch	Sent PCAP Eligibility Letter
06/05/2023 10:13:17	06/05/2023		Desiree Snyder	LiHeap Credit
LIHEAP CRISIS \$1200.00 20230605				
06/05/2023 09:57:13	06/05/2023		Desiree Snyder	LiHeap Credit
LIHEAP CRISIS \$1200.00 20230605				
05/20/2023 04:05:04	05/20/2023		AABOTHUMSRV1	Create Dunning Lock
ADDED DUNNING LOCK VIA LIHEAP CRISIS GRANT AUTOMATION FOR 3200206820 AND \$1200.00				
05/11/2023 19:02:51	05/11/2023		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 05/10/23 = \$ 344.00 Open editor for detail 1. 12 Mth Factor Amt: 4112.98				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* System BBP Amount:			344.00	
05/10/2023 10:03:06	05/10/2023		Shana Carpenter	General Inquiry
michael hildebrand/husband - via - pledge from liheap - 06/03/2023 - hold on the acct dis has been stopped pa sat yes Customer was satisfied.				
05/04/2023 07:26:20	05/04/2023		Brittany Frankenbery	Agency Commitment (not referral)
CUSTOMER APPROVED FOR CRISIS GRANT-30 DAY HOLD.				
04/29/2023 20:15:34	04/29/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
04/12/2023 10:03:00	04/12/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
04/05/2023 15:55:06	04/05/2023		Lori Klapp	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: Lori Klapp Payment Options provided: Offered - Pay Acct Balance of: \$12695.81 Offered - Pay Past Due Amt of \$6762.16 ***** PA Final Wrap-up Customer was satisfied. s/w michael hildebrand advised no active disconnect at this time. working on getting funds together and will call regarding assistance.				
04/03/2023 10:47:09	04/03/2023		Desiree Snyder	LiHeap Credit
LIHEAP CASH \$150.00 20230403				
03/30/2023 10:03:04	03/30/2023		Cassi Ailstock	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: Cassi L Ailstock Payment Options provided: Offered - Pay Acct Balance of: \$12845.81 Offered - Pay Past Due Amt of \$6912.16 ***** PA Final Wrap-up Customer was satisfied. s/w Michael Hildebrand, calling to see if his dispute rights were already read to him, adv they were read on 3/28/23				
03/28/2023 12:13:29	03/28/2023		Trudy Cain	Utility Report Issued
Spoke with: michael hildebrand/husban Created By: Trudy Cain Dispute Rights Dunning lock created - Lock date: 04/07/2023 Company Position: DISCONNECTION NOTICE ADVISED TO CONTACT EA CONFIRMED LIHEAP CASH \$300.00 20230306 Held Security Deposit of \$532 was released Customer Position: CANNOT MAKE PAYMENT ON ACCOUNT				
03/28/2023 12:11:27	03/28/2023		Trudy Cain	Financial Summary Review
Spoke with: michael hildebrand/husban Created By: Trudy Cain				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
03/28/2023 12:07:06	03/28/2023		Trudy Cain	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: Trudy Cain Payment Options provided: Offered - Pay Acct Balance of: \$12845.81 Offered - Pay Past Due Amt of \$6912.16 ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up NOT ELIGIBLE FOR ANOTHER IP CONFIRMED LIHEAP CASH \$300.00 20230306 Held Security Deposit of \$532 was released				
03/13/2023 10:16:00	03/13/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/07/2023 03:08:36	03/07/2023		CS General Purpose Batch	Sent PCAP Eligibility Letter
03/06/2023 13:27:26	03/06/2023		CS General Purpose Batch	LiHeap Credit
LIHEAP CASH \$300.00 20230306 Held Security Deposit of \$532 was released				
03/03/2023 09:09:45	03/03/2023		Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
03/01/2023 22:22:02	03/01/2023		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/13/2023 11:09:27	02/13/2023		Shawn Prater	General inquiry
chryl york assistance office no dn no pledge srp.cbo Satisfied Not Applicable: Reason - Manual work				
02/13/2023 10:10:00	02/13/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/11/2023 18:58:44	02/11/2023		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 02/09/23 = \$ 394.00 Open editor for detail 1. 12 Mth Factor Amt: 3836.72 2. Current Delta: 3027.04 - 2643.00 + 0.00 384.04 3. Remaining Amount: 809.68 4. Diff + Remain Amt: 384.04 + 809.68 1193.72 5. New BBP Amount: 1193.72 / 92 x 30.4 394.00 * Dollar Difference: 394.00 - 312.00 82.00 * Pct Difference: 26.28 * System BBP Amount: 394.00				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/31/2023 20:47:10	01/31/2023		Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.				
01/25/2023 14:37:37	01/25/2023		Brittany Frankenberry	Provide Program Information
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 18:45:08	01/24/2023		Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/10/2023 10:09:00	01/10/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
12/12/2022 10:08:00	12/12/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
12/08/2022 06:12:14	12/08/2022		Cheryl Fick	PUC/BPU Complaint-Written
Case #3874213 - DISMISSAL LETTER ISSUED: CASE DISMISSED. CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#3598936 / cdf				
11/12/2022 18:50:57	11/12/2022		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 11/10/22 = \$ 312.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3582.82</p> <p>2. Current Delta: 1685.91 - 1707.00 + 0.00 21.09-</p> <p>3. Remaining Amount: 1896.91</p> <p>4. Diff + Remain Amt: 21.09- + 1896.91 1875.82</p> <p>5. New BBP Amount: 1875.82 / 183 x 30.4 312.00</p> <p>* Dollar Difference: 312.00 - 294.00 18.00</p> <p>* Pct Difference: 6.12</p> <p>* System BBP Amount: 312.00</p>				
10/26/2022 10:59:28	10/26/2022		Latoya White	Med Cert Paperwork Denied
<p>BP NOT ELIGIBLE FOR ANOTHER MC UNTIL ENTIRE BALANCE HAS BEEN PAID DOWN TO ZERO, MC HISTORY.</p> <p>06/15/16</p> <p>08/16/16</p> <p>10/14/16</p>				
10/26/2022 10:45:08	10/26/2022		Max Webb	PUC/BPU Complaint-Written
PUC CASE 3874213 RECEIVED 10/26/22. REQ PUC IP				
10/25/2022 17:11:15	10/25/2022		Beth Witt	Disconnection Phone Attempt - Successful
10/25/2022 17:10:37	10/25/2022		Beth Witt	Negotiation Tool - Service On
<p>Spoke with: michael hildebrand/husban</p> <p>Created By: Beth A Witt</p> <p>Med Cert options used.</p> <p>Provided Med Cert Webform URL: No</p> <p>Provided Med Cert Hotline number: No</p> <p>Customer requests Med Cert form faxed to their physician: No</p> <p>doctor is calling in Med Cert</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>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				Offered - Pay Acct Balance of: \$11359.77 Offered - Pay Disconnection Amt of: \$10680.74 Offered - Pay Past Due Amt of \$5265.82 Offered - Pay Catch-up Amt of: \$4767.65 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.
10/25/2022 17:03:00	10/25/2022		CS General Purpose Batch	Disconnection Phone Attempt - Successful
				Phone attempt 17 - Successful - Transferred to Live Agent
10/25/2022 15:42:51	10/25/2022		Donnie Williams	General Inquiry
				S/W annette LPN / dr gupta's offc york cnty, CALLING FOR A MED CERT, SENT FORM TO FAX 917178120029@femailfax.com daw/cbo- Satisfied Not Applicable: Reason - Manual work
10/24/2022 10:34:38	10/24/2022		EAILOGINWM7	Change Profile
				baltimore52 canesfan06@comcast.net Changed Password From Forgot Password
10/24/2022 10:32:20	10/24/2022		EAILOGINWM7	Forgot Password Email Sent
				baltimore52 canesfan06@comcast.net Requested Forgot Password link
10/24/2022 10:02:00	10/24/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
				Phone attempt 05 - AMD Detected - Left Message
10/13/2022 13:40:31	10/13/2022		Laurin Shelosky	Utility Report Issued
				Spoke with: michael hildebrand/husban Created By: Laurin Shelosky Dispute Rights Dunning lock created - Lock date: 10/23/2022 Company Position: offd all options Customer Position: BP could not comply w/ options provided
10/13/2022 13:37:58	10/13/2022		Laurin Shelosky	Financial Summary Review
				Spoke with: michael hildebrand/husban Created By: Laurin Shelosky BP Refused FS
10/13/2022 13:37:43	10/13/2022		Laurin Shelosky	Negotiation Tool - Service On
				Spoke with: michael hildebrand/husban Created By: Laurin Shelosky 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 declined ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No *****

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Financial Summary Option Used. BP Refused FS ***** Payment Options provided: Offered - Pay Acct Balance of: \$11062.67 Offered - Pay Disconnection Amt of: \$10680.74 Offered - Pay Past Due Amt of \$5267.18 Offered - Pay Catch-up Amt of: \$4767.65 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w mike hildebrand/husband called to discuss dn options / request for extension/ issued dispute rights				
10/10/2022 10:07:00	10/10/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/06/2022 16:08:12	10/06/2022		Beverly Scott	Financial Summary Review
Spoke with: michael hildebrand/husban Created By: Beverly D Scott BP Refused FS				
10/06/2022 16:08:12	10/06/2022		Beverly Scott	Disconnection Phone Attempt - Successful
10/06/2022 16:07:49	10/06/2022		Beverly Scott	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: Beverly D Scott 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 read med cert script ***** *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: \$11062.67 Offered - Pay Disconnection Amt of: \$10680.74 Offered - Pay Catch-up Amt of: \$4767.65 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. s/wmichael hildebrand/husband/ /cust calling to go over options to stop term/reviewed options/ref PAHAF/REF 211/will call for asst/				
10/01/2022 20:16:27	10/01/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
09/13/2022 10:09:00	09/13/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 05 - AMD Detected - Left Message				
09/10/2022 11:05:02	09/10/2022		B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/10/2022 Payment Time: 11:05:01 Payment Amount: 291.00 Payment Type: Credit Vendor ID: CT Receipt Number: 16618437091022				
09/08/2022 11:57:14	09/08/2022		Charee Delaney	PUC/BPU Complaint-Written
puc complaint 3852347 closed - dismissed puc remarks: CUSTOMER FAILED TO PROVIDE EVIDENCE TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D).				
08/19/2022 13:34:37	08/19/2022		Natasha Neal	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/15/2022 18:46:24	08/15/2022		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 08/14/22 = \$ 294.00 Open editor for detail 1. 12 Mth Factor Amt: 3483.75 2. Current Delta: 829.41 - 825.00 + 0.00 4.41 3. Remaining Amount: 2654.34 4. Diff + Remain Amt: 4.41 + 2654.34 2658.75 5. New BBP Amount: 2658.75 / 275 x 30.4 294.00 * Dollar Difference: 294.00 - 275.00 19.00 * Pct Difference: 6.91 * System BBP Amount: 294.00				
07/25/2022 08:03:06	07/25/2022		Charles Howlett	PUC/BPU Complaint-Written
Formal complaint dismissed. Changed dispute date to 7/22/22 to reflect new informal receivec.				
07/25/2022 07:59:00	07/25/2022		Charles Howlett	PUC/BPU Complaint-Written
Formal Complaint filed by Stacey and Michael Hildebrand against Metropolitan Edison Company at Docket No. C-2022-3030665 is dismissed and the docket marked closed. Satisfied Not Applicable: Reason - Manual work				
07/22/2022 09:37:25	07/22/2022		Charee Delaney	PUC/BPU Complaint-Written
puc informal complaint recvd 3852347 CII Satisfied Not Applicable: Reason - Manual work				
07/15/2022 09:19:19	07/15/2022		Alexandra N Shelledy	Utility Report Issued
Spoke with: michael hildebrand/husban Created By: Alexandra N Shelledy Dispute Rights Dunning lock created - Lock date: 07/25/2022 Company Position: requiring payment Customer Position: needs more time to pay				
07/15/2022 09:17:05	07/15/2022		Alexandra N Shelledy	Disconnection Phone Attempt - Successful
07/15/2022 09:16:59	07/15/2022		Alexandra N Shelledy	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Created By: Alexandra N Shelledy Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$10659.07 Offered - Pay Past Due Amt of \$4243.27 Offered - Pay Disconnection Amt of: \$290.80 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w michael hildebrand, Informed balances. Dispute rights provided</p>				
07/15/2022 09:16:59	07/15/2022		Alexandra N Shelledy	Financial Summary Review
<p>Spoke with: michael hildebrand/husban Created By: Alexandra N Shelledy FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
07/12/2022 17:03:00	07/12/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/11/2022 10:04:00	07/11/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
06/29/2022 22:26:54	06/29/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
06/27/2022 10:02:00	06/27/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
06/26/2022 19:07:35	06/26/2022		EAILOGINWM7	Ready Pay Create
No 89081771 - \$ 310.00 - 06/26/2022 Guest User				
06/15/2022 08:56:22	06/15/2022		Myra J Pettis	Utility Report Issued
<p>Spoke with: michael hildebrand/husban Created By: Myra J Pettis Dispute Rights Dunning lock created - Lock date: 06/26/2022 Company Position: All option given to resolve term notice Dispute rights given, new term date: 06/27/2022 Customer Position: Cust. can't stop term. Cust. unsatisfied with options given Cust. plans to: paying 302.00 on or before 06/27/2022</p>				
06/15/2022 08:53:35	06/15/2022		Myra J Pettis	Negotiation Tool - Service On
<p>Spoke with: michael hildebrand/husban Created By: Myra J Pettis Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. has info *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$10690.55 Offered - Pay Past Due Amt of \$4145.67 Offered - Pay Disconnection Amt of: \$302.00 *****</p> <p>Dispute Rights Issued Option Used. *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes</p>				
06/15/2022 08:53:35	06/15/2022		Myra J Pettis	Financial Summary Review
<p>Spoke with: michael hildebrand/husban Created By: Myra J Pettis BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>				
06/15/2022 08:43:18	06/15/2022		Myra J Pettis	Contest - eBill
<p>Customer was satisfied.</p>				
06/15/2022 08:43:11	06/15/2022		EAILOGINWM7	Paperless Bill Enrollment
<p>Myra Pettis - Paperless Added on Account</p>				
06/10/2022 17:02:00	06/10/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
06/09/2022 10:01:00	06/09/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
<p>Phone attempt 09 - Sit Tone/Invalid Phone Number</p>				
06/01/2022 22:26:23	06/01/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
05/19/2022 16:18:02	04/18/2022		Amber Moore	General Inquiry/Other
<p>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.</p>				
05/14/2022 18:42:36	05/14/2022		CS General Purpose Batch	Calculation
<p>C/A Contract Budget amt calculated for period ending 05/12/22 = \$ 275.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3315.01 * System BBP Amount: 275.00</p>				
05/13/2022 10:35:23	05/13/2022		B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 05/13/2022 Payment Time: 10:35:23 Payment Amount: 147.00 Payment Type: Credit Vendor ID: CT Receipt Number: 14234139051322</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/11/2022 17:02:00	05/11/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/10/2022 10:01:00	05/10/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
05/02/2022 22:22:23	05/02/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
02/10/2022 19:04:01	02/10/2022		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 02/09/22 = \$ 302.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3272.20</p> <p>2. Current Delta: 2505.33 - 2367.00 + 0.00 138.33</p> <p>3. Remaining Amount: 766.87</p> <p>4. Diff + Remain Amt: 138.33 + 766.87 905.20</p> <p>5. New BBP Amount: 905.20 / 91 x 30.4 302.00</p> <p>* Dollar Difference: 302.00 - 256.00 46.00</p> <p>* Pct Difference: 17.97</p> <p>* System BBP Amount: 302.00</p>				
02/01/2022 10:19:04	02/01/2022		Charles Howlett	PUC/BPU Complaint-Written
PA Formal complaint C-2022-3030665 received regarding payment arrangements. C Howlett/Compliance				
01/25/2022 10:47:59	01/25/2022		Patrick Rowan	General Inquiry/Other
<p>s/w nancy from liheap</p> <p>no disconnect moratorium protected</p> <p>no pledge pjr/cbo</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
12/31/2021 11:58:04	05/12/2021		Brenda Swiger	General Inquiry/Other
<p>PREPARED TO GO TO 60/24/12 MONTHS BASED ON PUC DIRECTIVES, AND COMPANY ACCEPTED FULL TERMS OF THE ORDER</p> <p>Customer was satisfied.</p>				
12/01/2021 15:38:21	12/01/2021		C68793	Negotiation Tool - Service On
<p>Spoke with: michael hildebrand/husban</p> <p>Created By: CHRISTOPHER E WILLIAMS</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$9064.74 (includes Sec Dep)</p> <p>Offered - Pay Past Due Amt of \$1736.55 (includes Sec Dep)</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <ul style="list-style-type: none"> • SW: michael hildebrand/husband • Alt Phone: No alt # <p>PUC is closed. Ruled in our favor. Customer is calling for payment options.</p> <ul style="list-style-type: none"> • Customer already on LTIP • Went over balances - unable to pay anything today. <p>Adv no consumption ip available.</p> <p>SDIP 60.50 up front but cant pay.</p> <p>Adv of right now there is no term on the account.</p> <p>Adv most of SD has been paid.</p> <ul style="list-style-type: none"> • Gave Assistance Info 				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
-gave pcap re-enrollment of 8861.57 Confirmed Income Security Deposit waiver option provided																				
12/01/2021 15:32:30	12/01/2021		C68793	Financial Summary Review																
Spoke with: michael hildebrand/husban Created By: CHRISTOPHER E WILLIAMS BP Fed and Reg Inc Levels updated. Low income letter will be sent.																				
12/01/2021 15:30:52	12/01/2021		C68793	Negotiation Tool - Service On																
Spoke with: michael hildebrand/husban Created By: CHRISTOPHER E WILLIAMS Payment Options provided: Offered - Pay Acct Balance of: \$9064.74 (includes Sec Dep) Offered - Pay Past Due Amt of \$1736.55 (includes Sec Dep) ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent.																				
12/01/2021 15:22:23	12/01/2021		Cheryl Fick	PUC/BPU Complaint-Written																
Case #3809837 - DISMISSAL LETTER ISSUED. THE CUSTOMER HAS NOT SATISFIED PUC PAYMENT ARRANGEMENT 3598936 AND THEREFORE NOT ELIGIBLE FOR ANOTHER PER 1405D. THE CUSTOMER ALSO DEFAULTED ON THE COMPANY PAYMENT ARRANGEMENT ESTABLISHED ON 05/12/2021. THE CUSTOMER MUST CONTACT THE COMPANY TO DISCUSS PAYMENT OPTIONS ON THE ACCOUNT. / cdf																				
11/13/2021 19:41:59	11/13/2021		CS General Purpose Batch	Calculation																
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 11/10/21 = \$ 256.00 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;">3139.47</td> </tr> <tr> <td>2. Current Delta: 1418.10 - 1599.00 + 0.00</td> <td style="text-align: right;">180.90-</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">1721.37</td> </tr> <tr> <td>4. Diff + Remain Amt: 180.90- + 1721.37</td> <td style="text-align: right;">1540.47</td> </tr> <tr> <td>5. New BBP Amount: 1540.47 / 183 x 30.4</td> <td style="text-align: right;">256.00</td> </tr> <tr> <td>* Dollar Difference: 256.00 - 256.00</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">256.00</td> </tr> </table>					1. 12 Mth Factor Amt:	3139.47	2. Current Delta: 1418.10 - 1599.00 + 0.00	180.90-	3. Remaining Amount:	1721.37	4. Diff + Remain Amt: 180.90- + 1721.37	1540.47	5. New BBP Amount: 1540.47 / 183 x 30.4	256.00	* Dollar Difference: 256.00 - 256.00	0.00	* Pct Difference:	0.00	* System BBP Amount:	256.00
1. 12 Mth Factor Amt:	3139.47																			
2. Current Delta: 1418.10 - 1599.00 + 0.00	180.90-																			
3. Remaining Amount:	1721.37																			
4. Diff + Remain Amt: 180.90- + 1721.37	1540.47																			
5. New BBP Amount: 1540.47 / 183 x 30.4	256.00																			
* Dollar Difference: 256.00 - 256.00	0.00																			
* Pct Difference:	0.00																			
* System BBP Amount:	256.00																			
10/22/2021 15:21:40	10/22/2021		Alison Walker	PUC/BPU Complaint-Written																
PUC case# 3809837 received on 10/22/21 regarding a PUC payment agreement request (PAR). - awalker																				
10/12/2021 08:43:10	10/12/2021		Troy Carper	Utility Report Issued																
Spoke with: michael hildebrand/husban Created By: Troy Carper Dispute Rights Dunning lock created - Lock date: 10/24/2021 Company Position: Advised new term date of 10/25/2021 Customer Position: Michele Hilderbread- Husband said he will try to Pay the Catch-up Amt of: \$411.00 (includes Sec Dep) next Friday he cannot make																				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				any payment today
10/12/2021 08:39:13	10/12/2021		Troy Carper	Financial Summary Review
				Spoke with: michael hildebrand/husban Created By: Troy Carper BP Refused FS
10/12/2021 08:39:13	10/12/2021		Troy Carper	Negotiation Tool - Service On
				Spoke with: michael hildebrand/husban Created By: Troy Carper *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: \$8608.25 (includes Sec Dep) Offered - Pay Disconnection Amt of: \$7926.25 Offered - Pay Past Due Amt of \$1348.00 (includes Sec Dep) Offered - Pay Catch-up Amt of: \$411.00 (includes Sec Dep) ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Confirmed Income Security Deposit waiver option provided
10/08/2021 17:01:00	10/08/2021		CS General Purpose Batch	Disconnection Phone Attempt - Successful
				Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed
10/07/2021 10:03:00	10/07/2021		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
				Phone attempt 09 - Sit Tone/Invalid Phone Number
10/01/2021 09:21:17	10/01/2021		Jaslin Muniz	Ready Pay Create
				No 82440423 - \$411.00 10/01/2021 sw michael hildebrand/husband
10/01/2021 09:19:04	10/01/2021		Jaslin Muniz	General Inquiry
				sw michael hildebrand/husband wondering why pymnt didn't go through. adv returned non-sufficient funds. said they have 2000 in acct. I conf acct # & tried again Customer was satisfied.
10/01/2021 09:05:57	10/01/2021		EAILOGINWM7	Self-Serve Credit Interaction
				Contact Person: Account Holder Offered All Options
09/30/2021 15:31:06	09/30/2021		CS General Purpose Batch	Return Check Letter
09/29/2021 22:23:34	09/29/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
09/25/2021 16:33:07	09/25/2021		EAILOGINWM7	Ready Pay Create
				No 82313255 - \$ 411.00 - 09/25/2021 baltimore52 canesfan06@comcast.net
09/25/2021 16:32:21	09/25/2021		EAILOGINWM7	Self-Serve Credit Interaction
				Contact Person: Account Holder Offered All Options
09/25/2021 16:29:14	09/25/2021		EAILOGINWM7	Change Profile

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
baltimore52 canesfan06@comcast.net Changed Password From Unlock Password				
09/25/2021 16:26:42	09/25/2021		EAILOGINWM7	Unlock Login Email Sent
baltimore52 canesfan06@comcast.net Requested Unlock Password link				
09/14/2021 14:44:15	09/14/2021		Stacy L Whiteman	Utility Report Issued
Spoke with: michael hildebrand/husban Created By: Stacy L Whiteman Dispute Rights Dunning lock created - Lock date: 09/26/2021 Company Position: BP CANT PAY/NEEDS MORE TIME-SW Customer Position: GAVE BP MORE TIME/CAN'T MAKE A PYMT TODAY-SW				
09/14/2021 14:41:01	09/14/2021		Stacy L Whiteman	Financial Summary Review
Spoke with: michael hildebrand/husban Created By: Stacy L Whiteman BP Refused FS				
09/14/2021 14:40:02	09/14/2021		Stacy L Whiteman	Negotiation Tool - Service On
<p>Spoke with: michael hildebrand/husban Created By: Stacy L Whiteman Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No HAVE PH#-SW *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No *****</p> <p>Financial Summary Option Used. BP Refused FS *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$9004.25 (includes Sec Dep) Offered - Pay Disconnection Amt of: \$8066.09 Offered - Pay Past Due Amt of \$822.00 Offered - Pay Catch-up Amt of: \$411.00 *****</p> <p>Dispute Rights Issued Option Used. *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Customer to use Med Cert Option: No S/W:Michael Hildebrand/Husband BP STATED:HE GETS PAID NEXT FRIDAY 9/24/21-ADV BACK ON 5/1221 THEY ALREADY SET UP A 60 MONTH OTLTIP-SW Confirmed Income Security Deposit waiver option provided</p>				
09/09/2021 17:01:00	09/09/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/31/2021 22:27:56	08/31/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
08/23/2021 20:12:49	08/21/2021		BATCH	Security Deposit Created
Security Deposit warning process: \$ 532.00 deposit billed on 08/23/21				
08/20/2021 00:03:05	08/20/2021		EAILOGINWM7	Ready Pay Create
No 81437675 - \$ 411.00 - 08/20/2021 baltimore52 canesfan06@comcast.net				
08/20/2021 00:02:13	08/20/2021		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/12/2021 09:01:24	08/12/2021		Eleanor Strakal	Utility Report Issued
Spoke with: michael hildebrand/husban Created By: Eleanor V Strakal Dispute Rights Dunning lock created - Lock date: 08/22/2021 Company Position: is not able to make payment to stop term Customer Position: needs to make payment to stop term				
08/12/2021 08:59:37	08/12/2021		Eleanor Strakal	Financial Summary Review
Spoke with: michael hildebrand/husban Created By: Eleanor V Strakal BP Refused FS				
08/12/2021 08:59:36	08/12/2021		Eleanor Strakal	Disconnection Phone Attempt - Successful
08/12/2021 08:59:13	08/12/2021		Eleanor Strakal	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: Eleanor V Strakal Med Cert options used. Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No cpap ***** *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: \$8583.76 Offered - Pay Disconnection Amt of: \$8088.28 Offered - Pay Past Due Amt of \$822.00 Offered - Pay Catch-up Amt of: \$411.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes ** Prov. dispute rights, PUC info and new term date of : Termination Date(on or after)=> 08/23/2021				
08/11/2021 18:45:49	08/11/2021		CS General Purpose Batch	Calculation
C/A Contract				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Budget amt calculated for period ending 08/10/21 = \$ 256.00 Open editor for detail 1. 12 Mth Factor Amt: 3136.33 2. Current Delta: 660.67 - 831.00 + 0.00 170.33- 3. Remaining Amount: 2475.66 4. Diff + Remain Amt: 170.33- + 2475.66 2305.33 5. New BBP Amount: 2305.33 / 274 x 30.4 256.00 * Dollar Difference: 256.00 - 277.00 21.00 * Pct Difference: 7.58 * System BBP Amount: 256.00				
08/10/2021 17:03:00	08/10/2021		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
08/09/2021 10:04:00	08/09/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
07/31/2021 20:13:28	07/31/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
07/14/2021 11:48:33	07/14/2021		GABRIELLA R NIHART	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: GABRIELLA R NIHART Offered - Pay Past Due Amt of \$411.00 ***** PA Final Wrap-up Customer was satisfied. adv there is no ds on the acct- cust said he is going to be paying a little bit each week to catch up to the IP				
07/14/2021 11:43:29	07/14/2021		Ashley Carpenter	General Inquiry
s/w michael hildebrand cc adv call was about past due balance wants to make sure no term on account xfer to credit Satisfied Not Applicable: Reason - Call Transferred				
07/14/2021 07:21:37	07/14/2021		Natasha Neal	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS BEING AVAILABLE.				
07/13/2021 10:14:00	07/13/2021		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
07/09/2021 08:58:38	07/09/2021		EAILOGINWM7	Ready Pay Create
No 80385214 - \$ 253.10 - 07/09/2021 baltimore52 canesfan06@comcast.net				
07/09/2021 08:57:53	07/09/2021		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/08/2021 10:02:00	07/08/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/06/2021 16:11:19	07/06/2021		Jordane Brzuzy-Hill	Disconnection Phone Attempt - Successful
07/06/2021 16:10:20	07/06/2021		Jordane Brzuzy-Hill	Financial Summary Review
Spoke with: michael hildebrand/husban Created By: Jordane N Brzuzy-Hill FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
07/06/2021 16:09:49	07/06/2021		Jordane Brzuzy-Hill	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: Jordane N Brzuzy-Hill Med Cert options used.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No . ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. . ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$8371.44 Offered - Pay Disconnection Amt of: \$8094.44 Offered - Pay Catch-up Amt of: \$253.10 ***** Payment Option used - Pay Catch-up Amt of: \$253.10 Payment confirmed for: 253.10 by Payment Agency Script Read: Yes adv total bill balance is \$664.10.. adv if he pays the catch up amt itll leave a balance of \$411.00.. ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. adv LIHEAP #..				
06/30/2021 22:28:21	06/30/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
06/12/2021 15:08:40	06/12/2021		B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/12/2021 Payment Time: 15:08:40 Payment Amount: 250.00 Payment Type: Credit Vendor ID: CT Receipt Number: 08203640061221				
06/11/2021 10:08:45	06/11/2021		Eleanor Strakal	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: Eleanor V Strakal Payment Options provided: Offered - Pay Acct Balance of: \$8426.19 Offered - Pay Past Due Amt of \$503.10 ***** PA Final Wrap-up Customer was satisfied. 69.10 true up caused bill to be higher - new budget will be 277.00 + new ip amt startning next mth-cusstomer states will pay in 2 pymts this mth and then will be on track				
06/11/2021 10:05:20	06/11/2021		INTV IVR	Account Balance Inquiry
06/09/2021 22:23:57	06/09/2021		CS General Purpose Batch	Security Deposit Review
Security Deposit Warning Process. Letter sent 06/10/2021				
05/12/2021 18:40:37	05/12/2021		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 05/11/21 = \$ 277.00 Open editor for detail 1. 12 Mth Factor Amt: 3327.10 * System BBP Amount: 277.00				
05/12/2021 11:57:49	05/12/2021	[REDACTED]	Brenda Swiger	PA Payment - IP
05/12/2021 11:54:19	05/12/2021	[REDACTED]	Brenda Swiger	Disconnection Phone Attempt - Successful
05/12/2021 11:53:57	05/12/2021	[REDACTED]	Brenda Swiger	Financial Summary Review
Spoke with: michael hildebrand/husban Created By: Brenda S Swiger Low income letter will be sent.				
05/12/2021 11:51:29	05/12/2021	[REDACTED]	Brenda Swiger	Negotiation Tool - Service On
Spoke with: michael hildebrand/husban Created By: Brenda S Swiger Med Cert options used. Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No declined ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$8224.71 Offered - Pay Disconnection Amt of: \$7757.09 Offered - Pay Past Due Amt of \$6891.39 Offered - Pay Catch-up Amt of: \$6498.39 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. ADV BUDGET 300.00 EST IP AMT \$134.00 + BUDGET FOR 60 MO'S, ADV ONLY ONE TIME OFFER **bill should generate on or around 5/13 Disconnection activity on your account will be stopped with this payment arrangement.				
05/11/2021 17:09:00	05/11/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/10/2021 10:05:00	05/10/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/01/2021 20:13:04	05/01/2021	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
04/12/2021 10:07:00	04/12/2021	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 05 - AMD Detected - Left Message				
03/26/2021 13:56:07	03/26/2021		Russell Riggs-Marshek	Negotiation Tool - Service On
<p>Spoke with: michael hildebrand/husban Created By: Russell A Riggs-Marshek Payment Options provided: Offered - Pay Acct Balance of: \$7967.16 Offered - Pay Past Due Amt of \$6105.39 ***** PA Final Wrap-up Customer was satisfied. S/W michael hildebrand/husband adv DEF and LIHEAP phone # for assistance adv on PUC IP can not set up IP.</p>				
03/26/2021 13:29:17	03/26/2021		C67719	General Inquiry
<p>S/W MICHAEL HILDEBRAND-SPOUSE, WANTS TO KNOW WHAT CAN DO ABOUT PAST DUE BAL, XFER TO PA CRED Satisfied Not Applicable: Reason - Call Transferred</p>				
03/26/2021 11:14:33	03/26/2021		Kristen Delle Donne	Outbound Call
<p>PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.</p>				
02/10/2021 19:29:05	02/10/2021		CS General Purpose Batch	Calculation
<p>C/A Contract Budget amt calculated for period ending 02/09/21 = \$ 300.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3265.07 2. Current Delta: 2560.23 - 2358.00 + 0.00 202.23 3. Remaining Amount: 704.84 4. Diff + Remain Amt: 202.23 + 704.84 907.07 5. New BBP Amount: 907.07 / 92 x 30.4 300.00 * Dollar Difference: 300.00 - 266.00 34.00 * Pct Difference: 12.78 * System BBP Amount: 300.00</p>				



DETAILED STATEMENT OF ACCOUNT

Customer Name: STACEY A HILDEBRAND

Account Number: XXXXXXXXXX

Service Address:
3069 MILKY WAY RD
DOVER PA 17315

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
02/08/22													-411.00			9,404.68
02/10/22	02/09/22	KWH	131,214	3,065	29	106	Act	399.84		399.84	256.00	03/07/22				9,804.52
02/10/22														-1.11	SDINT	9,803.41
03/14/22	03/13/22	KWH	133,808	2,594	32	81	Act	333.61		333.61	302.00	04/05/22				10,137.02
03/14/22														-1.31	SDINT	10,135.71
04/13/22	04/12/22	KWH	135,888	2,080	30	69	Act	262.09		262.09	302.00	05/05/22				10,397.80
04/13/22														-1.31	SDINT	10,396.49
05/13/22													-147.00			10,249.49
05/14/22	05/12/22	KWH	137,573	1,685	30	56	Act	213.98		213.98	302.00	06/06/22				10,463.47
05/14/22														-1.40	SDINT	10,462.07
06/14/22	06/13/22	KWH	139,317	1,744	32	55	Act	229.79		229.79	275.00	07/06/22				10,691.86
06/14/22														-1.31	SDINT	10,690.55
06/26/22													-310.00			10,380.55
07/14/22	07/13/22	KWH	141,403	2,086	30	70	Act	279.92		279.92	275.00	08/08/22				10,660.47
07/14/22														-1.40	SDINT	10,659.07
08/15/22	08/14/22	KWH	143,794	2,391	32	75	Act	319.70		319.70	275.00	09/06/22				10,978.77
08/15/22														-1.31	SDINT	10,977.46
09/10/22													-291.00			10,686.46
09/14/22	09/13/22	KWH	145,974	2,180	30	73	Act	305.99		305.99	294.00	10/06/22		71.53	LPC	11,063.98
09/14/22														-1.31	SDINT	11,062.67
10/13/22	10/12/22	KWH	147,971	1,997	29	69	Act	298.46		298.46	294.00	11/07/22				11,361.13
10/13/22														-1.36	SDINT	11,359.77
11/12/22	11/10/22	KWH	149,649	1,678	29	58	Act	252.05		252.05	294.00	12/05/22				11,611.82
11/12/22														-1.27	SDINT	11,610.55
12/12/22	12/11/22	KWH	151,940	2,291	31	74	Act	348.58		348.58	312.00	01/03/23		90.74	LPC	12,049.87
12/12/22														-1.27	SDINT	12,048.60
01/12/23	01/11/23	KWH	155,140	3,200	31	103	Act	524.49		524.49	312.00	02/06/23		97.41	LPC	12,670.50
01/12/23														-2.47	SDINT	12,668.03
02/11/23	02/09/23	KWH	157,967	2,827	29	97	Act	468.06		468.06	312.00	03/06/23		104.06	LPC	13,240.15

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
02/11/23																13,237.29
03/06/23																12,705.29
03/06/23																12,405.29
03/14/23	03/13/23	KWH	160,645	2,678	32	84	Act	440.52		440.52	394.00	04/05/23	-300.00			12,845.81
04/03/23																12,695.81
04/12/23	04/11/23	KWH	162,778	2,133	29	74	Act	349.78		349.78	394.00	05/04/23	-150.00			13,045.59
05/11/23	05/10/23	KWH	164,571	1,793	29	62	Act	295.64		295.64	394.00	06/05/23				13,341.23
06/05/23																12,141.23
06/12/23	06/11/23	KWH	166,424	1,853	32	58	Act	306.72		306.72	344.00	07/05/23	-1,200.00			12,447.95
07/13/23	07/12/23	KWH	168,879	2,455	31	79	Act	407.46		407.46	344.00	08/07/23				12,855.41
08/12/23	08/10/23	KWH	171,288	2,409	29	83	Act	400.03		400.03	344.00	09/05/23				13,255.44
09/13/23	09/12/23	KWH	173,598	2,310	33	70	Act	384.02		384.02	380.00	10/05/23				13,639.46
10/12/23	10/11/23	KWH	174,738	1,140	29	39	Act	194.96		194.96	380.00	11/06/23				13,834.42
11/11/23	11/09/23	KWH	176,233	1,495	29	52	Act	252.45		252.45	380.00	12/05/23				14,086.87
12/12/23	12/11/23	KWH	178,214	1,981	32	62	Act	338.42		338.42	370.00	01/03/24				14,425.29
01/13/24	01/11/24	KWH	180,179	1,965	31	63	Act	354.18		354.18	370.00	02/05/24				14,779.47



Payment History

Name: STACEY A HILDEBRAND
Address: 3069 MILKY WAY RD, DOVER PA 17315
Account: [REDACTED]
Period: 1/1/19 to 1/29/24

Date	Amount	Description
12/3/2019	\$350.00	Electronic Check Payment - WEB
2/4/2020	\$200.00	LIHEAP Cash
6/12/2021	\$250.00	Electronic Check Payment - IVR
7/9/2021	\$253.10	Electronic Check Payment - WEB
8/20/2021	\$411.00	Electronic Check Payment - WEB
9/25/2021	\$411.00	Electronic Check Payment - WEB
9/30/2021	(\$411.00)	Payment Returned - Non Sufficient Funds
10/1/2021	\$411.00	Electronic Check Payment - CSR
2/8/2022	\$411.00	Mail Payment
5/13/2022	\$147.00	Credit Card Payment
6/26/2022	\$310.00	Electronic Check Payment - WEB
9/10/2022	\$291.00	Credit Card Payment
3/6/2023	\$300.00	LIHEAP Cash
4/3/2023	\$150.00	LIHEAP Cash
6/5/2023	\$1,200.00	LIHEAP Crisis



STACEY A HILDEBRAND
3069 MILKY WAY RD
DOVER PA 17315
Account: [REDACTED]

Medical Certificate History

Display Medical Certificate History

Business Partner 804495133 STACEY A HILDEBRAND
Contract Account [REDACTED]

Date	Time	Activity	Start Date	End Date	Cert Date	Disc Stat	Paper Stat	Account Balance
10/14/2016	13:22:19	Maintain	10/14/2016	11/13/2016		Active	Received	1051.01
10/14/2016	13:21:48	New Entry	10/14/2016	11/13/2016		Active	No Answer	1051.01
08/16/2016	09:19:12	Maintain	08/16/2016	09/15/2016		Active	Received	893.44
08/16/2016	09:18:23	New Entry	08/16/2016	09/15/2016		Active	No Answer	893.44
06/15/2016	16:12:32	Maintain	06/15/2016	07/15/2016		Active	Received	757.94
06/15/2016	16:11:44	New Entry	06/15/2016	07/15/2016		Active	No Answer	757.94

**FIRST ENERGY
 HIERARCHY OF PAYMENT ARRANGEMENTS**

Name: STACEY A HILDEBRAND
Address: 3069 MILKY WAY RD, DOVER PA 17315
Account: [REDACTED]

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
PCAP	1/14/2015	\$1,054.44	\$500.00	Budget bill - \$200.00 monthly credit. \$29.29 potential forgiveness. Removed 1/13/17 for failure to reverify income.
CO PA	9/27/2017	\$1,046.07	\$2,000.00	Budget bill + \$87.00 beginning with the November 2017 due date.
BCS#3598936	10/15/2018	\$3,955.70	\$6,500.00	Budget bill + \$93.00 beginning with the December 2018 due date.
CO EXT	5/12/2021	\$8,057.02	\$3,333.33	Budget bill + \$134.00 beginning with the June 2021 due date.

Remarks: * Customer has \$263.07 in previously deferred PCAP arrears/no PCAP arrears

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

Lash, Tammy L

Customer Information

Case Number

3598936

Account Number

[REDACTED]

First Name

MIKE

Last Name

HILDEBRAND

Service Address

Address1

3069 MILKY WAY

Address2

Service City

DOVER

Service State

PA

Service Zip

17315-0

Service Class

Work Phone

(717) 7552109

Home Phone

(717) 7473000

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

6

Children

1

Age

1

Adults

5

General

PUC Date Opened

4/6/2018

PUC Date Prepared

4/6/2018

Received Date

4/6/2018

PUC Date Closed

9/12/2018

Case Information

Prior Case Number

0

Term Date

4/2/2018

Arrearage

2224

Case Origin

TELEPHONE

Universal Service

No

Income

WAGES - \$6500

Source

Business Name

Reason For Contact

ON

- PAR WITH DISPUTE (#63)

Case Problem

Company Position

CAN' T RENOGIATE PAYMENT,

Related Information

CUSTOMER

ON CPAP MACHINE, NEED PAYMENT ARRANGEMENT TO AVOID SHUT OFF, HAS 3 WEEK

BABY IN

HOUSE, APPLIED LIHEAP, CRISIS, DIAL 211, PCAP

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

STEVE

Intaker Last Name

ROBERTSON

Status

Status

Closed

History

Click To Expand



Is Archived

Customer Information

Case Number

3598936

Customer First Name

MIKE

Customer Last Name

HILDEBRAND

Account Number

██████████

Service Address

Address 1

3069 MILKY WAY

Address 2

City

DOVER

Service State

PA

Zip

17315

Home Phone

(717) 7473000

Work Phone

(717) 7552109

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

5

Family Size

6

Children

1

Age

1

General

PUC Date Opened

4/6/2018

PUC Sent Date

9/12/2018

PUC Date Closed

9/12/2018

Case Type

PAR with Dispute

Assigned To

Assigned Specialist

Lash, Tammy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/12/2018

Head Date

9/12/2018

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
3330.63	0.00	484.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
391.00	0.00	93.00
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

NOVEMBER 2018 DUE DATE

Letter Description

Resolution

DISMISSED. THE COMPANY PROPERLY DENIED THE CUSTOMER A 4TH MEDICAL CERTIFICATE IN ACCORDANCE WITH 56.116. GRANTED: THE CUSTOMER HAS NO PRIOR UNSATISFIED PUC PAYMENT ARRANGEMENT AND IS ELIGIBLE FOR A PUC PAYMENT ARRANGEMENT IN ACCORDANCE WITH 1405(A). THEREFORE, IT HAS BEEN DECIDED THAT: LEVEL 2, BB 391.00 + 93.00 = 484.00 BEGINNING NOVEMBER 2018 DUE DATE.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
BUTCH	COMSTOCK
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
STEVE	ROBERTSON
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	10/15/2018

History

Click To Expand ▼

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Assigned To

Assigned Specialist
Delaney, Charee M

Customer Information

Case Number

3741818

Account Number

[REDACTED]

First Name

STACEY

Last Name

HILDEBRAND

Service Address

Address1

3069 MILKY WAY

Address2

Service City

DOVER

Service State

PA

Service Zip

17315-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

6

Children

1

Age

2

Adults

5

General

PUC Date Opened

10/16/2019

PUC Date Prepared

10/16/2019

Received Date

10/16/2019

PUC Date Closed

12/11/2019

Case Information

Prior Case Number

3598936

Term Date

10/21/2019

Arrearage

350

Case Origin

TELEPHONE

Universal Service

No

Income

A1 WAGES - \$1950

Source

Business Name

A2 - \$2080

A3 - \$2080

A4 NONE - \$0

A5 NONE - \$0

Reason For Contact

CII - CHANGE IN INCOME PAR (#71)

Case Problem

Company Position

10/15/2019 REQUESTING 350 TO AVOID SHUT OFF

Related Information

CUSTOMER SEEKING CII TO PREV PAR. STATES HOURS WERE CUT AND SOON TO BE LAID OFF FOR WINTER - RELIEF SOUGHT - CII PAR THE CELL PHONE NUMBER (717) 757 - 6623 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	
BRYAN	KAUFFMAN	
Status		

Status

Closed

History

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Is Archived

Customer Information

Case Number

3741818

Customer First Name

STACEY

Customer Last Name

HILDEBRAND

Account Number

██████████

Service Address

Address 1

3069 MILKY WAY

Address 2

City

DOVER

Service State

PA

Zip

17315

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

5

Family Size

6

Children

1

Age

2

General

PUC Date Opened

10/16/2019

PUC Sent Date

12/11/2019

PUC Date Closed

12/11/2019

Case Type

CII

Assigned To

Assigned Specialist

Delaney, Charee M

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

12/11/2019

Head Date

12/13/2019

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
3753.13	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
277.00	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

DISMISSAL LETTER ISSUED - CII INVALID. INCOME DECREASED FROM 6500.00 TO 6110.00, INCOME DECREASED BY 6.00% FOR LEVEL 2 CUSTOMER. CUSTOMER HAS NOT RESPONDED TO PUC REQUESTS FOR RETURN CONTACT. CASE DISMISSED PER 1405 (D). CASE DISMISSED.

Has Decision Issue

Response Time

Other Information

Investigator First Name

JOSE

Investigator Last Name

DIAZ

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

BRYAN

Intaker Last Name

KAUFFMAN

Status

Is SAP Completed

SAP Completion Date

12/19/2019

History

Click To Expand





Assigned To

Assigned Specialist
Walker, Alison S
Customer Information

Case Number

3809837

Account Number

[REDACTED]

First Name

STACEY

Last Name

HILDEBRAND

Service Address

Address1

3069 MILKY WAY

Address2

Service City

DOVER

Service State

PA

Service Zip

17315-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

10/22/2021

PUC Date Prepared

10/22/2021

Received Date

10/22/2021

PUC Date Closed

12/1/2021

Case Information

Prior Case Number

0

Term Date

10/25/2021

Arrearage

5000

Case Origin

TELEPHONE

Universal Service

No

Income

A1 WGS - \$2916.67

Source

Business Name

A2 - \$0

Reason For Contact

ON

- PAR NEEDED (# 61)

Case Problem

Company Position

10/22/2021 CUSTOMER ON ARRANGEMENT FOR 411.00 A MONTH

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). THE CELL PHONE NUMBER (717) 332 - 9766 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS CANESFAN06@COMCAST.NET 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	
DORIN	COLLINS	

Status

Status

Closed

History

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Is Archived

Customer Information

Case Number

3809837

Customer First Name

MICHAEL

Customer Last Name

HILDEBRAND

Account Number

██████████

Service Address

Address 1

3069 MILKY WAY

Address 2

City

DOVER

Service State

PA

Zip

17315

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

10/22/2021

PUC Sent Date

12/1/2021

PUC Date Closed

12/1/2021

Case Type

Repeater

Assigned To

Assigned Specialist

Walker, Alison S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

11/19/2021

Head Date

12/1/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
9124.64	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
256.00	2126.55	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. THE CUSTOMER HAS NOT SATISFIED PUC PAYMENT ARRANGEMENT 3598936 AND THEREFORE NOT ELIGIBLE FOR ANOTHER PER 1405D. THE CUSTOMER ALSO DEFAULTED ON THE COMPANY PAYMENT ARRANGEMENT ESTABLISHED ON 05/12/2021. THE CUSTOMER MUST CONTACT THE COMPANY TO DISCUSS PAYMENT OPTIONS ON THE ACCOUNT.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
NICHOLE	BRAXTON
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
DORIN	COLLINS
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	12/1/2021

History

Click To Expand ▼

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PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265

Stacey and Michael Hildebrand

v.

Metropolitan Edison Company

:
:
:
:
:

C-2022-3030665

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 Elizabeth H. Barnes dated June 15, 2022, has become final without further Commission action;

THEREFORE,

IT IS ORDERED:

1. That the complaint filed by Stacey and Michael Hildebrand against Metropolitan Edison Company at Docket Number C-2022-3030665, is dismissed.
2. That the docket at Docket Number C-2022-3030665 be marked closed.

BY THE COMMISSION,

A handwritten signature in cursive script, appearing to read "Rosemary Chiavetta".

Rosemary Chiavetta
Secretary

(SEAL)

ORDER ENTERED: July 22, 2022

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Stacey and Michael Hildebrand	:	
	:	
v.	:	C-2022-3030665
	:	
Metropolitan Edison Company	:	

INITIAL DECISION

Before
Administrative Law Judge
Elizabeth H. Barnes

INTRODUCTION

This Decision dismisses a formal Complaint that Stacey and Michael Hildebrand (Complainants) filed with the Pennsylvania Public Utility Commission (Commission) requesting a Commission-ordered payment arrangement with Metropolitan Edison Company (Met-Ed or Respondent). The Complainants have not met their burden of proving they are entitled to a further Commission-ordered payment arrangement [or an extension of their prior one].

HISTORY OF THE PROCEEDING

On January 19, 2022, Complainants filed a formal complaint seeking a payment arrangement in the amount of approximately \$200 monthly in order to pay arrearages on their electric service account and avoid termination. On February 1, 2022, the formal complaint was served upon Respondent. On February 22, 2022, Met-Ed filed an Answer denying the material allegations of the Complaint. Specifically, Respondent averred that the Complainants are not entitled to a payment agreement pursuant to 66 Pa.C.S. § 1405(d) because they breached prior payment agreements. A hearing was held before me on April 26, 2022. Complainant Michael Hildebrand appeared *pro se*, testified on behalf of the Complainants and offered no exhibits.

Complainant Stacey Hildebrand did not appear. Respondent was represented by Margaret Morris, Esquire. Witness Charles Howlett testified for Respondent and nine exhibits for Respondent were admitted into the record. The transcript was filed and the record closed on May 9, 2022.

FINDINGS OF FACT

1. Complainants are Stacey and Michael Hildebrand, individuals residing at 3069 Milky Way, Dover, Pennsylvania (service property). N.T. 8.
2. Complainants have resided at the service property (a duplex) since September 1, 2006. N.T. 8, 17; Met-Ed Exhibit No. 1.
3. Respondent is Metropolitan Edison Company. N.T. 13.
4. Charles Howlett is a senior compliance specialist at FirstEnergy Company. N.T. 13.
5. Complainants received several shut-off termination notices for non-payment since 2006, and the most recent one was in November 2021 from Respondent. N.T. 10.
6. Complainants were Customer Assistance Program (CAP) customers from January 14, 2015, through January 13, 2017; however, they were removed from the program for failure to reverify their household income as required and are not currently CAP customers. N.T. 21-22; Met-Ed Exhibit No. 2.
7. Complainants seek a payment arrangement in the range of \$200-\$300 per month from Respondent to pay a total non-CAP arrearage balance of \$10,396.49. N.T. 10-12, 18, 29-30; Met-Ed Exhibit No. 2.

8. Complainants had three prior company payment agreements beginning on September 27, 2017, October 15, 2018, and May 12, 2021, respectively, which were defaulted upon. Met-Ed Exhibit Nos. 2, 3, 5 and 6; N.T. 21-23.

9. Complainants were granted a Commission-ordered payment arrangement on September 12, 2018, which was later defaulted upon. Met-Ed Exhibit No. 2, 3, 5, 6 and 9; N.T. 23-27.

10. All prior payment arrangements were based upon information provided by Complainants regarding household income. Met-Ed Exhibit 2 and 9; N.T. 21-26.

11. Only one Low Income Home Energy Assistance Program (LIHEAP) grant was posted to the account on February 4, 2020. N.T. 28, Met-Ed Exhibit No. 6.

12. Complainants have a poor payment history consisting of only five payments and one LIHEAP payment totaling \$1,736.10 since March 2020. N.T. 29, Met-Ed Exhibit No. 3.

13. Complainants have presented three medical certificates to prevent terminations of service in the past. N.T. 29, Met-Ed Exhibit No. 4.

14. Complainant Stacey Hildebrand is unemployed. N.T. 11.

15. Complainant Michael Hildebrand works seasonally forty hours a week for Nemo Pools, Inc. at an hourly rate of \$16 per hour, plus commission. N.T. 10.

16. The household size consists of two persons. N.T. 10.

DISCUSSION

The Complainants in this proceeding have the burden of proof to show that the Respondent is responsible or accountable for the problem described in the complaint. *Patterson v. Bell Tel. Co. of Pa.*, 72 Pa. PUC 196 (1990), *Feinstein v. Phila. Suburban Water Co.*, 50 Pa. PUC 300 (1976). The Complainants must establish their case 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). To meet their burden of proof, the Complainants must present evidence more convincing, by even the smallest amount, than that presented by the Respondent. *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950). In this case, the Complainants requested a more affordable payment arrangement of \$200 per month in their Complaint and Mr. Hildebrand requested a payment arrangement of \$300 per month during the hearing.

By law, a public utility is entitled to receive payment for the service it provides. *Scaccia v. West 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). The Respondent has the right to bill and receive payment for the utility service actually supplied. 66 Pa.C.S. §1303. *Neal v. Phila. Gas Works*, Docket No. Z-00871874, (Final Order entered January 4, 2002); *Angie's Bar v. Duquesne Light Co.*, 72 Pa. PUC 213 (1990). 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. 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. §§1401-1418, applies to this proceeding. The Commission has the authority to establish a payment arrangement pursuant to 66 Pa.C.S. § 1405(a), within the strict guidelines set forth in 66 Pa.C.S. § 1405(b). However, CAP rates must be timely paid and shall not be the subject of payment arrangements negotiated or approved by the Commission. 66 Pa.C.S. § 1405(c). Specifically, Section 1405(c), (d), (e), and (f) address limitations on payment arrangements as follows:

(c) Customer assistance programs. – Customer assistance program rates shall be timely paid and shall not be the subject of payment arrangements negotiated or approved by the commission.

(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.

(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.

(f) Failure to comply with payment arrangement. – Failure of a customer to comply with the terms of a payment arrangement shall be grounds for a public utility to terminate the customer’s service. Pending the outcome of a complaint filed with the commission, a customer shall be obligated to pay that portion of the bill which is not in dispute and subsequent bills which are not in dispute.

66 Pa.C.S. § 1405(c)-(f).

Complainants in the instant case already had three company payment agreements with Respondent and one Commission-issued payment arrangement, which they have breached. Complainants historically demonstrate an unwillingness to make timely payments on their company payment agreements. Met-Ed Exhibits Nos. 1-6. Complainants’ payment history has been poor. Met-Ed Exhibit No. 3.

Complainant Michael Hildebrand testified that his gross monthly income beginning in May will be at least \$2,560 based upon his job at Nemo Pools, Inc. This is the sole income for the household of two persons. At \$2,560, this income is above 150% of the National Federal Poverty guidelines (\$2,289) and without considering his potential for earning additional

sales commissions, places the customers at level 2 (175% FPL), which is the same level the customers were since they received other payment arrangements. 66 Pa.C.S. § 1405. They have shown no significant change in income or circumstances since their last payment arrangement to warrant another Commission-issued payment arrangement. Met-Ed Exhibit No. 5, 6 and 7; 66 Pa.C.S. § 1405(e).

Additionally, Complainants were CAP customers, but were removed from the program for failure to verify household income. The current outstanding arrearage does not include any CAP arrearage.

The evidence in this case shows Complainants have a history of refusing to make timely payments on prior company payment agreements and a Commission-ordered payment arrangement. Complainants are still level 2 customers and they are not entitled to a Commission-ordered payment arrangement regarding any non-CAP arrears in accordance with 66 Pa.C.S. § 1405(b)(1) because they breached a prior Commission-ordered payment arrangement. Further, they have shown no significant change in income or circumstances since the time of their Commission-ordered payment arrangement.

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the parties and the subject matter of this proceeding. 66 Pa.C.S. §701.
2. Complainants have the burden of proof pursuant to 66 Pa.C.S. §332(a).
3. The Commission is authorized to establish a payment arrangement between a public utility and a customer. 66 Pa.C.S. §1405(a).
4. The Responsible Utility Customer Protection Act, 66 Pa.C.S. §1401-1418, applies to this proceeding.

5. Complainants have not met their burden of proving they are entitled to a further Commission-ordered payment arrangement on their balance. 66 Pa.C.S. § 332(a).

ORDER

THEREFORE,

IT IS ORDERED:

1. That the complaint filed by Stacey and Michael Hildebrand against Metropolitan Edison Company at Docket Number C-2022-3030665, is dismissed.
2. That the docket at Docket Number C-2022-3030665 be marked closed.

Date: June 15, 2022

/s/
Elizabeth H. Barnes
Administrative Law Judge



Assigned To

Assigned Specialist
Delaney, Charee M

Customer Information

Case Number
3852347

Account Number

[REDACTED]

First Name

MICHAEL

Last Name

HILDEBRAND

Service Address

Address1

3065 MILKY WAY

Address2

Service City

DOVER

Service State

PA

Service Zip

17315-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

1

Children

0

Age

Adults

1

General

PUC Date Opened

7/22/2022

PUC Date Prepared

7/22/2022

Received Date

7/22/2022

PUC Date Closed

8/30/2022

Case Information

Prior Case Number

3598936

Term Date

7/25/2022

Arrearage

4500

Case Origin

TELEPHONE

Universal Service

Yes

Income

AD JOB - \$2946.67

Source

Business Name

Reason For Contact

CII - CHANGE IN INCOME PAR (#71)

Case Problem

Company Position

07/15/2022 COMPANY WANTS THE AMOUNT OF \$290.00 TO KEEP SERVICE ON.

Related Information

SERVICE ON. CII - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (717) 332 - 9766 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS CANESFAN06@COMCAST.NET 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

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3852347

Customer First Name

MICHAEL

Customer Last Name

HILDEBRAND

Account Number

██████████

Service Address

Address 1

3065 MILKY WAY

Address 2

City

DOVER

Service State

PA

Zip

17315

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

1

Family Size

1

Children

0

Age

General

PUC Date Opened

7/22/2022

PUC Sent Date

8/30/2022

PUC Date Closed

8/30/2022

Case Type

CII

Assigned To

Assigned Specialist

Delaney, Charee M

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

8/15/2022

Head Date

8/30/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
10659.07	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
275.00	4652.27	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 FAILED TO PROVIDE EVIDENCE TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D).

Has Decision Issue	Response Time
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Other Information

Investigator First Name	Investigator Last Name
-------------------------	------------------------

AMY	NAVARRO
-----	---------

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
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<input checked="" type="checkbox"/>	9/8/2022
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History

Click To Expand ▼

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Assigned To

Assigned Specialist

Webb, Max S

Customer Information

Case Number

3874213

Account Number

[REDACTED]

First Name

MICHAEL

Last Name

HILDEBRAND

Service Address

Address1

3069 MILKY WAY

Address2

Service City

DOVER

Service State

PA

Service Zip

17315-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

0

Age

Adults

3

General

PUC Date Opened

10/26/2022

PUC Date Prepared

10/26/2022

Received Date

10/26/2022

PUC Date Closed

12/7/2022

Case Information

Prior Case Number

3852347

Term Date

10/31/2022

Arrearage

10680

Case Origin

TELEPHONE

Universal Service

Yes

Income

A1 WAGES - \$2946.67

Source

Business Name

A2 NONE - \$0

A3 NONE - \$0

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

10/25/2022 PAY 4765.65 TO PREVENT TERMINATION.

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PUC PAR NEEDED THE CELL PHONE NUMBER (717) 332 - 9766 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS CANESFAN06@COMCAST.NET 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	
VICKI	ROSS	
Status		

Status

Closed

History

Click To Expand	▼
◀	▶

Is Archived

Customer Information

Case Number

3874213

Customer First Name

MICHAEL

Customer Last Name

HILDEBRAND

Account Number



Service Address

Address 1

3069 MILKY WAY

Address 2

City

DOVER

Service State

PA

Zip

17315

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

3

Children

0

Age

General

PUC Date Opened

10/26/2022

PUC Sent Date

12/7/2022

PUC Date Closed

12/7/2022

Case Type

Repeater

Assigned To

Assigned Specialist

Webb, Max S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

12/7/2022

Head Date

12/7/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
11610.55	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
312.00	6120.55	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: CASE DISMISSED PER 1405 D CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#3598936

Has Decision Issue Response Time

Other Information

Investigator First Name Investigator Last Name

ALISHIA SNYDER

Investigator Area Code Investigator Phone

717

Investigator Fax Area Code Investigator Fax

Intaker First Name Intaker Last Name

VICKI ROSS

Status

Is SAP Completed SAP Completion Date

 12/8/2022

History

Click To Expand	▼
◀	▶



Assigned To

Assigned Specialist
Lambert, Angela R

Customer Information

Case Number
3936389

Account Number

First Name
STACEY

Last Name
HILDEBRAND

Service Address

Address1

3069 MILKY WAY

Address2

Service City

DOVER

Service State

PA

Service Zip

17315-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

0

Age

Adults

3

General

PUC Date Opened

8/22/2023

PUC Date Prepared

8/22/2023

Received Date

8/22/2023

PUC Date Closed

11/1/2023

Case Information

Prior Case Number

3741818

Term Date

8/15/2023

Arrearage

12000

Case Origin

TELEPHONE

Universal Service

No

Income

A1-NONE - \$0

Source

Business Name

MICHAEL / HUSB

/AUTH

A2-WAGES - \$3033.33

A3-NONE - \$0

Reason For Contact

SCIC PAR (SIG. CHANGE IN CIRCUMSTANCE) (# 66)

Case Problem

Company Position

08/18/2023 MUST PAY \$12000.00 - EXTENSION GRANTED UNTIL 8/28/2023.

Related Information

CUSTOMER CLAIMS SCIC DUE TO BOTH CARS IN THE HOUSEHOLD NEEDING STARTERS. CUSTOMER HAD TO MAKE AN UP-FRONT PAYMENT FOR THE STARTER IN THE AMOUNT OF \$300. - RELIEF SOUGHT - SCIC PAR TO STAY TERMINATION. THE CELL PHONE NUMBER (717) 332 - 9766 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS CANESFAN6@COMCAST.NET HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

EMAIL OKAY/TEXT OKAY

Hot Issue

PUC Investigator / Intaker

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

Status

Status

Closed

History

Click To Expand 

Is Archived

Customer Information

Case Number

3936389

Customer First Name

STACEY

Customer Last Name

HILDEBRAND

Account Number

██████████

Service Address

Address 1

3069 MILKY WAY

Address 2

City

DOVER

Service State

PA

Zip

17315

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

3

Children

0

Age

General

PUC Date Opened

8/22/2023

PUC Sent Date

11/1/2023

PUC Date Closed

11/1/2023

Case Type

SCIC

Assigned To

Assigned Specialist

Lambert, Angela R

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/18/2023

Head Date

11/2/2023

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
13553.23	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
380.00	8868.14	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

CASE DISMISSED: 1405(D) APPLIES. CUSTOMER HAS PREVIOUS PUC PAR 3598936 NOT SATISFIED. CUSTOMER ALSO HAS NOT PROVIDED EVIDENCE TO SUPPORT SCIC.

Has Decision Issue

Response Time

Other Information

Investigator First Name

DORIN

Investigator Last Name

COLLINS

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

MARIE

Intaker Last Name

KENNEDY

Status

Is SAP Completed



SAP Completion Date

11/1/2023

History

Click To Expand





STACEY A HILDEBRAND
 3069 MILKY WAY RD
 DOVER PA 17315
 Account: [REDACTED]

Collection History

Date	Item	Notes	Account Balance
2018			
4/6/2018	BCS # 3598936 Filed	ON - PAR WITH DISPUTE (#63) CUSTOMER ON CPAP MACHINE, NEED PAYMENT ARRANGEMENT TO AVOID SHUT OFF, HAS 3 WEEK BABY IN HOUSE, APPLIED LIHEAP, CRISIS, DIAL 211, PCAP	2,012.83
9/12/2018	BCS # 3598936 Decision	The decision: DISMISSED. THE COMPANY PROPERLY DENIED THE CUSTOMER A 4TH MEDICAL CERTIFICATE IN ACCORDANCE WITH 56.116. GRANTED: THE CUSTOMER HAS NO PRIOR UNSATISFIED PUC PAYMENT ARRANGEMENT AND IS ELIGIBLE FOR A PUC PAYMENT ARRANGEMENT IN ACCORDANCE WITH 1405(A). THEREFORE, IT HAS BEEN DECIDED THAT: LEVEL 2, BB 391.00 + 93.00 = 484.00 BEGINNING NOVEMBER 2018 DUE DATE.	3,418.10
10/15/2018	BCS # 3598936 Agreement	Agreement added to account	3,955.70
12/1/2018	Moratorium begins		3,787.86
2019			
6/21/2019	BCS #3712260 Filed	Opening remarks: ON - PAR NEEDED (# 61)	4,070.41
12/1/2019	Moratorium begins		4,103.13
12/11/2019	BCS #3712260 Decision	The decision: DISMISSAL LETTER ISSUED - CII INVALID. INCOME DECREASED FROM 6500.00 TO 6110.00, INCOME DECREASED BY 6.00% FOR LEVEL 2 CUSTOMER. CUSTOMER HAS NOT RESPONDED TO PUC REQUESTS FOR RETURN CONTACT. CASE DISMISSED PER 1405 (D). CASE DISMISSED	4,103.13
2020			
2/5/2020	PCAP Eligibility Letter	PCAP eligibility letter sent	4,323.82
2/29/2020	Covid delinquent notice	\$4105.25 by 4/1/2020	4,394.25
3/6/2020	PA Emergency Order	M-2020-3019244 order issued	4,394.25
3/30/2020	Collection related contact	All options given. Customer advised not eligible for another PAR	4,667.85
3/31/2020	Moratorium ends		4,667.85
3/30/2020	Collection related contact	All options given. Customer given assistance information	4,667.85
3/31/2020	10-Day Notice Issued	\$4426.85 by 4/15/20	4,667.85
4/13/2020	Collection related contact	Customer advised that we are not terminating service due to emergency order	4,897.63
5/30/2020	Covid delinquent notice	\$4858.09 by 6/15/20	5,099.09
7/29/2020	Covid delinquent notice	\$5353.09 by 8/13/20	5,665.38
8/31/2020	Covid delinquent notice	\$5607.09 by 9/15/20	5,950.53
9/29/2020	Covid delinquent notice	\$5861.09 by 10/14/20	6,236.49
11/12/2020	Pre-Disconnection Warning	Letter to customer that unpaid balance puts them at risk after 11/9/20	6,704.82
11/23/2020	Collection related contact	Customer advised of balance and options. Customer declined extended Company PAR	6,704.82
12/1/2020	Moratorium begins		6,704.82
2021			
3/26/2021	Collection related contact	Customer calls regarding balance and options. On PUC PAR so Company PAR not available. Given assistance options	7999.63
3/31/2021	Moratorium ends		7999.63
5/1/2021	10-Day Notice Issued	\$7757.09 by 5/17/21	8,057.02
5/10/2021	3 Day Attempt	Left message	8,057.02
5/11/2021	3 Day Attempt	Left message	8,057.02
5/12/2021	Collection related contact	Customer offered 60 month Company PAR to stop termination.	8,057.02
5/12/2021	Company PAR created	Budget + \$134.00 beginning June 2021	8,057.02
6/30/2021	10-Day Notice Issued	\$8094.44 by 7/15/21	8,606.74
7/6/2021	Collection related contact	Account reviewed and rep advises of \$253.10 catch up to avoid termination	8,606.74
7/8/2021	3 Day Attempt	Left message	8,606.74
7/9/2021	Customer Payment	\$253.10	8,606.74
7/31/2021	10-Day Notice Issued	\$8088.28 by 8/16/21	8,744.36
8/9/2021	3 Day Attempt	Party hung up	8,744.36
8/10/2021	3 Day Attempt	Invalid number	8,744.36
8/12/2021	Collection related contact	Account reviewed and rep advises of \$411.00 catch up to avoid termination. Dispute rights issued with new term date of 8/22/21	8,744.36
8/20/2021	Customer Payment	\$411.00	8,744.36
8/31/2021	10-Day Notice Issued	\$8066.09 by 9/15/21	8,534.54
9/9/2021	3 Day Attempt	Left message	8,534.54

Date	Item	Notes	Account Balance
9/14/2021	Collection related contact	Account reviewed and rep advises of \$411.00 catch up to avoid termination. Dispute rights issued with new term date of 9/26/21	8,534.54
9/25/2021	Customer Payment	\$411.00	8,534.54
9/29/2021	10-Day Notice Issued	\$837.25 by 10/14/21	8,993.77
9/30/2021	Returned Payment Notice	\$411.00 payment returned for insufficient funds	8,993.77
10/1/2021	Collection related contact	Customer advises funds are in the account. Rep reprocesses \$411.00 payment	8,993.77
10/7/2021	3 Day Attempt	Invalid number	8,993.77
10/8/2021	3 Day Attempt	Customer listened to message. Correct household confirmed	8,993.77
10/12/2021	Collection related contact	Account reviewed and rep advises of \$411.00 catch up to avoid termination. Dispute rights issued with new term date of 10/24/21	8,993.77
10/22/2021	BCS # 3809837 filed	Opening remarks: ON - PAR NEEDED (# 61)	8,993.77
12/1/2021	BCS # 3809837 decision	The decision: DISMISSAL LETTER ISSUED. THE CUSTOMER HAS NOT SATISFIED PUC PAYMENT ARRANGEMENT 3598936 AND THEREFORE NOT ELIGIBLE FOR ANOTHER PER 1405D. THE CUSTOMER ALSO DEFAULTED ON THE COMPANY PAYMENT ARRANGEMENT ESTABLISHED ON 05/12/2021. THE CUSTOMER MUST CONTACT THE COMPANY TO DISCUSS PAYMENT OPTIONS ON THE ACCOUNT.	9,286.82
12/1/2021	Moratorium begins		9,286.82
12/1/2021	Collection related contact	Customer advised of balance and options. PCAP reenrollment amount quoted. Rep advises that PUC issued a decision and that case is closed	9,286.82
2022			
2/1/2022	PA Formal received	Docket C-2022-3030665	10,100.60
3/31/2022	Moratorium ends		10,135.71
4/26/2022	PA Formal hearing	Docket C-2022-3030665 - Customer did not appear	10,396.49
7/22/2022	PA Formal final order	It's ordered that the Formal Complaint filed by Stacey and Michael Hildebrand against Metropolitan Edison Company at Docket No. C-2022-3030665 be dismissed and the docket marked closed.	10,659.07
7/22/2022	BCS # 3852347 filed	Opening remarks: CII - CHANGE IN INCOME PAR (#71) (income reported \$2946.67, family 1A) .	10,659.07
8/30/2022	BCS # 3852347 decision	The decision: DISMISSAL LETTER ISSUED: CUSTOMER FAILED TO PROVIDE EVIDENCE TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D).	10,977.46
10/3/2022	10-Day Notice Issued	\$10680.74 due 10/17/22.	11,062.67
10/6/2022	Collection related contact	Account reviewed and rep advises of \$4767.65 catch up to avoid termination. Assistance options reviewed.	11,062.67
10/10/2022	3 Day Attempt	Message left.	11,062.67
10/13/2022	Collection related contact	Account reviewed and rep advises of \$4767.65 catch up to avoid termination. Assistance options reviewed. Dispute rights given and new term date of 10/23/22.	11,062.67
10/25/2022	3 Day Attempt	Account reviewed and rep advises of \$4767.65 catch up to avoid termination. Assistance options reviewed.	11,359.77
10/26/2022	BCS # 3874213 filed	Opening remarks: ON - PAR NEEDED (# 61).	11,359.77
12/1/2022	Moratorium begins		11,610.55
12/7/2022	BCS # 3874213 decision	The decision: DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405 D CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#3598936	11,610.55
2023			
3/2/2023	PA Low Income Notice	\$12437.19 due 4/03/23.	13237.29
3/31/2023	Moratorium ends		12,845.81
5/1/2023	10-Day Notice Issued	\$12265.25 due 5/15/23.	13,045.59
5/4/2023	Crisis notice	Customer approved for LIHEAP Crisis grant. 30-day hold on account.	13,045.59
6/5/2023	LIHEAP Crisis	\$1200.00 grant received	11,845.59
8/1/2023	10-Day Notice Issued	\$12485.23 due 8/15/23.	12,855.41
8/8/2023	Collection related contact	Account reviewed and rep advises of options. Assistance options reviewed.	12,855.41
8/14/2023	Collection related contact	Account reviewed and rep advises \$7912.14 catch up to maintain service. Dispute rights issued and new term date of 8/28/23	12,855.41
8/22/2023	BCS # 3936389 filed	Opening remarks: SCIC PAR (SIG. CHANGE IN CIRCUMSTANCE) (# 66) CUSTOMER CLAIMS SCIC DUE TO BOTH CARS IN THE HOUSEHOLD NEEDING STARTERS..	13,255.44
10/31/2023	10-Day Notice Issued	\$281.19 due 11/14/23.	13,834.42
11/1/2023	BCS # 3936389 decision	The decision: CASE DISMISSED: 1405(D) APPLIES. CUSTOMER HAS PREVIOUS PUC PAR 3598936 NOT SATISFIED. CUSTOMER ALSO HAS NOT PROVIDED EVIDENCE TO SUPPORT SCIC.	13,834.42
11/8/2023	PA formal C-2023-3044136 received		13,834.42
12/1/2023	Moratorium begins		14,086.87