

15 Collection History

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Docket No. C-2023-3044082

Joseph Taresco v. Pennsylvania Electric Company

The Hon. Jeffrey Watson

Hearing: Wednesday, March 20, 2023; 10:00 a.m.

Call-in Hearing No.: 866.675.4281; PIN: 85057514

PROPOSED HEARING EXHIBITS OF PENELEC

1. Customer Contacts
2. Statement of Account
3. Med Cert History
4. Updated Payment History
5. PAR History
6. Complaint Chart
7. BCS Decision No. 3571045, closed 10/18/17
8. BCS Decision No. 3642330, closed 9/20/18
9. BCS Decision No. 3688969, closed 6/26/19
10. BCS Decision No. 3732404, closed 10/4/19
11. BCS Decision No. 3746922, closed 11/20/19
12. BCS Decision No. 3855959, closed 8/23/22
13. BCS Decision No. 3876235, closed 12/21/22
14. BCS Decision No. 3907836, closed 9/14/23
15. Collection History

Customer: JOSEPH A TARESCO / 800164183
 Contract Acct: [REDACTED]
 Service Address: 112 RAMBO ST, JOHNSTOWN PA 15905

Created On: 03/11/2024
 Date Range: 03/11/2017 to 03/11/2024

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
11/09/9999 08:03:58	11/09/2023	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
Pa PUC Formal Complaint Docket No. C-2023-3044082 (PAR request) received.				
02/22/2024 13:22:06	02/22/2024	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH				
01/03/2024 09:52:31	01/03/2024	[REDACTED]	EALOGINWWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This message is from Penelec, your electric company. On Friday, January 5, 2024, there will be a 4-hour planned power outage to upgrade our service. This is a large outage and will affect customers on multiple streets including Franklin St, Sell St, Hammer Ave, Saylor St, Derby St, Jefferson St, Old Orchard Way and Tillman Ave in Johnstown, PA. If you are receiving this message, you will experience a service interruption, from approximately 9:00 am to 1:00pm. In the event of an unforeseen emergency or inclement weather, the planned outage would then occur on Saturday, January 6, 2024, during the same timeframe. Penelec thanks you for your patience and understanding while we perform this work. To hear this message again, please remain on the line. 81606</p>				
12/27/2023 20:20:50	12/27/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 12/25/23 = \$ 113.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1367.05</p> <p>2. Current Delta: 790.01 - 645.00 + 0.00 145.01</p> <p>3. Remaining Amount: 577.04</p> <p>4. Diff + Remain Amt: 145.01 + 577.04 722.05</p> <p>5. New BBP Amount: 722.05 / 183 x 30.4 120.00</p> <p>* Dollar Difference: 120.00 - 113.00 7.00</p> <p>* Pct Difference: 6.19</p> <p>* System BBP Amount: 113.00</p>				
11/14/2023 03:03:57	11/14/2023	[REDACTED]	CS General Purpose Batch	Sent PCAP Eligibility Letter
11/13/2023 13:55:28	11/13/2023	[REDACTED]	Desiree Snyder	LiHeap Credit
LIHEAP CASH \$300.00 20231113				
11/07/2023 17:09:00	11/07/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/07/2023 08:24:12	11/07/2023	[REDACTED]	Angela Lambert	Create Dunning Lock
<p>Dunning Lock Reason: Utility Commission Dispute</p> <p>Start Date: 11/07/2023 ; End Date: 12/07/2023</p> <p>Per PA PUC Secretary's Bureau, customer filed formal complaint C-2023-3044082 regarding a termination notice.</p> <p>Created By: Angela Lambert</p>				
11/06/2023 11:34:00	11/06/2023	[REDACTED]	Patrick Rowan	General Inquiry
<p>s/w natalie from bedford county ao</p> <p>disconnect 12675.38</p> <p>no pledge pjr/cbo</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
11/06/2023 10:08:00	11/06/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 05 - AMD Detected - Left Message				
11/03/2023 16:45:44	11/03/2023		EAILOGINWM7	Change Profile
NanJoe112 jtaresco211@gmail.com Changed FirstName from NANCY Changed Email from printboy112@gmail.com				
11/03/2023 16:43:09	11/03/2023		EAILOGINWM7	Premise Information Changed
Request received at: 16:43:09 - New Heat Source E (Electric) Changed from: (Unknown) New Water Heat Source E (Yes) Changed from: (Unknown)				
11/03/2023 16:24:00	11/03/2023		EAILOGINWM7	Change Profile
NanJoe112 printboy112@gmail.com Changed Password From Forgot Password				
11/03/2023 16:22:12	11/03/2023		EAILOGINWM7	Forgot Password Email Sent
NanJoe112 printboy112@gmail.com Requested Forgot Password link				
11/03/2023 15:56:11	11/03/2023		Kimber L Cronin	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: Kimber L Cronin FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
11/03/2023 15:52:01	11/03/2023		Kimber L Cronin	Negotiation Tool - Service On
<p>Spoke with: JOSEPH A TARESCO Created By: Kimber L Cronin Med Cert options used. Advised customer ineligible for Med Cert: No Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No not eligible *****</p> <p>Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****</p> <p>Human Services Options used. DEF 888-282-6816 LIHEAP-866-857-7095 211-ERAP Dollarenergy.org/myapp *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$17905.93 Offered - Pay Disconnection Amt of: \$17254.92 Offered - Pay Past Due Amt of \$13486.35 Offered - Pay Catch-up Amt of: \$12675.38 *****</p> <p>PA Final Wrap-up</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Considered 4 factors: Yes Satisfied Not Applicable: Reason - Send DSPRTS				
11/03/2023 15:47:49	11/03/2023		INTV IVR	Account Balance Inquiry
(IVR_BillAnI) FACTR_CT = 4 ARREARS_MSG = Y IP_MSG = Y BDGT_CHG = Q + Y USE_CHG = N 250- FACTR_PL = factorMessagePlayed				
11/03/2023 15:44:52	11/03/2023		INTV IVR	Account Balance Inquiry
10/25/2023 16:45:08	10/25/2023		Janeice Stanley	Utility Report Issued
Spoke with: JOSEPH A TARESCO Created By: Janeice Stanley Dispute Rights Dunning lock created - Lock date: 11/05/2023 Company Position: sw JOSEPH A TARESCO / [REDACTED] / calling to make payment arrangements. states just got out of the hospital. termination on or after 10/26/2023 for \$17254.92. adv tb 17905.93, disc 17254.92 disc 10/26, pst due 13486.35, catch up amt 12675.38 /Termination Date(on or after)=> 11/06/2023 Customer Position: states will try to get help with siblings but going to be tough				
10/25/2023 16:34:03	10/25/2023		Janeice Stanley	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: Janeice Stanley BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
10/25/2023 16:33:30	10/25/2023		Janeice Stanley	Review of Est ReEnroll Amts
C/A [REDACTED] Estimated Re-enrollment amounts displayed Open editor for details. Not eligible for Retroactive credits - not removed for FTV Account Balance = 17745.12 Deferred Arrears = 0.00 Retroactive CAP credits = 0.00 Retroactive Arrears credits = 0.00 Security Deposit = 0.00 Estimated Amount Due = 17745.12 The amounts are calculated for that given moment as if the customer was enrolling at that time. When the actual ReEnrollment occurs, the amounts are subject to change based on changes to the account balance or meeting eligibility requirements at that time.				
10/25/2023 16:33:11	10/25/2023		Janeice Stanley	Negotiation Tool - Service On
Spoke with: JOSEPH A TARESCO Created By: Janeice Stanley Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No Customer has exceeded the maximum number of medical certificates allowed. ***** Financial Summary Option Used.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. Estimated Amount Due after Re-enrollment \$ 17745.12 /Dollar Energy Fund 888-282-6816 OPTION 3 / // LIHEAP 866-857-7095 ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$17905.93 Offered - Pay Disconnection Amt of: \$17254.92 Offered - Pay Past Due Amt of \$13486.35 Offered - Pay Catch-up Amt of: \$12675.38 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes the call dropped, called the customer back to finish the dispute rights. advs also can call Pennsylvania Homeowner Assistance Fund (PAHAF) 888-987-2423				
10/20/2023 17:07:00	10/20/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/19/2023 10:03:00	10/19/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/11/2023 22:26:58	10/11/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
10/09/2023 08:58:49	10/09/2023		Ashley Roa	Area Light - Light Off
Reported By: JOSEPH A TARESCO Reported By Phone: (814)525-4252 Script Read: Yes Notification Instructions: customer stated its been off for 9m. right side of the home by the driveway. Customer was satisfied. Created By: Ashley Roa				
10/09/2023 08:44:29	10/09/2023		August Zelmore	General Inquiry
Customer was satisfied. s/w Joseph concerning his recent payment on his account				
10/09/2023 08:28:42	10/09/2023		Logan Somerville	General Inquiry
S/W:JOSEPH A TARESCO Acct #: Reason: Calling about a payment of a past due amnt xfr'd to:Credit Satisfied Not Applicable: Reason - Call Transferred				
10/09/2023 08:19:11	10/09/2023		INTV IVR	Account Balance Inquiry
10/09/2023 08:19:11	10/09/2023		INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
10/09/2023 00:22:51	10/09/2023		B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/09/2023 Payment Time: 00:22:50				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Amount: 320.33 Payment Type: Credit Vendor ID: CT Receipt Number: 24909251100923				
09/26/2023 16:23:38	09/26/2023		Aleisha Holbrook	PUC/BPU Complaint-Written
PUC CASE 3907836 DECISION ISSUED- BANKRUPTCY 17-70027 WAS DISMISSED, NOT DISCHARGED, ON 6/10/20. COMPANY PROPERLY TRANSFERRED THE PRIOR BALANCE TO CUSTOMER'S ACCOUNT. CUSTOMER HAS NOT DISPUTED THE BALANCE AND IN FACT AGREED TO TWO SEPARATE PARS ON THE BALANCE SINCE. BALANCE IS CORRECT. CUSTOMER HAS PRIOR PUC PAR NOT SATISFIED AND IS NOT ELIGIBLE FOR ANOTHER PER 1405D. CASE IS DISMISSED.				
09/26/2023 15:55:13	09/26/2023		Trisha Eddy	Utility Report Issued
Spoke with: JOSEPH A TARESCO Created By: Trisha Eddy Dispute Rights Dunning lock created - Lock date: 10/09/2023 Company Position: rights read Customer Position: unable to pay				
09/26/2023 15:51:49	09/26/2023		Trisha Eddy	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: Trisha Eddy FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/26/2023 15:51:33	09/26/2023		Trisha Eddy	Negotiation Tool - Service On
Spoke with: JOSEPH A TARESCO Created By: Trisha Eddy Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$17897.05 Offered - Pay Past Due Amt of \$13027.71 Offered - Pay Disconnection Amt of: \$320.33 ***** Dispute Rights Issued Option Used.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>gave def number - 18882826816 - not eligible for another installment plan or med cert- adv new term date of on or after 8 am on 10/10</p>				
09/25/2023 19:13:36	09/25/2023		CS General Purpose Batch	Calculation
<p>C/A Contract</p> <p>Budget amt calculated for period ending 09/24/23 = \$ 113.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1308.37</p> <p>2. Current Delta: 468.83 - 306.00 + 0.00 162.83</p> <p>3. Remaining Amount: 839.54</p> <p>4. Diff + Remain Amt: 162.83 + 839.54 1002.37</p> <p>5. New BBP Amount: 1002.37 / 270 x 30.4 113.00</p> <p>* Dollar Difference: 113.00 - 102.00 11.00</p> <p>* Pct Difference: 10.78</p> <p>* System BBP Amount: 113.00</p>				
09/21/2023 17:06:00	09/21/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
09/20/2023 10:02:00	09/20/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
09/12/2023 22:28:53	09/12/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
08/14/2023 15:19:24	08/14/2023		B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 08/14/2023 Payment Time: 15:18:00</p> <p>Payment Amount: 126.00 Payment Type: Cash</p> <p>Vendor ID: AE Receipt Number: 2260920110</p>				
08/14/2023 08:14:25	08/14/2023		Felicia D Hall	Financial Summary Review
<p>Spoke with: JOSEPH A TARESCO</p> <p>Created By: Felicia D Hall</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
08/14/2023 08:13:55	08/14/2023		Felicia D Hall	Negotiation Tool - Service On
<p>Spoke with: JOSEPH A TARESCO</p> <p>Created By: Felicia D Hall</p> <p>Med Cert options used.</p> <p>Advised customer ineligible for Med Cert: Yes, Script Read</p> <p>Advised customer ineligible for 3-day hold: Yes, Script Read</p> <p>Provided Med Cert Webform URL: No</p> <p>Provided Med Cert Hotline number: No</p> <p>Customer requests Med Cert form faxed to their physician: No</p> <p>not eligible</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>def pcap</p> <p>*****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$17646.38</p> <p>Offered - Pay Past Due Amt of \$11595.77</p> <p>Offered - Pay Disconnection Amt of: \$125.81</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$17646.38</p> <p>Offered - Pay Past Due Amt of \$11595.77</p> <p>Offered - Pay Disconnection Amt of: \$125.81</p> <p>*****</p> <p>Payment Option used - Pay Disconnection Amt of: \$125.81</p> <p>Payment confirmed for: 125.81 by Payment Agency</p> <p>Script Read: Yes</p> <p>S/W JOSEPH A TARESCO Please be advised that after making your payment of \$125.81 you will still have a remaining balance of \$17520.57.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p>				
08/08/2023 17:06:00	08/08/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/07/2023 10:03:00	08/07/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/26/2023 14:48:27	07/26/2023		Cheryl L Suan	Utility Report Issued
<p>Spoke with: JOSEPH A TARESCO</p> <p>Created By: Cheryl L Suan</p> <p>Dispute Rights Dunning lock created - Lock date: 08/06/2023</p> <p>Company Position:</p> <p>SW JOSEPH A TARESCO</p> <p>All option given to resolve term notice</p> <p>Dispute rights given</p> <p>new term date:08/07/2023</p> <p>Customer Position:</p> <p>All option given to resolve term notice</p> <p>Dispute rights given, new term date:08/07/2023</p>				
07/26/2023 14:44:12	07/26/2023		Cheryl L Suan	Financial Summary Review
<p>Spoke with: JOSEPH A TARESCO</p> <p>Created By: Cheryl L Suan</p> <p>Low income letter will be sent.</p>				
07/26/2023 14:43:05	07/26/2023		Cheryl L Suan	Negotiation Tool - Service On
<p>Spoke with: JOSEPH A TARESCO</p> <p>Created By: Cheryl L Suan</p> <p>Med Cert options used.</p> <p>Advised customer ineligible for Med Cert: No</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Provided Med Cert Webform URL: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No Gave Hotline ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. Info DE ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$17646.38 Offered - Pay Past Due Amt of \$11595.77 Offered - Pay Disconnection Amt of: \$125.81 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes No Options				
07/21/2023 17:08:00	07/21/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/20/2023 10:03:00	07/20/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/12/2023 22:24:58	07/12/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
06/24/2023 19:21:28	06/24/2023		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 06/22/23 = \$ 102.00 Open editor for detail 1. 12 Mth Factor Amt: 1206.98 * System BBP Amount: 102.00				
05/05/2023 14:03:18	05/05/2023		Yeneily Basan Belgrove	PUC/BPU Complaint-Written
PUC case number 3907836 received on 05/05/2023 regarding billing dispute. ybasan				
05/05/2023 12:42:37	05/05/2023		Yeneily Basan Belgrove	Create Dunning Lock
Dunning Lock Reason:Utility Commission Dispute Start Date: 05/05/2023 End Date: 06/04/2023 Created By: Yeneily Basan Belgrove				
04/26/2023 16:47:38	04/26/2023		William Coughlin	Utility Report Issued
Spoke with: JOSEPH A TARESCO Created By: William F Coughlin Dispute Rights Dunning lock created - Lock date: 05/07/2023				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Company Position: discussed all payment options; unable to make payment by disconnection date; issued dispute rights; Customer Position: discussed all payment options; unable to make payment by disconnection date; issued dispute rights;				
04/26/2023 16:42:43	04/26/2023		William Coughlin	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: William F Coughlin BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
04/26/2023 16:41:14	04/26/2023		William Coughlin	Negotiation Tool - Service On
Spoke with: JOSEPH A TARESCO Created By: William F Coughlin Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$17235.66 Offered - Pay Disconnection Amt of: \$16638.82 Offered - Pay Past Due Amt of \$9070.25 Offered - Pay Catch-up Amt of: \$8147.28 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w joseph taresco; med cert: yes, ineligible for med cert: updated FS, level a; gave DEF/211 contact info; discussed all payment options; unable to make payment by disconnection date; issued dispute rights;				
04/26/2023 14:56:00	04/26/2023		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/21/2023 17:07:00	04/21/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/20/2023 10:05:00	04/20/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/14/2023 07:59:29	04/17/2023		Sarah Jones	Outbound Call

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
04/12/2023 22:28:42	04/12/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
03/27/2023 19:02:31	03/27/2023		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 03/26/23 = \$ 102.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1169.16</p> <p>2. Current Delta: 920.39 - 834.00 + 0.00 86.39</p> <p>3. Remaining Amount: 248.77</p> <p>4. Diff + Remain Amt: 86.39 + 248.77 335.16</p> <p>5. New BBP Amount: 335.16 / 95 x 30.4 107.00</p> <p>* Dollar Difference: 107.00 - 102.00 5.00</p> <p>* Pct Difference: 4.90</p> <p>* System BBP Amount: 102.00</p>				
03/23/2023 10:07:00	03/23/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/27/2023 09:34:55	02/27/2023		Rhonda Lepley	Street Light-Out
<p>Reported By: RICK</p> <p>Reported By Phone: (814)243-0968</p> <p>Script Read: Manual Work</p> <p>Notification Instructions:</p> <p>W001607443010 RICK (814)243-0968 X St/Landmark: Franklin</p> <p>Street/U-Rent Outage Location: Public Road Problem Area</p> <p>Front Additional details: Its the 100 block of Rambo, the very first light on the right going up the Street. It is really dark down there at night. Accident waiting to happen. Thanks for your prompt attention. Ricky Malzi</p> <p>Satisfied Not Applicable: Reason - Manual work</p> <p>Created By: Rhonda K Lepley</p>				
02/22/2023 10:10:00	02/22/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/17/2023 14:16:22	02/17/2023		Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
02/11/2023 20:12:51	02/11/2023		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/10/2023 11:14:38	02/10/2023		Dorothy Richardson	Premise Information Changed
Updated WARM Code to IN job was Cancelled Job-Per request				
12/22/2022 19:05:31	12/22/2022		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 12/21/22 = \$ 102.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1152.47</p> <p>2. Current Delta: 629.94 - 528.00 + 0.00 101.94</p> <p>3. Remaining Amount: 522.53</p> <p>4. Diff + Remain Amt: 101.94 + 522.53 624.47</p> <p>5. New BBP Amount: 624.47 / 187 x 30.4 102.00</p> <p>* Dollar Difference: 102.00 - 88.00 14.00</p> <p>* Pct Difference: 15.91</p> <p>* System BBP Amount: 102.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
12/21/2022 11:33:24	12/21/2022		Cheryl Fick	PUC/BPU Complaint-Written
Case #3876235 - DISMISSAL LETTER ISSUED: CASE DISMISSED. CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#3571045 / cdf				
11/16/2022 02:25:09	11/16/2022		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Customer reports Power is on.				
11/15/2022 22:50:09	11/15/2022		EAILOGINWM6	Lights-None
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 11/16/22 01:00 AM				
11/07/2022 10:36:07	11/07/2022		Angela Lambert	PUC/BPU Complaint-Written
PUC case 3876235 received 11/07/22. PAR Requested ALambert/Compliance Satisfied Not Applicable: Reason - Manual work				
11/07/2022 10:35:58	11/07/2022		Angela Lambert	Contract Account Changed
11/07/2022 10:07:00	11/07/2022		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/26/2022 15:04:01	10/26/2022		Eliza Richmond	Utility Report Issued
Spoke with: JOSEPH A TARESCO Created By: Eliza Wilson Dispute Rights Dunning lock created - Lock date: 11/06/2022 Company Position: offered all options // unable to satisfy options given to stop disconnection // Termination Date(on or after)=> 11/07/2022 Customer Position: offered all options // unable to satisfy options given to stop disconnection // Termination Date(on or after)=> 11/07/2022				
10/26/2022 14:59:19	10/26/2022		Eliza Richmond	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: Eliza Wilson Low income letter will be sent.				
10/26/2022 14:58:39	10/26/2022		Eliza Richmond	Negotiation Tool - Service On
Spoke with: JOSEPH A TARESCO Created By: Eliza Wilson Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No . ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. . ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
<p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$16031.59</p> <p>Offered - Pay Disconnection Amt of: \$15620.76</p> <p>Offered - Pay Past Due Amt of \$4010.23</p> <p>Offered - Pay Catch-up Amt of: \$3217.22</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 of pahaf, pcap, and 211</p>																				
10/26/2022 14:58:19	10/26/2022		EAILOGINWM7	Reset Failed Login Attempts																
<p>Eliza Wilson</p> <p>Reset Failed Login Attempts NanJoe112</p>																				
10/25/2022 17:38:51	10/25/2022		EAILOGINWM6	Literature Request																
<p>Add: Direct Pmt Plan - Checkless</p> <p>PN01 Code 002 Qty 00001 Mail Date 10/25/2022</p>																				
10/21/2022 17:03:00	10/21/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful																
<p>Phone attempt 05 - AMD Detected - Left Message</p>																				
10/20/2022 10:02:00	10/20/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful																
<p>Phone attempt 05 - AMD Detected - Left Message</p>																				
10/12/2022 22:26:28	10/12/2022		CS General Purpose Batch	Disconnection Notice - PA Residential																
09/30/2022 13:51:46	08/31/2022		Heidi Dautrich	ROCC Alert																
<p>ROCC ALERT -8/31/22 "Dunning continued due to PUC dismissal date 8/23/2022 --CUST CANNOT FILE ANOTHER PUC CASE ON THIS TERM DO NOT GIVE 10 DAY DISPUTE RIGHTS. Blocking for Nonpayment, Termination could occur any time after 8am on 06/13/2022 -Offer all applicable options the customer is eligible for prior to disconnection. Please contact 610-921-6418 to cancel the FIELD activity if payment is made-manual termination for past due balance \$15142.42. If service is disc, required to pay past due balance \$15142.42 + reconnection fee \$32.00 = \$15174.42</p> <p>Satisfied Not Applicable: Reason - Manual work</p>																				
09/26/2022 19:01:43	09/26/2022		CS General Purpose Batch	Calculation																
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 09/25/22 = \$ 88.00</p> <p>Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">1143.65</td> </tr> <tr> <td>2. Current Delta: 367.44 - 264.00 + 0.00</td> <td style="text-align: right;">103.44</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">776.21</td> </tr> <tr> <td>4. Diff + Remain Amt: 103.44 + 776.21</td> <td style="text-align: right;">879.65</td> </tr> <tr> <td>5. New BBP Amount: 879.65 / 277 x 30.4</td> <td style="text-align: right;">97.00</td> </tr> <tr> <td>* Dollar Difference: 97.00 - 88.00</td> <td style="text-align: right;">9.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">10.23</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">88.00</td> </tr> </table>					1. 12 Mth Factor Amt:	1143.65	2. Current Delta: 367.44 - 264.00 + 0.00	103.44	3. Remaining Amount:	776.21	4. Diff + Remain Amt: 103.44 + 776.21	879.65	5. New BBP Amount: 879.65 / 277 x 30.4	97.00	* Dollar Difference: 97.00 - 88.00	9.00	* Pct Difference:	10.23	* System BBP Amount:	88.00
1. 12 Mth Factor Amt:	1143.65																			
2. Current Delta: 367.44 - 264.00 + 0.00	103.44																			
3. Remaining Amount:	776.21																			
4. Diff + Remain Amt: 103.44 + 776.21	879.65																			
5. New BBP Amount: 879.65 / 277 x 30.4	97.00																			
* Dollar Difference: 97.00 - 88.00	9.00																			
* Pct Difference:	10.23																			
* System BBP Amount:	88.00																			
09/19/2022 09:57:41	09/19/2022		Laurin Shelosky	Negotiation Tool - Service On																

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Spoke with: JOSEPH A TARESCO Created By: Laurin Shelosky Payment Options provided: Offered - Pay Acct Balance of: \$15720.10 Offered - Pay Past Due Amt of \$2453.23 ***** Payment Options provided: Offered - Pay Acct Balance of: \$15720.10 Offered - Pay Past Due Amt of \$2453.23 ***** PA Final Wrap-up Customer was satisfied. S/W JOSEPH A TARESCO Adv no active disconnection notice but anytime an account bal is past a dn notice could be issued.</p>				
09/09/2022 15:39:03	09/09/2022		Renee Way	Utility Report Issued
<p>Spoke with: JOSEPH A TARESCO Created By: Renee Way Dispute Rights Dunning lock created - Lock date: 09/19/2022 Company Position: gave him the number for the PAHAF and told him the hours they are open Customer Position: he can't make a payment just got put on new meds for open heart surgery and he doesn't know how much they are going to be. he is going to call the PAHAF and see if they can help.</p>				
09/09/2022 15:29:58	09/09/2022		Renee Way	Negotiation Tool - Service On
<p>Spoke with: JOSEPH A TARESCO Created By: Renee Way Payment Options provided: Offered - Pay Acct Balance of: \$15720.10 Offered - Pay Past Due Amt of \$2453.23 ***** PA Final Wrap-up Customer was not satisfied. Rights provided to customer. gave the PAHAF web site and phone number ***** Dispute Rights Issued Option Used.</p>				
09/07/2022 09:11:00	09/07/2022		Michael Sobus	3 Day Field Attempt-Successful
<p>Shawn delivered 3 day notice @ 9:11 AM - contact with bp - handed him the notice Satisfied Not Applicable: Reason - Manual work</p>				
09/07/2022 07:00:10	09/07/2022		Heidi Daurich	PA RS 3 Day (72 Hour Notice)
<p>printed to RICH1037 GIVE TO SHAWN FOR DELIVERY SEE ROCC ALERT Printed to \\WCORRES01P\RICH1037-P on 09/07/2022 at 7:05:05</p>				
08/31/2022 13:53:46	08/31/2022		Heidi Daurich	Create Dunning Lock
<p>Dunning Lock Reason:Supervisory Review Start Date: 08/31/2022 End Date: 09/30/2022 THIS DUNNING LOCK IS NOT AN EXTENSION FOR CUSTOMER - TERMINATION IS ACTIVE - RESUMING DUNNING MANUALLY DUE TO PUC DISMISAL DISC LESS THAN 60 DAYS FROM INITIAL DATE THAT THE TERM WAS MAILED. Created By: Heidi A Daurich</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/25/2022 10:04:00	08/25/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
08/24/2022 07:33:21	08/24/2022		Cheryl Fick	PUC/BPU Complaint-Written
Case #3855959 - DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405 D CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS #3571045 / cdf				
08/09/2022 10:01:00	08/09/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/09/2022 00:00:08	08/09/2022		Samantha Geist	PUC/BPU Complaint-Written
PUC Case 3855959 received 08/08/2022 regarding a par.				
07/29/2022 16:33:45	07/29/2022		Dessica Nestor	Utility Report Issued
Spoke with: JOSEPH A TARESCO Created By: Dessica Nestor Dispute Rights Dunning lock created - Lock date: 08/08/2022 Company Position: offered all options. Customer Position: needs time to pay				
07/29/2022 16:30:06	07/29/2022		Dessica Nestor	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: Dessica Nestor BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
07/29/2022 16:30:06	07/29/2022		Dessica Nestor	Negotiation Tool - Service On
Spoke with: JOSEPH A TARESCO Created By: Dessica Nestor Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. def ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$15550.96 Offered - Pay Disconnection Amt of: \$15142.42 Offered - Pay Past Due Amt of \$1668.34 Offered - Pay Catch-up Amt of: \$782.88 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
07/29/2022 16:27:37	07/29/2022		EALOGINWM7	Unlock Login Email Sent
NanJoe112 printboy112@gmail.com				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Requested Unlock Password link				
07/26/2022 17:04:00	07/26/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/25/2022 10:05:00	07/25/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/16/2022 20:12:56	07/16/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
06/27/2022 19:04:33	06/27/2022		CS General Purpose Batch	Calculation
<p>C/A Contract</p> <p>Budget amt calculated for period ending 06/26/22 = \$ 88.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1072.70</p> <p>* System BBP Amount: 88.00</p>				
06/23/2022 10:04:00	06/23/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
05/18/2022 10:38:00	05/18/2022		Krista Maxwell-Buck	Supervisor Call
<p>*** RES SPEC ***</p> <p>sw: JOSEPH A TARESCO wanted another 60mth IP on his account.</p> <p>Explained not able to set that back up on the account for him. Suggested EA to seek assistance on his account.</p> <p>Satisfied Not Applicable: Reason - Don't send DSPRTS</p>				
05/18/2022 09:57:00	05/18/2022		Kirsten Kinzer	General Inquiry
Customer was not satisfied. Rights provided to customer.				
05/18/2022 09:48:46	05/18/2022		Kirsten Kinzer	General Inquiry
<p>vai sw JOSEPH A TARESCO / adv when he started new ip for reconnection rf was 32 and new ip will stated on next bill 5.26 due in june adv it will show acct amts on that bill sometimes itll show rf as past due since not apart of usage but the amt paid does include rf and tech not past due. he then is having a lot of health issues and on ss once a month payment and would not be able to afford new ip , didn't understand once set up and adv he was on ltip last time but got behind and disc. adv I wouldn't be able to reset that plan but offered to escalate with sup for othr options bc as of now we would have to remain on 23 month ip xfer to FS</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
05/18/2022 09:29:21	05/18/2022		Rebecca Allen-Roberts	General Inquiry
<p>JOSEPH A TARESCO / xfer to credit about getting message about over due</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
05/18/2022 09:10:59	05/18/2022		INTV IVR	Account Balance Inquiry
<p>IVR_Bill(AnI) FACTR_CT=3 IP_MSG = "Y" BDGT_CHG = Q 46.00 > 0</p> <p>= Y USE_CHG = BILL_FACTOR KW > 0 Y 195 FACTR_PL=3</p>				
05/18/2022 09:07:58	05/18/2022		INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
05/18/2022 09:07:58	05/18/2022		INTV IVR	Account Balance Inquiry
05/09/2022 22:06:08	05/09/2022		Same as ZCSBTCH - no printer	Installment Plan Created
Required Down Payment received, IP created.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/09/2022 17:57:10	05/09/2022		Trevon Wight	Reconnection Process-Recon started
<p>Negotiated Amounts:</p> <ul style="list-style-type: none"> - IP DP: \$626.81 mos: 23, mo amt: \$654.00, EPP: \$117.00 - Standard Reconnection Fee: \$32.00 <p>Less Payments of \$658.81-, Reconnect Amt Due: \$ 0.00</p> <p>Payment Status: Payment already made</p> <p>Reconnecting Service: Yes</p> <p>Remote Reconnect will be created for reconnection on 05/06/2022 (3 day) - Payment</p> <p>Advised Breakers Off: Yes</p> <p>Considered the 4 Factors</p> <p>Final Wrap-up Script Read: Yes</p> <p>Customer was satisfied.</p> <p>S/W JOSEPH A TARESCO he made payment to have the power restored on the account. adv him he has already made the payment on the account. adv him of the plan which is budget amount of 117 and add 654 on the account. reconnected his power.</p> <p>Created By: Wight,Trevon L</p>				
05/09/2022 07:08:12	05/09/2022		Alaina Jackson	Correction of Billing Error
<p>RMR1 Case 27560345: Meter ping = Online/ Online / Success</p> <p>5/9/2022 6:49:59 AM. Entered reconnection & completed Disc doc 105065332</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
05/06/2022 17:35:02	05/06/2022		CS General Purpose Batch	Remote Reconnection Failed
<p>Remote reconnection failed. Do not issue a manual reconnection order. Request is under technical biller review.</p> <p>Inbound:Request processing failed. Either the remote disconnect switch was already closed or it was not closed because load side vol</p>				
05/06/2022 17:12:43	05/06/2022		Marianne Handschuh	Status of Existing Notification
<p>DO NOT CREATE ANY ADDITIONAL DTRT ORDERS DUE TO OAL/VALUE</p> <p>ADDED PRODUCTS ON THE PREMISE..MTH/TEAM1</p> <p>Satisfied Not Applicable: Reason - Manual work</p> <p>email sent to FECC RDG SUPV</p>				
05/06/2022 16:51:55	05/06/2022		Trevon Wight	Require Down Pymt with Inst Plan
<p>DP Date: 05/06/2022 DP Amt: 626.81 </p> <p>Repay Pln: PASO Instlm: \$ 654.00 Instlm: # 023 Lock Date: 05/09/2022</p>				
05/06/2022 16:47:44	05/06/2022		Trevon Wight	Negotiation Tool - Service Off
<p>Spoke with: JOSEPH A TARESCO</p> <p>Created By: Trevon L Wight</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>Installment Plan Negotiated - Level A - PA IP #2 with budget amt of \$117.00</p> <p>Downpayment for: 626.81</p> <p>Estimated Mo Amt: 654.00 for 23 months</p> <p>Script Read: Yes, customer understands terms</p> <p>*****</p> <p>Negotiated Amounts:</p> <ul style="list-style-type: none"> - IP DP: \$626.81 mos: 23, mo amt: \$654.00, EPP: \$117.00 - Standard Reconnection Fee: \$32.00 <p>Less Payments of \$658.81-, Reconnect Amt Due: \$ 0.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Status: Payment already made Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 05/06/2022 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. S/W JOSEPH A TARESCO he made payment to have the power restored on the account. adv him he has already made the payment on the account. adv him of the plan which is budget amount of 117 and add 654 on the account. reconnected his power.				
05/06/2022 16:47:44	05/06/2022		Trevon Wight	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: Trevon L Wight FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
05/06/2022 16:30:49	05/06/2022		B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/06/2022 Payment Time: 16:29:00 Payment Amount: 658.81 Payment Type: Cash Vendor ID: AE Receipt Number: 1263820160				
05/06/2022 11:26:08	05/06/2022		Laurin Shelosky	Reconnection Process-Inquiry
05/06/2022 11:23:32	05/06/2022		Laurin Shelosky	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: Laurin Shelosky FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
05/06/2022 11:23:32	05/06/2022		Laurin Shelosky	Negotiation Tool - Service Off
Spoke with: JOSEPH A TARESCO Created By: Laurin Shelosky Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Negotiated Amounts: - Disconnection Amount: \$15365.72 (Customer Offered) - Standard Reconnection Fee: \$32.00 Reconnect Amt Due: \$15397.72 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. s/w JOSEPH A TARESCO confirmed reconnection amt for a plan 626.81 + rf 32 total 658.81				
05/04/2022 15:53:17	05/04/2022		CS General Purpose Batch	Job assigned to Energy Savings contractor
04/28/2022 12:58:06	04/28/2022		Margaret T Tano	Reconnection Process-Inquiry
04/28/2022 12:53:01	04/28/2022		Margaret T Tano	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: Margaret T Tano BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
04/28/2022 12:51:55	04/28/2022		Margaret T Tano	Negotiation Tool - Service Off
Spoke with: JOSEPH A TARESCO Created By: Margaret T Tano				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Service Off - Addl Questions:* Does medical condition exist?: Yes Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: Yes ***** Negotiated Amounts: - Disconnection Amount: \$15365.72 (Customer Offered) - Standard Reconnection Fee: \$32.00 Reconnect Amt Due: \$15397.72 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was not satisfied. Rights provided to customer. adv cust of IP options with DP of \$626.81+RF \$32 due today .. also adv of next being eligible for another med cert .. cust unable to pay .. ref to def and liheap</p>
04/28/2022 12:29:27	04/28/2022		Eailogon	Service Disconnected
				DISC,Non-Pay, ,Total Arrears \$ 2923.72 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)
04/21/2022 17:04:00	04/21/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
				Phone attempt 05 - AMD Detected - Left Message
04/20/2022 10:03:00	04/20/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
				Phone attempt 05 - AMD Detected - Left Message
04/15/2022 07:27:08	04/15/2022		Natasha Neal	Outbound Call
				AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE OF LIHEAP BEING OPEN AND HOW TO APPLY
04/12/2022 22:30:16	04/12/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
03/24/2022 19:03:42	03/24/2022		CS General Purpose Batch	Calculation
				<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 03/23/22 = \$ 117.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1018.38 2. Current Delta: 823.93 - 672.00 + 0.00 151.93 3. Remaining Amount: 194.45</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
4. Diff + Remain Amt: 151.93 + 194.45 346.38 5. New BBP Amount: 346.38 / 90 x 30.4 117.00 * Dollar Difference: 117.00 - 71.00 46.00 * Pct Difference: 64.79 * System BBP Amount: 117.00				
03/23/2022 10:07:00	03/23/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/22/2022 10:10:00	02/22/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/09/2022 22:23:06	02/09/2022		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
12/22/2021 19:13:27	12/22/2021		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 12/21/21 = \$ 71.00 Open editor for detail 1. 12 Mth Factor Amt: 909.05 2. Current Delta: 550.17 - 459.00 + 0.00 91.17 3. Remaining Amount: 358.88 4. Diff + Remain Amt: 91.17 + 358.88 450.05 5. New BBP Amount: 450.05 / 183 x 30.4 75.00 * Dollar Difference: 75.00 - 71.00 4.00 * Pct Difference: 5.63 * System BBP Amount: 71.00				
11/13/2021 21:11:19	11/13/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
11/02/2021 16:20:00	11/02/2021		CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/31/2021 22:30:19	10/31/2021		INTV IVR	Account Balance Inquiry
10/25/2021 10:07:00	10/25/2021		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
10/25/2021 08:32:22	10/25/2021		EAILOGINWM7	Change Profile
NanJoe112 printboy112@gmail.com Changed Password From Forgot Password				
10/24/2021 19:46:49	10/24/2021		EAILOGINWM7	Forgot Password Email Sent
NanJoe112 printboy112@gmail.com Requested Forgot Password link				
10/12/2021 22:31:01	10/12/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
10/12/2021 09:42:47	10/12/2021		B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/12/2021 Payment Time: 09:42:47 Payment Amount: 395.00 Payment Type: Credit Vendor ID: CT Receipt Number: 10359137101221				
10/12/2021 09:38:57	10/12/2021		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/11/2021 11:37:38	10/11/2021		Maureen Salerno	Review of Est ReEnroll Amts
C/A [REDACTED] Estimated Re-enrollment amounts displayed Open editor for details. Not eligible for Retroactive credits - not removed for FTV Account Balance = 15197.79				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Deferred Arrears = 0.00 Retroactive CAP credits = 0.00 Retroactive Arrears credits = 0.00 Security Deposit = 0.00 Estimated Amount Due = 15197.79 The amounts are calculated for that given moment as if the customer was enrolling at that time. When the actual ReEnrollment occurs, the amounts are subject to change based on changes to the account balance or meeting eligibility requirements at that time.				
10/11/2021 11:35:58	10/11/2021		Maureen Salerno	Negotiation Tool - Service On
Spoke with: JOSEPH A TARESCO Created By: Maureen N Salerno 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. ofd liheap: says has # didn't recommend pcap ***** *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: \$15248.28 Offered - Pay Disconnection Amt of: \$14971.29 Offered - Pay Past Due Amt of \$757.69 Offered - Pay Catch-up Amt of: \$394.35 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was not satisfied. Rights provided to customer. can only pay 50 just out of hosp. is on oxygen. not elig for med cert. 394.35 min. cannot pay. dp 568.27 IP req. don't recommend.				
10/11/2021 11:35:58	10/11/2021		Maureen Salerno	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: Maureen N Salerno FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/11/2021 10:56:27	10/11/2021		C68615	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: CASSANDRA L MAY FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/11/2021 10:56:27	10/11/2021		C68615	Negotiation Tool - Service On
Spoke with: JOSEPH A TARESCO				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Created By: CASSANDRA L MAY 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. LIHEAP, PCAP ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$15248.28 Offered - Pay Disconnection Amt of: \$14971.29 Offered - Pay Past Due Amt of \$757.69 Offered - Pay Catch-up Amt of: \$394.35 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was not satisfied. Rights provided to customer. no options available , provided PCAP and LIHEAP,</p>				
10/11/2021 10:27:42	10/11/2021		EAILOGINWM7	Change Profile
<p>NanJoe112 printboy112@gmail.com Changed Password From Unlock Password</p>				
10/11/2021 10:25:31	10/11/2021		EAILOGINWM7	Unlock Login Email Sent
<p>NanJoe112 printboy112@gmail.com Requested Unlock Password link</p>				
10/06/2021 17:03:00	10/06/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
10/05/2021 10:06:00	10/05/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
10/05/2021 04:34:38	10/05/2021		EAILOGINWM7	Financial Summary Review
<p>Financial Summary was taken. No change since last FS.</p>				
10/05/2021 04:34:12	10/05/2021		EAILOGINWM7	Self-Serve Credit Interaction
<p>Offered All Options Contact Person: Account Holder Agency Referral Accepted Not Eligible for CAP Referral</p>				
09/24/2021 14:13:40	09/24/2021		Melissa Bennett	Utility Report Issued
<p>Spoke with: JOSEPH A TARESCO Created By: Melissa Bennett Dispute Rights Dunning lock created - Lock date: 10/04/2021 Company Position: Offered all options to stop term Customer Position: Cust could not comply with options offered</p>				
09/24/2021 14:08:22	09/24/2021		Melissa Bennett	Negotiation Tool - Service On

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
<p>Spoke with: JOSEPH A TARESCO Created By: Melissa Bennett Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$15248.28 Offered - Pay Disconnection Amt of: \$14971.29 Offered - Pay Past Due Amt of \$757.69 Offered - Pay Catch-up Amt of: \$394.35 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes SW JOSEPH A TARESCO nhot eligible for med cert. cust declined pcap info. adv to call 211. cust can't pay. read rights. new term date 10/05/2021</p>																				
09/24/2021 14:08:22	09/24/2021		Melissa Bennett	Financial Summary Review																
<p>Spoke with: JOSEPH A TARESCO Created By: Melissa Bennett FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>																				
09/23/2021 18:59:35	09/23/2021		CS General Purpose Batch	Calculation																
<p>C/A Contract Budget amt calculated for period ending 09/22/21 = \$ 71.00 Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">885.66</td> </tr> <tr> <td>2. Current Delta: 296.49 - 246.00 + 0.00</td> <td style="text-align: right;">50.49</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">589.17</td> </tr> <tr> <td>4. Diff + Remain Amt: 50.49 + 589.17</td> <td style="text-align: right;">639.66</td> </tr> <tr> <td>5. New BBP Amount: 639.66 / 273 x 30.4</td> <td style="text-align: right;">71.00</td> </tr> <tr> <td>* Dollar Difference: 71.00 - 82.00</td> <td style="text-align: right;">11.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">13.41</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">71.00</td> </tr> </table>					1. 12 Mth Factor Amt:	885.66	2. Current Delta: 296.49 - 246.00 + 0.00	50.49	3. Remaining Amount:	589.17	4. Diff + Remain Amt: 50.49 + 589.17	639.66	5. New BBP Amount: 639.66 / 273 x 30.4	71.00	* Dollar Difference: 71.00 - 82.00	11.00	* Pct Difference:	13.41	* System BBP Amount:	71.00
1. 12 Mth Factor Amt:	885.66																			
2. Current Delta: 296.49 - 246.00 + 0.00	50.49																			
3. Remaining Amount:	589.17																			
4. Diff + Remain Amt: 50.49 + 589.17	639.66																			
5. New BBP Amount: 639.66 / 273 x 30.4	71.00																			
* Dollar Difference: 71.00 - 82.00	11.00																			
* Pct Difference:	13.41																			
* System BBP Amount:	71.00																			
09/21/2021 17:03:00	09/21/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful																
Phone attempt 05 - AMD Detected - Left Message																				
09/20/2021 10:26:00	09/20/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful																
Phone attempt 05 - AMD Detected - Left Message																				
09/11/2021 20:12:59	09/11/2021		CS General Purpose Batch	Disconnection Notice - PA Residential																
09/07/2021 09:06:57	09/07/2021		Christina Russell	Financial Summary Review																
<p>Spoke with: JOSEPH A TARESCO Created By: Christina Russell</p>																				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/07/2021 09:06:52	09/07/2021		Christina Russell	Negotiation Tool - Service On
<p>Spoke with: JOSEPH A TARESCO Created By: Christina Russell Payment Options provided: Offered - Pay Acct Balance of: \$15131.24 Offered - Pay Past Due Amt of \$394.35 ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** PA Final Wrap-up Customer was satisfied. *</p>				
09/07/2021 09:04:01	09/07/2021		Christina Russell	Negotiation Tool - Service On
<p>Spoke with: JOSEPH A TARESCO Created By: Christina Russell Payment Options provided: Offered - Pay Acct Balance of: \$15131.24 Offered - Pay Past Due Amt of \$394.35 ***** PA Final Wrap-up Customer was satisfied. *</p>				
09/07/2021 08:18:43	09/07/2021		B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 09/07/2021 Payment Time: 08:18:42 Payment Amount: 256.64 Payment Type: Credit Vendor ID: CT Receipt Number: 09724935090721</p>				
09/07/2021 08:14:15	09/07/2021		EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
09/07/2021 08:08:08	09/07/2021		EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
09/07/2021 08:06:06	09/07/2021		EAILOGINWM7	Change Profile
<p>NanJoe112 printboy112@gmail.com Changed Password From Unlock Password</p>				
09/07/2021 08:02:42	09/07/2021		EAILOGINWM7	Unlock Login Email Sent
<p>NanJoe112 printboy112@gmail.com Requested Unlock Password link</p>				
08/25/2021 10:43:33	08/25/2021		BRIANNA N WILLIAMSON	Utility Report Issued
<p>Spoke with: JOSEPH A TARESCO Created By: BRIANNA N WILLIAMSON Dispute Rights Dunning lock created - Lock date: 09/06/2021 Company Position: issued rights Customer Position: is going to pay on the 3rd</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/25/2021 10:39:58	08/25/2021		BRIANNA N WILLIAMSON	Financial Summary Review
Spoke with: JOSEPH A TARESCO Created By: BRIANNA N WILLIAMSON Low income letter will be sent.				
08/25/2021 10:39:18	08/25/2021		BRIANNA N WILLIAMSON	Negotiation Tool - Service On
Spoke with: JOSEPH A TARESCO Created By: BRIANNA N WILLIAMSON Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$15387.88 Offered - Pay Disconnection Amt of: \$15084.58 Offered - Pay Past Due Amt of \$650.99 Offered - Pay Catch-up Amt of: \$256.64 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
08/20/2021 17:00:00	08/20/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/19/2021 10:03:00	08/19/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/11/2021 22:20:53	08/11/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
07/22/2021 10:03:00	07/22/2021		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
07/07/2021 20:52:37	07/07/2021		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MODEM				
07/07/2021 18:25:43	07/07/2021		EAILOGINWM6	Lights-None
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 07/07/21 08:00 PM				
07/07/2021 16:44:20	07/07/2021		Kyla Atlas	Part Off - Wire Down To Pole
Reported By: JOSEPH A TARESCO Reported By Phone: (814)525-4252 Storm Mode: Non-Storm Mode				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
ERT Type: SYS Restoration callback requested: (814)525-4252 ERT Time Quoted: 07/07/21 07:30 PM Script Read: Yes Notification Instructions: IN STREET Satisfied Not Applicable: Reason - Send DSPRTS Created By: Kyla Atlas				
06/23/2021 20:57:43	06/23/2021		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 06/22/21 = \$ 82.00 Open editor for detail 1. 12 Mth Factor Amt: 982.10 * System BBP Amount: 82.00				
06/10/2021 15:05:27	06/10/2021		C68050	General Inquiry
Customer was satisfied.				
06/10/2021 15:05:16	06/10/2021		C68050	Area Light - Light Off
Reported By: JOSEPH A TARESCO Reported By Phone: (814)525-4252 Script Read: Yes Notification Instructions: light is out and wondered if could be replaced w/LED bulb Customer was satisfied. Created By: Stuart Price				
06/10/2021 03:00:09	06/10/2021		CS General Purpose Batch	Sent PCAP Removal Letter
06/09/2021 07:31:58	06/09/2021		Natasha Neal	PA Payment - IP
Removed PCAP - set up 60 month IP - \$251 plus EPP.				
06/09/2021 07:31:20	06/09/2021		Natasha Neal	Removed from Program
per TM customer requested removal from PCAP to set up 60 month IP.				
06/04/2021 12:59:22	06/04/2021		Timothy J Walker	Utility Report Issued
Spoke with: JOSEPH A TARESCO Created By: Timothy J Walker Dispute Rights Dunning lock created - Lock date: 06/14/2021 Company Position: Cust unable to pay NEG amts; wants to come off PCAP; Telememo sent; est EPP 49/mo and est LT IP for 60 months with \$251 EPP Customer Position: Cust unable to pay NEG amts; wants to come off PCAP; Telememo sent; est EPP 49/mo and est LT IP for 60 months with \$251 EPP				
06/04/2021 12:56:06	06/04/2021		Timothy J Walker	General Inquiry
s/w JOSEPH A TARESCO, vai, [REDACTED] wants to come off PCAP, telememo sent, est \$251/mo LT IP for 60 months with \$49 EPP; issued dispute rights Termination Date(on or after)=> 06/15/2021 Customer was satisfied.				
06/04/2021 12:48:35	06/04/2021		Workflow General Purpose Batch	Telememo Employee Correspondence
Remove PCAP * 06/04/2021 12:48:28 EST (C68623) Should an installment plan be set up?: Yes Number of months: 60				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Remove customer from budget billing?: No est LT IP 49.00 for 60 months with est 251.00 EPP Created By: Timothy J Walker				
06/04/2021 12:45:48	06/04/2021		Timothy J Walker	Negotiation Tool - Service On
Spoke with: JOSEPH A TARESCO Created By: Timothy J Walker *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Past Due Amt of \$15094.42 Offered - Pay Acct Balance of: \$15017.13 Offered - Pay Disconnection Amt of: \$14647.90 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
05/29/2021 06:57:34	05/29/2021		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Customer reports Power is on.				
05/29/2021 06:28:14	05/29/2021		EAILOGINWM6	Lights-None
ERT: 05/29/21 09:00 AM				
05/25/2021 12:03:16	05/25/2021		Andrew Bowers	Change Dunning Lock
Dunning Lock Reason:Dispute Rights New Start Date: 05/25/2021 New End Date: 06/07/2021 Created By: Andrew Bowers				
05/25/2021 12:02:47	05/25/2021		Andrew Bowers	Create Dunning Lock
Dunning Lock Reason:Dispute Rights Start Date: 05/25/2021 End Date: 06/24/2021 Created By: Andrew Bowers				
05/25/2021 12:02:24	05/25/2021		Andrew Bowers	General Inquiry
Customer was not satisfied. Rights provided to customer.				
05/21/2021 17:01:00	05/21/2021		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
05/20/2021 10:02:00	05/20/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/12/2021 22:22:20	05/12/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
05/12/2021 03:00:11	05/12/2021		CS General Purpose Batch	Sent PCAP Enrollment Letter
05/11/2021 17:09:00	05/11/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/11/2021 06:04:12	05/11/2021		BATCH	Enrolled Into Program
05/11/2021 06:04:10	05/11/2021		CS General Purpose Batch	Calculation of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 49.81 Open editor for details. 1. Minimum Payment: 15168.00 * 3.00 % 455.04				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Disconnection Amt of: \$14592.38 Offered - Pay Past Due Amt of \$14388.83 Offered - Pay Catch-up Amt of: \$14216.51 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes reaching out assistance offices				
04/26/2021 15:19:39	04/26/2021		GABRIELLA R NIHART	Financial Summary Review
Spoke with: joseph teresco(husband) Created By: GABRIELLA R NIHART BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
04/21/2021 17:02:00	04/21/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/20/2021 10:04:00	04/20/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/12/2021 22:27:08	04/12/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
03/31/2021 10:43:46	03/31/2021		Kristen Delle Donne	Outbound Call
PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.				
03/25/2021 20:45:56	03/25/2021		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 03/24/21 = \$ 49.00 Open editor for detail 1. 12 Mth Factor Amt: 1045.59 2. Current Delta: 787.65 - 900.00 + 0.00 112.35- 3. Remaining Amount: 257.94 4. Diff + Remain Amt: 112.35- + 257.94 145.59 5. New BBP Amount: 145.59 / 91 x 30.4 49.00 * Dollar Difference: 49.00 - 100.00 51.00 * Pct Difference: 51.00 * System BBP Amount: 49.00				
03/15/2021 07:21:25	03/15/2021		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
03/14/2021 17:22:26	03/14/2021		EAILOGINWM6	Lights-None
ERT: 03/14/21 08:30 PM				
03/11/2021 10:59:22	03/11/2021		Diane Blaszk	Form Letter
Printed to \\WCORRES01\PFCC077-P on 03/11/2021 at 11:00:00				
03/11/2021 10:56:34	03/11/2021		Diane Blaszk	Transfer Posting
Created Automatically. See the Business Objects tab for more information.				
03/11/2021 10:55:01	03/11/2021		Diane Blaszk	Transfer Posting
DISMISSAL 6/10/2020 CASE #17-70027 ...TRANSF'D W/O \$7601.69 FROM [REDACTED] TO ACTIVE C/A [REDACTED]				
12/22/2020 19:30:44	12/22/2020		CS General Purpose Batch	Calculation

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
C/A ██████████ Contract ██████████ Budget amt calculated for period ending 12/21/20 = \$ 100.00 Open editor for detail 1. 12 Mth Factor Amt: 1152.53 2. Current Delta: 623.22 - 600.00 + 0.00 23.22 3. Remaining Amount: 529.31 4. Diff + Remain Amt: 23.22 + 529.31 552.53 5. New BBP Amount: 552.53 / 184 x 30.4 91.00 * Dollar Difference: 91.00 - 100.00 9.00 * Pct Difference: 9.00 * System BBP Amount: 100.00				
11/19/2020 15:48:07	11/19/2020	██████████	Kristen Delle Donne	General Inquiry
CUSTOMER ELIGIBLE FOR DUNNING ON 11/27/2020. DUNNING LOCK ADDED PER REV OPS MANAGEMENT THROUGH 11/26/2020.				
11/16/2020 16:06:13	11/18/2020	██████████	Kristen Delle Donne	Pre-Disconnection Warning Letter
Notice was mailed to customer advising that their unpaid balance may put them at risk of termination after November 9, 2020. The standard 10 day termination notice will be mailed prior to termination. Customer should be provided with all available options.				
10/21/2020 08:32:51	10/21/2020	██████████	Michael Evelsizer	Moratorium Protected Account
COMPLETED ANY EXISTING DN NOTIFICATION				
10/17/2020 22:25:18	10/17/2020	██████████	Michael Evelsizer	Moratorium Protected Account
PA PROTECTED CUSTOMER				
10/12/2020 22:29:07	10/12/2020	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
09/23/2020 19:44:18	09/23/2020	██████████	CS General Purpose Batch	Calculation
C/A ██████████ Contract ██████████ Budget amt calculated for period ending 09/22/20 = \$ 100.00 Open editor for detail 1. 12 Mth Factor Amt: 1151.86 2. Current Delta: 392.93 - 300.00 + 0.00 92.93 3. Remaining Amount: 758.93 4. Diff + Remain Amt: 92.93 + 758.93 851.86 5. New BBP Amount: 851.86 / 274 x 30.4 95.00 * Dollar Difference: 95.00 - 100.00 5.00 * Pct Difference: 5.00 * System BBP Amount: 100.00				
08/19/2020 10:07:00	08/19/2020	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/11/2020 22:39:52	08/11/2020	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
06/24/2020 19:29:11	06/24/2020	██████████	CS General Purpose Batch	Calculation
C/A ██████████ Contract ██████████ Budget amt calculated for period ending 06/23/20 = \$ 100.00 Open editor for detail 1. 12 Mth Factor Amt: 1206.21 * System BBP Amount: 100.00				
06/22/2020 10:09:00	06/22/2020	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/13/2020 20:20:47	06/13/2020		CS General Purpose Batch	Disconnection Notice - PA Residential
04/20/2020 14:09:00	04/20/2020		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
04/11/2020 20:26:43	04/11/2020		CS General Purpose Batch	Disconnection Notice - PA Residential
03/25/2020 19:31:11	03/25/2020		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 03/24/20 = \$ 105.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1284.19</p> <p>2. Current Delta: 948.27 - 969.00 + 0.00 20.73-</p> <p>3. Remaining Amount: 335.92</p> <p>4. Diff + Remain Amt: 20.73- + 335.92 315.19</p> <p>5. New BBP Amount: 315.19 / 91 x 30.4 105.00</p> <p>* Dollar Difference: 105.00 - 87.00 18.00</p> <p>* Pct Difference: 20.69</p> <p>* System BBP Amount: 105.00</p>				
03/24/2020 10:23:00	03/24/2020		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/03/2020 16:09:29	03/03/2020		Kaitlin Moyer	Financial Summary Review
<p>Spoke with: Joseph Taresco</p> <p>Created By: Kaitlin Moyer</p> <p>Low income letter will be sent.</p>				
03/03/2020 16:08:47	03/03/2020		Kaitlin Moyer	Negotiation Tool - Service On
<p>Spoke with: Joseph Taresco</p> <p>Created By: Kaitlin Moyer</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$4611.25</p> <p>Offered - Pay Past Due Amt of \$4426.65</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>Low income letter will be sent.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <p>S/W Joseph Taresco- husband, BP would like to set up payment arrangements. BP is unable to pay bals; F/S- discussed (level A), agency assit- offered, IP- not eligible/ unavailable.</p>				
03/03/2020 15:54:00	03/03/2020		CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/25/2020 10:29:00	02/25/2020		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/11/2020 22:46:48	02/11/2020		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
12/23/2019 19:28:37	12/23/2019		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 12/22/19 = \$ 87.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1226.50</p> <p>2. Current Delta: 676.90 - 708.00 + 0.00 31.10-</p> <p>3. Remaining Amount: 549.60</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/25/2019 11:54:50	10/25/2019		Tashaia Burrell	Financial Summary Review
Spoke with: joseph TARESCO- husband Created By: Tashaia L Burrell FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/25/2019 11:48:17	10/25/2019		C56436	Negotiation Tool - Service On
Spoke with: Joseph Taresco husband Created By: Mariliz J Medina Nadal 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 Disconnection Amt of: \$4202.44 Offered - Pay Acct Balance of: \$3670.28 Offered - Pay Catch-up Amt of: \$3480.22 ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Don't send DSPRTS s/w Joseph Taresco husband , calling in to say that he has a shut off notice on the account wanted to see what options he has call dropped				
10/25/2019 11:48:17	10/25/2019		C56436	Financial Summary Review
Spoke with: Joseph Taresco husband Created By: Mariliz J Medina Nadal FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/22/2019 17:09:00	10/22/2019		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/21/2019 10:15:00	10/21/2019		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/09/2019 22:55:39	10/09/2019		CS General Purpose Batch	Disconnection Notice - PA Residential
10/04/2019 14:49:26	10/04/2019		Cheryl Fick	PUC/BPU Complaint-Written
Case #3732404 - DISMISSAL LETTER ISSUED - CASE DISMISSED PER 1405D, PRIOR PUC PAR BCS 3571045 NOT SATISFIED. / cdf				
09/24/2019 19:21:59	09/24/2019		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 09/23/19 = \$ 118.00 Open editor for detail 1. 12 Mth Factor Amt: 1330.67 2. Current Delta: 447.28 - 354.00 + 0.00 93.28 3. Remaining Amount: 883.39 4. Diff + Remain Amt: 93.28 + 883.39 976.67 5. New BBP Amount: 976.67 / 9 109.00 * Dollar Difference: 109.00 - 118.00 9.00 * Pct Difference: 7.63				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* System BBP Amount:			118.00	
09/06/2019 16:47:36	09/06/2019		Tammy Lash	PUC/BPU Complaint-Written
PUC case# 3732404 received on 09/06/19 regarding a PUC payment agreement request (PAR). Tlash, Compliance				
09/04/2019 17:41:00	09/04/2019		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/03/2019 10:09:00	09/03/2019		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/03/2019 00:12:48	09/03/2019		EAILOGINW7	Self-Serve Credit Interaction
Med Cert Inquiry - Advised to Call Collections Center				
08/30/2019 15:52:24	08/30/2019		Heidi Bournelis	Financial Summary Review
Spoke with: Josph Taresco- husband Created By: Heidi Bournelis FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
08/30/2019 15:51:57	08/30/2019		Heidi Bournelis	Negotiation Tool - Service On
Spoke with: Josph Taresco- husband Created By: Heidi Bournelis Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. Provided PCAP phone number ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Disconnection Amt of: \$3924.08 Offered - Pay Acct Balance of: \$3516.22 Offered - Pay Past Due Amt of \$3362.04 Offered - Pay Catch-up Amt of: \$3171.86 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was not satisfied. Rights provided to customer.				
08/23/2019 08:41:39	08/23/2019		Phillip S Spanier	Utility Report Issued
Spoke with: joe taresco(husband) Created By: Phillip S Spanier Dispute Rights Dunning lock created - Lock date: 09/02/2019				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Company Position: read rights Customer Position: read rights				
08/23/2019 08:38:57	08/23/2019		Phillip S Spanier	Financial Summary Review
Spoke with: joe taresco(husband) Created By: Phillip S Spanier Low income letter will be sent.				
08/23/2019 08:38:09	08/23/2019		Phillip S Spanier	Negotiation Tool - Service On
Spoke with: joe taresco(husband) Created By: Phillip S Spanier Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Disconnection Amt of: \$3924.08 Offered - Pay Acct Balance of: \$3362.04 Offered - Pay Catch-up Amt of: \$3171.86 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes no ip ip thru the puc adv the catch up amount would stop the disconnection read rights				
08/20/2019 17:09:00	08/20/2019		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/19/2019 10:15:00	08/19/2019		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/10/2019 20:24:44	08/10/2019		CS General Purpose Batch	Disconnection Notice - PA Residential
08/08/2019 16:30:56	07/09/2019		Marsatta Jackson	Medical Certificate
Medical Certificate, #3 MED CERT 07/09/19, #2 MED CERT 04/08/19, #1 MED CERT 08/16/18, NO OPEN DISC, MJ				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/16/2019 15:22:15	07/16/2019		Cheryl Fick	PUC/BPU Complaint-Written Case #3688969 - CASE DISMISSED PER 1405 (D) # THE COMPANY REPORTS THAT A PRIOR PUC PAYMENT ARRANGEMENT ISSUED IN 10/26/2017, BCS 3571045, HAS NOT BEEN SATISFIED. YOU STATE YOU HAVE HAD MEDICAL EXPENSES, A ROOF REPAIR AND A HOT WATER HEATER TANK ISSUES BUT BUT FAILED TO SUBMIT ANY DOCUMENTATION TO SUPPORT THAT CLAIM. YOUR CATCH UP AMOUNT IS \$3318.86 ON THE PUC PAYMENT ARRANGEMENT. YOU FAILED TO PROVIDE DOCUMENTED PROOF TO THE REQUEST SENT TO YOU ON 4/9/2019 SHOWING A SIGNIFICANT CHANGE IN CIRCUMSTANCE AS DEFINED IN 66 PA. C.S. §1403 / cdf
07/09/2019 16:32:06	07/09/2019		Marsatta Jackson	ALERT! Sensitive Account NOT ELIGIBLE FOR ANOTHER MED CERT UNTIL ENTIRE ACTUAL ACCOUNT BALANCE IS PAID DOWN TO \$0, #3 MED CERT 07/09/19, #2 MED CERT 04/08/19, #1 MED CERT 08/16/18, NO OPEN DISC, MJ Satisfied Not Applicable: Reason - Other - CBO
07/09/2019 16:31:44	07/09/2019		Marsatta Jackson	Med Cert Paperwork Received Medical Certificate Paperwork Received 07/09/2019, #3 MED CERT 07/09/19, #2 MED CERT 04/08/19, #1 MED CERT 08/16/18, NO OPEN DISC, MJ
07/08/2019 17:34:36	07/08/2019		Justin P Parsons	General Inquiry S/W: Joseph Taresco - Husband. Customer called to state he would no longer like to use med cert option (CBO TEAM). Customer also called to confirm pmt of \$111.00 was received. Provided Receipt Number: 1893028110 Customer was satisfied.
07/08/2019 17:28:10	07/08/2019		INTV IVR	Account Balance Inquiry
07/08/2019 17:25:17	07/08/2019		B2BEALOGIN	Real Time Payment Pending Payment Date: 07/08/2019 Payment Time: 17:24:00 Payment Amount: 111.00 Payment Type: Cash Vendor ID: AE Receipt Number: 1893028110
07/08/2019 14:49:55	07/08/2019		Tiffany R Carr	Negotiation Tool - Service On Spoke with: Joseph Taresco Created By: Tiffany R Carr Med Cert options used. Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name: Dr Richard Kaestelic Physician Fax: (814)288-5427 ***** PA Final Wrap-up Customer was not satisfied. Rights provided to customer. Did not provide S Lock because it was already done on this term notice
06/28/2019 11:25:48	06/28/2019		Rachel Kachel	Utility Report Issued Spoke with: JOESPH TARESCO (HUSBAND) Created By: Rachel N Kachel Dispute Rights Dunning lock created - Lock date: 07/08/2019

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Company Position: Provided the address and phone number where assistance can be obtained. Termination Date(on or after)=> 07/09/2019</p> <p>Customer Position: You have stated you are unable to pay the amount of \$110.80 by the termination date of 06/26/2019.</p>				
06/28/2019 11:23:45	06/28/2019		Rachel Kachel	Financial Summary Review
<p>Spoke with: JOESPH TARESCO (HUSBAND) Created By: Rachel N Kachel BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>				
06/28/2019 11:22:24	06/28/2019		Rachel Kachel	Supervisor Call
<p>Spoke with: JOESPH TARESCO (HUSBAND) Created By: Rachel N Kachel Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No Read script of: As you have requested, I am providing the Medical Assistance Hotline number (1-866-596-1783) for only your doctor's use. Upon receipt of the form from your doctor, as a courtesy, the Med Cert team may attempt to call you back on your med cert eligibility. If you do not receive a call from the Med Cert department, please contact the Collection Department to inquire about the status in order to avoid a disruption in your electric service. in addition customer will call back with fax number ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. - REFERED THE CUSTOMER TO PCAP. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$3318.86 Offered - Pay Past Due Amt of \$3078.56 Offered - Pay Disconnection Amt of: \$110.80 *****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Customer to use Med Cert Option: Yes 3 day Dunning lock created. - NOT ELLIGBLE IP				
06/28/2019 11:19:59	06/28/2019		C57904	General Inquiry
joseph taresco- husband stated he has a ds notice and cannot pay until wednesday 7/3, trans to supervisor for puc case Satisfied Not Applicable: Reason - Call Transferred				
06/25/2019 19:14:02	06/25/2019		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 06/24/19 = \$ 118.00 Open editor for detail 1. 12 Mth Factor Amt: 1404.01 * System BBP Amount: 118.00				
06/25/2019 10:37:42	06/25/2019		EALOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options Not Eligible for Agency Referral Not Eligible for CAP Referral				
06/19/2019 10:01:00	06/19/2019		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/11/2019 22:54:35	06/11/2019		CS General Purpose Batch	Disconnection Notice - PA Residential
05/08/2019 14:41:06	04/08/2019		Donald L Gilbert	Medical Certificate
Medical Certificate 04/08/19-05/08/19 RECVD SIGNED MED CERT NUMBER 2 CBO TEAM DON				
04/24/2019 19:10:57	04/24/2019		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 04/23/19 = \$ 145.00 Open editor for detail 1. 12 Mth Factor Amt: 1344.78 2. Current Delta: 1143.84 - 1055.00 + 0.00 88.84 3. Remaining Amount: 200.94 4. Diff + Remain Amt: 88.84 + 200.94 289.78 5. New BBP Amount: 289.78 / 2 145.00 * Dollar Difference: 145.00 - 89.00 56.00 * Pct Difference: 62.92 * System BBP Amount: 145.00				
04/24/2019 02:36:29	04/24/2019		CS General Purpose Batch	Installation Changed
The rate code on 0703230602 was updated to "FE-SUPPLY"				
04/24/2019 02:36:28	04/24/2019		CS General Purpose Batch	Installation Changed
The rate code on 0703230596 was updated to "RESF"				
04/08/2019 14:41:28	04/08/2019		Donald L Gilbert	Med Cert Paperwork Received

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Medical Certificate Paperwork Received CBO TEAM DON				
04/08/2019 12:49:50	04/08/2019		Alison Walker	PUC/BPU Complaint-Written
PUC case# 3688969 received on 04/08/19 regarding a SCIC # significate change in circumstance. - awalker				
04/08/2019 10:27:06	04/08/2019		Idelynn Cedeno	General Inquiry/Other
Joseph Taresco husband requested med cert form to be refaxed 918142885427@femailfax.com Customer was satisfied.				
04/08/2019 08:42:19	04/08/2019		Zarelisnaihomy's Orta Rojas	Negotiation Tool - Service On
Spoke with: joseph taresco husband Created By: Zarelisnaihomy's Orta Rojas Payment Options provided: Offered - Pay Acct Balance of: \$2676.49 ***** Med Cert options used. Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name:richar tickiti Physician Fax:(814)288-5427 ***** PA Final Wrap-up Customer was not satisfied. Rights provided to customer. sw.joseph taresco husband cust called to see if they are eligible for med cert nad adv he will make a paymnt on 04/12/2019 like 300.00 fax#(814)288-5427 nacy doctor adv cust send med cert fax to nacy doctor				
04/08/2019 08:34:36	04/08/2019		Zarelisnaihomy's Orta Rojas	Negotiation Tool - Service On
Spoke with: joseph taresco husband Created By: Zarelisnaihomy's Orta Rojas Payment Options provided: Offered - Pay Acct Balance of: \$2676.49 Offered - Pay Past Due Amt of \$2480.73 ***** Med Cert options used. Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name:richard taskeki Physician Fax:(814)288-5427				
04/08/2019 03:06:33	04/08/2019		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Agency Referral Accepted Not Eligible for CAP Referral				
04/08/2019 03:06:33	04/08/2019		EAILOGINWM7	Financial Summary Review
Financial Summary was taken. No change since last FS.				
03/29/2019 12:51:35	03/29/2019		William P Disman	Utility Report Issued
Spoke with: jospeh Taresco				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: William P Disman Dispute Rights Dunning lock created - Lock date: 04/08/2019 Company Position: Customer cannot make payment at this time. Customer Position: Customer cannot make payment at this time.				
03/29/2019 12:50:45	03/29/2019		William P Disman	Financial Summary Review
Spoke with: jospheh Taresco Created By: William P Disman BP Fed and Reg Inc Levels updated.				
03/29/2019 12:46:33	03/29/2019		William P Disman	Negotiation Tool - Service On
Spoke with: jospheh Taresco Created By: William P Disman Payment Options provided: Offered - Pay Acct Balance of: \$2676.49 Offered - Pay Past Due Amt of \$2480.73 ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up				
03/26/2019 19:12:48	03/26/2019		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 03/25/19 = \$ 67.00 Open editor for detail 1. 12 Mth Factor Amt: 589.92 2. Current Delta: 484.47 - 390.00 + 0.00 94.47 3. Remaining Amount: 105.45 4. Diff + Remain Amt: 94.47 + 105.45 199.92 5. New BBP Amount: 199.92 / 3 67.00 * Dollar Difference: 67.00 - 54.00 13.00 * Pct Difference: 24.07 * System BBP Amount: 67.00				
03/26/2019 19:12:48	03/26/2019		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 03/25/19 = \$ 89.00 Open editor for detail 1. 12 Mth Factor Amt: 843.41 2. Current Delta: 678.09 - 576.00 + 0.00 102.09 3. Remaining Amount: 165.32 4. Diff + Remain Amt: 102.09 + 165.32 267.41 5. New BBP Amount: 267.41 / 3 89.00 * Dollar Difference: 89.00 - 72.00 17.00 * Pct Difference: 23.61 * System BBP Amount: 89.00				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/26/2019 10:06:00	03/26/2019		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/04/2019 13:20:34	03/04/2019		Bethel Folmsbee	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP				
02/26/2019 11:28:00	02/26/2019		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/22/2019 12:55:15	02/22/2019		Bethel Folmsbee	Outbound Call
ATTEMPTED OUTBOUND CALL TO REFER TO LIHEAP				
02/09/2019 20:43:25	02/09/2019		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
12/26/2018 19:15:32	12/26/2018		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 12/25/18 = \$ 54.00 Open editor for detail 1. 12 Mth Factor Amt: 549.20 2. Current Delta: 359.42 - 228.00 + 0.00 131.42 3. Remaining Amount: 189.78 4. Diff + Remain Amt: 131.42 + 189.78 321.20 5. New BBP Amount: 321.20 / 6 54.00 * Dollar Difference: 54.00 - 38.00 16.00 * Pct Difference: 42.11 * System BBP Amount: 54.00				
12/26/2018 19:15:31	12/26/2018		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 12/25/18 = \$ 72.00 Open editor for detail 1. 12 Mth Factor Amt: 789.16 2. Current Delta: 494.99 - 360.00 + 0.00 134.99 3. Remaining Amount: 294.17 4. Diff + Remain Amt: 134.99 + 294.17 429.16 5. New BBP Amount: 429.16 / 6 72.00 * Dollar Difference: 72.00 - 60.00 12.00 * Pct Difference: 20.00 * System BBP Amount: 72.00				
11/03/2018 15:30:40	11/03/2018		CS General Purpose Batch	Return Check Letter
11/02/2018 12:26:56	11/02/2018		Heather Johnson	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 1765.64 Disconnection Date: 11/13/2018				
10/30/2018 01:32:51	10/30/2018		EALOGINWM7	Ready Pay Create
No 57591840 - \$ 1765.64 - 10/31/2018 NANCY TARESCO prntboy112@gmail.com				
10/29/2018 14:33:47	10/29/2018		Melissa Barnes	Utility Report Issued
Spoke with: joseph taresco Created By: Melissa A Barnes Dispute Rights Dunning lock created - Lock date: 11/08/2018 Company Position: pcao or pay no ip eligible Customer Position: cant pay				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/29/2018 14:30:47	10/29/2018		Melissa Barnes	Financial Summary Review
<p>Spoke with: joseph taresco Created By: Melissa A Barnes FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
10/29/2018 14:29:53	10/29/2018		Melissa Barnes	Negotiation Tool - Service On
<p>Spoke with: joseph taresco Created By: Melissa A Barnes Payment Options provided: Offered - Pay Acct Balance of: \$1765.64 Offered - Pay Past Due Amt of \$1609.36 ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** PA Final Wrap-up Customer was not satisfied. Rights provided to customer. wanted a ip not available to him already had his disputes. gave pcap again. ***** Dispute Rights Issued Option Used.</p>				
10/29/2018 14:11:18	10/29/2018		Tania S Reilly	General Inquiry
<p>s/w Joesph Taresco husband wanted ext , advised not able to he was given dispute rights already and now hold for med cert gave puc # Customer was not satisfied. Rights provided to customer.</p>				
10/29/2018 14:09:24	10/29/2018		Tania S Reilly	Negotiation Tool - Service On
<p>Spoke with: Joesph Taresco husband Created By: Tania S Reilly Payment Options provided: Offered - Pay Acct Balance of: \$1765.64 Offered - Pay Past Due Amt of \$1609.36</p>				
10/26/2018 15:40:30	10/26/2018		Chandler Cutrone	Financial Summary Review
<p>Spoke with: Joesph Taresco husband Created By: Chandler A Cutrone Low income letter will be sent.</p>				
10/26/2018 15:39:09	10/26/2018		Chandler Cutrone	Negotiation Tool - Service On
<p>Spoke with: Joesph Taresco husband Created By: Chandler A Cutrone Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Disconnection Amt of: \$2333.40</p> <p>Offered - Pay Acct Balance of: \$1765.64</p> <p>Offered - Pay Past Due Amt of \$1609.36</p> <p>Offered - Pay Catch-up Amt of: \$1431.18</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>Customer to use Med Cert Option: Yes</p> <p>3 day Dunning lock created.</p> <p>Customer Offered:\$0</p> <p>Offered IP: N/e</p> <p>Considered 4 Factors: yes</p> <p>N/e for dispute rights, previous rep issued them already, adv term is for on or after 10/30</p>				
10/22/2018 09:39:30	10/22/2018		EAILOGINWM7	Self-Serve Credit Interaction
Med Cert Script Provided				
10/22/2018 09:19:00	10/22/2018		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/18/2018 15:11:27	10/18/2018		Amanda Fluharty	Financial Summary Review
<p>Spoke with: Joseph Taresco husband</p> <p>Created By: Amanda D Fluharty</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
10/18/2018 15:11:17	10/18/2018		Amanda Fluharty	Negotiation Tool - Service On
<p>Spoke with: Joseph Taresco husband</p> <p>Created By: Amanda D Fluharty</p> <p>Med Cert options used.</p> <p>Customer would like to use the Med Cert option to stop disconnection: No</p> <p>Provided Med Cert Hotline number: No</p> <p>Customer requests Med Cert form faxed to their physician: No refused</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: No</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Disconnection Amt of: \$2333.40</p> <p>Offered - Pay Acct Balance of: \$1609.36</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Catch-up Amt of: \$1431.18 not elig for ip ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
10/09/2018 13:05:26	10/09/2018		Irene G Longenecker	Utility Report Issued
Spoke with: Joseph Taresco - husband Created By: Irene G Longenecker Dispute Rights Dunning lock created - Lock date: 10/21/2018 Company Position: none Customer Position: none				
10/09/2018 12:59:48	10/09/2018		Irene G Longenecker	Financial Summary Review
Spoke with: Joseph Taresco - husband Created By: Irene G Longenecker Low income letter will be sent.				
10/09/2018 12:58:16	10/09/2018		Irene G Longenecker	Negotiation Tool - Service On
Spoke with: Joseph Taresco - husband Created By: Irene G Longenecker Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Offered - Pay Acct Balance of: \$1609.36 Offered - Pay Past Due Amt of \$1455.18 Offered - Pay Catch-up Amt of: \$1431.18 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
10/04/2018 17:08:00	10/04/2018		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/03/2018 09:38:00	10/03/2018		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/25/2018 22:56:12	09/25/2018		CS General Purpose Batch	Disconnection Notice - PA Residential

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/25/2018 19:25:34	09/25/2018	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 09/24/18 = \$ 60.00 Open editor for detail 1. 12 Mth Factor Amt: 729.46 2. Current Delta: 297.47 - 180.00 + 0.00 117.47 3. Remaining Amount: 431.99 4. Diff + Remain Amt: 117.47 + 431.99 549.46 5. New BBP Amount: 549.46 / 9 61.00 * Dollar Difference: 61.00 - 60.00 1.00 * Pct Difference: 1.67 * System BBP Amount: 60.00				
09/25/2018 19:25:34	09/25/2018	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 09/24/18 = \$ 38.00 Open editor for detail 1. 12 Mth Factor Amt: 485.13 2. Current Delta: 223.15 - 114.00 + 0.00 109.15 3. Remaining Amount: 261.98 4. Diff + Remain Amt: 109.15 + 261.98 371.13 5. New BBP Amount: 371.13 / 9 41.00 * Dollar Difference: 41.00 - 38.00 3.00 * Pct Difference: 7.89 * System BBP Amount: 38.00				
09/25/2018 10:51:43	09/25/2018	[REDACTED]	Julie Colatruglio	Create Dunning Lock
Dunning Lock Reason: Off Cycle Disconnection Start Date: 09/25/2018 End Date: 09/25/2018 Fast tracked Created By: Julie A Colatruglio				
09/21/2018 10:35:12	09/21/2018	[REDACTED]	Amber Banker	PUC/BPU Complaint-Written
puc case 3642330 dismissed 9/20/18				
09/15/2018 08:16:04	08/16/2018	[REDACTED]	Latoya White	Medical Certificate
Medical Certificate #1 08/16/18 close any terms lw/cbo				
08/16/2018 08:16:24	08/16/2018	[REDACTED]	Latoya White	Med Cert Paperwork Received
Medical Certificate Paperwork Received 08/16/18				
08/14/2018 15:34:04	08/14/2018	[REDACTED]	Amber Banker	PUC/BPU Complaint-Written
PUC case# 3642330 received on 08/14/18 regarding a PUC payment agreement request (PAR). Amber banker, Compliance				
08/14/2018 09:53:39	08/14/2018	[REDACTED]	Kristina L Falkner	General Inquiry/Other
s/w: Jo Taresco <- Spouse				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Acct Verified FAXED CUSTOMER REQUEST FOR MED CERT TO: Doctor's Name/Practice Name: Dr. Kaestellic Patient's Full Name: NANCY TARESCO Patient's Relationship to BP: SELF Patient's Date of Birth: 11/06/1956 Doctor's Office Fax #: 8142885427 Customer was satisfied.</p>				
08/14/2018 09:05:17	08/14/2018		Amanda Caynor	Negotiation Tool - Service On
<p>Spoke with: joe taresco - husband Created By: Amanda N Stevens Med Cert options used. Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** PA Final Wrap-up Customer was satisfied. ***GAVE OPTIONS.FACTORS.RIGHTS ON 7/30/18*** ***NOT ELIGIBLE FOR NEW IP ARRANGEMENT*** ***INSTALL PLAN-PACO*** Offered - Pay Disconnection Amt of: \$2054.87 Offered - Pay Catch-up Amt of: \$1107.65 adv he has already had his disputes on the notice not able to offer again only way to have more time is medical. not sat gave rights</p>				
08/14/2018 03:17:11	08/14/2018		INTV IVR	Account Balance Inquiry
08/13/2018 13:08:46	08/13/2018		Jacob Mahood	General Inquiry
<p>Customer was not satisfied. Rights provided to customer.</p>				
08/10/2018 15:26:58	08/10/2018		C54584	Financial Summary Review
<p>Spoke with: Joe Taresco Created By: Rachel J Lysakowski FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
08/10/2018 15:26:36	08/10/2018		C54584	Negotiation Tool - Service On
<p>Spoke with: Joe Taresco Created By: Rachel J Lysakowski Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Disconnection Amt of: \$2054.87 Offered - Pay Acct Balance of: \$1321.29 Offered - Pay Past Due Amt of \$1171.30 Offered - Pay Catch-up Amt of: \$1107.65 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes 3 day Dunning lock created.				
08/10/2018 15:18:29	08/10/2018		EAILOGINWM7	Self-Serve Credit Interaction
Med Cert Inquiry - Advised to Call Collections Center				
07/30/2018 14:05:41	07/30/2018		C53093	Utility Report Issued
Spoke with: JOESHA TARESCO (SPOUSE) Created By: Tiffany N Palmer Dispute Rights Dunning lock created - Lock date: 08/12/2018 Company Position: Credit Inquiry: *S/W - JOESHA TARESCO (SPOUSE) *MED CERT- YES, DECLINED *FS Level-- A *Explnd and Referred to PCAP via 1-888-282-6816 OPTION 2-2-1 *Considered 4 Factors/Gave Options: Pay Disconnection Amt of: \$2054.87 Pay Acct Balance of: \$1321.29 Pay Past Due Amt of \$1171.30 Pay Catch-up Amt of: \$1107.65 *CUSTOMER OFFERED to pay---\$0 *NOT ELEGIBLE FOR IP Termination Date(on or after)=> 08/13/2018 Customer Position: CUST IS NOT ABLE TO PAY				
07/30/2018 14:02:23	07/30/2018		C53093	Negotiation Tool - Service On
Spoke with: JOESHA TARESCO (SPOUSE) Created By: Tiffany N Palmer Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Disconnection Amt of: \$2054.87</p> <p>Offered - Pay Acct Balance of: \$1321.29</p> <p>Offered - Pay Past Due Amt of \$1171.30</p> <p>Offered - Pay Catch-up Amt of: \$1107.65</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>Credit Inquiry:</p> <p>*SW - JOESHA TARESCO (SPOUSE)</p> <p>*MED CERT- YES, DECLINED</p> <p>*FS Level-- A</p> <p>*Explnd and Referred to PCAP via</p> <p>1-888-282-6816 OPTION 2-2-1</p> <p>*Considered 4 Factors/Gave Options:</p> <p>Pay Disconnection Amt of: \$2054.87</p> <p>Pay Acct Balance of: \$1321.29</p> <p>Pay Past Due Amt of \$1171.30</p> <p>Pay Catch-up Amt of: \$1107.65</p> <p>*CUSTOMER OFFERED to pay---\$0</p> <p>*NOT ELEGIBLE FOR IP</p> <p>Termination Date(on or after)=> 08/13/2018</p>				
07/30/2018 14:02:23	07/30/2018		C53093	Financial Summary Review
<p>Spoke with: JOESHA TARESCO (SPOUSE)</p> <p>Created By: Tiffany N Palmer</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
07/29/2018 19:56:25	07/29/2018		EAILOGINW7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder</p> <p>Offered All Options</p>				
07/25/2018 17:07:00	07/25/2018		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
07/24/2018 09:52:00	07/24/2018		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
07/16/2018 22:52:20	07/16/2018		CS General Purpose Batch	Disconnection Notice - PA Residential
06/29/2018 11:41:21	06/29/2018		Andre Harris	Negotiation Tool - Service On
<p>Spoke with: Joseph Taresco (husband)</p> <p>Created By: Andre Harris</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$1171.30</p> <p>Offered - Pay Past Due Amt of \$1131.65</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was not satisfied. Rights provided to customer.</p> <p>adv customer not in term</p> <p>adv customer that PUC IP is in place</p>				
06/25/2018 19:15:57	06/25/2018		CS General Purpose Batch	Calculation

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 06/21/18 = \$ 38.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 449.28 * System BBP Amount: 38.00</p>				
06/25/2018 19:15:57	06/25/2018	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 06/21/18 = \$ 60.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 708.17 * System BBP Amount: 60.00</p>				
06/20/2018 08:20:06	06/20/2018	[REDACTED]	Torye Miller	Utility Report Issued
<p>Spoke with: JOSEPH TARESCO HUSBAND Created By: Torye Miller Dispute Rights Dunning lock created - Lock date: 06/30/2018 Company Position: PROV 10 DAY RIGHTS Customer Position: CANNOT MAKE PAYMENT</p>				
06/20/2018 08:19:56	06/20/2018	[REDACTED]	Torye Miller	Financial Summary Review
<p>Spoke with: JOSEPH TARESCO HUSBAND Created By: Torye Miller FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
06/20/2018 08:19:43	06/20/2018	[REDACTED]	Torye Miller	Negotiation Tool - Service On
<p>Spoke with: JOSEPH TARESCO HUSBAND Created By: Torye Miller Payment Options provided: Offered - Pay Acct Balance of: \$1246.20 ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up CALLING TO SEE IF DR FAXED IN MED CERT ADV WE HAVE NOT YET RECEIVED THE FAX FROM THE DR. AT THIS TIME ADV THAT HE CALLED OVER THERE THIS MORNING AND HE IS ON VACATION THIS WEEK---STATES THAT THE ANSWERING SERVICE DIDN'T KNOW IF HE FAXED IT OVER BEFORE HE LEFT OR NOT Catch-up Amt of: \$1109.40</p>				
06/15/2018 13:27:13	06/15/2018	[REDACTED]	Idelynn Cedeno	Change Dunning Lock
<p>Dunning Lock Reason:Supervisory Review New Start Date: 06/15/2018 New End Date: 06/20/2018 Created By: Idelynn I Cedeno</p>				
06/15/2018 13:25:14	06/15/2018	[REDACTED]	Idelynn Cedeno	Financial Summary Review
<p>Spoke with: Joseph Toresco Created By: Idelynn I Cedeno</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
06/15/2018 13:24:44	06/15/2018		Idelynn Cedeno	Negotiation Tool - Service On
<p>Spoke with: Joseph Toresco Created By: Idelynn I Cedeno Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No Med cert form sent ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Disconnection Amt of: \$1799.13 Offered - Pay Acct Balance of: \$1246.20 Offered - Pay Past Due Amt of \$1189.50 Offered - Pay Catch-up Amt of: \$1109.40 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes 3 day Dunning lock created.</p>				
06/15/2018 13:19:09	06/15/2018		Idelynn Cedeno	General Inquiry/Other
<p>Joseph Toresco husband requested to fax med form to Dr. 814-288-5581 Customer was satisfied.</p>				
06/15/2018 13:17:52	06/15/2018		EAILOGINWM7	Self-Serve Credit Interaction
Med Cert Inquiry - Advised to Call Collections Center				
06/11/2018 09:58:00	06/11/2018		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/11/2018 08:12:12	06/11/2018		C53906	Disconnection Phone Attempt - Successful
06/11/2018 08:11:23	06/11/2018		C53906	Financial Summary Review
<p>Spoke with: joseph taresco Created By: William F Coughlin FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
06/11/2018 08:10:49	06/11/2018		C53906	Negotiation Tool - Service On
<p>Spoke with: joseph taresco Created By: William F Coughlin Med Cert options used. Provided Med Cert Hotline number: No</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Customer requests Med Cert form faxed to their physician: No *****</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information. *****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided:</p> <p>Offered - Pay Disconnection Amt of: \$1799.13</p> <p>Offered - Pay Acct Balance of: \$1246.20</p> <p>Offered - Pay Past Due Amt of \$1189.50</p> <p>Offered - Pay Catch-up Amt of: \$1109.40 *****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>s/w joseph taresco; med cert: yes; customer will call back with doctors name and fax for med cert info; discussed payment options; no payment made; stated would pay next week</p>
06/11/2018 07:37:48	06/11/2018		EAILOGINWM7	Self-Serve Credit Interaction
				Med Cert Script Provided
06/10/2018 18:08:10	06/10/2018		EAILOGINWM7	Financial Summary Review
				Financial Summary was taken. No change since last FS.
06/10/2018 18:01:28	06/10/2018		EAILOGINWM7	Self-Serve Credit Interaction
				<p>Offered All Options</p> <p>Contact Person: Account Holder</p> <p>Agency Referral Accepted</p> <p>CAP Referral Accepted</p>
05/29/2018 15:59:20	05/29/2018		Britney McKinney	Utility Report Issued
				<p>Spoke with: JOSEPH TARESCO(HUSBAND)</p> <p>Created By: Britney Luzier</p> <p>Dispute Rights Dunning lock created - Lock date: 06/10/2018</p> <p>Company Position:</p> <p>WENT OVER ALL OPTIONS.</p> <p>NEW TERM DATE: 6/11</p> <p>Customer Position:</p> <p>BP OFFERED TO PAY: NOTHING TODAY.</p>
05/29/2018 15:57:39	05/29/2018		Britney McKinney	Financial Summary Review
				<p>Spoke with: JOSEPH TARESCO(HUSBAND)</p> <p>Created By: Britney Luzier</p> <p>Low income letter will be sent.</p>
05/29/2018 15:56:24	05/29/2018		Britney McKinney	Negotiation Tool - Service On
				<p>Spoke with: JOSEPH TARESCO(HUSBAND)</p> <p>Created By: Britney Luzier</p> <p>Med Cert options used.</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer would like to use the Med Cert option to stop disconnection: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. HUMAN SERVICES: PROVIDED NUMBER. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Disconnection Amt of: \$1799.13 Offered - Pay Acct Balance of: \$1246.20 Offered - Pay Past Due Amt of \$1189.50 Offered - Pay Catch-up Amt of: \$1109.40 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes CALLING TO GO OVER TERM. NOTICE. BP OFFERED TO PAY: NOTHING TODAY. NEW TERM DATE: 6/11				
05/24/2018 17:09:00	05/24/2018		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/23/2018 11:58:00	05/23/2018		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/15/2018 22:56:47	05/15/2018		CS General Purpose Batch	Disconnection Notice - PA Residential
04/25/2018 17:07:00	04/25/2018		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
04/21/2018 15:30:47	04/21/2018		CS General Purpose Batch	Return Check Letter
04/09/2018 03:52:58	04/09/2018		EAILOGINWM7	Ready Pay Change
No 53050343 - 04/18/2018 - \$1121.40 NANCY TARESCO printboy112@gmail.com				
04/02/2018 08:54:17	04/02/2018		Amber L Martin	General Inquiry/Other
s/w Justin Taresco husband received a call advised post due date reminder call customer made payment of 1121.40 advised that payment brought account up to date Customer was satisfied.				
04/02/2018 08:14:37	04/02/2018		EAILOGINWM7	Ready Pay Change
No 53050343 - 04/10/2018 - \$1121.40 NANCY TARESCO printboy112@gmail.com				
04/02/2018 08:05:16	04/02/2018		EAILOGINWM7	Ready Pay Change
No 53050343 - 04/18/2018 - \$1121.40 NANCY TARESCO printboy112@gmail.com				
03/30/2018 13:31:23	03/30/2018		EAILOGINWM7	Ready Pay Create
No 53050343 - \$ 1121.40 - 04/10/2018 NANCY TARESCO prntboy112@gmail.com				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/27/2018 19:07:55	03/27/2018		CS General Purpose Batch	Calculation
<p>C/A Contract</p> <p>Budget amt calculated for period ending 03/26/18 = \$ 1.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 443.51</p> <p>2. Current Delta: 343.83 - 480.00 + 0.00 136.17-</p> <p>3. Remaining Amount: 99.68</p> <p>4. Diff + Remain Amt: 136.17- + 99.68 36.49-</p> <p>5. New BBP Amount: 36.49- / 3 1.00</p> <p>* Dollar Difference: 1.00 - 22.00 21.00</p> <p>* Pct Difference: 95.45</p> <p>* System BBP Amount: 1.00</p>				
03/27/2018 19:07:53	03/27/2018		CS General Purpose Batch	Calculation
<p>C/A Contract</p> <p>Budget amt calculated for period ending 03/26/18 = \$ 1.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 703.31</p> <p>2. Current Delta: 542.85 - 786.00 + 0.00 243.15-</p> <p>3. Remaining Amount: 160.46</p> <p>4. Diff + Remain Amt: 243.15- + 160.46 82.69-</p> <p>5. New BBP Amount: 82.69- / 3 1.00</p> <p>* Dollar Difference: 1.00 - 106.00 105.00</p> <p>* Pct Difference: 99.06</p> <p>* System BBP Amount: 1.00</p>				
03/27/2018 13:05:00	03/27/2018		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/28/2018 17:23:54	02/28/2018		OVR-Leslie Cook	Negotiation Tool - Service On
<p>Spoke with: JOSEPH TARESCO - HUSBAND</p> <p>Created By: NCO-Leslie Cook</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p>				
02/27/2018 10:30:00	02/27/2018		CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/12/2018 22:47:07	02/12/2018		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
12/27/2017 19:11:26	12/27/2017		CS General Purpose Batch	Calculation
<p>C/A Contract</p> <p>Budget amt calculated for period ending 12/27/17 = \$ 22.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 546.87</p> <p>2. Current Delta: 259.50 - 414.00 + 0.00 154.50-</p> <p>3. Remaining Amount: 287.37</p> <p>4. Diff + Remain Amt: 154.50- + 287.37 132.87</p> <p>5. New BBP Amount: 132.87 / 6 22.00</p> <p>* Dollar Difference: 22.00 - 69.00 47.00</p> <p>* Pct Difference: 68.12</p> <p>* System BBP Amount: 22.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
12/27/2017 19:11:25	12/27/2017		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 12/27/17 = \$ 106.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1106.58</p> <p>2. Current Delta: 414.00 - 468.00 + 0.00 54.00-</p> <p>3. Remaining Amount: 692.58</p> <p>4. Diff + Remain Amt: 54.00- + 692.58 638.58</p> <p>5. New BBP Amount: 638.58 / 6 106.00</p> <p>* Dollar Difference: 106.00 - 83.00 23.00</p> <p>* Pct Difference: 27.71</p> <p>* System BBP Amount: 106.00</p>				
10/26/2017 14:50:54	10/26/2017		Cheryl Fick	PUC/BPU Complaint-Written
<p>Case #3571045 - LEVEL 1, BB 152.00 + 15.00 = 167.00 BEGINNING NOVEMBER</p> <p>2017. WAIVE LPCS. / cdf</p>				
10/26/2017 14:50:34	10/26/2017		Cheryl Fick	PA PUC Plan - IP
10/23/2017 15:30:49	10/23/2017		CS General Purpose Batch	Return Check Letter
10/23/2017 10:28:13	10/23/2017		Deborah Polos	Resume Disconnection - Return Check
<p>Resume disconnection process for return payment of \$ 638.28</p> <p>Disconnection Date: 10/30/2017</p>				
10/18/2017 10:54:25	10/18/2017		Tonya Cruz	PUC/BPU Complaint-Written
<p>PUC case# 3571045 received on 10/18/17 regarding a PUC payment agreement request (PAR). T Cruz, Compliance</p>				
10/18/2017 09:53:24	10/18/2017		Fred Salentro III	General Inquiry
<p>per previous note caller not satisfied</p> <p>Customer was not satisfied. Rights provided to customer.</p>				
10/18/2017 09:52:01	10/18/2017		Fred Salentro III	General Inquiry
<p>S/W: Joseph Taresco Husband wanted to stop payment he scheduled for tomorrow on WEB explained he'd have to do that online but it's already showing as paid suggested he stop payment through his bank but he didn't want to pay \$35 fee informed 1 to 3 days for money to actually be taken out of the account</p> <p>Customer was satisfied.</p>				
10/16/2017 09:03:57	10/16/2017		EAILOGINWM7	Ready Pay Create
<p>No 49714179 - \$ 638.28 - 10/19/2017 NANCY TARESCO printboy112@gmail.com</p>				
10/11/2017 11:28:46	10/11/2017		C27221	General Inquiry/Other
<p>sw: joseph - spouse</p> <p>Confirmed ho;d on acct; sent satisfaction letter</p> <p>Satisfied Not Applicable: Reason - Other - sent satisfaction letter</p>				
10/11/2017 11:25:54	10/11/2017		C27221	Create Dunning Lock
<p>Dunning Lock Reason:Dispute Rights</p> <p>Start Date: 10/11/2017 End Date: 10/21/2017</p> <p>Created By: NCO-George A Cooper</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
10/09/2017 11:08:29	10/09/2017	[REDACTED]	C33035	Dunning Explanation																
<p>Spoke With: Joseph Taresco (husband) Med Cert Accepted(Y/N): Y Med Cert Script Read (Y/N): Y Provided Ph#, placed 3 day DL F/s Level: reviewed no changes level A Option to pay full of: 1104.70 Option to pay past due: 426.58 Option to pay term of: 1002.64 Term Date: 10/10 Customer Off'd: \$0 Eligible for IP (Y/N): N-failure to reverify on pcap, currently on 1 Considered 4 Factors Provided all options BP Sat (Y/N) N -supplied rights Customer was not satisfied. Rights provided to customer.</p>																				
10/09/2017 11:07:23	10/09/2017	[REDACTED]	C33035	Create Dunning Lock																
<p>Dunning Lock Reason: Supervisory Review Start Date: 10/09/2017 End Date: 10/12/2017 Hold for med cert Created By: Trisha A Wynn</p>																				
10/09/2017 10:56:03	10/09/2017	[REDACTED]	EALOGINWM7	Self-Serve Credit Interaction																
<p>Contact Person: Account Holder Offered All Options</p>																				
09/27/2017 19:04:18	09/27/2017	[REDACTED]	CS General Purpose Batch	Calculation																
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 09/26/17 = \$ 69.00 Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">834.04</td> </tr> <tr> <td>2. Current Delta: 187.30 - 207.00 + 0.00</td> <td style="text-align: right;">19.70-</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">646.74</td> </tr> <tr> <td>4. Diff + Remain Amt: 19.70- + 646.74</td> <td style="text-align: right;">627.04</td> </tr> <tr> <td>5. New BBP Amount: 627.04 / 9</td> <td style="text-align: right;">70.00</td> </tr> <tr> <td>* Dollar Difference: 70.00 - 69.00</td> <td style="text-align: right;">1.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">1.45</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">69.00</td> </tr> </table>					1. 12 Mth Factor Amt:	834.04	2. Current Delta: 187.30 - 207.00 + 0.00	19.70-	3. Remaining Amount:	646.74	4. Diff + Remain Amt: 19.70- + 646.74	627.04	5. New BBP Amount: 627.04 / 9	70.00	* Dollar Difference: 70.00 - 69.00	1.00	* Pct Difference:	1.45	* System BBP Amount:	69.00
1. 12 Mth Factor Amt:	834.04																			
2. Current Delta: 187.30 - 207.00 + 0.00	19.70-																			
3. Remaining Amount:	646.74																			
4. Diff + Remain Amt: 19.70- + 646.74	627.04																			
5. New BBP Amount: 627.04 / 9	70.00																			
* Dollar Difference: 70.00 - 69.00	1.00																			
* Pct Difference:	1.45																			
* System BBP Amount:	69.00																			
09/27/2017 19:04:17	09/27/2017	[REDACTED]	CS General Purpose Batch	Calculation																
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 09/26/17 = \$ 83.00 Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">968.76</td> </tr> <tr> <td>2. Current Delta: 276.18 - 219.00 + 0.00</td> <td style="text-align: right;">57.18</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">692.58</td> </tr> <tr> <td>4. Diff + Remain Amt: 57.18 + 692.58</td> <td style="text-align: right;">749.76</td> </tr> <tr> <td>5. New BBP Amount: 749.76 / 9</td> <td style="text-align: right;">83.00</td> </tr> <tr> <td>* Dollar Difference: 83.00 - 73.00</td> <td style="text-align: right;">10.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">13.70</td> </tr> </table>					1. 12 Mth Factor Amt:	968.76	2. Current Delta: 276.18 - 219.00 + 0.00	57.18	3. Remaining Amount:	692.58	4. Diff + Remain Amt: 57.18 + 692.58	749.76	5. New BBP Amount: 749.76 / 9	83.00	* Dollar Difference: 83.00 - 73.00	10.00	* Pct Difference:	13.70		
1. 12 Mth Factor Amt:	968.76																			
2. Current Delta: 276.18 - 219.00 + 0.00	57.18																			
3. Remaining Amount:	692.58																			
4. Diff + Remain Amt: 57.18 + 692.58	749.76																			
5. New BBP Amount: 749.76 / 9	83.00																			
* Dollar Difference: 83.00 - 73.00	10.00																			
* Pct Difference:	13.70																			

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* System BBP Amount:		83.00		
09/27/2017 09:52:07	09/27/2017		Eugene Lafferty	Refund
WORKING REV ASSURANCE LOW INCOME REPORT - REVERSED SEC DEP REQUEST Satisfied Not Applicable: Reason - Manual work				
09/26/2017 14:12:08	09/26/2017		C13457	General Inquiry
Customer was satisfied. sw Joseph Taresco advised he can pay 521.00 ti for reset. F/s level a, Gave puC AND DEF NUMBERAND AALSO ISand def number issued u.r				
09/26/2017 14:11:44	09/26/2017		C13457	Utility Report Issued
Utility Report Issued 09/26/2017 COMPANY POSITION: CUSTOMER POSTION:				
09/26/2017 14:09:40	09/26/2017		C13457	Utility Report Issued
Utility Report Issued 09/26/2017 COMPANY POSITION: You have stated that you are unable to pay the amount of 553.60 by the termination date of 09/27/2017. If you are not satisfied with the explanation given and what is needed to stop the termination you have the right to file an informal complaint with the Pennsylvania Public Utility Commission(PUC). The informal complaint must be filed within the next 10 days to guarantee your rights. Your service will not be terminated during this 10 day period. If you decide to file a complaint, you may do so by contacting the PUC at: The Pennsylvania Public Utility Commission 1-800-692-7380 (toll free) Bureau of Consumer Services-Mediation Unit PO Box 3265 Harrisburg, PA 17120 Again, service will not be terminated during this 10 - day period; however if you do not file a complaint or pay the past due amount of \$344.57 the termination process will continue. Your new termination date is 10/10/2017 Documentation Company Position: Customer is scheduled for disc on				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/27/2017 for \$553.60. Customer is required to pay \$344.57 to stop termination. Customer is unable to pay by the termination date. Took FS Level 'N/A' . Considered 4 factors. No drop in income or change in circumstance. Gave customer ALL options. Gave PUC phone number and advised of new termination date of 10/10/2017 .				
09/22/2017 17:01:00	09/22/2017		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/21/2017 09:28:00	09/21/2017		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/13/2017 22:45:29	09/13/2017		CS General Purpose Batch	Disconnection Notice - PA Residential
09/11/2017 14:26:43	09/11/2017		C31997	General Inquiry/Other
SW- Joe Taresco, spouse Alt #-No Open-1203.64 PD-412.70 Term-0.00 making sure that the term notice was not yet, adv the process had been ended on the 8th, adv the PCAP program does have time to review the paperwork and get back to us with it Customer was satisfied.				
08/28/2017 14:30:05	08/28/2017		Jessica M Rothermel	Utility Report Issued
Utility Report Issued 08/28/2017 COMPANY POSITION: S/W: joesph taresco-spouse TERM DATE: 08/29/2017 MED COND y-read script FS: Level waiting on pcap FULL BAL: 694.58 PAST DUE: 412.70 TERM BAL: 805.15 CUSTOMER POSTION: new term date: 09/11/17- adv unable to hold an acct while waiting for pcap app to come thru- read rights since unable to make any payments today-jmr				
08/28/2017 14:26:13	08/28/2017		Jessica M Rothermel	Create Dunning Lock
Dunning Lock Reason:Supervisory Review Start Date: 08/28/2017 End Date: 08/31/2017 read script for med cert-jmr Created By: Jessica M Rothermel				
08/28/2017 13:19:42	08/28/2017		EAILOGINWM7	Ready Pay Delete
No 48725721 - 08/29/2017 - \$134.00 NANCY TARESCO print:boy112@gmail.com				
08/28/2017 12:15:00	08/28/2017		EAILOGINWM7	Ready Pay Create
No 48725721 - \$ 134.00 - 08/29/2017 NANCY TARESCO print:boy112@gmail.com				
08/28/2017 12:14:11	08/28/2017		EAILOGINWM7	Bank Details Added

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
0003 Bank Details Added NANCY TARESCO printboy112@gmail.com				
08/28/2017 12:11:52	08/28/2017		EALOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/23/2017 17:02:00	08/23/2017		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/22/2017 12:52:00	08/22/2017		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/14/2017 22:47:10	08/14/2017		CS General Purpose Batch	Disconnection Notice - PA Residential
06/27/2017 15:31:42	06/27/2017		CS General Purpose Batch	Special Agreement Letter
06/27/2017 12:43:45	06/27/2017		C5647	Disconnection Phone Attempt - Successful
sw joseph taresco.husbnd.adv bif 837.94,discon amt 590.83 due 6/28 and pst due 415.93.ofrd med cert.ofrd ck or cc.updtd fs.level a.gv pcap pho no.gv all opt and 4 fctrs cons.set up ip and adv 47.00 wll be added to bill for 12 mos.adv to py in full and on time to avoid discon being snt.adv nxt bill snt 7/28.no questions about ntc.cst sat				
06/27/2017 12:42:43	06/27/2017		C5647	Budget Billing Plan Simulated\Created
Account set up on EPP for budget amount 142.00 Contract - DIST 73.00 Contract - SUPP 69.00 Anniv Mo: June Periodic Review: Quarterly Script provided: Yes Created By: NCO-Linda McCoy				
06/27/2017 12:41:52	06/27/2017		C5647	12 Month Payment - IP
06/27/2017 12:38:30	06/27/2017		C5647	Financial Summary Review
06/27/2017 12:37:14	06/27/2017		C5647	Financial Summary Review
06/22/2017 17:04:00	06/22/2017		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/21/2017 11:30:00	06/21/2017		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/13/2017 22:53:42	06/13/2017		CS General Purpose Batch	Disconnection Notice - PA Residential
05/30/2017 12:39:09	05/30/2017		C32358	General Inquiry/Other
s/w joseph taresco husband asking if payment of 134.00 was received advised yes. Bp sat Customer was satisfied.				
05/30/2017 12:03:16	05/30/2017		B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/30/2017 Payment Time: 12:01:00 Payment Amount: 134.00 Payment Type: Cash Vendor ID: AE Receipt Number: 1500605110				
05/30/2017 11:19:51	05/30/2017		C26838	Security Deposit - IP
a downpayment of \$134.67 and then 2 payments of \$67.00 each.				
05/30/2017 11:17:56	05/30/2017		C26838	General Inquiry/Other
sw JOESPH TARESCO. cust called because of a SD. set cust up with a SDIP. cust SDIP will be for a downpayment of				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>\$134.67 and then 2 payments of \$67.00 each. cust is going to make a payment for the SDIP and call back in a day or two to set arrangements for the rest of the balance.</p> <p>Customer was satisfied.</p>				
05/13/2017 03:57:45	05/13/2017		B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: printboy112@gmail.com				
05/13/2017 03:57:39	05/13/2017		EALOGINWM7	Register for Website
NANCY TARESCO printboy112@gmail.com				
05/12/2017 03:31:07	05/12/2017		CS General Purpose Batch	Require Deposit Reason Ltr Sent
Letter sent to: NANCY TARESCO 112 RAMBO ST JOHNSTOWN PA 15905				
05/11/2017 10:31:51	05/11/2017		Matilda Swope	Bankruptcy Deposit
Printed to \\w8corres04p\FCC077-P on 05/11/2017 at 10:35:35				
05/11/2017 10:13:28	05/11/2017		Matilda Swope	Optional Payment Programs
<p>E-Bill Selection: Not Applicable</p> <p>Credit Card Selection: Does not apply</p> <p>Low Income Assistance Selection: Does not apply</p>				
05/11/2017 10:13:24	05/11/2017		Matilda Swope	Move-In / Advised of Service Charge
<p>Move In Date: 01/13/2017</p> <p>New Move In Premise Phone Number: (814)525-4252</p> <p>Bills will be mailed to: service address</p> <p>Advised Security Deposit:No Advised Service Charge:No</p> <p>Created By: Swope,Matilda</p> <p>Release BP Information</p> <p>Release Load</p> <p>Do not Send Shopping discounts</p> <p>Release Phone Number</p> <p>Satisfied Not Applicable: Reason - Bankruptcy</p>				



DETAILED STATEMENT OF ACCOUNT

Customer Name: JOSEPH A TARESCO

Account Number: XXXXXXXXXX

Service Address:
112 RAMBO ST
JOHNSTOWN PA 15905

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
03/24/22	03/23/22	KWH	66,334	449	30	15	Act	91.45		91.45	71.00	04/18/22		33.85	LPC	15,644.59
04/25/22	04/24/22	KWH	66,978	644	32	20	Act	116.94		116.94	117.00	05/17/22		38.68	LPC	15,800.21
05/06/22													-658.81			15,141.40
05/09/22														32.00	RF	15,173.40
Installment plan deactivated on 05/09/2022 - Installment Plan In Arrears...																
Installment plan started on 05/09/2022 for current + 652.00.																
05/25/22	05/24/22	KWH	67,278	300	30	10	Act	59.66		59.66	117.00	06/16/22				15,233.06
06/27/22	06/26/22	KWH	67,928	650	33	20	Act	131.28		131.28	117.00	07/19/22		11.54	LPC	15,375.88
07/27/22	07/26/22	KWH	68,746	818	30	27	Act	151.26		151.26	88.00	08/18/22		23.82	LPC	15,550.96
08/25/22	08/24/22	KWH	69,450	704	29	24	Act	134.22		134.22	88.00	09/19/22		34.92	LPC	15,720.10
09/26/22	09/25/22	KWH	70,168	718	32	22	Act	145.11		145.11	88.00	10/18/22				15,865.21
10/25/22	10/24/22	KWH	70,651	483	29	17	Act	109.26		109.26	88.00	11/16/22		57.12	LPC	16,031.59
11/23/22	11/22/22	KWH	71,132	481	29	17	Act	108.90		108.90	88.00	12/19/22				16,140.49
12/22/22	12/21/22	KWH	71,609	477	29	16	Act	107.70		107.70	88.00	01/17/23		79.32	LPC	16,327.51
01/24/23	01/23/23	KWH	72,067	458	33	14	Act	115.13		115.13	102.00	02/15/23		90.42	LPC	16,533.06
02/22/23	02/21/23	KWH	72,524	457	29	16	Act	115.06		115.06	102.00	03/16/23		101.73	LPC	16,749.85
03/27/23	03/26/23	KWH	73,096	572	33	17	Act	133.29		133.29	102.00	04/18/23		113.04	LPC	16,996.18
04/25/23	04/24/23	KWH	73,566	470	29	16	Act	115.13		115.13	102.00	05/17/23		124.35	LPC	17,235.66
05/24/23	05/23/23	KWH	74,052	486	29	17	Act	117.91		117.91	102.00	06/15/23				17,353.57
06/24/23	06/22/23	KWH	74,572	520	30	17	Act	125.74		125.74	102.00	07/17/23				17,479.31
07/25/23	07/24/23	KWH	75,318	746	32	23	Act	167.07		167.07	102.00	08/16/23				17,646.38
08/14/23													-126.00			17,520.38
08/24/23	08/23/23	KWH	76,230	912	30	30	Act	196.49		196.49	102.00	09/18/23				17,716.87
09/25/23	09/24/23	KWH	77,050	820	32	26	Act	180.18		180.18	102.00	10/17/23				17,897.05
10/09/23													-320.33			17,576.72
10/24/23	10/23/23	KWH	77,620	570	29	20	Act	136.00		136.00	113.00	11/15/23		193.21	LPC	17,905.93
11/13/23													-300.00			17,605.93
11/25/23	11/23/23	KWH	78,124	504	31	16	Act	124.28		124.28	113.00	12/18/23				17,730.21
12/27/23	12/25/23	KWH	78,672	548	32	17	Act	136.19		136.19	113.00	01/18/24				17,866.40



Joseph A. Taresco
112 Rambo Street
Johnstown PA 15905

Account No. [REDACTED]

Medical Certificate History

Display Medical Certificate History

Business Partner 800164183 JOSEPH A TARESCO
Contract Account [REDACTED]

Date	Time	Activity	Start Date	End Date	Cert Date	Disc Stat	Paper Stat	Account Balance
07/09/2019	16:31:42	Maintain	07/09/2019	08/08/2019		Active	Received	3960.08
07/09/2019	16:30:54	New Entry	07/09/2019	08/08/2019		Active	No Answer	3960.08
04/08/2019	14:41:27	Maintain	04/08/2019	05/08/2019		Active	Received	3670.27
04/08/2019	14:41:05	New Entry	04/08/2019	05/08/2019		Active	No Answer	3670.27
08/16/2018	08:16:24	Maintain	08/16/2018	09/15/2018		Active	Received	2313.45
08/16/2018	08:16:03	New Entry	08/16/2018	09/15/2018		Active	No Answer	2313.45



Payment History

Joseph Taresco
112 Rambo St
Johnstown PA 15905
Account No. [REDACTED]

Time Period: January 13, 2017 through March 11, 2024

Date	Amount	Description
11/13/2023	300.00-	LIHEAP Cash Credit
10/09/2023	320.33-	Credit Card Payment
08/14/2023	126.00-	Agent Payment
05/06/2022	658.81-	Agent Payment
10/13/2021	395.00-	Electronic Check Payment - WEB
09/08/2021	256.64-	Electronic Check Payment - WEB
07/08/2019	111.00-	Electronic Check Payment - WEB
11/01/2018	1765.64	Return Payment - NSF
10/31/2018	1765.64-	Electronic Check Payment - WEB
04/19/2018	1121.40	Return Payment - NSF
04/18/2018	1121.40-	Electronic Check Payment - WEB
10/20/2017	638.28	Return Payment - NSF
10/19/2017	638.28-	Electronic Check Payment - WEB
08/29/2017	134.00-	Electronic Check Payment - WEB
5/30/2017	134.00-	Electronic Check Payment - WEB

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**



Name: Joseph Taresco

Address: 112 Rambo Street
Johnstown Pa 15905

Account Number: [REDACTED]

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO PA	6/27/2017	\$569.94	\$1,386.67	Budget bill + \$47.00, beginning 8/21/2017
BCS Case no. 3571045	10/26/2017	\$1,067.22	\$1,356.88	Budget bill + \$15.00, beginning 11/20/2017
PCAP	4/23/2021	\$0.00	\$1,264.00	Budget bill minus \$49.81 monthly PCAP credit
CO EXT PA	6/9/2021	\$15,078.94	\$1,264.00	Budget bill + \$251.00, beginning 7/15/2021
CO PA	5/9/2022	\$15,011.54	\$1,244.00	Budget bill + \$652.00, beginning 6/16/2022

Remarks:

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

FIRST ENERGY
Regulatory Complaint Overview



Name: JOSEPH A TARESCO
Address: 112 RAMBO STREET, JOHNSTOWN, PA 15905
Account: [REDACTED]

Complaint	Case #	File Date	Balance	Issue	Resolution	Date Closed
Informal # 1	BCS # 3571045	10/18/2017	\$1,104.70	On – PAR Request	Level 1 PAR	10/18/2017
Informal # 2	BCS # 3642330	8/14/2018	\$2,313.45	On – PAR Request	Dismissed § 1405(d)	9/20/2018
Informal # 3	BCS # 3688969	4/8/2019	\$3,670.27	SCIC PAR Request	Dismissed § 1405(d)	6/26/2019
Informal # 4	BCS # 3732404	9/6/2019	\$4,325.27	On – PAR Request	Dismissed § 1405(d)	10/4/2019
Informal # 5	BCS # 3746922	11/4/2019	\$4,583.84	SCIC PAR Request	Dismissed - Failed to verify	11/20/2019
Informal # 6	BCS # 3855959	8/8/2022	\$15,550.96	On – PAR Request	Dismissed	8/23/2022
Informal # 7	BCS # 3876235	11/7/2022	\$16,031.59	On – PAR Request	Dismissed § 1405(d)	12/21/2022
Informal # 8	BCS # 3907836	5/5/2023	\$17,235.66	Billing dispute	Dismissed § 1405(d)	9/14/2023
Formal # 1	C-2023-3044082	11/6/2023	\$17,905.93	PAR Request	Instant Complaint	Pending



Assigned To

Assigned Specialist

Cruz, Tonya M

Customer Information

Case Number

3571045

Account Number

[REDACTED]

First Name

NANCY

Last Name

TARESCO

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

112 RAMBO ST

Address2

City

JOHNSTOWN

State

PA

Mail Zip

15905

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

10/18/2017

PUC Date Prepared

10/18/2017

Received Date

10/18/2017

PUC Date Closed

10/18/2017

Case Information

Prior Case Number

0

Term Date

10/19/2017

Arrearage

694

Case Origin

TELEPHONE

Universal Service

Yes

Income

A1 WAGES - \$1356.88

Source

Business Name

JOSEPH, HUS,
AUTH

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

10/13/2017 FULL BALANCE TO STOP SHUT OFF.

Related Information

CUSTOMER IS REQUESTING A PAR THE CELL PHONE NUMBER (814) 525 - 4252 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS PRINTBOY112@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
TONYA	MEREDITH-MOTTER	

Status

Status

Closed

History

Click To Expand	▼
◀	▶

Is Archived

Ⓢ

Customer Information

Case Number

3571045

Customer First Name

NANCY

Customer Last Name

TARESCO

Account Number

██████████

Service Address

Address 1

112 RAMBO ST

Address 2

City

JOHNSTOWN

Service State

PA

Zip

15905

Home Phone

Work Phone

Mailing Address

Address 1

112 RAMBO ST

Address 2

City

JOHNSTOWN

State

PA

Zip

15905

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

10/18/2017

PUC Sent Date

10/18/2017

PUC Date Closed

10/18/2017

Case Type

Straight

Assigned To

Assigned Specialist

Cruz, Tonya M

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

10/18/2017

Head Date

10/20/2017

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
486.12	0.00	167.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
152.00	0.00	15.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

NOVEMBER 2017 BILL DUE DATE

Letter Description

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

Resolution

LEVEL 1, BB 152.00 + 15.00 = 167.00 BEGINNING NOVEMBER 2017. WAIVE LPCS.

Has Decision Issue Response Time

Other Information

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

Intaker First Name	Intaker Last Name
TONYA	MEREDITH-MOTTER
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	10/26/2017

History

Click To Expand ▼

◀ ▶



Assigned To

Assigned Specialist

Banker, Amber S

Customer Information

Case Number

3642330

Account Number

[REDACTED]

First Name

NANCY

Last Name

TARESCO

Service Address

Address1

112 RAMBO ST

Address2

Service City

JOHNSTOWN

Service State

PA

Service Zip

15905-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

?

Age

Adults

2

General

PUC Date Opened

8/14/2018

PUC Date Prepared

8/14/2018

Received Date

8/14/2018

PUC Date Closed

9/20/2018

Case Information

Prior Case Number

3571045

Term Date

8/24/2018

Arrearage

1873

Case Origin

TELEPHONE

Universal Service

Yes

Income

A1 WAGES - \$1222.50

Source

Business Name

JOSEPH TARESCO-
HUSBAND-AUTH

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

08/14/2018 CO WANTS \$1107.32 TO PREVENT TERM

Related Information

PAR THE CELL PHONE NUMBER (814) 525 - 4252 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS PRINTBOY112@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

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

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3642330

Customer First Name

NANCY

Customer Last Name

TARESCO

Account Number

██████████

Service Address

Address 1

112 RAMBO ST

Address 2

City

JOHNSTOWN

Service State

PA

Zip

15905

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

8/14/2018

PUC Sent Date

9/20/2018

PUC Date Closed

9/20/2018

Case Type

Repeater

Assigned To

Assigned Specialist

Banker, Amber S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

8/20/2018

Head Date

9/24/2018

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
2313.45	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	1107.65	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	
PUC Terms		
Letter Description		
Resolution		
DISMISSAL LETTER ISSUED-CASE DISMISSED PER 1405(D).		
Has Decision Issue	Response Time	

Other Information

Investigator First Name	Investigator Last Name
JOHN	LANGAN
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
AMANDA	GAILEY
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	9/21/2018

History

Click To Expand ▼



Assigned To

Assigned Specialist

Walker, Alison S

Customer Information

Case Number

3688969

Account Number

[REDACTED]

First Name

NANCY

Last Name

TARESCO

Service Address

Address1

112 RAMBO ST

Address2

Service City

JOHNSTOWN

Service State

PA

Service Zip

15905-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

4/8/2019

PUC Date Prepared

4/8/2019

Received Date

4/8/2019

PUC Date Closed

6/26/2019

Case Information

Prior Case Number

3642330

Term Date

4/9/2019

Arrearage

0

Case Origin

TELEPHONE

Universal Service

No

Income

A1-WAGE - \$2376.14

Source

Business Name

JOSEPH TARESCO-
HUSBAND-AUTH

A2-SSD - \$1373

Reason For Contact

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

Case Problem

Company Position

04/08/2019 CO REQUESTING \$2483 TO AVOID TERM.

Related Information

SCIC// CUSTOMER CALLED HAS A PRIOR PUC PAR THAT HAS BEEN DEFAULTED. CUSTOMER STATED THAT SINCE THE LAST PAR WAS ESTABLISHED THERE HAS BEEN OUT OF POCKET MEDICAL EXPENSES OVER THE PAST YEAR OR SO. IN ADDITION, CUSTOMER ALSO HAS HOUSEHOLD DAMAGE AND REPAIR THAT NEEDED TO BE DONE SPECIFICALLY ROOF REPAIR AND HOT WATER HEATER TANK. CUSTOMER REQUESTING ADDITIONAL PAR BASED ON OUT OF POCKET EXPENSES. - RELIEF SOUGHT -

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	
RICKY	WIJAYA	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3688969

Customer First Name

NANCY

Customer Last Name

TARESCO

Account Number

██████████

Service Address

Address 1

112 RAMBO ST

Address 2

City

JOHNSTOWN

Service State

PA

Zip

15905

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

4/8/2019

PUC Sent Date

6/26/2019

PUC Date Closed

6/26/2019

Case Type

SCIC

Assigned To

Assigned Specialist

Walker, Alison S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

5/6/2019

Head Date

6/28/2019

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
4071.08	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	3318.86	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

SHORT BLANK LETTER

Resolution

CASE DISMISSED PER 1405 (D) – THE COMPANY REPORTS THAT A PRIOR PUC PAYMENT ARRANGEMENT ISSUED IN 10/26/2017, BCS 3571045, HAS NOT BEEN SATISFIED. YOU STATE YOU HAVE HAD MEDICAL EXPENSES, A ROOF REPAIR AND A HOT WATER HEATER TANK ISSUES BUT BUT FAILED TO SUBMIT ANY DOCUMENTATION TO SUPPORT THAT CLAIM. YOUR CATCH UP AMOUNT IS \$3318.86 ON THE PUC PAYMENT ARRANGEMENT. YOU FAILED TO PROVIDE DOCUMENTED PROOF TO THE REQUEST SENT TO YOU ON 4/9/2019 SHOWING A SIGNIFICANT CHANGE IN CIRCUMSTANCE AS DEFINED IN 66 PA. C.S. §1403

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
VICKY	FORMAN
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
RICKY	WIJAYA
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	7/16/2019

History

Click To Expand ▼

◀ ▶



Assigned To

Assigned Specialist

Lash, Tammy L

Customer Information

Case Number

3732404

Account Number

[REDACTED]

First Name

JOSEPH

Last Name

TARESCO

Service Address

Address1

112 RAMBO STREET

Address2

Service City

JOHNSTOWN

Service State

PA

Service Zip

15905-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

9/6/2019

PUC Date Prepared

9/6/2019

Received Date

9/6/2019

PUC Date Closed

10/4/2019

Case Information

Prior Case Number

3356457

Term Date

9/9/2019

Arrearage

3924

Case Origin

TELEPHONE

Universal Service

No

Income

A1 DISAB - \$1373

Source

Business Name

A2 WAGES - \$1464.13

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

09/05/2019 PAY \$1351.00

Related Information

61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (814) 525 - 4252 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS PRINCEBOY112@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

PREFER CALLS AND LETTERS

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

ANGIE

Intaker Last Name

ZEPP

Status

Status

Closed

History

Click To Expand



Is Archived

Customer Information

Case Number

3732404

Customer First Name

JOSEPH

Customer Last Name

TARESCO

Account Number

██████████

Service Address

Address 1

112 RAMBO STREET

Address 2

City

JOHNSTOWN

Service State

PA

Zip

15905

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

9/6/2019

PUC Sent Date

10/4/2019

PUC Date Closed

10/4/2019

Case Type

Repeater

Assigned To

Assigned Specialist

Lash, Tammy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/30/2019

Head Date

10/8/2019

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
4377.50	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
118.00	3516.22	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DISMISSAL LETTER ISSUED - CASE DISMISSED PER 1405D, PRIOR PUC PAR BCS 3571045 NOT SATISFIED.

Has Decision Issue

Response Time

Other Information

Investigator First Name

NICHOLE

Investigator Last Name

BRAXTON

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

10/4/2019

History

Click To Expand





Assigned To

Assigned Specialist
Belgrove, Yeneily Basan
Customer Information

Case Number

3746922

Account Number

[REDACTED]

First Name

NANCY

Last Name

TARESCO

Service Address

Address1

112 RAMBO ST

Address2

Service City

JOHNSTOWN

Service State

PA

Service Zip

15905-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

11/4/2019

PUC Date Prepared

11/4/2019

Received Date

11/4/2019

PUC Date Closed

11/20/2019

Case Information

Prior Case Number

3688969

Term Date

11/5/2019

Arrearage

4202

Case Origin

TELEPHONE

Universal Service

Yes

Income

A1 NONE - \$0

Source

Business Name

JOSEPH TARESCO-
HUSBAND-AUTH

A2 SSD - \$1373

Reason For Contact

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

Case Problem

Company Position

10/28/2019 NEEDS TO PAY \$3638.00

Related Information

CUSTOMER CLAIMING SCIC WIFE IS TERMINALLY ILL AND HOSPITALIZED. THE CELL PHONE NUMBER (814) 525 - 4252 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS PRINTBOY112@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

ANN

Intaker Last Name

CAVANAUGH

Status

Status

Closed

History

Click To Expand



Is Archived

Customer Information

Case Number

3746922

Customer First Name

NANCY

Customer Last Name

TARESCO

Account Number

██████████

Service Address

Address 1

112 RAMBO ST

Address 2

City

JOHNSTOWN

Service State

PA

Zip

15905

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

11/4/2019

PUC Sent Date

11/20/2019

PUC Date Closed

11/20/2019

Case Type

SCIC

Assigned To

Assigned Specialist

Belgrove, Yeneily Basan

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

11/5/2019

Head Date

11/22/2019

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
4516.57	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
118.00	3670.28	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DISMISSAL: CUSTOMER DID NOT PROVIDE DOCUMENTATION SHOWING SCIC VERIFICATION. PRIOR PUC (BCS: 3571045) WAS NOT SATISFIED.

Has Decision Issue

Response Time

Other Information

Investigator First Name

JONATHAN

Investigator Last Name

ZIMMERMAN

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

ANN

Intaker Last Name

CAVANAUGH

Status

Is SAP Completed



SAP Completion Date

11/21/2019

History

Click To Expand





Assigned To

Assigned Specialist

Geist, Samantha

Customer Information

Case Number

3855959

Account Number

[REDACTED]

First Name

JOSEPH

Last Name

TARESCO

Service Address

Address1

112 RAINBOW ST

Address2

Service City

JOHNSTOWN

Service State

PA

Service Zip

19505-0

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

8/8/2022

PUC Date Prepared

8/8/2022

Received Date

8/8/2022

PUC Date Closed

8/23/2022

Case Information

Prior Case Number

0

Term Date

8/9/2022

Arrearage

1100

Case Origin

TELEPHONE

Universal Service

Yes

Income

A1 - \$1296

Source

Business Name

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

COMPANY EXTENDED ORIGINAL TERMINATION DATE FROM AUGUST 1ST TO THE 8TH. COMPANY IS ASKING FOR \$790 IN ORDER TO RESTORE SERVICE.

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PUC PAR TO AVOID TERMINATION. THE CELL PHONE NUMBER (814) 525 - 4252 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

NO EMAIL

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
KAITLYN	PORR	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3855959

Customer First Name

JOSEPH

Customer Last Name

TARESCO

Account Number

██████████

Service Address

Address 1

112 RAINBOW ST

Address 2

City

JOHNSTOWN

Service State

PA

Zip

19505

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

8/8/2022

PUC Sent Date

8/23/2022

PUC Date Closed

8/23/2022

Case Type

Repeater

Assigned To

Assigned Specialist

Geist, Samantha

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

8/15/2022

Head Date

8/24/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
15550.96	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
88.00	1668.34	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405 D CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS #3571045

DUE TO A MAILING RESTRICTION, THIS LETTER WILL BE DATED AND MAILED ON 8.24.22

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
JESSICA	BECK
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
KAITLYN	PORR
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	8/24/2022

History

Click To Expand ▼



Assigned To

Assigned Specialist

Lambert, Angela R

Customer Information

Case Number

3876235

Account Number

[REDACTED]

First Name

JOSEPH

Last Name

TARESCO

Service Address

Address1

112 RAMBO ST

Address2

Service City

JOHNSTOWN

Service State

PA

Service Zip

15905-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

1

Children

0

Age

17

Adults

1

General

PUC Date Opened

11/7/2022

PUC Date Prepared

11/7/2022

Received Date

11/7/2022

PUC Date Closed

12/21/2022

Case Information

Prior Case Number

3855959

Term Date

11/7/2022

Arrearage

3400

Case Origin

TELEPHONE

Universal Service

Yes

Income

A1 DIS - \$1326

Source

Business Name

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

11/04/2022 CUSTOMER MUST PAY \$3400 TO AVOID TERMINATION.

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PAR TO AVOID TERMINATION. THE CELL PHONE NUMBER (814) 525 - 4252 HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

NO EMAIL

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
HOLLY	PYLE	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3876235

Customer First Name

JOSEPH

Customer Last Name

TARESCO

Account Number

██████████

Service Address

Address 1

112 RAMBO ST

Address 2

City

JOHNSTOWN

Service State

PA

Zip

15905

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

11/7/2022

PUC Sent Date

12/21/2022

PUC Date Closed

12/21/2022

Case Type

Repeater

Assigned To

Assigned Specialist

Lambert, Angela R

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

12/20/2022

Head Date

12/21/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
16037.19	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
88.00	4828.50	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405 D CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#3571045

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
HOLLY	PYLE
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	12/21/2022

History

Click To Expand ▼

◀ ▶



Assigned To

Assigned Specialist
Belgrove, Yeneily Basan
Customer Information

Case Number
3907836

Account Number



First Name
JOSEPH

Last Name
TARESCO

Service Address

Address1
112 RAMBO ST
Address2

Service City
JOHNSTOWN

Service State
PA

Service Zip
15905-0

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

5/5/2023

PUC Date Prepared

5/5/2023

Received Date

5/5/2023

PUC Date Closed

9/14/2023

Case Information

Prior Case Number

3571045

Term Date

5/8/2023

Arrearage

15000

Case Origin

TELEPHONE

Universal Service

Yes

Income

DISB - \$1326

Source

Business Name

JOSEPH, HUS,
AUTH

Reason For Contact

BILLING DISPUTES (# 18)

Case Problem

Company Position

04/28/2023 REFUSED TO MAKE PAR.

Related Information

18 – HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THAT CO ADDED MONEY FROM A DISCHARGED BANKRUPTCY TO HIS ACCOUNT. CUSTOMER IS DISPUTING BALANCE. - RELIEF SOUGHT - BILLING INVESTIGATION. THE CELL PHONE NUMBER (814) 525 - 4252 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS PRINTBOY112@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

PREFERS COMMUNICATION BY MAIL.

Hot Issue

PUC Investigator / Intaker

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Intaker First Name

JOHN

Intaker Last Name

LANGAN

Status

Status

Closed

History

Click To Expand



Is Archived

Customer Information

Case Number

3907836

Customer First Name

JOSEPH

Customer Last Name

TARESCO

Account Number

[REDACTED]

Service Address

Address 1

112 RAMBO ST

Address 2

City

JOHNSTOWN

Service State

PA

Zip

15905

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

5/5/2023

PUC Sent Date

9/14/2023

PUC Date Closed

9/14/2023

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Belgrove, Yeneily Basan

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

5/31/2023

Head Date

9/14/2023

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
17285.76	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
102.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DECISION ISSUED- BANKRUPTCY 17-70027 WAS DISMISSED, NOT DISCHARGED, ON 6/10/20. COMPANY PROPERLY TRANSFERRED THE PRIOR BALANCE TO CUSTOMER'S ACCOUNT. CUSTOMER HAS NOT DISPUTED THE BALANCE AND IN FACT AGREED TO TWO SEPARATE PARS ON THE BALANCE SINCE. BALANCE IS CORRECT. CUSTOMER HAS PRIOR PUC PAR NOT SATISFIED AND IS NOT ELIGIBLE FOR ANOTHER PER 1405D. CASE IS DISMISSED.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
BRYAN	KAUFFMAN
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
JOHN	LANGAN
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	9/26/2023

History

Click To Expand ▼

◀ ▶



Joseph Taresco
 112 Rambo Street
 Johnstown PA 15905

Account No. [REDACTED]

Collection History
 Time Period: June 2017 through March 2024

*Collection activity was halted during the PUC Covid Moratorium.

10 Day Term Notice	Phone Contacts	Result
6/14/17 for \$590.83 term date 6/28/17	6/21/17 @ 11:30 AM – Left Message	Company PAR
	6/22/17 @ 5:04 PM – Left Message	
	6/27/17 @ 12:43 PM – Spoke with Customer	
8/15/17 for \$805.15 term date 8/29/17	8/22/17 @ 12:52 PM – Left Message	Dispute Rights
	8/23/17 @ 5:02 PM – Left Message	
	8/28/17 @ 14:26 PM – Spoke with Customer	
9/14/17 for \$1,002.64 term date 9/28/17	9/21/17 @ 9:28 AM – Left Message	Dispute Rights 3-Day Med Cert Hold Dispute Rights
	9/22/17 @ 5:01 PM – Left Message	
	9/26/17 @ 2:09 PM – Spoke with Customer	
	10/9/17 @ 11:08 AM – Spoke with Customer	
	10/11/17 @ 11:25 AM – Spoke with Customer	
10/18/17 BCS Case No. 3571045 On PAR		
10/18/17 BCS Case No. 3571045 Level 1 PAR		
10/20/17 Payment of \$638.28 returned NSF – Return check Letter		
Moratorium		

2/13/18 for \$1,367.54 term date 4/2/18	2/27/18 @ 10:30 AM – Listened to Entire Message – Correct Household Confirmed	
	3/27/18 @ 1:05 PM – Left Message - Past Due Reminder	
4/19/18 Payment of \$1,121.40 returned NSF – Return check letter		
4/25/18 @ 5:07 PM – Left Message – Past Due Reminder		
5/16/18 for \$1,799.13 term date 5/30/18	5/23/18 @ 11:58 AM – Left Message	Dispute Rights 3-Day Med Cert Hold Dispute Rights
	5/24/18 @ 5:09 PM – Left Message	
	5/29/18 @ 3:56 PM – Spoke with Customer	
	6/11/18 @ 9:58 AM – Left Message	
	6/15/18 @ 1:24 PM – Spoke with Customer	
	6/20/18 @ 8:19 AM – Spoke with Customer	
7/17/18 for \$2,054.87 term date 7/31/18	7/24/18 @ 9:52 AM – Left Message	Dispute Rights 3-Day Med Cert Hold
	7/25/18 @ 5:07 PM – Left Message	
	7/30/18 @ 2:02 PM – Spoke with Customer	
	8/10/18 @ 3:26 PM – Spoke with Customer	
8/14/18 BCS Case No. 3642330 On PAR		
8/16/18 Med Cert #1 Received		
9/20/18 BCS Case No. 3642330 Dismissed per 1405D		
9/26/18 for \$2,333.40 term date 10/10/18	10/3/18 @ 9:38 AM – Left Message	Dispute Rights 3-Day Med Cert Hold Dispute Rights
	10/4/18 @ 5:08 PM – Left Message	
	10/9/18 @ 12:58 PM – Spoke with Customer	
	10/22/18 @ 9:19 AM – Listened to Entire Message – Correct Household Confirmed	
	10/26/18 @ 3:39 PM – Spoke with Customer	
	10/29/18 @ 2:33 PM – Spoke with Customer	
11/2/18 Payment of \$1,765.64 returned NSF – Return Check Letter		

Moratorium

2/11/19 for \$2,902.78 term date 4/1/19	2/26/19 @ 11:28 AM – Left Message Past Due Reminder	Dispute Rights
	3/26/19 @ 10:06 AM – Left Message Past Due Reminder	
	3/29/19 @ 12:46 PM – Spoke with Customer	
4/8/19 BCS Case No. 3688969 SCIC PAR		
4/8/19 Medical Certificate #2 Received		
6/12/19 for \$110.80 term date 6/26/19	6/19/19 @ 10:01 AM – Left Message	
	6/26/19 BCS Case No. 3688969 Dismissed per 1405D	
6/28/19 @ 11:22 AM – Spoke with Customer – Dispute Rights		
7/9/19 Medical Certificate #3 Received		
8/12/19 for \$3,924.08 term date 8/26/19	8/19/19 @ 10:15 AM – Left Message	Dispute Rights 3-Day Med Cert Hold
	8/20/19 @ 5:09 PM – Left Message	
	8/23/19 @ 8:38 AM – Spoke with Customer	
	8/30/19 @ 3:51 PM – Spoke with Customer	
	9/3/19 @ 10:09 AM – Left Message	
	9/4/19 @ 5:41 PM – Left Message	
9/6/19 BCS Case No. 3732404 On PAR		
10/4/19 BCS Case No. 3732404 Dismissed per 1405D		
10/10/19 for \$4,202.44 term date 10/28/19	10/21/19 @ 10:15 AM – Left Message	Dispute Rights
	10/22/19 @ 5:09 PM – Left Message	
	10/25/19 @ 11:54 AM – Spoke with Customer	

11/4/19 BCS 3746922 SCIC PAR		
11/20/19 BCS 3746922 Dismissed		
Moratorium		
2/12/20 Low-income for \$4,868.59 term date 4/1/20	2/25/20 @ 10:29 AM – Left Message-Past Due Reminder	
	3/3/20 @ 3:54 PM – Listened to Entire Message – Correct Household Confirmed	
	3/24/20 @ 10:23 AM – Left Message-Past Due Reminder	
4/13/20 for \$5,207.47 term date 4/27/20	4/20/20 @ 2:09 PM – No Answer	
6/15/20 Delinquent notice for \$5,524.28	6/22/20 @ 10:09 AM – Left Message – Past Due Reminder	
8/12/20 Delinquent notice for \$5,881.66	8/19/20 @ 10:07 AM – Left Message– Past Due Reminder	
10/13/20 Delinquent notice for \$6,265.62	Canceled – COVID	
Moratorium		
4/13/21 for \$14,592.38 term date 4/27/21	4/20/21 @ 10:04 AM – Left Message	Dispute Rights
	4/21/21 @ 5:02 PM – Left Message	
	4/26/21 @ 15:19 PM – Spoke with Customer	
	5/10/21 @ 10:05 AM – Left Message	
5/11/21 PCAP enrollment, effective 4/23/21		
Intentionally Left Blank		

5/13/21 for \$14,697.71 term date 5/27/21	5/20/21 @ 10:02 AM – Left Message	Dispute Rights Request PCAP Removal for EXT CO PAR
	5/21/21 @ 5:01 PM – Sit Tone/Invalid Phone Number	
	5/25/21 @ 12:02 PM – Spoke with Customer	
	6/4/21 @ 12:45 PM – Spoke with Customer	
6/9/21 Removed from PCAP effective 5/24/21, CO EXT PAR established.		
8/12/21 for \$15,084.58 term date 8/26/21	8/19/21 @ 10:03 AM – Left Message	Dispute Rights
	8/20/21 @ 5:00 PM – Left Message	
	8/25/21 @ 10:39 AM – Spoke with Customer	
9/13/21 for \$14,971.29 term date 9/27/21	9/20/21 @ 10:26 AM – Left Message	Dispute Rights
	9/21/21 @ 5:03 PM – Left Message	
	9/24/21 @ 2:08 PM – Spoke with Customer	
	10/5/21 @ 10:06 AM – Left Message	
	10/6/21 @ 5:03 PM – Left Message	
10/13/21 for \$14,688.63 term date 10/27/21	10/25/21 @ 10:07 AM – Left Message	
	11/2/21 @ 4:20 PM – Listened to Entire Message – Correct Household Confirmed	
11/15/21 for \$14,802.79 term date 11/29/21		
Moratorium		
Intentionally Left Blank		

2/10/22 Low-income for \$15,125.83 term date 4/4/22	2/22/22 @ 10:10 AM-Left Message-Past Due Reminder	
	3/23/22 @ 10:07 AM-Left Message-Past Due Reminder	
4/13/22 for \$15,365.72 term date 4/27/22	4/20/22 @ 10:03 AM – Left Message	
	4/21/22 @ 5:04 PM – Left Message	
4/28/22 Service Terminated for Nonpayment – Post term left		
5/6/22 @ 4:47 PM – Spoke with Customer – Down Payment for Company PAR – Service Restored		
6/23/22 @ 10:04 AM – Left Message – Past Due Reminder		
7/18/22 for \$15,142.42 term date 8/1/22	7/25/22 @ 10:05 AM – Left Message	Dispute Rights
	7/26/22 @ 5:04 PM – Left Message	
	7/29/22 @ 4:30 PM – Spoke with Customer	
8/8/22 BCS Case No. 3855959 ON PAR		
8/9/22 @ 10:01 AM – Left Message		
8/23/22 BCS Case No. 3855959 Dismissed		
8/25/22 @ 10:01 AM – Left Message – Past Due Reminder		
9/7/22 @ 9:11 AM – 3-Day Notice handed to Customer at premise		
9/9/22 @ 3:29 PM – Spoke with Customer – Dispute Rights		
10/13/22 for \$15,620.76 term date 10/27/22	10/20/22 @ 10:02 AM – Left Message	Dispute Rights
	10/21/22 @ 5:03 PM – Left Message	
	10/26/22 @ 2:58 PM – Spoke with Customer	
	11/7/22 @ 10:07 AM – Listened to Entire Message – Correct Household Confirmed	
11/7/22 BCS Case No. 3876235 On PAR		

Moratorium		
12/21/22 BCS Case No. 3876235 Dismissed per 1405D		
2/13/23 Low-income for \$16,193.57 term date 4/3/23	2/22/23 @ 10:10 AM – Left Message – Past Due Reminder	
	3/23/23 @ 10:07 AM – Left Message – Past Due Reminder	
4/13/23 for \$16,638.82 term date 4/27/23	4/20/23 @ 10:05 AM – Left Message	Dispute Rights
	4/21/23 @ 5:07 PM – Left Message	
	4/26/23 @ 2:56 PM – Listened to Entire Message – Correct Household Confirmed	
	4/26/23 @ 4:41 PM – Spoke with Customer	
5/5/23 BCS Case No. 3907836 Billing Dispute		
7/13/23 for \$125.81 term date 7/27/23	7/20/23 @ 10:03 AM – Left Message	Dispute Rights
	7/21/23 @ 5:08 PM – Left Message	
	7/26/23 @ 2:43 PM – Spoke with Customer	
	8/7/23 @ 10:03 AM – Left Message	
	8/8/23 @ 5:06 PM – Left Message	
9/14/23 BCS Case No. 3907836 Dismissed per 1405D		
9/13/23 for \$320.33 term date 9/27/23	9/20/23 @ 10:02 AM – Left Message	Dispute Rights
	9/21/23 @ 5:06 PM – Left Message	
	9/26/23 @ 3:51 PM – Spoke with Customer	
10/12/23 for \$17,254.92 term date 10/26/23	10/19/23 @ 10:03 AM – Left Message	Dispute Rights
	10/20/23 @ 5:07 PM – Left Message	
	10/25/23 @ 4:33 PM – Spoke with Customer	
11/6/23 @ 10:08 AM - Left Message		
11/7/23 Call from PUC Secretary's Bureau - processed Formal Complaint Docket No. C-2023-3044082		
11/9/23 Instant Formal Complaint C-2023-3044082 received		