
Steven Rossman, |
v. | Docket No.: C-2024-3050560
FirstEnergy Pennsylvania |
Electric Company f/k/a |
Penelec |
Initial Call-in |
Telephonic Hearing

Pages 1 - 37

Judge's Chambers
Piatt Place
301 5th Avenue
Suite 220
Pittsburgh, PA

October 28, 2024
Commencing at 10:00 a.m.

INDEX TO EXHIBITS

Docket No. C-2024-3050560

Hearing Date: October 28, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
FEPA Exhibit 1	17	30
Detailed Statement		
of Account		

FEPA Exhibit 2	21	31
Payment History		
FEPA Exhibit 3	22	31
Payment Arrangement and PCAP History		
FEPA Exhibit 5	25	31
Decision Records for Bureau of Consumer Services		
FEPA Exhibit 6	26	31
Decision Records for Bureau of Consumer Services		
FEPA Exhibit 8	27	32
Customer Contacts From 8/9/21 to Present		



DETAILED STATEMENT OF ACCOUNT

Customer Name: STEVEN ROSSMAN

Account Number: [REDACTED]

Service Address:
2424 3RD AVE
ALTOONA PA 16602

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
10/25/22	10/24/22	KWH	70,133	826	29	28	Act	153.64		153.64	228.00	11/16/22				7,712.47
11/23/22	11/22/22	KWH	70,988	855	29	29	Act	158.74		158.74	250.00	12/19/22				7,871.21
12/22/22	12/21/22	KWH	72,090	1,102	29	38	Act	201.01		201.01	250.00	01/17/23		63.78	LPC	8,136.00
12/22/22														428.00	SDREQ	8,564.00
01/24/23	01/23/23	KWH	73,293	1,203	33	36	Act	235.27		235.27	250.00	02/16/23		68.69	LPC	8,867.96
02/22/23	02/21/23	KWH	74,321	1,028	29	35	Act	202.96		202.96	223.00	03/16/23		73.98	LPC	9,144.90
03/27/23	03/26/23	KWH	75,310	989	33	30	Act	192.95		192.95	223.00	04/18/23		78.48	LPC	9,416.33
								Installment plan started on 03/31/2023 for current + 107.00.								
03/31/23													-214.00			9,202.33
04/25/23	04/24/23	KWH	75,953	643	29	22	Act	128.64		128.64	223.00	05/17/23				9,330.97
04/25/23														-0.98	SDINT	9,329.99
05/24/23	05/23/23	KWH	76,670	717	29	25		142.27		142.27	223.00	06/15/23				9,472.26
								Bill reversed on 06/02/2023.								
05/24/23														-1.19	SDINT	9,471.07
								Installment plan deactivated on 06/02/2023 - Cap Enrollment.								
								Installment plan deactivated on 06/02/2023 - Cap Enrollment.								
06/02/23														-214.00	SDREV	9,257.07
								Cancel-Security Deposit Request								
06/02/23														1.19	REV	9,258.26
								Reversal - Interest for Security Deposit Held on the Account.								
06/02/23	05/23/23	KWH	76,670	717	29	25	Act	142.27		142.27		06/22/23				9,400.53
06/02/23														-142.27	REV	9,258.26
								Reversal of 05/23/2023 bill.								
06/02/23														-214.00	SDREL	9,044.26
06/20/23													-1.19			9,043.07
06/24/23	06/22/23	KWH	77,866	1,196	30	40	Act	233.25		233.25	225.00	07/17/23				9,276.32
06/24/23														-92.50	CAPB	9,183.82
07/25/23	07/24/23	KWH	80,018	2,152	32	67	Act	414.91		414.91	225.00	08/16/23				9,598.73
07/25/23														-92.50	CAPB	9,506.23

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
08/24/23	08/23/23	KWH	82,032	2,014	30	67	Act	388.98		388.98	225.00	09/18/23				9,895.21
08/24/23														-92.50	CAPB	9,802.71
09/25/23	09/24/23	KWH	83,543	1,511	32	47	Act	294.42		294.42	225.00	10/17/23				10,097.13
09/25/23														-92.50	CAPB	10,004.63
10/19/23													-26.31			9,978.32
10/24/23	10/23/23	KWH	84,536	993	29	34	Act	197.20		197.20	225.00	11/15/23				10,175.52
10/24/23														-92.50	CAPB	10,083.02
11/25/23	11/23/23	KWH	85,666	1,130	31	36	Act	222.96		222.96	225.00	12/18/23				10,305.98
11/25/23														-92.50	CAPB	10,213.48
12/27/23	12/25/23	KWH	87,121	1,455	32	45	Act	295.02		295.02	251.00	01/18/24				10,508.50
12/27/23														-92.50	CAPB	10,416.00
01/24/24	01/23/24	KWH	89,259	2,138	29	74	Act	439.87		439.87	251.00	02/15/24				10,855.87
01/24/24														-92.50	CAPB	10,763.37
02/26/24	02/25/24	KWH	91,076	1,817	33	55	Act	377.16		377.16	251.00	03/19/24				11,140.53
02/26/24														-92.50	CAPB	11,048.03
03/26/24	03/25/24	KWH	92,300	1,224	29	42	Act	257.60		257.60	409.00	04/17/24				11,305.63
03/26/24														-92.50	CAPB	11,213.13
04/24/24	04/23/24	KWH	93,259	959	29	33	Act	204.73		204.73	409.00	05/16/24				11,417.86
04/24/24														-92.50	CAPB	11,325.36
05/03/24													-199.19			11,126.17
05/25/24	05/23/24	KWH	94,381	1,122	30	37	Act	237.70		237.70	409.00	06/18/24				11,363.87
05/25/24														-251.20	CAPFA	11,112.67
05/25/24														-233.8060000150		10,878.87
05/25/24														-92.50	CAPB	10,786.37
06/25/24	06/24/24	KWH	96,119	1,738	32	54	Act	350.09		350.09	296.00	07/17/24				11,136.46
06/25/24														-92.50	CAPB	11,043.96
07/25/24	07/24/24	KWH	97,795	1,676	30	56	Act	334.08		334.08	296.00	08/19/24				11,378.04
08/24/24	08/22/24	KWH	99,319	1,524	29	53	Act	304.77		304.77	296.00	09/16/24		37.41	LPC	11,720.22
09/24/24	09/23/24	KWH	100,576	1,257	32	39	Act	253.29		253.29	296.00	10/16/24				11,973.51
10/07/24														564.00	SDREQ	12,537.51
10/07/24														32.00	RF	12,569.51

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**

Name: Steven Rossman

Account Number: XXXXXXXXXX

Address: 2424 3rd Ave
Altoona, PA 16602

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO EXT PA	5/20/2021	\$3,875.19	\$2,966.00	Budget bill + \$64.00, beginning 6/16/2021
BCS Case No.3805159	10/25/2021	\$4,562.67	\$4,154.58	Budget bill + \$77.00, beginning 11/16/2021
CO SD	3/31/2023	\$214.00	N/A	\$107.00 due 5/17/2023, \$107.00 due by 6/15/2023
PCAP	5/24/2023	\$9,043.07	\$3,678.00	Budget bill minus \$92.50 Monthly Credit, \$251.20 Potential Forgiveness

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

Hold

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist

Simotas, Alexandros N

Customer Information

Case Number

3999650

Account Number

[REDACTED]

First Name

STEVEN

Last Name

ROSSMAN

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

2424 3RD AVE

Address2

City

ALTOONA

State

PA

Mail Zip

16602

Family

Family Size

5

Children

0

Age

Adults

5

General

PUC Date Opened

7/5/2024

PUC Date Prepared

7/5/2024

Received Date

7/5/2024

PUC Date Closed

7/8/2024

Case Information

Prior Case Number

3866784

Term Date

7/8/2024

Arrearage

1585

Case Origin	Universal Service	Income
TELEPHONE	No	JOB - \$3900
Source	Business Name	

Reason For Contact
ON - PAR NEEDED (# 61)

Case Problem

Company Position

07/05/2024 PENELEC IS REQUESTING \$1585.50 TO RESTORE SERVICE.

Related Information

61 – PAYMENT ARRANGEMENT REQUEST.

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	
NAFEESAH	HOLLIDAY	

Status

Status

Closed

History

Click To Expand ▼

Is Archived

Customer Information

Case Number

3999650

Customer First Name

STEVEN

Customer Last Name

ROSSMAN

Account Number



Service Address

Address 1

2424 3RD AVE

Address 2

City

ALTOONA

Service State

PA

Zip

16602

Home Phone

Work Phone

Mailing Address

Address 1

2424 3RD AVE

Address 2

City

ALTOONA

State

PA

Zip

16602

Family

Adults

5

Family Size

5

Children

0

Age

General

PUC Date Opened

7/5/2024

PUC Sent Date

7/8/2024

PUC Date Closed

7/8/2024

Case Type

Straight

Assigned To

Assigned Specialist

Simotas, Alexandros N

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

Head Date

7/8/2024

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

PUC Terms

Letter Description

Resolution

CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 7/15/2024 8:02:00 AM

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
NAFEESAH	HOLLIDAY
Status	

Is SAP Completed	SAP Completion Date
<input type="checkbox"/>	

History

Click To Expand	▼
◀	▶

Holds

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist

Eddy, Connie S

Customer Information

Case Number

3999712

Account Number

100132834779

First Name

STEVEN

Last Name

ROSSMAN

Service Address

Address1

2424 3RD AVE

Address2

Service City

ALTOONA

Service State

PA

Service Zip

16602-0

Service Class

Work Phone

Home Phone

(814) 9372224

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

5

Children

0

Age

19,21,24,29

Adults

5

General

PUC Date Opened

7/8/2024

PUC Date Prepared

7/8/2024

Received Date

7/8/2024

PUC Date Closed

8/1/2024

Case Information

Prior Case Number

3805159

Term Date

7/8/2024

Arrearage

1586

Case Origin	Universal Service	Income
PUC WEBSITE	No	CustIncome - \$3815
Source	Business Name	

Reason For Contact

CII - CHANGE IN INCOME PAR (#71)

Case Problem

Company Position

07/05/2024 THEY WERE UNABLE TO OFFER ANY MORE ASSISTANCE BUT REFERRED ME TO PUC FOR A POSSIBLE RESOLUTION.

Related Information

CII == CHANGE IN INCOME (PRIOR PUC PAR 3805159) - RELIEF SOUGHT - I'M REQUESTING EITHER A PAYMENT ARRANGEMENT OR AN EXTENSION TO PAY THE CATCH UP AMOUNT OF \$1586.00. I COULD PAY THIS AMOUNT BY 7/18/2024. MY EMPLOYER SWITCHED FROM WEEKLY PAY TO BIWEEKLY PAY AND I'M HAVING TROUBLE GETTING MY BUDGET ADJUSTED. THE EMAIL ADDRESS SROSSMAN03@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	
SARA	SNOW	

Status

Status

Closed

History

Click To Expand

Is Archived

Customer Information

Case Number

3999712

Customer First Name

STEVEN

Customer Last Name

ROSSMAN

Account Number

[REDACTED]

Service Address

Address 1

2424 3RD AVE

Address 2

City

ALTOONA

Service State

PA

Zip

16602

Home Phone

(814) 9372224

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

5

Family Size

5

Children

0

Age

19,21,24,29

General

PUC Date Opened

7/8/2024

PUC Sent Date

8/1/2024

PUC Date Closed

8/1/2024

Case Type

CII

Assigned To

Assigned Specialist

Eddy, Connie S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/31/2024

Head Date

8/2/2024

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
11285.87	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
296.00	11285.87	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(C). THE CUSTOMER HAS PCAP ARREARS IN THE BALANCE.

Has Decision Issue

Response Time

Other Information

Investigator First Name

CHRISTIE

Investigator Last Name

CRUMMY

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

SARA

Intaker Last Name

SNOW

Status

Is SAP Completed



SAP Completion Date

8/1/2024

History

Click To Expand



Customer: STEVEN ROSSMAN / 806975783
 Contract Acct:
 Service Address:

Created On: 10/17/2024
 Date Range: 8/09/2021 to 10/17/2024

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/20/9999 06:33:43	09/20/2024	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
Pa PUC Formal complaint received Aug 6, 2024. The Dispute Date/PUC Alert that was placed on the account was inadvertently removed from the account. Customer received disc notice dated 9/12/24 for the full past due balance \$11,285.87. Mr. Rossman spoke with a CSR on 9/19/24 and was advised no PUC complaint was on the account (the contacts are clearly documented that a Formal Complaint was received 8/6/24, that contact floats to the top). He contacted Dan Garcia (counsel) via vm yesterday asking for help. The original dispute date/PUC Alert has been reinstated. Counsel will reach out to Mr. Rossman to advise.				
08/06/9999 13:57:26	08/06/2024	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
PA PUC Formal Complaint Docket No. C-2024-3050560 (PAR request) received.				
10/09/2024 22:41:39	10/09/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/07/2024 14:21:52	10/07/2024	[REDACTED]	Jomayra Brower	Negotiation Tool - Service On
Spoke with: STEVEN ROSSMAN Created By: Jomayra Brower Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$12569.51 Offered - Pay Past Due Amt of \$11619.28 Offered - Pay Disconnection Amt of: \$11285.87 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. s/w STEVEN ROSSMAN / [REDACTED] / VAI/ already one bill/ CB (814)937-2224/ calling to adv power was terminated and it should not h ave been/ adv he was recon while he waits for PUC DECISION/ cust adv he can not pay				
10/07/2024 14:21:52	10/07/2024	[REDACTED]	Jomayra Brower	Financial Summary Review
Spoke with: STEVEN ROSSMAN Created By: Jomayra Brower FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/07/2024 13:45:57	10/07/2024	[REDACTED]	Nichole Chatham	Reconnection Process-Recon started
Negotiated Amounts: - Disconnection Amount: \$11285.87 - New Security Deposit: \$564.00 - Standard Reconnection Fee: \$32.00 Reconnect Amt Due: \$11881.87 Payment Status: Payment not required Reconnecting Service: Yes				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Remote Reconnect will be created for reconnection on 10/07/2024 (3 day) - Regulatory Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. SW STEVEN. CUST HAD A PENDING PUC DECISION ON ACCOUNT AND SHOULD NOT HAVE BEEN DISCONNECTED. RECONNECTING PER CNET. Created By: Chatham,Nichole</p>				
10/07/2024 13:41:51	10/07/2024	[REDACTED]	Nichole Chatham	Negotiation Tool - Service Off
<p>Spoke with: STEVEN ROSSMAN Created By: Nichole Chatham Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Service Off - Addl Questions:* Does medical condition exist?: No Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: No ***** Negotiated Amounts: - Disconnection Amount: \$11285.87 - New Security Deposit: \$564.00 - Standard Reconnection Fee: \$32.00 Reconnect Amt Due: \$11881.87 Payment Status: Payment not required Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 10/07/2024 (3 day) - Regulatory Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. SW STEVEN. CUST HAD A PENDING PUC DECISION ON ACCOUNT AND SHOULD NOT HAVE BEEN DISCONNECTED. RECONNECTING PER CNET. Confirmed Income Security Deposit waiver option provided</p>				
10/07/2024 13:41:51	10/07/2024	[REDACTED]	Nichole Chatham	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN Created By: Nichole Chatham FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
10/07/2024 13:36:33	10/07/2024	[REDACTED]	Thaddeus Miller	General Inquiry
<p>sw steven rossman verified acct# [REDACTED] cust was shut off for nonpay and needs to get the power back on tran to credit Customer was satisfied.</p>				
10/07/2024 13:03:38	10/07/2024	[REDACTED]	PILOGXP1 PILOGXP1	Service Disconnected
<p>DISC,Non-Pay, ,Total Arrears \$ 11619.28 + Sec Dep \$ 564.00 + Rec Fee. (Left Post Term)</p>				
10/07/2024 12:58:33	10/07/2024	[REDACTED]	Eailogon	Digital Post Termination Email
10/03/2024 12:33:51	10/03/2024	[REDACTED]	Veronica M Soto-Ortega	General Inquiry/Other
<p>SW STEVEN ROSSMAN/VAI/ON EBILL/CALLBACK #:(814) 937-2224/NO ALT #/CALL WAS PREV DISCONNECTED, CUST GOT TERM FOR 7TH/CUST</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>HAS PENDING PUC CASE WHICH HOLDS OFF ON TERM/ ADV CUST NO NOTICE ON ACCT SHOWS HE IS GOING TO TERMED ON 10/7/24 AND DUE TO PENDING PUC CASE, WE ARE NOT TO SHUT HIM OFF UNLESS A DECISION HAS BEEN MADE TO PROCEED WITH TERM/ CUST SAT Customer was satisfied.</p>				
10/01/2024 17:39:00	10/01/2024		EAILOGINWM7	Documents Needed
<p>██████████ Email sent. To process the PCAP WARM application, the following documents are needed: Heat Source Documentation: A recent fuel bill from the fuel vendor or utility, Verbal or written verification from the landlord or owner, Seller's disclosure form, Receipt of items purchased (for example - electric baseboard) or A bill or receipt from contractor working on the heat source, Income documents for Steven Rossman: EMPLOYMENT</p>				
10/01/2024 17:38:54	10/01/2024		EAILOGINWM7	PCAP WARM Application Submitted
<p>██████████ PCAP WARM Application submitted. Email sent to customer to advise application was received.</p>				
10/01/2024 17:09:00	10/01/2024	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
10/01/2024 03:30:37	10/01/2024	██████████	CS General Purpose Batch	DSPTRIGHTS Letter
09/30/2024 11:08:54	09/30/2024	██████████	Jasmine Wilson	General Inquiry
<p>VCB - VM Left Satisfied Not Applicable: Reason - Send DSPRTS</p>				
09/30/2024 10:06:00	10/01/2024	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Successful
<p>Phone attempt 13 - Call Transferred to FE IVR</p>				
09/24/2024 10:09:02	09/24/2024	██████████	Emiya J Rentas	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Emiya J Rentas Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. s/w steven rossman has pending puc hasnt been able to hear abck from them in regards to acct decision, adv he wont get turned off until they make a decision</p>				
09/24/2024 10:09:02	09/24/2024	██████████	Emiya J Rentas	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN Created By: Emiya J Rentas FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
09/24/2024 10:04:44	09/24/2024	██████████	Emiya J Rentas	General Inquiry
<p>vm reached for cb vm left Satisfied Not Applicable: Reason - Manual work</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/20/2024 06:04:20	09/20/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
09/19/2024 11:03:52	09/19/2024	[REDACTED]	Diana Mayfield	Utility Report Issued
<p>Spoke with: STEVEN ROSSMAN Created By: Diana Mayfield Dispute Rights Dunning lock created - Lock date: 09/29/2024 Company Position: Dispute rights given, new term date: Termination Date(on or after)=> 09/30/2024</p> <p>Customer Position: Cust. can't stop term</p>				
09/19/2024 11:00:58	09/19/2024	[REDACTED]	Diana Mayfield	Disconnection Phone Attempt - Successful
09/19/2024 11:00:49	09/19/2024	[REDACTED]	Diana Mayfield	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN Created By: Diana Mayfield BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>				
09/19/2024 10:59:03	09/19/2024	[REDACTED]	Diana Mayfield	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Diana Mayfield 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 medical professional: No *****</p> <p>Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$11720.22 Offered - Pay Past Due Amt of \$11619.28 Offered - Pay Disconnection Amt of: \$11285.87 *****</p> <p>Dispute Rights Issued Option Used. *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Cust inquire shut off notice</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
<p>Cust states that he has a pending PUC for 10/28/2024 Adv that I'm not currently showing anything from the PUC on the acct Adv Per PUC Decision- Case# 3999712 per note on 08/01/2024 Adv case 3999650 dismissed per note 08/16/2024 Advised customer ineligible for Med Cert Cust unable to pay Dispute rights given, new term date: Termination Date(on or after)=> 09/30/2024</p>																				
09/19/2024 10:54:20	09/19/2024	[REDACTED]	Diana Mayfield	Negotiation Tool - Service On																
<p>Spoke with: STEVEN ROSSMAN Created By: Diana Mayfield 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 medical professional: No</p>																				
09/19/2024 10:31:11	09/19/2024	[REDACTED]	INTV IVR	Account Balance Inquiry																
<p>(IVR_BillAnl) FACTR_CT = 2 ARREARS_MSG = Y USE_CHG = N -152 FACTR_PL = factorMessagePlayed</p>																				
09/19/2024 10:29:43	09/19/2024	[REDACTED]	INTV IVR	Account Balance Inquiry																
09/19/2024 10:03:00	09/19/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful																
<p>Phone attempt 05 - AMD Detected - Left Message</p>																				
09/11/2024 22:33:36	09/11/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential																
08/24/2024 20:20:50	08/24/2024	[REDACTED]	CS General Purpose Batch	Security Deposit Review																
<p>Security Deposit Warning Process. Letter sent 08/26/2024</p>																				
08/24/2024 19:21:13	08/24/2024	[REDACTED]	CS General Purpose Batch	Calculation																
<p>C/A [REDACTED] Contract 0027657161 Budget amt calculated for period ending 08/22/24 = \$ 296.00 Open editor for detail</p> <table border="0"> <tr> <td>1. 12 Mth Factor Amt:</td> <td>3515.60</td> </tr> <tr> <td>2. Current Delta: 988.94 - 888.00 + 0.00</td> <td>100.94</td> </tr> <tr> <td>3. Remaining Amount:</td> <td>2526.66</td> </tr> <tr> <td>4. Diff + Remain Amt: 100.94 + 2526.66</td> <td>2627.60</td> </tr> <tr> <td>5. New BBP Amount: 2627.60 / 274 x 30.4</td> <td>292.00</td> </tr> <tr> <td>* Dollar Difference: 292.00 - 296.00</td> <td>4.00</td> </tr> <tr> <td>* Pct Difference:</td> <td>1.35</td> </tr> <tr> <td>* System BBP Amount:</td> <td>296.00</td> </tr> </table>					1. 12 Mth Factor Amt:	3515.60	2. Current Delta: 988.94 - 888.00 + 0.00	100.94	3. Remaining Amount:	2526.66	4. Diff + Remain Amt: 100.94 + 2526.66	2627.60	5. New BBP Amount: 2627.60 / 274 x 30.4	292.00	* Dollar Difference: 292.00 - 296.00	4.00	* Pct Difference:	1.35	* System BBP Amount:	296.00
1. 12 Mth Factor Amt:	3515.60																			
2. Current Delta: 988.94 - 888.00 + 0.00	100.94																			
3. Remaining Amount:	2526.66																			
4. Diff + Remain Amt: 100.94 + 2526.66	2627.60																			
5. New BBP Amount: 2627.60 / 274 x 30.4	292.00																			
* Dollar Difference: 292.00 - 296.00	4.00																			
* Pct Difference:	1.35																			
* System BBP Amount:	296.00																			
08/21/2024 00:32:26	08/21/2024	[REDACTED]	EAILOGINWM7	Application Expired																
<p>[REDACTED] Customer did not complete PCAP WARM application, and it has now expired/canceled. If the customer wishes to enroll, they must complete a new application</p>																				
08/21/2024 00:32:26	08/21/2024	[REDACTED]	EAILOGINWM7	Application Expired																
<p>[REDACTED] Customer did not complete WARM application, and it has now expired/canceled. If the customer wishes to enroll, they must complete a new application.</p>																				
08/16/2024 21:21:12	08/16/2024	[REDACTED]	Gina Dietrich	PUC/BPU Complaint-Written																

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
case 3999650 dismissed				
08/06/2024 10:09:25	08/06/2024	[REDACTED]	Cindy Cox	Create Dunning Lock
Dunning Lock Reason:Utility Commission Dispute Start Date: 08/06/2024 End Date: 09/05/2024 Created By: Cindy Cox				
08/06/2024 10:08:44	08/06/2024	[REDACTED]	Cindy Cox	PUC/BPU Complaint-Written
Per PA PUC Secretary's Bureau, customer filed formal complaint C2024-3050560 regarding shut activity				
08/06/2024 10:08:32	08/06/2024	[REDACTED]	Cindy Cox	Contract Account Changed
08/01/2024 19:52:23	08/01/2024	[REDACTED]	Connie Eddy	PUC/BPU Complaint-Written
Per PUC Decision- Case# 3999712 CASE DISMISSED PER 1405(C). THE CUSTOMER HAS PCAP ARREARS IN THE BALANCE.				
07/09/2024 03:02:38	07/09/2024	[REDACTED]	CS General Purpose Batch	Sent PCAP Removal Letter
07/08/2024 12:22:55	07/08/2024	[REDACTED]	Lynda Krivoniak	Removed from Program
per TM removed pcap				
07/08/2024 10:37:39	07/08/2024	[REDACTED]	Connie Eddy	PUC/BPU Complaint-Written
PUC case# 3999712 received on 07/08/24 regarding a CII – change in income request.				
07/08/2024 10:36:56	07/08/2024	[REDACTED]	Mario L Perez	General Inquiry
s/w STEVEN ROSSMAN number changed, no 2nd on ebill customer calling about PUC complaint and to be removed from PCAP adv cust that since PUC complaint was made on Friday, we don't have an update adv that we don't recommend removing PCAP from acct, but cust wishes to go through with it Sent PCAP Removal telemono adv cust that about the complaint will update within the next few days caller disconnected afterwards Satisfied Not Applicable: Reason - Don't send DSPRTS				
07/08/2024 10:34:18	07/08/2024	[REDACTED]	Workflow General Purpose Batch	Telememo Employee Correspondence
Remove PCAP * 07/08/2024 10:34:11 EST (1011909) Should an installment plan be set up?: No Number of months: Remove customer from budget billing?: No s/w STEVEN ROSSMAN. Cust requested to be removed from PCAP Created By: Mario L Perez				
07/05/2024 17:55:32	07/05/2024	[REDACTED]	Alexandros Simotas	PUC/BPU Complaint-Written
PUC case 3999650; On PAR (PCAP) AS				
07/05/2024 15:35:44	07/05/2024	[REDACTED]	Eraili Cocly	Negotiation Tool - Service On
Spoke with: STEVEN ROSSMAN Created By: Eraili Cocly *PA Disconnection Notice (Service On):*				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Send DSPRTS s/w steven rossman, wanted extra 10 days, not available</p>				
07/05/2024 15:34:36	07/05/2024	[REDACTED]	Eraili Cocly	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Eraili Cocly *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No</p>				
07/05/2024 13:26:05	07/05/2024	[REDACTED]	Deveney Golden	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Deveney Golden 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 medical professional: No ***** *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: \$11043.96 Offered - Pay Past Due Amt of \$1994.50 Offered - Pay Disconnection Amt of: \$1585.50 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. cust not eligible for IP. cust wanted to see if he could have longer for his term date and informed cust that was not possible since another CSR already issued rights. advised cust to call the PUC and also provided 211 number for cust as well.</p>				
07/05/2024 11:34:46	07/05/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
06/26/2024 10:26:30	06/26/2024	[REDACTED]	Veronica M Soto-Ortega	Utility Report Issued
<p>Spoke with: STEVEN ROSSMAN Created By: Veronica M Soto-Ortega Dispute Rights Dunning lock created - Lock date: 07/07/2024 Company Position: SW STEVEN ROSSMAN- CANNOT PAY BY TERM DATE ON 6/27/24 Customer Position: STEVEN ROSSMAN HAS TO RESEND RECERTIFICATION PAPERS TO PCAP AND NEEDS ADDITIONAL TIME SO HE CAN GET BACK WITH PCAP/</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/26/2024 10:23:24	06/26/2024	[REDACTED]	Veronica M Soto-Ortega	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Veronica M Soto-Ortega 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 medical professional: No ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$11043.96 Offered - Pay Past Due Amt of \$1994.50 Offered - Pay Disconnection Amt of: \$1585.50 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes SW STEVEN ROSSMAN/VAI/CALL BACK #:814-937-2224/WAS ON WITH PCAP AND TOLD HIM TO SEND IN HIS RECERTIFICATION /NOT ELIGIBLE FOR ANOTHER MED CERT/ NOT ABLE TO DISCUSS INCOME, PCAP CUST/ WENT THROUGH BAL-ACCT \$11043.96, PAST DUE \$1994.50, DISCON AMT \$1585.50-UNABLE TO PAY AT THIS TIME/ISSUED DISPUTE RIGHTS</p>				
06/26/2024 10:19:00	06/26/2024	[REDACTED]	CS General Purpose Batch	Listened to Entire Msg-Household Confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/26/2024 03:01:51	06/26/2024	[REDACTED]	CS General Purpose Batch	Sent PCAP Extend Letter
06/21/2024 17:07:00	06/21/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/21/2024 06:02:44	06/21/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
06/20/2024 10:02:00	06/20/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/12/2024 22:18:19	06/12/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
06/11/2024 02:16:59	06/11/2024	[REDACTED]	EAILOGINWM7	Documents Needed
[REDACTED] Email sent. To process the PCAP WARM application, the following documents are needed: Income documents for Steven Rossman: EMPLOYMENT				
06/01/2024 02:20:06	06/01/2024	[REDACTED]	EAILOGINWM7	Documents Needed
[REDACTED] Email sent. To process the PCAP WARM application, the following documents are needed: Income documents for Steven Rossman: EMPLOYMENT				
05/30/2024 10:30:01	05/30/2024	[REDACTED]	Virgil Kennedy	Provide Program Information
OUTBOUND EMAIL TO ADVISE OF WARM PROGRAM				
05/25/2024 19:26:45	05/25/2024	[REDACTED]	CS General Purpose Batch	Post PCAP EPP Subsidy True-Up Cr

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/25/2024 19:26:45	05/25/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0027657161 Budget amt calculated for period ending 05/23/24 = \$ 296.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3563.80 * System BBP Amount: 296.00</p>				
05/07/2024 10:27:00	05/07/2024	[REDACTED]	CS General Purpose Batch	AMD - Message Left
Phone attempt 05 - AMD Detected - Left Message				
05/03/2024 17:09:12	05/03/2024	[REDACTED]	Christina Nieto	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Christina A Nieto Payment Options provided: Offered - Pay Acct Balance of: \$11126.17 Offered - Pay Past Due Amt of \$1361.50 ***** Human Services Options used. Provided PCAP and Other Assistance Information. Customer has info ***** PA Final Wrap-up Customer was satisfied. Customer was calling to see if we had received their payment to stop disconnection, I adv we had and that their account was no longer up for disconnection</p>				
05/03/2024 16:33:28	05/03/2024	[REDACTED]	Allison M Bock	General Inquiry
<p>VCB-NO VM OPTION Satisfied Not Applicable: Reason - Don't send DSPRTS</p>				
05/03/2024 15:41:00	05/03/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/03/2024 14:26:57	05/03/2024	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 05/03/2024 Payment Time: 14:26:57 Payment Amount: 199.19 Payment Type: Credit Vendor ID: CT Receipt Number: 29515216050324</p>				
05/03/2024 14:23:54	05/03/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
05/03/2024 14:19:43	05/03/2024	[REDACTED]	EAILOGINWM7	Change Profile
<p>Srossman03 srossman03@gmail.com Changed Password From Forgot Password</p>				
05/03/2024 14:18:18	05/03/2024	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
<p>Srossman03 srossman03@gmail.com Requested Forgot Password link</p>				
04/25/2024 11:49:38	04/25/2024	[REDACTED]	Dorie J Larocque	Utility Report Issued
<p>Spoke with: STEVEN ROSSMAN Created By: Dorie Larocque Dispute Rights Dunning lock created - Lock date: 05/05/2024 Company Position: OFFERED ALL OPTIONS TO STOP DISCONNECTION Customer Position:</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
CUST COULDNT SATIFY OPTION TO STOP TERM Termination Date(on or after)=> 05/06/2024				
04/25/2024 11:47:33	04/25/2024	[REDACTED]	Dorie J Larocque	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Dorie Larocque *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$11325.36 Offered - Pay Past Due Amt of \$1560.69 Offered - Pay Disconnection Amt of: \$199.19 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes</p>				
04/25/2024 11:47:33	04/25/2024	[REDACTED]	Dorie J Larocque	Disconnection Phone Attempt - Successful
04/25/2024 11:23:10	04/25/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
04/23/2024 17:05:00	04/23/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/23/2024 06:03:03	04/23/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
04/23/2024 03:01:58	04/23/2024	[REDACTED]	CS General Purpose Batch	Sent PCAP Notification to Reverify Letter
04/22/2024 10:02:00	04/22/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/13/2024 20:18:25	04/13/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
04/05/2024 11:01:00	04/05/2024	[REDACTED]	CS General Purpose Batch	AMD - Message Left
Phone attempt 05 - AMD Detected - Left Message				
03/25/2024 03:03:37	03/25/2024	[REDACTED]	CS General Purpose Batch	Sent PCAP Notification to Reverify Letter
02/26/2024 19:10:58	02/26/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0027657161 Budget amt calculated for period ending 02/25/24 = \$ 409.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3327.63 2. Current Delta: 2863.77 - 2103.00 + 0.00 760.77 3. Remaining Amount: 463.86 4. Diff + Remain Amt: 760.77 + 463.86 1224.63 5. New BBP Amount: 1224.63 / 91 x 30.4 409.00 * Dollar Difference: 409.00 - 251.00 158.00 * Pct Difference: 62.95 * System BBP Amount: 409.00</p>				
02/22/2024 13:40:03	02/22/2024	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH				
02/15/2024 22:49:01	02/15/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANSWER_LIVE Customer reports Power is on.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
02/15/2024 22:24:27	02/15/2024	[REDACTED]	EAILOGINWM6	Lights-None
<p>Played_POWERONDESC_CustomerMessage 09 We are aware of your outage and we are investigating the cause. ERT: 2/16/2024 1:30:00 AM</p>				
02/13/2024 22:22:19	02/13/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
12/10/2023 11:08:15	12/10/2023	[REDACTED]	EAILOGINWM7	Lights-None
11/25/2023 19:39:58	11/25/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0027657161 Budget amt calculated for period ending 11/23/23 = \$ 251.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2854.82 2. Current Delta: 1751.72 - 1350.00 + 0.00 401.72 3. Remaining Amount: 1103.10 4. Diff + Remain Amt: 401.72 + 1103.10 1504.82 5. New BBP Amount: 1504.82 / 182 x 30.4 251.00 * Dollar Difference: 251.00 - 225.00 26.00 * Pct Difference: 11.56 * System BBP Amount: 251.00</p>				
10/19/2023 13:43:13	10/19/2023	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 101021205 - \$ 26.31 - 10/19/2023 Srossman03 srossman03@gmail.com</p>				
10/19/2023 13:39:19	10/19/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
10/19/2023 10:02:00	10/19/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>				
10/11/2023 22:29:32	10/11/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
09/16/2023 07:15:35	09/16/2023	[REDACTED]	CS General Purpose Batch	EML-Retracted from Collection Email Communication
<p>Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.</p>				
08/24/2023 19:43:35	08/24/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0027657161 Budget amt calculated for period ending 08/23/23 = \$ 225.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2770.56 2. Current Delta: 1037.14 - 675.00 + 0.00 362.14 3. Remaining Amount: 1733.42 4. Diff + Remain Amt: 362.14 + 1733.42 2095.56 5. New BBP Amount: 2095.56 / 272 x 30.4 234.00 * Dollar Difference: 234.00 - 225.00 9.00 * Pct Difference: 4.00 * System BBP Amount: 225.00</p>				
07/24/2023 05:39:07	07/24/2023	[REDACTED]	CS General Purpose Batch	EML-Initial Collection Email Communication
<p>This account is part of a Rev Ops digital collection email initiative. Follow normal state specific negotiation process for residential customers. These emails are not part of the dunning process and do not include standard dunning language.</p>				
06/20/2023 09:46:36	06/20/2023	[REDACTED]	EAILOGINWM7	Ready Pay Create

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
No 98023943 - \$ 1.19 - 06/20/2023 Srossman03 srossman03@gmail.com				
06/05/2023 11:23:44	06/05/2023	[REDACTED]	Sarah Jones	Installation Changed
06/05/2023 03:00:32	06/05/2023	[REDACTED]	CS General Purpose Batch	Sent PCAP Enrollment Letter
06/02/2023 08:51:05	06/02/2023	[REDACTED]	BATCH	Budget Billing Plan Simulated\Created
06/02/2023 08:51:04	06/02/2023	[REDACTED]	BATCH	Calculation
<p>C/A [REDACTED] Contract 0027657161 A new monthly average amount has been calculated = \$ 225.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2699.27 2. New Avg Mthly Amt: 2699.27 / 364 x 30.4 225.00 * System BBP Amount: 225.00</p>				
06/02/2023 08:51:04	06/02/2023	[REDACTED]	BATCH	Enrolled Into Program
Held Security Deposit of \$214 was released				
06/02/2023 08:51:00	06/02/2023	[REDACTED]	Virgil Kennedy	Calculation of Monthly PCAP Credit
<p>C/A [REDACTED] A new PCAP amount has been calculated = \$ 92.50 Open editor for details.</p> <p>1. Minimum Payment: 44136.00 * 3.00 % 1324.08 2. Current burden: 217.00 x 12 2604.00 3. LIHEAP amount: 0.00 4. Unassisted burden: 2604.00 - 0.00 2604.00 5. Monthly Credit Amt: (2604.00 - 1324.08) / 12 106.66 Monthly Credit Amount adjusted for limit</p>				
05/11/2023 15:39:41	05/11/2023	[REDACTED]	Jessica Devericks	General Inquiry
<p>***** Web Request Number: 6620134 ***** Form Name: Contact Us Submit Date: 05/11/2023 09:57:47 Operating Company: PN01 Topic: Customer Service Name: Steven Rossman Email: srossman03@gmail.com Address Line 1: 2424 3rd Ave Address Line 2: null City: Altoona State: PA Province: null Zip: 16602 Country: null Phone: (814) 937-2224 Best Time: null Account Number: [REDACTED] Request Type: Payment Assistance Subject: Service termination ***** Text: I was wondering if you might be able to tell me if my</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>service termination date is still on or after May 15, 2023? I am still waiting for word from The Dollar Energy Fund about if I qualify for PCAP program and I'm afraid It might be after May 15th that I hear from them. If it is still set for May 15, 2023 can I please get another week or so to hear from The Dollar Energy Fund? Thank you in advance for your time and assistance, Steven Rossman *****</p> <p>Reply: Thank you for your inquiry. We are happy to help. Our records show you spoke with Customer Care on 05/11/2023. We advised your account does not have a disconnection. We have received your complaint through the Public Utility Commission on 05/08/2023. At this time your complaint is being reviewed, and you will be contacted once the complaint has been completed. We hope this helps. Have a good rest of your day! *****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
05/11/2023 12:03:32	05/11/2023	██████████	Javier Medina	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Javier I Medina Payment Options provided: Offered - Pay Acct Balance of: \$9329.99 Offered - Pay Past Due Amt of \$5860.77 *****</p> <p>PA Final Wrap-up Customer was satisfied. SW-STEVEN ROSSMAN / ██████████ - BP IS CURRENTLY CALLING TO GET AND ANOTHER EXTENTION HE DOES HAVE A PUC COMPLAINT- ADV BP HE NOT UP FOR DISC AT THIS TIME</p>				
05/11/2023 11:54:43	05/11/2023	██████████	INTV IVR	Account Balance Inquiry
05/11/2023 11:46:00	05/11/2023	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/08/2023 15:28:18	05/08/2023	██████████	Alison Walker	PUC/BPU Complaint-Written
Per Alison at BCS Secretary's Bureau, customer filed a Formal PUC complaint - docket# C-2023-3040488-awalker				
05/08/2023 10:05:00	05/08/2023	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/08/2023 08:25:48	05/08/2023	██████████	Riley McClelland	General Inquiry
<p>Web Req# 6603020 *****</p> <p>Who would be able to give me that information? *****</p> <p>Reply: Thank you for your reply. The termination date is on or after 05/15/2023. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
call Penelec at 1-800-962-4848. Satisfied Not Applicable: Reason - Manual work				
05/05/2023 12:18:11	05/05/2023	[REDACTED]	David Campbell	General Inquiry
<p>*****</p> <p>Web Request:6603020 *****</p> <p>Name: Steven Rossman Email: srossman03@gmail.com Address Line 1: 2424 3rd Avenue Address Line 2: null City: Altoona State: PA Province: null Zip: 16602 Country: null Phone: 814-937-2224 Best Time: null Account Number: [REDACTED] *****</p> <p>Text: Are you able to tell me if my termination is scheduled for 5/8? *****</p> <p>Reply: Thank you for contacting us. We can only see the date eligible for termination. We are not able to see when service would actually be disconnected as this information is not released to customer service. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. *****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
05/04/2023 22:20:10	05/04/2023	[REDACTED]	David Campbell	General Inquiry
<p>*****</p> <p>Web Request:6603020 *****</p> <p>Name: Steven Rossman Email: srossman03@gmail.com Address Line 1: 2424 3rd Avenue Address Line 2: null City: Altoona State: PA Province: null Zip: 16602 Country: null Phone: 814-937-2224 Best Time: null Account Number: [REDACTED] *****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Text: Can you tell me if my service is due to be disconnected on 5/8 or do I have until 5/8 to make payment or other arrangement? *****</p> <p>Reply: Thank you for contacting FirstEnergy. We show that you were able to speak with a representative regarding your request. If you need further assistance, please reply to this email. Have a great day. *****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
05/04/2023 15:23:53	05/04/2023	[REDACTED]	Russell Riggs-Marshek	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN Created By: Russell A Riggs-Marshek FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
05/04/2023 15:23:34	05/04/2023	[REDACTED]	Russell Riggs-Marshek	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Russell A Riggs-Marshek 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 *****</p> <p>Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. SW STEVEN ROSSMAN adv applied for LIHEAP has not heard back. *****</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: \$9329.99 Offered - Pay Disconnection Amt of: \$8900.85 Offered - Pay Past Due Amt of \$5860.77 Offered - Pay Catch-up Amt of: \$5483.27 *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Customer was not satisfied. Rights provided to customer. SW STEVEN ROSSMAN adv has not heard back from LIHEAP adv term date on or after 05/08 adv PCAP program as well.</p>				
04/25/2023 19:16:33	04/25/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0027657161 Budget amt calculated for period ending 04/24/23 = \$ 223.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2704.66</p> <p>2. Current Delta: 524.55 - 669.00 + 0.00 144.45-</p> <p>3. Remaining Amount: 2180.11</p> <p>4. Diff + Remain Amt: 144.45- + 2180.11 2035.66</p> <p>5. New BBP Amount: 2035.66 / 274 x 30.4 226.00</p> <p>* Dollar Difference: 226.00 - 223.00 3.00</p> <p>* Pct Difference: 1.35</p> <p>* System BBP Amount: 223.00</p>				
04/25/2023 11:47:18	04/25/2023	[REDACTED]	Sonia Hale	Utility Report Issued
<p>Spoke with: STEVEN ROSSMAN</p> <p>Created By: Sonia L Hale</p> <p>Dispute Rights Dunning lock created - Lock date: 05/07/2023</p> <p>Company Position:</p> <p>Offered all options</p> <p>Customer Position:</p> <p>new termination date 5/08/2023</p>				
04/25/2023 11:43:06	04/25/2023	[REDACTED]	Sonia Hale	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN</p> <p>Created By: Sonia L Hale</p> <p>Financial Summary Option Used.</p> <p>Low income letter will be sent.</p> <p>*****</p> <p>Human Services Options used.</p> <p>applied this morning</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$9202.33</p> <p>Offered - Pay Disconnection Amt of: \$8900.85</p> <p>Offered - Pay Past Due Amt of \$5861.75</p> <p>Offered - Pay Catch-up Amt of: \$5483.27</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>SW STEVEN ROSSMAN unable to pay issued disputes rights new termination 5/8/2023</p>				
04/25/2023 11:43:06	04/25/2023	[REDACTED]	Sonia Hale	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN</p> <p>Created By: Sonia L Hale</p> <p>Low income letter will be sent.</p>				
04/25/2023 10:26:40	04/25/2023	[REDACTED]	EALOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder</p> <p>Offered All Options</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/20/2023 10:05:00	04/20/2023	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/14/2023 08:00:44	04/17/2023	██████████	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
04/12/2023 22:30:41	04/12/2023	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
04/03/2023 13:46:08	04/03/2023	██████████	Shelby Bartman	Premise Information Changed
04/03/2023 08:00:26	04/03/2023	██████████	Jessica Devericks	General Inquiry
<p>*****</p> <p>Request Number: 6519975</p> <p>*****</p> <p>Text: Thank you for that information. I am currently on hold and it's to be between 1 hour 45 minutes and 2 hours and 30 minutes or so. Are you able to tell me if I have an active shut off?</p> <p>Thank you,</p> <p>Steven Rossman</p> <p>Sent from my iPhone</p> <p>*****</p> <p>Reply: Thank you for your reply. Currently, your account does not have an active notice. However, a notice could generate any time the account is past due. We understand there is high call volume, however you would have to contact our Credit Team for Penelec at 1-800-962-4848 if you have further questions.</p> <p>*****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
03/31/2023 15:50:18	03/31/2023	██████████	Jessica Devericks	General Inquiry
<p>*****</p> <p>Request Number: 6519975</p> <p>*****</p> <p>Form Name: Contact Us</p> <p>Submit Date: 03/31/2023 10:50:47</p> <p>Operating Company: PN01</p> <p>Topic: Customer Service</p> <p>Name: Steven Rossman</p> <p>Email: srossman03@gmail.com</p> <p>Address Line 1: 2424 3rd Ave</p> <p>Address Line 2: null</p> <p>City: Altoona</p> <p>State: PA</p> <p>Province: null</p> <p>Zip: 16602</p> <p>Country: null</p> <p>Phone: (814) 937-2224</p> <p>Best Time: null</p> <p>Account Number: ██████████</p> <p>*****</p> <p>Text: I am double checking on the payment arrangement or installment plan entered into on 3/31/2023. I made a down</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>payment of \$214.00 today and beginning with my next bill the amount I will be required to pay will be the combined total of my current charges, supplier charges plus the installment plan amount until I am finished paying off the balance. Is that correct? If I keep to this plan, will I keep my power from being turned off?</p> <p>*****</p> <p>Reply: Thank you for your inquiry. We are happy to help you today. Our records only show the Security Deposit Installment Plan was created on your account. We would advise contacting our Credit Team for Penelec at 1-800-962-4848. A representative would be able to further assist with setting up the installment plan for your account.</p> <p>We hope this helps! Have a good weekend!</p> <p>*****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
03/31/2023 10:41:03	03/31/2023	██████████	EAILOGINWM7	Ready Pay Create
No 96061037 - \$ 214.00 - 03/31/2023 Srossman03 srossman03@gmail.com				
03/31/2023 10:40:15	03/31/2023	██████████	EAILOGINWM7	Bank Details Added
0002 Bank Details Added Srossman03 srossman03@gmail.com				
03/31/2023 10:37:51	03/31/2023	██████████	EAILOGINWM7	PA Payment - IP
Customer did not offer down payment Created Budget + I/P \$ 0.00 Repay Pln: Instlm: # 000				
03/31/2023 10:37:51	03/31/2023	██████████	EAILOGINWM7	Security Deposit - IP
DP Amt: 214.00 Num Inst: 002				
03/31/2023 10:36:41	03/31/2023	██████████	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options Agency Referral Refused Not Eligible for CAP Referral				
03/23/2023 10:07:00	03/23/2023	██████████	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
03/01/2023 08:49:51	03/01/2023	██████████	CS General Purpose Batch	Job assigned to Energy Savings contractor
02/23/2023 10:08:00	02/23/2023	██████████	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/17/2023 14:18:19	02/17/2023	██████████	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
02/11/2023 20:15:24	02/11/2023	██████████	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/31/2023 22:33:01	01/31/2023	██████████	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.				
01/25/2023 12:59:00	01/25/2023	██████████	Brittany Frankenberry	Provide Program Information
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 20:24:15	01/24/2023	██████████	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/24/2023 19:18:13	01/24/2023	██████████	CS General Purpose Batch	Calculation
C/A ██████████ Contract 0027657161 Budget amt calculated for period ending 01/23/23 = \$ 223.00 Open editor for detail				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 2683.39 * System BBP Amount: 223.00				
01/24/2023 10:04:00	01/24/2023	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
12/27/2022 22:23:13	12/22/2022	[REDACTED]	BATCH	Security Deposit Created
Security Deposit warning process: \$ 428.00 deposit billed on 12/27/22				
12/21/2022 06:45:05	12/21/2022	[REDACTED]	Cheryl Fick	PUC/BPU Complaint-Written
Case #3866784 - DECISION ISSUED - CUSTOMER IS INELIGIBLE FOR A PUC PAYMENT ARRANGEMENT. THE COMPANY FOLLOWED PROPER PROCEDURES IN NOTIFYING CUSTOMER OF AN IMPENDING TERMINATION. CUSTOMER USED THREE MEDICAL CERTIFICATES TO POSTPONE TERMINATION. THE COMPANY FOLLOWED PROPER PROCEDURES IN DENYING CUSTOMER ADDITIONAL MEDICAL CERTIFICATES. - CASE DISMISSED / cdf				
11/23/2022 13:18:57	11/23/2022	[REDACTED]	Megan Jones	Negotiation Tool - Service On
Spoke with: STEVEN ROSSMAN Created By: Megan E Jones Payment Options provided: Offered - Pay Acct Balance of: \$7712.47 Offered - Pay Past Due Amt of \$3970.43 ***** PA Final Wrap-up Customer was satisfied. Adv that the termination has stopped, adv that anytime you carry a past due it can become a disc notice. Going to make payment 11/30 228\$				
11/23/2022 12:52:47	11/23/2022	[REDACTED]	EAILOGINW7	Change Profile
Srossman03 srossman03@gmail.com Changed Password From Forgot Password				
11/23/2022 12:52:05	11/23/2022	[REDACTED]	EAILOGINW7	Forgot Password Email Sent
Srossman03 srossman03@gmail.com Requested Forgot Password link				
11/10/2022 22:33:14	11/10/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/25/2022 19:07:28	10/25/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0027657161 Budget amt calculated for period ending 10/24/22 = \$ 250.00 Open editor for detail 1. 12 Mth Factor Amt: 2655.30 2. Current Delta: 2088.37 - 1908.00 + 0.00 180.37 3. Remaining Amount: 566.93 4. Diff + Remain Amt: 180.37 + 566.93 747.30 5. New BBP Amount: 747.30 / 91 x 30.4 250.00 * Dollar Difference: 250.00 - 228.00 22.00 * Pct Difference: 9.65 * System BBP Amount: 250.00				
10/19/2022 12:51:10	10/19/2022	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL CAMPAIGN TO ADVISE OF PCAP AND ERAP				
09/23/2022 12:19:25	09/23/2022	[REDACTED]	Stacey Harman	PUC/BPU Complaint-Written

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
PUC case# 3866784 received on 09/22/22 regarding a PUC payment agreement request (PAR). Customer had an additional dispute. Stace				
09/23/2022 10:20:35	09/23/2022	[REDACTED]	Amy Arbogast	Financial Summary Review
Spoke with: STEVEN ROSSMAN Created By: Amy Arbogast Low income letter will be sent.				
09/23/2022 10:20:35	09/23/2022	[REDACTED]	Amy Arbogast	Negotiation Tool - Service On
Spoke with: STEVEN ROSSMAN Created By: Amy Arbogast 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: \$7240.89 Offered - Pay Disconnection Amt of: \$6802.95 Offered - Pay Past Due Amt of \$3360.43 Offered - Pay Catch-up Amt of: \$3010.28 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. S/W Steven Rossman; spoke with someone the other day and they mentioned that he might be eligible for the PCAP program; wants to know the income guidelines; customer states that a medical condition exists in the household; account is flagged that customer doesn't qualify for a medical certificate at this time; updated FS; offered the # to DEF; customer doesn't qualify to reset the current payment arrangement at this time to stop the termination; dispute rights have already been issued for this disconnection				
09/20/2022 15:21:59	09/20/2022	[REDACTED]	Josh McIntire	General Inquiry
Customer was satisfied.				
09/20/2022 15:21:33	09/20/2022	[REDACTED]	Josh McIntire	Utility Report Issued
Spoke with: STEVEN ROSSMAN Created By: Josh McIntire Dispute Rights Dunning lock created - Lock date: 10/02/2022 Company Position: Offered all options and advised of amounts and assistance/options to satisfy termination Customer Position: Customer did not accept or unable to satisfy any options offered to stop termination				
09/20/2022 15:19:07	09/20/2022	[REDACTED]	Josh McIntire	Disconnection Phone Attempt - Successful
09/20/2022 15:18:23	09/20/2022	[REDACTED]	Josh McIntire	Financial Summary Review
Spoke with: STEVEN ROSSMAN Created By: Josh McIntire				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Low income letter will be sent.				
09/20/2022 15:18:05	09/20/2022	[REDACTED]	Josh McIntire	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Josh McIntire 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. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. offered PCAP number and 211 option has already reached out 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: \$7240.89 Offered - Pay Disconnection Amt of: \$6802.95 Offered - Pay Past Due Amt of \$3360.43 Offered - Pay Catch-up Amt of: \$3010.28 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes **adv not eligible for another installment plan / has already had two LTIP's</p>				
09/13/2022 22:32:34	09/13/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
09/12/2022 09:44:46	09/15/2022	[REDACTED]	Amber Moore	General Inquiry/Other
<p>This account is part of the PA & MD email collection pilot of September/October 2022. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process and do not include standard dunning language. See communication from Change Agent Council for more detail.</p>				
08/24/2022 22:26:16	08/24/2022	[REDACTED]	CS General Purpose Batch	Security Deposit Review
Security Deposit Warning Process. Letter sent 08/25/2022				
08/20/2022 11:17:58	07/21/2022	[REDACTED]	Bryce McVicker	Medical Certificate
<p>Medical Certificate RECIEVED SIGNED BY KAYLA FOWLER FOR CHRISTIE ROSSMAN MED CERT #3-- MED CERT #1 5/6/2022, MED CERT #2 6/17/2022, MED CERT #3 7/21/2022-8/20/2022 BM/**CBO**</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/19/2022 13:57:33	08/19/2022	[REDACTED]	Brittany Frankenberry	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
07/27/2022 19:12:37	07/27/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0027657161 Budget amt calculated for period ending 07/26/22 = \$ 228.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2614.40 2. Current Delta: 1316.75 - 1224.00 + 0.00 92.75 3. Remaining Amount: 1297.65 4. Diff + Remain Amt: 92.75 + 1297.65 1390.40 5. New BBP Amount: 1390.40 / 185 x 30.4 228.00 * Dollar Difference: 228.00 - 204.00 24.00 * Pct Difference: 11.76 * System BBP Amount: 228.00</p>				
07/21/2022 11:19:20	07/21/2022	[REDACTED]	Bryce McVicker	Med Cert Paperwork Received
<p>Medical Certificate Paperwork Received CALEED NUMBER 814-937-2224 S/W STEVEN ROSSMAN ADVISED MED CERT WAS APPROVED AND VALID TIL 8/20/2022. BM/**CBO**</p>				
07/19/2022 15:54:55	07/19/2022	[REDACTED]	Jessica Devericks	General Inquiry
<p>Request Number: 5957599 ***** Name: Steven Rossman Email: srossman03@gmail.com Address Line 1: 2424 3rd Ave Address Line 2: null City: Altoona State: PA Province: null Zip: 16602 Country: null Phone: (814) 937-2224 Best Time: null Account Number: [REDACTED] *****</p> <p>I have tried to get a new medical certification form faxed to my doctor's office for over a week now and they never get it. I had another faxed over this morning and all they got was a cover sheet with no patient name on it. My current medical certification ends today, July 18 and I am afraid my power is going to be shut off because I can't get a new form faxed correctly. I need help please. My doctor's office is UPMC Sleep Lab; fax number is 814-889-3615; patient name is Christie Rossman and date of birth is 09/15/1971. *****</p> <p>Thank you for your inquiry. We are happy to assist. Medical</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Certificates can be sent to us via our website. Please have your Doctor visit www.firstenergycorp.com/doctors and enter the Unique ID number 000624525435. If it still needs to be faxed, please advise in your email reply.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
07/18/2022 15:32:23	07/18/2022	[REDACTED]	Megan Jones	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Megan E Jones Med Cert options used. Provided Med Cert Webform URL: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name:upmc - sleep lab Physician Fax:(814)889-3615 ***** Payment Options provided: Offered - Pay Acct Balance of: \$6558.29 Offered - Pay Past Due Amt of \$2448.28 ***** PA Final Wrap-up Customer was satisfied. Adv that the termination has stopped, adv that anytime you carry a past due it can become a disc notice.</p>				
07/18/2022 15:32:23	07/18/2022	[REDACTED]	Megan Jones	Medical Certification Webform Request
<p>Medical Certificate</p>				
07/18/2022 12:22:55	07/18/2022	[REDACTED]	Beverly Scott	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Beverly D Scott Payment Options provided: Offered - Pay Acct Balance of: \$6558.29 Offered - Pay Past Due Amt of \$2448.28 ***** PA Final Wrap-up Customer was satisfied. s/wSTEVEN ROSSMAN / [REDACTED] /calling to have med cert faxed to doctor/ DR UPMC SLEEP LAB/8148893615/ 1076987 /CHRISTIE ROSSMAN/reviewed acct balances/</p>				
07/18/2022 03:30:28	07/18/2022	[REDACTED]	CS General Purpose Batch	DSPTRIGHTS Letter
07/15/2022 16:04:26	07/15/2022	[REDACTED]	Lori Klapp	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Lori Klapp Payment Options provided: Offered - Pay Acct Balance of: \$6558.29 Offered - Pay Past Due Amt of \$2448.28 ***** PA Final Wrap-up Customer was satisfied. s/w STEVEN ROSSMAN, requested another fax be sent to doctor, they never received fax for med cert,</p>				
07/15/2022 16:00:02	07/15/2022	[REDACTED]	Lori Klapp	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Created By: Lori Klapp Payment Options provided: Offered - Pay Acct Balance of: \$6558.29 Offered - Pay Past Due Amt of \$2448.28</p>				
07/15/2022 14:52:13	07/15/2022	[REDACTED]	Jessica Jalbert	General Inquiry
<p>s.w Steven wanted to know if we got new med cert advised we have, Satisfied Not Applicable: Reason - Send DSPRTS</p>				
07/13/2022 10:33:20	07/13/2022	[REDACTED]	Cedric Campbell	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Cedric L Campbell Payment Options provided: Offered - Pay Acct Balance of: \$6558.29 Offered - Pay Past Due Amt of \$2448.28 ***** Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name:upmc sleep lab Physician Fax:(814)889-3615 faxing another med cert per bp req to fax# 8148893615 sleep lab ***** PA Final Wrap-up Customer was satisfied. sw steven rossman vai faxing another med cert per bp req to fax# 8148893615 sleep lab,</p>				
06/22/2022 09:29:33	06/17/2022	[REDACTED]	Cierra Caul	Medical Certificate
<p>Medical Certificate 6-17-22 to 7-17-22 received signed med cert#2 med cert#1 5-6-22 for christie rossman from kayla fowler pac cbo/cc</p>				
06/21/2022 15:01:33	06/21/2022	[REDACTED]	William Soles	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: William A Soles Offered - Pay Past Due Amt of \$2448.28 ***** PA Final Wrap-up Customer was satisfied. adv. med cert hold on acct through 07/17 offered acct bal (bill amt): 2448.28 offered PCAP/assistance info adv. cust not eligible for IP adv. max # of med certs allowed per acct bal is 3, adv. 2 have been used</p>				
06/17/2022 09:31:13	06/17/2022	[REDACTED]	Cierra Caul	Med Cert Paperwork Received
<p>Medical Certificate Paperwork Received 6-17-22 to 7-17-22 received signed med cert#2 med cert#1 5-6-22 for christie rossman from kayla fowler pac cbo/cc</p>				
06/14/2022 17:24:41	06/14/2022	[REDACTED]	Teresa L Thomas	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Teresa L Thomas</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Payment Options provided: Offered - Pay Acct Balance of: \$6229.89 Offered - Pay Past Due Amt of \$2167.28 ***** Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name:UPMC Sleep Lab Physician Fax:(814)889-3615 the patient is the wife Christie Rossman The fax was sent to the attention to KELLY ***** PA Final Wrap-up Customer was satisfied. sw Steven Rossman, cust states that the name on the Med Cert needed corrected to his wifes name Christie Rossman, verified the fax #, adv cust of the bal due and the shutoff date</p>
06/14/2022 16:21:18	06/14/2022		Kirsten Kinzer	Utility Report Issued
				<p>Spoke with: STEVEN ROSSMAN Created By: Kirsten R. Kinzer Dispute Rights Dunning lock created - Lock date: 06/24/2022 Company Position: disc Customer Position: disc</p>
06/14/2022 16:21:09	06/14/2022		Kirsten Kinzer	Negotiation Tool - Service On
				<p>Spoke with: STEVEN ROSSMAN Created By: Kirsten R. Kinzer PA Final Wrap-up Customer was not satisfied. Rights provided to customer. vai sw STEVEN ROSSMAN / [REDACTED] was asking about med cert adv denied on 6.13. said doctor was sending another bc of blank form . check credit data and neg and wasn't showing an active disc notice. confirmed with kc that the disc is still on with hold ending today . least amt to stop disc is 1568.25 req for just 1 more day xfer to FS ***** Dispute Rights Issued Option Used.</p>
06/13/2022 16:55:41	06/13/2022		Colin Bernier	Med Cert Paperwork Denied
				<p>med cert denied. form was returned blank and on the cover letter stated " pt is not a sleep clinic pt" called and s/w bp and adv form denied chb/cbo Satisfied Not Applicable: Reason - Manual work</p>
06/13/2022 16:20:23	06/13/2022		Eliza R Wilson	Negotiation Tool - Service On

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Spoke with: STEVEN ROSSMAN Created By: Eliza R Wilson Payment Options provided: Offered - Pay Acct Balance of: \$6229.89 Offered - Pay Past Due Amt of \$2167.28 ***** PA Final Wrap-up Customer was satisfied.</p>
06/13/2022 11:26:05	06/13/2022		Marnetta D Singleton	Negotiation Tool - Service On
				<p>Spoke with: STEVEN ROSSMAN Created By: Marnetta D Singleton Payment Options provided: Offered - Pay Acct Balance of: \$6229.89 Offered - Pay Past Due Amt of \$2167.28 ***** Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name:UPMC Sleep Wab Physician Fax:(814)889-3615 ***** PA Final Wrap-up Customer was satisfied.</p>
06/09/2022 16:24:39	06/09/2022		Eleanor Strakal	Create Dunning Lock
				<p>Dunning Lock Reason:Medical Certificate Start Date: 06/09/2022 End Date: 06/14/2022 SECOND MEDCERT FAXED Created By: Eleanor V Strakal</p>
06/09/2022 16:03:45	06/09/2022		Eleanor Strakal	Negotiation Tool - Service On
				<p>Spoke with: STEVEN ROSSMAN Created By: Eleanor V Strakal Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$6229.89 Offered - Pay Disconnection Amt of: \$5673.56 Offered - Pay Past Due Amt of \$2167.28 Offered - Pay Catch-up Amt of: \$1568.25 ***** Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Physician Name:UPMC Sleep Lab Physician Fax:(814)889-3615 SECOND MEDCERT SENT ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.</p>				
06/09/2022 16:03:45	06/09/2022	[REDACTED]	Eleanor Strakal	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN Created By: Eleanor V Strakal FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
06/09/2022 15:57:24	06/09/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
06/09/2022 15:17:35	06/09/2022	[REDACTED]	Kanisha Brunn	General Inquiry
<p>SW STEVEN ROSSMAN wanting to get on a payment plan cannot pay full disconnection amount Satisfied Not Applicable: Reason - Call Transferred</p>				
06/09/2022 14:44:00	06/09/2022	[REDACTED]	Kirsten Kinzer	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Kirsten R. Kinzer Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. def said to pay 150 and then said no funds after payment. ***** *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: \$6229.89 Offered - Pay Disconnection Amt of: \$5673.56 Offered - Pay Past Due Amt of \$2167.28 Offered - Pay Catch-up Amt of: \$1568.25 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was not satisfied. Rights provided to customer. adv cannot offer another ip vai sw STEVEN ROSSMAN / [REDACTED] is req to sw sup bc he is trying to stop term but cannot make full amt m xfer to FS</p>				
06/09/2022 14:44:00	06/09/2022	[REDACTED]	Kirsten Kinzer	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN Created By: Kirsten R. Kinzer FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
06/09/2022 14:34:49	06/09/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Contact Person: Account Holder Offered All Options				
06/09/2022 13:57:17	06/09/2022	[REDACTED]	EAILOGINW7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/01/2022 13:15:20	06/01/2022	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/01/2022 Payment Time: 13:15:19 Payment Amount: 150.00 Payment Type: Credit Vendor ID: CT Receipt Number: 14587820060122				
05/30/2022 13:40:01	04/25/2022	[REDACTED]	Amber Moore	General Inquiry/Other
This account is part of the PA email collection pilot of April/May 2022. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process and do not include standard dunning language. See communication from Change Agent Council for more detail.				
05/11/2022 21:13:50	05/11/2022	[REDACTED]	Jessica Devericks	General Inquiry
Web Request Number: 5822399 ***** RE: [EXTERNAL] Re: medical certification ***** Text: Rossman Sent from my iPhone### ***** Reply: Thank you for providing the information requested. We show that you spoke with Customer Service on 05/11/2022. We advised that your Medical Certificate was received, and this will place a hold on your account for 30 days. If you have further questions, please reply to this email. Have a nice day! Satisfied Not Applicable: Reason - Manual work				
05/11/2022 15:47:41	05/06/2022	[REDACTED]	Tiffany Szankovics	Medical Certificate
Medical Certificate				
05/11/2022 15:16:02	05/11/2022	[REDACTED]	Amanda D Hashman	Financial Summary Review
Spoke with: STEVEN ROSSMAN Created By: Amanda D Hashman FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
05/11/2022 15:15:34	05/11/2022	[REDACTED]	Amanda D Hashman	Negotiation Tool - Service On
Spoke with: STEVEN ROSSMAN Created By: Amanda D Hashman Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No waiting on it ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Provided PCAP and Other Assistance Information. denied for LiHeap *****</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: \$6232.23 Offered - Pay Disconnection Amt of: \$5823.56 Offered - Pay Past Due Amt of \$2036.28 Offered - Pay Catch-up Amt of: \$1718.25 *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. customer called in to confirm that med cert was received, adv customer that med cert was received 5/11/22 and that goes to 6/10/22</p>				
05/11/2022 13:20:16	05/11/2022	██████████	Riley McClelland	General Inquiry
<p>Social Media Request - Case# 64689 *****</p> <p>Name: Steve Rossman *****</p> <p>Text: Thank you. Do you know if I'm still scheduled for shut off for 5/12? *****</p> <p>Reply: Thank you for your reply. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. Satisfied Not Applicable: Reason - Manual work</p>				
05/11/2022 12:09:14	05/11/2022	██████████	Kyle Zuchniewicz	General Inquiry
<p>*****</p> <p>Facebook Request *****</p> <p>Case Number: 64689 *****</p> <p>Name: Steve Rossman *****</p> <p>Text: I wanted to make sure that my medical certification form from the doctor's office was received yesterday? Last name is Rossman.</p> <p>2423 3rd Ave. Altoona, PA 16602</p> <p>100 132 834 779 *****</p> <p>Reply: Thank you for this information. We are happy to confirm that the medical certificate was received on 05/11/2022. *****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/11/2022 10:42:45	05/11/2022	[REDACTED]	Crystle Olszewski	Med Cert Paperwork Received
Medical Certificate Paperwork Received 05/11/2022 CMO/CBO TEAM				
05/11/2022 10:26:56	05/11/2022	[REDACTED]	Jessica Devericks	General Inquiry
<p>Web Request Number: 5822399 *****</p> <p>Name: Steven Email: srossman03@gmail.com Address Line 1: 2424 3RD AVE Address Line 2: null City: ALTOONA State: PA Province: null Zip: 16602 Country: null Phone: 8149372224 Best Time: null Account Number: [REDACTED] *****</p> <p>Text: I was just writing to confirm that the medical certification was received back from the doctor. Doctor's says they faxed it back this morning, 5/10/2022.# *****</p> <p>Reply: Thank you for your bill credit inquiry. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. If you need more information on the Medical Certificate, please reply to this email with your last name. Satisfied Not Applicable: Reason - Manual work</p>				
05/09/2022 16:48:26	05/09/2022	[REDACTED]	Joseph Galan	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN Created By: Joseph Galan FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
05/09/2022 16:47:59	05/09/2022	[REDACTED]	Joseph Galan	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Joseph Galan Med Cert options used. Advised customer ineligible for 3-day hold: No Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name:UPMC Sleep Lab Physician Fax:(814)889-3615 *****</p> <p>Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****</p> <p>Human Services Options used.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<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: Offered - Pay Acct Balance of: \$6232.23 Offered - Pay Disconnection Amt of: \$5823.56 Offered - Pay Past Due Amt of \$2036.28 Offered - Pay Catch-up Amt of: \$1718.25 *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. s/w STEVEN ROSSMAN sent Med Cert to Attn Kelly UPMC Sleep Lab 8148893615 for Christie Rossman Ex Wife</p>
05/09/2022 16:10:09	05/09/2022	[REDACTED]	Jessica Jalbert	General Inquiry
				<p>S.W STEVEN NEEDED MED CERT FAXED TO 8148893615 Customer was satisfied.</p>
05/09/2022 14:10:40	05/09/2022	[REDACTED]	Leah B Stutler	Financial Summary Review
				<p>Spoke with: STEVEN ROSSMAN Created By: Leah B Stutler FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>
05/09/2022 14:10:29	05/09/2022	[REDACTED]	Leah B Stutler	Negotiation Tool - Service On
				<p>Spoke with: STEVEN ROSSMAN Created By: Leah B Stutler Med Cert options used. Advised customer ineligible for 3-day hold: No Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name:UMPC- Sleep Lab Physician Fax:(814)889-3615 Christy Rossman 09-15-1971 *****</p> <p>Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. cust has application for liheap. waiting to hear back *****</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: Offered - Pay Acct Balance of: \$6232.23</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Offered - Pay Disconnection Amt of: \$5823.56 Offered - Pay Past Due Amt of \$2036.28 Offered - Pay Catch-up Amt of: \$1718.25 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.</p>				
05/09/2022 13:15:43	05/09/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
05/06/2022 15:46:54	05/06/2022	[REDACTED]	Tiffany Szankovics	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN Created By: Tiffany M Szankovics FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
05/06/2022 15:45:04	05/06/2022	[REDACTED]	Tiffany Szankovics	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Tiffany M Szankovics Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. 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: \$6232.23 Offered - Pay Disconnection Amt of: \$5823.56 Offered - Pay Past Due Amt of \$2036.28 Offered - Pay Catch-up Amt of: \$1718.25 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes 3 day Dunning lock created. Patient First Name:KRISTY Patient Last Name:ROSSMAN Relationship to BP:Spouse SW STEVEN ROSSMAN IS CALLING TO DISCUSS IF WE GOT A MED CERT OR THE GRANT.ADVISED THAT WE HAVENT GOTTEN THE MED CERT OR ANY</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
COMMITMENT FROM AGENCY.OFFERED TO FAX FORM TO DR HE WILL GET FAX NUMBER.ADVISED SERVICES CAN NOT BE GUARANTEED PAST MONDAY. bp sat				
05/06/2022 11:45:16	05/06/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/25/2022 18:56:14	04/25/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0027657161 Budget amt calculated for period ending 04/24/22 = \$ 204.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2447.80 2. Current Delta: 503.28 - 612.00 + 0.00 108.72- 3. Remaining Amount: 1944.52 4. Diff + Remain Amt: 108.72- + 1944.52 1835.80 5. New BBP Amount: 1835.80 / 276 x 30.4 202.00 * Dollar Difference: 202.00 - 204.00 2.00 * Pct Difference: 0.98 * System BBP Amount: 204.00</p>				
04/25/2022 14:40:09	04/25/2022	[REDACTED]	Alexandra N Shelledy	Utility Report Issued
<p>Spoke with: STEVEN ROSSMAN Created By: Alexandra N Shelledy Dispute Rights Dunning lock created - Lock date: 05/08/2022 Company Position: requiring payment</p> <p>Customer Position: needs more time to pay</p>				
04/25/2022 14:37:52	04/25/2022	[REDACTED]	Alexandra N Shelledy	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN Created By: Alexandra N Shelledy BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>				
04/25/2022 14:35:39	04/25/2022	[REDACTED]	Alexandra N Shelledy	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Alexandra N Shelledy Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: Yes, Script Read Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No *****</p> <p>Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. already applied for assistance, *****</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: \$6052.59</p> <p>Offered - Pay Disconnection Amt of: \$5823.56</p> <p>Offered - Pay Past Due Amt of \$2036.28</p> <p>Offered - Pay Catch-up Amt of: \$1718.25</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer to use Med Cert Option: No</p> <p>s/w STEVEN ROSSMAN , provided med cert information, new fs, already applied to LIHEAP for assistance,</p>				
04/25/2022 14:35:39	04/25/2022	[REDACTED]	Alexandra N Shelledy	Medical Certification Webform Request
Medical Certificate				
04/25/2022 13:25:47	04/25/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder</p> <p>Offered All Options</p>				
04/20/2022 10:03:00	04/20/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/15/2022 07:27:54	04/15/2022	[REDACTED]	Natasha Neal	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE OF LIHEAP BEING OPEN AND HOW TO APPLY				
04/12/2022 22:34:20	04/12/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/31/2022 11:26:32	03/31/2022	[REDACTED]	Shimada R Payne	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN</p> <p>Created By: Shimada R Payne</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$6052.59</p> <p>Offered - Pay Past Due Amt of \$1730.25</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <p>advised no active disco on the acct, rec'd a pre- notice in order to seek assistance while funding is avail. advised unable to reset current ip, set for 60mths. provided numbers to liheap, dollar energy and erap .</p>				
03/23/2022 10:07:00	03/23/2022	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/22/2022 10:09:00	02/22/2022	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/09/2022 22:26:38	02/09/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/24/2022 19:18:31	01/24/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0027657161</p> <p>Budget amt calculated for period ending 01/23/22 = \$ 204.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2465.72</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
		* System BBP Amount: 204.00		
12/31/2021 11:13:01	05/20/2021	[REDACTED]	Aaron Wimberly	General Inquiry/Other
<p>S/W STEVEN ROSSMAN - daughter uses a breathing -Provided Med Cert Hotline number -Set up PA00 IP for \$0 down and #60 months at \$64.00 on top of reg month bill. Prepared to go to 60 months based on PUC directives, and company accepted full terms of the offer. Customer was satisfied.</p>				
10/25/2021 18:54:02	10/25/2021	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0027657161 Budget amt calculated for period ending 10/24/21 = \$ 289.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2447.54 2. Current Delta: 1898.79 - 1581.00 + 0.00 317.79 3. Remaining Amount: 548.75 4. Diff + Remain Amt: 317.79 + 548.75 866.54 5. New BBP Amount: 866.54 / 91 x 30.4 289.00 * Dollar Difference: 289.00 - 195.00 94.00 * Pct Difference: 48.21 * System BBP Amount: 289.00</p>				
10/25/2021 14:52:58	10/25/2021	[REDACTED]	Cheryl Fick	PUC/BPU Complaint-Written
<p>Case #3805159 - LEVEL 2, BUDGET 195.00 + 77.00 = 272.00 BEGINNING NOV 2021 DUE DATE. / cdf</p>				
10/25/2021 14:52:33	10/25/2021	[REDACTED]	Cheryl Fick	PA PUC Plan - IP
09/23/2021 17:37:02	09/23/2021	[REDACTED]	Stacey Harman	PUC/BPU Complaint-Written
<p>PUC case# 3805159 received on 09/23/21 regarding a PUC payment agreement request (PAR). Stacey Harman</p>				
09/21/2021 17:03:00	09/21/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
09/20/2021 14:57:13	09/20/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Med Cert Script Provided Contact Person: Account Holder Offered All Options</p>				
09/20/2021 10:25:00	09/20/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 08 - Party Hung Up</p>				
09/07/2021 11:32:44	09/07/2021	[REDACTED]	Kayla M Saiz	Utility Report Issued
<p>Spoke with: STEVEN ROSSMAN Created By: Kayla M Saiz Dispute Rights Dunning lock created - Lock date: 09/19/2021 Company Position: cant afford the full past due adv to try assistance or pay it over time if he can without a shut off Customer Position: Will be post the payment on the card line in a few days</p>				
09/07/2021 11:28:42	09/07/2021	[REDACTED]	Kayla M Saiz	Negotiation Tool - Service On
<p>Spoke with: STEVEN ROSSMAN Created By: Kayla M Saiz Financial Summary Option Used.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes</p>				
09/07/2021 11:28:42	09/07/2021	[REDACTED]	Kayla M Saiz	Financial Summary Review
<p>Spoke with: STEVEN ROSSMAN Created By: Kayla M Saiz Low income letter will be sent.</p>				
09/07/2021 09:53:02	09/07/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options Med Cert Inquiry - Advised to Call Collections Center</p>				
09/07/2021 09:50:57	09/07/2021	[REDACTED]	EAILOGINWM7	Change Profile
<p>Srossman03 srossman03@gmail.com Changed Password From Unlock Password</p>				
09/07/2021 09:49:52	09/07/2021	[REDACTED]	EAILOGINWM7	Unlock Login Email Sent
<p>Srossman03 srossman03@gmail.com Requested Unlock Password link</p>				
09/01/2021 17:03:00	09/01/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
08/31/2021 10:03:00	08/31/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
08/30/2021 15:31:18	08/30/2021	[REDACTED]	CS General Purpose Batch	Return Check Letter
08/30/2021 10:03:23	08/30/2021	[REDACTED]	ZSCBTCH	Resume Disconnection - Return Check
<p>Resume disconnection process for return payment of \$ 245.45 Disconnection Date: 09/07/2021</p>				
08/24/2021 11:05:04	08/24/2021	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 81533773 - \$ 245.45 - 08/26/2021 Srossman03 srossman03@gmail.com</p>				
08/24/2021 11:03:29	08/24/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
08/20/2021 17:00:00	08/20/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
08/19/2021 10:02:00	08/19/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
08/11/2021 22:22:58	08/11/2021	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
08/09/2021 17:01:00	08/09/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
08/09/2021 06:12:19	08/09/2021	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 81149546 - \$ 230.00 - 08/09/2021 Srossman03 srossman03@gmail.com</p>				

Customer Contact History

<i>Contact Date</i>	<i>Created Date</i>	<i>Contract Acct</i>	<i>Created By</i>	<i>Description</i>
08/09/2021 06:07:20	08/09/2021	[REDACTED]	EAILOGINW7	Self-Serve Credit Interaction
Contact Person: Account Holder				
Offered All Options				

[REDACTED]

[REDACTED]