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Dennis DeJesus,	
v.	
FirstEnergy Pennsylvania	
Electric Company	
Initial Call-In	
Telephonic Hearing	
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Docket No.:  
C-2024-3049709

Pages 1 - 41

Judge's Chambers  
Commonwealwth Keystone  
Building - Plaza Level  
400 North Street  
Harrisburg, PA

Thursday, December 5, 2024  
Commencing at 10:05 a.m.

INDEX TO EXHIBITS

Docket No. C-2024-3049709

Hearing Date: December 5, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Customer Contact		

Daniel A. Garcia, Esq.  
(724) 838-6416  
(234) 6782310 (Fax)

October 17, 2024

**VIA ELECTRONIC DELIVERY**

Administrative Law Judge Gail M. Chiodo  
Pennsylvania Public Utility Commission  
301 Fifth Avenue, Suite 220  
Pittsburgh, PA 15222

**Re: Dennis DeJesus v. FirstEnergy Pennsylvania Electric Company**  
**Docket No. C-2024-3049709**

Dear Honorable Chiodo:

In anticipation of an evidentiary hearing scheduled for Thursday October 24, 2024, at 10:00 a.m., I have enclosed copies of the proposed exhibits which FirstEnergy Pennsylvania Electric Company on behalf of its Met-Ed Rate District ("Company") intends to present at the hearing regarding the above-referenced matter.

The Proposed Exhibits have been served on the Complainant as shown in the attached Certificate of Service.

Please contact me if you have any questions.

Very truly yours,



Daniel A. Garcia

DAG/mlr

Enclosures

cc: Secretary Rosemary Chiavetta (Cover letter and Certificate of Service only via e-filing)  
Dennis DeJesus, as Per Certificate of Service

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**DENNIS DEJESUS**

**v.**

**FIRSTENERGY PENNSYLVANIA  
ELECTRIC COMPANY**

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:

**Docket No. C-2024-3049709**

**CERTIFICATE OF SERVICE**

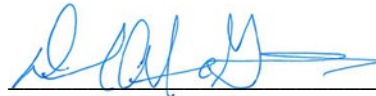
I hereby certify that I have this day served a true copy of the proposed exhibits of FirstEnergy Pennsylvania Electric Company on behalf of its Met-Ed Rate District upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Service by first-class mail electronic mail only as follows:

Dennis DeJesus  
Ddejesus19541@gmail.com

Administrative Law Judge Gail Chiodo  
gchiodo@pa.gov

Dated: October 17, 2024



---

Daniel A. Garcia (ID # 311503)  
FirstEnergy Service Company  
76 South Main Street  
Akron, OH 44308  
(724) 838-6416  
(234) 6782310  
[dagarcia@firstenergycorp.com](mailto:dagarcia@firstenergycorp.com)

Attorney for FirstEnergy Pennsylvania Electric  
Company (Met-Ed Rate District)

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**DENNIS DEJESUS**

v.

**FIRSTENERGY PENNSYLVANIA  
ELECTRIC COMPANY**

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**Docket No. C-2024-3049709**

**EXHIBITS OF FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY ON  
BEHALF OF ITS MET-ED RATE DISTRICT**

1. Detailed Statement of Account for the last 24 months
2. PCAP and PAR History
3. Opening and Closing Reports, BCS Case No. 3715668
4. Opening and Closing Reports, BCS Case No. 3828294
5. Opening and Closing Reports, BCS Case No. 3917324
6. Opening Report, BCS Case No. 3997051
7. 10-day Termination Notice issued on May 23, 2024
8. Customer Contacts from October 16, 2020 through October 16, 2024



**DETAILED STATEMENT OF ACCOUNT**

Customer Name: DENNIS J DEJESUS

Account Number: [REDACTED]

Service Address:  
182 MEADOW DR  
MOHRSVILLE PA 19541

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
10/20/22													-493.47			5,486.32
11/05/22	11/03/22	KWH	110,041	1,632	29	56	Act	245.37		245.37	305.00	11/28/22		14.26	LPC	5,745.95
11/17/22													-494.00			5,251.95
12/05/22	12/03/22	KWH	112,253	2,212	30	74	Act	331.73		331.73	305.00	12/27/22		14.77	LPC	5,598.45
01/05/23	01/04/23	KWH	115,324	3,071	32	96	Act	502.36		502.36	305.00	01/30/23		20.92	LPC	6,121.73
02/04/23	02/02/23	KWH	117,955	2,631	29	91	Act	436.31		436.31	324.00	02/27/23		27.07	LPC	6,585.11
02/04/23														646.00	SDREQ	7,231.11
03/06/23	03/05/23	KWH	120,434	2,479	31	80	Act	410.42		410.42	324.00	03/29/23		33.51	LPC	7,675.04
04/05/23	04/04/23	KWH	122,650	2,216	30	74		363.00		363.00	324.00	04/27/23		39.94	LPC	8,077.98
Bill reversed on 05/08/2023.																
04/17/23													-2,310.80			5,767.18
04/21/23														15.00	RCC	5,782.18
04/21/23													2,310.80			8,092.98
Payment Returned -Non Sufficient Funds																
04/21/23													-2,310.80			5,782.18
04/24/23													-2,310.80			3,471.38
04/26/23														15.00	RCC	3,486.38
04/26/23													2,310.80			5,797.18
Payment Returned -Non Sufficient Funds																
05/04/23	05/03/23	KWH	124,172	1,522	29	52		252.52		252.52	324.00	05/30/23		23.09	LPC	6,072.79
Bill reversed on 05/08/2023.																
05/04/23														-1.08	SDINT	6,071.71
05/08/23														1.08	REV	6,072.79
Reversal - Interest for Security Deposit Held on the Account.																
05/08/23														-678.55	REV	5,394.24
Reversal of bills from 04/04/2023 to 05/03/2023.																
05/08/23	04/04/23	KWH	122,650	2,216	30	74	Act	363.00		363.00	324.00	05/30/23		21.80	LPC	5,779.04
05/08/23														-1.08	SDINT	5,777.96
05/08/23	05/03/23	KWH	124,172	1,522	29	52	Act	252.52		252.52	324.00	05/30/23		21.79	LPC	6,052.27

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
06/05/23	06/04/23	KWH	125,708	1,536	32	48	Act	255.22		255.22	324.00	06/27/23		34.66	LPC	6,342.15
06/05/23														-3.72	SDINT	6,338.43
07/06/23	07/05/23	KWH	127,444	1,736	31	56	Act	291.14		291.14	324.00	07/31/23				6,629.57
07/06/23														-4.09	SDINT	6,625.48
08/05/23	08/03/23	KWH	129,348	1,904	29	66	Act	318.32		318.32	324.00	08/28/23				6,943.80
08/05/23														-3.59	SDINT	6,940.21
Installment plan started on 08/30/2023 for current + 323.00.																
08/30/23														-213.84	RLPC	6,726.37
09/06/23	09/05/23	KWH	131,354	2,006	33	61	Act	334.81		334.81	324.00	09/28/23				7,061.18
10/05/23	10/04/23	KWH	132,929	1,575	29	54	Act	265.41		265.41	324.00	10/30/23				7,326.59
11/04/23	11/02/23	KWH	134,605	1,676	29	58	Act	281.78		281.78	335.00	11/27/23		52.77	LPC	7,661.14
Installment plan deactivated on 11/13/2023 - Confirmed Income.																
11/13/23														-646.00	SDREV	7,015.14
Cancel-Security Deposit Request																
11/13/23													-300.00			6,715.14
12/05/23	12/04/23	KWH	137,043	2,438	32	76	Act	408.44		408.44	335.00	12/27/23				7,123.58
01/06/24	01/04/24	KWH	139,807	2,764	31	89	Act	491.95		491.95	335.00	01/29/24				7,615.53
02/05/24	02/04/24	KWH	142,854	3,047	31	98	Act	549.75		549.75	346.00	02/27/24				8,165.28
03/06/24	03/05/24	KWH	145,343	2,489	30	83	Act	450.95		450.95	346.00	03/28/24				8,616.23
04/04/24	04/03/24	KWH	147,388	2,045	29	71	Act	373.10		373.10	346.00	04/29/24				8,989.33
05/03/24													-150.00			8,839.33
05/06/24	05/05/24	KWH	148,862	1,474	32	46	Act	271.79		271.79	371.00	05/28/24				9,111.12
05/08/24														15.00	RCC	9,126.12
05/08/24													150.00			9,276.12
Payment Returned -Non Sufficient Funds																
06/05/24	06/04/24	KWH	150,821	1,959	30	65	Act	355.17		355.17	371.00	06/27/24				9,631.29
06/21/24													-200.00			9,431.29
07/04/24													-60.00			9,371.29
07/06/24	07/04/24	KWH	152,956	2,135	30	71	Act	366.75		366.75	371.00	07/29/24				9,738.04
07/19/24													-125.00			9,613.04
07/26/24													-65.00			9,548.04
08/05/24	08/04/24	KWH	155,490	2,534	31	82	Act	433.37		433.37	438.00	08/27/24				9,981.41
08/09/24													-65.00			9,916.41
08/27/24													-65.00			9,851.41
09/05/24	09/04/24	KWH	157,758	2,268	31	73	Act	388.95		388.95	438.00	09/30/24				10,240.36
09/13/24													-100.00			10,140.36
09/27/24													-65.00			10,075.36
10/05/24	10/03/24	KWH	159,722	1,964	29	68	Act	338.61		338.61	438.00	10/28/24		101.99	LPC	10,515.96

FIRST ENERGY  
HIERARCHY OF PAYMENT ARRANGEMENTS

Name: Dennis DeJesus

Account Number: [REDACTED]

Address: 182 Meadow Dr, Mohrsville, PA 19541

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
PCAP	12/07/2016	\$118.58	\$2,324.00	Budget bill minus \$25.82 Monthly Credit, \$3.29 Potential Forgiveness
BCS Case No. 3715668	3/11/2020	\$3,357.77	\$3,750.00	Budget bill + \$55.00, beginning 4/27/2020
CO EXT PA	4/29/2021	\$6,307.54	\$1,200.00	Budget bill + \$105.00, beginning 5/27/2021

Remarks:

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

**Holds**

Compliance Hold?

Legal Hold?

**Assigned To**

**Assigned Specialist**

Lafontaine, Barbara J

**Customer Information**

**Case Number**

3715668

**Account Number**

[REDACTED] SS

**First Name**

DENNIS

**Last Name**

DEJESUS

**Address1**

182 MEADOW DRIVE

**Address2**

**Service City**

MOHRSVILLE

**Service State**

PA

**Service Zip**

19541-0

**Service Class**

**Work Phone**

**Home Phone**

(412) 8524714

**Mailing Address**

**Address1**

**Address2**

**City**

**State**

**Mail Zip**

**Family**

**Family Size**

7

**Children**

5

**Age**

9, 8, 5, 3, 9MOA

**Adults**

2

**General**

**PUC Date Opened**

7/5/2019

**PUC Date Prepared**

7/5/2019

**Received Date**

7/5/2019

**PUC Date Closed**

3/2/2020

**Case Information**

**Prior Case Number**

0

**Term Date**

7/8/2019

**Arrearage**

1582

Case Origin Universal Service  
 TELEPHONE No  
 Source Business Name  
 SM

Income  
 SELF EMP - \$3750  
 ADULT2 - \$0

Reason For Contact  
 CAP DISPUTE (#67)

Case Problem

Company Position

07/05/2019 CO WANTS 1582.39 TO STOP TERM. CUSTOMER IS NO LONGER ON PCAP

Related Information

CAP DISPUTE, CU IS DISPUTING THE BALANCE THAT CO IS SAYING OWES AND THAT HE DID NOT KNOW HE WAS REMOVED FROM CAP CU WANTS TO STOP TERM AND CU WANTS TO KNOW WHY THE BALANCE IS SO HIGH AND IF THIS IS CORRECT CU WOULD ALSO NEED A PAR IF THE BALANCE IS CORRECT THE EMAIL ADDRESS ARABELLA1210@YAHOO.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	
KATHY	LAMORGIA	

Status

Status

Closed

History

Click To Expand ▼

Is Archived

Customer Information

---

Case Number

3715668

Customer First Name

DENNIS

Customer Last Name

DEJESUS

Account Number



Service Address

---

Address 1

182 MEADOW DRIVE

Address 2

City

MOHRSVILLE

Service State

PA

Zip

19541

Home Phone

(412) 8524714

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

2

Family Size

7

Children

5

Age

9, 8, 5, 3, 9MOA

General

---

PUC Date Opened

7/5/2019

PUC Sent Date

3/2/2020

PUC Date Closed

3/2/2020

Case Type

PCAP Review

Assigned To

---

Assigned Specialist

Lafontaine, Barbara J

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/25/2019

Head Date

3/4/2020

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
3249.34	0.00	279.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
55.00	0.00	224.00
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

APRIL 2020 DUE DATE

Letter Description

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

Resolution

DECISION. PCAP REMOVAL 12/2017, CATCHUP AMOUNT DUE 2/26 3040.34. ACCEPTS LEVEL 1, BUDGET 224.00 + 55.00 = 279.00 BEGINNING APR 2020 DUE DATE. WAIVE LPCS.DISMISSED

Has Decision Issue

Response Time

Other Information

---

Investigator First Name

JAMES

Investigator Last Name

WHITE

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

KATHY

Intaker Last Name

LAMORGIA

Status

---

Is SAP Completed



SAP Completion Date

3/11/2020

History

---

Click To Expand	▼
◀	▶

**Holds**

Compliance Hold?

Legal Hold?

**Assigned To**

**Assigned Specialist**

Harman, Stacey D

**Customer Information**

**Case Number**

3828294

**Account Number**

[REDACTED] SS

**First Name**

DENNIS

**Last Name**

DEJESUS

**Address1**

182 MEADOW DR

**Address2**

**Service City**

MORRISVILLE

**Service State**

PA

**Service Zip**

19541-0

**Service Class**

**Work Phone**

**Home Phone**

**Mailing Address**

**Address1**

**Address2**

**City**

**State**

**Mail Zip**

**Family**

**Family Size**

7

**Children**

5

**Age**

3,6,8,10,12

**Adults**

2

**General**

**PUC Date Opened**

4/7/2022

**PUC Date Prepared**

4/7/2022

**Received Date**

4/7/2022

**PUC Date Closed**

5/13/2022

**Case Information**

**Prior Case Number**

0

**Term Date**

4/11/2022

**Arrearage**

1964

Case Origin	Universal Service	Income
TELEPHONE	No	A1 - \$5000
Source	Business Name	A2 - \$0

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

04/07/2022 MUST PAY 1964.00 FOR NEW PAR

Related Information

CUSTOMER STATED THAT HAS ARREARS AND THE COMPANY IS REQUESTING THE CUSTOMER PAY 1964.00 BY 4/11/22. CUSTOMER STATED DOES NOT HAVE THAT PAYMENT. CUSTOMER REQUESTED A NEW PAYMENT PLAN AND WAS ADVISED MUST PAY 1964.00 FIRST. CUSTOMER IS NOT ON PCAP - RELIEF SOUGHT - PAR TO PREVENT TERMINATION THE CELL PHONE NUMBER (484) 256 - 9026 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS DDEJESUS@ASHELYFURNITURE.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	
IVETTE	ANDINO	

Status

Status

Closed

History

Click To Expand ▼

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◀ ▶

Is Archived

Customer Information

---

Case Number

3828294

Customer First Name

DENNIS

Customer Last Name

DEJESUS

Account Number

100122350075

Service Address

---

Address 1

182 MEADOW DR

Address 2

City

MORRISVILLE

Service State

PA

Zip

19541

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

2

Family Size

7

Children

5

Age

3,6,8,10,12

General

---

PUC Date Opened

4/7/2022

PUC Sent Date

5/13/2022

PUC Date Closed

5/13/2022

Case Type

Repeater

Assigned To

---

Assigned Specialist

Harman, Stacey D

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

5/9/2022

Head Date

5/13/2022

Bill Date	PUC Service Continue Date	
	5/31/2022	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
8618.99	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
307.00	3144.69	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DISMISSAL LETTER ISSUED: CUSTOMER HAS PRIOR UNSATISFIED PUC PAR (BCS 3715668). CASE DISMISSED PER 1405(D).

Has Decision Issue                      Response Time

Other Information

---

Investigator First Name	Investigator Last Name
MATTHEW	BOPP
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
IVETTE	ANDINO
Status	

---

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	5/17/2022

History

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Click To Expand ▼

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◀ ▶

Holds

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Compliance Hold?

Legal Hold?

Assigned To

---

Assigned Specialist

Eddy, Connie S

Customer Information

---

Case Number

3917324

Account Number

100122350075

First Name

DENNIS

Last Name

DEJESUS

Service Address

---

Address1

182 MEADOW DR

Address2

Service City

MOHRSVILLE

Service State

PA

Service Zip

19541-0

Service Class

Work Phone

Home Phone

---

Mailing Address

---

Address1

Address2

City

State

Mail Zip

---

Family

---

Family Size

0

Children

0

Age

Adults

0

General

---

PUC Date Opened

6/14/2023

PUC Date Prepared

6/14/2023

Received Date

6/14/2023

PUC Date Closed

10/27/2023

Case Information

---

Prior Case Number

0

Term Date

6/20/2023

Arrearage

0

Case Origin                      Universal Service                      Income  
TELEPHONE                      No  
Source                              Business Name

Reason For Contact  
BILLING DISPUTES (# 18)

Case Problem  
18 – HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF JANUARY. CUSTOMER MADE A \$2310.80 PAYMENT ON 4/24 TOWARDS THE CURRENT BALANCE. HOWEVER, AROUND \$600 WAS PUT TOWARDS THE SECURITY DEPOSIT, THE OTHER PORTION WAS PLACED TOWARDS SOMETHING ELSE, AND ONLY \$300 WAS APPLIED TO THE ACCOUNT BALANCE. IF THE FULL PAYMENT WOULD HAVE BEEN APPLIED TO THE CURRENT ACCOUNT BALANCE THAN THE CUSTOMER WOULD NOT HAVE THE HIGH ACCOUNT BALANCE. - RELIEF SOUGHT - CUSTOMER WOULD LIKE THE \$2310.80 THEY PAID APPLIED TO THE ACCOUNT BALANCE SO THEY HAVE AN UPDATED ACCOUNT BALANCE AND CAN BEGIN MAKING REGULAR MONTHLY BILL PAYMENTS AGAIN THE CELL PHONE NUMBER (484) 256 - 9026 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS DDEJESUS19541@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position  
06/09/2023 ORIGINAL SHUTOFF NOTICE WAS FOR JUNE 7TH, BUT COMPANY EXTENDED SHUTOFF UNTIL JUNE 20TH. THE COMPANY EXPECTS CUSTOMER TO PAY \$1450 TO BE PLACED ON PAYMENT ARRANGEMENT AND AVOID TERMINATION. CUSTOMER IS EXPECTED \$5029.97 IF SERVICE IS DISCONNECTED, THE CURRENT BALANCE IS \$2813.93, THE PAST DUE AMOUNT IS \$2354.43.

Related Information

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	
KAITLYN	PORR	

Status

Status  
Closed

History

Click To Expand ▼

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◀ ▶

Is Archived

Customer Information

---

Case Number

3917324

Customer First Name

DENNIS

Customer Last Name

DEJESUS

Account Number

100122350075

Service Address

---

Address 1

182 MEADOW DR

Address 2

City

MOHRSVILLE

Service State

PA

Zip

19541

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

0

Family Size

0

Children

0

Age

General

---

PUC Date Opened

6/14/2023

PUC Sent Date

10/27/2023

PUC Date Closed

10/27/2023

Case Type

Pa-Informal

Assigned To

---

Assigned Specialist

Eddy, Connie S

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

6/20/2023

Head Date

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
6076.50	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

VERBAL CLOSE: SPOKE WITH CUSTOMER DENNIS DEJESUS. - REVIEWED COMPANY REPORT. EXPLAINED THAT THE PAYMENTS WERE APPLIED BASED ON THE ORDER RECEIVED AND THEN REMOVED DUE TO INSUFFICIENT FUNDS. CUSTOMER UNDERSTOOD AND AGREED THAT THE CASE MAY BE VERBALLY CLOSED.

Has Decision Issue                      Response Time

Other Information

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

Intaker First Name	Intaker Last Name
KAITLYN	PORR
Status	

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Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	10/27/2023

History

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Click To Expand ▼

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◀ ▶

Holds

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Compliance Hold?

Legal Hold?

Assigned To

---

Assigned Specialist

Cross, Amber D

Customer Information

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Case Number

3997051

Account Number

100122350075

First Name

DENNIS

Last Name

DEJESUS

Service Address

---

Address1

182 MEADOW DR

Address2

Service City

KOHRVILLE

Service State

PA

Service Zip

19541-0

Service Class

Work Phone

Home Phone

(223) 8956294

Mailing Address

---

Address1

Address2

City

State

Mail Zip

Family

---

Family Size

7

Children

5

Age

14,13,10,8,5

Adults

2

General

---

PUC Date Opened

6/25/2024

PUC Date Prepared

6/25/2024

Received Date

6/25/2024

PUC Date Closed

Case Information

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Prior Case Number

3994575

Term Date

6/10/2024

Arrearage

8271

Case Origin Universal Service  
PUC WEBSITE No  
Source Business Name

Income  
CustIncome - \$8333.33

Reason For Contact

ON - PAR WITH DISPUTE (#63)

Case Problem

Company Position

06/17/2024 MUST PAY \$8271.00. I TOLD THEM MY BILL WAS HIGHER THAN OTHERS NEXT TO ME AND ALSO ASKED TO BE PUT ON A PAYMENT PLAN AND THEY REFUSED TO DO SO

Related Information

BILL IS VERY HIGH COMPARED TO NEIGHBORS. I DID CALL THE ELECTRIC COMPANY AND ASKED FOR AN ACTUAL METER READING AND I ALSO ASKED ABOUT A PAYMENT PLAN, AND THEY REFUSED TO DO IT. - RELIEF SOUGHT - AN ACTUAL READING, A PAYMENT PLAN. THE EMAIL ADDRESS DDEJESUS19541@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

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

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Status

In progress

History

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Click To Expand	▼
◀	▶

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Is Archived

Customer: DENNIS J DEJESUS / 804481429  
 Contract Acct:  
 Service Address:

Created On: 10/16/2024  
 Date Range: 10/16/2020 to 10/16/2024

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/15/9999 09:06:05	09/15/2008	[REDACTED]	C6247	Financial Summary Review
Dennis 25 David 18 level A 09/15/08				
08/22/9999 15:30:23	08/22/2011	100087733570	Dee A Bosold	Financial Summary Review
08/22/11-s/w DENNIS J DEJESUS, adults are him and wife, KATIE A VANDONGEN/level 2/dab				
06/25/9999 09:40:36	06/25/2024	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
PA PUC Formal Complaint Docket No. C-2024-3049709 (request to reinstate or extend 2020 PUC PAR) received.				
04/30/9999 12:48:29	04/30/2014	[REDACTED]	Heather Stoudt	Financial Summary Review
04/30/2014 DENNIS J DEJESUS 30 Katie DeJesus 30 FS LEVEL A referred to assistance HStoudt				
02/09/9912 16:11:39	02/09/2012	[REDACTED]	48365	Financial Summary Review
2/9/2012dennis dejesus 28 katie dejesus 28 Ciana 14 erica 12 arabella 2 exavier 8m, lelvel A..kjsteinke				
10/16/2024 12:48:19	10/16/2024	[REDACTED]	EAILOGINWM7	PCAP WARM Application Submitted
[REDACTED] PCAP WARM Application submitted. Email sent to customer to advise application was received.				
10/07/2024 10:13:05	10/07/2024	[REDACTED]	Christopher N Boone	Financial Summary Review
Spoke with: DENNIS J DEJESUS Created By: Christopher N Boone FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/07/2024 10:12:32	10/07/2024	[REDACTED]	Christopher N Boone	Utility Report Issued
Spoke with: DENNIS J DEJESUS Created By: Christopher N Boone Dispute Rights Dunning lock created - Lock date: 10/20/2024 Company Position: OFFERED ALL OPTIONS TO STOP DISCONNECTION  Customer Position: CUST COULDNT SATIFY OPTION TO STOP TERM				
10/07/2024 10:09:24	10/07/2024	[REDACTED]	Christopher N Boone	Negotiation Tool - Service On
Spoke with: DENNIS J DEJESUS Created By: Christopher N Boone Financial Summary Option Used. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$10515.96 Offered - Pay Disconnection Amt of: \$9297.36 Offered - Pay Past Due Amt of \$7732.82 Offered - Pay Catch-up Amt of: \$7189.82 ***** Dispute Rights Issued Option Used.				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.</p>				
10/07/2024 10:09:24	10/07/2024	[REDACTED]	Christopher N Boone	Financial Summary Review
<p>Spoke with: DENNIS J DEJESUS Created By: Christopher N Boone</p>				
10/05/2024 18:53:16	10/05/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0024692452 Budget amt calculated for period ending 10/03/24 = \$ 392.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4710.61 * System BBP Amount: 392.00</p>				
10/02/2024 17:06:00	10/02/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
10/02/2024 06:04:35	10/02/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
<p>Digital Collections Notice</p>				
10/01/2024 10:02:00	10/01/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
09/27/2024 07:56:44	09/27/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 109267402 - \$ 65.00 - 09/27/2024 noah1122 ddejesus19541@gmail.com</p>				
09/23/2024 22:29:29	09/23/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
09/18/2024 14:47:44	09/18/2024	[REDACTED]	Stephanie Conley	PUC/BPU Complaint-Written
<p>puco case# 3997051 closed.</p> <p>DISMISSAL LETTER ISSUED: CUSTOMER HAS A FORMAL COMPLAINT OPENED FOR THE SAME CASE, THEREFORE THIS INFORMAL COMPLAINT IS CLOSED WITHOUT A DECISION.</p>				
09/10/2024 13:00:59	09/10/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 108877919 - \$ 100.00 - 09/13/2024 noah1122 ddejesus19541@gmail.com</p>				
09/06/2024 12:41:37	09/06/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANSWER_LIVE Invalid or no response from Customer.</p>				
09/06/2024 12:23:37	09/06/2024	[REDACTED]	EAILOGINWM7	Lights-None
09/06/2024 10:13:36	09/06/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_NO_VOICE Invalid or no response from Customer.</p>				
09/06/2024 09:51:29	09/06/2024	[REDACTED]	EAILOGINWM7	Lights-None
09/05/2024 10:59:11	09/05/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE Hello. This message is from Met-Ed, your electric company. On , September 6, 2024 and September 9, 2024 there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Shartlesville Rd, B</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>ootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow D r, Bernville Rd, Leprechaun Cir, Blattadahl Rd, Focht Rd, Ka ley Ct, Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarn ey Cir, Leshar Mill Rd, Phillips Ln. You will experience a s ervice interruption from 8:00 am to 3:00 pm. In the event of an emergency or inclement weather the planned outage will b e rescheduled for September 25, 2024 and September 26, 2024. Thank you for your patience and understanding while we perf orm this work to improve your electric service reliability. To hear this message again, please remain on the line.OUT-00 088509</p>
09/04/2024 10:57:21	09/04/2024		EAILOGINWM6	Outbound Call - Planned Outage
				<p>Call Result - SRC_ANS_MACHINE Hello. This message is from Met-Ed, your electric company. O n , September 6, 2024 and September 9, 2024 there will be a planned interruption to your electric service in order to co mplete equipment repairs. The outage will impact customers i n the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Shartlesville Rd, B ootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow D r, Bernville Rd, Leprechaun Cir, Blattadahl Rd, Focht Rd, Ka ley Ct, Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarn ey Cir, Leshar Mill Rd, Phillips Ln. You will experience a s ervice interruption from 8:00 am to 3:00 pm. In the event of an emergency or inclement weather the planned outage will b e rescheduled for September 25, 2024 and September 26, 2024. Thank you for your patience and understanding while we perf orm this work to improve your electric service reliability. To hear this message again, please remain on the line.OUT-00 088509</p>
09/03/2024 11:01:26	09/03/2024		EAILOGINWM6	Outbound Call - Planned Outage
				<p>Call Result - SRC_ANS_MACHINE Hello. This message is from Met-Ed, your electric company. O n , September 6, 2024 and September 9, 2024 there will be a planned interruption to your electric service in order to co mplete equipment repairs. The outage will impact customers i n the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Shartlesville Rd, B ootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow D r, Bernville Rd, Leprechaun Cir, Blattadahl Rd, Focht Rd, Ka ley Ct, Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarn ey Cir, Leshar Mill Rd, Phillips Ln. You will experience a s ervice interruption from 8:00 am to 3:00 pm. In the event of an emergency or inclement weather the planned outage will b e rescheduled for September 25, 2024 and September 26, 2024. Thank you for your patience and understanding while we perf orm this work to improve your electric service reliability. To hear this message again, please remain on the line.OUT-00 088509</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/22/2024 13:03:57	08/22/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 108434827 - \$ 65.00 - 08/27/2024 noah1122 ddejesus19541@gmail.com				
08/13/2024 12:07:12	08/13/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This message is from Met-Ed, your electric company. On, August 14, 2024, and August 15, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Shartlesville Rd, Bootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow Dr, Bernville Rd, Leprechaun Cir, Blattadahl Rd, Focht Rd, Kaley Ct, Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarney Cir, Leshar Mill Rd, Phillips Ln. You will experience a service interruption from 8:00 am to 3:00 pm. In the event of an emergency or inclement weather the planned outage will be rescheduled for August 21, 2024, and August 22, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line.OUT-00087888</p>				
08/12/2024 14:06:08	08/12/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This message is from Met-Ed, your electric company. On, August 14, 2024, and August 15, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Shartlesville Rd, Bootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow Dr, Bernville Rd, Leprechaun Cir, Blattadahl Rd, Focht Rd, Kaley Ct, Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarney Cir, Leshar Mill Rd, Phillips Ln. You will experience a service interruption from 8:00 am to 3:00 pm. In the event of an emergency or inclement weather the planned outage will be rescheduled for August 21, 2024, and August 22, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line.OUT-00087888</p>				
08/11/2024 12:03:44	08/11/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello. This message is from Met-Ed, your electric company. On, August 14, 2024, and August 15, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Shartlesville Rd, Bootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow Dr, Bernville Rd, Leprechaun Cir, Blattadahl Rd, Focht Rd, Kaley Ct, Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarney</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Cir, Leshar Mill Rd, Phillips Ln. You will experience a service interruption from 8:00 am to 3:00 pm. In the event of an emergency or inclement weather the planned outage will be rescheduled for August 21, 2024, and August 22, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line.OUT-00087888</p>				
08/09/2024 19:29:43	08/09/2024	[REDACTED]	EAILOGINWM6	Outbound Call - ETR Update
<p>Call Result - SRC_ANSWER_LIVE ETR - 2024-08-10 23:00:00 POWERONDESC:</p>				
08/09/2024 19:27:44	08/09/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANSWER_LIVE Customer reports No Power.</p>				
08/09/2024 18:51:16	08/09/2024	[REDACTED]	EAILOGINWM6	Outbound Call - ETR Update
<p>Call Result - SRC_ANS_MACHINE ETR - 2024-08-10 23:00:00 POWERONDESC:</p>				
08/09/2024 12:37:02	08/09/2024	[REDACTED]	EAILOGINWM7	Lights-None
08/06/2024 09:30:37	08/06/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 108049969 - \$ 65.00 - 08/09/2024 noah1122 ddejesus19541@gmail.com</p>				
08/02/2024 14:21:27	08/02/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE Hello. This message is from Met-Ed, your electric company. On, August 5, 2024, and August 6, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Shartlesville Rd, Bootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow Dr, Bernville Rd, Leprechaun Cir, Blattadah Rd, Focht Rd, Kaley Ct, Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarney Cir, Leshar Mill Rd, Phillips Ln. You will experience a service interruption from 8:00 am to 3:00 pm for approximately three hours. In the event of an emergency or inclement weather the planned outage will be rescheduled. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line.OUT-00087676</p>				
07/30/2024 10:07:13	07/30/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE Hello. This message is from Met-Ed, your electric company. On, July 31, 2024 and August 1, 2024 there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Shartlesville Rd, Bootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow Dr, Bernville Rd, Leprechaun Cir, Blattadah Rd, Focht Rd, Kaley Ct,</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarney Cir, Leshar Mill Rd, Phillips Ln. You will experience a service interruption from 9:00 am to 3:00 pm for approximately three hours. In the event of an emergency or inclement weather the planned outage will be rescheduled for August 5, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line. 87498
07/29/2024 10:06:27	07/29/2024		EAILOGINWM6	Outbound Call - Planned Outage
				Call Result - SRC_ANSWER_LIVE Hello. This message is from Met-Ed, your electric company. On , July 31, 2024 and August 1, 2024 there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Shartlesville Rd, Bootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow Dr, Bernville Rd, Leprechaun Cir, Blattadahl Rd, Focht Rd, Kaley Ct, Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarney Cir, Leshar Mill Rd, Phillips Ln. You will experience a service interruption from 9:00 am to 3:00 pm for approximately three hours. In the event of an emergency or inclement weather the planned outage will be rescheduled for August 5, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line. 87498
07/20/2024 12:56:33	07/20/2024		EAILOGINWM7	Ready Pay Create
				No 107658241 - \$ 65.00 - 07/26/2024 noah1122 ddejesus19541@gmail.com
07/18/2024 08:27:32	07/18/2024		EAILOGINWM6	Outbound Callback About Trouble Inquiry
				Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.
07/17/2024 17:19:34	07/17/2024		EAILOGINWM6	Additional Customer Call
				Played_POWERONDESC_CustomerMessage 06 The interruption in service was due to inclement weather. ERT: 7/18/2024 11:00:00 PM
07/17/2024 17:15:51	07/17/2024		EAILOGINWM7	Lights-None
07/16/2024 08:02:30	07/16/2024		EAILOGINWM6	Outbound Call - Planned Outage
				Call Result - SRC_ANSWER_LIVE Hello. This message is from Met-Ed, your electric company. On , July 17 and July 18, 2024 there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Shartlesville Rd, Bootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow Dr, Bernville Rd, Leprechaun Cir, Blattadahl Rd, Focht Rd, Kaley Ct, Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarney Cir, Leshar Mill Rd, Phillips Ln. You will experience a service interruption from 9:00 am to 3:00 pm for approximately three hours.

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>In the event of an emergency or inclement weather the planned outage will be rescheduled. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line.</p>				
07/15/2024 16:24:39	07/15/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 107538584 - \$ 125.00 - 07/19/2024 noah1122 ddejesus19541@gmail.com</p>				
07/12/2024 08:05:37	07/12/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANSWER_LIVE Hello. This message is from Met-Ed, your electric company. On July 17 and July 18, 2024 there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Irish Creek Rd, Trolley Rd, Rake Rd, Drake Dr, Tilden Rd, Hook Rd, Cornerstone Dr, Charlesville Rd, Bootleg, Shamrock Ave, Andria Dr, Ryan Rd, Penny Rd, Meadow Dr, Bernville Rd, Leprechaun Cir, Blattadahl Rd, Focht Rd, Kaley Ct, Berne Rd, Fox Rd, Rolling Glen Dr, Heather Ln, Blarney Cir, Leshner Mill Rd, Phillips Ln. You will experience a service interruption from 9:00 am to 3:00 pm for approximately three hours. In the event of an emergency or inclement weather the planned outage will be rescheduled. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line.</p>				
07/06/2024 21:57:05	07/06/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0024692452 Budget amt calculated for period ending 07/04/24 = \$ 438.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4468.22 2. Current Delta: 3549.68 - 3156.00 + 0.00 393.68 3. Remaining Amount: 918.54 4. Diff + Remain Amt: 393.68 + 918.54 1312.22 5. New BBP Amount: 1312.22 / 91 x 30.4 438.00 * Dollar Difference: 438.00 - 371.00 67.00 * Pct Difference: 18.06 * System BBP Amount: 438.00</p>				
07/04/2024 13:51:53	07/04/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 107279684 - \$ 60.00 - 07/04/2024 noah1122 ddejesus19541@gmail.com</p>				
06/26/2024 19:16:25	06/26/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANSWER_LIVE Customer reports Power is on.</p>				
06/26/2024 19:09:17	06/26/2024	[REDACTED]	EAILOGINWM7	Lights-None
06/26/2024 17:05:44	06/26/2024	[REDACTED]	Jessica F Heisey	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS Created By: Jessica F Heisey PA Final Wrap-up Customer was satisfied.</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
sw DENNIS J DEJESUS did not want to go over balances and just wanted to see if there was a shut off on the account. notified customer there is no shut off and will not be one until puc makes their decision.				
06/26/2024 16:42:06	06/26/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
06/25/2024 10:19:58	06/25/2024	[REDACTED]	Amber Cross	PUC/BPU Complaint-Written
PUC case# 3997051 received on 06/25/24 regarding a PUC payment agreement request (PAR). Customer had an additional dispute. Satisfied Not Applicable: Reason - Manual work				
06/25/2024 08:48:22	06/25/2024	[REDACTED]	Cindy Cox	PUC/BPU Complaint-Written
Per PA PUC Secretary's Bureau, customer filed formal complaint C2024-3049709 regarding shut off				
06/24/2024 18:39:52	06/24/2024	[REDACTED]	Susan Felber	Supervisor Call
sw dennis DeJesus- states he needs power for kids home school no med cond. wanted to pay 500.00 and set up ip . says he can pay more on Friday. advised lock until Friday. Customer was satisfied.				
06/24/2024 18:39:46	06/24/2024	[REDACTED]	Susan Felber	Create Dunning Lock
Dunning Lock Reason:Supervisory Review Start Date: 06/24/2024   End Date: 06/28/2024 Created By: Susan Felber				
06/24/2024 18:34:39	06/24/2024	[REDACTED]	Susan Felber	Negotiation Tool - Service On
Spoke with: DENNIS J DEJESUS Created By: Susan Felber 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				
06/24/2024 18:34:39	06/24/2024	[REDACTED]	Susan Felber	Financial Summary Review
Spoke with: DENNIS J DEJESUS Created By: Susan Felber FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
06/24/2024 17:37:27	06/24/2024	[REDACTED]	Daniel Vargas	Financial Summary Review
Spoke with: DENNIS J DEJESUS Created By: Daniel Vargas				
06/24/2024 17:37:27	06/24/2024	[REDACTED]	Daniel Vargas	Negotiation Tool - Service On
Spoke with: DENNIS J DEJESUS Created By: Daniel Vargas Financial Summary Option Used. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes *****				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Payment Options provided:  Offered - Pay Acct Balance of: \$9431.29  Offered - Pay Disconnection Amt of: \$8271.42  Offered - Pay Past Due Amt of \$6239.82  Offered - Pay Catch-up Amt of: \$5743.88  *****  PA Final Wrap-up  Considered 4 factors: Yes  Satisfied Not Applicable: Reason - Other - Submitted CB Request for supervisor through KC  s/w DENNIS J DEJESUS / [REDACTED] / Cust adv had set up PUC complaint that was closed/dismissed, adv cust PUC complaint was due to  billing dispute, not termination, offered to go over options to avoid disc, cust accepted. \$4679.87 DP for \$371 Budget + \$483 IP for 9 months. Cust declined, adv does not have DP amt, adv wants to know why DP would be required now when it was not with first IP, adv cust with 2nd IP we would req DP to be made, adv cust no other options avail. Cust adv wanted to speak with a sup, offered cust cb option instead, cust accepted. Submitted cb request through KC.</p>
06/24/2024 12:31:06	06/24/2024	[REDACTED]	Breanna Coleman	Negotiation Tool - Service On
				<p>Spoke with: DENNIS J DEJESUS  Created By: Breanna Coleman  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 not satisfied. Rights provided to customer.  S/W DENNIS J DEJESUS wanted to see if he could put 150 down today and redo his IP. advised the min we could take is 4000 down, was  not happy. stated he already opened up another puc case. is going to try and call pcap</p>
06/24/2024 12:31:06	06/24/2024	[REDACTED]	Breanna Coleman	Financial Summary Review
				<p>Spoke with: DENNIS J DEJESUS  Created By: Breanna Coleman  FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>
06/24/2024 12:22:11	06/24/2024	[REDACTED]	Allan Hoggood	General Inquiry
				<p>S/W BP DENNIS J DEJESUS / [REDACTED] SAID HAD 30 DAY  EXTENTION PUC TOLD HIM TO CALL COMPANY BACK TANS TO AMIMO  ACC 9.431.29  Customer was satisfied.</p>
06/24/2024 12:16:32	06/24/2024	[REDACTED]	Shaitiqua A Crawley	General Inquiry
				<p>left vm  Satisfied Not Applicable: Reason - Don't send DSPRTS</p>
06/24/2024 10:35:45	06/24/2024	[REDACTED]	Amber Cross	Delete Dunning Lock
				<p>Dunning Lock Reason: Utility Commission Dispute  Start Date: 06/24/2024   End Date: 06/13/2025  Created By: Amber Cross</p>
06/24/2024 10:35:14	06/24/2024	[REDACTED]	Amber Cross	PUC/BPU Complaint-Written

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>PUC CASE 3994575 CLOSED. DISMISSAL LETTER ISSUED, NO DECISION. CASE DISMISSED IN ACCORDANCE WITH §56.166(1). ADVISED CUSTOMER THAT PROPERTY IS EQUIPPED WITH SMART METER WHICH TRANSMITS READINGS DIRECT TO THE COMPANY. ADVISED CUSTOMER TO ADDRESS FURTHER CONCERNS TO THE COMPANY. Satisfied Not Applicable: Reason - Manual work</p>				
06/23/2024 10:34:23	06/23/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.</p>				
06/23/2024 06:43:17	06/23/2024	[REDACTED]	EAILOGINWM7	Lights-None
06/17/2024 10:24:29	06/17/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.</p>				
06/17/2024 08:38:17	06/17/2024	[REDACTED]	EAILOGINWM7	Lights-None
06/16/2024 15:52:01	06/16/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.</p>				
06/16/2024 11:32:07	06/16/2024	[REDACTED]	EAILOGINWM7	Lights-None
06/16/2024 09:24:39	06/16/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.</p>				
06/16/2024 05:42:32	06/16/2024	[REDACTED]	EAILOGINWM7	Lights-None
06/13/2024 21:04:43	06/13/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 106789059 - \$ 200.00 - 06/21/2024 noah1122 ddejesus19541@gmail.com</p>				
06/13/2024 17:01:09	06/13/2024	[REDACTED]	Tanika Tyson	General Inquiry
<p>CALL BACK LFT MSG Satisfied Not Applicable: Reason - Don't send DSPRTS</p>				
06/13/2024 16:50:39	06/13/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
06/13/2024 07:48:03	06/13/2024	[REDACTED]	Amber Cross	PUC/BPU Complaint-Written
<p>PUC CASE 3994575 RECIEVED REGARDING BILLING DISPUTE. Satisfied Not Applicable: Reason - Manual work</p>				
06/13/2024 07:47:56	06/13/2024	[REDACTED]	Amber Cross	Create Dunning Lock
<p>Dunning Lock Reason: Utility Commission Dispute Start Date: 06/13/2024   End Date: 06/13/2025 Created By: Amber Cross</p>				
06/07/2024 15:26:14	06/07/2024	[REDACTED]	EAILOGINWM6	Additional Customer Call
<p>Played_POWERONDESC_CustomerMessage 09 We are aware of your outage and we are investigating the cause. ERT: 6/7/2024 5:00:00 PM</p>				
06/07/2024 15:24:16	06/07/2024	[REDACTED]	B2BEALOGIN	Lights-None
06/07/2024 10:51:57	06/07/2024	[REDACTED]	B2BEALOGIN	Lights-None
06/06/2024 11:01:34	06/06/2024	[REDACTED]	Lacey McMillan	Utility Report Issued
<p>Spoke with: DENNIS J DEJESUS Created By: Lacey McMillan Dispute Rights Dunning lock created - Lock date: 06/16/2024 Company Position: -S/W: Dennis Dejesus -All option given to resolve term notice</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>-Dispute rights given. -New term date: 06/17/2024</p> <p>Customer Position:</p> <p>-Cust. can't stop term.</p> <p>-Cust. unsatisfied with options given</p> <p>-Cust. plans to: Pay by term date</p>				
06/06/2024 10:58:17	06/06/2024	[REDACTED]	Lacey McMillan	Disconnection Phone Attempt - Successful
06/06/2024 10:57:44	06/06/2024	[REDACTED]	Lacey McMillan	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS</p> <p>Created By: Lacey McMillan</p> <p>Financial Summary Option Used.</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$9631.29</p> <p>Offered - Pay Disconnection Amt of: \$8471.42</p> <p>Offered - Pay Past Due Amt of \$6439.82</p> <p>Offered - Pay Catch-up Amt of: \$5943.88</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: DENNIS J DEJESUS / [REDACTED] / on ebill / cb#: 223-895-6294</p> <p>-Dollar Energy Fund</p> <p>1-888-282-6816 OPT. 3</p> <p>-adv. customer of down payment \$4814.91 for 2nd ip</p> <p>-issued dispute rights</p> <p>-new term date: 06/17/2024</p>				
06/06/2024 10:57:44	06/06/2024	[REDACTED]	Lacey McMillan	Financial Summary Review
<p>Spoke with: DENNIS J DEJESUS</p> <p>Created By: Lacey McMillan</p> <p>BP Fed and Reg Inc Levels updated.</p>				
06/06/2024 10:35:36	06/06/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_NO_VOICE</p> <p>Hello. This message is from Met-Ed, your electric company. On June 7, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Bootleg Rd, Focht Rd. You will experience a service interruption from 8:00 am to 2:00pm for approximately 3 hours. In the event</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>of an emergency or inclement weather the planned outage will be rescheduled for June 10, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line. OUT-00086085</p>				
06/05/2024 11:34:34	06/05/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_NO_VOICE Hello. This message is from Met-Ed, your electric company. On June 7, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Bootleg Rd, Focht Rd. You will experience a service interruption from 8:00 am to 2:00pm for approximately 3 hours. In the event of an emergency or inclement weather the planned outage will be rescheduled for June 10, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line. OUT-00086085</p>				
06/04/2024 17:07:00	06/04/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/04/2024 06:03:55	06/04/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
06/03/2024 10:04:00	06/03/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/22/2024 22:28:57	05/22/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
05/08/2024 15:31:40	05/08/2024	[REDACTED]	CS General Purpose Batch	Return Check Letter
05/06/2024 00:31:40	05/06/2024	[REDACTED]	Angela Lambert	Create Dunning Lock
<p>Dunning Lock Reason:Utility Commission Dispute Start Date: 05/06/2024   End Date: 05/16/2024 Created By: Angela Lambert</p>				
05/06/2024 00:31:25	05/06/2024	[REDACTED]	Angela Lambert	Contract Account Changed
05/06/2024 00:30:58	05/06/2024	[REDACTED]	Angela Lambert	PUC/BPU Complaint-Written
<p>PUC case 3972366 DISMISSAL LETTER ISSUED: CUSTOMER DID NOT CONTACT THE COMPANY PRIOR TO FILING THIS DISPUTE WITH THE PUC. COMPLAINT IS CLOSED WITHOUT A DECISION. ALambert/Compliance Satisfied Not Applicable: Reason - Manual work</p>				
05/03/2024 08:11:17	05/03/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 105806984 - \$ 150.00 - 05/03/2024 noah1122 ddejesus19541@gmail.com				
05/01/2024 08:10:56	05/01/2024	[REDACTED]	EAILOGINWM7	Bank Details Added
0013 Bank Details Added noah1122 ddejesus19541@gmail.com				
04/26/2024 09:19:59	04/26/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_NO_VOICE Hello. This message is from Met-Ed, your electric company. On April 29, 2024 there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Boo</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>tleg Rd, Focht Rd. You will experience a service interrupt ion from 8:00 am to 2:00pm for approximately 3 hours. In t he event of an emergency or inclement weather the planned ou tage will be rescheduled for April 30, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line. 84964</p>				
04/25/2024 09:18:23	04/25/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_NO_VOICE Hello. This message is from Met-Ed, your electric company. On , April 29, 2024 there will be a planned interruption to your electric service in order to complete equipment repairs . The outage will impact customers in the vicinity of Tilde n Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadah Rd, Boo tleg Rd, Focht Rd. You will experience a service interrupt ion from 8:00 am to 2:00pm for approximately 3 hours. In t he event of an emergency or inclement weather the planned ou tage will be rescheduled for April 30, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line. 84964</p>				
04/04/2024 18:56:12	04/04/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0024692452 Budget amt calculated for period ending 04/03/24 = \$ 371.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4273.39 2. Current Delta: 2555.97 - 2043.00 + 0.00 512.97 3. Remaining Amount: 1717.42 4. Diff + Remain Amt: 512.97 + 1717.42 2230.39 5. New BBP Amount: 2230.39 / 183 x 30.4 371.00 * Dollar Difference: 371.00 - 346.00 25.00 * Pct Difference: 7.23 * System BBP Amount: 371.00</p>				
04/04/2024 05:00:21	04/04/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Receipt				
04/03/2024 10:41:55	04/03/2024	[REDACTED]	Angela Lambert	PUC/BPU Complaint-Written
<p>PUC case 3972366 received 04/3/24. PAR with dispute ALambert/Compliance Satisfied Not Applicable: Reason - Manual work</p>				
04/03/2024 10:41:49	04/03/2024	[REDACTED]	Angela Lambert	Contract Account Changed
04/02/2024 17:08:00	04/02/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/02/2024 06:09:04	04/02/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
04/01/2024 10:12:00	04/01/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/23/2024 21:05:03	03/23/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/21/2024 10:55:02	03/21/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Call Result - SRC_NO_VOICE</p> <p>On, March 22, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs . The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Boot leg Rd, Focht Rd. You will experience a service interruption from 8:00 am to 2:00pm for approximately 3 hours. In the event of an emergency or inclement weather the planned outage will be rescheduled for March 25, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-83989</p>				
03/20/2024 13:53:23	03/20/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_NO_VOICE</p> <p>On, March 22, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs . The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Boot leg Rd, Focht Rd. You will experience a service interruption from 8:00 am to 2:00pm for approximately 3 hours. In the event of an emergency or inclement weather the planned outage will be rescheduled for March 25, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-83989</p>				
03/05/2024 10:04:00	03/05/2024	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/24/2024 20:14:40	02/24/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/22/2024 13:20:08	02/22/2024	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH				
02/06/2024 08:02:24	02/06/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_NO_VOICE</p> <p>Hello. This message is from Met-Ed, your electric company. On, February 7, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Bootleg Rd, Focht Rd. You will experience a service interruption from 8:00 am to 2:00pm for approximately 3 hours. In the event of an emergency or inclement weather the planned outage will be rescheduled for February 8, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line. OUT-00082560</p>				
02/05/2024 10:12:00	02/05/2024	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/01/2024 08:05:07	02/01/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_NO_VOICE</p> <p>Hello. This message is from Met-Ed, your electric company. On, February 7, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				rs. The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Bootleg Rd, Focht Rd. You will experience a service interruption from 8:00 am to 2:00pm for approximately 3 hours. In the event of an emergency or inclement weather the planned outage will be rescheduled for February 8, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line. OUT-00082560
01/30/2024 10:07:47	01/30/2024		Sarah Watkins	General Inquiry
				<p>*****</p> <p>Case#: 476364292957</p> <p>*****</p> <p>RE: FirstEnergy Move In Request W001696357613</p> <p>*****</p> <p>Text:</p> <p>Hello following up to see if there was an update thanks</p> <p>*****</p> <p>Reply:</p> <p>Katie Dejesus;</p> <p>Thank you for following up with us. Due to an increase in customer emails, our response times have been delayed. We regret this delay and are happy to assist you.</p> <p>Unfortunately, there are additional items that need to be discussed before service can be started in your name. We are unable to review this information through email, and so direct you to call. Please contact our Move Team at 1-800-633-4766, Monday through Friday, between 8 a.m. and 6 p.m. for more information.</p> <p>We regret any inconvenience this might cause.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
01/22/2024 08:20:47	01/22/2024		EAILOGINWM6	Outbound Call - Planned Outage
				<p>Call Result - SRC_NO_VOICE</p> <p>On January 23, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Bootleg Rd, Focht Rd. You will experience a service interruption from 8:00 am to 2:00pm for approximately 3 hours. In the event of an emergency or inclement weather the planned outage will be rescheduled. OUT-00082407</p>
01/17/2024 17:00:29	01/17/2024		Devondra Scott	General Inquiry
				<p>DENNIS J DEJESUS/ verified/ calling about if acct transfers whos responsible for what/ xfer-mipmop</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>
01/17/2024 16:56:12	01/17/2024		Devondra Scott	Financial Summary Review
				<p>Spoke with: DENNIS J DEJESUS</p> <p>Created By: Devondra J Scott</p> <p>BP Fed and Reg Inc Levels updated.</p>

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Low income letter will be sent.				
01/17/2024 16:54:40	01/17/2024	[REDACTED]	Devondra Scott	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS            Created By: Devondra J Scott            Payment Options provided:            Offered - Pay Acct Balance of: \$7615.53            Offered - Pay Past Due Amt of \$4155.82            *****            Financial Summary Option Used.            BP Fed and Reg Inc Levels updated.            Low income letter will be sent.            *****            PA Final Wrap-up            Satisfied Not Applicable: Reason - Call Transferred            CUSTOMER DECLINED IP</p>				
01/17/2024 16:52:01	01/17/2024	[REDACTED]	Devondra Scott	Premise Information Changed
<p>Old Premise Phone:(484)256-9026            New Premise Phone:(223)895-6294            Created By: Devondra J Scott</p>				
01/17/2024 16:52:00	01/17/2024	[REDACTED]	Devondra Scott	Personal Data Changed
<p>Old BP Phone:(484)256-9026            New BP Phone:(223)895-6294            Created By: Devondra J Scott</p>				
01/16/2024 08:02:49	01/16/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_NO_VOICE            Hello. This message is from Met-Ed, your electric company. On January 17, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Bootleg Rd, Focht Rd. You will experience a service interruption from 8:00 am to 2:00pm for approximately 3 hours. In the event of an emergency or inclement weather the planned outage will be rescheduled for January 18, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line.</p>				
01/15/2024 08:05:19	01/15/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_NO_VOICE            Hello. This message is from Met-Ed, your electric company. On January 17, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Bootleg Rd, Focht Rd. You will experience a service interruption from 8:00 am to 2:00pm for approximately 3 hours. In the event of an emergency or inclement weather the planned outage will be rescheduled for January 18, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line.</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
prove your electric service reliability. To hear this message again, please remain on the line.				
01/12/2024 09:23:10	01/12/2024	[REDACTED]	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: (223)895-6294				
01/12/2024 09:22:50	01/12/2024	[REDACTED]	B2BEALOGIN	Contact Removed from Alert Preference
Alert Contact Removed: (484)256-9026				
01/12/2024 09:22:29	01/12/2024	[REDACTED]	EAILOGINWM7	Change Profile
noah1122 ddejesus19541@gmail.com Changed Email from arabella1210@aol.com				
01/12/2024 08:03:18	01/12/2024	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_NO_VOICE</p> <p>Hello. This message is from Met-Ed, your electric company. On January 17, 2024, there will be a planned interruption to your electric service in order to complete equipment repairs. The outage will impact customers in the vicinity of Tilden Rd, Irish Creek Rd, Hook Rd, Meadow Dr, Balttadahl Rd, Bootleg Rd, Focht Rd. You will experience a service interruption from 8:00 am to 2:00pm for approximately 3 hours. In the event of an emergency or inclement weather the planned outage will be rescheduled for January 18, 2024. Thank you for your patience and understanding while we perform this work to improve your electric service reliability. To hear this message again, please remain on the line.</p>				
01/06/2024 19:05:45	01/06/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0024692452</p> <p>Budget amt calculated for period ending 01/04/24 = \$ 346.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4109.32</p> <p>2. Current Delta: 1182.17 - 1005.00 + 0.00 177.17</p> <p>3. Remaining Amount: 2927.15</p> <p>4. Diff + Remain Amt: 177.17 + 2927.15 3104.32</p> <p>5. New BBP Amount: 3104.32 / 273 x 30.4 346.00</p> <p>* Dollar Difference: 346.00 - 335.00 11.00</p> <p>* Pct Difference: 3.28</p> <p>* System BBP Amount: 346.00</p>				
11/14/2023 03:07:48	11/14/2023	[REDACTED]	CS General Purpose Batch	Sent PCAP Eligibility Letter
11/13/2023 13:55:06	11/13/2023	[REDACTED]	Desiree Snyder	LiHeap Credit
<p>LIHEAP CASH \$300.00 20231113</p> <p>Security Deposit was reversed</p>				
11/06/2023 10:05:00	11/06/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
10/27/2023 19:07:35	10/27/2023	[REDACTED]	Connie Eddy	PUC/BPU Complaint-Written
<p>Per PUC decision Case# 3917324</p> <p>PUC SPOKE WITH CUSTOMER DENNIS DEJESUS. - REVIEWED COMPANY REPORT. EXPLAINED THAT THE PAYMENTS WERE APPLIED BASED ON THE ORDER RECEIVED AND THEN REMOVED DUE TO INSUFFICIENT FUNDS. CUSTOMER UNDERSTOOD AND AGREED THAT THE CASE MAY BE VERBALLY CLOSED.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/05/2023 19:07:42	10/05/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0024692452            Budget amt calculated for period ending 10/04/23 = \$ 335.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4006.61            * System BBP Amount: 335.00</p>				
09/28/2023 12:05:50	09/28/2023	[REDACTED]	Jessica Devericks	General Inquiry
<p>*****</p> <p>Request Number: 6972356            *****</p> <p>Form Name: Contact Us            Submit Date: 09/25/2023 17:05:13            Operating Company: ME01            Topic: Customer Service            Name: Dennis J Dejesus            Email: Ddejesus19541@gmail.com            Address Line 1: 182 Meadow Dr            Address Line 2: null            City: Mohrsville            State: PA            Province: null            Zip: 19541            Country: null            Phone: (484) 256-9026            Best Time: null            Account Number: [REDACTED]            Request Type: Payment Assistance            Subject: Help            *****</p> <p>Text: I am reaching out for assistance on my past due and current balance. I have no income at the moment due to loss of employment and have a household of 7.            *****</p> <p>Thank you for utilizing our website. We have received your complaint through the Public Utility Commission on 06/14/2023. Your account will not be in disconnection status while your account is being reviewed. At this time your complaint is being reviewed, and you will be contacted once the complaint has been completed. If you have further questions, please contact our Credit Team for Met-Ed at 1-800-962-4848.</p> <p>For information on Assistance and Service Programs, including any grants you may qualify for to assist with your current balance due, please visit <a href="http://www.firstenergycorp.com/billassist">www.firstenergycorp.com/billassist</a>.            *****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
09/22/2023 07:48:23	09/22/2023	[REDACTED]	EAILOGINWM7	Lights-None

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/30/2023 12:10:03	08/30/2023	[REDACTED]	Deneen Kroeper	General Inquiry
<p>TM 354189125</p> <p>Brenda Jones reached out to work this TM.</p> <p>When the \$2310.80 was paid in April, it paid the bills for the following months to bring them current: 10/31/22 (574.78), 11/28/22 (424.26), 12/27/22 (424.77), 1/30/23 (430.92) &amp; 2/27/23 (456.07). The deposit was billed on the NEXT bill due 3/29/23, &amp; wasn't included in the \$2310.80 past due amount. However, when the payment was rec'd on 4/24/23, the \$646 deposit was paid first.</p> <p>Reviewed with Brenda &amp; agreed to set up 2 month IP for deposit beginning with bill due 9/29/23.</p> <p>BP still owes bills due from 3/29/23 - 8/28/23. Total amt showing on bill due 8/28/23 is \$3,664.28. However, I applied money that paid deposit towards balance.. BP needs to pay \$2,692.50 in order to bring account current.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
08/30/2023 11:12:55	08/30/2023	[REDACTED]	Deneen Kroeper	Reverse Late Payment Charge
<p>06/05/2023 RLPC Amount 34.66</p> <p>05/08/2023 RLPC Amount 21.80</p> <p>05/08/2023 RLPC Amount 21.79</p> <p>03/06/2023 RLPC Amount 33.51</p> <p>02/04/2023 RLPC Amount 27.07</p> <p>01/05/2023 RLPC Amount 20.92</p> <p>12/05/2022 RLPC Amount 14.77</p> <p>11/05/2022 RLPC Amount 14.26</p> <p>10/06/2022 RLPC Amount 13.06</p> <p>09/07/2022 RLPC Amount 12.00</p> <p>Waived LPC's -- see notes on account.</p> <p>Created By: Deneen Kroeper</p>				
08/30/2023 10:59:03	08/30/2023	[REDACTED]	Deneen Kroeper	Security Deposit - IP
07/06/2023 19:17:08	07/06/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0024692452</p> <p>Budget amt calculated for period ending 07/05/23 = \$ 324.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3856.84</p> <p>2. Current Delta: 3088.07 - 2859.00 + 0.00 229.07</p> <p>3. Remaining Amount: 768.77</p> <p>4. Diff + Remain Amt: 229.07 + 768.77 997.84</p> <p>5. New BBP Amount: 997.84 / 91 x 30.4 333.00</p> <p>* Dollar Difference: 333.00 - 324.00 9.00</p> <p>* Pct Difference: 2.78</p> <p>* System BBP Amount: 324.00</p>				
07/04/2023 05:46:55	07/04/2023	[REDACTED]	EAILOGINWM7	Lights-None
07/03/2023 07:05:15	07/03/2023	[REDACTED]	EAILOGINWM6	Lights-None
ERT: 07/03/23 10:00 AM				
06/28/2023 09:56:11	06/28/2023	[REDACTED]	Brenda Jones	Correction of Billing Error
Received this account from another billing rep and this				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>account does not have an 888 and it is not a Human Service Account, I am not able to work this account. It is a payment issue, sent email to Supervisor Robert Davis to assign to an East Billing Representative. Advised him it has a PUC/BPU Complaint/Written on it now. Satisfied Not Applicable: Reason - Manual work</p>				
06/19/2023 16:45:50	06/19/2023	[REDACTED]	Bonita K Pena	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS Created By: Bonita K Pena Payment Options provided: Offered - Pay Acct Balance of: \$6338.43 Offered - Pay Past Due Amt of \$2350.30</p>				
06/19/2023 16:36:41	06/19/2023	[REDACTED]	Ashley Wilkins	General Inquiry
<p>SW DENNIS J DEJESUS / [REDACTED] // PAST DUE/ INQ ABOUT SHUT OFF/ XFER TO CREDIT Satisfied Not Applicable: Reason - Call Transferred</p>				
06/19/2023 16:33:46	06/19/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
<p>IVR_BillAnI) FACTR_CT=3 ARREARS_MSG = "Y" IP_MSG = "Y" TEMP_CHG = BILL_FACTOR TEMP &gt; 0 Y 7 FACTR_PL=3</p>				
06/19/2023 16:31:55	06/19/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
06/15/2023 14:15:18	06/15/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
<p>IVR_BillAnI) FACTR_CT=3 ARREARS_MSG = "Y" IP_MSG = "Y" TEMP_CHG = BILL_FACTOR TEMP &gt; 0 Y 7 FACTR_PL=3</p>				
06/15/2023 14:13:21	06/15/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
06/14/2023 14:51:46	06/14/2023	[REDACTED]	Connie Eddy	PUC/BPU Complaint-Written
<p>PUC case# 3917324 received on 06/14/23 regarding a high actual bill and security deposit.</p>				
06/06/2023 13:23:25	06/06/2023	[REDACTED]	Workflow General Purpose Batch	Telememo Employee Correspondence
<p>Bill Print Error 8888 Bills * 06/06/2023 13:23:17 EST (59731) SW DENNIS J DEJESUS / [REDACTED] VAI customer called in because he had a disconnection on the account and two payment that was received but got returned because the customer did not have funds- so the church made payment on his account 2310.80 but the payment that was made toward the account was 703.80 on the bill. Advised customer that the because he made a payment of 2310.80 was made and then when the church made the payment it was an extra payment on the account so the money was put toward the IP and SD that was applied to the account paying the remaining balance of the bill 703.80- Customer wants to know if the payment can be correct to reflect the bill balance being paid because he can not afford another disconnection Created By: Hashman, Amanda D</p>				
06/06/2023 12:54:22	06/06/2023	[REDACTED]	Amanda Hashman	Utility Report Issued
<p>Spoke with: DENNIS J DEJESUS Created By: Amanda D Hashman Dispute Rights Dunning lock created - Lock date: 06/19/2023 Company Position: OFFERED ALL OPTIONS TO STOP DISCONNECTION Customer Position: CUST COULDNT SATIFY OPTION TO STOP TERM</p>				
06/06/2023 12:47:38	06/06/2023	[REDACTED]	Amanda Hashman	Negotiation Tool - Service On

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Spoke with: DENNIS J DEJESUS Created By: Amanda D Hashman Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$6338.43 Offered - Pay Disconnection Amt of: \$5029.97 Offered - Pay Past Due Amt of \$2350.30 Offered - Pay Catch-up Amt of: \$1452.43 *****</p> <p>Dispute Rights Issued Option Used. *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes SW DENNIS J DEJESUS / [REDACTED] VAI customer called in because he had a disconnection on the account and two payment that was received but got returned because the customer did not have funds- so the church made payment on his account 2310.80 but the payment that was made toward the account was 703.80 toward Offered 2-IP DP (\$1762.73) EPP (\$324) IP (\$479) Advised the customer that the amount still is still owed to the account and the disconnection stands at the moment Because the customer payment was applied to the account when the church made their payment that money was applied to the remaining bill balance and then IP plan- Customer requested to have the money changed-advised that I sent a work order to back office for that but cannot guarantee it and the disconnection is still active Customer stated that he will call PUC</p>
06/06/2023 12:47:38	06/06/2023	[REDACTED]	Amanda Hashman	Financial Summary Review
				<p>Spoke with: DENNIS J DEJESUS Created By: Amanda D Hashman FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>
06/06/2023 12:25:33	06/06/2023	[REDACTED]	Amanda Hashman	Negotiation Tool - Service On
				<p>Spoke with: DENNIS J DEJESUS Created By: Amanda D Hashman 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. PAHAF: 888-987-2423 Web URL: <a href="https://pahaf.org/">https://pahaf.org/</a> Dollar Energy Fund 888-282-6816 or <a href="http://dollarenergy.org/myapp">dollarenergy.org/myapp</a> *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided:</p>

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Offered - Pay Acct Balance of: \$6338.43            Offered - Pay Disconnection Amt of: \$5029.97            Offered - Pay Past Due Amt of \$2350.30            Offered - Pay Catch-up Amt of: \$1452.43</p>				
06/06/2023 12:25:33	06/06/2023	[REDACTED]	Amanda Hashman	Financial Summary Review
<p>Spoke with: DENNIS J DEJESUS            Created By: Amanda D Hashman            FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
06/06/2023 12:05:04	06/06/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
<p>IVR_BillAnI) FACTR_CT=3 ARREARS_MSG = "Y" IP_MSG = "Y" TEMP_            CHG = BILL_FACTOR TEMP &gt; 0 Y 7 FACTR_PL=3</p>				
06/06/2023 12:03:40	06/06/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
06/01/2023 17:06:00	06/01/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
05/31/2023 10:02:00	05/31/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
05/26/2023 10:05:34	05/26/2023	[REDACTED]	Sarah Jones	Outbound Call
<p>AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.</p>				
05/23/2023 22:31:41	05/23/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
05/09/2023 15:08:55	05/09/2023	[REDACTED]	Brenda Jones	Correction of Invoicing Error
<p>This account was already handled and the current bill is correct, Working INVP/8888. No action taken.            Satisfied Not Applicable: Reason - Manual work</p>				
05/08/2023 11:42:55	05/08/2023	[REDACTED]	Brenda Jones	Single Bill/Invoice Generated
05/08/2023 11:42:47	05/08/2023	[REDACTED]	Brenda Jones	Single Bill/Invoice Generated
05/08/2023 11:42:46	05/08/2023	[REDACTED]	Brenda Jones	Calculation
<p>C/A [REDACTED] Contract 0024692452            Budget amt calculated for period ending 04/04/23 = \$ 324.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3845.20            2. Current Delta: 2289.19 - 1887.00 + 0.00 402.19            3. Remaining Amount: 1556.01            4. Diff + Remain Amt: 402.19 + 1556.01 1958.20            5. New BBP Amount: 1958.20 / 184 x 30.4 324.00            * Dollar Difference: 324.00 - 324.00 0.00            * Pct Difference: 0.00            * System BBP Amount: 324.00</p>				
05/08/2023 11:39:08	05/08/2023	[REDACTED]	Brenda Jones	Reversal Fix Problem or 888
<p>Reversed 2 invoices to correct INVP/88HS Return payments caused this 888 pushed the 888 back one invoice and current bill correct.</p>				
05/03/2023 11:19:54	05/03/2023	[REDACTED]	Cindy Cox	Financial Summary Review
<p>Spoke with: DENNIS J DEJESUS            Created By: Cindy L Cox            FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
05/03/2023 11:19:10	05/03/2023	[REDACTED]	Cindy Cox	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS            Created By: Cindy L Cox            Payment Options provided:</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Acct Balance of: \$5797.18 (includes Sec Dep) Offered - Pay Past Due Amt of \$1907.45 (includes Sec Dep) ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** PA Final Wrap-up Customer was satisfied. customer already enrolled in ebill advised of payment history Customer offered 400 at the end of the month advised no active disconnect notice on the account advised of SD 646.00 of that 403.35 has been paid advised not eligible for another IP , advised to call back if gets a disconnect notice to call back Confirmed Income Security Deposit waiver option provided				
05/03/2023 10:51:30	05/03/2023	██████████	INTV IVR	Account Balance Inquiry
04/29/2023 08:15:53	04/29/2023	██████████	INTV IVR	Account Balance Inquiry
04/28/2023 16:30:40	04/28/2023	██████████	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/26/2023 15:31:02	04/26/2023	██████████	CS General Purpose Batch	Return Check Letter
04/26/2023 12:00:17	04/26/2023	██████████	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/26/2023 11:57:57	04/26/2023	██████████	Jameel Scott	General Inquiry
SW DENNIS J DEJESUS / ██████████ , WANTS TO SET UP PAYMENT ARRANGMENTS, XFER TO CREDIT Satisfied Not Applicable: Reason - Call Transferred				
04/26/2023 11:26:56	04/26/2023	██████████	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/26/2023 11:24:17	04/26/2023	██████████	INTV IVR	Account Balance Inquiry
04/26/2023 11:09:25	04/26/2023	██████████	Deborah Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 2310.80 Disconnection Date: 05/08/2023				
04/24/2023 07:51:02	04/24/2023	██████████	INTV IVR	Account Balance Inquiry
04/22/2023 20:15:16	04/22/2023	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
04/22/2023 16:36:41	04/22/2023	██████████	EAILOGINWM7	Lights-None
04/22/2023 15:31:08	04/22/2023	██████████	CS General Purpose Batch	Return Check Letter
04/21/2023 17:01:11	04/21/2023	██████████	INTV IVR	Account Balance Inquiry
04/21/2023 16:53:51	04/21/2023	██████████	EAILOGINWM7	Ready Pay Delete
No 96599547 - 04/27/2023 - \$300.00 noah1122 arabella1210@aol.com				
04/21/2023 16:52:16	04/21/2023	██████████	EAILOGINWM7	Ready Pay Create
No 96599547 - \$ 300.00 - 04/27/2023 noah1122 arabella1210@aol.com				
04/21/2023 16:43:11	04/21/2023	██████████	INTV IVR	Account Balance Inquiry
04/21/2023 16:32:19	04/21/2023	██████████	INTV IVR	Account Balance Inquiry
04/21/2023 16:17:10	04/21/2023	██████████	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/21/2023 11:58:44	04/21/2023	[REDACTED]	Jennifer M Crosby	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS            Created By: Jennifer M Crosby            Payment Options provided:            Offered - Pay Acct Balance of: \$5782.18 (includes Sec Dep)            Offered - Pay Past Due Amt of \$1108.51 (includes Sec Dep)</p> <p>DENNIS J DEJESUS cld to inquire about current acct balances. Advsd customer full amount due/Offered DEF for possible assistance</p>				
04/21/2023 10:58:55	04/21/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
04/21/2023 10:56:47	04/21/2023	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 96588556 - \$ 2310.80 - 04/21/2023 noah1122 arabella1210@aol.com				
04/21/2023 10:56:22	04/21/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder            Offered All Options</p>				
04/21/2023 10:55:11	04/21/2023	[REDACTED]	EAILOGINWM7	Bank Details Added
0012 Bank Details Added noah1122 arabella1210@aol.com				
04/21/2023 10:30:33	04/21/2023	[REDACTED]	Deborah Polos	Resume Disconnection - Return Check
<p>Resume disconnection process for return payment of \$ 2310.80            Disconnection Date: 05/01/2023</p>				
04/19/2023 11:02:56	04/19/2023	[REDACTED]	Wanda Pagan	How much Owed/ Was Payment Received
<p>s/w DENNIS J DEJESUS / [REDACTED] / ME / vai , called to check stats of payment , advised recieved \$2310.80 04/17/23 , satis wpagan            Customer was satisfied.</p>				
04/19/2023 10:31:47	04/19/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
04/17/2023 16:52:44	04/17/2023	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 96494215 - \$ 2310.80 - 04/17/2023 noah1122 arabella1210@aol.com				
04/17/2023 16:52:09	04/17/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder            Offered All Options</p>				
04/17/2023 16:20:26	04/17/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
04/17/2023 14:59:47	04/17/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder            Offered All Options</p>				
04/17/2023 13:46:43	04/17/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
04/16/2023 04:10:44	04/16/2023	[REDACTED]	EAILOGINWM7	Lights-None
04/07/2023 10:01:52	04/07/2023	[REDACTED]	Amber McElwain	Utility Report Issued
<p>Spoke with: DENNIS J DEJESUS            Created By: Amber N McElwain            Dispute Rights Dunning lock created - Lock date: 04/17/2023            Company Position:            considered all 4 factors</p> <p>Customer Position:            cust unable to pay</p>				
04/07/2023 09:57:12	04/07/2023	[REDACTED]	Amber McElwain	Review of Est ReEnroll Amts
C/A [REDACTED]				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Estimated Re-enrollment amounts displayed Open editor for details.</p> <p>Not eligible for Retroactive credits - past 12 month period</p> <p>Account Balance = 7675.79 Deferred Arrears = 0.00 Retroactive CAP credits = 0.00 Retroactive Arrears credits = 0.00 Security Deposit = 646.00 Estimated Amount Due = 7029.79</p> <p>The amounts are calculated for that given moment as if the customer was enrolling at that time. When the actual ReEnrollment occurs, the amounts are subject to change based on changes to the account balance or meeting eligibility requirements at that time.</p>				
04/07/2023 09:56:25	04/07/2023	[REDACTED]	Amber McElwain	Disconnection Phone Attempt - Successful
04/07/2023 09:56:06	04/07/2023	[REDACTED]	Amber McElwain	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS Created By: Amber N McElwain Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$8077.98 (includes Sec Dep) Offered - Pay Disconnection Amt of: \$6308.34 Offered - Pay Past Due Amt of \$3419.31 (includes Sec Dep) Offered - Pay Catch-up Amt of: \$2310.80 (includes Sec Dep) *****</p> <p>Dispute Rights Issued Option Used. *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes You are not required to make a payment at enrollment. You would owe approximately \$7,029.79 in addition to your first PCAP bill. This amount is estimated and changes as your account balance or eligibility changes. Any past-due balances would be subject to collection activity. The actual amount due is calculated upon successful enrollment. If you choose to enroll please visit <a href="http://www.dollarenergy.org/myapp">www.dollarenergy.org/myapp</a> or call Dollar Energy Fund at 1-888-282-6816, Monday-Friday 8am-5pm. adv the acct is not eligible for an ip for the consumption but SDIP can be set up it will requ a DP of 323.00 Customer has an unpaid security deposit in the amount of \$646.00. Termination Date(on or after)=&gt; 04/18/2023 Confirmed Income Security Deposit waiver option provided</p>				
04/07/2023 09:56:06	04/07/2023	[REDACTED]	Amber McElwain	Financial Summary Review
<p>Spoke with: DENNIS J DEJESUS Created By: Amber N McElwain FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/07/2023 09:38:41	04/07/2023	██████████	Aireonna Dixon	General Inquiry
SW DENNIS J DEJESUS was calling about the shut off notice for the address said that he would like to get his options Xfer to Credit VAI Satisfied Not Applicable: Reason - Call Transferred				
04/07/2023 09:36:22	04/07/2023	██████████	INTV IVR	Account Balance Inquiry
04/05/2023 18:53:34	04/05/2023	██████████	CS General Purpose Batch	Calculation
C/A ██████████ Contract 0024692452 Budget amt calculated for period ending 04/04/23 = \$ 324.00 Open editor for detail  1. 12 Mth Factor Amt: 3845.20 2. Current Delta: 2289.19 - 1887.00 + 0.00 402.19 3. Remaining Amount: 1556.01 4. Diff + Remain Amt: 402.19 + 1556.01 1958.20 5. New BBP Amount: 1958.20 / 184 x 30.4 324.00 * Dollar Difference: 324.00 - 324.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 324.00				
04/04/2023 17:07:00	04/04/2023	██████████	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/03/2023 10:04:00	04/03/2023	██████████	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/01/2023 17:47:04	04/01/2023	██████████	EAILOGINWM7	Lights-None
04/01/2023 17:47:03	04/01/2023	██████████	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: (484)256-9026				
03/30/2023 14:31:07	03/30/2023	██████████	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Customer reports Power is on.				
03/30/2023 14:24:32	03/30/2023	██████████	EAILOGINWM7	Lights-None
03/30/2023 14:24:31	03/30/2023	██████████	B2BEALOGIN	Contact Removed from Alert Preference
Alert Contact Removed: (484)256-9026				
03/25/2023 20:15:09	03/25/2023	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
03/25/2023 12:30:12	03/25/2023	██████████	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Invalid or no response from Customer.				
03/25/2023 10:30:18	03/25/2023	██████████	EAILOGINWM6	Additional Customer Call
ERT: 03/25/23 01:00 PM				
03/25/2023 10:25:28	03/25/2023	██████████	EAILOGINWM7	Lights-None
03/23/2023 10:42:47	03/23/2023	██████████	Sarah Eakle	General Inquiry/Other
Outbound Call/ Left a voicemail intention of call was to review available assistance the customer may qualify for. firstenergycorp.com/billassist Satisfied Not Applicable: Reason - Manual work				
03/13/2023 11:51:43	03/13/2023	██████████	Tina Woodring	Financial Summary Review
Spoke with: DENNIS J DEJESUS Created By: Tina Woodring Low income letter will be sent.				
03/13/2023 11:48:38	03/13/2023	██████████	Tina Woodring	Negotiation Tool - Service On

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Spoke with: DENNIS J DEJESUS            Created By: Tina Woodring            Payment Options provided:            Offered - Pay Acct Balance of: \$7675.04 (includes Sec Dep)            Offered - Pay Past Due Amt of \$2310.80            *****            Payment Options provided:            Offered - Pay Acct Balance of: \$7675.04 (includes Sec Dep)            Offered - Pay Past Due Amt of \$2310.80            *****            Financial Summary Option Used.            Low income letter will be sent.            *****            PA Final Wrap-up            Satisfied Not Applicable: Reason - Send DSPRTS            -calling regarding disc notice.            -adv customer no active disc at this time; it is dated for on or after 4/3/23.            -provided balances.            -adv customer to pay PAST DUE balance ASAP to avoid getting another disc in future.            -customer could not make payment today.            -ADV CUSTOMER OF SDIP OPTION.            -CUSTOMER REFUSED TODAY, STATED HE WILL CALL BACK IN TO SET IT UP SOON.            -ADV CUSTOMER NO MIN PAYMENT AMOUNT AT THIS TIME.            Confirmed Income Security Deposit waiver option provided</p>				
03/13/2023 11:30:37	03/13/2023	[REDACTED]	Rhonda Lepley	General Inquiry
<p>sw:DENNIS J DEJESUS. VAI. [REDACTED] cust has past due bal, and needs options. xfer to credit.            Satisfied Not Applicable: Reason - Call Transferred</p>				
03/13/2023 11:13:51	03/13/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
03/13/2023 07:54:41	03/13/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
03/10/2023 16:38:52	03/10/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
03/09/2023 14:04:20	03/09/2023	[REDACTED]	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_MACHINE            This is Met-Ed with an important message. We are reaching out to offer customers assistance to pay down their electric utility balance. To help reduce or eliminate your balance, you may be eligible for the Low Income Home Energy Assistance Program or PCAP. Visit firstenergycorp.com/billassist or call us Monday - Friday between 8 am and 6 pm at 1-800-545-7741. Thank you for being a Met-ED customer.</p>				
03/06/2023 10:10:00	03/06/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
03/03/2023 09:12:10	03/03/2023	[REDACTED]	Sarah Jones	Outbound Call
<p>AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.</p>				
02/21/2023 22:22:08	02/21/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/06/2023 20:13:16	02/04/2023	[REDACTED]	BATCH	Security Deposit Created
<p>Security Deposit warning process: \$ 646.00 deposit billed on 02/06/23</p>				
01/31/2023 20:54:48	01/31/2023	[REDACTED]	Brittany Frankenberry	Provide Program Information
<p>OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/25/2023 13:35:31	01/25/2023	██████████	Brittany Frankenberry	Provide Program Information
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 18:24:52	01/24/2023	██████████	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/05/2023 18:53:12	01/05/2023	██████████	CS General Purpose Batch	Calculation
<p>C/A ██████████ Contract 0024692452            Budget amt calculated for period ending 01/04/23 = \$ 324.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3832.65            2. Current Delta: 1079.46 - 915.00 + 0.00 164.46            3. Remaining Amount: 2753.19            4. Diff + Remain Amt: 164.46 + 2753.19 2917.65            5. New BBP Amount: 2917.65 / 274 x 30.4 324.00            * Dollar Difference: 324.00 - 305.00 19.00            * Pct Difference: 6.23            * System BBP Amount: 324.00</p>				
01/03/2023 10:08:00	01/03/2023	██████████	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
12/03/2022 20:13:57	12/03/2022	██████████	CS General Purpose Batch	Security Deposit Review
Security Deposit Warning Process. Letter sent 12/05/2022				
11/20/2022 09:09:19	11/20/2022	██████████	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_MACHINE            Invalid or no response from Customer.</p>				
11/20/2022 07:43:27	11/20/2022	██████████	EAILOGINWM7	Lights-None
11/17/2022 16:06:00	11/17/2022	██████████	EAILOGINWM7	Ready Pay Create
No 92793032 - \$ 494.00 - 11/17/2022 noah1122 arabella1210@aol.com				
11/17/2022 16:05:42	11/17/2022	██████████	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder            Offered All Options</p>				
11/07/2022 10:11:29	11/07/2022	██████████	Tina Woodring	Utility Report Issued
<p>Spoke with: DENNIS J DEJESUS            Created By: Tina Woodring            Dispute Rights Dunning lock created - Lock date: 11/20/2022            Company Position:            provided all options, customer declined.            Customer Position:            will attempt to resolve notice by Termination Date(on or after) -&gt;11/21/2022</p>				
11/07/2022 10:08:25	11/07/2022	██████████	Tina Woodring	Financial Summary Review
<p>Spoke with: DENNIS J DEJESUS            Created By: Tina Woodring            BP Fed and Reg Inc Levels updated.            Low income letter will be sent.</p>				
11/07/2022 10:08:25	11/07/2022	██████████	Tina Woodring	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS            Created By: Tina Woodring            Financial Summary Option Used.            BP Fed and Reg Inc Levels updated.            Low income letter will be sent.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>DEF / LIHEAP</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: \$5745.95</p> <p>Offered - Pay Disconnection Amt of: \$5016.54</p> <p>Offered - Pay Past Due Amt of \$1068.78</p> <p>Offered - Pay Catch-up Amt of: \$494.00</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>-calling regarding disconnection notice.</p> <p>-wanting to know min amount that needs paid to stop disconnection.</p> <p>-provided balances.</p> <p>-custome could not pay anything today.</p> <p>-adv no IP options at time.</p> <p>-issued dispute rights.</p>				
11/07/2022 09:15:32	11/07/2022	[REDACTED]	Karen Tait	General Inquiry
<p>SW: DENNIS J DEJESUS / [REDACTED] / ME NOTE TO SHUT OFF ... XFR TO CREDIT VAI WANTS AN EXTENSION Satisfied Not Applicable: Reason - Call Transferred</p>				
11/07/2022 08:40:47	11/07/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
<p>IVR_BillAnI) FACTR_CT=3 ARREARS_MSG = "Y" IP_MSG = "Y" BDGT_ CHG = Q -72.00 &gt; 0 = N FACTR_PL=3</p>				
11/07/2022 08:39:10	11/07/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
11/02/2022 17:05:00	11/02/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>				
11/01/2022 10:02:00	11/01/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
10/24/2022 22:25:40	10/24/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/20/2022 12:55:35	10/20/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 92060703 - \$ 493.47 - 10/20/2022 noah1122 arabella1210@aol.com</p>				
10/20/2022 12:54:57	10/20/2022	[REDACTED]	EAILOGINWM7	Bank Details Added
<p>0011 Bank Details Added noah1122 arabella1210@aol.com</p>				
10/20/2022 12:54:13	10/20/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder</p> <p>Offered All Options</p>				
10/10/2022 10:07:12	10/10/2022	[REDACTED]	Trisha Eddy	Utility Report Issued
<p>Spoke with: DENNIS J DEJESUS</p> <p>Created By: Trisha A Ghuste</p> <p>Dispute Rights Dunning lock created - Lock date: 10/23/2022</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Company Position: rights read Customer Position: unable to pay				
10/10/2022 10:04:10	10/10/2022	██████████	Trisha Eddy	Negotiation Tool - Service On
Spoke with: DENNIS J DEJESUS Created By: Trisha A Ghuste Financial Summary Option Used. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$5979.79 Offered - Pay Disconnection Amt of: \$5121.01 Offered - Pay Past Due Amt of \$987.47 Offered - Pay Catch-up Amt of: \$493.47 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes not eligible for another installment plan-				
10/10/2022 10:04:10	10/10/2022	██████████	Trisha Eddy	Financial Summary Review
Spoke with: DENNIS J DEJESUS Created By: Trisha A Ghuste				
10/10/2022 10:01:19	10/10/2022	██████████	Robin Garnett	General Inquiry
sw vai DENNIS J DEJESUS calling to discuss shut off notice. Transfer to credit ██████████ Satisfied Not Applicable: Reason - Call Transferred				
10/06/2022 18:42:40	10/06/2022	██████████	CS General Purpose Batch	Calculation
C/A ██████████ Contract 0024692452 Budget amt calculated for period ending 10/05/22 = \$ 305.00 Open editor for detail  1. 12 Mth Factor Amt: 3673.72 * System BBP Amount: 305.00				
10/05/2022 17:04:00	10/05/2022	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
10/04/2022 10:06:00	10/04/2022	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/26/2022 22:29:17	09/26/2022	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
09/10/2022 07:52:37	09/10/2022	██████████	EAILOGINWM7	Ready Pay Create
No 91010118 - \$ 422.79 - 09/12/2022 noah1122 arabella1210@aol.com				
09/10/2022 07:52:05	09/10/2022	██████████	EAILOGINWM7	Self-Serve Credit Interaction

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Contact Person: Account Holder Offered All Options				
09/09/2022 14:51:30	09/09/2022	██████████	INTV IVR	Account Balance Inquiry
09/06/2022 17:04:00	09/06/2022	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/02/2022 10:05:00	09/02/2022	██████████	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
08/27/2022 20:14:30	08/27/2022	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
08/19/2022 13:40:22	08/19/2022	██████████	Natasha Neal	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/07/2022 08:10:23	08/07/2022	██████████	EAILOGINWM7	Ready Pay Create
No 90142255 - \$ 457.77 - 08/07/2022 noah1122 arabella1210@aol.com				
08/07/2022 08:09:49	08/07/2022	██████████	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/03/2022 17:02:00	08/03/2022	██████████	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
08/02/2022 10:02:00	08/02/2022	██████████	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/29/2022 14:58:27	07/29/2022	██████████	Faith Fletcher	General Inquiry
s/w dennis Dejesus wife ██████████ VAI having dog fence placed adv to call 811 as well reviewed did refer to one call 1-800-242-1776 advis3ed on xfer Satisfied Not Applicable: Reason - Call Transferred				
07/29/2022 13:37:38	07/29/2022	██████████	Ashley Carpenter	General Inquiry
s/w Katie Dejesus wife ██████████ VAI having dog fence placed adv to call 811 as well xfer to new svc Satisfied Not Applicable: Reason - Call Transferred				
07/25/2022 22:28:23	07/25/2022	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
07/15/2022 15:25:07	07/15/2022	██████████	EAILOGINWM7	Ready Pay Create
No 89576613 - \$ 412.00 - 07/15/2022 noah1122 arabella1210@aol.com				
07/15/2022 15:24:46	07/15/2022	██████████	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/15/2022 15:23:35	07/15/2022	██████████	EAILOGINWM7	Bank Details Added
0010 Bank Details Added noah1122 arabella1210@aol.com				
07/08/2022 14:09:56	07/08/2022	██████████	Austin J Nicholson	Utility Report Issued
Spoke with: DENNIS J DEJESUS Created By: Austin J Nicholson Dispute Rights Dunning lock created - Lock date: 07/18/2022 Company Position: cust can't pay today or total amount by disc date ineligible for ip and dec hs stated they may be able to pay by the 19th  Customer Position: cust can't pay today or total amount by disc date ineligible for ip and dec hs stated they may be able to pay by the 19th				
07/08/2022 14:07:08	07/08/2022	██████████	Austin J Nicholson	Negotiation Tool - Service On
Spoke with: DENNIS J DEJESUS Created By: Austin J Nicholson				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. dec ***** *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: \$6467.05 Offered - Pay Disconnection Amt of: \$5354.54 Offered - Pay Past Due Amt of \$869.77 Offered - Pay Catch-up Amt of: \$412.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes cust can't pay today or total amount by disc date ineligible for ip and dec hs stated they may be able to pay by the 19th				
07/08/2022 14:07:08	07/08/2022	[REDACTED]	Austin J Nicholson	Financial Summary Review
Spoke with: DENNIS J DEJESUS Created By: Austin J Nicholson FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
07/08/2022 13:15:31	07/08/2022	[REDACTED]	Daniel Tousley	General Inquiry
s/w DENNIS J DEJESUS xfer to credit vai Satisfied Not Applicable: Reason - Call Transferred				
07/08/2022 12:21:35	07/08/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
07/07/2022 18:43:48	07/07/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0024692452 Budget amt calculated for period ending 07/06/22 = \$ 377.00 Open editor for detail  1. 12 Mth Factor Amt: 3590.79 2. Current Delta: 2904.95 - 2463.00 + 0.00 441.95 3. Remaining Amount: 685.84 4. Diff + Remain Amt: 441.95 + 685.84 1127.79 5. New BBP Amount: 1127.79 / 91 x 30.4 377.00 * Dollar Difference: 377.00 - 307.00 70.00 * Pct Difference: 22.80 * System BBP Amount: 377.00				
07/05/2022 17:03:00	07/05/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
07/01/2022 10:05:00	07/01/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
06/25/2022 20:14:45	06/25/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
06/11/2022 07:46:08	06/11/2022	[REDACTED]	EAILOGINWM7	Lights-None
06/09/2022 09:26:52	06/09/2022	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Call Result - SRC_ANS_LIVE Invalid or no response from Customer.				
06/09/2022 07:47:21	06/09/2022	[REDACTED]	EAILOGINWM6	Additional Customer Call
ERT: 06/09/22 10:30 AM				
06/09/2022 07:46:53	06/09/2022	[REDACTED]	EAILOGINWM6	Lights-None
06/07/2022 13:46:43	06/07/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 88615650 - \$ 2732.69 - 06/07/2022 noah1122 arabella1210@aol.com				
06/07/2022 13:45:53	06/07/2022	[REDACTED]	EAILOGINWM7	Bank Details Added
0009 Bank Details Added noah1122 arabella1210@aol.com				
06/07/2022 13:43:59	06/07/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/07/2022 10:22:43	06/07/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/07/2022 10:13:12	06/07/2022	[REDACTED]	William Soles	Utility Report Issued
Spoke with: DENNIS J DEJESUS Created By: William A Soles Dispute Rights Dunning lock created - Lock date: 06/19/2022 Company Position: sw DENNIS J DEJESUS All option given to resolve term notice Dispute rights given, new term date (on/after 8am): 06/20/2022 Customer Position: Cust. can't stop term/unsatisfied with options given				
06/07/2022 10:11:51	06/07/2022	[REDACTED]	William Soles	Negotiation Tool - Service On
Spoke with: DENNIS J DEJESUS Created By: William A Soles Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services Options used. Provided PCAP and Other Assistance Information. offered acct bal (bill amt): 3602.46 ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Offered - Pay Disconnection Amt of: \$7780.23 Offered - Pay Past Due Amt of \$3144.69 Offered - Pay Catch-up Amt of: \$2732.69 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes adv. cust not eligible for IP adv. minimum to stop term: 2732.69				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
adv. IP is 105.00/monthly adv. budget is currently 307.00 - adv. readjusts every 3months				
06/07/2022 10:11:51	06/07/2022	[REDACTED]	William Soles	Financial Summary Review
Spoke with: DENNIS J DEJESUS Created By: William A Soles BP Fed and Reg Inc Levels updated.				
06/07/2022 09:49:34	06/07/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
IVR_BillAnI) FACTR_CT=3 ARREARS_MSG = "Y" IP_MSG = "Y" TEMP_ CHG = BILL_FACTOR_TEMP > 0 Y 14 FACTR_PL=3				
06/07/2022 09:48:00	06/07/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
06/03/2022 09:19:13	06/03/2022	[REDACTED]	Marnetta D Singleton	Negotiation Tool - Service On
Spoke with: DENNIS J DEJESUS Created By: Marnetta D Singleton Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. DEF ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Not eligible for IP, Decline Liheap				
06/03/2022 09:19:12	06/03/2022	[REDACTED]	Marnetta D Singleton	Financial Summary Review
Spoke with: DENNIS J DEJESUS Created By: Marnetta D Singleton BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
06/03/2022 08:53:49	06/03/2022	[REDACTED]	Amber Gabor	General Inquiry
DENNIS J DEJESUS [REDACTED] vai calling about ip plan for shut off xfer to credit Satisfied Not Applicable: Reason - Call Transferred				
06/03/2022 08:32:44	06/03/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
06/02/2022 17:05:03	06/02/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/02/2022 17:02:00	06/02/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/01/2022 10:03:00	06/01/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/24/2022 22:28:09	05/24/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
05/17/2022 10:22:01	05/17/2022	[REDACTED]	Stacey Harman	PUC/BPU Complaint-Written
PUC case 3828294 dismissed.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
04/07/2022 16:26:55	04/07/2022	[REDACTED]	Stacey Harman	PUC/BPU Complaint-Written																
PUC case 3828294 received regarding On-par.																				
04/07/2022 14:08:45	04/07/2022	[REDACTED]	Vashti A Emerich	Negotiation Tool - Service On																
<p>Spoke with: DENNIS J DEJESUS            Created By: Vashti A Emerich            Financial Summary Option Used.            BP Fed and Reg Inc Levels updated.            Low income letter will be sent.            *****            Human Services Options used.            Provided PCAP and Other Assistance Information.            declined already has info            *****            *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: \$8355.94            Offered - Pay Disconnection Amt of: \$7219.77            Offered - Pay Past Due Amt of \$2361.69            Offered - Pay Catch-up Amt of: \$1962.23            *****            PA Final Wrap-up            Considered 4 factors: Yes            Satisfied Not Applicable: Reason - Send DSPRTS            provided all options available wanted puc number as I went to get number call was disconnected</p>																				
04/07/2022 14:08:45	04/07/2022	[REDACTED]	Vashti A Emerich	Financial Summary Review																
<p>Spoke with: DENNIS J DEJESUS            Created By: Vashti A Emerich            BP Fed and Reg Inc Levels updated.            Low income letter will be sent.</p>																				
04/05/2022 18:41:24	04/05/2022	[REDACTED]	CS General Purpose Batch	Calculation																
<p>C/A [REDACTED] Contract 0024692452            Budget amt calculated for period ending 04/04/22 = \$ 307.00            Open editor for detail</p> <table border="0"> <tr> <td>1. 12 Mth Factor Amt:</td> <td>3392.21</td> </tr> <tr> <td>2. Current Delta: 2117.71 - 1542.00 + 0.00</td> <td>575.71</td> </tr> <tr> <td>3. Remaining Amount:</td> <td>1274.50</td> </tr> <tr> <td>4. Diff + Remain Amt: 575.71 + 1274.50</td> <td>1850.21</td> </tr> <tr> <td>5. New BBP Amount: 1850.21 / 183 x 30.4</td> <td>307.00</td> </tr> <tr> <td>* Dollar Difference: 307.00 - 266.00</td> <td>41.00</td> </tr> <tr> <td>* Pct Difference:</td> <td>15.41</td> </tr> <tr> <td>* System BBP Amount:</td> <td>307.00</td> </tr> </table>					1. 12 Mth Factor Amt:	3392.21	2. Current Delta: 2117.71 - 1542.00 + 0.00	575.71	3. Remaining Amount:	1274.50	4. Diff + Remain Amt: 575.71 + 1274.50	1850.21	5. New BBP Amount: 1850.21 / 183 x 30.4	307.00	* Dollar Difference: 307.00 - 266.00	41.00	* Pct Difference:	15.41	* System BBP Amount:	307.00
1. 12 Mth Factor Amt:	3392.21																			
2. Current Delta: 2117.71 - 1542.00 + 0.00	575.71																			
3. Remaining Amount:	1274.50																			
4. Diff + Remain Amt: 575.71 + 1274.50	1850.21																			
5. New BBP Amount: 1850.21 / 183 x 30.4	307.00																			
* Dollar Difference: 307.00 - 266.00	41.00																			
* Pct Difference:	15.41																			
* System BBP Amount:	307.00																			
04/01/2022 17:01:00	04/01/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful																
Phone attempt 09 - Sit Tone/Invalid Phone Number																				
04/01/2022 12:24:11	04/01/2022	[REDACTED]	Megan Wilson	Utility Report Issued																
Spoke with: DENNIS J DEJESUS																				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Created By: Megan N Wilson            Dispute Rights Dunning lock created - Lock date: 04/11/2022            Company Position:            unable to pay the amount of \$7219.77 by the termination date of 04/07/2022            Customer Position:            unable to pay the amount of \$7219.77 by the termination date of 04/07/2022</p>				
04/01/2022 12:20:25	04/01/2022	[REDACTED]	Megan Wilson	Disconnection Phone Attempt - Successful
04/01/2022 12:20:04	04/01/2022	[REDACTED]	Megan Wilson	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS            Created By: Megan N Wilson            Financial Summary Option Used.            BP Fed and Reg Inc Levels updated.            Low income letter will be sent.            *****            Human Services Options used.            Provided PCAP and Other Assistance Information.            *****            *PA Disconnection Notice (Service On):*            Does medical condition exist?: No            Willing to provide income for PCAP/Agency Asst: Yes            *****            Payment Options provided:            Offered - Pay Acct Balance of: \$8022.84            Offered - Pay Disconnection Amt of: \$7219.77            Offered - Pay Past Due Amt of \$2361.69            Offered - Pay Catch-up Amt of: \$1962.23            *****            Dispute Rights Issued Option Used.            *****            PA Final Wrap-up            Considered 4 factors: Yes            sw dennis dejesus unable to pay the amount of \$7219.77 by the termination date of 04/07/2022 adv of dispute rights to allow time for pymt or energy assistance</p>				
04/01/2022 12:20:04	04/01/2022	[REDACTED]	Megan Wilson	Financial Summary Review
<p>Spoke with: DENNIS J DEJESUS            Created By: Megan N Wilson            BP Fed and Reg Inc Levels updated.            Low income letter will be sent.</p>				
04/01/2022 11:06:34	04/01/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
03/31/2022 10:05:00	03/31/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/23/2022 22:24:07	03/23/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/07/2022 10:10:00	03/07/2022	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/24/2022 20:56:56	02/24/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
02/21/2022 22:23:24	02/21/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/03/2022 10:56:14	02/03/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
02/03/2022 10:05:00	02/03/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/23/2022 20:12:52	01/23/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
01/05/2022 18:59:30	01/05/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0024692452            Budget amt calculated for period ending 01/04/22 = \$ 266.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3130.28            2. Current Delta: 920.53 - 744.00 + 0.00 176.53            3. Remaining Amount: 2209.75            4. Diff + Remain Amt: 176.53 + 2209.75 2386.28            5. New BBP Amount: 2386.28 / 273 x 30.4 266.00            * Dollar Difference: 266.00 - 248.00 18.00            * Pct Difference: 7.26            * System BBP Amount: 266.00</p>				
01/05/2022 08:47:37	01/05/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
12/31/2021 08:44:35	04/29/2021	[REDACTED]	Jessica Jalbert	General Inquiry/Other
<p>COVID 19. PREPARED TO GO THE 60/24/12 BASED ON PUC DIRECTIVES, COMPANY            ACCEPTED FULL TERMS OF ORDER</p>				
11/30/2021 08:05:39	11/01/2021	[REDACTED]	Kristen Delle Donne	General Inquiry/Other
<p>This account is part of the PA email collection pilot of Nov 2021. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process and do not include standard dunning language. See communication from Change Agent Council for more detail.</p>				
11/18/2021 15:31:07	11/18/2021	[REDACTED]	CS General Purpose Batch	Return Check Letter
11/18/2021 12:44:26	11/18/2021	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 83652319 - \$ 361.00 - 11/18/2021 noah1122 arabella1210@aol.com</p>				
11/18/2021 12:43:57	11/18/2021	[REDACTED]	EAILOGINWM7	Bank Details Added
<p>0008 Bank Details Added noah1122 arabella1210@aol.com</p>				
11/18/2021 12:42:32	11/18/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder            Offered All Options</p>				
11/18/2021 12:36:51	11/18/2021	[REDACTED]	Capree Robinson	Financial Summary Review
<p>Spoke with: DENNIS J DEJESUS            Created By: Capree Robinson            BP Refused FS</p>				
11/18/2021 12:36:51	11/18/2021	[REDACTED]	Capree Robinson	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS            Created By: Capree Robinson            *PA Disconnection Notice (Service On):*            Does medical condition exist?: No            Willing to provide income for PCAP/Agency Asst: No            *****            Financial Summary Option Used.            BP Refused FS            *****            Offered - Pay Disconnection Amt of: \$6143.54            Offered - Pay Past Due Amt of \$813.38            Offered - Pay Catch-up Amt of: \$361.00            *****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>PA Final Wrap-up            Considered 4 factors: Yes            Customer was satisfied.            DENNIS J DEJESUS stated old acct was hacked had to open new acct needed extension, inform bp acct is not eligible for IP reset or DSRT, bp stated he will pay catch p amt today</p>				
11/18/2021 11:44:57	11/18/2021	[REDACTED]	INTV IVR	Account Balance Inquiry
11/18/2021 11:41:05	11/18/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder            Offered All Options</p>				
11/14/2021 22:35:18	11/14/2021	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 83554633 - \$ 361.00 - 11/14/2021 noah1122 arabella1210@aol.com</p>				
11/14/2021 22:34:40	11/14/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder            Offered All Options</p>				
11/05/2021 13:24:53	11/05/2021	[REDACTED]	Trevon Wight	Utility Report Issued
<p>Spoke with: DENNIS J DEJESUS            Created By: Trevon L Wight            Dispute Rights Dunning lock created - Lock date: 11/15/2021            Company Position:            comply with position            Customer Position:            comply with position</p>				
11/05/2021 13:23:38	11/05/2021	[REDACTED]	Trevon Wight	Financial Summary Review
<p>Spoke with: DENNIS J DEJESUS            Created By: Trevon L Wight            BP Refused FS</p>				
11/05/2021 13:23:38	11/05/2021	[REDACTED]	Trevon Wight	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS            Created By: Trevon L Wight            *PA Disconnection Notice (Service On):*            Does medical condition exist?: No            Willing to provide income for PCAP/Agency Asst: No            *****            Financial Summary Option Used.            BP Refused FS            *****            Payment Options provided:            Offered - Pay Acct Balance of: \$6749.26            Offered - Pay Disconnection Amt of: \$6143.54            Offered - Pay Past Due Amt of \$813.38            Offered - Pay Catch-up Amt of: \$361.00            *****            Dispute Rights Issued Option Used.            *****            PA Final Wrap-up            Considered 4 factors: Yes            S/w DENNIS J DEJESUS he has a shutoff noticed for nov 8th on the account. wants an ext on the account. gave him rights.</p>				
11/05/2021 12:34:12	11/05/2021	[REDACTED]	INTV IVR	Account Balance Inquiry
11/02/2021 17:01:00	11/02/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 08 - Party Hung Up				
11/01/2021 10:05:00	11/01/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
10/23/2021 20:30:34	10/23/2021	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/14/2021 13:47:51	10/14/2021	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 82782241 - \$ 361.00 - 10/14/2021 noah1122 arabella1210@aol.com				
10/14/2021 13:47:32	10/14/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/06/2021 10:30:35	10/06/2021	[REDACTED]	Jason S Tinsley	Utility Report Issued
Spoke with: DENNIS J DEJESUS Created By: Jason S Tinsley Dispute Rights Dunning lock created - Lock date: 10/17/2021 Company Position: offered all options, new term date is 10/18/2021 Customer Position: declined all options				
10/06/2021 10:29:53	10/06/2021	[REDACTED]	Jason S Tinsley	Financial Summary Review
Spoke with: DENNIS J DEJESUS Created By: Jason S Tinsley BP Refused FS				
10/06/2021 10:29:53	10/06/2021	[REDACTED]	Jason S Tinsley	Negotiation Tool - Service On
Spoke with: DENNIS J DEJESUS Created By: Jason S Tinsley *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Dispute Rights Issued Option Used. ***** Payment Options provided: Offered - Pay Acct Balance of: \$6851.92 Offered - Pay Disconnection Amt of: \$6248.54 Offered - Pay Past Due Amt of \$722.00 Offered - Pay Catch-up Amt of: \$361.00 ***** PA Final Wrap-up Considered 4 factors: Yes				
10/05/2021 18:44:41	10/05/2021	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0024692452 Budget amt calculated for period ending 10/04/21 = \$ 248.00 Open editor for detail  1. 12 Mth Factor Amt: 2972.55 * System BBP Amount: 248.00				
10/01/2021 16:59:00	10/01/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/30/2021 10:08:00	09/30/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/22/2021 22:21:23	09/22/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
09/06/2021 13:53:05	09/06/2021		EAILOGINWM7	Change Profile
noah1122 arabella1210@aol.com Changed Password From Unlock Password				
09/06/2021 13:51:45	09/06/2021		EAILOGINWM7	Unlock Login Email Sent
noah1122 arabella1210@aol.com Requested Unlock Password link				
09/02/2021 09:02:20	09/02/2021		B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: (484)256-9026				
09/02/2021 09:02:01	09/02/2021		B2BEALOGIN	Contact Removed from Alert Preference
Alert Contact Removed: (610)301-5002				
09/02/2021 08:59:29	09/02/2021		EAILOGINWM7	Ready Pay Create
No 81750970 - \$ 361.00 - 09/02/2021 noah1122 arabella1210@aol.com				
09/02/2021 08:59:06	09/02/2021		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
09/02/2021 08:57:58	09/02/2021		EAILOGINWM7	Change Profile
noah1122 arabella1210@aol.com Changed Password From Forgot Password				
09/02/2021 08:54:52	09/02/2021		EAILOGINWM7	Forgot Password Email Sent
noah1122 arabella1210@aol.com Requested Forgot Password link				
09/01/2021 17:03:00	09/01/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/31/2021 10:05:00	08/31/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 08 - Party Hung Up				
08/23/2021 22:24:22	08/23/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
08/07/2021 21:55:12	08/07/2021		INTV IVR	Account Balance Inquiry
08/04/2021 10:04:00	08/04/2021		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
08/03/2021 17:03:00	08/03/2021		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/03/2021 13:11:02	08/03/2021		EAILOGINWM7	Ready Pay Create
No 81005611 - \$ 361.00 - 08/03/2021 noah1122 arabella1210@aol.com				
08/03/2021 13:10:43	08/03/2021		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/02/2021 10:04:00	08/02/2021		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/24/2021 20:13:26	07/24/2021		CS General Purpose Batch	Disconnection Notice - PA Residential
07/11/2021 16:21:13	07/11/2021		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Invalid or no response from Customer.				
07/11/2021 08:30:40	07/11/2021		EAILOGINWM6	Lights-None
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 07/11/21 11:00 AM				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/06/2021 19:05:07	07/06/2021	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0024692452            Budget amt calculated for period ending 07/05/21 = \$ 256.00            Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2894.96            2. Current Delta: 2286.71 - 2124.00 + 0.00 162.71            3. Remaining Amount: 608.25            4. Diff + Remain Amt: 162.71 + 608.25 770.96            5. New BBP Amount: 770.96 / 91 x 30.4 258.00            * Dollar Difference: 258.00 - 256.00 2.00            * Pct Difference: 0.78            * System BBP Amount: 256.00</p>				
07/06/2021 10:14:00	07/06/2021	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/29/2021 12:30:28	06/29/2021	[REDACTED]	Natasha Neal	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS PLACED TO ADVISE CUSTOMER OF ERAP FUNDS BEING AVAILABLE.				
06/29/2021 08:29:50	06/29/2021	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 80108935 - \$ 361.00 - 06/29/2021 noah1122 arabella1210@aol.com				
06/29/2021 08:29:24	06/29/2021	[REDACTED]	EAILOGINWM7	Bank Details Added
0007 Bank Details Added noah1122 arabella1210@aol.com				
06/29/2021 08:28:33	06/29/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/23/2021 22:22:50	06/23/2021	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
06/04/2021 23:44:36	06/04/2021	[REDACTED]	EAILOGINWM7	Change Profile
noah1122 arabella1210@aol.com Changed Password From Forgot Password				
06/03/2021 23:23:00	06/03/2021	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
noah1122 arabella1210@aol.com Requested Forgot Password link				
06/03/2021 10:02:00	06/03/2021	[REDACTED]	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/29/2021 08:41:21	04/29/2021	[REDACTED]	Jessica Jalbert	Disconnection Phone Attempt - Successful
04/29/2021 08:40:45	04/29/2021	[REDACTED]	Jessica Jalbert	Negotiation Tool - Service On
<p>Spoke with: DENNIS J DEJESUS            Created By: Jessica Jalbert            Financial Summary Option Used.            Low income letter will be sent.            *****            Human Services Options used.            Provided PCAP and Other Assistance Information.            gave def info            *****            *PA Disconnection Notice (Service On):*            Does medical condition exist?: No            Willing to provide income for PCAP/Agency Asst: Yes            *****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Options provided: Offered - Pay Acct Balance of: \$6649.59 Offered - Pay Disconnection Amt of: \$6074.54 Offered - Pay Past Due Amt of \$3664.77 Offered - Pay Catch-up Amt of: \$3376.77 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. COVID 19. PREPARED TO GO THE 60/24/12 BASED ON PUC DIRECTIVES. COMPANY ACCEPTED FULL TERMS OF ORDER				
04/29/2021 08:40:45	04/29/2021	[REDACTED]	Jessica Jalbert	Financial Summary Review
Spoke with: DENNIS J DEJESUS Created By: Jessica Jalbert Low income letter will be sent.				
04/29/2021 08:36:39	04/29/2021	[REDACTED]	Karlee Smith	General Inquiry
DENNIS J DEJESUS acct [REDACTED] vai Wants to discuss setting up a payment arrangement for the balances xfer to credit Satisfied Not Applicable: Reason - Call Transferred				
04/29/2021 08:36:15	04/29/2021	[REDACTED]	Karlee Smith	Premise Information Changed
Old Premise Phone:(610)301-5002 New Premise Phone:(484)256-9026 DENNIS J DEJESUS Created By: Karlee R Adams-West				
04/29/2021 08:36:15	04/29/2021	[REDACTED]	Karlee Smith	Personal Data Changed
Old BP Phone:(610)301-5002 New BP Phone:(484)256-9026 DENNIS J DEJESUS Created By: Karlee R Adams-West				
04/29/2021 08:32:34	04/29/2021	[REDACTED]	INTV IVR	Account Balance Inquiry
04/24/2021 20:58:30	04/24/2021	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
04/05/2021 19:35:55	04/05/2021	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0024692452 Budget amt calculated for period ending 04/04/21 = \$ 256.00 Open editor for detail  1. 12 Mth Factor Amt: 2913.83 2. Current Delta: 1698.05 - 1356.00 + 0.00 342.05 3. Remaining Amount: 1215.78 4. Diff + Remain Amt: 342.05 + 1215.78 1557.83 5. New BBP Amount: 1557.83 / 185 x 30.4 256.00 * Dollar Difference: 256.00 - 233.00 23.00 * Pct Difference: 9.87 * System BBP Amount: 256.00				
04/05/2021 10:06:00	04/05/2021	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/26/2021 11:42:26	03/26/2021	[REDACTED]	Kristen Delle Donne	Outbound Call
PA Outreach to advise that the Company is resuming collection activities after April 1, 2021.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/13/2021 10:57:43	03/13/2021	[REDACTED]	INTV IVR	Account Balance Inquiry
02/02/2021 14:49:48	02/02/2021	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 05 The interruption in service was due t o equipment damage ERT: 02/02/21 03:00 PM				
02/02/2021 07:55:43	02/02/2021	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 05 The interruption in service was due t o equipment damage ERT: 02/02/21 01:00 PM				
02/02/2021 01:13:58	02/02/2021	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 05 The interruption in service was due t o equipment damage ERT: 02/02/21 01:00 PM				
02/01/2021 20:44:57	02/01/2021	[REDACTED]	EAILOGINWM6	Lights-None
ERT: 02/02/21 12:00 AM				
01/05/2021 19:16:46	01/05/2021	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0024692452 Budget amt calculated for period ending 01/04/21 = \$ 233.00 Open editor for detail  1. 12 Mth Factor Amt: 2751.36 2. Current Delta: 762.80 - 657.00 + 0.00 105.80 3. Remaining Amount: 1988.56 4. Diff + Remain Amt: 105.80 + 1988.56 2094.36 5. New BBP Amount: 2094.36 / 273 x 30.4 233.00 * Dollar Difference: 233.00 - 219.00 14.00 * Pct Difference: 6.39 * System BBP Amount: 233.00				
12/04/2020 19:49:47	12/04/2020	[REDACTED]	EAILOGINWM7	Change Profile
noah1122 arabella1210@aol.com Changed Password From Forgot Password				
12/04/2020 19:48:55	12/04/2020	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
noah1122 arabella1210@aol.com Requested Forgot Password link				
12/04/2020 19:48:04	12/04/2020	[REDACTED]	EAILOGINWM7	Change Profile
arabella1210 arabella1210@aol.com Changed Password From Forgot Password				
12/04/2020 19:47:12	12/04/2020	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
arabella1210 arabella1210@aol.com Requested Forgot Password link				
11/17/2020 09:25:27	11/20/2020	[REDACTED]	Kristen Delle Donne	Pre-Disconnection Warning Letter
Notice was mailed to customer advising that their unpaid balance may put them at risk of termination after November 9, 2020. The standard 10 day termination notice will be mailed prior to termination. Customer should be provided with all available options.				
10/16/2020 18:13:36	10/16/2020	[REDACTED]	Tara Green	Moratorium Protected Account
PA PROTECTED CUSTOMER				