

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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VICKY ZORBAUGH :
Complainant, : Case No.:
vs. : C-2023-3044245
METROPOLITAN EDISON COMPANY :
Respondent. :
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Pages 1 through 42 TELEPHONIC HEARING
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Wednesday, March 6, 2024
Met, pursuant to notice, at 10:11 a.m.

BEFORE: THE HONORABLE STEVEN K. HAAS
Administrative Law Judge

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Docket No.: C-2023-3044245
Hearing Date: March 6, 2024

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Docket No. C-2023-3044245

Vicky Zorbaugh v. Metropolitan Edison Company

The Hon. Steven K. Haas

Hearing Date: Wednesday, March 6, 2024 at 10:00 AM

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

PROPOSED EXHIBITS OF MET-ED

1. Customer Contacts
2. Statement of Account
3. 4 year Payment History
4. PAR History
5. BCS Decision No. 3877987, closed 1/6/23 (Level 4 PAR)
6. BCS Decision No. 3912445, closed 8/24/23 (CII Level 4 PAR)
7. Financial Summary, 5/22/23
8. Financial Summary, 11/6/23
9. 2024 Federal Poverty Guideline
10. EGS v PTC Chart
11. Collection History

Customer: VICKY L ZORBAUGH / 801465314
 Contract Acct:
 Service Address:

Created On: 02/26/2024
 Date Range: 06/11/2019 to 02/26/2024

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
11/16/9999 15:12:37	11/16/2023		Alison Walker	PUC/BPU Complaint-Written
PUC Formal complaint - docket# C-2023-3044245 - received. Cust wants a new payment plan-awalker				
02/13/2024 19:09:39	02/13/2024		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 02/12/24 = \$ 81.00 Open editor for detail				
1. 12 Mth Factor Amt: 918.40 2. Current Delta: 288.55 - 243.00 + 0.00 45.55 3. Remaining Amount: 629.85 4. Diff + Remain Amt: 45.55 + 629.85 675.40 5. New BBP Amount: 675.40 / 273 x 30.4 75.00 * Dollar Difference: 75.00 - 81.00 6.00 * Pct Difference: 7.41 * System BBP Amount: 81.00				
02/06/2024 12:57:30	02/06/2024		Jason De Jesus	Ready Pay Create
No 103659785 - \$287.27 - 02/06/2024 Created By: Jason De Jesus				
02/06/2024 12:55:56	02/06/2024		Jason De Jesus	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Jason De Jesus BP Refused FS				
02/06/2024 12:55:56	02/06/2024		Jason De Jesus	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Jason De Jesus *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: \$15936.84 Offered - Pay Past Due Amt of \$13580.32 Offered - Pay Disconnection Amt of: \$287.27 ***** Payment Option used - Pay Disconnection Amt of: \$287.27 Payment made for: 287.27 by ReadyPay Script Read: Yes ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
02/06/2024 12:55:56	02/06/2024		Jason De Jesus	Disconnection Phone Attempt - Successful
02/06/2024 12:52:16	02/06/2024		Amber Gabor	General Inquiry
VICKY L ZORBAUGH / vai calling to make payment for \$287, act past due xfer to credit				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Call Transferred				
01/31/2024 22:18:54	01/31/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
11/16/2023 13:34:58	11/16/2023		Jeremy Smallwood	PUC/BPU Complaint-Written
Formal Complaint - C2023-3044245 received.				
11/11/2023 19:14:02	11/11/2023		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 11/09/23 = \$ 81.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 967.34</p> <p>* System BBP Amount: 81.00</p>				
11/07/2023 07:39:50	11/07/2023		CS General Purpose Batch	EML-Retracted from Collection Email Communication
<p>Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.</p>				
11/06/2023 11:30:31	11/06/2023		Tabitha Hamrick	Utility Report Issued
<p>Spoke with: VICKY L ZORBAUGH</p> <p>Created By: Tabitha Hamrick</p> <p>Dispute Rights Dunning lock created - Lock date: 11/19/2023</p> <p>Company Position:</p> <p>OFFERED ALL OPTIONS TO STOP DISCONNECTION</p> <p>Customer Position:</p> <p>CUST COULDNT SATIFY OPTION TO STOP TERM</p>				
11/06/2023 11:27:50	11/06/2023		Tabitha Hamrick	Disconnection Phone Attempt - Successful
11/06/2023 11:27:44	11/06/2023		Tabitha Hamrick	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH</p> <p>Created By: Tabitha Hamrick</p> <p>Financial Summary Option Used.</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>*****</p> <p>Human Services option used.</p> <p>Customer's income level is ineligible for Agency Assistance.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$15109.89</p> <p>Offered - Pay Disconnection Amt of: \$14804.93</p> <p>Offered - Pay Catch-up Amt of: \$2714.55</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>ADV NO IP AVAILABLE</p> <p>ADV WE CANT GUARANTEE SERVICE IF 2714.55 PAYMENT ISNT RECEIVED BY 11/20/2023</p>				
11/06/2023 11:27:44	11/06/2023		Tabitha Hamrick	Financial Summary Review

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Spoke with: VICKY L ZORBAUGH Created By: Tabitha Hamrick BP Fed and Reg Inc Levels updated.				
11/06/2023 11:12:55	11/06/2023		Bridgitte Robey	General Inquiry
VICKY L ZORBAUGH calling states paid 200.xx something now ammt due back up to 2000+ acct past due tran to credit she verified Customer was satisfied.				
10/30/2023 22:28:27	10/30/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
10/12/2023 10:04:00	10/12/2023		CS General Purpose Batch	Answered-Hung up during message
Phone attempt 08 - Party Hung Up				
10/12/2023 05:35:56	10/12/2023		CS General Purpose Batch	EML-Initial Collection Email Communication
This account is part of a Rev Ops digital collection email initiative. Follow normal state specific negotiation process for residential customers. These emails are not part of the dunning process and do not include standard dunning language.				
10/10/2023 17:36:45	10/10/2023		INTV IVR	Account Balance Inquiry
10/02/2023 10:42:48	10/02/2023		INTV IVR	Account Balance Inquiry
08/24/2023 21:34:06	08/24/2023		Cindy Cox	PA PUC Plan - IP
08/24/2023 21:32:30	08/24/2023		Cindy Cox	PUC/BPU Complaint-Written
PUC case # 3912445 decision issued DECISION ISSUED: CII VALID. INCOME DECREASED FROM 5000.00 TO 3117.89, -37.64%. LEVEL 4, BUDGET 83.00 + 2437.00 = 2520.00 BEGINNING OCT 2023 DUE DATE. CASE SUSTAINED.				
08/12/2023 19:07:14	08/12/2023		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 08/10/23 = \$ 80.00 Open editor for detail 1. 12 Mth Factor Amt: 938.32 2. Current Delta: 777.44 - 684.00 + 0.00 93.44 3. Remaining Amount: 160.88 4. Diff + Remain Amt: 93.44 + 160.88 254.32 5. New BBP Amount: 254.32 / 88 x 30.4 88.00 * Dollar Difference: 88.00 - 80.00 8.00 * Pct Difference: 10.00 * System BBP Amount: 80.00				
08/08/2023 10:03:00	08/08/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/08/2023 09:03:07	08/08/2023		EAILOGINWM6	Ready Pay Create
No 99231891 - \$ 217.46 - 08/08/2023				
07/31/2023 22:28:43	07/31/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
05/27/2023 15:31:29	05/27/2023		CS General Purpose Batch	Return Check Letter
05/26/2023 10:09:51	05/26/2023		Heather Johnson	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 13358.94 Disconnection Date: 06/05/2023				
05/24/2023 09:34:35	05/24/2023		Cindy Cox	PUC/BPU Complaint-Written
PUC case# 3912445 received on 05/24/23 regarding a CII -				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				change in income request. Cindy Cox
05/24/2023 09:33:24	05/24/2023		Cindy Cox	PUC/BPU Complaint-Written
				PUC case # 3893761 decision issued DISMISSAL LETTER ISSUED: CUSTOMER DID NOT PROVIDE EVIDENCE TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D). PRIOR PUC PAR 3877987 WAS NOT SATISFIED.
05/22/2023 14:28:32	05/22/2023		Bonnita K Pena	General Inquiry
				SW Vicky cust ask if her payment was received. Adv payment is pending. Customer was satisfied.
05/22/2023 13:41:49	05/22/2023		INTV IVR	Account Balance Inquiry
05/22/2023 13:35:58	05/22/2023		EAILOGINWM6	Ready Pay Create
				No 97345045 - \$ 13358.94 - 05/22/2023
05/22/2023 11:30:59	05/22/2023		Megan Wilson	Negotiation Tool - Service On
				Spoke with: VICKY L ZORBAUGH Created By: Megan N Wilson 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?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$14156.10 Offered - Pay Disconnection Amt of: \$13358.94 Offered - Pay Past Due Amt of \$9652.13 Offered - Pay Catch-up Amt of: \$7337.12 ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Send DSPRTS sw VICKY L ZORBAUGH wanted to go through options to prevent shut off, stated puc she had was closed and talked to someone earlier and they are aware of disc date for 5/22. she said they told her they were not sure of being able to reopen case for acct but would email the investigator and let her know. no ip available and disputes already given, gave number for pcap for assistance but adv to further prevent disc to reach out to puc. call disconnected before asking pa sat
05/22/2023 11:30:59	05/22/2023		Megan Wilson	Financial Summary Review
				Spoke with: VICKY L ZORBAUGH Created By: Megan N Wilson Low income letter will be sent.
05/22/2023 10:41:24	05/22/2023		Cindy Moore	General Inquiry
				s/w vai VICKY L ZORBAUGH / / ME / ACTV / RESI- states she was disconnected from previous call - xfered to PA credit

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Call Transferred				
05/22/2023 10:29:21	05/22/2023	[REDACTED]	Javier I Medina	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH Created By: Javier I Medina Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$14156.10 Offered - Pay Disconnection Amt of: \$13358.94 Offered - Pay Past Due Amt of \$9652.13 Offered - Pay Catch-up Amt of: \$7337.12 ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Send DSPRTS SW-VICKY L ZORBAUGH / [REDACTED] - bp called in to adv she reach out to the puc because she currently would not be able to make the payment of \$13358.94 on may 22nd- bp was adv by the puc that she will have to send in her time slip and a investagtor will reach out to her in 10 day - bp was given another number to reach out by the puc- call got disc bp has a lock for puc decision</p>				
05/22/2023 10:29:21	05/22/2023	[REDACTED]	Javier I Medina	Financial Summary Review
<p>Spoke with: VICKY L ZORBAUGH Created By: Javier I Medina FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
05/22/2023 10:01:41	05/22/2023	[REDACTED]	Javier I Medina	Financial Summary Review
<p>Spoke with: VICKY L ZORBAUGH Created By: Javier I Medina Low income letter will be sent.</p>				
05/22/2023 10:01:41	05/22/2023	[REDACTED]	Javier I Medina	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH Created By: Javier I Medina Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. OFFERED ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$14156.10 Offered - Pay Disconnection Amt of: \$13358.94</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Past Due Amt of \$9652.13 Offered - Pay Catch-up Amt of: \$7337.12				
05/22/2023 08:15:37	05/22/2023		Andrea Naugle	General Inquiry
GHOST CALL Satisfied Not Applicable: Reason - Other - GHOST CALL				
05/15/2023 12:40:15	05/15/2023		William Coughlin	Disconnection Phone Attempt - Successful
05/15/2023 12:40:11	05/15/2023		William Coughlin	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: William F Coughlin Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. s/w Vicky zorbaugh; confirmed PUCO IP in place; stated docs req for rewrite sent; advised no PUCO IP rewrite at this time;				
05/15/2023 12:40:11	05/15/2023		William Coughlin	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: William F Coughlin FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
05/15/2023 11:15:00	05/15/2023		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				
05/11/2023 19:01:35	05/11/2023		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 05/10/23 = \$ 80.00 Open editor for detail 1. 12 Mth Factor Amt: 955.92 2. Current Delta: 580.77 - 444.00 + 0.00 136.77 3. Remaining Amount: 375.15 4. Diff + Remain Amt: 136.77 + 375.15 511.92 5. New BBP Amount: 511.92 / 182 x 30.4 86.00 * Dollar Difference: 86.00 - 80.00 6.00 * Pct Difference: 7.50 * System BBP Amount: 80.00				
05/01/2023 10:18:34	05/01/2023		Lori Klapp	Utility Report Issued
Spoke with: VICKY L ZORBAUGH Created By: Lori Klapp Dispute Rights Dunning lock created - Lock date: 05/14/2023 Company Position: offered all options. considered the factors. Customer Position: Termination Date(on or after)=> 05/15/2023				
05/01/2023 10:16:55	05/01/2023		Lori Klapp	Disconnection Phone Attempt - Successful
05/01/2023 10:16:25	05/01/2023		Lori Klapp	Negotiation Tool - Service On

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Spoke with: VICKY L ZORBAUGH Created By: Lori Klapp 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. does not want assistance ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$13822.77 Offered - Pay Disconnection Amt of: \$13358.94 Offered - Pay Catch-up Amt of: \$7337.12 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w VICKY L ZORBAUGH unable to pay amounts listed.issued dispute rights. new term date 05/15/2023</p>				
05/01/2023 10:16:25	05/01/2023		Lori Klapp	Financial Summary Review
<p>Spoke with: VICKY L ZORBAUGH Created By: Lori Klapp FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
05/01/2023 08:51:04	05/01/2023		Kanisha Brunn	General Inquiry
<p>S/W VICKY L ZORBAUGH wanting to go over shut off notice Customer was satisfied.</p>				
04/28/2023 17:05:00	04/28/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
04/27/2023 10:02:00	04/27/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
04/19/2023 22:27:55	04/19/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
04/19/2023 14:03:13	04/19/2023		Julie Colatruglio	Create Dunning Lock
<p>Dunning Lock Reason:Off Cycle Disconnection Start Date: 04/19/2023 End Date: 04/19/2023 PUC dismissed 4/11 - Fast tracked Created By: Julie A Colatruglio</p>				
04/13/2023 22:50:09	04/13/2023		Connie Eddy	PUC/BPU Complaint-Written
<p>PER PUC DECISION: CASE 3893761 DISMISSAL LETTER ISSUED: CUSTOMER DID NOT PROVIDE EVIDENCE TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D). PRIOR PUC PAR 3877987 WAS NOT SATISFIED.</p>				
03/20/2023 11:31:04	03/20/2023		Connie Eddy	PUC/BPU Complaint-Written
<p>PUC case# 3893761 received on 03/17/23 regarding a CII – change in income request.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/14/2023 17:43:04	03/14/2023		Lisa Korosa	Financial Summary Review
<p>Spoke with: VICKY L ZORBAUGH Created By: Lisa M Korosa BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>				
03/14/2023 17:41:17	03/14/2023		Lisa Korosa	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH Created By: Lisa M Korosa Payment Options provided: Offered - Pay Acct Balance of: \$13070.09 Offered - Pay Past Due Amt of \$4900.78 ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Payment Options provided: Offered - Pay Acct Balance of: \$13070.09 Offered - Pay Past Due Amt of \$4900.78 ***** PA Final Wrap-up Customer was satisfied. Spoke With: VICKY L ZORBAUGH; discuss disconn notice. discussed all balances. cannot make payment today. adv we are into our winter season; adv acct is protected against disconn for now. adv did receive shut off for any PD amt left unpaid with disconn dated for on/after 04/03/23. adv set up on PUC arrangement for budget plus 2014 added to next 6 month bills. she said she didnt agree to this arrangement. provided PUC phone #; Offered Pcap, Offered Liheap, Provided DEF#. pahaf- 888-987-2423. www.pa211.org or call 211 Cust Offered:0.00 Remaining Bill: 4900.78 New Bill: 03/15/2023 E BP SAT Declined Ebill Enrollment</p>				
03/14/2023 17:36:57	03/14/2023		Lisa Korosa	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH Created By: Lisa M Korosa Payment Options provided: Offered - Pay Acct Balance of: \$13070.09 Offered - Pay Past Due Amt of \$4900.78</p>				
03/13/2023 10:16:00	03/13/2023		CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/03/2023 09:09:50	03/03/2023		Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
03/01/2023 22:21:18	03/01/2023		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/13/2023 10:09:00	02/13/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/11/2023 18:57:44	02/11/2023		CS General Purpose Batch	Calculation
<p>C/A Contract Budget amt calculated for period ending 02/09/23 = \$ 80.00 Open editor for detail</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 923.98 2. Current Delta: 337.49 - 204.00 + 0.00 133.49 3. Remaining Amount: 586.49 4. Diff + Remain Amt: 133.49 + 586.49 719.98 5. New BBP Amount: 719.98 / 274 x 30.4 80.00 * Dollar Difference: 80.00 - 68.00 12.00 * Pct Difference: 17.65 * System BBP Amount: 80.00				
01/25/2023 14:38:31	01/25/2023		Brittany Frankenberry	Provide Program Information
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 21:13:39	01/24/2023		Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/12/2023 09:15:03	01/12/2023		Cheryl Fick	PUC/BPU Complaint-Written
Case #3877987 - LEVEL 4, BUDGET 230.00 + 2014.00 = 2244.00 BEGINNING FEB 2023 DUE DATE. CUSTOMER HAS AN ALTERNATE SUPPLIER AND WILL BE RESPONSIBLE FOR ADDITIONAL SUPPLIER CHARGES EACH MONTH. / cdf				
01/12/2023 09:14:40	01/12/2023		Cheryl Fick	PA PUC Plan - IP
11/17/2022 18:01:31	11/17/2022		Tara Schulmeister	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Tara R Schulmeister PA Final Wrap-up Satisfied Not Applicable: Reason - Send DSPRTS BP disconnected call on me				
11/17/2022 17:54:20	11/17/2022		Brandon Hines	General Inquiry
*****Spoke With: VICKY L ZORBAUGH VAI cust calling about puc complaint, xfered to kc Satisfied Not Applicable: Reason - Call Transferred				
11/16/2022 18:13:22	11/16/2022		Cedric Campbell	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Cedric L Campbell BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
11/16/2022 18:07:52	11/16/2022		Cedric Campbell	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Cedric L Campbell Payment Options provided: Offered - Pay Acct Balance of: \$11734.80 Offered - Pay Past Due Amt of \$444.24 ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** PA Final Wrap-up Customer was satisfied. sw VICKY L ZORBAUGH vai ver pmnt 1061.91 postdate 11/18... adv pahaf				
11/16/2022 17:59:49	11/16/2022		Darlene Jacobin	General Inquiry
s/wVICKY L ZORBAUGH / / ME / ACTV / RESI vai				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
calling about past due balance and pay arrangement for friday puc complaint on acct effective 11/16/2022 xfer to credit Satisfied Not Applicable: Reason - Call Transferred				
11/16/2022 16:55:46	11/16/2022		Alexandros Simotas	PUC/BPU Complaint-Written
PUC case 3877987 On PAR (Repeater) 11/16/2022; ASimotas				
11/12/2022 18:50:38	11/12/2022		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 11/10/22 = \$ 68.00 Open editor for detail 1. 12 Mth Factor Amt: 813.19 * System BBP Amount: 68.00				
11/10/2022 10:08:06	11/10/2022		Tina Woodring	General Inquiry
Customer was satisfied.				
11/10/2022 10:06:51	11/10/2022		Tina Woodring	Ready Pay Create
No 92599778 - \$1061.91 - 11/18/2022 Created By: Tina Woodring				
11/10/2022 10:05:49	11/10/2022		Tina Woodring	Utility Report Issued
Spoke with: VICKY L ZORBAUGH Created By: Tina Woodring Dispute Rights Dunning lock created - Lock date: 11/20/2022 Company Position: provided all options, customer declined. Customer Position: will attempt to resolve notice by Termination Date(on or after) -> 11/21/2022				
11/10/2022 10:03:23	11/10/2022		Tina Woodring	Disconnection Phone Attempt - Successful
11/10/2022 10:03:15	11/10/2022		Tina Woodring	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Tina Woodring Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$12608.51 Offered - Pay Disconnection Amt of: \$12407.52 Offered - Pay Past Due Amt of \$1533.83 Offered - Pay Catch-up Amt of: \$1061.91 ***** Dispute Rights Issued Option Used. ***** Payment Option used - Pay Catch-up Amt of: \$1061.91				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment made for: 1061.91 by ReadyPay Script Read: Yes ***** PA Final Wrap-up Considered 4 factors: Yes -calling regarding disconnection notice. -wanting to know min amount that needs paid to stop disconnection. -provided balances. -customer stated that she can not pay anything today or before disc date. -issued dispute rights. -posted dated payment for next Friday.				
11/10/2022 10:03:15	11/10/2022		Tina Woodring	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Tina Woodring BP Fed and Reg Inc Levels updated.				
11/10/2022 09:59:59	11/10/2022		Amber Gabor	General Inquiry
VICKY L ZORBAUGH / vai calling to make payment on shut off tran to credit Satisfied Not Applicable: Reason - Call Transferred				
11/10/2022 09:56:28	11/10/2022		INTV IVR	Account Balance Inquiry
11/09/2022 17:03:00	11/09/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/08/2022 10:03:00	11/08/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/31/2022 22:26:57	10/31/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
10/27/2022 06:49:04	10/27/2022		INTV IVR	Account Balance Inquiry
10/19/2022 15:58:30	10/19/2022		Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL CAMPAIGN TO ADVISE OF PCAP AND ERAP				
10/13/2022 10:04:00	10/13/2022		CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
10/04/2022 12:04:01	10/04/2022		CS General Purpose Batch	Data Change Request (Accepted)
RATE CATEGORY CHANGED				
10/03/2022 08:03:18	10/03/2022		Stefanie S Winters	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Stefanie S Winters PA Final Wrap-up Customer was satisfied.				
_____ s/w Vicky Zorbaugh confirming paymnet to stop shut off 504.00 went over acct balances New Bill: 10/14				
10/03/2022 05:17:13	10/03/2022		INTV IVR	Account Balance Inquiry
10/03/2022 04:50:16	10/03/2022		EAILOGINW7	Ready Pay Create
No 91585525 - \$ 504.00 - 10/03/2022 Guest User				
09/29/2022 09:51:45	09/29/2022		Kirsten Kinzer	Disconnection Phone Attempt - Successful
09/29/2022 09:51:23	09/29/2022		Kirsten Kinzer	Negotiation Tool - Service On

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Spoke with: VICKY L ZORBAUGH Created By: Kirsten R. Kinzer Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. offered ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$12939.60 Offered - Pay Disconnection Amt of: \$12394.31 Offered - Pay Past Due Amt of \$1057.82 Offered - Pay Catch-up Amt of: \$503.85 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Catch-up Amt of: \$503.85 ACCOUNT PENDING DISCONNECTION on or after 10/03/2022. **FIELD - PND**</p>				
09/29/2022 09:51:23	09/29/2022		Kirsten Kinzer	Financial Summary Review
<p>Spoke with: VICKY L ZORBAUGH Created By: Kirsten R. Kinzer Low income letter will be sent.</p>				
09/27/2022 17:03:00	09/27/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/26/2022 10:05:00	09/26/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
09/13/2022 17:04:00	09/13/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
09/13/2022 10:01:17	09/13/2022		Jillian E Dennison	Utility Report Issued
<p>Spoke with: VICKY L ZORBAUGH Created By: Jillian E Dennison Dispute Rights Dunning lock created - Lock date: 09/25/2022 Company Position: All option given to resolve term notice Dispute rights given Customer Position: customer cannot stop termination at this time</p>				
09/13/2022 09:59:02	09/13/2022		Jillian E Dennison	Financial Summary Review
<p>Spoke with: VICKY L ZORBAUGH Created By: Jillian E Dennison BP Refused FS</p>				
09/13/2022 09:59:02	09/13/2022		Jillian E Dennison	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Jillian E Dennison *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: \$12701.49 Offered - Pay Disconnection Amt of: \$12394.31 Offered - Pay Past Due Amt of \$1058.72 Offered - Pay Catch-up Amt of: \$503.85 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes adv customer of new term date on or after 9/26/2022. customer plans to make payment on 9/23/2022.				
09/13/2022 09:59:02	09/13/2022		Jillian E Dennison	Disconnection Phone Attempt - Successful
09/12/2022 10:05:00	09/12/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/31/2022 22:27:26	08/31/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
08/19/2022 13:48:45	08/19/2022		Brittany Frankenberry	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/15/2022 18:45:29	08/15/2022		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 08/14/22 = \$ 70.00 Open editor for detail 1. 12 Mth Factor Amt: 828.03 2. Current Delta: 652.31 - 630.00 + 0.00 22.31 3. Remaining Amount: 175.72 4. Diff + Remain Amt: 22.31 + 175.72 198.03 5. New BBP Amount: 198.03 / 92 x 30.4 65.00 * Dollar Difference: 65.00 - 70.00 5.00 * Pct Difference: 7.14 * System BBP Amount: 70.00				
08/15/2022 10:08:00	08/15/2022		CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
08/12/2022 11:37:10	08/12/2022		Lindsey A Clarke	Ready Pay Create
No 90286747 - \$492.36 - 08/17/2022 Created By: Lindsey A Clarke				
08/12/2022 11:35:38	08/12/2022		Lindsey A Clarke	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Lindsey A Clarke BP Refused FS				
08/12/2022 11:35:38	08/12/2022		Lindsey A Clarke	Negotiation Tool - Service On

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Spoke with: VICKY L ZORBAUGH Created By: Lindsey A Clarke *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: \$12898.53 Offered - Pay Disconnection Amt of: \$12652.82 Offered - Pay Past Due Amt of \$997.11 ***** Payment Option used - Pay Catch-up Amt of: \$492.36 Payment made for: 492.36 by ReadyPay Script Read: Yes customer offered to pay 492.36 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
08/12/2022 11:35:37	08/12/2022		Lindsey A Clarke	Disconnection Phone Attempt - Successful
08/11/2022 17:03:00	08/11/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
08/10/2022 10:03:00	08/10/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/02/2022 22:28:24	08/02/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
07/13/2022 10:05:00	07/13/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
07/11/2022 13:47:49	07/11/2022		Shawntel Bowden	Ready Pay Create
No 89456346 - \$444.18 - 07/15/2022 Created By: Shawntel J Bowden				
07/11/2022 13:44:32	07/11/2022		Shawntel Bowden	Disconnection Phone Attempt - Successful
07/11/2022 13:44:26	07/11/2022		Shawntel Bowden	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Shawntel J Bowden FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
07/11/2022 13:44:26	07/11/2022		Shawntel Bowden	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Shawntel J Bowden Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided:				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Acct Balance of: \$13113.22 Offered - Pay Disconnection Amt of: \$12874.64 Offered - Pay Past Due Amt of \$937.50 Offered - Pay Catch-up Amt of: \$444.18 ***** Payment Option used - Pay Catch-up Amt of: \$444.18 Payment made for: 444.18 by ReadyPay Script Read: Yes customer offered to pay \$444.18 This payment will stop your disconnection. Please be advised you have a remaining balance of \$12669.04. ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. calling for TO GET CAUGHT UP ON IP 493.32 DUE 07/06 REMAINING. 10 DAY DISOCNN COULD COME OUT AROUND 08/03.				
07/11/2022 10:05:00	07/11/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/05/2022 12:04:38	07/05/2022		CS General Purpose Batch	Data Change Request (Accepted)
RATE CATEGORY CHANGED				
06/29/2022 22:25:36	06/29/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
06/16/2022 10:18:32	06/16/2022		Lori A Glover	Ready Pay Create
No 88845538 - \$453.64 - 06/16/2022 Created By: Lori A Glover				
06/16/2022 10:15:23	06/16/2022		Lori A Glover	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Lori A Glover Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$13566.86 Offered - Pay Disconnection Amt of: \$13154.10 Offered - Pay Past Due Amt of \$897.82 ***** Payment Option used - Pay Catch-up Amt of: \$453.64 Payment made for: 453.64 by ReadyPay Script Read: Yes				
06/16/2022 10:15:23	06/16/2022		Lori A Glover	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Lori A Glover FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
06/10/2022 17:02:00	06/10/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/09/2022 10:02:00	06/09/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 09 - Sit Tone/Invalid Phone Number				
06/06/2022 06:04:40	06/06/2022		CS General Purpose Batch	Data Change Request (Accepted)
RATE CATEGORY CHANGED				
06/01/2022 22:25:53	06/01/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
05/31/2022 15:51:47	05/31/2022		Mariah Tanner-Hughes	Ready Pay Create
No 88417513 - \$537.92 - 05/31/2022				
Created By: Mariah A Tanner-Hughes				
05/31/2022 15:51:19	05/31/2022		Mariah Tanner-Hughes	Personal Data Changed
05/31/2022 15:49:15	05/31/2022		Mariah Tanner-Hughes	Financial Summary Review
Spoke with: VICKY L ZORBAUGH				
Created By: Mariah A Tanner-Hughes				
FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
05/31/2022 15:49:15	05/31/2022		Mariah Tanner-Hughes	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH</p> <p>Created By: Mariah A Tanner-Hughes</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: No</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$13885.14</p> <p>Offered - Pay Disconnection Amt of: \$13508.38</p> <p>Offered - Pay Past Due Amt of \$991.56</p> <p>Offered - Pay Catch-up Amt of: \$537.92</p> <p>*****</p> <p>Payment Option used - Pay Catch-up Amt of: \$537.92</p> <p>Payment made for: 537.92 by ReadyPay</p> <p>Script Read: Yes</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Satisfied Not Applicable: Reason - Send DSPRTS</p> <p>s/w VICKY L ZORBAUGH</p> <p>Past Due 991.56</p> <p>cust already on ebill</p> <p>offered FS - declined</p> <p>cust offered: 537.92</p> <p>adv this amt is less than past due bal, and any bal remaining unpaid could restart discon in the future</p> <p>removed old bank accts#</p> <p>confirmation number is: 88417513.</p> <p>remaining balance of \$13347.22 Past Due Amt of \$453.64</p> <p>Curr Bill Amt: 444.12 due 06/06</p> <p>cust hung up b4 sat</p>				
05/24/2022 17:02:00	05/24/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/23/2022 10:03:00	05/23/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 09 - Sit Tone/Invalid Phone Number				
05/14/2022 18:41:51	05/14/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 05/12/22 = \$ 70.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 842.10</p> <p>2. Current Delta: 438.04 - 420.00 + 0.00 18.04</p> <p>3. Remaining Amount: 404.06</p> <p>4. Diff + Remain Amt: 18.04 + 404.06 422.10</p> <p>5. New BBP Amount: 422.10 / 183 x 30.4 70.00</p> <p>* Dollar Difference: 70.00 - 70.00 0.00</p> <p>* Pct Difference: 0.00</p> <p>* System BBP Amount: 70.00</p>				
05/10/2022 13:15:59	05/10/2022	[REDACTED]	C68805	Utility Report Issued
<p>Spoke with: VICKY L ZORBAUGH</p> <p>Created By: CASSANDRA A BUSH</p> <p>Dispute Rights Dunning lock created - Lock date: 05/22/2022</p> <p>Company Position:</p> <p>Termination Date(on or after)=> 05/23/2022</p> <p>Customer Position:</p> <p>Termination Date(on or after)=> 05/23/2022</p>				
05/10/2022 13:12:16	05/10/2022	[REDACTED]	C68805	Disconnection Phone Attempt - Successful
05/10/2022 13:11:57	05/10/2022	[REDACTED]	C68805	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH</p> <p>Created By: CASSANDRA A BUSH</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$13725.04</p> <p>Offered - Pay Disconnection Amt of: \$13508.38</p> <p>Offered - Pay Past Due Amt of \$992.52</p> <p>Offered - Pay Catch-up Amt of: \$537.92</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Spoke With VICKY L ZORBAUGH states she cant pay Termination Date(on or after)=> 05/23/2022</p>				
05/10/2022 13:11:57	05/10/2022	[REDACTED]	C68805	Financial Summary Review
Spoke with: VICKY L ZORBAUGH				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: CASSANDRA A BUSH FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
05/10/2022 10:02:00	05/10/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
05/02/2022 22:21:58	05/02/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
04/29/2022 09:31:33	04/29/2022		Mariah Jolliffe	Ready Pay Create
No 87623488 - \$520.52 - 04/29/2022 Created By: Mariah J Jolliffe				
04/29/2022 09:29:33	04/29/2022		Mariah Jolliffe	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH Created By: Mariah J Jolliffe Financial Summary Option Used. Low income letter will be sent. *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. *****</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: \$14245.56 Offered - Pay Disconnection Amt of: \$13760.98 Offered - Pay Past Due Amt of \$1058.44 Offered - Pay Catch-up Amt of: \$520.52 *****</p> <p>Payment Option used - Pay Catch-up Amt of: \$520.52 Payment made for: 520.52 by ReadyPay Script Read: Yes CUST OFFERED TO PAY 520.52 / ADV remaining balance of \$13725.04. *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. ADV NOT ELIGIBLE FOR IP / ADV REMAINING Past Due Amt of \$537.92 / ADV CURRENT BILL DUE 5/5</p>				
04/29/2022 09:29:33	04/29/2022		Mariah Jolliffe	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Mariah J Jolliffe Low income letter will be sent.				
04/29/2022 09:14:22	04/29/2022		John A Houtz	General Inquiry
Screen pop. Caller questioning why they weren't with IVR. Provided customer service phone number. Caller hung up. Satisfied Not Applicable: Reason - Don't send DSPRTS				
04/26/2022 17:06:00	04/26/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/25/2022 10:06:00	04/25/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/11/2022 10:41:31	04/11/2022		Anne M Montgomery	Utility Report Issued

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Spoke with: VICKY L ZORBAUGH Created By: Anne M Montgomery Dispute Rights Dunning lock created - Lock date: 04/24/2022 Company Position: provided all options,customer declined. Customer Position: VICKY L ZORBAUGH-offered to pay \$600.00 on 4/22.				
04/11/2022 10:35:32	04/11/2022		Anne M Montgomery	Disconnection Phone Attempt - Successful
04/11/2022 10:34:48	04/11/2022		Anne M Montgomery	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Anne M Montgomery Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. cust declined ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$14071.60 Offered - Pay Disconnection Amt of: \$13760.98 Offered - Pay Past Due Amt of \$1059.34 Offered - Pay Catch-up Amt of: \$520.52 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
04/11/2022 10:34:48	04/11/2022		Anne M Montgomery	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Anne M Montgomery BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
04/11/2022 10:07:00	04/11/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/07/2022 06:38:45	04/07/2022		Natasha Neal	Outbound Call
AUTOMATED OUTBOUND CALL TO ADVISE OF LIHEAP BEING OPEN AND HOW TO APPLY				
04/02/2022 20:19:22	04/02/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
03/14/2022 10:08:00	03/14/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/02/2022 17:34:00	03/02/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/02/2022 13:05:03	03/02/2022		Andrielle Small	Ready Pay Create
No 86167652 - \$473.53 - 03/08/2022				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Andrielle Small				
03/02/2022 13:03:16	03/02/2022		Andrielle Small	Disconnection Phone Attempt - Successful
03/02/2022 13:03:10	03/02/2022		Andrielle Small	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Andrielle Small FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
03/02/2022 13:03:10	03/02/2022		Andrielle Small	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Andrielle Small Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$14252.11 Offered - Pay Disconnection Amt of: \$13983.99 Offered - Pay Catch-up Amt of: \$473.53 ***** Payment Option used - Pay Catch-up Amt of: \$473.53 Payment made for: 473.53 by ReadyPay Script Read: Yes ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
03/01/2022 10:01:00	03/01/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
02/21/2022 22:22:14	02/21/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
02/18/2022 09:14:15	02/18/2022		Julie Colatruglio	Create Dunning Lock
Dunning Lock Reason: Off Cycle Disconnection Start Date: 02/18/2022 End Date: 02/18/2022 Fast tracked Created By: Julie A Colatruglio				
02/10/2022 19:02:31	02/10/2022		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 02/09/22 = \$ 70.00 Open editor for detail 1. 12 Mth Factor Amt: 859.15 2. Current Delta: 226.70 - 210.00 + 0.00 16.70 3. Remaining Amount: 632.45 4. Diff + Remain Amt: 16.70 + 632.45 649.15 5. New BBP Amount: 649.15 / 274 x 30.4 72.00				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* Dollar Difference: 72.00 - 70.00 2.00 * Pct Difference: 2.86 * System BBP Amount: 70.00				
02/10/2022 10:05:00	02/10/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
01/12/2022 17:04:00	01/12/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
01/12/2022 08:43:51	01/12/2022		Raymanda D Robinson	Ready Pay Create
No 84932385 - \$1267.82 - 01/18/2022				
Created By: Raymanda D Robinson				
01/12/2022 08:40:20	01/12/2022		Raymanda D Robinson	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Raymanda D Robinson Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$15051.43 Offered - Pay Disconnection Amt of: \$15048.28 Offered - Pay Catch-up Amt of: \$1267.82 ***** Payment Option used - Pay Catch-up Amt of: \$1267.82 Payment made for: 1267.82 by ReadyPay Script Read: Yes sw VICKY L ZORBAUGH, vai offered 1267.82 for 1/18 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
01/12/2022 08:40:20	01/12/2022		Raymanda D Robinson	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Raymanda D Robinson FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
01/11/2022 10:04:00	01/11/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
01/03/2022 22:21:01	01/03/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
12/31/2021 09:29:20	03/31/2021		C66022	General Inquiry/Other
SW VICKY L ZORBAUGH set up IP for 270.00/month for 60 months + budget 77.00/month. adv nbd 4/14/21. PREPARED TO GO TO 60 MONTHS BASED ON PUC DIRECTIVES, AND COMPANY ACCEPTED FULL TEMS OF				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
THE ORDER Customer was satisfied.				
12/13/2021 10:08:00	12/13/2021		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
12/02/2021 15:31:02	12/02/2021		Beth Witt	Ready Pay Create
No 83974757 - \$848.02 - 12/02/2021 Created By: Beth A Witt				
12/02/2021 15:26:14	12/02/2021		Beth Witt	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH Created By: Beth A Witt Financial Summary Option Used. *****</p> <p>Human Services option used. Customer's income level is ineligible for Agency Assistance. *****</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: \$15679.53 Offered - Pay Disconnection Amt of: \$15427.03 Offered - Pay Past Due Amt of \$1234.34 Offered - Pay Catch-up Amt of: \$848.02 *****</p> <p>Payment Option used - Pay Catch-up Amt of: \$848.02 Payment made for: 848.02 by ReadyPay Script Read: Yes RB: 848.02 RB: 14831.51 *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$14831.51 Offered - Pay Past Due Amt of \$386.32 *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.</p>				
12/02/2021 15:26:14	12/02/2021		Beth Witt	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Beth A Witt				
12/02/2021 15:24:04	12/02/2021		EAILOGINWM7	Paperless Bill Enrollment
Beth Witt - Paperless Added on Account				
12/02/2021 15:23:27	12/02/2021		Beth Witt	Contest - eBill
enrolled in ebill Satisfied Not Applicable: Reason - Don't send DSPRTS				
12/01/2021 15:37:39	12/01/2021		CS General Purpose Batch	Data Change Request (Accepted)
RATE CATEGORY CHANGED				
11/23/2021 17:01:00	11/23/2021		CS General Purpose Batch	Disconnection Phone Attempt - Successful

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
11/22/2021 10:04:00	11/22/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/13/2021 19:39:21	11/13/2021	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 11/10/21 = \$ 70.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 842.71</p> <p>* System BBP Amount: 70.00</p>				
11/08/2021 17:46:01	11/08/2021	[REDACTED]	Trudy Cain	Utility Report Issued
<p>Spoke with: VICKY L ZORBAUGH</p> <p>Created By: Trudy Cain</p> <p>Dispute Rights Dunning lock created - Lock date: 11/21/2021</p> <p>Company Position:</p> <p>DISCONNECTION NOTICE</p> <p>Termination Date(on or after)=> 11/22/2021</p> <p>Customer Position:</p> <p>CANNOT PAY BY THE TERMINATION DATE</p>				
11/08/2021 17:34:05	11/08/2021	[REDACTED]	Trudy Cain	Disconnection Phone Attempt - Successful
11/08/2021 17:34:00	11/08/2021	[REDACTED]	Trudy Cain	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH</p> <p>Created By: Trudy Cain</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: No</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$15571.39</p> <p>Offered - Pay Disconnection Amt of: \$15427.03</p> <p>Offered - Pay Past Due Amt of \$1262.38</p> <p>Offered - Pay Catch-up Amt of: \$848.02</p> <p>*****</p> <p>Offered - Pay Catch-up Amt of: \$848.02</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>CUSTOMER WILL CALL ON THE 19TH AND MAKE A PAYMENT ON 11.19.21</p>				
11/08/2021 17:34:00	11/08/2021	[REDACTED]	Trudy Cain	Financial Summary Review
<p>Spoke with: VICKY L ZORBAUGH</p> <p>Created By: Trudy Cain</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
11/08/2021 15:26:00	11/08/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/30/2021 20:15:30	10/30/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
10/20/2021 17:41:17	10/20/2021		Cedric Campbell	Ready Pay Create
No 82940341 - \$478.60 - 10/22/2021 Created By: Cedric L Campbell				
10/20/2021 17:40:49	10/20/2021		Cedric Campbell	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Cedric L Campbell Payment Options provided: Offered - Pay Acct Balance of: \$16049.99 (includes Sec Dep) Offered - Pay Past Due Amt of \$1326.62 (includes Sec Dep) ***** Payment Option used - Pay Other Amount of: Payment made for: 478.60 by ReadyPay Script Read: Yes Please be advised you have a remaining balance of \$15571.39.check vai 10/22 478.60 ***** PA Final Wrap-up Customer was satisfied. vai Confirmed Income Security Deposit waiver option provided				
10/20/2021 17:39:29	10/20/2021		Cedric Campbell	Ready Pay Delete
No 82705963 - \$478.60 - 10/22/2021 deleted check per bp req				
10/20/2021 17:38:56	10/20/2021		Cedric Campbell	Ready Pay Change
No 82705963 - \$478.60 10/22/2021 deleted pmnt changed checking info				
10/13/2021 10:04:00	10/13/2021		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
10/11/2021 16:51:50	10/11/2021		Kyle McCandless	Ready Pay Create
No 82705963 - \$478.60 - 10/22/2021 Created By: Kyle C McCandless				
10/11/2021 16:48:18	10/11/2021		Kyle McCandless	Disconnection Phone Attempt - Successful
10/11/2021 16:48:11	10/11/2021		Kyle McCandless	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Kyle C McCandless Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Option used - Pay Catch-up Amt of: \$478.60 (includes Sec Dep) Payment made for: 478.60 by ReadyPay Script Read: Yes VICKY L ZORBAUGH, looking to make a payment of the catch up amt of 478.60 confirm 82705963				
10/11/2021 16:48:11	10/11/2021		Kyle McCandless	Financial Summary Review

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Spoke with: VICKY L ZORBAUGH Created By: Kyle C McCandless FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/08/2021 17:01:00	10/08/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/07/2021 10:03:00	10/07/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/29/2021 22:22:51	09/29/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
09/10/2021 22:26:38	09/09/2021		BATCH	Security Deposit Created
Security Deposit warning process: \$ 364.00 deposit billed on 09/10/21				
09/09/2021 17:01:00	09/09/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/09/2021 10:33:23	09/09/2021		Elizabeth Cottrill	Ready Pay Create
No 81921161 - \$464.21 - 09/14/2021 Created By: Elizabeth A Cottrill				
09/09/2021 10:31:46	09/09/2021		Elizabeth Cottrill	Disconnection Phone Attempt - Successful
09/09/2021 10:31:35	09/09/2021		Elizabeth Cottrill	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Elizabeth A Cottrill Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$15777.26 Offered - Pay Disconnection Amt of: \$15568.66 Offered - Pay Past Due Amt of \$942.81 Offered - Pay Catch-up Amt of: \$464.21 ***** Payment Option used - Pay Catch-up Amt of: \$464.21 Payment made for: 464.21 by ReadyPay Script Read: Yes cust offd 462.21 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. nbd 09/14				
09/09/2021 10:31:35	09/09/2021		Elizabeth Cottrill	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Elizabeth A Cottrill BP Fed and Reg Inc Levels updated.				
09/07/2021 06:05:20	09/07/2021		CS General Purpose Batch	Data Change Request (Accepted)
RATE CATEGORY CHANGED				
08/31/2021 22:27:29	08/31/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
08/11/2021 18:45:21	08/11/2021		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 08/10/21 = \$ 59.00 Open editor for detail 1. 12 Mth Factor Amt: 870.48 2. Current Delta: 666.99 - 693.00 + 0.00 26.01- 3. Remaining Amount: 203.49 4. Diff + Remain Amt: 26.01- + 203.49 177.48 5. New BBP Amount: 177.48 / 91 x 30.4 59.00 * Dollar Difference: 59.00 - 77.00 18.00 * Pct Difference: 23.38 * System BBP Amount: 59.00				
08/11/2021 10:04:00	08/11/2021	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
08/10/2021 17:03:00	08/10/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/10/2021 12:54:10	08/10/2021	[REDACTED]	C68777	Ready Pay Create
No 81188965 - \$452.91 - 08/16/2021 Created By: ALYSSA R ARNETT				
08/10/2021 12:50:55	08/10/2021	[REDACTED]	C68777	Disconnection Phone Attempt - Successful
08/10/2021 12:50:49	08/10/2021	[REDACTED]	C68777	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: ALYSSA R ARNETT FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
08/10/2021 12:50:49	08/10/2021	[REDACTED]	C68777	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: ALYSSA R ARNETT Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$16018.50 Offered - Pay Disconnection Amt of: \$15824.29 Offered - Pay Past Due Amt of \$917.12 Offered - Pay Catch-up Amt of: \$452.91 ***** Payment Options provided: Offered - Pay Acct Balance of: \$16018.50 Offered - Pay Disconnection Amt of: \$15824.29 Offered - Pay Past Due Amt of \$917.12 Offered - Pay Catch-up Amt of: \$452.91				
08/09/2021 10:04:00	08/09/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/31/2021 20:12:38	07/31/2021	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
07/14/2021 07:22:02	07/14/2021	[REDACTED]	Natasha Neal	Outbound Call

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS BEING AVAILABLE.				
07/08/2021 11:04:46	07/08/2021		C68777	General Inquiry
Customer was satisfied.				
07/08/2021 11:03:50	07/08/2021		C68777	Ready Pay Create
No 80358062 - \$456.48 - 07/15/2021 Created By: ALYSSA R ARNETT				
07/08/2021 11:01:41	07/08/2021		C68777	Utility Report Issued
<p>Spoke with: VICKY L ZORBAUGH Created By: ALYSSA R ARNETT Dispute Rights Dunning lock created - Lock date: 07/18/2021 Company Position: offered all available options Termination Date(on or after)=> 07/19/2021</p> <p>Customer Position: cust cant pay</p>				
07/08/2021 10:59:06	07/08/2021		C68777	Disconnection Phone Attempt - Successful
07/08/2021 10:59:00	07/08/2021		C68777	Negotiation Tool - Service On
<p>Spoke with: VICKY L ZORBAUGH Created By: ALYSSA R ARNETT Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$16278.09 Offered - Pay Disconnection Amt of: \$16095.18 Offered - Pay Past Due Amt of \$909.39 Offered - Pay Catch-up Amt of: \$456.48 ***** Dispute Rights Issued Option Used. ***** Payment Option used - Pay Catch-up Amt of: \$456.48 Payment made for: 456.48 by ReadyPay Script Read: Yes termination date on and after 7/19/2021 cust offered 456.48 for 7/15 remaining balance of \$15821.61 ***** PA Final Wrap-up Considered 4 factors: Yes</p>				
07/08/2021 10:59:00	07/08/2021		C68777	Financial Summary Review
<p>Spoke with: VICKY L ZORBAUGH Created By: ALYSSA R ARNETT</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
07/08/2021 10:02:00	07/08/2021		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 17 - Successful - Transferred to Live Agent				
06/30/2021 22:26:31	06/30/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
06/14/2021 10:02:52	06/14/2021		Trudy Cain	Ready Pay Create
No 79757875 - \$478.01 - 06/14/2021 Created By: Trudy Cain				
06/14/2021 10:01:01	06/14/2021		Trudy Cain	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Trudy Cain Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services Options used. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$16756.10 Offered - Pay Disconnection Amt of: \$16395.12 Offered - Pay Past Due Amt of \$934.49 ***** Payment Option used - Pay Catch-up Amt of: \$478.01 Payment made for: 478.01 by ReadyPay Script Read: Yes ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
06/14/2021 10:01:01	06/14/2021		Trudy Cain	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Trudy Cain BP Fed and Reg Inc Levels updated.				
06/09/2021 17:02:00	06/09/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/08/2021 10:02:00	06/08/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/29/2021 20:12:10	05/29/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
05/12/2021 18:39:47	05/12/2021		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 05/11/21 = \$ 77.00 Open editor for detail 1. 12 Mth Factor Amt: 921.88 2. Current Delta: 438.65 - 462.00 + 0.00 23.35- 3. Remaining Amount: 483.23				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
4. Diff + Remain Amt: 23.35- + 483.23 459.88 5. New BBP Amount: 459.88 / 182 x 30.4 77.00 * Dollar Difference: 77.00 - 77.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 77.00				
05/11/2021 22:23:48	05/11/2021		CS General Purpose Batch	Security Deposit Review
Security Deposit Warning Process. Letter sent 05/12/2021				
03/31/2021 09:29:00	03/31/2021		C66022	PA Payment - IP
03/31/2021 09:24:47	03/31/2021		C66022	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Melissa Bennett BP Fed and Reg Inc Levels updated.				
03/31/2021 09:22:06	03/31/2021		C66022	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Melissa Bennett Payment Options provided: Offered - Pay Acct Balance of: \$16182.92 Offered - Pay Past Due Amt of \$16029.77 ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance.				
03/30/2021 10:08:09	03/30/2021		Kristen Delle Donne	Outbound Call
PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.				
02/10/2021 19:28:26	02/10/2021		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] e.d. Budget amt calculated for period ending 02/09/21 = \$ 77.00 Open editor for detail 1. 12 Mth Factor Amt: 903.95 2. Current Delta: 210.26 - 231.00 + 0.00 20.74- 3. Remaining Amount: 693.69 4. Diff + Remain Amt: 20.74- + 693.69 672.95 5. New BBP Amount: 672.95 / 273 x 30.4 75.00 * Dollar Difference: 75.00 - 77.00 2.00 * Pct Difference: 2.60 * System BBP Amount: 77.00				
12/21/2020 17:21:11	12/21/2020		Tara Green	Moratorium Protected Account
PA PROTECTED CUSTOMER				
12/11/2020 14:09:21	12/11/2020		C62944	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Aaron R Wimberly Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. *****				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$15656.69</p> <p>Offered - Pay Past Due Amt of \$15331.03</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>S/W VICKY L ZORBAUGH -Called about a payment plan. Provided PCAP number and website.Also provided FirstEnergycorp.com/billassist.</p> <p>will pay \$334.61 next week on 12-18-2020.</p>
12/11/2020 14:09:20	12/11/2020	[REDACTED]	C62944	Financial Summary Review
				<p>Spoke with: VICKY L ZORBAUGH</p> <p>Created By: Aaron R Wimberly</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>Low income letter will be sent.</p>
12/11/2020 14:06:44	12/11/2020	[REDACTED]	C62944	Premise Information Changed
				<p>Old Premise Phone:(717)764-1436</p> <p>New Premise Phone:</p> <p>Created By: Aaron R Wimberly</p>
12/11/2020 14:04:57	12/11/2020	[REDACTED]	Karlee Smith	General Inquiry
				<p>VICKY L ZORBAUGH acct: [REDACTED] vai would like to discuss payment arrangement and/or assistance options. xfer to credit</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>
12/11/2020 13:55:51	12/11/2020	[REDACTED]	INTV IVR	Account Balance Inquiry
12/09/2020 15:21:01	12/08/2020	[REDACTED]	Tyler McQuinn	Outbound Call
				<p>(CALL IS SCHEDULED FOR 12/09/2020) Hello. This is Med-Ed, your electric company, calling with important information regarding your past-due account.# We would like to discuss your household income and occupant information to determine if you are eligible for assistance programs.# If this income information is not provided, your account may be at risk of termination during the Moratorium period.# Please call us at 1-800-774-5273 weekdays between 8 a.m. and 6 p.m. #To hear this message again, please remain on the line.</p>
12/08/2020 18:04:00	12/08/2020	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
				Phone attempt 09 - Sit Tone/Invalid Phone Number
12/07/2020 16:21:28	12/07/2020	[REDACTED]	EAILOGINWM6	Outbound Call
				<p>Call Result - SRC_ANS_LIVE</p> <p>Hello. This is Met-Ed, your electric company, calling with important information regarding your past-due account.# [REDACTED]</p> <p>We would like to discuss your household income and occupant information to determine if you are eligible for assistance</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				programs.# [REDACTED] If this income information is not provided, your account may be at risk of termination during the Moratorium period.# [REDACTED]; Please call us at 1-800-774-5273 weekdays between 8 a.m. and 6 p.m. # [REDACTED] To hear this message again, please remain on the line.
12/07/2020 10:44:15	12/07/2020	[REDACTED]	EAILOGINWM6	Outbound Call
				Call Result - SRC_ANS_LIVE Hello. This is Met-Ed, your electric company, calling with important information regarding your past-due account.# [REDACTED] We would like to discuss your household income and occupant information to determine if you are eligible for assistance programs.# [REDACTED] If this income information is not provided, your account may be at risk of termination during the Moratorium period.# [REDACTED]; Please call us at 1-800-774-5273 weekdays between 8 a.m. and 6 p.m. # [REDACTED] To hear this message again, please remain on the line.
12/07/2020 10:04:00	12/07/2020	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
				Phone attempt 09 - Sit Tone/Invalid Phone Number
12/03/2020 08:27:57	12/03/2020	[REDACTED]	EAILOGINWM6	Outbound Call
				Call Result - SRC_FAULT_DIAL Hello. This is Met-Ed, your electric company, calling with important information regarding your past-due account.# [REDACTED] We would like to discuss your household income and occupant information to determine if you are eligible for assistance programs.# [REDACTED] If this income information is not provided, your account may be at risk of termination during the Moratorium period.# [REDACTED]; Please call us at 1-800-774-5273 weekdays between 8 a.m. and 6 p.m. #8239;To hear this message again, please remain on the line.
11/25/2020 22:22:14	11/25/2020	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
11/13/2020 08:41:33	11/17/2020	[REDACTED]	Kristen Delle Donne	Pre-Disconnection Warning Letter
				Notice was mailed to customer advising that their unpaid balance may put them at risk of termination after November 9, 2020. The standard 10 day termination notice will be mailed prior to termination. Customer should be provided with all available options.
11/10/2020 19:03:45	11/10/2020	[REDACTED]	CS General Purpose Batch	Calculation
				C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 11/09/20 = \$ 77.00 Open editor for detail 1. 12 Mth Factor Amt: 925.76 * System BBP Amount: 77.00
11/10/2020 17:32:29	11/10/2020	[REDACTED]	Tara Green	Financial Summary Review
				REMOVED Q LOCK AND OUTDATED F/S INFO AS PART OF REVENUE OPERATIONS REVIEW. MAKE EVERY EFFORT TO OBTAIN A NEW F/S.
10/30/2020 00:39:17	10/30/2020	[REDACTED]	Timothy Franks	Reverse Late Payment Charge
				LPC WAIVED IN RESPONSE TO COVID 19
10/16/2020 17:30:21	10/16/2020	[REDACTED]	Tara Green	Moratorium Protected Account
				PA PROTECTED CUSTOMER

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/07/2020 10:03:00	10/07/2020		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
09/29/2020 22:24:11	09/29/2020		CS General Purpose Batch	Disconnection Notice - PA Residential
08/13/2020 12:39:50	08/14/2020		Devon Martin	Outbound Call
OUTBOUND EMAIL CAMPAIGN TO PROVIDE ENERGY ASSISTANCE INFORMATION ON 08/11/2020				
08/11/2020 19:09:49	08/11/2020		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 08/10/20 = \$ 101.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 931.76</p> <p>2. Current Delta: 722.27 - 630.00 + 0.00 92.27</p> <p>3. Remaining Amount: 209.49</p> <p>4. Diff + Remain Amt: 92.27 + 209.49 301.76</p> <p>5. New BBP Amount: 301.76 / 91 x 30.4 101.00</p> <p>* Dollar Difference: 101.00 - 88.00 13.00</p> <p>* Pct Difference: 14.77</p> <p>* System BBP Amount: 101.00</p>				
08/06/2020 10:03:00	08/07/2020		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/29/2020 22:41:28	07/29/2020		CS General Purpose Batch	Disconnection Notice - PA Residential
06/19/2020 10:31:10	06/19/2019		Shawna M Raimo	ALERT! Sensitive Account
<p>Applicant, RONALD R ZORBAUGH JR (husband of current ratepayer VICKY L ZORBAUGH) is tied to property of 1630 SOUTH DR, YORK PA 17408 via accurint dated 04/2007 to 06/2019. Also tied to prior service address 114 N DIAMOND ST, YORK PA 17404 from 07/1999 to 11/2004</p> <p>Ronald is listed on financial summaries dated back as far as 02/02/2000</p> <p>Ronald has previously applied for service at the location; application dated 04/22/2014</p>				
06/08/2020 10:08:00	06/08/2020		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/30/2020 20:31:12	05/30/2020		CS General Purpose Batch	Disconnection Notice - PA Residential
05/12/2020 19:09:07	05/12/2020		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 05/11/20 = \$ 88.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 892.86</p> <p>2. Current Delta: 442.53 - 366.00 + 0.00 76.53</p> <p>3. Remaining Amount: 450.33</p> <p>4. Diff + Remain Amt: 76.53 + 450.33 526.86</p> <p>5. New BBP Amount: 526.86 / 182 x 30.4 88.00</p> <p>* Dollar Difference: 88.00 - 61.00 27.00</p> <p>* Pct Difference: 44.26</p> <p>* System BBP Amount: 88.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/14/2020 13:27:53	04/14/2020		Tiffany L Gift	Financial Summary Review
Spoke with: VICKY L ZORBAUGH Created By: Tiffany L Gift BP Refused FS				
04/14/2020 13:27:52	04/14/2020		Tiffany L Gift	Negotiation Tool - Service On
Spoke with: VICKY L ZORBAUGH Created By: Tiffany L Gift *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 Disconnection Amt of: \$12243.13 Offered - Pay Acct Balance of: \$12207.61 Offered - Pay Past Due Amt of \$11781.99 Offered - Pay Catch-up Amt of: \$11370.24 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. VICKY L ZORBAUGH bp will be making a big chunk of a payment soon; just wanted to make sure she is not getting shut off tomorrow				
04/08/2020 10:07:00	04/08/2020		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/31/2020 22:48:23	03/31/2020		CS General Purpose Batch	Disconnection Notice - PA Residential
03/11/2020 10:11:00	03/11/2020		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/29/2020 20:52:46	02/29/2020		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/11/2020 19:09:09	02/11/2020		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 02/10/20 = \$ 61.00 Open editor for detail 1. 12 Mth Factor Amt: 811.13 2. Current Delta: 232.07 - 183.00 + 0.00 49.07 3. Remaining Amount: 579.06 4. Diff + Remain Amt: 49.07 + 579.06 628.13 5. New BBP Amount: 628.13 / 273 x 30.4 70.00 * Dollar Difference: 70.00 - 61.00 9.00 * Pct Difference: 14.75 * System BBP Amount: 61.00				
02/11/2020 14:42:08	02/11/2020		Aaron Ryan	Outbound Call
EMAIL SENT TO REFER TO PCAP JAN 2020				
02/11/2020 10:10:00	02/11/2020		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
11/12/2019 19:05:53	11/12/2019		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 11/11/19 = \$ 61.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 713.86</p> <p>* System BBP Amount: 61.00</p>				
11/12/2019 09:23:48	11/12/2019		Tonya Cruz	Create Dunning Lock
<p>Dunning Lock Reason:Utility Commission Dispute</p> <p>Start Date: 11/12/2019 End Date: 12/09/2019</p> <p>Customer sent intent to appeal PUC Decision 3710957. They have until 12/09/19 to appeal. T. Cruz</p> <p>Created By: Tonya M Cruz</p>				
11/12/2019 09:21:14	11/12/2019		Tonya Cruz	PUC/BPU Complaint-Written
<p>PUC case# 3710957 closed regarding a Denial of Service issue. bp/premise 801465404/2303877. PUC NOTES: DECISION ISSUED - AS A CONDITION OF ESTABLISHING SERVICE AT THIS ADDRESS THE COMPANY CAN HOLD YOU RESPONSIBLE FOR THE UNPAID BALANCE OF \$11,613.72, AS YOU BENEFITTED FROM THE SERVICE AT THIS PREMISES. YOU ARE CURRENTLY INELIGIBLE FOR A NEW PUC PAR. THROUGH THIS DECISION, THE COMMISSION IS UPHOLDING THE COMPANY#S POSITION ON WHAT YOU MUST PAY TO HAVE SERVICE ESTABLISHED IN YOUR NAME: PAYMENT OF \$10,632.22 TOWARD THE PREMISE BALANCE, WHICH IS A DOWN PAYMENT ON THE FULL AMOUNT OF \$11,613.72 OWED AT THE PREMISE. THE REMAINING BALANCE WOULD BE SET UP ON AN INSTALLMENT PLAN BASED ON INCOME. CASE DISMISSED. TCruz, Compliance</p>				
09/26/2019 15:37:01	09/26/2019		CS General Purpose Batch	Data Change Request (Accepted)
RATE CATEGORY CHANGED				
09/03/2019 06:15:43	09/03/2019		CS General Purpose Batch	Data Change Request (Accepted)
RATE CATEGORY CHANGED				
08/13/2019 18:43:04	08/13/2019		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 08/12/19 = \$ 64.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 642.83</p> <p>2. Current Delta: 699.71 - 645.00 + 0.00 54.71</p> <p>3. Remaining Amount: 138.46</p> <p>4. Diff + Remain Amt: 54.71 + 138.46 193.17</p> <p>5. New BBP Amount: 193.17 / 3 64.00</p> <p>* Dollar Difference: 64.00 - 33.00 31.00</p> <p>* Pct Difference: 93.94</p> <p>* System BBP Amount: 64.00</p>				
06/18/2019 13:40:18	06/18/2019		Tonya Cruz	PUC/BPU Complaint-Written
<p>PUC case# 3710957 received on 06/18/19 regarding a Denial of Service issue. bp/premise 801465404/2303877. TCruz, Compliance</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/11/2019 09:13:30	06/11/2019	[REDACTED]	Rachel Kohler	Service Denied!!
<p>** Transfer all calls to AMIP **</p> <p>Business Partner: 0801465404</p> <p>PREMISE: 0002303877</p> <p>Guarantor Script Shown: N/A</p> <p>Pending Guarantor:</p> <p>Contract Account [REDACTED] created.</p> <p>Financial Summary created: Yes Income Level = T</p> <p>Advance Move-in Notes:</p> <p>Applicant Name: JR RONALD R ZORBAUGH</p> <p>Daytime Contact Number: (717) 916-2854</p> <p>BP/Premise: 0801465404 / 0002303877</p> <p>Requested Move in Date: 04/23/2014</p> <p>Pending Acct: [REDACTED]</p> <p>Denial of Service Reason: Past Due Balance</p> <p>Block Date Given: 06/25/2019</p> <p>Requirements</p> <p>Total Premise Account Balance: 10866.83</p> <p>Shut-Off/Comply Date Advised: N</p> <p>User ID: 53091 Username: Rachel Smith</p> <p>Mailing Address:</p> <p>1630 SOUTH DR</p> <p>YORK PA 17408</p> <p>Contact Phone: (717)764-6902</p> <p>Customer was not satisfied. Rights provided to customer.</p> <p>RONALD R ZORBAUGH husband, calling to put service in his name- owner, primary, fs level t referred to def, large premise balance tied in accurint from Jul 2007- responsible for full premise balnce=act was in wife's name, customer contact- total premise bal:10,779.70, 2 broken paco ip, responsible to pay full term amt or past due bal requiring: full term amt of 10,632.22 10,632.22 out 10,779.70 required av to call back after pymt made to cont. app provided puc info and rights. pending: [REDACTED] by 8am 06/25/2019</p> <p>Created By: Smith,Rachel</p>				



DETAILED STATEMENT OF ACCOUNT

Customer Name: VICKY L ZORBAUGH

Account Number: XXXXXXXXXX

Service Address:
1630 SOUTH DR
YORK PA 17408

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
03/08/22													-473.53			13,778.58
03/14/22	03/13/22	KWH	80,770	1,615	32	50	Act	95.10	192.19	287.29	70.00	04/05/22		6.63	LPC	14,072.50
03/14/22														-0.90	SDINT	14,071.60
04/13/22	04/12/22	KWH	81,733	963	30	32	Act	60.26	114.60	174.86	70.00	05/05/22				14,246.46
04/13/22														-0.90	SDINT	14,245.56
04/29/22													-520.52			13,725.04
05/14/22	05/12/22	KWH	82,616	883	30	29	Act	55.98	105.08	161.06	70.00	06/06/22				13,886.10
05/14/22														-0.96	SDINT	13,885.14
05/31/22													-537.92			13,347.22
06/14/22	06/13/22	KWH	83,700	1,084	32	34	Act	67.22	139.84	207.06	70.00	07/06/22		13.48	LPC	13,567.76
06/14/22														-0.90	SDINT	13,566.86
06/16/22													-453.64			13,113.22
07/14/22	07/13/22	KWH	84,832	1,132	30	38	Act	65.70	157.35	223.05	70.00	08/08/22		7.40	LPC	13,343.67
07/14/22														-0.96	SDINT	13,342.71
07/15/22													-444.18			12,898.53
08/15/22	08/14/22	KWH	86,271	1,439	32	45	Act	81.35	200.02	281.37	70.00	09/06/22		14.85	LPC	13,194.75
08/15/22														-0.90	SDINT	13,193.85
08/17/22													-492.36			12,701.49
09/14/22	09/13/22	KWH	87,487	1,216	30	41	Act	69.99	169.02	239.01	70.00	10/06/22				12,940.50
09/14/22														-0.90	SDINT	12,939.60
10/03/22													-504.00			12,435.60
10/13/22	10/12/22	KWH	88,146	659	29	23	Act	41.92	115.98	157.90	70.00	11/07/22		15.94	LPC	12,609.44
10/13/22														-0.93	SDINT	12,608.51
11/12/22	11/10/22	KWH	88,942	796	29	27	Act	48.97	140.10	189.07	70.00	12/05/22				12,797.58
11/12/22														-0.87	SDINT	12,796.71
11/18/22													-1,061.91			11,734.80
12/12/22	12/11/22	KWH	90,430	1,488	31	48	Act	84.58	261.89	346.47	68.00	01/03/23				12,081.27
12/12/22														-0.87	SDINT	12,080.40

Installment plan deactivated on 01/12/2023 - Installment Plan In Arrears.

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
Installment plan started on 01/12/2023 for current + 2,014.00.																
01/12/23	01/11/23	KWH	92,679	2,249	31	73	Act	139.77	395.82	535.59	68.00	02/06/23				12,615.99
01/12/23														-1.70	SDINT	12,614.29
02/11/23	02/09/23	KWH	94,426	1,747	29	60	Act	113.14	307.47	420.61	68.00	03/06/23		37.14	LPC	13,072.04
02/11/23														-1.95	SDINT	13,070.09
03/14/23	03/13/23	KWH	95,980	1,554	32	49	Act	101.76	273.50	375.26	80.00	04/05/23		72.95	LPC	13,518.30
03/14/23														-2.09	SDINT	13,516.21
04/12/23	04/11/23	KWH	97,248	1,268	29	44	Act	85.41	223.17	308.58	80.00	05/04/23				13,824.79
04/12/23														-2.02	SDINT	13,822.77
05/11/23	05/10/23	KWH	98,022	774	29	27	Act	56.11	136.22	192.33	80.00	06/05/23		143.16	LPC	14,158.26
05/11/23														-2.16	SDINT	14,156.10
05/22/23													-13,358.94			797.16
05/26/23													13,358.94			14,156.10
Payment Returned -Account not Found																
06/12/23	06/11/23	KWH	98,803	781	32	24	Act	56.51	137.46	193.97	80.00	07/05/23				14,350.07
06/12/23														-2.09	SDINT	14,347.98
07/13/23	07/12/23	KWH	99,788	985	31	32	Act	68.77	173.36	242.13	80.00	08/07/23				14,590.11
07/13/23														-2.30	SDINT	14,587.81
08/08/23													-217.46			14,370.35
08/12/23	08/10/23	KWH	100,817	1,029	29	35	Act	71.39	181.10	252.49	80.00	09/05/23				14,622.84
08/12/23														-2.02	SDINT	14,620.82
Installment plan deactivated on 08/24/2023 - Installment Plan In Arrears.																
Installment plan started on 08/24/2023 for current + 2,437.00.																
09/13/23	09/12/23	KWH	101,964	1,147	33	35	Act	78.40	201.87	280.27	80.00	10/05/23				14,901.09
09/13/23														-2.16	SDINT	14,898.93
10/12/23	10/11/23	KWH	102,652	688	29	24	Act	51.28	121.09	172.37	80.00	11/06/23		40.75	LPC	15,112.05
10/12/23														-2.16	SDINT	15,109.89
11/11/23	11/09/23	KWH	103,490	838	29	29	Act	60.22	147.49	207.71	80.00	12/05/23				15,317.60
11/11/23														-2.09	SDINT	15,315.51
12/12/23	12/11/23	KWH	104,662	1,172	32	37	Act	80.14	206.27	286.41	81.00	01/03/24				15,601.92
12/12/23														-2.02	SDINT	15,599.90
01/13/24	01/11/24	KWH	106,045	1,383	31	45	Act	96.00	243.41	339.41	81.00	02/05/24				15,939.31
01/13/24														-2.47	SDINT	15,936.84
02/06/24													-287.27			15,649.57
02/13/24	02/12/24	KWH	107,642	1,597	32	50	Act	112.41	281.07	393.48	81.00	03/06/24				16,043.05
02/13/24														-2.39	SDINT	16,040.66



Payment History

Vicky Zorbaugh
1630 South Dr, York, PA 17408

Account No. [REDACTED]

Time Period: 11/14/2019 to 2/26/2024

Date	Amount	Description
6/14/2021	478.01-	Electronic Check Payment - CSR
7/15/2021	456.48-	Electronic Check Payment - CSR
8/16/2021	452.91-	Electronic Check Payment - CSR
9/14/2021	464.21-	Electronic Check Payment - CSR
10/22/2021	478.60-	Electronic Check Payment - CSR
12/02/2021	848.02-	Electronic Check Payment - CSR
1/18/2022	1,267.82-	Electronic Check Payment - CSR
3/08/2022	473.53-	Electronic Check Payment - CSR
4/29/2022	520.52-	Electronic Check Payment - CSR
5/31/2022	537.92-	Electronic Check Payment - CSR
6/16/2022	453.64-	Electronic Check Payment - CSR
7/15/2022	444.18-	Electronic Check Payment - CSR
8/17/2022	492.36-	Electronic Check Payment - CSR
10/03/2022	504.00-	Electronic Check Payment - WEB
11/18/2022	1,061.91-	Electronic Check Payment - CSR
5/22/2023	13,358.94-	Electronic Check Payment - IVR
5/25/2023	13,358.94	Payment was returned - Account not found
8/08/2023	217.46-	Electronic Check Payment - IVR
2/06/2024	287.27-	Electronic Check Payment - CSR

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**



Name: Vicky Zorbaugh

Account Number: [REDACTED]

Address: 1630 South Dr
York, PA 17408

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO EXT PA	3/31/2021	\$16,210.46	\$4,160.00	Budget bill + \$270.00 + EGS, beginning 5/05/2021
BCS Case No. 3877987	1/12/2023	\$12,063.82	\$5,200.00	Budget bill + \$2,014.00 + EGS, beginning 2/06/2023
BCS Case No. 3912445	8/24/2023	\$14,527.38	\$3,900.00	Budget bill + \$2,437.00 + EGS, beginning 10/05/2023

Remarks:

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



Assigned To

Assigned Specialist
Simotas, Alexandros N
Customer Information

Case Number
3877987

Account Number

[REDACTED]

First Name
VICKY

Last Name
ZORBAUGH

Service Address

Address1

1630 SOUTH DR

Address2

Service City

YORK

Service State

PA

Service Zip

17408-0

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

11/16/2022

PUC Date Prepared

11/16/2022

Received Date

11/16/2022

PUC Date Closed

1/6/2023

Case Information

Prior Case Number

3685814

Term Date

11/18/2022

Arrearage

1000

Case Origin

Universal Service

Income

TELEPHONE

No

A1 WAGES - \$5200

Source

Business Name

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

11/08/2022 PAY \$1000.00 BY 11/18.

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. THE CELL PHONE NUMBER (717) 916 - 2854 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ZORBAUGH3@AOL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
EVERETT	KINCHLOE	

Status

Status

Closed

History

Click To Expand

Is Archived

Customer Information

Case Number

3877987

Customer First Name

VICKY

Customer Last Name

ZORBAUGH

Account Number

██████████

Service Address

Address 1

1630 SOUTH DR

Address 2

City

YORK

Service State

PA

Zip

17408

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

11/16/2022

PUC Sent Date

1/6/2023

PUC Date Closed

1/6/2023

Case Type

Repeater

Assigned To

Assigned Specialist

Simotas, Alexandros N

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

1/6/2023

Head Date

1/6/2023

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
12080.40	0.00	2244.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
230.00	0.00	2014.00
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
FEBRUARY 2022 DUE DATE

Letter Description
Resolution
DECISION ISSUED - THE CUSTOMER SATISFIED THE PRIOR PUC PAR OUTSIDE OF TERMS
THEREFORE: LEVEL 4, BUDGET 230.00 + 2014.00 = 2244.00 BEGINNING FEB 2023 DUE DATE.
CUSTOMER HAS AN ALTERNATE SUPPLIER AND WILL BE RESPONSIBLE FOR ADDITIONAL
SUPPLIER CHARGES EACH MONTH.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
ALISHIA	SNYDER
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
EVERETT	KINCHLOE
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	1/12/2023

History

Click To Expand ▼

◀ ▶



Assigned To

Assigned Specialist

Cox, Cindy L

Customer Information

Case Number

3912445

Account Number

[REDACTED]

First Name

VICKY

Last Name

ZORBAUGH

Service Address

Address1

1630 SOUTH DR

Address2

Service City

YORK

Service State

PA

Service Zip

17408-0

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

5/24/2023

PUC Date Prepared

5/24/2023

Received Date

5/24/2023

PUC Date Closed

8/24/2023

Case Information

Prior Case Number

3893761

Term Date

5/22/2023

Arrearage

13000

Case Origin

Universal Service

Income

TELEPHONE

No

EMP - \$3900

Source

Business Name

Reason For Contact

CII - CHANGE IN INCOME PAR (#71)

Case Problem

Company Position

05/22/2023 NOT ELIGIBLE FOR ANY MORE PARS

Related Information

CII- CUSTOMER IS ONLY PERSON IN HOUSEHOLD NOW. CUSTOMER'S INCOME HAS LOWERED AS SHE HAS NOT WORKED THE PAST 3 WEEKS. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (717) 916 - 2854 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ZORBAUGH3@AOL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

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

Status

Closed

History

Click To Expand

Is Archived

Customer Information

Case Number

3912445

Customer First Name

VICKY

Customer Last Name

ZORBAUGH

Account Number

██████████

Service Address

Address 1

1630 SOUTH DR

Address 2

City

YORK

Service State

PA

Zip

17408

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

5/24/2023

PUC Sent Date

8/24/2023

PUC Date Closed

8/24/2023

Case Type

CII

Assigned To

Assigned Specialist

Cox, Cindy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

5/26/2023

Head Date

8/24/2023

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
14620.82	0.00	2520.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
83.00	12025.51	2437.00
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

OCTOBER 2023, BILLING DUE DATE

Letter Description

Resolution

DECISION ISSUED: CII VALID. INCOME DECREASED FROM 5000.00 TO 3117.89, -37.64%. LEVEL 4, BUDGET 83.00 + 2437.00 = 2520.00 BEGINNING OCT 2023 DUE DATE. CASE SUSTAINED.

Has Decision Issue

Response Time

Other Information

Investigator First Name

AVIS

Investigator Last Name

CHISHOLM

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

ANGIE

Intaker Last Name

ZEPP

Status

Is SAP Completed



SAP Completion Date

8/24/2023

History

Click To Expand ▼

◀ ▶

Vicky Zorbaugh
1630 South Dr
York, PA 17408

Financial Information 5/22/2023

Business partner	801465314	VICKY L ZORBAUGH / YORK PA 17408
Contract account	[REDACTED]	
Financial summary date	05/22/2023	

Occupant Info	Income	Review	Course of action
----------------------	--------	--------	------------------

Number of occupants	<input type="text" value="1"/>
Ages of occupants	<input type="text" value="6.0"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Occupant Info **Income** Review Course of action

Add name VICKY L ZORBAUG

There is no income to report

Enter the names of all household members that receive income.

Add Name
Delete Name

Occupant Info		Income		Review		Course of action	
Add name		VICKY L ZORBAUG					
Employment	Amount	Cycle	Hrs/Wk	Gr/Net	Gross Monthly	Net Monthly	
NO JOB	0.01		0		0.01	0.01	
	0.00		0		0.00	0.00	
	0.00		0		0.00	0.00	
Unemployment	0.00				0.00	0.00	
Public Assistance	0.00				0.00	0.00	
Rentals	0.00				0.00	0.00	
Social Security	0.00				0.00	0.00	
Supp Soc Sec Income	0.00				0.00	0.00	
Workmens Compensation	0.00				0.00	0.00	
Pension	0.00				0.00	0.00	
Child Support	0.00				0.00	0.00	
Alimony	0.00				0.00	0.00	
Investment Income	0.00				0.00	0.00	
Foster Parent	0.00				0.00	0.00	

Occupant Info				Income				Review				Course of action			
Financial Review															
	Current		03/14/2023		Difference										
Gross Income	0.01		0.02		0.01-										
Housing	0.00		0.00		0.00										
Food	0.00		0.00		0.00										
Utilities	0.00		0.00		0.00										
Medical	0.00		0.00		0.00										
Transportation	0.00		0.00		0.00										
Other	0.00		0.00		0.00										
Total expense amount	0.00		0.00		0.00										
Spensible Income	0.01		0.02		0.01-										



Vicky Zorbaugh
1630 South Dr
York, PA 17408

Financial Information 11/06/2023

Business partner	801465314	VICKY L ZORBAUGH / YORK PA 17408
Contract account	[REDACTED]	
Financial summary date	11/06/2023	

Occupant info	Income	Review	Course of action
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Number of occupants	<input type="text" value="1"/>
Ages of occupants	<input type="text" value="61"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Occupant Info **Income** Review Course of action

Add name VICKY L ZORBAUG

There is no income to report

Enter the names of all household members that receive income.

Add Name
Delete Name

Occupant Info Income Review Course of action						
Add name VICKY L ZORBAUG						
Employment	Amount	Cycle	Hrs/Wk	Gr/Net	Gross Monthly	Net Monthly
JOB	5,245.07		0		5,245.07	3,488.87
	0.00		0		0.00	0.00
	0.00		0		0.00	0.00
Unemployment	0.00				0.00	0.00
Public Assistance	0.00				0.00	0.00
Rentals	0.00				0.00	0.00
Social Security	0.00				0.00	0.00
Supp Soc Sec Income	0.00				0.00	0.00
Workmens Compensation	0.00				0.00	0.00
Pension	0.00				0.00	0.00
Child Support	0.00				0.00	0.00
Alimony	0.00				0.00	0.00
Investment Income	0.00				0.00	0.00
Foster Parent	0.00				0.00	0.00

Occupant info Income Review Course of action			
Financial Review			
	Current	05/22/2023	Difference
Gross Income	5,245.07	0.01	5,245.06
Housing	0.00	0.00	0.00
Food	0.00	0.00	0.00
Utilities	0.00	0.00	0.00
Medical	0.00	0.00	0.00
Transportation	0.00	0.00	0.00
Other	0.00	0.00	0.00
Total expense amount	0.00	0.00	0.00
Spensible Income	5,245.07	0.01	5,245.06

INCOME LEVELS BASED ON FEDERAL POVERTY INCOME GUIDELINES - 2024

Household Size		1	2	3	4	5	6	7	8	"Plus One"
Income Level ¹	FPIG Range	Gross Monthly Income								
LEVEL 1	135% ²	\$ 1,694.25	\$ 2,299.50	\$ 2,904.75	\$ 3,510.00	\$ 4,115.25	\$ 4,720.50	\$ 5,325.75	\$ 5,931.00	\$ 605.25
	0-150% ³	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LEVEL 2A	150.001% - 200% ⁴	\$ 1,882.51	\$ 2,555.01	\$ 3,227.51	\$ 3,900.01	\$ 4,572.51	\$ 5,245.01	\$ 5,917.51	\$ 6,590.01	\$ 672.50
		\$ 2,510.00	\$ 3,406.67	\$ 4,303.33	\$ 5,200.00	\$ 6,096.67	\$ 6,993.33	\$ 7,890.00	\$ 8,786.67	\$ 896.67
LEVEL 2B	200.001% - 250%	\$ 2,510.01	\$ 3,406.68	\$ 4,303.34	\$ 5,200.01	\$ 6,096.68	\$ 6,993.34	\$ 7,890.01	\$ 8,786.68	\$ 896.67
		\$ 3,137.50	\$ 4,258.33	\$ 5,379.17	\$ 6,500.00	\$ 7,620.83	\$ 8,741.67	\$ 9,862.50	\$ 10,983.33	\$ 1,120.83
LEVEL 3	250.001% - 300%	\$ 3,137.51	\$ 4,258.34	\$ 5,379.18	\$ 6,500.01	\$ 7,620.84	\$ 8,741.68	\$ 9,862.51	\$ 10,983.34	\$ 1,120.83
		\$ 3,765.00	\$ 5,110.00	\$ 6,455.00	\$ 7,800.00	\$ 9,145.00	\$ 10,490.00	\$ 11,835.00	\$ 13,180.00	\$ 1,345.00
LEVEL 4	300.001% and above	\$ 3,765.01	\$ 5,110.01	\$ 6,455.01	\$ 7,800.01	\$ 9,145.01	\$ 10,490.01	\$ 11,835.01	\$ 13,180.01	\$ 1,345.00
LIHEAP eligibility for the 2023-2024 heating season	150% FPIG	\$ 1,822.50	\$ 2,465.00	\$ 3,107.50	\$ 3,750.00	\$ 4,392.50	\$ 5,035.00	\$ 5,677.50	\$ 6,320.00	\$ 642.50

1. These levels apply to all Chapter 14 requirements that are dependent on a customer/applicant's income level.

2. PGW reinstatement requirement in accordance with 66 Pa.C.S.A. § 1407(c)(2).

3. 150% is the maximum income for CAP eligibility with the exception of Peoples Natural Gas Company and Peoples Gas LLC (formerly Peoples TWP). The maximum income for hardship fund and LIURP eligibility can range from 150%-200%.

4. 200% is the maximum income for CAP eligibility for Peoples Natural Gas Company and Peoples Gas LLC (formerly Peoples TWP).

Effective: 01/16/2024



Vicky Zorbaugh
Account No. [REDACTED]

NRG Retail Solutions
Contract Dates: January 15, 2019 to Current

EGS	Billing Period	Met-Ed PTC
0.062266	1/15/2019 to 2/11/2019	0.0668
0.062271	2/12/2019 to 3/12/2019	0.0650
0.062274	3/13/2019 to 4/10/2019	0.0624
0.062271	4/11/2019 to 5/13/2019	0.0624
0.062267	5/14/2019 to 6/11/2019	0.0598
0.062268	6/12/2019 to 7/11/2019	0.0554
0.062271	7/12/2019 to 8/12/2019	0.0554
0.080901	8/13/2019 to 9/11/2019	0.0559
0.089003	9/12/2019 to 10/13/2019	0.0567
0.088997	10/14/2019 to 11/11/2019	0.0567
0.089002	11/12/2019 to 12/11/2019	0.0598
0.089002	12/12/2019 to 1/12/2020	0.0651
0.088999	1/13/2020 to 2/10/2020	0.0651
0.089001	2/11/2020 to 3/11/2020	0.0610
0.089003	3/12/2020 to 4/12/2020	0.0539
0.088997	4/13/2020 to 5/11/2020	0.0539
0.088997	5/12/2020 to 6/10/2020	0.0538
0.089002	6/11/2020 to 7/12/2020	0.0536
0.089000	7/13/2020 to 8/10/2020	0.0536
0.088998	8/11/2020 to 9/10/2020	0.0549
0.089000	9/11/2020 to 10/11/2020	0.0576
0.088997	10/12/2020 to 11/09/2020	0.0576
0.088996	11/10/2020 to 12/09/2020	0.0588
0.089002	12/10/2020 to 1/11/2021	0.0617
0.088998	1/12/2021 to 2/09/2021	0.0617
0.089004	2/10/2021 to 3/10/2021	0.0591
0.089001	3/11/2021 to 4/12/2021	0.0542
0.089004	4/13/2021 to 5/11/2021	0.0542
0.089004	5/12/2021 to 6/10/2021	0.0584

0.088998	6/11/2021 to 7/12/2021	0.0669
0.089003	7/13/2021 to 8/10/2021	0.0669
0.105000	8/11/2021 to 9/12/2021	0.0684
0.105007	9/13/2021 to 10/11/2021	0.0711
0.105000	10/12/2021 to 11/10/2021	0.0711
0.118997	11/11/2021 to 12/09/2021	0.0721
0.118997	12/10/2021 to 1/11/2022	0.0741
0.119000	1/12/2022 to 2/09/2022	0.0741
0.119003	2/10/2022 to 3/13/2022	0.0718
0.119003	3/14/2022 to 4/12/2022	0.0683
0.119003	4/13/2022 to 5/12/2022	0.0683
0.129004	5/13/2022 to 6/13/2022	0.0728
0.139002	6/14/2022 to 7/13/2022	0.0794
0.138999	7/14/2022 to 8/14/2022	0.0794
0.138997	8/15/2022 to 9/13/2022	0.0857
0.175994	9/14/2022 to 10/12/2022	0.0940
0.176005	10/13/2022 to 11/10/2022	0.0940
0.176001	11/11/2022 to 12/11/2022	0.0972
0.175998	12/12/2022 to 1/11/2023	0.1030
0.175999	1/12/2023 to 2/09/2023	0.1030
0.175997	2/10/2023 to 3/13/2023	0.1018
0.176002	3/14/2023 to 4/11/2023	0.0999
0.175995	4/12/2023 to 5/10/2023	0.0999
0.176005	5/11/2023 to 6/11/2023	0.1008
0.176000	6/12/2023 to 7/12/2023	0.1024
0.176000	7/13/2023 to 8/10/2023	0.1024
0.176000	8/11/2023 to 9/12/2023	0.1024
0.176000	9/13/2023 to 10/11/2023	0.1024
0.176000	10/12/2023 to 11/09/2023	0.1024
0.176000	11/10/2023 to 12/11/2023	0.1061
0.176000	12/12/2023 to 1/11/2024	0.1134
0.176000	1/12/2024 to 2/12/2024	0.1134



Vicky Zorbaugh
 1630 South Dr
 York, PA 17408

Account No. [REDACTED]

Collection History
 Time Period: 6/11/2019 to 2/26/2024

10 Day Term Notice	Phone Contacts	Result
2/29/2020 for \$12,402.99 Term date 4/01/2020	3/11/2020 @ 10:11AM – Left message	
3/31/2020 for \$12,717.13 Term date 4/15/2020	4/08/2020 @ 10:07AM – Left message	Customer called
5/30/2020 Delinquent notice for \$12,884.50	6/08/2020 @ 10:08AM – Left message	
7/29/2020 Delinquent notice for \$13,580.66	8/06/2020 @ 10:03AM – Left message	
9/29/2020 Delinquent notice for \$14,403.77	10/07/2020 @ 10:03AM – Sit Tone/Invalid Phone Number	
11/25/2020 for \$14,989.21 Term date 12/14/2020	12/07/2020 @ 10:04AM – Sit Tone/Invalid Phone Number	Customer called
	12/08/2020 @ 6:04PM – Sit Tone/Invalid Phone Number	
Moratorium 3/31/2021 – Company PAR issued.		

5/29/2021 for \$16,395.12 Term date 6/15/2021	6/08/2021 @ 10:02AM – Left message	Customer payment
	6/09/2021 @ 5:02PM – Left message	
6/30/2021 for \$16,095.18 Term date 7/15/2021	7/08/2021 @ 10:02Am – Cust transferred to live agent	Customer payment
7/31/2021 for \$15,824.29 Term date 8/16/2021	8/09/2021 @ 10:04AM – Left message	Customer payment
	8/10/2021 @ 5:03PM – Left message	
	8/11/2021 @ 10:04AM – Left message	
8/31/2021 for \$15,568.66 Term date 9/15/2021		Customer payment
9/29/2021 for \$15,339.06 Term date 10/14/2021	10/07/2021 @ 10:03AM – Left message	Customer payment
	10/08/2021 @ 5:01PMN – Left message	
10/30/2021 for \$15,427.03 Term date 11/15/2021	11/08/2021 @ 3:26PM – Answering party listened to entire message and confirmed correct household	Dispute rights issued
	11/22/2021 @ 10:04AM – Left message	
	11/23/2021 @ 5:01PM - Answering party listened to entire message and confirmed correct household	Customer payment
1/03/2022 for \$15,048.28 Term date 1/18/2022	1/11/2022 @ 10:04AM – Left message	Customer payment
	1/12/2022 @ 5:04PM – Left message	
	2/10/2022 @ 10:05AM – Left message	
2/21/2022 for \$13,983.99 Term date 3/08/2022	3/01/2022 @ 10:01AM – Left message	Customer payment
4/02/2022 for \$13,760.98 Term date 4/15/2022	4/11/2022 @ 10:07AM – Left message	Dispute rights issued
	4/25/2022 @ 10:06AM – Left message	

	4/26/2022 @ 5:06PM – Sit Tone/Invalid Phone Number	Customer payment
5/02/2022 for \$13,508.38 Term date 5/17/2022	5/10/2022 @ 10:02Am – Sit Tone/Invalid Phone Number	Dispute rights issued
	5/24/2022 @ 5:02PM – Left message	Customer payment
6/01/2022 for \$13,154.10 Term date 6/16/2022	6/09/2022 @ 10:02AM – Left message	Customer payment
	6/10/2022 @ 5:02PM – Left message	
6/29/2022 for \$12,874.64 Term date 7/18/2022	7/11/2022 @ 10:05AM – Left message	Customer payment
	7/13/2022 @ 10:05AM – Left message	
8/02/2022 for \$12,652.82 Term date 8/17/2022	8/10/2022 @ 10:03AM – Left message	Customer payment
	8/11/2022 @ 5:03PM – Left message	
	8/15/2022 @ 10:08AM – Sit Tone/Invalid Phone Number	
8/31/2022 for \$12,394.31 Term date 9/19/2022	9/12/2022 @ 10:05AM – Left message	Dispute rights issued Customer payment
	9/13/2022 @ 5:04PM – Sit Tone/Invalid Phone Number	
	9/26/2022 @ 10:05AM - Sit Tone/Invalid Phone Number	
	9/27/2022 @ 5:03PM – Left message	
10/31/2022 for \$12,407.52 Term date 11/15/2022	11/08/2022 @ 10:03Am – Left message	Dispute rights issued
	11/09/2022 @ 5:03PM – Left message	Customer payment
11/16/2022 – BCS case# 3877987 received.		
1/06/2023 – BCS case# 3877987. PUC PAR issued.		

3/01/2023 for \$12,523.99 Term date 4/03/2023	3/13/2023 @ 10:16AM - Answering party listened to entire message and confirmed correct household	
3/20/2023 – BCS case# 3893761 received. 4/11/2023 – BCS case# 3893761 dismissed.		
4/19/2023 for \$13,358.94 Term date 5/04/2023	4/27/2023 @ 10:02AM – Left message	Dispute rights issued
	4/28/2023 @ 5:05PM – Left message	
	5/15/2023 @ 11:15AM – Transferred to Live Agent	Customer payment
5/24/2023 – BCS case# 3912445 received. 5/26/2023 – Customer payment was returned.		
7/31/2023 for \$217.46 Term date 8/15/2023	8/08/2023 @ 10:03AM – Left message	Customer payment
8/24/2023 – BCS Case# 3912445 closed. PUC PAR issued.		
10/30/2023 for \$14,804.93 Term date 11/14/2023		Dispute rights issued
11/16/2023 – Formal PUC complaint – docket# C-2023-3044245 received.		
1/31/2024 for \$287.27 Term date 2/15/2024		Customer payment