

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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ORPHEUS and KIMBERLY HANLEY :
Claimant, : Docket No.:
vs. : C-2024-3051044
FIRSTENERGY PENNSYLVANIA :
ELECTRIC COMPANY, :
Respondent. :
-----*

Pages 1 through 68 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street
Philadelphia, PA 19107

Thursday, January 9, 2025
Met, pursuant to notice, at 10:10 a.m.

BEFORE: THE HONORABLE ALPHONSO ARNOLD III
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2024-3051044
Hearing Date: January 9, 2025

EXHIBITS INDEX

NUMBER	MARKED	IN EVIDENCE
COMPLAINANT:		
1 (Document Pages 1-5)	15	32
FIRSTENERGY:		
FE-PA 2		60

NOTE: Service was not shut-off.
We informed the service worker that we had never requested a smart meter nor ever agreed to pay for its cost or installation.

**YOUR ELECTRICITY HAS BEEN SHUT OFF
AVISO DE SUSPENSION DE SERVICIO**

Orpheus Hanley

U.S. Privacy Act (d)(5); FOIA (b)(4)

Account Number:

U.S. Privacy Act (d)(5); FOIA (b)(4)

Your electricity has been shut off because you failed to make arrangements for the meter at your premises to be replaced with a smart meter.

TO HAVE YOUR SERVICE TURNED BACK ON, YOU MUST CALL 1-855-344-3400 AND MAKE ARRANGEMENTS FOR THE METER AT YOUR PREMISES TO BE REPLACED WITH A SMART METER. THERE WILL BE NO RECONNECTION CHARGE.

- If you have questions or need more information, please call us at 1-855-344-3400. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC will attempt to help you with your problem. To contact them, call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

IMPORTANT INFORMATION

- If you have trouble understanding or speaking English or have a disability, please call us at 1-855-344-3400 for free interpretation.
- Termination of service may result in extensive property damage. You are responsible for taking all steps necessary to protect the property and the occupants. If you do not own the property, you are responsible for notifying your landlord that the service is turned off.

IMPORTANT SAFETY INFORMATION

- Please be aware that using candles, portable heaters, gas appliances and gasoline or diesel-powered generators to light or heat your home may be dangerous. Portable heaters and burning candles that are left unattended, especially around children and pets, can create a fire hazard. In addition, portable heaters and gasoline or diesel-powered generators can produce deadly levels of carbon monoxide and should never be operated inside the home or garage. For more safety information, contact your local fire department.
- For heating purposes use only equipment that is made for home heating. Use all types of heaters carefully and follow all directions for safe use. NEVER use your oven, grill or clothes dryer to heat your home. This could cause a fire or dangerous carbon monoxide gas.
- Using extension cords to bring electricity into a location where electric service was shut off may create a fire hazard. If this situation is detected, the Local Codes Enforcement Officer will be notified.

Atencion! Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a 1-855-344-3400.

June 13, 2024

Orpheus Hanley
PO Box 539
Conneaut Lake PA 16316

SERVICE LOCATION: U.S. Privacy Act (d)(5); FOIA (b)(4)

ACCOUNT NUMBER: U.S. Privacy Act (d)(5); FOIA (b)(4)

Dear Orpheus Hanley:

We have attempted to contact you in the past to discuss the installation of a smart meter at the service address shown above. Unfortunately, due to your prior opposition to a smart meter installation, we have been unable to install the new meter.

It is important to note that the company is required by Pennsylvania law (Act 129 of 2008) to install a smart meter for all Pennsylvania customers. (For more information about the law that mandates the smart meter program, you can visit the Pennsylvania Public Utility Commission's website at www.puc.pa.gov/General/consumer_ed/pdf/13_Smart%20Meters.pdf.)

Please call us at 1-855-344-3400 (Monday through Friday, 8:00 a.m. to 6:00 p.m.). We would be happy to answer any of your questions regarding our smart meter program and to make arrangements to install the new meter. Please be aware that failure to agree to a smart meter installation could result in disconnection of your electric service. We hope to resolve your questions and concerns regarding the installation to avoid this outcome.

Sincerely,

Pennsylvania Smart Meter Deployment

Met-Ed[®]
Penelec[®]

Penn Power[®]
West Penn Power[®]

FirstEnergy Companies

76 South Main Street
Akron, Ohio 44308-1890

July 3, 2024

ORPHEUS HANLEY
PO BOX 539
CONNEAUT LAKE PA 16316

10-DAY NOTICE

RE: U.S. Privacy Act (d)(5); FOIA (b)(4)

Account Number: U.S. Privacy Act (d)(5); FOIA (b)(4)

Dear Orpheus Hanley:

We have made several attempts to contact you and make arrangements to install a new smart meter at the service address shown above. As of the date on this letter, we have not been able to schedule a time with you to install the new meter.

It is important to note that the company is required by Pennsylvania law (Act 129) to install a smart meter for all of our Pennsylvania customers. You should also be aware that our tariff permits us to have access to your property for electric service-related matters, including exchanging the meter. As a result, you are required to allow our installers access to the electric meter so that we can safely install the new smart meter.

Unless you contact us by July 15, 2024 to replace the meter, the electric service for the account listed above will be subject to being shut off. In the event your service is shut off, the new meter must be installed at the premises before service will be restored.

Please contact us immediately by calling 1-855-344-3400 (Monday through Friday, 8:00 a.m. to 6:00 p.m.) to make the necessary arrangements to avoid the shut off of your electric service.

Sincerely,

Pennsylvania Meter Deployment

July 16, 2024

**10 DAY SHUT-OFF NOTICE
AVISO DE SUSPENSION DE SERVICIO**

Orpheus Hanley

U.S. Privacy Act (d)(5); FOIA (b)(4)

Conneaut Lake PA 16316

RE:

U.S. Privacy Act (d)(5); FOIA (b)(4)

ACCOUNT NUMBER:

U.S. Privacy Act (d)(5); FOIA (b)(4)

Dear Orpheus Hanley:

Your Electric Service May Be Shut Off!

Because you have failed to make arrangements for the meter at your premises to be replaced with a smart meter, service to will be shut off on or after July 26, 2024. The company may have up to 60 days to act on this notice.

Your electric service will not be shut off if you contact us immediately to make arrangements for the meter at your premises to be replaced with a smart meter. If your electric service is shut off, service will only be restored after a smart meter has been installed on the premises. There will be no reconnection charge.

Please call us at 1-855-344-3400 (Monday through Friday, 8:00 a.m. to 6:00 p.m.). We would like to answer questions that you have regarding our smart meter program and make arrangements to install the new meter.

IMPORTANT TO KNOW BEFORE YOUR ELECTRIC SERVICE IS SHUT OFF

- If you have questions or need more information, please call us at 1-855-344-3400. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut-off if you file the complaint before the shut-off date. To contact them, call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- If you have trouble understanding or speaking English or have a disability, please call us at 1-855-344-3400 for free interpretation.
- If your service is shut off, you must contact us to make arrangements to have the smart meter installed on your premises to have the service turned back on.
- After all conditions have been met to have the service turned back on, it may take up to three days to have your service restored. Please contact us to discuss the details.

Atencion! Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a 1-855-344-3400.

Sincerely,
Pennsylvania Smart Meter Deployment

WE HAVE
MADE ARRANGEMENTS &
WE ARE
IN COURT

Orpheus Hanley
U.S. Privacy Act (d)(5); FOIA (b)(4)
Conneaut Lake PA 16316

3 DAY SHUT-OFF NOTICE
AVISO DE SUSPENSION DE SERVICIO

Your Electric Service Maybe Shut Off!

Because you have failed to make arrangements for the meter at your premises to be replaced with a smart meter, service to U.S. Privacy Act (d)(5); FOIA (b)(4) may be shut off on or after

8/2/2024

NEVER REQUESTED

If your electric service is shut off, you will have to allow the company to install a smart meter at your premises before service can be turned on. Your electric service will not be shut off if you call us on or before 8/2/2024 at 1-855-344-3400 and arrange to have a smart meter installed at your premises. There will be no reconnection charge.

FORCE IS AGAINST
LAW

IMPORTANT TO KNOW BEFORE YOUR ELECTRIC SERVICE IS SHUT OFF

- If you have questions or need more information, please call us at 1-855-344-3400. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut-off if you file the complaint before the shut-off date. To contact them, call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- If you have trouble understanding or speaking English or have a disability, please call us at 1-855-344-3400 for free interpretation.
- If your service is shut off, you must contact us to make arrangements to have the smart meter installed on your premises to have the service turned back on.
- After all conditions have been met to have the service turned back on, it may take up to three days to have your service restored. Please contact us to discuss the details.

Atencion! Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a 1-855-344-3400.

UP ARE BEING
BULLIED

Customer: ORPHEUS HANLEY / 803326879
 Contract Acct: [REDACTED]
 Service Address: 11569 LAKELAND DR, CONNEAUT LAKE PA 16316

Created On: 12/27/2024
 Date Range: 01/01/1900 to 12/27/2024

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
12/31/9999 16:04:54	07/05/2016	[REDACTED]	Denise McDevitt	Smart Meter Refusal - Reversal
<p>PUC complaint closed-issued SMNX dkm Satisfied Not Applicable: Reason - Manual work</p>				
12/31/9999 14:58:48	11/17/2022	[REDACTED]	Yvonne L Brawley	Smart Meter Refusal - Reversal
<p>reversed smart meter disputed install flag, per Legal and Compliance, PUC complaint dismissed, issued SMNX and email sent to meter services supervisor (BH) to schedule asap</p>				
12/31/9999 12:29:47	01/08/2020	[REDACTED]	Yvonne L Brawley	Smart Meter Refusal - Health Threat
<p>smart meter refusal flag reset per email from John Ahr: "Please hold any additional attempts to install a smart meter on this account. Although the Commission did issue a Final Order dismissing the complaint, the Hanley's filed the attached Petition after we tried to install the meter on December 27, 2019. Since they filed the Petition, we will have to wait again for this to be addressed in the regulatory proceedings." ***METER SERVICES WAS CALLED/ADVISED TO CANCEL SMNX NOTIF SCHEDULED IN FIELD TODAY 1/8/20, ORDER WAS CANCELLED*** yb</p>				
12/31/9999 09:03:30	11/26/2015	[REDACTED]	ZEDBTCH	Smart Meter Refusal -Field Dispute(field use only)
<p>11/25/2015 Field Dispute</p>				
12/31/9999 08:08:56	12/26/2019	[REDACTED]	Yvonne L Brawley	Smart Meter Refusal - Reversal
<p>smart meter refusal flag reversed per 12/20/19 compliance email (JA) PUC complaint dismissed: "The Commission issued the attached Order denying the Petition for consideration and disposition to the Request to Reopen Proceedings to Offer Additional Evidence into the Record (Petition) of Orpheus and Kimberly Hanley, filed on January 7, 2019, to the Initial Decision of Administrative Law Judge Jeffrey A. Watson, issued on November 2, 2018. Pennsylvania Power Company filed an Answer to the Petition on January 17, 2019.</p> <p>Please arrange to have a smart meter installed after December 26, 2019. This is a week after the Order was issued and allows time for the customer to receive the Order."</p> <p>SMNX CREATED TODAY 12/26/19 AND EMAIL SENT TO METER SERVICES TO SCHEDULE ASAP YB</p>				
11/02/9999 08:39:22	11/02/2018	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
<p>Pa PUC Formal Complaint Docket No. C-2016-2557487 smart meter refusal, received 7/20/2016. This case is being handled by Gina Dietrich. Re-entered dispute date.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/09/9999 15:44:29	09/09/2024	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written
Formal PUC complaint docket# C-2024-3051044 received - Smart meter refusal- awalker				
09/06/9999 16:03:37	09/06/2024	[REDACTED]	Latasha Austin	PUC/BPU Complaint-Written
Per vm from PUC Secretary Bureau, processed Formal Complaint Docket No C-2024-3051-044.				
06/07/9999 12:28:54	06/07/2023	[REDACTED]	Alexandros Simotas	PUC/BPU Complaint-Written
Per call from BCS Secretary's Bureau BP filed formal complaint docket # C 2023-3041147. ASimotas				
12/14/2024 09:06:40	12/14/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Receipt				
12/04/2024 22:36:03	12/04/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
11/03/2024 22:33:22	11/03/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
10/08/2024 18:54:17	10/08/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 10/08/24 = \$ 180.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2153.76 2. Current Delta: 484.02 - 540.00 + 0.00 55.98- 3. Remaining Amount: 1669.74 4. Diff + Remain Amt: 55.98- + 1669.74 1613.76 5. New BBP Amount: 1613.76 / 274 x 30.4 179.00 * Dollar Difference: 179.00 - 180.00 1.00 * Pct Difference: 0.56 * System BBP Amount: 180.00</p>				
10/03/2024 22:46:09	10/03/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
09/04/2024 22:55:58	09/04/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
09/03/2024 09:44:13	09/03/2024	[REDACTED]	Katrina Bragg	Negotiation Tool - Service On
<p>Spoke with: Kimberly Hanley - wife Created By: Katrina Bragg PA Final Wrap-up Customer was satisfied. s/w Kimberly Hanley - wanting to make sure there is no disc notice on- adv no disc notice</p>				
08/28/2024 18:50:36	08/28/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 121568547 - \$ 275.00 - 08/28/2024 generalusa promo@kimberlytopia.com				
08/12/2024 09:28:47	08/12/2024	[REDACTED]	Brandon Hines	General Inquiry
<p>*****Spoke With: ORPHEUS HANLEY cust calling to see if there is anything else owed, adv the only thing owed is 249.00 by 9/3/2024, explained epp and ip Customer was satisfied.</p>				
08/12/2024 08:49:23	08/12/2024	[REDACTED]	Tessa B Braithwaite	General Inquiry
<p>S/W ORPHEUS HANLEY xfer to Billing Reason: wanting to confirm that BP is all caught up</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Call Transferred				
08/04/2024 22:35:52	08/04/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
08/02/2024 07:25:15	08/02/2024	[REDACTED]	Denise McDevitt	Smart Meter Install Letter Sent
8/2/2024 - SENT DISCONNECTION TO R FREED-PA CUSTOMERS CANNOT OPT OUT OF THE SMART METER DKM				
Satisfied Not Applicable: Reason - Manual work				
07/29/2024 07:28:01	07/29/2024	[REDACTED]	Denise McDevitt	Smart Meter Inquiry
7/29/2024 -EMAILED 3 DAY S/O NOTICE TO R FREED DKM				
Satisfied Not Applicable: Reason - Manual work				
07/26/2024 18:16:53	07/26/2024	[REDACTED]	Derek Sheehan	Supervisory Review
supervisor already called did not call again..dsheehan				
Satisfied Not Applicable: Reason - Manual work				
07/26/2024 16:09:54	07/26/2024	[REDACTED]	Ying Chen	General Inquiry
Customer was not satisfied. Rights provided to customer.				
07/26/2024 12:38:08	07/26/2024	[REDACTED]	Ying Chen	Supervisor Call
<p>**Sup call*</p> <p>Smart meter refusal</p> <p>SW Kimberly Hanley (760)651-2546</p> <p>Cust is refusing SM installment, been calling us multiple times, stated PA Law 129 is stating customer have choice to install a smart meter or not, not everyone has to install a SM. They are going through legal litigation and it is in process, we do not have any rights to threaten to block their meter, got different notices, the last stated we could block their meter in 60 days. I advised cust it's regulation we must install SM in PA, they did have choice in the beginning stage but not any more. Cust insists that not how the law states. cust refuses SM due to health reasons, said radiation could cause bad health issues. Adv cust will need to get in touch with our legal team about this and will get back with her later this afternoon.</p> <p>Satisfied Not Applicable: Reason - Manual work</p> <p>Called cust back @ 4:00PM 7/26/2024</p> <p>SW Kimberly Hanley [REDACTED]</p> <p>Adv they had filed a formal complaint with PUC and it was dismissed, was advised by our legal, cust should get in touch with Tori (Giesler), cust knew Tori, stated they are appealing for the case, and our legal are working against them. Adv as state's seven largest electric companies, we must install SM in all customer's properties, we do not have any choice, email PUC SM Q&A to promo@kimberlytopia.com. Gave cust commission info for complaint.</p>				
07/25/2024 18:01:10	07/25/2024	[REDACTED]	Mason Hildreth	General Inquiry
<p>s/w Kimberly Hanley (wife)</p> <p>cust stated they do not want a smart meter and we keep harassing her with shutoff notices - cust kept saying that we are using "illegal terms and phrases" in the Act 129 - I</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				asked customer if they have reached out to the PUC in regards to the issue, cust stated PUC sided with us - cust stated we are illegally forcing them to have a smart meter installed - adv cannot reassure them that service will not be disconnected with smart meter letter issued - KC ticket submitted, rights read to customer Customer was not satisfied. Rights provided to customer.
07/25/2024 16:14:31	07/25/2024	[REDACTED]	Theresa Ludy	General Inquiry
				sw kimberly hanley wife vai [REDACTED] she is calling to refused the smart meter .. she wants to complain about the smart meter doesnt want one.. she is quoting the teh act 129.. and telling me we are braking the law.. she is complaoking that we keep telling her we are shutting off power.. we are bulling her to take smart meter.. we re attacking her mentally and cant function properly she is filing suit against us for the smart meter.. sheis also c0mplaining aboutg us raising rates.. she wants a guarantee we will not shut off power.. and she wants a guarantee we will stop bulliinbg her about the smart meter . put a kc request in to see if i can put a hold no the acct for her to stop term notices she is not past due.. on hold for over 10 min waiting for kc.. talked to derek shehan on kc.. he stated to send to smart meter.. adv ok.. Satisfied Not Applicable: Reason - Call Transferred
07/25/2024 14:47:19	07/25/2024	[REDACTED]	Justin Yoak	General Inquiry
				S/W KIMBERLY HANLEY (CO-OWNER) 110078099949 VAI. Advised customer to go to www.puc.state.pa.us and search Smart Meter for more information about the law that mandates our smart meter program and reference Act 129. Customer kept telling me we are wrong and the laws state otherwise. Advised the smart meter 10 day shutoff letter was sent on 07/15/2024. I advised her that I can't give her a confirmation that we won't disconnect her due to smart meter refusal on the date the letter stated. Best callback # [REDACTED] Transferred to advanced smart meter. Satisfied Not Applicable: Reason - Call Transferred
07/17/2024 13:38:51	07/17/2024	[REDACTED]	Heather Cotrill	Installation Changed
				deleted SMT REFUSE flag
07/15/2024 14:20:03	07/15/2024	[REDACTED]	Denise McDevitt	Smart Meter Install Letter Sent
				TRANSFER TO PA SMART METER ADVANCED-JCP&L SMART METER REFUSAL-MAILED 10 DAY S/O NOTICE TO CUSTOMER-CANNOT OPT OUT OF SMART METER PER PUC DKM Satisfied Not Applicable: Reason - Manual work
07/12/2024 10:46:26	07/12/2024	[REDACTED]	Shaitiqua A Crawley	Installment Plan Created
				Repay Pln: PA00 Instlm: \$ 69.00 Instlm: # 012
07/12/2024 10:38:19	07/12/2024	[REDACTED]	Shaitiqua A Crawley	Negotiation Tool - Service On
				Spoke with: ORPHEUS HANLEY

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Created By: Shaitiqua A Crawley 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: \$832.06 Offered - Pay Past Due Amt of \$592.81 Offered - Pay Disconnection Amt of: \$386.81 ***** Installment Plan Option used - Level A - PA IP #1 with budget amt of \$180.00 No downpayment requested Estimated Mo Amt: 69.00 for 12 months Script Read: Yes, customer understands terms ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.</p>
07/12/2024 10:38:19	07/12/2024		Shaitiqua A Crawley	Financial Summary Review
				<p>Spoke with: ORPHEUS HANLEY Created By: Shaitiqua A Crawley BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>
07/09/2024 19:16:55	07/09/2024		CS General Purpose Batch	Calculation
				<p>C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 07/09/24 = \$ 180.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2151.00 * System BBP Amount: 180.00</p>
07/05/2024 17:05:00	07/05/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
				Phone attempt 04 - No Answer
07/05/2024 06:03:28	07/05/2024		CS General Purpose Batch	Disconnection Notice
				Digital Collections Notice
07/03/2024 10:01:00	07/03/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
				Phone attempt 04 - No Answer
07/02/2024 22:47:38	07/02/2024		ZEDBTCH	Periodic Meter Read Notification
				Periodic Meter Read Notification
07/02/2024 18:13:16	07/02/2024		Denise McDevitt	Smart Meter Install Letter Sent
				<p>TRANSFER TO PA SMART METER ADVANCED-PA SMART METER REFUSAL-MAILED 10 DAY NOTICE-PA CUSTOMER CANNOT OPT OUT OF THE SMART METER DKM</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Manual work				
07/02/2024 10:18:18	07/02/2024	[REDACTED]	Diana Mayfield	General Inquiry
<p>s/w Kimberly Hanley (wife) Cust ref ebill Cust states that she never requested a smart meter Adv that per PA Act 129, we require all customers to have a smart meters Adv that she can mail FirstEnergy 76 South Main Street Akron, Ohio 44308-3687 Cust states that this is illegal trickery and "no means no" Customer was not satisfied. Rights provided to customer.</p>				
06/26/2024 22:26:12	06/26/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
06/26/2024 10:48:13	06/26/2024	[REDACTED]	Charles Howlett	PUC/BPU Complaint-Written
Smart meter formal dismissed				
06/12/2024 18:35:04	06/12/2024	[REDACTED]	Denise McDevitt	Smart Meter Install Letter Sent
<p>TRANSFER TO PA SMART METER ADVANCED-PA SMART METER REFUSAL-MAILED FRIENDLY LETTER TO CUSTOMER REGARDING THE INSTALLATION OF THE SMART METER-PA CUSTOMER CANNOT OPT OUT DKM Satisfied Not Applicable: Reason - Manual work</p>				
06/03/2024 22:53:02	06/03/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
05/10/2024 18:47:54	05/10/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 118773415 - \$ 150.00 - 05/10/2024 generalusa promo@kimberlytopia.com				
05/10/2024 18:45:43	05/10/2024	[REDACTED]	Sonia Hale	Negotiation Tool - Service On
<p>Spoke with: ORPHEUS HANLEY Created By: Sonia Hale Payment Options provided: Offered - Pay Acct Balance of: \$836.94 Offered - Pay Past Due Amt of \$456.81 ***** PA Final Wrap-up Customer was satisfied. SW ORPHEUS HANLEY problems with meter on on about past due amount needs help bills are too high unable to set up a plan due to Utility commission dispute feels that's unfair has all kinds of issues with SMART METER and health quoting many laws and she is still researching declined age no income explained no disconnect on this account</p>				
05/02/2024 22:50:03	05/02/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
04/15/2024 08:06:05	04/15/2024	[REDACTED]	CS General Purpose Batch	Removed Checkfree eBill Enrollment
04/15/24 Dropped customer account [REDACTED] from Checkfree eBill Enrollment				
04/15/2024 07:00:42	04/15/2024	[REDACTED]	CS General Purpose Batch	Checkfree eBill Drop
04/15/24 Checkfree eBill dropped				
04/08/2024 18:47:43	04/08/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 04/08/24 = \$ 230.00 Open editor for detail</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 2182.43 2. Current Delta: 1684.88 - 1485.00 + 0.00 199.88 3. Remaining Amount: 497.55 4. Diff + Remain Amt: 199.88 + 497.55 697.43 5. New BBP Amount: 697.43 / 92 x 30.4 230.00 * Dollar Difference: 230.00 - 195.00 35.00 * Pct Difference: 17.95 * System BBP Amount: 230.00				
04/02/2024 22:46:32	04/02/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
03/04/2024 22:48:49	03/04/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
02/04/2024 22:38:42	02/04/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
01/16/2024 07:01:22	01/16/2024	[REDACTED]	CS General Purpose Batch	Checkfree eBill Enrollment - Paper
01/16/24 Enrolled customer account 110078099949 in Checkfree eBill with paper				
01/08/2024 18:51:29	01/08/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 01/08/24 = \$ 195.00 Open editor for detail 1. 12 Mth Factor Amt: 2073.73 2. Current Delta: 1069.24 - 900.00 + 0.00 169.24 3. Remaining Amount: 1004.49 4. Diff + Remain Amt: 169.24 + 1004.49 1173.73 5. New BBP Amount: 1173.73 / 183 x 30.4 195.00 * Dollar Difference: 195.00 - 150.00 45.00 * Pct Difference: 30.00 * System BBP Amount: 195.00				
01/04/2024 22:53:40	01/04/2024	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
12/10/2023 17:09:02	12/10/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 12/10/2023 Payment Time: 17:09:01 Payment Amount: 200.00 Payment Type: Credit Vendor ID: CT Receipt Number: 26285985121023				
12/04/2023 22:37:59	12/04/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
11/21/2023 17:04:07	11/21/2023	[REDACTED]	Brandi Ross	General Inquiry
s/w Orpheus Hanley, cust wanting LIHEAP info Customer was satisfied.				
11/21/2023 16:26:33	11/21/2023	[REDACTED]	Jada Tuck	General Inquiry
ORPHEUS HANLEY. INQ ABOUT PHONE CALL THAT SOMETHING WAS WRONG WITH BILL. ADV ACCT IS NOT IN DISC. HOWEVER THERE IS A PAST DUE. CUST ALSO INQ ABOUT LIHEAP PROGRAM, XFER PA CREDIT. Satisfied Not Applicable: Reason - Call Transferred				
11/14/2023 12:20:00	11/14/2023	[REDACTED]	CS General Purpose Batch	Unknown Income Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
11/02/2023 22:47:49	11/02/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Periodic Meter Read Notification				
10/09/2023 18:52:23	10/09/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 10/09/23 = \$ 150.00 Open editor for detail 1. 12 Mth Factor Amt: 1873.83 2. Current Delta: 481.26 - 450.00 + 0.00 31.26 3. Remaining Amount: 1392.57 4. Diff + Remain Amt: 31.26 + 1392.57 1423.83 5. New BBP Amount: 1423.83 / 277 x 30.4 156.00 * Dollar Difference: 156.00 - 150.00 6.00 * Pct Difference: 4.00 * System BBP Amount: 150.00				
10/04/2023 22:44:53	10/04/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
09/28/2023 15:20:08	09/28/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/28/2023 Payment Time: 15:20:02 Payment Amount: 253.19 Payment Type: Credit Vendor ID: CT Receipt Number: 24681955092823				
09/13/2023 17:19:41	09/13/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/13/2023 Payment Time: 17:19:41 Payment Amount: 200.00 Payment Type: Credit Vendor ID: CT Receipt Number: 24343028091323				
09/05/2023 22:46:16	09/05/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
08/18/2023 18:00:06	08/18/2023	[REDACTED]	CS General Purpose Batch	Promise To Pay
Promise 200000338103 was broken.				
08/04/2023 19:08:39	08/04/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/04/2023 Payment Time: 19:08:39 Payment Amount: 176.90 Payment Type: Credit Vendor ID: CT Receipt Number: 23502572080423				
08/03/2023 22:47:21	08/03/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
07/14/2023 16:06:16	07/14/2023	[REDACTED]	EAILOGINWM6	Promise To Pay
PTP \$556.90 by 08/16/2023				
07/14/2023 16:04:25	07/14/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/14/2023 Payment Time: 16:04:21 Payment Amount: 280.00 Payment Type: Credit Vendor ID: CT Receipt Number: 23034343071423				
07/11/2023 18:55:39	07/11/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 07/11/23 = \$ 150.00 Open editor for detail 1. 12 Mth Factor Amt: 1800.90 * System BBP Amount: 150.00				
07/05/2023 22:53:58	07/05/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
06/21/2023 09:26:46	06/21/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Date: 06/21/2023 Payment Time: 09:26:45 Payment Amount: 194.00 Payment Type: Credit Vendor ID: CT Receipt Number: 22535664062123				
06/21/2023 09:17:40	06/21/2023	[REDACTED]	Kirsten Kinzer	General Inquiry
ver sw kimberly hanley adv 194 was due 5.31 and then another 194 due 7.3 Customer was satisfied.				
06/21/2023 09:07:33	06/21/2023	[REDACTED]	Jomayra Brower	Negotiation Tool - Service On
Spoke with: Kim Hanley, wife Created By: Jomayra Brower Payment Options provided: Offered - Pay Acct Balance of: \$578.12 ***** Payment Option used - Pay Past Due Amt of \$194.00 Payment made for: 194.00 by Credit Card Script Read: Yes ***** PA Final Wrap-up Satisfied Not Applicable: Reason - Call Transferred Cust agreed to make CC payment using IVR, informed of KUBRA fees and requirements. Cust then requested to speak to billing to find out why is her bill so high.				
06/21/2023 08:52:24	06/21/2023	[REDACTED]	Jomayra Brower	Personal Data Changed
Old BP Phone:(760)651-2546 New BP Phone:(814)213-0188 Created By: Jomayra Brower				
06/21/2023 08:49:23	06/21/2023	[REDACTED]	Kristen Riley	General Inquiry
SW KIMBERLY HANLEY, WIFE. WANTS TO KNOW MIN TO PAY SENT TO CREDIT ADV ACCOUTN SHOULD BE UP TO DATE BEFORE SETTING UP AUTO PAY. WANTS TO KNOW MIN TO PAY ADV THAT IS CREDIT TEAM. Customer was satisfied.				
06/21/2023 08:48:53	06/21/2023	[REDACTED]	Kristen Riley	General Inquiry
SW KIMBERLY HANLEY, WIFE. WANTS TO KNOW MIN TO PAY SENT TYO CREDIT Customer was satisfied.				
06/21/2023 08:34:44	06/21/2023	[REDACTED]	Mveka Benjamin	Negotiation Tool - Service On
Spoke with: CHRISTINE HANLEY(WIFE) Created By: Myeka Benjamin Payment Options provided: Offered - Pay Acct Balance of: \$578.12 Offered - Pay Past Due Amt of \$194.00 ***** PA Final Wrap-up Satisfied Not Applicable: Reason - Send DSPRTS sw CHRISTINE HANLEY(WIFE) / 110078099949 / vai/ VER ACCOUNT BALANCE, CALL WENT QUIET THEN DROPPED SEND DISPUTE				
06/07/2023 12:33:56	06/07/2023	[REDACTED]	Charles Howlett	PUC/BPU Complaint-Written
Extended lock. Formal C-2023-3041147 received regarding smart meter refusal				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/07/2023 12:00:00	06/07/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
06/04/2023 22:36:36	06/04/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
05/04/2023 12:39:52	05/04/2023	[REDACTED]	Jeremy Smallwood	PUC/BPU Complaint-Written
<p>PUC case# 3907417 received on 05/04/23 regarding smart meter installation.</p> <p>PUC CASE CLOSED 5/19/2023</p> <p>DISMISSAL LETTER ISSUED: CASE DISMISSED. COMPANY IS REQUIRED TO INSTALL SMART METER PER ACT 129 AND CAN THREATEN TERMINATION OF SERVICE FOR NON-ACCESS.</p>				
05/03/2023 22:50:49	05/03/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
05/01/2023 11:44:50	05/01/2023	[REDACTED]	Derek Sheehan	Supervisor Call
<p>supervisor call</p> <p>s/w kimberly hanley advised per act 129 all smart meters need to be installed by end 2023. I advised it is a requirement in the state. She stated she is worried about health concerns and will be contacting the commission. gave number and website. dsheehan</p> <p>Customer was not satisfied. Rights provided to customer.</p>				
05/01/2023 11:27:29	05/01/2023	[REDACTED]	Jessica Liggett	Smart Meter Opposition
<p>SW Kimberly HANLEY wife -prior notes state " calling about the smart meter</p> <p>letter she got stating it was required to install an smart meter said according to act 129 she is not required to have one that we have to have it available if she asks for it</p> <p>said that she has request stating an she needs to schedule an time for when the meter is to be installed said that she was refusing the smart meter said that she does not want one installed and she had the option to refuse the smart meter being installed --"</p> <p>there was a puc complaint initially dismissed in beginning of 2020 but then we received her petition and we held off on the install of the smart meter for some time to allow for regulatory proceedings. however, per note from 11/17/2022. per legal and compliance the</p> <p>PUC case was dismissed and we will be moving forward with the</p> <p>smart meter install. escalated call to KC .bp not satisfied with company position. provided rights jliggett</p> <p>Customer was not satisfied. Rights provided to customer.</p>				
05/01/2023 10:39:11	05/01/2023	[REDACTED]	Aireonna Dixon	General Inquiry
<p>SW ORPHEUS HANLEY was calling about the smart meter letter she got stating it was required to install an smart meter said according to act 129 she is not required to have one that we have to have it available if she asks for it said</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>that she has request stating an she needs to schedule an time for when the meter is to be installed said that she was refusing the smart meter said that she does not want one installed and she had the option to refuse the smart meter being installed Xfer to Smart Meter VAI Satisfied Not Applicable: Reason - Call Transferred</p>				
05/01/2023 10:12:43	05/01/2023	[REDACTED]	Denise McDevitt	Smart Meter Inquiry
<p>TRANSFER TO OH SMART METER ADVANCED-OH SMART METER REFUSAL-MAILED 10 DAY S/O NOTICE DKM Satisfied Not Applicable: Reason - Manual work</p>				
04/30/2023 11:10:04	04/30/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 04/30/2023 Payment Time: 11:10:03 Payment Amount: 178.07 Payment Type: Credit Vendor ID: CT Receipt Number: 21423280043023</p>				
04/19/2023 19:48:50	04/19/2023	[REDACTED]	Denise McDevitt	Smart Meter Opposition
<p>TRANSFER TO PA SMART METER ADVANCED-PA SMART METER REFUSAL-PA CUSTOMER CANNOT OPT OUT OF SMART METER PROGRAM-4/20/2023 - 10 DAY NOTICE MAILED TO CUSTOMER DKM Satisfied Not Applicable: Reason - Manual work</p>				
04/10/2023 23:57:26	04/10/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 04/10/23 = \$ 194.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1655.50 2. Current Delta: 1303.35 - 1050.00 + 0.00 253.35 3. Remaining Amount: 352.15 4. Diff + Remain Amt: 253.35 + 352.15 605.50 5. New BBP Amount: 605.50 / 95 x 30.4 194.00 * Dollar Difference: 194.00 - 138.00 56.00 * Pct Difference: 40.58 * System BBP Amount: 194.00</p>				
04/10/2023 12:00:00	04/10/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
04/04/2023 22:46:24	04/04/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
<p>Periodic Meter Read Notification</p>				
03/30/2023 11:33:34	03/30/2023	[REDACTED]	Denise McDevitt	Smart Meter Opposition
<p>3/30/2023 - MAILED FRIENDLY LETTER TO CUSTOMER-CAN'T OPT OUT FOR PA DKM Satisfied Not Applicable: Reason - Manual work</p>				
03/19/2023 18:41:34	03/19/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
03/10/2023 18:53:45	03/10/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
03/07/2023 12:00:00	03/07/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
03/05/2023 22:42:18	03/05/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
<p>Periodic Meter Read Notification</p>				
03/03/2023 20:27:31	03/03/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 03/03/2023 Payment Time: 20:27:30 Payment Amount: 118.00 Payment Type: Credit</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
Vendor ID: CT Receipt Number: 20246613030323																				
03/03/2023 15:01:53	03/03/2023	[REDACTED]	INTV IVR	Account Balance Inquiry																
IVR_BillAnI) FACTR_CT=2 ARREARS_MSG = "Y" BDGT_CHG = Q 32.00 > 0 = Y FACTR_PL=2																				
03/03/2023 14:59:30	03/03/2023	[REDACTED]	INTV IVR	IVR eBill Offer - Decline																
Customer declined eBill enrollment.																				
03/03/2023 14:59:30	03/03/2023	[REDACTED]	INTV IVR	Account Balance Inquiry																
02/02/2023 22:45:38	02/02/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification																
Periodic Meter Read Notification																				
01/25/2023 11:33:28	01/25/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending																
Payment Date: 01/25/2023 Payment Time: 11:33:27 Payment Amount: 126.00 Payment Type: Credit Vendor ID: CT Receipt Number: 19413551012523																				
01/24/2023 12:44:06	01/24/2023	[REDACTED]	EAILOGINWM7	Deregulation Information Release Updated																
Request received at: 12:44:06 - Restrict BP Information Restrict Load																				
01/09/2023 18:50:17	01/09/2023	[REDACTED]	CS General Purpose Batch	Calculation																
C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 01/09/23 = \$ 138.00 Open editor for detail																				
<table border="0"> <tr> <td>1. 12 Mth Factor Amt:</td> <td>1464.76</td> </tr> <tr> <td>2. Current Delta: 796.41 - 636.00 + 0.00</td> <td>160.41</td> </tr> <tr> <td>3. Remaining Amount:</td> <td>668.35</td> </tr> <tr> <td>4. Diff + Remain Amt: 160.41 + 668.35</td> <td>828.76</td> </tr> <tr> <td>5. New BBP Amount: 828.76 / 183 x 30.4</td> <td>138.00</td> </tr> <tr> <td>* Dollar Difference: 138.00 - 106.00</td> <td>32.00</td> </tr> <tr> <td>* Pct Difference:</td> <td>30.19</td> </tr> <tr> <td>* System BBP Amount:</td> <td>138.00</td> </tr> </table>					1. 12 Mth Factor Amt:	1464.76	2. Current Delta: 796.41 - 636.00 + 0.00	160.41	3. Remaining Amount:	668.35	4. Diff + Remain Amt: 160.41 + 668.35	828.76	5. New BBP Amount: 828.76 / 183 x 30.4	138.00	* Dollar Difference: 138.00 - 106.00	32.00	* Pct Difference:	30.19	* System BBP Amount:	138.00
1. 12 Mth Factor Amt:	1464.76																			
2. Current Delta: 796.41 - 636.00 + 0.00	160.41																			
3. Remaining Amount:	668.35																			
4. Diff + Remain Amt: 160.41 + 668.35	828.76																			
5. New BBP Amount: 828.76 / 183 x 30.4	138.00																			
* Dollar Difference: 138.00 - 106.00	32.00																			
* Pct Difference:	30.19																			
* System BBP Amount:	138.00																			
01/04/2023 22:46:37	01/04/2023	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification																
Periodic Meter Read Notification																				
12/15/2022 18:00:10	12/15/2022	[REDACTED]	CS General Purpose Batch	Promise To Pay																
Promise 200000271811 was fulfilled.																				
12/13/2022 13:15:50	12/13/2022	[REDACTED]	B2BEALOGIN	Real Time Payment Pending																
Payment Date: 12/13/2022 Payment Time: 13:15:50 Payment Amount: 213.00 Payment Type: Credit Vendor ID: CT Receipt Number: 18582993121322																				
12/13/2022 13:03:42	12/13/2022	[REDACTED]	Autumn Kovein	General Inquiry																
SW KIMBERLY HANLEY - WIFE ASKING FOR USAGE FRFOM NOV ADVISED CB IS NOV 8TH TO DEC 6TH - LAST TIME ACCT WAS CURRENT WAS AUG 3RD DUE DATE BAL WAS 176.20 PMT RECEIVED ON 8/26/22 FOR 100.00 - JULY WAS ANNI MONTH - LAST PMT WAS 11/22/22 FOR 100.00 - BEFORE WAS 10/14/22 FOR 100.00 CARD IS 4.75 FEE WILL MAKE PMT THRU IVR FOR STTMT BAL OF 213.00 Customer was satisfied.																				
12/13/2022 12:54:04	12/13/2022	[REDACTED]	Sarah Cain	General Inquiry																
Spoke With: kimberly hanley wife																				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Customer Offered: cannot pay cust calling to make payment on the act. cust will make payment online for the past due amt. cust requesting to speak to someone about usages in nov - transferred to billing. asked sat - cust stated she was still working on it. Read Rights. Customer was not satisfied. Rights provided to customer.</p>				
12/13/2022 12:45:31	12/13/2022	[REDACTED]	Julia Smith	General Inquiry
<p>sw kimberly hanley [REDACTED] vai adv bal is 213.00 would like to knopw minimum that has to be payed xfer credit Satisfied Not Applicable: Reason - Call Transferred</p>				
12/04/2022 22:33:51	12/04/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
11/24/2022 08:30:21	11/24/2022	[REDACTED]	CS General Purpose Batch	Removed Checkfree eBill Enrollment
11/24/22 Dropped customer account 110078099949 from Checkfree eBill Enrollment				
11/24/2022 07:01:22	11/24/2022	[REDACTED]	CS General Purpose Batch	Checkfree eBill Drop
11/24/22 Checkfree eBill dropped				
11/18/2022 16:26:01	11/18/2022	[REDACTED]	EAILOGINWM6	Promise To Pay
PTP \$205.42 by 12/13/2022				
11/18/2022 16:24:41	11/18/2022	[REDACTED]	EAILOGINWM7	Change Profile
<p>generalusa promo@kimberlytopia.com Changed Password From Unlock Password</p>				
11/18/2022 16:16:10	11/18/2022	[REDACTED]	EAILOGINWM7	Unlock Login Email Sent
<p>generalusa promo@kimberlytopia.com Requested Unlock Password link</p>				
11/17/2022 09:45:38	11/17/2022	[REDACTED]	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_MACHINE Hello, this is Penn Power, your electric company, calling wi th important information regarding your past-due account. We would like to discuss your household income and occupant in formation to determine if you are eligible for assistance pr ograms. If this income information is not provided, your acc ount may be at risk of termination during the Moratorium per iod. Please call us at 1-800-774-5273 weekdays between 8 a.m . and 6 p.m. To hear this message again, please remain on th e line.</p>				
11/07/2022 12:00:00	11/07/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
11/02/2022 22:43:18	11/02/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
10/19/2022 12:41:02	10/19/2022	[REDACTED]	Sarah Jones	Provide Program Information
OUTBOUND EMAIL CAMPAIGN TO ADVISE OF PCAP AND ERAP				
10/11/2022 12:00:00	10/11/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
10/08/2022 19:03:09	10/08/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 10/07/22 = \$ 106.00 Open editor for detail</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>1. 12 Mth Factor Amt: 1323.11</p> <p>2. Current Delta: 408.33 - 318.00 + 0.00 90.33</p> <p>3. Remaining Amount: 914.78</p> <p>4. Diff + Remain Amt: 90.33 + 914.78 1005.11</p> <p>5. New BBP Amount: 1005.11 / 277 x 30.4 110.00</p> <p>* Dollar Difference: 110.00 - 106.00 4.00</p> <p>* Pct Difference: 3.77</p> <p>* System BBP Amount: 106.00</p>				
10/04/2022 22:51:49	10/04/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
09/04/2022 22:43:12	09/04/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
08/26/2022 07:01:20	08/26/2022	[REDACTED]	CS General Purpose Batch	Checkfree eBill Enrollment - Paper
08/26/22 Enrolled customer account 110078099949 in Checkfree eBill with paper				
08/03/2022 22:52:59	08/03/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
07/12/2022 18:48:17	07/12/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0138290828</p> <p>Budget amt calculated for period ending 07/12/22 = \$ 106.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1273.91</p> <p>* System BBP Amount: 106.00</p>				
07/05/2022 22:50:18	07/05/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
06/02/2022 22:53:27	06/02/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
05/25/2022 08:42:24	05/25/2022	[REDACTED]	CS General Purpose Batch	Removed Checkfree eBill Enrollment
05/25/22 Dropped customer account [REDACTED] from Checkfree eBill Enrollment				
05/25/2022 07:01:42	05/25/2022	[REDACTED]	CS General Purpose Batch	Checkfree eBill Drop
05/25/22 Checkfree eBill dropped				
05/03/2022 23:13:36	05/03/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
04/09/2022 18:56:44	04/09/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0138290828</p> <p>Budget amt calculated for period ending 04/08/22 = \$ 132.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1172.02</p> <p>2. Current Delta: 921.76 - 777.00 + 0.00 144.76</p> <p>3. Remaining Amount: 250.26</p> <p>4. Diff + Remain Amt: 144.76 + 250.26 395.02</p> <p>5. New BBP Amount: 395.02 / 91 x 30.4 132.00</p> <p>* Dollar Difference: 132.00 - 97.00 35.00</p> <p>* Pct Difference: 36.08</p> <p>* System BBP Amount: 132.00</p>				
04/04/2022 22:48:36	04/04/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
03/03/2022 22:38:34	03/03/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Periodic Meter Read Notification				
02/24/2022 07:02:18	02/24/2022	[REDACTED]	CS General Purpose Batch	Checkfree eBill Enrollment - Paper
02/24/22 Enrolled customer account [REDACTED] in Checkfree eBill with paper				
02/01/2022 22:41:07	02/01/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
01/19/2022 11:49:49	01/19/2022	[REDACTED]	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_MACHINE</p> <p>Hello, this is Penn Power, your electric company, calling with important information regarding your past-due account. We would like to discuss your household income and occupant information to determine if you are eligible for assistance programs. If this income information is not provided, your account may be at risk of termination during the Moratorium period. Please call us at 1-800-774-5273 weekdays between 8 a.m. and 6 p.m. To hear this message again, please remain on the line.</p>				
01/10/2022 18:52:42	01/10/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0138290828</p> <p>Budget amt calculated for period ending 01/10/22 = \$ 97.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1066.35</p> <p>2. Current Delta: 605.56 - 486.00 + 0.00 119.56</p> <p>3. Remaining Amount: 460.79</p> <p>4. Diff + Remain Amt: 119.56 + 460.79 580.35</p> <p>5. New BBP Amount: 580.35 / 181 x 30.4 97.00</p> <p>* Dollar Difference: 97.00 - 81.00 16.00</p> <p>* Pct Difference: 19.75</p> <p>* System BBP Amount: 97.00</p>				
01/04/2022 22:54:15	01/04/2022	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
12/02/2021 22:35:09	12/02/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
11/23/2021 08:43:03	11/23/2021	[REDACTED]	CS General Purpose Batch	Removed Checkfree eBill Enrollment
11/23/21 Dropped customer account 110078099949 from Checkfree eBill Enrollment				
11/23/2021 07:02:27	11/23/2021	[REDACTED]	CS General Purpose Batch	Checkfree eBill Drop
11/23/21 Checkfree eBill dropped				
11/18/2021 09:21:36	11/18/2021	[REDACTED]	Andrew Tousley	Single Bill/Invoice Generated
11/18/2021 09:20:53	11/18/2021	[REDACTED]	Andrew Tousley	Correct Plausible
<p>Meter Reading for Device S59132829 Date 11/09/2021</p> <p>Reg 001 Val Pt. 06 MR Type 01</p> <p>Changed from 46,198 To 47,198 MR Type 13 By 58521</p>				
11/10/2021 14:20:40	11/10/2021	[REDACTED]	Anita Boord	Obtain Read
11/02/2021 22:40:52	11/02/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
10/09/2021 19:09:04	10/09/2021	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A 110078099949 Contract 0138290828</p> <p>Budget amt calculated for period ending 10/08/21 = \$ 81.00</p> <p>Open editor for detail</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 1047.09 2. Current Delta: 359.13 - 243.00 + 0.00 116.13 3. Remaining Amount: 687.96 4. Diff + Remain Amt: 116.13 + 687.96 804.09 5. New BBP Amount: 804.09 / 276 x 30.4 89.00 * Dollar Difference: 89.00 - 81.00 8.00 * Pct Difference: 9.88 * System BBP Amount: 81.00				
10/04/2021 22:55:30	10/04/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
09/09/2021 14:07:00	09/09/2021	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/02/2021 22:48:47	09/02/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
08/25/2021 07:04:13	08/25/2021	[REDACTED]	CS General Purpose Batch	Checkfree eBill Enrollment - Paper
08/25/21 Enrolled customer account [REDACTED] in Checkfree eBill with paper				
08/04/2021 22:49:56	08/04/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
07/12/2021 18:48:49	07/12/2021	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 07/12/21 = \$ 81.00 Open editor for detail 1. 12 Mth Factor Amt: 981.66 * System BBP Amount: 81.00				
07/06/2021 22:59:00	07/06/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
06/06/2021 22:45:04	06/06/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
05/05/2021 22:58:56	05/05/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
04/15/2021 13:57:00	04/15/2021	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/12/2021 19:48:13	04/12/2021	[REDACTED]	CS General Purpose Batch	Calculation
C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 04/12/21 = \$ 75.00 Open editor for detail 1. 12 Mth Factor Amt: 1012.94 2. Current Delta: 731.40 - 771.00 + 0.00 39.60- 3. Remaining Amount: 281.54 4. Diff + Remain Amt: 39.60- + 281.54 241.94 5. New BBP Amount: 241.94 / 98 x 30.4 75.00 * Dollar Difference: 75.00 - 90.00 15.00 * Pct Difference: 16.67 * System BBP Amount: 75.00				
04/12/2021 12:00:00	04/12/2021	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
04/05/2021 22:54:45	04/05/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/11/2021 12:00:00	03/11/2021	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/07/2021 22:44:14	03/07/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
02/04/2021 22:41:18	02/04/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
01/12/2021 19:22:02	01/12/2021	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 01/12/21 = \$ 90.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1054.66 2. Current Delta: 520.87 - 501.00 + 0.00 19.87 3. Remaining Amount: 533.79 4. Diff + Remain Amt: 19.87 + 533.79 553.66 5. New BBP Amount: 553.66 / 179 x 30.4 94.00 * Dollar Difference: 94.00 - 90.00 4.00 * Pct Difference: 4.44 * System BBP Amount: 90.00</p>				
01/06/2021 22:46:54	01/06/2021	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
Periodic Meter Read Notification				
12/06/2020 23:14:34	12/06/2020	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
11/20/2020 14:55:15	11/20/2020	[REDACTED]	EAILOGINWM6	Outbound Call
<p>Call Result - SRC_ANS_LIVE Hello. This is Penn Power, your electric company, calling with important information regarding your past-due account.#8239; We would like to discuss your household income and occupation information to determine if you are eligible for assistance programs.#8239; If this income information is not provided, your account may be at risk of termination during the Moratorium period.#8239; Please call us at 1-800-774-5273 weekdays between 8 a.m. and 6 p.m. #8239;To hear this message again, please remain on the line.</p>				
11/17/2020 13:26:53	11/20/2020	[REDACTED]	Kristen Delle Donne	Pre-Disconnection Warning Letter
<p>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.</p>				
11/09/2020 17:51:45	11/09/2020	[REDACTED]	Tara Green	Financial Summary Review
<p>REMOVED Q LOCK AND OUTDATED F/S INFO AS PART OF REVENUE OPERATIONS REVIEW. MAKE EVERY EFFORT TO OBTAIN A NEW F/S.</p>				
11/04/2020 22:47:26	11/04/2020	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
10/30/2020 09:54:58	10/30/2020	[REDACTED]	Timothy Franks	Reverse Late Payment Charge
LPC WAIVED IN RESPONSE TO COVID 19				
10/20/2020 15:06:27	10/20/2020	[REDACTED]	Michael Evelsizer	Moratorium Protected Account
COMPLETED ANY EXISTING DN NOTIFICATION				
10/16/2020 19:54:17	10/16/2020	[REDACTED]	Michael Evelsizer	Moratorium Protected Account

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
PA PROTECTED CUSTOMER				
10/10/2020 19:52:16	10/10/2020	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 10/09/20 = \$ 90.00 Open editor for detail 1. 12 Mth Factor Amt: 1037.50 2. Current Delta: 293.70 - 231.00 + 0.00 62.70 3. Remaining Amount: 743.80 4. Diff + Remain Amt: 62.70 + 743.80 806.50 5. New BBP Amount: 806.50 / 273 x 30.4 90.00 * Dollar Difference: 90.00 - 77.00 13.00 * Pct Difference: 16.88 * System BBP Amount: 90.00				
10/08/2020 12:00:00	10/08/2020	[REDACTED]	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
10/05/2020 22:52:50	10/05/2020	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
09/08/2020 12:00:00	09/08/2020	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
09/02/2020 22:38:49	09/02/2020	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
08/19/2020 08:52:17	08/19/2020	[REDACTED]	CS General Purpose Batch	Removed Checkfree eBill Enrollment
08/19/20 Dropped customer account 110078099949 from Checkfree eBill Enrollment				
08/19/2020 07:01:00	08/19/2020	[REDACTED]	CS General Purpose Batch	Checkfree eBill Drop
08/19/20 Checkfree eBill dropped				
08/03/2020 23:15:02	08/03/2020	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
07/11/2020 19:25:45	07/11/2020	[REDACTED]	CS General Purpose Batch	Calculation
C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 07/10/20 = \$ 77.00 Open editor for detail 1. 12 Mth Factor Amt: 919.50 * System BBP Amount: 77.00				
07/05/2020 22:39:07	07/05/2020	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
06/03/2020 23:08:32	06/03/2020	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
05/21/2020 07:01:31	05/21/2020	[REDACTED]	CS General Purpose Batch	Checkfree eBill Enrollment - Paper
05/21/20 Enrolled customer account [REDACTED] in Checkfree eBill with paper				
05/04/2020 23:18:40	05/04/2020	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
04/06/2020 12:00:00	04/06/2020	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
04/04/2020 19:04:06	04/04/2020	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 04/03/20 = \$ 58.00 Open editor for detail				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 852.18 2. Current Delta: 637.96 - 669.00 + 0.00 31.04- 3. Remaining Amount: 214.22 4. Diff + Remain Amt: 31.04- + 214.22 183.18 5. New BBP Amount: 183.18 / 96 x 30.4 58.00 * Dollar Difference: 58.00 - 74.00 16.00 * Pct Difference: 21.62 * System BBP Amount: 58.00				
04/02/2020 23:03:44	04/02/2020		ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
03/10/2020 12:00:00	03/10/2020		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/04/2020 23:02:57	03/04/2020		ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
02/19/2020 09:21:26	02/19/2020		CS General Purpose Batch	Removed Checkfree eBill Enrollment
02/19/20 Dropped customer account 110078099949 from Checkfree eBill Enrollment				
02/19/2020 07:00:26	02/19/2020		CS General Purpose Batch	Checkfree eBill Drop
02/19/20 Checkfree eBill dropped				
02/11/2020 12:00:00	02/11/2020		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/11/2020 10:37:02	02/11/2020		Aaron Ryan	Outbound Call
EMAIL SENT TO REFER TO PCAP JAN 2020				
02/04/2020 22:55:18	02/04/2020		ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
02/04/2020 07:53:52	02/04/2020		Brandon Hartley	Meter-Other
01/13/2020 19:11:12	01/13/2020		CS General Purpose Batch	Calculation
C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 01/13/20 = \$ 74.00 Open editor for detail 1. 12 Mth Factor Amt: 882.37 2. Current Delta: 405.64 - 463.00 + 0.00 57.36- 3. Remaining Amount: 476.73 4. Diff + Remain Amt: 57.36- + 476.73 419.37 5. New BBP Amount: 419.37 / 185 x 30.4 69.00 * Dollar Difference: 69.00 - 74.00 5.00 * Pct Difference: 6.76 * System BBP Amount: 74.00				
01/07/2020 22:52:06	01/07/2020		ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
12/31/2019 10:21:58	12/31/2019		Laurie Parker	Contract Account Changed
Per request from Y. Brawley (SM), PUC alert removed.				
12/05/2019 22:52:49	12/05/2019		ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
11/20/2019 07:01:07	11/20/2019		CS General Purpose Batch	Checkfree eBill Enrollment - Paper
11/20/19 Enrolled customer account 110078099949 in Checkfree eBill with paper				
11/05/2019 22:53:36	11/05/2019		ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/12/2019 19:00:51	10/12/2019	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 10/11/19 = \$ 74.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 879.57 2. Current Delta: 195.63 - 222.00 + 0.00 26.37- 3. Remaining Amount: 683.94 4. Diff + Remain Amt: 26.37- + 683.94 657.57 5. New BBP Amount: 657.57 / 9 73.00 * Dollar Difference: 73.00 - 74.00 1.00 * Pct Difference: 1.35 * System BBP Amount: 74.00</p>				
10/07/2019 23:55:54	10/07/2019	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
10/01/2019 09:20:10	10/01/2019	[REDACTED]	Andrew D Cronan	Negotiation Tool - Service On
<p>Spoke with: ORPHEUS HANLEY Created By: Andrew D Cronan Payment Options provided: Offered - Pay Acct Balance of: \$282.20 Offered - Pay Past Due Amt of \$208.20 ***** PA Final Wrap-up Customer was satisfied. s/w ORPHEUS HANLEY calling to make payment arrangements for Friday... going to pay \$208.20 on Friday 10/4.. denied fs is busy..</p>				
09/18/2019 13:15:48	09/18/2019	[REDACTED]	INTV IVR	Account Balance Inquiry
09/08/2019 22:52:01	09/08/2019	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
08/19/2019 09:07:00	08/19/2019	[REDACTED]	CS General Purpose Batch	Removed Checkfree eBill Enrollment
08/19/19 Dropped customer account 110078099949 from Checkfree eBill Enrollment				
08/19/2019 07:01:35	08/19/2019	[REDACTED]	CS General Purpose Batch	Checkfree eBill Drop
08/19/19 Checkfree eBill dropped				
08/06/2019 23:20:56	08/06/2019	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
07/15/2019 19:12:50	07/15/2019	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 07/15/19 = \$ 74.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 868.22 * System BBP Amount: 74.00</p>				
07/08/2019 23:30:56	07/08/2019	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
06/06/2019 23:19:19	06/06/2019	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
06/05/2019 13:23:50	06/05/2019	[REDACTED]	Alea P Good	Negotiation Tool - Service On
<p>Spoke with: ORPHEUS HANLEY Created By: Alea P Good Payment Options provided: Offered - Pay Acct Balance of: \$361.98</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description

PA Final Wrap-up Customer was satisfied. said he will be making payment of 66.00 (current charges due to PUC pending)				
05/21/2019 07:01:06	05/21/2019	██████████	CS General Purpose Batch	Checkfree eBill Enrollment - Paper
05/21/19 Enrolled customer account 110078099949 in Checkfree eBill with paper				
05/07/2019 22:58:04	05/07/2019	██████████	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
04/10/2019 18:58:24	04/10/2019	██████████	CS General Purpose Batch	Calculation
C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 04/10/19 = \$ 66.00 Open editor for detail				
1. 12 Mth Factor Amt: 857.57 2. Current Delta: 654.00 - 660.00 + 0.00 6.00- 3. Remaining Amount: 203.57 4. Diff + Remain Amt: 6.00- + 203.57 197.57 5. New BBP Amount: 197.57 / 3 66.00 * Dollar Difference: 66.00 - 66.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 66.00				
04/07/2019 22:44:13	04/07/2019	██████████	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
03/07/2019 22:52:11	03/07/2019	██████████	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
03/03/2019 19:18:25	03/03/2019	██████████	INTV IVR	Account Balance Inquiry
02/26/2019 20:20:33	02/26/2019	██████████	INTV IVR	Account Balance Inquiry
02/06/2019 22:53:56	02/06/2019	██████████	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
01/12/2019 19:12:27	01/12/2019	██████████	CS General Purpose Batch	Calculation
C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 01/11/19 = \$ 66.00 Open editor for detail				
1. 12 Mth Factor Amt: 859.90 2. Current Delta: 391.49 - 462.00 + 0.00 70.51- 3. Remaining Amount: 468.41 4. Diff + Remain Amt: 70.51- + 468.41 397.90 5. New BBP Amount: 397.90 / 6 66.00 * Dollar Difference: 66.00 - 77.00 11.00 * Pct Difference: 14.29 * System BBP Amount: 66.00				
01/07/2019 22:54:02	01/07/2019	██████████	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
12/05/2018 22:47:20	12/05/2018	██████████	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
11/05/2018 22:52:29	11/05/2018	██████████	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
10/13/2018 18:53:47	10/13/2018	██████████	CS General Purpose Batch	Calculation
C/A ██████████ Contract 0138290828				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
<p>Budget amt calculated for period ending 10/12/18 = \$ 77.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 924.38 2. Current Delta: 184.28 - 231.00 + 0.00 46.72- 3. Remaining Amount: 740.10 4. Diff + Remain Amt: 46.72- + 740.10 693.38 5. New BBP Amount: 693.38 / 9 77.00 * Dollar Difference: 77.00 - 77.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 77.00</p>																				
10/12/2018 15:03:03	10/12/2018		Aleeha D Solomon	Negotiation Tool - Service On																
<p>Spoke with: ORPHEUS HANLEY Created By: Aleeha D Solomon Payment Options provided: Offered - Pay Acct Balance of: \$85.08 ***** PA Final Wrap-up Customer was satisfied. adv customer phone call was just reminder of past due balance no active term notice will try to pay within two weeks</p>																				
10/12/2018 15:01:42	10/12/2018		Joseph White	General Inquiry																
<p>s/w ORPHEUS HANLEY called to confirm what past due amount is needed to be paid to avoid shut off.transferred to credit. Satisfied Not Applicable: Reason - Call Transferred</p>																				
10/12/2018 14:49:25	10/12/2018		INTV IVR	Account Balance Inquiry																
10/12/2018 14:45:00	10/13/2018		CS General Purpose Batch	Listened to entire msg-correct household confirmed																
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed																				
10/11/2018 12:00:00	10/11/2018		CS General Purpose Batch	AMD Detected-Message left by Vendor																
Phone attempt 05 - AMD Detected - Left Message																				
10/07/2018 22:48:43	10/07/2018		ZEDBTCH	Periodic Meter Read Notification																
PA SMIP Periodic Meter Read Notification																				
09/26/2018 14:19:14	09/26/2018		Travis Teter	Contract Account Changed																
<p>REMOVED Z PAYMENT LOCK (REASON REMOVED FROM D DEBIT) AND ANY DD/RCCP PLAN TO REFLECT CORRECT ENROLLMENT STATUS</p>																				
09/13/2018 15:33:00	09/13/2018		CS General Purpose Batch	Listened to entire msg-correct household confirmed																
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed																				
09/12/2018 19:01:34	09/12/2018		CS General Purpose Batch	LPC Assessed - Special Rules																
<p>C/A: 110078099949 LPC assessed based on special rules. Open editor for details.</p> <p>LPC on invoicing items:</p> <table border="1"> <thead> <tr> <th>Due Date</th> <th>Item Description</th> <th>Amount</th> <th>Clear Date</th> </tr> </thead> <tbody> <tr> <td>20180904</td> <td>Installment plan receivable</td> <td>24.00</td> <td>20180911</td> </tr> <tr> <td>20180807</td> <td>APP/AMB/EPP debit</td> <td>29.40</td> <td>20180911</td> </tr> <tr> <td>20180904</td> <td>Consumption Billing Debit</td> <td>19.88</td> <td>20180911</td> </tr> </tbody> </table> <p>Total Base Amount: 73.28 LPC: 1.10 = 73.28 * 1.50 %</p>					Due Date	Item Description	Amount	Clear Date	20180904	Installment plan receivable	24.00	20180911	20180807	APP/AMB/EPP debit	29.40	20180911	20180904	Consumption Billing Debit	19.88	20180911
Due Date	Item Description	Amount	Clear Date																	
20180904	Installment plan receivable	24.00	20180911																	
20180807	APP/AMB/EPP debit	29.40	20180911																	
20180904	Consumption Billing Debit	19.88	20180911																	

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
09/11/2018 12:31:16	09/11/2018	[REDACTED]	C53637	General Inquiry																
s/w ORPHEUS HANLEY calling in to let us know she made a payment got a call today saying she was late Customer was satisfied.																				
09/11/2018 12:25:00	09/11/2018	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed																
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed																				
09/06/2018 22:52:02	09/06/2018	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification																
PA SMIP Periodic Meter Read Notification																				
08/14/2018 12:00:00	08/14/2018	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor																
Phone attempt 05 - AMD Detected - Left Message																				
08/13/2018 18:56:26	08/13/2018	[REDACTED]	CS General Purpose Batch	LPC Assessed - Special Rules																
C/A: 110078099949 LPC assessed based on special rules. Open editor for details. LPC on invoicing items: <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Due Date</th> <th>Item Description</th> <th>Amount</th> <th>Clear Date</th> </tr> </thead> <tbody> <tr> <td>20180807</td> <td>Installment plan receivable</td> <td>24.00</td> <td>20180813</td> </tr> <tr> <td>20180807</td> <td>Consumption Billing Debit</td> <td>60.00</td> <td>20180813</td> </tr> <tr> <td>20180807</td> <td>APP/AMB/EPP debit</td> <td>1.00</td> <td>20180813</td> </tr> </tbody> </table> Total Base Amount: 85.00 LPC: 1.28 = 85.00 * 1.50 %					Due Date	Item Description	Amount	Clear Date	20180807	Installment plan receivable	24.00	20180813	20180807	Consumption Billing Debit	60.00	20180813	20180807	APP/AMB/EPP debit	1.00	20180813
Due Date	Item Description	Amount	Clear Date																	
20180807	Installment plan receivable	24.00	20180813																	
20180807	Consumption Billing Debit	60.00	20180813																	
20180807	APP/AMB/EPP debit	1.00	20180813																	
08/07/2018 23:04:05	08/07/2018	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification																
PA SMIP Periodic Meter Read Notification																				
08/01/2018 01:26:41	08/01/2018	[REDACTED]	Cindy McCoy	General Inquiry																
RECD LEGAL DOC FROM ATTN GENERAL FORWARDED TO LEGAL Satisfied Not Applicable. Reason - Manual work																				
07/16/2018 18:54:31	07/16/2018	[REDACTED]	CS General Purpose Batch	Calculation																
C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 07/16/18 = \$ 77.00 Open editor for detail 1. 12 Mth Factor Amt: 912.40 * System BBP Amount: 77.00																				
07/09/2018 23:04:21	07/09/2018	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification																
PA SMIP Periodic Meter Read Notification																				
06/14/2018 15:11:59	06/14/2018	[REDACTED]	Samantha L Roy	Installment Plan Created																
Repay Pln: PA00 Instlm: \$ 24.00 Instlm: # 012																				
06/14/2018 15:10:37	06/14/2018	[REDACTED]	Samantha L Roy	Financial Summary Review																
Spoke with: ORPHEUS HANLEY Created By: Samantha L Roy BP Fed and Reg Inc Levels updated. Low income letter will be sent.																				
06/14/2018 15:10:37	06/14/2018	[REDACTED]	Samantha L Roy	Negotiation Tool - Service On																
Spoke with: ORPHEUS HANLEY Created By: Samantha L Roy Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent.																				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>Human Services Options used.</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>Installment Plan Option used - Level A - PA IP #1 with budget amt of \$60.00</p> <p>No downpayment requested</p> <p>Estimated Mo Amt: 24.00 for 12 months</p> <p>Script Read: Yes, customer understands terms</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p>				
06/14/2018 15:04:38	06/14/2018	[REDACTED]	Samantha L Roy	Financial Summary Review
<p>Spoke with: ORPHEUS HANLEY</p> <p>Created By: Samantha L Roy</p> <p>BP Refused FS</p>				
06/14/2018 15:02:42	06/14/2018	[REDACTED]	Samantha L Roy	Negotiation Tool - Service On
<p>Spoke with: ORPHEUS HANLEY</p> <p>Created By: Samantha L Roy</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: \$290.62</p> <p>Offered - Pay Disconnection Amt of: \$227.25</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>BP Refused FS</p>				
06/14/2018 15:02:42	06/14/2018	[REDACTED]	Samantha L Roy	Disconnection Phone Attempt - Successful
06/13/2018 17:06:00	06/13/2018	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
06/12/2018 12:00:00	06/12/2018	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
06/07/2018 23:08:38	06/07/2018	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
<p>PA SMIP Periodic Meter Read Notification</p>				
06/04/2018 22:42:09	06/04/2018	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
05/16/2018 08:57:08	05/16/2018	[REDACTED]	CS General Purpose Batch	Removed Checkfree eBill Enrollment
<p>05/16/18 Dropped customer account 110078099949 from Checkfree eBill Enrollment</p>				
05/16/2018 07:01:12	05/16/2018	[REDACTED]	CS General Purpose Batch	Checkfree eBill Drop
<p>05/16/18 Checkfree eBill dropped</p>				
05/08/2018 01:49:30	05/08/2018	[REDACTED]	Mary Maust	General Inquiry
<p>RECEIVED LETTER FROM CUSTOMER REQUESTING THAT WE DO NOT SHARE HIS INFORMATION FOR SUPPLIERS-ACCOUNT ALREADY MARKED THAT WAY....UNFORTUNATELY, WE CANNOT STOP SUPPLIERS FROM RANDOMLY CALLING CUSTOMERS-CUSTOMER JUST NEEDS TO ENSURE NOT</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
TO SHARE ANY OF HIS ACCOUNT INFORMATION - PLACE ON DO NOT CALL LIST Satisfied Not Applicable: Reason - Correspondence				
05/07/2018 23:06:06	05/07/2018	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
04/20/2018 20:46:05	04/20/2018	[REDACTED]	INTV IVR	Account Balance Inquiry
04/14/2018 17:42:55	04/14/2018	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 04/13/18 = \$ 60.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 881.58 2. Current Delta: 708.83 - 702.00 + 0.00 6.83 3. Remaining Amount: 172.75 4. Diff + Remain Amt: 6.83 + 172.75 179.58 5. New BBP Amount: 179.58 / 3 60.00 * Dollar Difference: 60.00 - 78.00 18.00 * Pct Difference: 23.08 * System BBP Amount: 60.00</p>				
04/10/2018 17:04:00	04/10/2018	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/10/2018 12:29:22	04/10/2018	[REDACTED]	Amanda Caynor	Written Utility Report
Printed to \\w8corres05p\PPIKE140-P on 04/10/2018 at 12:35:3				
04/10/2018 12:27:31	04/10/2018	[REDACTED]	Amanda Caynor	Utility Report Issued
<p>Spoke with: ORPHEUS HANLEY Created By: Amanda N Stevens Dispute Rights Dunning lock created - Lock date: 04/22/2018 Company Position: Issued dispute rights/utility report Termination Date(on or after)=> 04/23/2018 Customer Position: Can not pay at this time/ or allow me to go through with options.</p>				
04/10/2018 12:24:15	04/10/2018	[REDACTED]	Amanda Caynor	Financial Summary Review
<p>Spoke with: ORPHEUS HANLEY Created By: Amanda N Stevens BP Refused FS</p>				
04/10/2018 12:24:15	04/10/2018	[REDACTED]	Amanda Caynor	Negotiation Tool - Service On
<p>Spoke with: ORPHEUS HANLEY Created By: Amanda N Stevens *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: \$246.78 Offered - Pay Disconnection Amt of: \$159.90</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>adv her balance is 246.78</p> <p>adv there was a period of time we received no payments</p> <p>bp did not want to hear her options declined to answer the questions. when tried to give rights bp stated all has them and would not allow me to go further</p> <p>adv that during 12/1-3/31 we are in winter season rules so termination are only approved by puc first</p> <p>tried to adv has nothing to do with her refusing the smart meter if her acct is past due she is at risk of a shut off notice.</p> <p>bp is claiming we are bullying her for not complying to get the smart meter</p> <p>tried to adv we follow our rules and regulations provided by the PUC</p> <p>provided pa sat rights</p>				
04/10/2018 12:24:15	04/10/2018	██████████	Amanda Caynor	Disconnection Phone Attempt - Successful
04/10/2018 12:03:51	04/10/2018	██████████	Joshua Abalahin	General Inquiry
<p>S/W: ORPHEUS HANLEY ██████████ VAI. Calling to discuss what is owed, adv \$246.78 on bill. wants to discuss shut off notice. Xfer to credit.</p> <p>Customer was satisfied.</p>				
04/09/2018 13:04:00	04/09/2018	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
04/08/2018 22:53:24	04/08/2018	██████████	ZEDBTCH	Periodic Meter Read Notification
<p>PA SMIP Periodic Meter Read Notification</p>				
03/31/2018 20:22:54	03/31/2018	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
03/14/2018 13:11:31	03/14/2018	██████████	Corey S Lambert	General Inquiry
<p>SW ORPHEUS HANLEY</p> <p>RESTRICTED INFO, PER REQUEST</p> <p>ADVS \$258.78 PD BAL</p> <p>Customer was satisfied.</p>				
03/14/2018 13:09:30	03/14/2018	██████████	Corey S Lambert	Deregulation Information Release Updated
03/08/2018 22:53:51	03/08/2018	██████████	ZEDBTCH	Periodic Meter Read Notification
<p>PA SMIP Periodic Meter Read Notification</p>				
02/15/2018 07:01:09	02/15/2018	██████████	CS General Purpose Batch	Checkfree eBill Enrollment - Paper
<p>02/15/18 Enrolled customer account 110078099949 in Checkfree eBill with paper</p>				
02/07/2018 22:50:45	02/07/2018	██████████	ZEDBTCH	Periodic Meter Read Notification
<p>PA SMIP Periodic Meter Read Notification</p>				
01/15/2018 19:53:46	01/15/2018	██████████	CS General Purpose Batch	Calculation
<p>C/A ██████████ Contract 0138290828</p> <p>Budget amt calculated for period ending 01/15/18 = \$ 78.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 909.54</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
2. Current Delta: 443.99 - 468.00 + 0.00 24.01- 3. Remaining Amount: 465.55 4. Diff + Remain Amt: 24.01- + 465.55 441.54 5. New BBP Amount: 441.54 / 6 74.00 * Dollar Difference: 74.00 - 78.00 4.00 * Pct Difference: 5.13 * System BBP Amount: 78.00				
01/09/2018 22:51:07	01/09/2018	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
12/07/2017 22:55:17	12/07/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
11/14/2017 09:13:01	11/14/2017	[REDACTED]	CS General Purpose Batch	Removed Checkfree eBill Enrollment
11/14/17 Dropped customer account [REDACTED] from Checkfree eBill Enrollment				
11/14/2017 07:01:55	11/14/2017	[REDACTED]	CS General Purpose Batch	Checkfree eBill Drop
11/14/17 Checkfree eBill dropped				
11/06/2017 22:55:06	11/06/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
10/14/2017 17:41:38	10/14/2017	[REDACTED]	CS General Purpose Batch	Calculation
C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 10/13/17 = \$ 78.00 Open editor for detail 1. 12 Mth Factor Amt: 926.11 2. Current Delta: 172.30 - 234.00 + 0.00 61.70- 3. Remaining Amount: 753.81 4. Diff + Remain Amt: 61.70- + 753.81 692.11 5. New BBP Amount: 692.11 / 9 77.00 * Dollar Difference: 77.00 - 78.00 1.00 * Pct Difference: 1.28 * System BBP Amount: 78.00				
10/08/2017 22:39:47	10/08/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
09/29/2017 20:14:51	09/29/2017	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 55063073 - \$ 75.00 - 09/29/2017 ORPHEUS HANLEY promo@kimberlytopia.com				
09/06/2017 22:55:11	09/06/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
08/16/2017 07:03:17	08/16/2017	[REDACTED]	CS General Purpose Batch	Checkfree eBill Enrollment - Paper
08/16/17 Enrolled customer account 110078099949 in Checkfree eBill with paper				
08/07/2017 22:57:05	08/07/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
07/20/2017 15:43:06	07/20/2016	[REDACTED]	Laurie Parker	General Inquiry
Per call from BCS Secretary's Bureau - BP filed Formal Complaint Docket # C-2016-2557487				
07/15/2017 17:43:58	07/15/2017	[REDACTED]	CS General Purpose Batch	Calculation
C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 07/14/17 = \$ 78.00 Open editor for detail				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>1. 12 Mth Factor Amt: 923.78 * System BBP Amount: 78.00</p>				
07/15/2017 01:40:50	07/15/2017	[REDACTED]	EALOGINWM7	Ready Pay Create
<p>No 53367186 - \$ 103.00 - 07/15/2017 ORPHEUS HANLEY promo@kimberlytopia.com</p>				
07/09/2017 22:35:57	07/09/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
<p>PA SMIP Periodic Meter Read Notification</p>				
06/07/2017 22:49:44	06/07/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
<p>PA SMIP Periodic Meter Read Notification</p>				
05/15/2017 08:58:27	05/15/2017	[REDACTED]	CS General Purpose Batch	Removed Checkfree eBill Enrollment
<p>05/15/17 Dropped customer account 110078099949 from Checkfree eBill Enrollment</p>				
05/15/2017 07:01:20	05/15/2017	[REDACTED]	CS General Purpose Batch	Checkfree eBill Drop
<p>05/15/17 Checkfree eBill dropped</p>				
05/08/2017 22:49:41	05/08/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
<p>PA SMIP Periodic Meter Read Notification</p>				
04/13/2017 19:05:18	04/13/2017	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0138290828 Budget amt calculated for period ending 04/13/17 = \$ 73.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 908.69 2. Current Delta: 751.03 - 690.00 + 0.00 61.03 3. Remaining Amount: 157.66 4. Diff + Remain Amt: 61.03 + 157.66 218.69 5. New BBP Amount: 218.69 / 3 73.00 * Dollar Difference: 73.00 - 90.00 17.00 * Pct Difference: 18.89 * System BBP Amount: 73.00</p>				
04/09/2017 22:31:21	04/09/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
<p>PA SMIP Periodic Meter Read Notification</p>				
03/08/2017 22:49:03	03/08/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
<p>PA SMIP Periodic Meter Read Notification</p>				
02/14/2017 07:01:37	02/14/2017	[REDACTED]	CS General Purpose Batch	Checkfree eBill Enrollment - Paper
<p>02/14/17 Enrolled customer account [REDACTED] in Checkfree eBill with paper</p>				
02/07/2017 22:43:08	02/07/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
<p>PA SMIP Periodic Meter Read Notification</p>				
01/14/2017 17:43:39	01/14/2017	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 01/13/17 = \$ 90.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 958.91 2. Current Delta: 458.23 - 420.00 + 0.00 38.23 3. Remaining Amount: 500.68 4. Diff + Remain Amt: 38.23 + 500.68 538.91 5. New BBP Amount: 538.91 / 6 90.00 * Dollar Difference: 90.00 - 70.00 20.00 * Pct Difference: 28.57 * System BBP Amount: 90.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/10/2017 13:11:47	01/10/2017	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 49350489 - \$ 158.00 - 01/10/2017 ORPHEUS HANLEY promo@kimberlytopia.com				
01/08/2017 22:31:42	01/08/2017	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
12/06/2016 22:49:05	12/06/2016	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
11/22/2016 15:40:37	11/22/2016	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 48376469 - \$ 95.00 - 11/22/2016 ORPHEUS HANLEY promo@kimberlytopia.com				
11/06/2016 22:32:24	11/06/2016	[REDACTED]	ZEDBTCH	Periodic Meter Read Notification
PA SMIP Periodic Meter Read Notification				
10/23/2016 17:20:21	10/23/2016	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 47740264 - \$ 75.00 - 10/23/2016 ORPHEUS HANLEY promo@kimberlytopia.com				
10/12/2016 19:02:12	10/12/2016	[REDACTED]	CS General Purpose Batch	Calculation
C/A 110078099949 Contract 0138290828 Budget amt calculated for period ending 10/12/16 = \$ 70.00 Open editor for detail 1. 12 Mth Factor Amt: 835.92 2. Current Delta: 169.97 - 210.00 + 0.00 40.03- 3. Remaining Amount: 665.95 4. Diff + Remain Amt: 40.03- + 665.95 625.92 5. New BBP Amount: 625.92 / 9 70.00 * Dollar Difference: 70.00 - 70.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 70.00				
08/22/2016 14:54:39	08/22/2016	[REDACTED]	Alexandros Simotas	PUC/BPU Complaint-Written
THE PUC CLOSED 3461055 AS DUPLICATE OF ACTIVE FORMAL, C-2016-2557487...ASimotas Satisfied Not Applicable: Reason - Correspondence				
08/06/2016 11:36:10	08/06/2016	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 46125957 - \$ 20.00 - 08/06/2016 ORPHEUS HANLEY promo@kimberlytopia.com				
07/21/2016 09:28:04	07/21/2016	[REDACTED]	Amanda Caynor	General Inquiry
S/W ORPHEUS HANLEY BP FILED A COMPLAINT ABOUT SHUTTING OFF THE ELECTRIC FOR REFUSING THE SMART METER.... Docket # C-2016-2557487 ADV WILL DOCUMENT THAT. PROVIDED PA SAT RIGHTS				
07/19/2016 15:50:54	07/19/2016	[REDACTED]	Sherry Coles	Smart Meter Opposition
KIMBERLY HANLEY, WIFE, RE: 3 DAY DISCONNECT DUE TO REFUSAL OF SMART METER INSTALL. THE SMART METER REFUSAL PUC CASE 3440797, CLOSED AND DISMISSED. (A 2ND PUC COMPLAINT CASE #3459566, IS REGARDING AND IP NOT THE SMART METER.) CASE# 3440797 FOR SMART METER WAS DISMISSED BY THE PUC. CUST STATED A FRANK WOLF FROM THE PA PUC CALLED US REGARDING THIS. I DIDN'T FIND ANY DOCUMENTATION OF A CALL FROM HIM. I				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>ADV IF SHE FILED A FORMAL COMPLAINT WITH THE PUC, SHE WOULD WANT THEM TO CONTACT OUR COMPLIANCE DEPT ASAP TO INFORM OF THE FORMAL AND WE WILL RESPOND PER THEIR INSTUCTIONS. I GAVE THE PUC NUMBER, CUST CLEARLY NOT SATIS. SCOLES Customer was not satisfied. Rights provided to customer.</p>				
07/19/2016 15:32:02	07/19/2016		CS General Purpose Batch	Special Agreement Letter
07/19/2016 15:12:59	07/19/2016		Jennifer Ratliff	General Inquiry
<p>ORPHEUS HANLEY [REDACTED] vai, caling about disco notice on the acct due to smart meter refusal. States she has a dispute opened w/PUC, xfrd to smart meter advanced. per power support Satisfied Not Applicable: Reason - Call Transferred</p>				
07/19/2016 15:01:37	07/19/2016		Denise M Obst	Form Letter
<p>Printed to \WPAEP01PPIIKE121-P on 07/19/2016 at 15:05:05</p>				
07/19/2016 15:00:55	07/19/2016		Denise M Obst	General Inquiry
<p>Kimberly Hanley, wife, called because she wants to make sure her service will not be turned off 07/20/16 or later per the notice she received. She advised she had spoken to Frank Wolf at PA PUC. Reviewed with Missy Walker at Power Surge who confirmed PUC dismissed her complaint. 3440797 PUC Case 3459566 PUC Case noted as smart meter issue; then lists IP data as if it is a different issue. Case that was dismissed that Missy Walker looked at was before this. She advised she sent a formal complaint over night to the PUC to refuse the meter. Advised cannot stop disconnect; suggested she call PUC. She advised she called Frank Wolf directly; no answer. She was advised by the secretary to call 07/20/16 for the document number. Was about to advise that if PUC accepts her formal complaint, PennPower will be notified and respond per their instructions. However, she had to take another call and asked me to hold. Call dropped while I was on hold. Mailed dispute rights. Customer was not satisfied. Rights provided to customer.</p>				
07/19/2016 14:25:22	07/19/2016		Donna Swiger	General Inquiry
<p>s/w kay hanley wife vai 110078099949 wants to make sure service will not be disconnected due to refusing smart meter trans to smart meter adv Satisfied Not Applicable: Reason - Call Transferred</p>				
07/19/2016 07:28:40	07/19/2016		Jacqueline Copeland	Budget Billing Plan Simulated\Created
07/19/2016 07:28:38	07/19/2016		Jacqueline Copeland	Calculation
<p>C/A [REDACTED] Contract 0138290828 A new monthly average amount has been calculated = \$ 70.00 Open editor for detail</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>1. 12 Mth Factor Amt: 823.98 2. New Avg Mthly Amt: 823.98 x 31 / 366 70.00 * System BBP Amount: 70.00</p>				
07/19/2016 07:28:32	07/19/2016	[REDACTED]	Jacqueline Copeland	PA PUC Plan - IP
07/19/2016 07:27:56	07/19/2016	[REDACTED]	Jacqueline Copeland	PUC/BPU Complaint-Written
<p>PUC #3459566 DECISION 07/18/16 - LEVEL 1, BB 70.00 + 15.00 = 85.00 BEGINNING SEPTEMBER 2016. WAIVE LPCS.</p>				
07/19/2016 06:11:47	07/19/2016	[REDACTED]	Denise McDevitt	ALERT! Sensitive Account
<p>Per compliance-we have to hold account for 20 days dkm Satisfied Not Applicable: Reason - Manual work</p>				
07/18/2016 12:03:51	07/18/2016	[REDACTED]	Jacqueline Copeland	PUC/BPU Complaint-Written
<p>Informal commission complaint received 07/18/16 / 3459566 / on par / J Copeland</p>				
07/18/2016 10:20:14	07/18/2016	[REDACTED]	C30038	General Inquiry
<p>SW ORPHEUS HANLEY open bal: 100.00 pd bal: 52.91 Cust claims has disc notice for 07/20/2016, adv no disc on account, cust says is a 3-day shutoff notice for refusing smartmeter, says has PUC case#3459566 pending and that she cannot be shutoff right now, adv need to check with my supervisor about that. Per supervisor this is not a credit/colection issue this is about her smartmeter, xfer to cs Customer was satisfied.</p>				
07/18/2016 09:36:29	07/18/2016	[REDACTED]	Jennifer Elkins	General Inquiry
<p>Orpheus hanley verified 110078099949 needs assist with bill Satisfied Not Applicable: Reason - Call Transferred</p>				
07/15/2016 15:39:56	07/15/2016	[REDACTED]	Nyree Myers	Smart Meter Refusal - Health Threat
<p>Smart Meter Refusal (SMR) Process Contact via CRM Smart Meter Installed? = Existing refusal flag? = Open smart meter exchange order = Is the customer satisfied with the outcome of the meter inquiry? =N Is the customer refusing install? =Y Refusal reason? =2-Health Threat Smart meter installed today? = s/w Kimberly Hanley- still refusing smart meter. adv she has gotten a shut off notice. if she continues to refuse the smart meter, she may be disconnected. Provided rights. states she doesn't want it because its a 2B carcinogen by WHO. explained no more dangerous than a cellphone or wireless device. also afraid of privacy issue. explained not able to see exactly what shes doing. no different than a meter reader sitting outside of her home and just reading her meter. will call back to get model number. not sat nmyers Created By: Myers,Nyree D</p>				
07/15/2016 15:04:21	07/15/2016	[REDACTED]	Suzanna J Delovich	General Inquiry
<p>s/w Kimberly Hanley, [REDACTED] wife, vai. states she's being harrassed by us to get smart meter & doesn't want it</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				installed until of 2025, still refusing - xfer to adv. smart meter dept. Satisfied Not Applicable: Reason - Call Transferred
07/15/2016 12:59:38	07/15/2016		Yvonne L Brawley	General Inquiry
				meter tech taped 3 day notice to door with disc date notice of 7/20/16, no one was home yb Satisfied Not Applicable: Reason - Manual work
07/14/2016 15:08:28	07/14/2016		Denise McDevitt	Disconnection Notice - PA Residential
				TRANSFER TO PA SMART METER ADVANCED-PA SMART METER REFUSAL PROCESS-ISSUED 3 DAY SHUT OFF NOTICE. ACCOUNT WILL BE NOTED AS SOON AS METER SERVICES DELIVER NOTICE DKM Satisfied Not Applicable: Reason - Manual work
07/14/2016 15:07:21	07/14/2016		Denise McDevitt	Meter-Other
				3 DAY DISCONNECTION NOTICE ISSUED. SMART METER REFUSAL DKM
07/14/2016 14:58:39	07/14/2016		EAILOGINWM7	Ready Pay Create
				No 45650081 - \$ 49.49 - 07/14/2016 ORPHEUS HANLEY promo@kimberlytopia.com
07/14/2016 11:53:11	07/14/2016		Denise McDevitt	General Inquiry
				7/14/2016-caller is not reachable-sending 3 day notice to meter services dkm Satisfied Not Applicable: Reason - Manual work
07/13/2016 12:47:24	07/13/2016		Yvonne L Brawley	General Inquiry
				per meter tech, Mrs refused smart meter install, says wants to wait til 2025 yb Satisfied Not Applicable: Reason - Manual work
07/05/2016 16:06:03	07/05/2016		Denise McDevitt	Installation Changed
				Removed Smart Meter Refusal Flag dkm
06/30/2016 13:34:09	06/30/2016		Alison Walker	PUC/BPU Complaint-Written
				PUC case# 3440797 closed-awalker
05/27/2016 14:20:32	05/27/2016		EAILOGINWM7	Ready Pay Create
				No 44700673 - \$ 100.00 - 05/27/2016 ORPHEUS HANLEY promo@kimberlytopia.com
05/18/2016 17:33:28	05/18/2016		Cynthia L Salata	Smart Meter Refusal - Health Threat
				Smart Meter Refusal (SMR) Process Contact via CRM Smart Meter Installed? = Existing refusal flag? =X Open smart meter exchange order = Is the customer satisfied with the outcome of the meter inquiry? =N Is the customer refusing install? =Y Refusal reason? =2-Health Threat Smart meter installed today? = /w Orpheus Hanley - filed puc complaint - and is now faxing letter stating filed a complaint with the puc

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Salata ,Cynthia L				
05/18/2016 17:24:20	05/18/2016	[REDACTED]	Stephanie D Larrick	General Inquiry
<p>[REDACTED] ORPHEUS HANLEY, verf info, adv she has letter to send in about not wanting smart meter. transferred to smart meter adv. sseltzer</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
05/18/2016 17:22:13	05/18/2016	[REDACTED]	C30032	General Inquiry/Other
<p>sp w orpheus hanley she explained to me everything going on with PUC and smart meter being refused BP wanted a fax num to send a letter to i dont have one i adv cs may have it ...</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
05/17/2016 14:21:48	05/17/2016	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written
5/17/216 - PUC case# 3440797, PAR - awalker				
05/17/2016 11:01:55	05/17/2016	[REDACTED]	Kelsi M Tomassacci	Dereg General Inquiry
<p>Spoke w. MRS. HANLEY (declined to give me her first name) is disputing a smart meter. states that she knows of people that have had health issues because of it, adv we have not had any reports to it. she has a shut off notice because of the denying the smart meter adv her rights.</p> <p>provided w. PUC#. not sat ktomassacci.</p> <p>Customer was not satisfied. Rights provided to customer.</p>				
05/17/2016 10:57:44	05/17/2016	[REDACTED]	EGS-Kensev A Slater	General Inquiry/Other
<p>SW : Mrs. Hanley</p> <p>disputing a smart meter being put in</p> <p>cx doesnt want meter</p> <p>transferred to cust serv</p> <p>cx satisfied w/ call</p>				
05/16/2016 08:16:41	05/16/2016	[REDACTED]	Denise McDevitt	Disconnection Notice - PA Residential
<p>TRANSFER TO PA SMART METER ADVANCED. PA SMART METER REFUSAL PROCESS-ISSUED 3 DAY SHUT OFF NOTICE. ACCOUNT WILL BE NOTIED AS SOON AS NOTICE IS DELIVERED BY METER DEPARTMENT DKM</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
05/16/2016 08:15:50	05/16/2016	[REDACTED]	Denise McDevitt	Meter-Other
3 day disconnection notice issued. Smart meter refusal dkm				
05/13/2016 09:08:26	05/13/2016	[REDACTED]	Denise McDevitt	General Inquiry
<p>TRANSFER TO PA SMART METER-ATTEMPTED TO CALL-BOTH NUMBERS DISC-THIS IS REGARDING 3 DAY S/O NOTICE THAT WILL BE DELIVERED NEXT WEEK DKM</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
05/12/2016 13:00:00	05/12/2016	[REDACTED]	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				

