

-----  
 Natasha Nicholson, |  
                   v. |     Docket No.:  
 FirstEnergy Pennsylvania |   C-2024-3052298  
 Electric Company |  
                           |  
 Initial Call-In |  
Telephonic Hearing

Pages 1 - 44

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

Thursday, March 20, 2025  
 Commencing at 10:00 a.m.

INDEX TO EXHIBITS

Docket No. C-2024-3052298

Hearing Date: March 20, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
West Penn Exhibit 1	20	38
Customer Verification		
West Penn Exhibit 2	21	38

Customer Contacts

West Penn Exhibit 3 23 38

Statement of Account

West Penn Exhibit 4 26 38

Payment History

West Penn Exhibit 5 28 38

PAR History

West Penn Exhibit 6 30 38

BCS Decision 3944827

West Penn Exhibit 7 31 38

BCS Decision 3981032

West Penn Exhibit 8 32 38

BCS Decision 4020829

West Penn Exhibit 9 33 38

Financial Summary 4/25/24

West Penn Exhibit 10 34 38

2025 Federal Poverty

Guideline

West Penn Exhibit 11 36 38

## Collection History

**Docket No. C-2024-3052298**

**Natasha Nicholson v. FirstEnergy Pennsylvania Electric Company**

**The Hon. Mark A. Hoyer**

**Hearing: Thursday, March 20, 2025; 10:00 a.m.**

**Call-in Hearing No.: 866.566.0651; PIN: 59956427**

**PROPOSED HEARING EXHIBITS OF FE PA (WPP RATE DISTRICT)**

1. Customer Verification
2. Customer Contacts
3. Statement of Account
4. Payment History
5. PAR History
6. BCS Decision No. 3944827, closed 9/26/23 (Level 2 PAR)
7. BCS Decision No. 3981032, closed 7/24/24 (§ 1403-CII invalid)
8. BCS Decision No. 4020829, closed 10/22/24 (§ 1405d)
9. Financial Summary, dated 4/25/24
10. 2025 Federal Poverty Guideline
11. Collection History



Customer/Verification

Partner: NATASHA S NICHOLSON / [REDACTED] ⓘ  
Cust Contact: Richard Nicholson  
Password:  
Prem Phone: (724)570-5684 BP Phone: (724)570-5684  
Acct Nbr: ⓘ [REDACTED] Nbr Accts: 2  
Acct Name:  
Email Addr: ⓘ natashanicholson66@yahoo.com  
Web User: RHNNSN

Service Address  
103 MEDSGER RD  
CONNELLSVILLE PA 15425

Mailing Address  
103 MEDSGER RD  
CONNELLSVILLE PA 15425

Account Details

Acct Class: Residential  
Rate: WP-RS10F  
Risk: 9999-HighRisk  
Inv Prt Out:  
Sched MR Date: 12/27/2024

Service Details

■ Dist Contract: ⓘ 21074618 ⓘ  
Move-In Dt: 08/22/2014  
Disc Status:  
Dis: Doc Dt:  
■ Supplier: West Penn Power - Supply



Acct Status: ACTV  
Pay Terms: 20DY  
Dun Lock:  
Avg Mo Bill: Calculate  
Sched Bill Date: 12/30/2024

FE PTC: 0.08782500  
Move-Out Dt:

Type: Ran: ⓘ 21074619 ⓘ

Alerts

**\*\*MORATORIUM PROTECTED\*\***  
**PENDING PUC DECISION**

Payment and Reg Pgms

**\*\*Equal Pay Plan(Anniv Mo-MAR)\*\***  
**\*\*INSTALL PLAN\*\***  
**\*\*eBill\*\***  
**\*\*Warm Completed - 07/12/2023\*\***

Technical Data

Premise(s): ⓘ [REDACTED] ⓘ HOUSE  
○○○ 5001874455 KWH ⓘ  
Bill Certified/RCD

Customer: NATASHA S NICHOLSON / [REDACTED]  
 Contract Acct: [REDACTED]  
 Service Address: 103 MEDSGER RD, CONNELLSVILLE PA 15425

Created On: 02/28/2025  
 Date Range: 02/28/2020 to 02/28/2025

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
11/26/9999 15:10:34	11/26/2024	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
PA PUC Formal Complaint Docket No. C-2024-3052298 (lower PAR) received.				
02/26/2025 18:35:22	02/26/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 02/25/25 = \$ 406.00 Open editor for detail  1. 12 Mth Factor Amt: 4926.46 * System BBP Amount: 406.00				
11/26/2024 18:29:47	11/26/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 11/25/24 = \$ 1.00 Open editor for detail  1. 12 Mth Factor Amt: 4848.34 2. Current Delta: 2742.60 - 4920.00 + 0.00 2177.40- 3. Remaining Amount: 2105.74 4. Diff + Remain Amt: 2177.40- + 2105.74 71.66- 5. New BBP Amount: 71.66- / 88 x 30.4 1.00 * Dollar Difference: 1.00 - 318.00 317.00 * Pct Difference: 99.69 * System BBP Amount: 1.00				
11/26/2024 12:43:47	11/26/2024	[REDACTED]	Latasha Austin	PUC/BPU Complaint-Written
Per vm from PUC Secretary Bureau, processed Formal Complaint Docket No. C-2024-3052298				
11/26/2024 10:04:00	11/26/2024	[REDACTED]	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
11/16/2024 20:14:51	11/16/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/31/2024 22:25:24	10/30/2024	[REDACTED]	BATCH	Security Deposit Created
Security Deposit warning process: \$ 856.00 deposit billed on 10/31/24				
10/30/2024 10:34:50	10/30/2024	[REDACTED]	Jeremy Smallwooc	PUC/BPU Complaint-Written
PUC case# 4020829 DISMISSAL LETTER ISSUED: CUSTOMER FAILED TO PROVIDE ADEQUATE EVIDENCE TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D)				
09/26/2024 05:01:15	09/26/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Receipt				
09/25/2024 10:35:51	09/25/2024	[REDACTED]	Barbara Lafontaine	PUC/BPU Complaint-Written
PUC case# 4020829 received on 09/25/24 regarding a CII – change in income request.				
09/24/2024 18:08:00	09/24/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
09/24/2024 06:03:44	09/24/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
09/23/2024 10:07:00	09/23/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
09/14/2024 21:29:33	09/14/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
09/11/2024 05:43:56	09/11/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_NO_VOICE Invalid or no response from Customer.				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/11/2024 00:36:20	09/11/2024	[REDACTED]	EAILOGINWM6	Lights-None
Played_POWERONDESC_CustomerMessage 09 We are aware of your outage and we are investigating the cause. ERT: 9/11/2024 2:00:00 AM				
08/26/2024 18:34:43	08/26/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 08/25/24 = \$ 318.00 Open editor for detail  1. 12 Mth Factor Amt: 5839.63 2. Current Delta: 1692.04 - 3966.00 + 0.00 2273.96- 3. Remaining Amount: 4147.59 4. Diff + Remain Amt: 2273.96- + 4147.59 1873.63 5. New BBP Amount: 1873.63 / 179 x 30.4 318.00 * Dollar Difference: 318.00 - 661.00 343.00 * Pct Difference: 51.89 * System BBP Amount: 318.00				
08/24/2024 20:17:12	08/24/2024	[REDACTED]	CS General Purpose Batch	Security Deposit Review
Security Deposit Warning Process. Letter sent 08/26/2024				
08/22/2024 10:33:34	08/22/2024	[REDACTED]	Aleisha Holbrook	PUC/BPU Complaint-Written
PUC CASE 3981032 DISMISSAL LETTER ISSUED: ACCORDING TO PUC RECORDS, THE CUSTOMER REPORTED INCOME FOR BCS# 3944827 WAS \$3,706.00 FOR 2 PEOPLE (WHICH EXCEEDS 200% OF THE FEDERAL POVERTY INCOME GUIDELINES), CUSTOMER REPORTED INCOME FOR BCS# 3832421 WAS \$3,398.00 FOR 2 PEOPLE (WHICH EXCEEDS 200% OF THE FEDERAL POVERTY INCOME GUIDELINES), WHICH IS AN 8% DECREASE IN INCOME. THE INCOME PRESENTED INDICATES THE CUSTOMER DOES NOT QUALIFY FOR A NEW PAYMENT ARRANGEMENT DUE TO A CHANGE IN INCOME AS IT WAS NOT A 20% DECREASE. CASE DISMISSED IN ACCORDANCE WITH § 1403.				
06/04/2024 00:30:59	06/04/2024	[REDACTED]	EAILOGINWM7	Application Expired
[REDACTED] Customer did not complete WARM application, and it has now expired/canceled. If the customer wishes to enroll, they must complete a new application.				
06/04/2024 00:30:59	06/04/2024	[REDACTED]	EAILOGINWM7	Application Expired
[REDACTED] Customer did not complete PCAP WARM application, and it has now expired/canceled. If the customer wishes to enroll, they must complete a new application				
05/25/2024 18:41:52	05/25/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 05/23/24 = \$ 661.00 Open editor for detail  1. 12 Mth Factor Amt: 8015.21 2. Current Delta: 1231.55 - 1983.00 + 0.00 751.45- 3. Remaining Amount: 6783.66 4. Diff + Remain Amt: 751.45- + 6783.66 6032.21 5. New BBP Amount: 6032.21 / 274 x 30.4 669.00				



### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/22/2024 10:09:00	04/22/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/13/2024 20:16:56	04/13/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
04/12/2024 08:00:02	04/12/2024	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/12/2024   Payment Time: 08:00:01 Payment Amount: 225.68   Payment Type: Credit Vendor ID: CT   Receipt Number: 29048892041224				
03/25/2024 14:25:30	03/25/2024	[REDACTED]	Darcy Parks	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Darcy Parks Payment Options provided: Offered - Pay Acct Balance of: \$7406.70 Offered - Pay Past Due Amt of \$5381.62 ***** PA Final Wrap-up Customer was satisfied. s/w NATASHA S NICHOLSON, inquiring about reenrolling in PCAP, advised will have to contact their office. Provided their phone number. Advised no active term at this time. Stated will start to pay 500.00 every week starting Friday				
03/25/2024 13:24:44	03/25/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
03/25/2024 13:20:00	03/25/2024	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/25/2024 03:07:19	03/25/2024	[REDACTED]	EAILOGINWM7	Incomplete PCAP WARM Application
[REDACTED] PCAP WARM Application started. Email sent to customer to complete application.				
03/15/2024 03:07:28	03/15/2024	[REDACTED]	EAILOGINWM7	Incomplete PCAP WARM Application
[REDACTED] PCAP WARM Application started. Email sent to customer to complete application.				
03/05/2024 14:28:28	03/05/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
02/27/2024 10:18:00	02/27/2024	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/24/2024 18:44:24	02/24/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 02/22/24 = \$ 661.00 Open editor for detail  1. 12 Mth Factor Amt: 7909.04 * System BBP Amount: 661.00				
02/22/2024 13:10:53	02/22/2024	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH				
02/12/2024 22:15:24	02/12/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/07/2024 07:43:42	02/07/2024	[REDACTED]	Zachary Nicholas	EML-Retracted from Collection Email Communication
Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.				
12/08/2023 13:03:04	12/08/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 12/08/2023   Payment Time: 13:03:04 Payment Amount: 90.14   Payment Type: Credit Vendor ID: CT   Receipt Number: 26268906120823				
11/27/2023 18:44:09	11/27/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED]				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Budget amt calculated for period ending 11/26/23 = \$ 1094.00 Open editor for detail  1. 12 Mth Factor Amt: 7362.17 2. Current Delta: 5803.30 - 4086.00 + 0.00 1717.30 3. Remaining Amount: 1558.87 4. Diff + Remain Amt: 1717.30 + 1558.87 3276.17 5. New BBP Amount: 3276.17 / 91 x 30.4 1094.00 * Dollar Difference: 1094.00 - 678.00 416.00 * Pct Difference: 61.36 * System BBP Amount: 1094.00				
11/27/2023 05:54:46	11/27/2023		CS General Purpose Batch	EML-Initial Collection Email Communication
This account is part of a Rev Ops digital collection email initiative. Follow normal state specific negotiation process for residentia customers. These emails are not part of the dunning process and do not include standard dunning language.				
11/24/2023 09:40:50	11/24/2023		B2BEALOGIN	Real Time Payment Pending
Payment Date: 11/24/2023   Payment Time: 09:40:50 Payment Amount: 130.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 25944433112423				
10/04/2023 15:42:07	10/04/2023		Stacey Harman	PA PUC Plan - IP
10/04/2023 15:40:51	10/04/2023		Stacey Harman	PUC/BPU Complaint-Written
PUC case 3944827 decision BB + \$61.00 beginning November 2023 bill.				
10/01/2023 10:42:31	10/01/2023		B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/01/2023   Payment Time: 10:42:29 Payment Amount: 516.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 24734203100123				
09/29/2023 08:28:33	09/29/2023		Deven Williams	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Deven Williams Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$4573.00 Offered - Pay Disconnection Amt of: \$1814.08 Offered - Pay Past Due Amt of \$1032.00 Offered - Pay Catch-up Amt of: \$516.00 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
went over options to stop disconnection customer stated will make \$300.00 payment sept 29 2023 and \$216.00 before 8am oct2 2023				
09/29/2023 08:28:33	09/29/2023		Deven Williams	Financial Summary Review
Spoke with: NATASHA S NICHOLSON Created By: Deven Williams FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/28/2023 18:00:46	09/28/2023		Shawntel Bowden	General Inquiry
sw NATASHA S NICHOLSON calling for checking if we were sent ip from puc yet I adv no. I see you are scheduled for termination on or after 10/02/2023 for \$1814.08.received email from puc 739.00 in email says in email on ip.. Customer was satisfied.				
09/28/2023 17:44:51	09/28/2023		INTV IVR	Account Balance Inquiry
IVR_BillAnI) FACTR_CT=4 ARREARS_MSG = "Y" IP_MSG = "Y" BDGT_ CHG = Q 324.00 > 0 = Y USE_CHG = BILL_FACTOR_KW > ) N -944 FACTR_PL=4				
09/28/2023 17:42:59	09/28/2023		INTV IVR	Account Balance Inquiry
09/26/2023 16:04:48	09/26/2023		Megan Wilson	General Inquiry
sw NATASHA S NICHOLSON stated she called puc concerning shut off and stated she'd have her first pymt in nov for ip and was confused on what they were meaning, I explained that since an ip isn't already set up that when they set up the ip then it would just reflect with her pymt due in nov and her bill should be sent out at the end of oct. Customer was satisfied.				
09/26/2023 15:36:19	09/26/2023		Julia Smith	General Inquiry
sw NATASHA S NICHOLSON / vai has puc questions xfer credit Satisfied Not Applicable: Reason - Call Transferred				
09/26/2023 11:16:48	09/26/2023		Stacey Harman	PUC/BPU Complaint-Written
PUC case 3944827 received regarding Par.				
09/26/2023 09:11:40	09/26/2023		Sonia Hale	Financial Summary Review
Spoke with: NATASHA S NICHOLSON Created By: Sonia L Hale FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/26/2023 09:11:40	09/26/2023		Sonia Hale	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Sonia L Hale Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided:				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Offered - Pay Acct Balance of: \$3877.53                      Offered - Pay Disconnection Amt of: \$1814.08                      Offered - Pay Past Due Amt of \$1032.00                      Offered - Pay Catch-up Amt of: \$516.00                      *****                      PA Final Wrap-up                      Considered 4 factors: Yes                      Customer was satisfied.                      SW NATASHA S NICHOLSON checking on disconnect date</p>				
09/25/2023 17:38:08	09/25/2023	[REDACTED]	Lindsey Lowe	Negotiation Tool - Service On
<p>Spoke with: NATASHA S NICHOLSON                      Created By: Lindsey Lowe                      Financial Summary Option Used.                      FS Reviewed Only - No Changes needed, existing FS in last 90 days.                      *****                      Human Services Options used.                      Provided PCAP and Other Assistance Information.                      ref DEF                      *****                      *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: \$3877.53                      Offered - Pay Disconnection Amt of: \$1814.08                      Offered - Pay Past Due Amt of \$1032.00                      Offered - Pay Catch-up Amt of: \$516.00                      *****                      PA Final Wrap-up                      Considered 4 factors: Yes                      Customer was satisfied.                      calling about the disconn. notice on the acct--adv all options available</p>				
09/25/2023 17:38:08	09/25/2023	[REDACTED]	Lindsey Lowe	Financial Summary Review
<p>Spoke with: NATASHA S NICHOLSON                      Created By: Lindsey Lowe                      FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
09/21/2023 09:16:20	09/21/2023	[REDACTED]	Jubeda P Arafat	Utility Report Issued
<p>Spoke with: NATASHA S NICHOLSON                      Created By: Jubeda Arafat                      Dispute Rights Dunning lock created - Lock date: 10/01/2023                      Company Position:                      OFFERED ALL OPTIONS TO STOP DISCONNECTION                      Customer Position:                      CUST COULDNT SATIFY OPTION TO STOP TERM</p>				
09/21/2023 09:13:07	09/21/2023	[REDACTED]	Jubeda P Arafat	Disconnection Phone Attempt - Successful
09/21/2023 09:12:52	09/21/2023	[REDACTED]	Jubeda P Arafat	Negotiation Tool - Service On
<p>Spoke with: NATASHA S NICHOLSON</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Created By: Jubeda Arafat                      Financial Summary Option Used.                      FS Reviewed Only - No Changes needed, existing FS in last 90 days.                      *****                      Human Services Options used.                      Provided PCAP and Other Assistance Information.                      *****                      *PA Disconnection Notice (Service On):*                      Does medical condition exist?: No                      Willing to provide income for PCAP/Agency Asst: Yes                      *****                      Payment Options provided:                      Offered - Pay Acct Balance of: \$3877.53                      Offered - Pay Disconnection Amt of: \$1814.08                      Offered - Pay Past Due Amt of \$1032.00                      Offered - Pay Catch-up Amt of: \$516.00                      *****                      Dispute Rights Issued Option Used.                      *****                      PA Final Wrap-up                      Considered 4 factors: Yes</p>				
09/21/2023 09:12:52	09/21/2023		Jubeda P Arafat	Financial Summary Review
<p>Spoke with: NATASHA S NICHOLSON                      Created By: Jubeda Arafat                      FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
09/21/2023 09:11:45	09/21/2023		Jubeda P Arafat	Personal Data Changed
<p>Old BP Phone:                      New BP Phone:(724)570-5684                      Created By: Jubeda Arafat</p>				
09/16/2023 20:16:09	09/16/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
09/08/2023 17:37:32	09/08/2023		Corima Pagan	Financial Summary Review
<p>Spoke with: NATASHA S NICHOLSON                      Created By: Corima Pagan                      BP Fed and Reg Inc Levels updated.                      Low income letter will be sent.</p>				
09/08/2023 17:34:43	09/08/2023		Corima Pagan	Negotiation Tool - Service On
<p>Spoke with: NATASHA S NICHOLSON                      Created By: Corima Pagan                      Payment Options provided:                      Offered - Pay Acct Balance of: \$3877.53                      Offered - Pay Past Due Amt of \$516.00                      *****                      Financial Summary Option Used.                      BP Fed and Reg Inc Levels updated.                      Low income letter will be sent.                      *****                      PA Final Wrap-up                      Customer was satisfied.                      s/w NATASHA S NICHOLSON cust wanted to swt up ip for p&amp;st due balance adv eligible for ip reset, cust declined cant pay dp, ip reset</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
offered recc \$516 minimum \$387,adv next shut off would be sent out on or after 9/18/2023 cust states can pay past due balance by then, adv current charges of \$516 due 9/19/2023 adv if cant make payment by then to give a call so we can set up ip reset or check other options																				
09/07/2023 15:12:37	09/07/2023	[REDACTED]	Ashley Wilkins	General Inquiry																
NATASHA S NICHOLSON / [REDACTED] past due/ inq about options xfer to credit Satisfied Not Applicable: Reason - Call Transferred																				
09/07/2023 14:20:48	09/07/2023	[REDACTED]	INTV IVR	Account Balance Inquiry																
08/31/2023 08:28:20	08/31/2023	[REDACTED]	Megan Wilson	Negotiation Tool - Service On																
Spoke with: NATASHA S NICHOLSON Created By: Megan Wilson PA Final Wrap-up Customer was satisfied. sw NATASHA S NICHOLSON wanted to know if there was an active shut off on acct, adv of no active shut off. can make pymt on 9/5 to catch up																				
08/31/2023 08:20:24	08/31/2023	[REDACTED]	EAILOGINWM7	Paperless Bill Enrollment																
Stuart Price - Paperless Added on Account [REDACTED]																				
08/31/2023 08:19:20	08/31/2023	[REDACTED]	Stuart Price	General Inquiry/Other																
NATASHA S NICHOLSON / [REDACTED] -VAI-Inq options-PA past due- xfered to credit Satisfied Not Applicable: Reason - Call Transferred																				
08/31/2023 08:10:16	08/31/2023	[REDACTED]	INTV IVR	Account Balance Inquiry																
08/31/2023 08:07:21	08/31/2023	[REDACTED]	INTV IVR	IVR eBill Offer - Decline																
Customer declined eBill enrollment.																				
08/31/2023 08:07:21	08/31/2023	[REDACTED]	INTV IVR	Account Balance Inquiry																
08/28/2023 18:53:02	08/28/2023	[REDACTED]	CS General Purpose Batch	Calculation																
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 08/27/23 = \$ 678.00 Open editor for detail  <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">6112.56</td> </tr> <tr> <td>2. Current Delta: 3761.45 - 2052.00 + 0.00</td> <td style="text-align: right;">1709.45</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">2351.11</td> </tr> <tr> <td>4. Diff + Remain Amt: 1709.45 + 2351.11</td> <td style="text-align: right;">4060.56</td> </tr> <tr> <td>5. New BBP Amount: 4060.56 / 182 x 30.4</td> <td style="text-align: right;">678.00</td> </tr> <tr> <td>* Dollar Difference: 678.00 - 354.00</td> <td style="text-align: right;">324.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">91.53</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">678.00</td> </tr> </table>					1. 12 Mth Factor Amt:	6112.56	2. Current Delta: 3761.45 - 2052.00 + 0.00	1709.45	3. Remaining Amount:	2351.11	4. Diff + Remain Amt: 1709.45 + 2351.11	4060.56	5. New BBP Amount: 4060.56 / 182 x 30.4	678.00	* Dollar Difference: 678.00 - 354.00	324.00	* Pct Difference:	91.53	* System BBP Amount:	678.00
1. 12 Mth Factor Amt:	6112.56																			
2. Current Delta: 3761.45 - 2052.00 + 0.00	1709.45																			
3. Remaining Amount:	2351.11																			
4. Diff + Remain Amt: 1709.45 + 2351.11	4060.56																			
5. New BBP Amount: 4060.56 / 182 x 30.4	678.00																			
* Dollar Difference: 678.00 - 354.00	324.00																			
* Pct Difference:	91.53																			
* System BBP Amount:	678.00																			
08/28/2023 10:11:00	08/28/2023	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed																
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed																				
08/24/2023 08:29:30	08/24/2023	[REDACTED]	CS General Purpose Batch	Energy Savings Program Completed																
08/02/2023 08:02:44	08/02/2023	[REDACTED]	CS General Purpose Batch	EML-Retracted from Collection Email Communication																
Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.																				
07/29/2023 22:25:08	07/29/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending																
Payment Date: 07/29/2023   Payment Time: 22:25:07 Payment Amount: 50.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 23345271072923																				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/29/2023 15:27:49	07/29/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/29/2023   Payment Time: 15:27:49 Payment Amount: 100.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 23343262072923				
07/28/2023 13:34:14	07/28/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/28/2023   Payment Time: 13:34:11 Payment Amount: 100.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 23332466072823				
07/25/2023 14:35:36	07/25/2023	[REDACTED]	Brandon Hines	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Brandon Hines Payment Options provided: Offered - Pay Acct Balance of: \$2348.33 Offered - Pay Past Due Amt of \$250.00 ***** PA Final Wrap-up Customer was satisfied. cust will pay the past due this Saturday				
07/25/2023 14:07:05	07/25/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
07/25/2023 14:07:05	07/25/2023	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
07/25/2023 10:08:00	07/25/2023	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/25/2023 05:37:55	07/25/2023	[REDACTED]	CS General Purpose Batch	EML-Initial Collection Email Communication
This account is part of a Rev Ops digital collection email initiative. Follow normal state specific negotiation process for residential customers. These emails are not part of the dunning process and do not include standard dunning language.				
07/21/2023 11:14:17	07/21/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/21/2023   Payment Time: 11:14:17 Payment Amount: 250.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 23181767072123				
07/21/2023 10:43:20	07/21/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/21/2023   Payment Time: 10:43:19 Payment Amount: 16.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 23181122072123				
07/01/2023 01:20:47	07/01/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/01/2023   Payment Time: 01:20:47 Payment Amount: 60.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22752725070123				
06/27/2023 10:05:00	06/27/2023	[REDACTED]	CS General Purpose Batch	Phone busy
Phone attempt 03 - Busy				
06/27/2023 08:26:43	06/27/2023	[REDACTED]	Tina Woodring	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Tina Woodring Offered - Pay Past Due Amt of \$60.00 ***** PA Final Wrap-up Customer was satisfied.				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
-calling to let us know that she can pay the past due balance this Friday / Saturday. -adv customer I would make note.				
06/26/2023 10:31:12	06/26/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/26/2023   Payment Time: 10:31:12 Payment Amount: 100.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22620844062623				
06/25/2023 10:27:47	06/25/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/25/2023   Payment Time: 10:27:47 Payment Amount: 40.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22612846062523				
06/23/2023 11:07:30	06/23/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/23/2023   Payment Time: 11:07:30 Payment Amount: 187.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22596775062323				
06/22/2023 10:18:29	06/22/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/22/2023   Payment Time: 10:18:29 Payment Amount: 60.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22566070062223				
05/30/2023 11:46:37	05/30/2023	[REDACTED]	Trisha Eddy	General Inquiry
VAI - S/W - NATASHA S NICHOLSON / [REDACTED] adv account is current and 492.00 due 6/20 Customer was satisfied.				
05/30/2023 04:29:37	05/30/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/30/2023   Payment Time: 04:29:36 Payment Amount: 92.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22036110053023				
05/28/2023 21:24:47	05/28/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/28/2023   Payment Time: 21:24:47 Payment Amount: 135.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22030316052823				
05/27/2023 04:11:17	05/27/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/27/2023   Payment Time: 04:11:17 Payment Amount: 40.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22021790052723				
05/26/2023 11:14:37	05/26/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/26/2023   Payment Time: 11:14:37 Payment Amount: 225.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22013511052623				
05/25/2023 18:46:28	05/25/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 05/24/23 = \$ 354.00 Open editor for detail  1. 12 Mth Factor Amt: 4194.54 2. Current Delta: 1125.38 - 990.00 + 0.00 135.38 3. Remaining Amount: 3069.16 4. Diff + Remain Amt: 135.38 + 3069.16 3204.54 5. New BBP Amount: 3204.54 / 275 x 30.4 354.00 * Dollar Difference: 354.00 - 330.00 24.00				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* Pct Difference: 7.27 * System BBP Amount: 354.00				
05/25/2023 10:12:00	05/25/2023	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/20/2023 22:46:43	05/20/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/20/2023   Payment Time: 22:46:43 Payment Amount: 45.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 21883977052023				
05/17/2023 13:41:41	05/17/2023	[REDACTED]	Margaret Tano	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Margaret T Tano PA Final Wrap-up Customer was satisfied. cust intents to pay \$492 on 05/23/2023 adv of LPCs				
05/17/2023 13:21:31	05/17/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
IVR_BillAnI) FACTR_CT=3 IP_MSG = "Y" USE_CHG = BILL_FACTOR_K W > 0 N -1543 TEMP_CHG = BILL_FACTOR_TEMP > 0 Y 1 FACTR_PL =2				
05/17/2023 13:19:23	05/17/2023	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
05/17/2023 13:19:23	05/17/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
03/29/2023 09:21:53	03/29/2023	[REDACTED]	Joseph Galan	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Joseph Galan Payment Options provided: Offered - Pay Acct Balance of: \$2142.42 ***** PA Final Wrap-up Customer was satisfied. s/w NATASHA S NICHOLSON wanted to confirm IP was set up.				
03/29/2023 07:35:07	03/29/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 03/29/2023   Payment Time: 07:35:06 Payment Amount: 20.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 20761457032923				
03/28/2023 14:07:53	03/28/2023	[REDACTED]	Michael D Brown	General Inquiry
Customer was satisfied. ip plan inq				
03/28/2023 13:33:52	03/28/2023	[REDACTED]	Taron Sailor	Installment Plan Created
Repay Pln: PA00   Instlm: \$ 163.00   Instlm: # 012				
03/28/2023 13:32:36	03/28/2023	[REDACTED]	Taron Sailor	Financial Summary Review
Spoke with: NATASHA S NICHOLSON Created By: Taron L Sailor BP Refused FS				
03/28/2023 13:32:12	03/28/2023	[REDACTED]	Taron Sailor	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Taron L Sailor Payment Options provided: Offered - Pay Acct Balance of: \$2162.42				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Past Due Amt of \$1636.08 ***** Financial Summary Option Used. BP Refused FS ***** Installment Plan Option used - Level L - PA IP #1 with budgetamt of \$330.00 No downpayment requested Estimated Mo Amt: 163.00 for 12 months Script Read: Yes, customer understands terms With this plan, the balance will be divided up over the next 12 months, adding an estimated \$163.00 to your regular monthly bill. ***** PA Final Wrap-up Customer was satisfied.				
03/27/2023 10:11:00	03/27/2023	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/25/2023 18:37:48	02/25/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 02/23/23 = \$ 330.00 Open editor for detail  1. 12 Mth Factor Amt: 3970.08 * System BBP Amount: 330.00				
02/23/2023 10:07:00	02/23/2023	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/17/2023 14:48:55	02/17/2023	[REDACTED]	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
02/17/2023 09:22:50	02/17/2023	[REDACTED]	Grace A Pleasants	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Grace A Pleasants Payment Options provided: Offered - Pay Acct Balance of: \$1117.11 Offered - Pay Past Due Amt of \$1022.00 ***** PA Final Wrap-up Customer was satisfied. ref to DEF, LIHEAP, adv cust if agencies cannot assist we can offer IP Cust will reach out to agencies and call back if IP is needed				
02/13/2023 22:21:55	02/13/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/03/2023 18:00:10	02/03/2023	[REDACTED]	CS General Purpose Batch	Promise To Pay
Promise 200000257487 was broken.				
01/31/2023 21:38:14	01/31/2023	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.				
01/25/2023 14:18:56	01/25/2023	[REDACTED]	Brittany Frankenberry	Provide Program Information
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 19:49:19	01/24/2023	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/10/2023 08:03:46	01/10/2023	[REDACTED]	Christina Blackburn	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Christina Blackburn				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Options provided: Offered - Pay Acct Balance of: \$648.68 Offered - Pay Past Due Amt of \$304.00 ***** Offered - Pay Past Due Amt of \$304.00 ***** PA Final Wrap-up Customer was satisfied. S/W: NATASHA S NICHOLSON. ADV there is no disconnection at this time. Offered to discuss an IP. Customer declined. ADV account is protected by winter season guidelines.				
01/10/2023 07:46:52	01/10/2023		INTV IVR	Account Balance Inquiry
01/10/2023 05:56:24	01/10/2023		INTV IVR	Account Balance Inquiry
01/09/2023 15:31:23	01/09/2023		CS General Purpose Batch	Return Check Letter
01/09/2023 15:31:23	01/09/2023		CS General Purpose Batch	Return Check Letter
01/06/2023 08:57:21	01/06/2023		INTV IVR	Account Balance Inquiry
01/06/2023 08:57:21	01/06/2023		INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
01/06/2023 08:45:33	01/06/2023		EAILOGINWM6	Promise To Pay
PTP \$349.00 by 02/01/2023				
01/04/2023 18:00:36	01/04/2023		CS General Purpose Batch	Promise To Pay
Promise 200000253851 was fulfilled.				
01/03/2023 06:24:21	01/03/2023		EAILOGINWM7	Ready Pay Create
No 93879136 - \$ 174.00 - 01/04/2023 rhnnsn natashanicholsn66@yahoo.com				
01/01/2023 01:52:56	01/01/2023		EAILOGINWM7	Ready Pay Create
No 93834534 - \$ 130.00 - 01/01/2023 rhnnsn natashanicholsn66@yahoo.com				
12/25/2022 07:47:21	12/25/2022		EAILOGINWM6	Promise To Pay
PTP \$304.00 by 01/02/2023				
12/05/2022 18:00:10	12/05/2022		CS General Purpose Batch	Promise To Pay
Promise 200000245895 was fulfilled.				
11/28/2022 11:38:19	11/28/2022		Lisa Korosa	Negotiation Tool - Service On
Spoke with: NATASHA S NICHOLSON Created By: Lisa M Korosa Payment Options provided: Offered - Pay Acct Balance of: \$57.21 ***** PA Final Wrap-up Customer was satisfied. Spoke With: NATASHA S NICHOLSON , wants to make sure her post dated payment will stop disconn. adv yes there is a promise to pay for 304 by 12/01/2022. adv acct is protected due to winter season. explained EPP. Budget Removal Balance: 361.21. Cust Offered: 0.00 Remaining Bill: 608.00 New Bill: 12/28/22 M BP SAT				
11/28/2022 10:24:34	11/28/2022		EAILOGINWM7	Ready Pay Create
No 93008497 - \$ 304.00 - 12/02/2022 rhnnsn natashanicholsn66@yahoo.com				
11/28/2022 10:23:27	11/28/2022		Shari Mominee	General Inquiry
sw NATASHA S NICHOLSON / cancelled payment for 11/29/2022 per bp				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
request. adv bp has a promise to pay for 12/01/2022 to make sure that is paid on that date. pa sat asked Customer was satisfied.				
11/28/2022 10:10:36	11/28/2022	[REDACTED]	Shari Mominee	Ready Pay Delete
No 92947692 - \$304.00 - 11/29/2022				
11/28/2022 09:25:52	11/28/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
11/26/2022 18:34:56	11/26/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 11/24/22 = \$ 349.00 Open editor for detail  1. 12 Mth Factor Amt: 3702.45 2. Current Delta: 2411.21 - 2658.00 + 0.00 246.79- 3. Remaining Amount: 1291.24 4. Diff + Remain Amt: 246.79- + 1291.24 1044.45 5. New BBP Amount: 1044.45 / 91 x 30.4 349.00 * Dollar Difference: 349.00 - 304.00 45.00 * Pct Difference: 14.80 * System BBP Amount: 349.00				
11/26/2022 11:58:11	11/26/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
11/26/2022 11:58:11	11/26/2022	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
11/25/2022 07:25:52	11/25/2022	[REDACTED]	EAILOGINWM6	Promise To Pay
PTP \$304.00 by 12/01/2022				
11/25/2022 02:54:26	11/25/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 92947692 - \$ 304.00 - 11/29/2022 rhnnsn natashanicholsn66@yahoo.com				
10/27/2022 03:00:49	10/27/2022	[REDACTED]	CS General Purpose Batch	Sent PCAP Removal Letter
10/26/2022 19:00:21	10/26/2022	[REDACTED]	CS General Purpose Batch	Failure to Reverify
10/23/2022 09:37:09	10/23/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 92123264 - \$ 95.26 - 10/25/2022 rhnnsn natashanicholsor66@yahoo.com				
10/09/2022 20:33:43	10/09/2022	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 209.05 Open editor for details.  1. Minimum Payment: 12096.00 * 9.00 % 1088.64 2. Current burden: 299.77 x 12 3597.24 3. LIHEAP amount: 0.00 4. Unassisted burden: 3597.24 - 0.00 3597.24 5. Monthly Credit Amt: ( 3597.24 - 1088.64 ) / 12 209.05				
09/28/2022 13:35:00	09/28/2022	[REDACTED]	CS General Purpose Batch	AMD - Message Left
Phone attempt 05 - AMD Detected - Left Message				
09/28/2022 03:01:25	09/28/2022	[REDACTED]	CS General Purpose Batch	Sent PCAP Extend Letter
09/26/2022 20:26:08	09/26/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 91418168 - \$ 91.85 - 09/28/2022 rhnnsn natashanicholsor66@yahoo.com				
09/11/2022 20:47:54	09/11/2022	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 208.74 Open editor for details.				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. Minimum Payment: 12096.00 * 9.00 %                      1088.64 2. Current burden: 299.46 x 12                                      3593.52 3. LIHEAP amount:    0.00 4. Unassisted burden: 3593.52 - 0.00                              3593.52 5. Monthly Credit Amt: ( 3593.52 - 1088.64 ) / 12              208.74				
08/27/2022 18:35:29	08/27/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 08/25/22 = \$ 304.00 Open editor for detail  1. 12 Mth Factor Amt:    3527.19 2. Current Delta: 1618.97 - 1746.00 + 0.00                      127.03- 3. Remaining Amount:    1908.22 4. Diff + Remain Amt: 127.03- + 1908.22                              1781.19 5. New BBP Amount: 1781.19 / 181 x 30.4                              299.00 * Dollar Difference: 299.00 - 304.00                              5.00 * Pct Difference:    1.64 * System BBP Amount:    304.00				
08/16/2022 09:54:31	08/16/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 90372846 - \$ 91.50 - 08/16/2022 rhnnsn natashanicholsor66@yahoo.com				
08/14/2022 20:21:55	08/14/2022	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 212.15 Open editor for details.  1. Minimum Payment: 12096.00 * 9.00 %                      1088.64 2. Current burden: 302.87 x 12    3634.44 3. LIHEAP amount:    0.00 4. Unassisted burden: 3634.44 - 0.00                                      3634.44 5. Monthly Credit Amt: ( 3634.44 - 1088.64 ) / 12              212.15				
08/03/2022 11:24:36	08/03/2022	[REDACTED]	CS General Purpose Batch	Job assigned to Energy Savings contractor
07/19/2022 01:43:00	07/19/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 89645884 - \$ 91.50 - 07/19/2022 rhnnsn natashanicholsor66@yahoo.com				
06/03/2022 10:52:53	06/03/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 88515737 - \$ 65.50 - 06/03/2022 rhnnsn natashanicholsor66@yahoo.com				
05/25/2022 18:27:48	05/25/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 05/24/22 = \$ 304.00 Open editor for detail  1. 12 Mth Factor Amt:    3553.69 2. Current Delta: 900.92 - 834.00 + 0.00                              66.92 3. Remaining Amount:    2652.77 4. Diff + Remain Amt: 66.92 + 2652.77                                      2719.69 5. New BBP Amount: 2719.69 / 272 x 30.4                              304.00 * Dollar Difference: 304.00 - 278.00                                      26.00 * Pct Difference:    9.35 * System BBP Amount:    304.00				
05/23/2022 13:59:44	05/23/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 88236797 - \$ 75.46 - 05/24/2022 rhnnsn natashanicholsor66@yahoo.com				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/12/2022 11:53:00	05/12/2022	[REDACTED]	CS General Purpose Batch	Listened to Entire Msg-Household Confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/08/2022 19:49:16	05/08/2022	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 212.50 Open editor for details.  1. Minimum Payment: 12096.00 * 9.00 %            1088.64 2. Current burden: 303.80 x 12                    3645.60 3. LIHEAP amount:                                    0.00 4. Unassisted burden: 3645.60 - 0.00            3645.60 5. Monthly Credit Amt: ( 3645.60 - 1088.64 ) / 12    213.08 Monthly Credit Amount adjusted for limit				
04/28/2022 03:00:56	04/28/2022	[REDACTED]	CS General Purpose Batch	Sent PCAP Notification to Reverify Letter
04/10/2022 20:20:54	04/10/2022	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 202.54 Open editor for details.  1. Minimum Payment: 12096.00 * 9.00 %            1088.64 2. Current burden: 293.26 x 12                    3519.12 3. LIHEAP amount:                                    0.00 4. Unassisted burden: 3519.12 - 0.00            3519.12 5. Monthly Credit Amt: ( 3519.12 - 1088.64 ) / 12    202.54				
03/30/2022 11:32:36	03/30/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 86866155 - \$ 85.38 - 03/30/2022 rhnnsn natashanicholsor66@yahoo.com				
03/22/2022 22:38:46	03/22/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 86698919 - \$ 68.06 - 03/22/2022 rhnnsn natashanicholsor66@yahoo.com				
03/13/2022 19:44:27	03/13/2022	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 192.62 Open editor for details.  1. Minimum Payment: 12096.00 * 9.00 %            1088.64 2. Current burden: 283.34 x 12                    3400.08 3. LIHEAP amount:                                    0.00 4. Unassisted burden: 3400.08 - 0.00            3400.08 5. Monthly Credit Amt: ( 3400.08 - 1088.64 ) / 12    192.62				
02/23/2022 18:40:56	02/23/2022	[REDACTED]	CS General Purpose Batch	Post PCAP EPP Subsidy True-Up Cr
02/23/2022 18:40:56	02/23/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 02/22/22 = \$ 278.00 Open editor for detail  1. 12 Mth Factor Amt:                            3310.27 * System BBP Amount:                            278.00				
02/13/2022 20:11:23	02/13/2022	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 183.94 Open editor for details.				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. Minimum Payment: 12096.00 * 9.00 %                      1088.64 2. Current burden: 274.66 x 12                                      3295.92 3. LIHEAP amount:    0.00 4. Unassisted burden: 3295.92 - 0.00                              3295.92 5. Monthly Credit Amt: ( 3295.92 - 1088.64 ) / 12    183.94				
02/13/2022 14:37:24	02/13/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 85725253 - \$ 76.43 - 02/16/2022 rhnnsn natashanicholsor66@yahoo.com				
02/03/2022 11:40:50	02/03/2022	[REDACTED]	Natasha Neal	Provide Program Information
RECERT WAS PLACED ON HOLD DUE TO PANDEMIC. BENE END DATE ADJUSTED FOR RECERT PROCESS TO RESUME.				
01/18/2022 22:43:42	01/18/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 85088302 - \$ 77.05 - 01/18/2022 rhnnsn natashanicholsor66@yahoo.com				
01/09/2022 20:25:37	01/09/2022	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 175.57 Open editor for details.  1. Minimum Payment: 12096.00 * 9.00 %                      1088.64 2. Current burden: 266.29 x 12                                      3195.48 3. LIHEAP amount:    0.00 4. Unassisted burden: 3195.48 - 0.00                              3195.48 5. Monthly Credit Amt: ( 3195.48 - 1088.64 ) / 12    175.57				
12/27/2021 18:36:14	12/27/2021	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
12/27/2021 17:32:28	12/27/2021	[REDACTED]	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_MACHINE ETR - 2021-12-27 19:30:02.0 POWERONDESC: 09 We are aware of your outage and we are investigating the cause				
12/27/2021 14:29:29	12/27/2021	[REDACTED]	EAILOGINWM6	Lights-None
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 12/27/21 05:30 PM				
12/22/2021 10:22:59	12/22/2021	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 84453368 - \$ 69.39 - 12/22/2021 rhnnsn natashanicholsor66@yahoo.com				
12/12/2021 20:36:41	12/12/2021	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 174.95 Open editor for details.  1. Minimum Payment: 12096.00 * 9.00 %                      1088.64 2. Current burden: 265.67 x 12                                      3188.04 3. LIHEAP amount:    0.00 4. Unassisted burden: 3188.04 - 0.00                              3188.04 5. Monthly Credit Amt: ( 3188.04 - 1088.64 ) / 12    174.95				
11/24/2021 18:39:05	11/24/2021	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 11/23/21 = \$ 252.00 Open editor for detail				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>1. 12 Mth Factor Amt: 3101.97</p> <p>2. Current Delta: 2019.03 - 2349.00 + 0.00 329.97-</p> <p>3. Remaining Amount: 1082.94</p> <p>4. Diff + Remain Amt: 329.97- + 1082.94 752.97</p> <p>5. New BBP Amount: 752.97 / 91 x 30.4 252.00</p> <p>* Dollar Difference: 252.00 - 240.00 12.00</p> <p>* Pct Difference: 5.00</p> <p>* System BBP Amount: 252.00</p>				
11/05/2021 13:39:59	11/05/2021		EAILOGINWM7	Ready Pay Create
No 83342347 - \$ 69.39 - 11/05/2021 rhnnsn natashanicholsor66@yahoo.com				
10/19/2021 12:14:13	10/19/2021		EAILOGINWM7	Ready Pay Create
No 82904814 - \$ 68.77 - 10/20/2021 rhnnsn natashanicholsor66@yahoo.com				
10/10/2021 19:56:32	10/10/2021		CS General Purpose Batch	Recalc of Monthly PCAP Credit
<p>C/A [REDACTED]</p> <p>A new PCAP amount has been calculated = \$ 170.61</p> <p>Open editor for details.</p> <p>1. Minimum Payment: 12096.00 * 9.00 % 1088.64</p> <p>2. Current burden: 261.33 x 12 3135.96</p> <p>3. LIHEAP amount: 0.00</p> <p>4. Unassisted burden: 3135.96 - 0.00 3135.96</p> <p>5. Monthly Credit Amt: ( 3135.96 - 1088.64 ) / 12 170.61</p>				
09/19/2021 11:32:57	09/19/2021		EAILOGINWM7	Ready Pay Create
No 82163852 - \$ 86.29 - 09/19/2021 rhnnsn natashanicholsor66@yahoo.com				
09/19/2021 11:31:17	09/19/2021		EAILOGINWM7	Change Profile
<p>rhnnsn natashanicholson66@yahoo.com</p> <p>Changed Password From Unlock Password</p>				
09/19/2021 11:29:37	09/19/2021		EAILOGINWM7	Unlock Login Email Sent
<p>rhnnsn natashanicholson66@yahoo.com</p> <p>Requested Unlock Password link</p>				
09/12/2021 19:00:36	09/12/2021		CS General Purpose Batch	Recalc of Monthly PCAP Credit
<p>C/A [REDACTED]</p> <p>A new PCAP amount has been calculated = \$ 171.23</p> <p>Open editor for details.</p> <p>1. Minimum Payment: 12096.00 * 9.00 % 1088.64</p> <p>2. Current burden: 261.95 x 12 3143.40</p> <p>3. LIHEAP amount: 0.00</p> <p>4. Unassisted burden: 3143.40 - 0.00 3143.40</p> <p>5. Monthly Credit Amt: ( 3143.40 - 1088.64 ) / 12 171.23</p>				
08/26/2021 18:52:50	08/26/2021		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 08/25/21 = \$ 240.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3083.62</p> <p>2. Current Delta: 1402.05 - 1629.00 + 0.00 226.95-</p> <p>3. Remaining Amount: 1681.57</p> <p>4. Diff + Remain Amt: 226.95- + 1681.57 1454.62</p>				



### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
4. Unassisted burden: 3258.72 - 0.00                      3258.72 5. Monthly Credit Amt: ( 3258.72 - 1088.64 ) / 12    180.84				
06/03/2021 11:11:18	06/03/2021	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 79493374 - \$ 166.67 - 06/03/2021 rhnnsn natashanicholsn66@yahoo.com				
05/27/2021 18:37:03	05/27/2021	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 05/26/21 = \$ 260.00 Open editor for detail  1. 12 Mth Factor Amt:    3197.66 2. Current Delta:    657.50 - 849.00 + 0.00            191.50- 3. Remaining Amount:    2540.16 4. Diff + Remain Amt: 191.50- + 2540.16                2348.66 5. New BBP Amount:    2348.66 / 275 x 30.4                      260.00 * Dollar Difference: 260.00 - 283.00                      23.00 * Pct Difference:    8.13 * System BBP Amount:    260.00				
05/09/2021 20:55:50	05/09/2021	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 187.66 Open editor for details.  1. Minimum Payment: 12096.00 * 9.00 %                      1088.64 2. Current burden: 278.38 x 12                                      3340.56 3. LIHEAP amount:    0.00 4. Unassisted burden: 3340.56 - 0.00                              3340.56 5. Monthly Credit Amt: ( 3340.56 - 1088.64 ) / 12    187.66				
04/11/2021 20:40:23	04/11/2021	[REDACTED]	CS General Purpose Batch	Recalc of Monthly PCAP Credit
C/A [REDACTED] A new PCAP amount has been calculated = \$ 192.31 Open editor for details.  1. Minimum Payment: 12096.00 * 9.00 %                      1088.64 2. Current burden: 283.03 x 12                                      3396.36 3. LIHEAP amount:    0.00 4. Unassisted burden: 3396.36 - 0.00                              3396.36 5. Monthly Credit Amt: ( 3396.36 - 1088.64 ) / 12    192.31				
04/09/2021 03:30:31	04/09/2021	[REDACTED]	CS General Purpose Batch	DSPTRIGHTS Letter
04/08/2021 15:20:19	04/08/2021	[REDACTED]	William Shumaker	General Inquiry
s/w Richard Nicholson went over how to wire service from his house to the garage Satisfied Not Applicable: Reason - Send DSPRTS				
04/08/2021 15:09:20	04/08/2021	[REDACTED]	Jessica Jalbert	General Inquiry
NATASHA S NICHOLSON / [REDACTED] WANTS TO RUN ELECTRIC TO GARAGE, TRANSFERRED TO NS Satisfied Not Applicable: Reason - Call Transferred				
04/08/2021 15:08:49	04/08/2021	[REDACTED]	Jessica Jalbert	On - Low Drop
Reported By: Richard Nicholson Reported By Phone: (724)570-5684 Storm Mode: Non-Storm Mode				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>ERT Type: SYS                      ERT Time Quoted: N/A                      Script Read: Yes                      Notification Instructions:                      IN BACK YARD CALL BEFORE THEY NEED TO OPEN GATE 7245705684                      Customer was satisfied.                      Created By: Jessica Jalbert</p>				
04/02/2021 09:42:34	04/02/2021	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE                      Hello. This message is from West Penn Power. On Saturday, April 3, 2021, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Alverton, Connellsville, Mount Pleasant, and Scottsdale, PA. If you are receiving this message, you will experience a momentary service interruption between the hours of 5:00 am and 5:15 am. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00055389</p>				
03/29/2021 08:35:57	03/29/2021	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE                      Hello. This message is from West Penn Power. On Saturday, April 3, 2021, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Alverton, Connellsville, Mount Pleasant, and Scottsdale, PA. If you are receiving this message, you will experience a momentary service interruption between the hours of 5:00 am and 5:15 am. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00055389</p>				
03/26/2021 08:55:36	03/26/2021	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE                      Hello. This message is from West Penn Power. On Saturday, March 27, 2021, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Alverton, Connellsville, Mount Pleasant, and Scottsdale, PA. If you are receiving this message, you will experience a momentary service interruption between the hours of 5:00 am and 5:15 am. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability. OUT-00055388</p>				
03/23/2021 09:48:40	03/23/2021	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANS_MACHINE                      Hello. This message is from West Penn Power. On Saturday, March 27, 2021, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Alverton, Connellsville, Mount Pleasant, and Scottsdale</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				, PA. If you are receiving this message, you will experience a momentary service interruption between the hours of 5:00 am and 5:15 am. If you have any questions please call: 800-686-0021. West Penn Power thanks you for your patience and understanding while we perform this work to improve your electric service reliability.OUT-00055388
03/03/2021 03:07:51	03/03/2021		INTV IVR	Account Balance Inquiry



**DETAILED STATEMENT OF ACCOUNT**

Customer Name: NATASHA S NICHOLSON

Account Number: [REDACTED]

Service Address:  
103 MEDSGER RD  
CONNELLSVILLE PA 15425

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
03/27/23	03/26/23	KWH	157,749	3,981	31	128	Act	526.34		526.34	330.00	04/18/23				2,162.42
Installation plan started on 03/28/2023 for current + 162.00.																
03/29/23													-20.00			2,142.42
04/26/23	04/25/23	KWH	160,187	2,438	30	81	Act	324.07		324.07	330.00	05/18/23				2,466.49
05/20/23													-45.00			2,421.49
05/25/23	05/24/23	KWH	162,247	2,060	29	71	Act	274.97		274.97	330.00	06/20/23				2,696.46
05/26/23													-225.00			2,471.46
05/27/23													-40.00			2,431.46
05/28/23													-135.00			2,296.46
05/30/23													-92.00			2,204.46
06/22/23													-60.00			2,144.46
06/23/23													-187.00			1,957.46
06/25/23													-40.00			1,917.46
06/26/23													-100.00			1,817.46
06/26/23	06/25/23	KWH	168,259	6,012	32	188	Act	856.87		856.87	354.00	07/18/23				2,674.33
07/01/23													-60.00			2,614.33
07/21/23													-16.00			2,598.33
07/21/23													-250.00			2,348.33
07/27/23	07/26/23	KWH	174,753	6,494	31	209	Act	947.13		947.13	354.00	08/21/23				3,295.46
07/28/23													-100.00			3,195.46
07/29/23													-50.00			3,145.46
07/29/23													-100.00			3,045.46
08/28/23	08/27/23	KWH	180,452	5,699	32	178	Act	832.07		832.07	354.00	09/19/23				3,877.53
09/27/23	09/26/23	KWH	185,207	4,755	30	159	Act	695.47		695.47	678.00	10/19/23				4,573.00
10/01/23													-516.00			4,057.00
Installation plan deactivated on 10/04/2023 - Installment Plan In Arrears.																
Installation plan started on 10/04/2023 for current + 61.00.																
10/26/23	10/25/23	KWH	189,249	4,042	29	139	Act	592.81		592.81	678.00	11/20/23				4,649.81
11/24/23													-130.00			4,519.81

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
11/27/23	11/26/23	KWH	194,401	5,152	32	161	Act	753.57		753.57	678.00	12/19/23		9.14	LPC	5,282.52
12/08/23													-90.14			5,192.38
12/27/23	12/26/23	KWH	199,085	4,684	30	156	Act	688.72		688.72	1,094.00	01/18/24		18.87	LPC	5,899.97
01/25/24	01/24/24	KWH	204,034	4,949	29	171	Act	740.77		740.77	1,094.00	02/20/24		36.19	LPC	6,676.93
02/24/24	02/22/24	KWH	208,534	4,500	29	155	Act	676.25		676.25	1,094.00	03/18/24		53.52	LPC	7,406.70
03/26/24	03/25/24	KWH	212,118	3,584	32	112	Act	540.13		540.13	661.00	04/17/24		78.96	LPC	8,025.79
04/12/24													-225.68			7,800.11
04/25/24	04/24/24	KWH	215,649	3,531	30	118	Act	532.97		532.97	661.00	05/20/24				8,333.08
05/25/24	05/23/24	KWH	216,663	1,014	29	35	Act	158.45		158.45	661.00	06/18/24				8,491.53
06/25/24	06/24/24	KWH	217,614	951	32	30	Act	141.08		141.08	661.00	07/17/24				8,632.61
07/25/24	07/24/24	KWH	218,714	1,100	30	37	Act	158.96		158.96	661.00	08/19/24				8,791.57
08/26/24	08/25/24	KWH	219,825	1,111	32	35	Act	160.45		160.45	661.00	09/17/24		131.49	LPC	9,083.51
09/26/24	09/25/24	KWH	220,849	1,024	31	33	Act	148.50		148.50	318.00	10/21/24				9,232.01
10/28/24	10/27/24	KWH	223,606	2,757	32	86	Act	386.98		386.98	318.00	11/19/24				9,618.99
10/30/24														856.00	SDREQ	10,474.99
11/26/24	11/25/24	KWH	227,294	3,688	29	127	Act	515.08		515.08	318.00	12/26/24				10,990.07
12/28/24	12/26/24	KWH	232,287	4,993	31	161	Act	719.28		719.28	1.00	01/21/25				11,709.35
01/27/25	01/26/25	KWH	237,419	5,132	31	166	Act	776.37		776.37	1.00	02/18/25				12,485.72
02/26/25	02/25/25	KWH	241,925	4,506	30	150	Act	688.21		688.21	1.00	03/20/25				13,173.93



Payment History

Natasha Nicholson  
103 Medsger Road  
Connellsville PA 15425  
Account No. [REDACTED]

Time Period: March 1, 2021 to March 10, 2025

Date	Amount	Description
04/12/2024	225.68-	Credit Card Payment
12/08/2023	90.14-	Credit Card Payment
11/24/2023	130.00-	Credit Card Payment
10/01/2023	516.00-	Credit Card Payment
07/29/2023	100.00-	Credit Card Payment
07/29/2023	50.00-	Credit Card Payment
07/28/2023	100.00-	Credit Card Payment
07/21/2023	250.00-	Credit Card Payment
07/21/2023	16.00-	Credit Card Payment
07/01/2023	60.00-	Credit Card Payment
06/26/2023	100.00-	Credit Card Payment
06/25/2023	40.00-	Credit Card Payment
06/23/2023	187.00-	Credit Card Payment
06/22/2023	60.00-	Credit Card Payment
05/30/2023	92.00-	Credit Card Payment
05/28/2023	135.00-	Credit Card Payment
05/27/2023	40.00-	Credit Card Payment
05/26/2023	225.00-	Credit Card Payment
05/20/2023	45.00-	Credit Card Payment
03/30/2023	20.00-	Credit Card Payment
<b>01/09/2023</b>	<b>304.00</b>	<b>Return Non Sufficient Funds</b>
<b>01/04/2023</b>	<b>174.00-</b>	<b>Electronic Check Payment - WEB</b>
<b>01/01/2023</b>	<b>130.00-</b>	<b>Electronic Check Payment - WEB</b>
12/02/2022	304.00-	Electronic Check Payment - WEB
10/25/2022	95.26-	Electronic Check Payment - WEB
09/28/2022	91.85-	Electronic Check Payment - WEB
08/16/2022	91.50-	Electronic Check Payment - WEB
07/19/2022	91.50-	Electronic Check Payment - WEB
06/03/2022	65.50-	Electronic Check Payment - WEB
05/24/2022	75.46-	Electronic Check Payment - WEB
03/30/2022	85.38-	Electronic Check Payment - WEB
03/22/2022	68.06-	Electronic Check Payment - WEB
02/16/2022	76.43-	Electronic Check Payment - WEB
01/18/2022	77.05-	Electronic Check Payment - WEB
11/05/2021	69.39-	Electronic Check Payment - WEB
10/20/2021	68.77-	Electronic Check Payment - WEB
09/19/2021	86.29-	Electronic Check Payment - WEB
08/03/2021	82.26-	Electronic Check Payment - WEB
07/03/2021	79.16-	Electronic Check Payment - WEB
06/03/2021	166.67-	Electronic Check Payment - WEB

**FIRST ENERGY  
HIERARCHY OF PAYMENT ARRANGEMENTS**



**Name:** Natasha S Nicholson

**Account Number:** [REDACTED]

**Address:** 103 Medsger Road  
Connellsville PA 15425

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
PCAP	3/2/2018	\$2,387.03	\$1,008.00	Budget bill minus \$212.50 Monthly Credit, \$66.31 Potential Forgiveness
CO PA	3/28/2023	\$1,946.08	Declined	Budget bill + \$162.00, beginning 5/18/2023
BCS Case 3944827	10/4/2023	\$2,330.08	\$3,703.00	Budget bill + \$61.00, beginning 11/20/2023

Remarks: Removed from PCAP 9/26/2022 - failure to reverify

BCS – Bureau of Consumer Services Payment Arrangement  
CO PA – Company Payment Arrangement  
PCAP – Pennsylvania Customer Assistance Program



Holds

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist

Harman, Stacey D

Customer Information

Case Number

3944827

Account Number

[REDACTED]

First Name

NATASHA

Last Name

NICHOLSON

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

103 MEDSGER RD

Address2

City

CONNELLSVILLE

State

PA

Mail Zip

15425

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

9/26/2023

PUC Date Prepared

9/26/2023

Received Date

9/26/2023

PUC Date Closed

9/26/2023

Case Information

Prior Case Number

0

Term Date

10/2/2023

Arrearage

3000

Case Origin	Universal Service	Income
TELEPHONE	Yes	AD1 JOB - \$2706
Source	Business Name	AD2 JOB - \$1000

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

09/26/2023 COMPANY WANTS THE AMOUNT OF \$500.00 TO KEEP SERVICE ON.

Related Information

SERVICE ON. 61 – PAYMENT ARRANGEMENT REQUEST - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (724) 570 - 5684 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS NATASHANICHOLSON66@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
MERIKKA	SHIRK	

Status

Status

Closed

History

Click To Expand



Is Archived

Customer Information

---

Case Number

3944827

Customer First Name

NATASHA

Customer Last Name

NICHOLSON

Account Number

██████████

Service Address

---

Address 1

103 MEDSGER RD

Address 2

City

CONNELLSVILLE

Service State

PA

Zip

15425

Home Phone

Work Phone

Mailing Address

---

Address 1

103 MEDSGER RD

Address 2

City

CONNELLSVILLE

State

PA

Zip

15425

Family

---

Adults

2

Family Size

2

Children

0

Age

General

---

PUC Date Opened

9/26/2023

PUC Sent Date

9/26/2023

PUC Date Closed

9/26/2023

Case Type

Straight

Assigned To

---

Assigned Specialist

Harman, Stacey D

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/26/2023

Head Date

9/26/2023

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
2168.08	0.00	739.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
678.00	0.00	61.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

NOVEMBER 2023 BILL DUE DATE

Letter Description

Resolution

LEVEL 2, BB 678.00 + 61.00 = 739.00 BEGINNING NOVEMBER 2023.

Has Decision Issue                      Response Time

Other Information

---

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

Intaker First Name	Intaker Last Name
MERIKKA	SHIRK

Status

---

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	10/4/2023

History

---

Click To Expand ▼

◀
▶

Hold

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist  
Simotas, Alexandros N  
Customer Information

Case Number

3981032

Account Number

[REDACTED]

First Name

NATASHA

Last Name

NICHOLSON

Service Address

Address1

103 MEDSGER RD

Address2

Service City

CONNELLSVILLE

Service State

PA

Service Zip

15425-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

4/25/2024

PUC Date Prepared

4/25/2024

Received Date

4/25/2024

PUC Date Closed

7/24/2024

Case Information

Prior Case Number

3944827

Term Date

4/29/2024

Arrearage

6000

Case Origin Universal Service  
TELEPHONE Yes  
Source Business Name

Income  
ADT 1 WAGE - \$2304  
ADT 2 - \$1094

Reason For Contact

CII - CHANGE IN INCOME PAR (#71)

Case Problem

Company Position

04/25/2024 \$4000.00

Related Information

CII-CUSTOMER HAS HAD A CHANGE IN INCOME SINCE PUC PAR 3944827 - RELIEF SOUGHT - CII PAR TO STOP THE TERMINATION. THE CELL PHONE NUMBER (724) 570 - 5684 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS NATASHANICHOLSON66@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
LORI	MARSH	
Status		

Status

Closed

History

Click To Expand ▼

---

◀ ▶

Is Archived

Customer Information

---

Case Number

3981032

Customer First Name

NATASHA

Customer Last Name

NICHOLSON

Account Number

██████████

Service Address

---

Address 1

103 MEDSGER RD

Address 2

City

CONNELLSVILLE

Service State

PA

Zip

15425

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

2

Family Size

2

Children

0

Age

General

---

PUC Date Opened

4/25/2024

PUC Sent Date

7/24/2024

PUC Date Closed

7/24/2024

Case Type

CII

Assigned To

---

Assigned Specialist

Simotas, Alexandros N

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

5/20/2024

Head Date

7/24/2024

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
8632.61	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
661.00	6678.90	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

SHORT BLANK LETTER

Resolution

DISMISSAL LETTER ISSUED: ACCORDING TO PUC RECORDS, THE CUSTOMER REPORTED INCOME FOR BCS# 3944827 WAS \$3,706.00 FOR 2 PEOPLE (WHICH EXCEEDS 200% OF THE FEDERAL POVERTY INCOME GUIDELINES), CUSTOMER REPORTED INCOME FOR BCS# 3832421 WAS \$3,398.00 FOR 2 PEOPLE (WHICH EXCEEDS 200% OF THE FEDERAL POVERTY INCOME GUIDELINES), WHICH IS AN 8% DECREASE IN INCOME. THE INCOME PRESENTED INDICATES THE CUSTOMER DOES NOT QUALIFY FOR A NEW PAYMENT ARRANGEMENT DUE TO A CHANGE IN INCOME AS IT WAS NOT A 20% DECREASE. CASE DISMISSED IN ACCORDANCE WITH § 1403.

Has Decision Issue                      Response Time

Other Information

---

Investigator First Name	Investigator Last Name
ANGIE	ZEPP
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
LORI	MARSH
Status	

---

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	8/22/2024

History

---

Click To Expand ▼

◀
▶

Hold

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist

Lafontaine, Barbara J

Customer Information

Case Number

4020829

Account Number

[REDACTED]

First Name

NATASHA

Last Name

NICHOLSON

Service Address

Address1

103 MEDSGER RD

Address2

Service City

CONNELLSVILLE

Service State

PA

Service Zip

15425-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

9/25/2024

PUC Date Prepared

9/25/2024

Received Date

9/25/2024

PUC Date Closed

10/22/2024

Case Information

Prior Case Number

3944827

Term Date

9/30/2024

Arrearage

8600

Case Origin            Universal Service  
TELEPHONE            Yes  
Source                 Business Name

Income  
AD1 WAGE - \$2496  
AD2 WAGE - \$566.80

Reason For Contact

CII - CHANGE IN INCOME PAR (#71)

Case Problem

Company Position

TOTAL BALANCE \$8600+

Related Information

71- PAR REQUEST. CUSTOMER MAY QUALIFY FOR CII (-17.36%) - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (724) 570 - 5684 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS NATASHANICHOLSON66@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

---

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
MEGHAN	FULLER	

Status

Status

Closed

History

---

Click To Expand ▼

---

◀ ▶

Is Archived

Customer Information

---

Case Number

4020829

Customer First Name

NATASHA

Customer Last Name

NICHOLSON

Account Number

██████████

Service Address

---

Address 1

103 MEDSGER RD

Address 2

City

CONNELLSVILLE

Service State

PA

Zip

15425

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

2

Family Size

2

Children

0

Age

General

---

PUC Date Opened

9/25/2024

PUC Sent Date

10/22/2024

PUC Date Closed

10/22/2024

Case Type

CII

Assigned To

---

Assigned Specialist

Lafontaine, Barbara J

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

10/11/2024

Head Date

10/23/2024

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
11675.47	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
318.00	10077.39	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	
PUC Terms		
Letter Description		
Resolution		
DISMISSAL LETTER ISSUED: CUSTOMER FAILED TO PROVIDE ADEQUATE EVIDENCE TO SUPPORT THE CLAIM OF CII. CASE DISMISSED PER 1405(D)		
Has Decision Issue	Response Time	

Other Information

---

Investigator First Name	Investigator Last Name
REGINA	ADAMS
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
MEGHAN	FULLER
Status	

---

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	10/30/2024

History

---

Click To Expand ▼

◀
▶



Natasha Nicholson  
103 Medsger Road  
Connellsville PA 15425

April 25, 2024, Financial Summary

Business partner [REDACTED] NATASHA S NICHOLSON / CONNELLSVILLE PA 15425  
Contract account [REDACTED]  
Financial summary date 04/25/2024

Occupant Info | Income | Review | Course of action

Number of occupants

Ages of occupants

Business partner [REDACTED] NATASHA S NICHOLSON / CONNELLSVILLE PA 15425  
Contract account [REDACTED]  
Financial summary date 04/25/2024

Occupant Info | **Income** | Review | Course of action

**Add name** | NATASHA S NICHOLSON | SCOTT RITENOUR

There is no income to report

Enter the names of all household members that receive income.

Business partner [REDACTED] NATASHA S NICHOLSON / CONNELLSVILLE PA 15425  
 Contract account [REDACTED]  
 Financial summary date 04/25/2024

Occupant Info		Income	Review	Course of action		
Add name	NATASHA S NICHOLSON	SCOTT RITENOUR				
Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly
APPLEBEES	2,496.00	<input type="checkbox"/>	0	<input type="checkbox"/>	2,496.00	1,974.34
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00
Unemployment	0.00	<input type="checkbox"/>			0.00	0.00
Public Assistance	0.00	<input type="checkbox"/>			0.00	0.00
Rentals	0.00	<input type="checkbox"/>			0.00	0.00
Social Security	0.00	<input type="checkbox"/>			0.00	0.00
Supp Soc Sec Income	0.00	<input type="checkbox"/>			0.00	0.00
workmens Compensation	0.00	<input type="checkbox"/>			0.00	0.00
Pension	0.00	<input type="checkbox"/>			0.00	0.00
Child Support	0.00	<input type="checkbox"/>			0.00	0.00
Alimony	0.00	<input type="checkbox"/>			0.00	0.00
Investment Income	0.00	<input type="checkbox"/>			0.00	0.00
Foster Parent	0.00	<input type="checkbox"/>			0.00	0.00

Business partner [REDACTED] NATASHA S NICHOLSON / CONNELLSVILLE PA 15425  
 Contract account [REDACTED]  
 Financial summary date 04/25/2024

Occupant Info		Income		Review		Course of action	
Add name		NATASHA S NICHOLSON		SCOTT RITENOUR			
Employment	Amount	Cycle	Hrs/Wk	Gr/Net	Gross Monthly	Net Monthly	
ADVANCED AUTO PARTS	1,042.95	<input type="checkbox"/>	0	<input type="checkbox"/>	1,042.95	863.56	
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00	
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00	
Unemployment	0.00	<input type="checkbox"/>			0.00	0.00	
Public Assistance	0.00	<input type="checkbox"/>			0.00	0.00	
Rentals	0.00	<input type="checkbox"/>			0.00	0.00	
Social Security	0.00	<input type="checkbox"/>			0.00	0.00	
Supp Soc Sec Income	0.00	<input type="checkbox"/>			0.00	0.00	
Workmens Compensation	0.00	<input type="checkbox"/>			0.00	0.00	
Pension	0.00	<input type="checkbox"/>			0.00	0.00	
Child Support	0.00	<input type="checkbox"/>			0.00	0.00	
Alimony	0.00	<input type="checkbox"/>			0.00	0.00	
Investment Income	0.00	<input type="checkbox"/>			0.00	0.00	
Foster Parent	0.00	<input type="checkbox"/>			0.00	0.00	

Business partner [REDACTED] NATASHA S NICHOLSON / CONNELLSVILLE PA 15425  
Contract account [REDACTED]  
Financial summary date 04/25/2024

Occupant Info Income **Review** Course of action

**Financial Review**

	Current	09/08/2023	Difference
Gross Income	3,538.95	2,412.81	1,126.14
Housing	0.00	0.00	0.00
Food	0.00	0.00	0.00
Utilities	0.00	0.00	0.00
Medical	0.00	0.00	0.00
Transportation	0.00	0.00	0.00
Other	0.00	0.00	0.00
Total expense amount	0.00	0.00	0.00
Spendable Income	3,538.95	2,412.81	1,126.14



**Federal Poverty Guidelines**

**INCOME LEVELS BASED ON FEDERAL POVERTY INCOME GUIDELINES - 2025**

Household Size		1	2	3	4	5	6	7	8	Plus One
Income Level <sup>1</sup>	FPIG Range	Gross Monthly Income								
Level 1	135% <sup>2</sup>	\$1,760.63	\$2,379.38	\$2,998.13	\$3,616.88	\$4,235.63	\$4,854.38	\$5,473.13	\$6,091.88	\$618.75
	0-150% <sup>3</sup>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Level 2A	150.00%	\$1,956.25	\$2,643.75	\$3,331.25	\$4,018.75	\$4,706.25	\$5,393.75	\$6,081.25	\$6,768.75	\$687.50
	200% <sup>3</sup>	\$2,608.33	\$3,525.00	\$4,441.67	\$5,358.33	\$6,275.00	\$7,191.67	\$8,108.33	\$9,025.00	\$916.67
Level 2B	200.00%	\$2,608.34	\$3,525.01	\$4,441.68	\$5,358.34	\$6,275.01	\$7,191.68	\$8,108.34	\$9,025.01	\$916.67
	250%	\$3,260.42	\$4,406.25	\$5,552.08	\$6,697.92	\$7,843.75	\$8,989.58	\$10,135.42	\$11,281.25	\$1,145.83
Level 3	250.00%	\$3,260.43	\$4,406.26	\$5,552.09	\$6,697.93	\$7,843.76	\$8,989.59	\$10,135.43	\$11,281.26	\$1,145.83
	300%	\$3,912.50	\$5,287.50	\$6,662.50	\$8,037.50	\$9,412.50	\$10,787.50	\$12,162.50	\$13,537.50	\$1,375.00
Level 4	300.00% and above	\$3,912.51	\$5,287.51	\$6,662.51	\$8,037.51	\$9,412.51	\$10,787.51	\$12,162.51	\$13,537.51	\$1,375.00
LIHEAP eligibility for the 2024 - 2025 heating season	150% FPIG	\$1,882.50	\$2,555.00	\$3,227.50	\$3,900.00	\$4,572.50	\$5,245.00	\$5,917.50	\$6,590.00	\$672.50

1. These levels apply to all payment arrangements depending on a customer/applicant's income level and household size.

2. PGW reinstatement threshold.

3. 150% is the maximum income for CAP eligibility with the exception of Peoples Natural Gas Company, which is 200%.

The maximum income for LIURP eligibility can range from 150%-200%. The maximum income for hardship fund eligibility can range from 150%-250%.

Effective: 01/17/2025



Natasha Nicholson  
 103 Medsger Road  
 Connellsville PA 15425

Account No. [REDACTED]

Collection History  
 Time Period: March 1, 2021, to March 10, 2025

10 Day Term Notice	Phone Contacts	Result
2/14/23 Low-Income for \$673.00 term date 4/3/23	2/17/23 @ 9:22 AM – Spoke with Customer	Satisfied
	2/23/23 @ 10:07 am – Listened to entire message – Correct household confirmed	
	3/27/23 @ 10:11 AM - Listened to entire message – Correct household confirmed	
3/28/23 Entered Company PAR		
9/18/23 for \$1,814.08 term date 10/2/23	9/21/23 @ 9:12 AM – Spoke with Customer	Dispute rights issued
	9/26/23 @ 9:11 AM – Spoke with Customer	Satisfied
9/26/23 BCS case no. 3944827 On-PAR Needed		
9/26/23 BCS case no. 3944827 Directed level 2 PAR		
2/13/24 Low-Income for \$4,587.95 term date 4/1/24	2/27/24 @ 10:18 AM – Past Due Reminder – Left message	
	3/25/24 @ 1:20 PM – Listened to entire message – Correct household confirmed	
4/15/24 for \$7,060.15 term date 4/29/24	4/22/24 @ 10:09 AM – Left Message	Dispute rights issued
	4/23/24 @ 6:09 PM – Left Message	
	4/25/24 @ 1:23 PM – Spoke with Customer	
4/25/24 BCS case no. 3981032 – CII – Change in income PAR		
7/24/24 BCS case no. 3981032 Dismissed in accordance with §1403		
9/16/24 for \$8,291.02 term date 9/30/24	9/23/24 @ 10:07 AM – No answer	
	9/24/24 @ 6:08 PM – No answer	

9/25/24 BCS case no. 4020829 CII – Change in income PAR		
10/27/24 BCS case no. 4020829 Dismissed per 1405D		
11/18/24 for \$10,156.99 term date 12/2/24	11/26/24 @ 10:04 AM – Sit tone/invalid phone number	
11/26/24 Instant Formal complaint received		