

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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GRACE BONSON, :  
Complainant, : Docket No.:  
vs. : C-2024-3051012  
FIRSTENERGY PENNSYLVANIA :  
ELECTRIC COMPANY, :  
Respondent. :  
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Pages 1 through 36 TELEPHONIC HEARING  
Judge's Chambers  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, PA 17120

Thursday, April 10, 2025  
Met, pursuant to notice, at 10:22 a.m.

BEFORE: THE HONORABLE GAIL M. CHIDO  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2024-3051012  
Hearing Date: April 10, 2025

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**Docket No. C-2024-3051012**

**Grace Bonson v. FirstEnergy Pennsylvania Electric Company**

**The Hon. Gail M. Chiodo**

**Hearing Date: Thursday, April 10, 2025 at 10:00 AM**

**Call-In Hearing No.: 877.929.1529; PIN: 27666478#**

**PROPOSED EXHIBITS OF FE PA (PENELEC RATE DISTRICT)**

1. Customer Contacts
2. Statement of Account
3. Med Cert History
4. Payment History
5. PAR History
6. Financial Summary, dated 5/31/24
7. 2025 Federal Poverty Guidelines
8. BCS Decision No. 3826730, closed 4/5/22 (Level 2)
9. BCS Decision No. 3908699, closed 8/25/23 (Level 2)
10. Collections History

Customer: GRACE M BONSON / [REDACTED]  
 Contract Acct: [REDACTED]  
 Service Address: 36 PENNEBAKER AVE, LEWISTOWN PA 17044

Created On: 03/31/2025  
 Date Range: 01/03/2022 to 03/31/2025

### Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
09/05/9999 14:37:01	09/05/2024	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
PA PUC Formal Complaint Docket No. C-2024-3051012 (request for PAR) received.				
03/24/2025 19:13:00	03/24/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 03/23/25 = \$ 349.00 Open editor for detail  1. 12 Mth Factor Amt: 4216.57 * System BBP Amount: 349.00				
03/13/2025 08:41:03	03/13/2025	[REDACTED]	EAILOGINWM7	Change Profile
GMBONSON gmbonson@aol.com Changed Password				
02/08/2025 20:13:42	02/08/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
12/21/2024 19:07:21	12/21/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 12/19/24 = \$ 323.00 Open editor for detail  1. 12 Mth Factor Amt: 4111.17 2. Current Delta: 3002.26 - 3123.00 + 0.00 120.74- 3. Remaining Amount: 1108.91 4. Diff + Remain Amt: 120.74- + 1108.91 988.17 5. New BBP Amount: 988.17 / 93 x 30.4 323.00 * Dollar Difference: 323.00 - 347.00 24.00 * Pct Difference: 6.92 * System BBP Amount: 323.00				
11/25/2024 07:51:00	11/25/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
11/25/2024 07:50:12	11/25/2024	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill Enrollment				
11/24/2024 06:12:37	11/24/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 110624315 - \$ 325.00 - 11/24/2024 GMBONSON gmbonson@aol.com				
11/21/2024 04:43:13	11/21/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Receipt				
11/19/2024 17:06:00	11/19/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/19/2024 06:04:22	11/19/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
11/18/2024 16:30:03	11/18/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/18/2024 10:02:00	11/18/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/06/2024 22:30:06	11/06/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
09/21/2024 19:15:30	09/21/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 09/19/24 = \$ 347.00 Open editor for detail  1. 12 Mth Factor Amt: 4217.19				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
2. Current Delta: 2145.27 - 2082.00 + 0.00 63.27 3. Remaining Amount: 2071.92 4. Diff + Remain Amt: 63.27 + 2071.92 2135.19 5. New BBP Amount: 2135.19 / 183 x 30.4 355.00 * Dollar Difference: 355.00 - 347.00 8.00 * Pct Difference: 2.31 * System BBP Amount: 347.00				
09/07/2024 19:20:37	09/07/2024	[REDACTED]	Autumn Riddle	General Inquiry
Case# 537897419033 ***** Name: Grace Bonson Email: gmbonson@aol.com Address Line 1: 36 Pannebaker Ave Address Line 2: null City: Lewistown State: PA Province: null Zip: 17044 Country: null Phone: 7172474479 Best Time: null Account Number: [REDACTED] Request Type: Payment Assistance Subject: Filed complaint Text: I filed a formal complaint with the puc. I have not heard back on the informal complaint yet. I would like to get information on making a lump sum payment to lower my balance due then make a new payment agreement ***** Thank you for your bill credit inquiry. Your complaint has been received. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. Satisfied Not Applicable: Reason - Manual work				
09/04/2024 16:13:19	09/04/2024	[REDACTED]	Latasha Austin	PUC/BPU Complaint-Written
Per vm from PUC Secretary Bureau, processed Formal Complaint Docket No. C-2024-305101				
09/03/2024 08:05:48	09/03/2024	[REDACTED]	Brandi Ross	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Brandi Ross Payment Options provided: Offered - Pay Acct Balance of: \$18651.51 Offered - Pay Past Due Amt of \$7450.04 ***** PA Final Wrap-up Customer was satisfied. cust declined ebill ADV NO ACTIVE TERM AT THIS TIME,				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
adv no updates from puc at this time ADV CUST TO MAKE PAYMENTS AS THEY CAN TO TRY AND GET THE ACCT CURRENT adv cust that any past due amt can lead to term in the future adv cust that another ip is not available at this time				
08/09/2024 13:39:32	08/09/2024	[REDACTED]	Hannah G Mike	General Inquiry/Other
S/W GRACE M BONSON / VAI / CB# (717)247-4479 / "Do Not Offer eBill Enrollment" / CUST WONDERING ABOUT PUC COMPLAINT, ADV THERE IS NO INFO FROM PUC HOWEVER, INFO COULD BE SENT TO A SUP FOR A CALL BACK, CUST STATED SHE WOULD JUST CALL PUC ON MONDAY TO SEE IF THEY HAVE ANY INFO, ADV OF HOLE BEING ON THE ACCT UNTIL 09/01/2024 FOR UTILITY COMMISSION DISPUTE / CUST ALSO STATED SHE IS TRYING TO GET A LOAN TO PAY A PORTION OF AMT DUE AND SHE CALLED 211 FOR ASSISTANCE Customer was satisfied.				
08/09/2024 13:21:20	08/09/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
08/09/2024 13:20:43	08/09/2024	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill Enrollment				
08/05/2024 13:33:28	08/05/2024	[REDACTED]	Anthony Ponikvar	Med Cert Paperwork Denied
medical cert denied as account use all three and now account must be paid to zero before any more FE certs are avail. called (717)247-4479 and left voice mail of denial ap.cbo Satisfied Not Applicable: Reason - Manual work				
08/05/2024 12:00:37	08/05/2024	[REDACTED]	CS General Purpose Batch	Med Cert Received Email Communication
08/02/2024 10:40:45	08/02/2024	[REDACTED]	Stephanie M Seidel	Create Dunning Lock
Dunning Lock Reason:Utility Commission Dispute Start Date: 08/02/2024   End Date: 09/01/2024 Created By: Stephanie M Seidel				
07/24/2024 12:00:30	07/24/2024	[REDACTED]	CS General Purpose Batch	Med Cert Confirmation Email Communication
07/24/2024 11:19:06	07/24/2024	[REDACTED]	Marjorie C Boudinot	Utility Report Issued
Spoke with: GRACE M BONSON Created By: Marjorie C Boudinot Dispute Rights Dunning lock created - Lock date: 08/04/2024 Company Position: considered all four factors offered all options. provided rights. Customer Position: Customer could not make pymt by date provided new disconnect date				
07/24/2024 11:16:16	07/24/2024	[REDACTED]	Marjorie C Boudinot	Financial Summary Review
Spoke with: GRACE M BONSON Created By: Marjorie C Boudinot FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
07/24/2024 11:15:07	07/24/2024	[REDACTED]	Marjorie C Boudinot	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Marjorie C Boudinot Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Webform URL: Yes, Script Read Email gmbonson@aol.com subscribed for email updates				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Provided Med Cert Hotline number: No                      Customer requests Med Cert form faxed to their medical professional: No                      *****                      Financial Summary Option Used.                      FS Reviewed Only - No Changes needed, existing FS in last 90 days.                      *****                      *PA Disconnection Notice (Service On):*                      Does medical condition exist?: Yes                      Willing to provide income for PCAP/Agency Asst: No                      *****                      Payment Options provided:                      Offered - Pay Acct Balance of: \$18329.97                      Offered - Pay Disconnection Amt of: \$15779.74                      Offered - Pay Catch-up Amt of: \$5837.43                      Offered - Pay Past Due Amt of \$5835.68                      *****                      Dispute Rights Issued Option Used.                      *****                      PA Final Wrap-up                      Considered 4 factors: Yes                      cust. has been trying to get a loan as well as denied for Liheap. is currently waiting for approval for assistance with PA home owners association fund. Is also waiting for DEF to see if she is approved for any other assistance through them. Cust. said not able to find anything through 211</p>				
07/24/2024 11:15:07	07/24/2024	[REDACTED]	Marjorie C Boudinot	Medical Certification Webform Request
Medical Certificate				
07/19/2024 17:08:00	07/19/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/19/2024 06:03:05	07/19/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
07/18/2024 10:02:00	07/18/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/10/2024 22:26:47	07/10/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
07/03/2024 10:49:41	07/03/2024	[REDACTED]	Isabella Nicholson	Financial Summary Review
<p>Spoke with: GRACE M BONSON                      Created By: Isabella Nicholson                      FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
07/03/2024 10:47:10	07/03/2024	[REDACTED]	Isabella Nicholson	Negotiation Tool - Service On
<p>Spoke with: GRACE M BONSON                      Created By: Isabella Nicholson                      Payment Options provided:                      Offered - Pay Acct Balance of: \$17815.01                      Offered - Pay Past Due Amt of \$5837.43                      *****                      Financial Summary Option Used.                      FS Reviewed Only - No Changes needed, existing FS in last 90 days.                      *****                      PA Final Wrap-up                      Customer was satisfied.                      s/w GRACE M BONSON</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
adv med cert is for 07/04 adv of balances not eligible for ip at this time adv that because of the med cert technically no active discon amt states should be able to pay tomorrow the past due amount adv to call the puc to see about another ip or extention PUC at 1-800-692-7380 DEF 1-888-282-6816 211				
07/02/2024 18:37:10	07/02/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
07/02/2024 18:36:32	07/02/2024	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill Enrollment				
06/20/2024 19:33:12	06/20/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 06/19/24 = \$ 347.00 Open editor for detail  1. 12 Mth Factor Amt: 4233.63 2. Current Delta: 1112.96 - 1041.00 + 0.00 71.96 3. Remaining Amount: 3120.67 4. Diff + Remain Amt: 71.96 + 3120.67 3192.63 5. New BBP Amount: 3192.63 / 275 x 30.4 353.00 * Dollar Difference: 353.00 - 347.00 6.00 * Pct Difference: 1.73 * System BBP Amount: 347.00				
06/04/2024 14:00:23	06/04/2024	[REDACTED]	CS General Purpose Batch	Med Cert Accepted Email Communication
06/04/2024 13:26:47	06/04/2024	[REDACTED]	Myranda Morell	Med Cert Paperwork Received
Medical Certificate Paperwork Received SIGNED BY CRAIG RICCELLI FOR JAMES BRONSON MED CERT 6/4/24-7/4/24 MM/CBO  CALLED BP AT (717)247-4479. LEFT VM MM/CBO				
06/03/2024 17:00:25	06/03/2024	[REDACTED]	CS General Purpose Batch	Med Cert Received Email Communication
06/03/2024 08:03:34	06/03/2024	[REDACTED]	Jalisa Crooks-Hamilton	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Jalisa E Crooks-Hamilton Payment Options provided: Offered - Pay Acct Balance of: \$17478.03 Offered - Pay Past Due Amt of \$5074.18 ***** PA Final Wrap-up Customer was satisfied. cust stated she is going to put in another med cert				
05/31/2024 19:00:05	05/31/2024	[REDACTED]	CS General Purpose Batch	Med Cert Confirmation Email Communication
05/31/2024 18:15:37	05/31/2024	[REDACTED]	Kelsie T Sauro	Medical Certification Webform Request
Medical Certificate				
05/31/2024 18:09:55	05/31/2024	[REDACTED]	Kelsie T Sauro	Negotiation Tool - Service On

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Spoke with: GRACE M BONSON                      Created By: Kelsie T Sauro                      Financial Summary Option Used.                      *****                      Human Services Options used.                      Provided PCAP and Other Assistance Information.                      gave # for DEF                      *****                      *PA Disconnection Notice (Service On):*                      Does medical condition exist?: Yes                      Willing to provide income for PCAP/Agency Asst: Yes                      *****                      Payment Options provided:                      Offered - Pay Acct Balance of: \$17478.03                      Offered - Pay Disconnection Amt of: \$14654.60                      Offered - Pay Past Due Amt of \$5074.18                      Offered - Pay Catch-up Amt of: \$3458.29                      *****                      Med Cert options used.                      Provided Med Cert Webform URL: Yes, Script Read                      Email gmbonson@aol.com subscribed for email updates                      Provided Med Cert Hotline number: No                      Customer requests Med Cert form faxed to their physician: No                      *****                      PA Final Wrap-up                      Considered 4 factors: Yes                      Customer was not satisfied. Rights provided to customer.</p>				
05/31/2024 18:09:55	05/31/2024	[REDACTED]	Kelsie T Sauro	Financial Summary Review
<p>Spoke with: GRACE M BONSON                      Created By: Kelsie T Sauro</p>				
05/26/2024 16:58:09	05/26/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder                      Offered All Options</p>				
05/07/2024 11:01:09	05/07/2024	[REDACTED]	Isaiah A Garletts	General Inquiry
<p>s/w GRACE M BONSON cust calling to confirm term date adv customer                      6/1/2024 after med cert lock ends                      Customer was satisfied.</p>				
05/01/2024 14:00:18	05/01/2024	[REDACTED]	CS General Purpose Batch	Med Cert Accepted Email Communication
05/01/2024 13:47:30	05/01/2024	[REDACTED]	Anthony Ponikvar	Med Cert Paperwork Received
<p>Medical Certificate Paperwork Received SIGNED BY DR.</p>				
05/01/2024 12:00:16	05/01/2024	[REDACTED]	CS General Purpose Batch	Med Cert Received Email Communication
04/22/2024 12:00:42	04/22/2024	[REDACTED]	CS General Purpose Batch	Med Cert Confirmation Email Communication
04/22/2024 11:32:43	04/22/2024	[REDACTED]	Veronica M Soto-Ortega	Utility Report Issued
<p>Spoke with: GRACE M BONSON                      Created By: Veronica M Soto-Ortega                      Dispute Rights Dunning lock created - Lock date: 05/05/2024                      Company Position:                      S/W GRACE BONSON/ GAVE DISPUTE RIGHTS DUE TO BEING ABLE TO MAKE ANY BALANCE PAYMENTS                      Customer Position:</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
GRACE BONSON, WHO IS WAITING TO HEAR BACK FROM DEF, UNABLE TO MAKE PAYMENT				
04/22/2024 11:29:19	04/22/2024	[REDACTED]	Veronica M Soto-Ortega	Financial Summary Review
Spoke with: GRACE M BONSON Created By: Veronica M Soto-Ortega BP Refused FS				
04/22/2024 11:29:11	04/22/2024	[REDACTED]	Veronica M Soto-Ortega	Medical Certification Webform Request
Medical Certificate				
04/22/2024 11:29:11	04/22/2024	[REDACTED]	Veronica M Soto-Ortega	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Veronica M Soto-Ortega Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: Yes, Script Read Email gmbonson@aol.com subscribed for email updates Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No S/W GRACE BONSON/ OFFERED MED CERT TO GIVE TO DR ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Payment Options provided: Offered - Pay Acct Balance of: \$16707.14 Offered - Pay Disconnection Amt of: \$14654.60 Offered - Pay Catch-up Amt of: \$3458.29 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Customer to use Med Cert Option: Yes 3 day Dunning lock created. S/W GRACE BONSON/VAI/DECLINED EBILL/ WANTS TO KNOW OPTIONS TO AVOID DISCONNECTION/ APPLIED FOR LIHEAP AND PENDING ACCEPTANCE/ OFFERED MED CERT TO GIVE TO DR/ ISSUED DISPUTE RIGHTS DUE TO BEING UNABLE TO MAKE PAYMENT FOR ACCT BAL OF\$16,707.14, UNABLE TO PAY DISCON AMT OF \$14,654.60 OR CATCH UP AMT OF \$3,458.29/ GRACE IS WAITING NOTIFICATION FROM DEF TO FIND OUT IF SHE HAS BEEN APPROVED FOR ASSISTANCE				
04/22/2024 11:26:23	04/22/2024	[REDACTED]	Veronica M Soto-Ortega	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Veronica M Soto-Ortega Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: No				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No S/W GRACE BONSON/ OFFERED MED CERT TO GIVE TO DR				
04/18/2024 17:07:00	04/18/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/18/2024 06:04:31	04/18/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
04/17/2024 10:04:00	04/17/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/09/2024 22:29:32	04/09/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
04/01/2024 10:11:00	04/01/2024	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/28/2024 11:02:55	03/28/2024	[REDACTED]	Andrea Gesslein	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Andrea Naugle Offered - Pay Past Due Amt of \$3458.29 ***** PA Final Wrap-up Customer was satisfied. ADVISED NO TERM AT THIS TIME, ADVISED OF PAST DUE, ADVISED LIHEAP WOULD HAVE UNTIL MAY 1ST TO PAY FUNDING				
03/28/2024 10:53:17	03/28/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
03/28/2024 10:41:28	03/28/2024	[REDACTED]	Riley McClelland	General Inquiry
Case# 504652771810 ***** Name: Grace Bonson Email: gmbonson@aol.com Address Line 1: 36 Pannebaker Ave Address Line 2: null City: Lewistown State: PA Province: null Zip: 17044 Country: null Phone: 7172474479 Best Time: null Account Number: null Request Type: Payment Assistance Subject: Help with disconnect notice Text: Help finding payment assistance ***** Reply: Thank you for contacting FirstEnergy. We are happy to assist you. You currently have a total billed balance of \$4,312.52 with \$3,458.29 of that balance considered past due. At this time, the account does not have an active notice. The notice issued on 02/28/2024 advises that your electric service may be terminated on or after 04/01/2024.				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>However, these notices are sent so you will be able to apply for the LIHEAP Crisis Grant as well as the other assistance programs which require a notice to provide grants towards your balance. To apply, you may contact either your local County Assistance Office or go to <a href="http://www.compass.state.pa.us">www.compass.state.pa.us</a> to apply online.</p> <p>For information on Assistance and Service Programs, including any grants you may qualify for to assist with your current balance due, please visit <a href="http://www.firstenergycorp.com/billassist">www.firstenergycorp.com/billassist</a>.</p> <p>If you have additional questions, please contact our Credit Team at 1-800-962-4848. We hope this information is useful.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
03/28/2024 05:05:48	03/28/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
03/28/2024 05:05:10	03/28/2024	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill Enrollment				
03/23/2024 19:21:24	03/23/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 03/21/24 = \$ 347.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4179.73</p> <p>* System BBP Amount: 347.00</p>				
03/11/2024 11:17:45	03/11/2024	[REDACTED]	EAILOGINWM7	Lights-None
03/01/2024 10:01:00	03/02/2024	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/22/2024 13:20:47	02/22/2024	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH				
02/10/2024 20:14:18	02/10/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/29/2024 10:02:00	01/29/2024	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
01/03/2024 10:08:00	01/03/2024	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
12/20/2023 21:08:07	12/20/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 12/19/23 = \$ 393.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4460.38</p> <p>2. Current Delta: 3070.82 - 3294.00 + 0.00 223.18-</p> <p>3. Remaining Amount: 1389.56</p> <p>4. Diff + Remain Amt: 223.18- + 1389.56 1166.38</p> <p>5. New BBP Amount: 1166.38 / 92 x 30.4 385.00</p> <p>* Dollar Difference: 385.00 - 393.00 8.00</p> <p>* Pct Difference: 2.04</p> <p>* System BBP Amount: 393.00</p>				
12/04/2023 10:04:00	12/04/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
11/22/2023 14:10:49	11/22/2023	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 101872221 - \$ 355.96 - 11/22/2023 GMBONSON gmbonson@aol.com				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
11/20/2023 10:06:00	11/20/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/09/2023 22:28:29	11/09/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
11/01/2023 12:44:51	11/01/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
11/01/2023 12:44:51	11/01/2023	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
11/01/2023 12:11:00	11/01/2023	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/24/2023 10:31:22	10/24/2023	[REDACTED]	EALOGINWM7	Ready Pay Create
No 101127818 - \$ 775.41 - 10/24/2023 GMBONSON gmbonson@aol.com				
09/21/2023 19:39:09	09/21/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 09/20/23 = \$ 393.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4455.68</p> <p>2. Current Delta: 2107.81 - 2115.00 + 0.00 7.19-</p> <p>3. Remaining Amount: 2347.87</p> <p>4. Diff + Remain Amt: 7.19- + 2347.87 2340.68</p> <p>5. New BBP Amount: 2340.68 / 181 x 30.4 393.00</p> <p>* Dollar Difference: 393.00 - 359.00 34.00</p> <p>* Pct Difference: 9.47</p> <p>* System BBP Amount: 393.00</p>				
08/29/2023 07:23:43	08/29/2023	[REDACTED]	Cheryl Fick	PUC/BPU Complaint-Written
<p>Case #3908699 - DECISION ISSUED - COMPANY RECEIVED AND APPLIED A MEDICAL CERTIFICATE TO THE CUSTOMER'S ACCOUNT. COMPLAINT IS DISMISSED. CUSTOMER IS ELIGIBLE FOR A PUC PAR AS FOLLOWS: LEVEL 2, BUDGET 359.00 + 418.00 = 777.00 BEGINNING SEP 2023 DUE DATE. / cdf</p>				
08/29/2023 07:23:25	08/29/2023	[REDACTED]	Cheryl Fick	PA PUC Plan - IP
08/23/2023 08:08:03	08/23/2023	[REDACTED]	Anne Montgomery	Negotiation Tool - Service On
<p>Spoke with: GRACE M BONSON Created By: Anne Montgomery PA Final Wrap-up Customer was satisfied.</p> <p>sw GRACE M BONSON / [REDACTED] adv puc has not made decision yet-</p>				
08/23/2023 08:04:06	08/23/2023	[REDACTED]	Mary Wagner	General Inquiry
<p>sw GRACE M BONSON / [REDACTED] vai past due, calling for options // xfer to credit</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
08/23/2023 08:01:37	08/23/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
08/23/2023 08:01:37	08/23/2023	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
08/23/2023 07:40:46	08/23/2023	[REDACTED]	Autumn Riddle	General Inquiry
<p>6876609 i Name: Grace Bonson Email: gmbonson@aol.com Address Line 1: 36 PANNEBAKER AVE, 21</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Address Line 2: null City: Lewistown State: PA Province: null Zip: 17044 Country: null Phone: 7172474479 Best Time: null Account Number: ██████████ Request Type: Payment Assistance Subject: Payment assistance Text: I need help finding an assistance program to pay with my bill. I scheduled a \$500 payment for 8/23/2023. But I'm still having trouble getting a hold of dollar energy fund to find out the results of my application. I did several months ago. Also, I submitted a case with the PUC and that representative is just now calling me back. I've returned her call but cannot reach her. So I'm not really sure where things stand, but I need some kind of assistance before my shut off date. Thank you for your bill credit inquiry. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. Satisfied Not Applicable: Reason - Manual work				
08/21/2023 15:37:29	08/21/2023	██████████	EAILOGINWM7	Ready Pay Delete
No 99523601 - 08/23/2023 - \$500.00 GMBONSON gmbonson@aol.com				
08/20/2023 09:35:38	08/20/2023	██████████	EAILOGINWM7	Lights-None
08/19/2023 15:20:48	08/19/2023	██████████	EAILOGINWM7	Ready Pay Create
No 99523601 - \$ 500.00 - 08/23/2023 GMBONSON gmbonson@aol.com				
06/23/2023 10:45:42	06/23/2023	██████████	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/23/2023   Payment Time: 10:45:42 Payment Amount: 600.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22596339062323				
06/23/2023 10:43:33	06/23/2023	██████████	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/23/2023   Payment Time: 10:43:31 Payment Amount: 600.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 22596290062323				
06/21/2023 19:24:06	06/21/2023	██████████	CS General Purpose Batch	Calculation
C/A ██████████ Contract ██████████ Budget amt calculated for period ending 06/20/23 = \$ 359.00 Open editor for detail  1. 12 Mth Factor Amt: 4261.29 2. Current Delta: 1059.06 - 1038.00 + 0.00 21.06 3. Remaining Amount: 3202.23 4. Diff + Remain Amt: 21.06 + 3202.23 3223.29 5. New BBP Amount: 3223.29 / 273 x 30.4 359.00 * Dollar Difference: 359.00 - 346.00 13.00				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* Pct Difference: 3.76				
* System BBP Amount: 359.00				
06/10/2023 10:51:49	05/11/2023		Shawn Prater	Med Cert Paperwork Received
Medical Certificate Paperwork Received				
06/10/2023 10:50:56	05/11/2023		Shawn Prater	Medical Certificate
Medical Certificate Paperwork Received approved signed c riccelli for j bonson Med cert #1 valid 5/11/2023 - 6/10/2023 attempted customer @(717)249-4479. no answer, left detailec vm adv of valid dates. left CS # for questions. SRP/**CBO**				
05/11/2023 11:00:02	05/11/2023		CS General Purpose Batch	Med Cert Accepted Email Communication
05/10/2023 09:02:11	05/10/2023		Mariah Tanner-Hughes	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Mariah A Tanner-Hughes PA Final Wrap-up Customer was satisfied. s/w GRACE M BONSON past due 6,085.03 offered ebill, cust declined calling for status of med cert adv not yet reviewed or validated adv 2 calls yesterday, 1 was about past due balance and another regarding PUC complaint avd PUC temporarily stopped discon				
05/10/2023 08:16:00	05/10/2023		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				
05/09/2023 10:32:06	05/09/2023		Barbara Lafontaine	PUC/BPU Complaint-Written
PUC case# 3908699 received on 05/09/23 regarding a medical certificate. B. LaFontaine, Compliance				
05/09/2023 10:02:00	05/09/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/09/2023 10:00:11	05/09/2023		CS General Purpose Batch	Med Cert Received Email Communication
05/09/2023 06:40:28	05/09/2023		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/08/2023 16:26:28	05/08/2023		Christina Russell	Financial Summary Review
Spoke with: GRACE M BONSON Created By: Christina Russell FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
05/08/2023 16:26:03	05/08/2023		Christina Russell	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Christina Russell Med Cert options used. Advised customer ineligible for 3-day hold: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Customer requests Med Cert form faxed to their physician: No</p> <p>*</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>*</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$15087.06</p> <p>Offered - Pay Disconnection Amt of: \$11803.77</p> <p>Offered - Pay Past Due Amt of \$6085.03</p> <p>Offered - Pay Catch-up Amt of: \$4790.15</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>CUST CALLING ABOUT MED CERT, ADV NOT SHOWING THE MED CERT ON THE ACCT, CUST STATES SHE APPLIED WITH \$ENERGY AND LIHEAP</p> <p>ADV PAHAF 888-987-2423</p>				
05/08/2023 13:03:45	05/03/2023		Christy Shaver	Medical Certificate
Medical Certificate				
05/05/2023 14:52:23	05/05/2023		William Coughlin	General Inquiry
<p>s/w grace bonson; confirmed no med cert in place on acct;</p> <p>advised likely in review and med cert dept generally follows</p> <p>up on med cert eligibility;</p> <p>Customer was satisfied.</p>				
05/03/2023 14:00:05	05/03/2023		CS General Purpose Batch	Med Cert Confirmation Email Communication
05/03/2023 13:07:34	05/03/2023		Christy Shaver	Medical Certification Webform Request
Medical Certificate				
05/03/2023 13:06:13	05/03/2023		Christy Shaver	Negotiation Tool - Service On
<p>Spoke with: GRACE M BONSON</p> <p>Created By: Christy Ledsome</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>Med Cert options used.</p> <p>Advised customer ineligible for 3-day hold: Yes, Script Read</p> <p>Advised customer ineligible for 3-day hold: Yes, Script Read</p> <p>Provided Med Cert Webform URL: Yes, Script Read</p> <p>Email gmbonson@aol.com subscribed for email updates</p> <p>Provided Med Cert Hotline number: No</p> <p>Customer requests Med Cert form faxed to their physician: No</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: No</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>SW GRACE BONSON BP DECIDED TO USE WEB ADDRESS FOR MED CERT</p>				
05/03/2023 13:06:13	05/03/2023	[REDACTED]	Christy Shaver	Financial Summary Review
<p>Spoke with: GRACE M BONSON</p> <p>Created By: Christy Ledsome</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
05/03/2023 12:49:53	05/03/2023	[REDACTED]	Christy Shaver	Negotiation Tool - Service On
<p>Spoke with: GRACE M BONSON</p> <p>Created By: Christy Ledsome</p> <p>Financial Summary Option Used.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>BP ALRDY APPLIED</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$15087.06</p> <p>Offered - Pay Disconnection Amt of: \$11803.77</p> <p>Offered - Pay Past Due Amt of \$6085.03</p> <p>Offered - Pay Catch-up Amt of: \$4790.15</p> <p>*****</p> <p>Med Cert options used.</p> <p>Customer would like to use the Med Cert option to stop disconnection: Yes</p> <p>Provided Med Cert Webform URL: No</p> <p>Provided Med Cert Hotline number: No</p> <p>Customer requests Med Cert form faxed to their physician: Yes, Script Read</p> <p>Physician Name:DR</p> <p>Physician Fax:(570)214-1268</p> <p>SW GRACE BONSON VAI HAS DISC NOTICE UPDATED FS BP CAN'T MAKE PYMNT TO STOP DISC NOT ELIGIBLE FOR ANOTHER IP DISP RIGHTS ALRDY USED</p> <p>BP APPLIED FOR DEF BUT HAS NOT HEARD ANYTHING ADVSD TO REACH OUT TO THEM</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>Customer to use Med Cert Option: Yes</p> <p>3 day Dunning lock created.</p> <p>Patient First Name:JAMES</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Patient Last Name: BONSON JR Relationship to BP: Child SW GRACE BONSON VAI HAS DISC NOTICE UPDATED FS BP CAN'T MAKE PYMNT TO STOP DISC NOT ELIGIBLE FOR ANOTHER IP DISP RIGHTS ALRDY USED BP APPLIED FOR DEF BUT HAS NOT HEARD ANYTHING ADVSD TO REACH OUT TO THEM				
05/03/2023 12:49:53	05/03/2023	[REDACTED]	Christy Shaver	Financial Summary Review
Spoke with: GRACE M BONSON Created By: Christy Ledsome				
05/03/2023 12:05:25	05/03/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/24/2023 08:38:37	04/24/2023	[REDACTED]	Sarah Cain	Utility Report Issued
Spoke with: GRACE M BONSON Created By: Sarah E Cain Dispute Rights Dunning lock created - Lock date: 05/07/2023 Company Position: Supplied Rights, Provided PUC info, advised new term date on/by: 05/08/23  Customer Position: cust cannot pay adv all options Supplied Rights, Provided PUC info, advised new term date on/by: 05/08/23				
04/24/2023 08:36:56	04/24/2023	[REDACTED]	Sarah Cain	Financial Summary Review
Spoke with: GRACE M BONSON Created By: Sarah E Cain BP Refused FS				
04/24/2023 08:36:55	04/24/2023	[REDACTED]	Sarah Cain	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Sarah E Cain *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: \$15087.06 Offered - Pay Disconnection Amt of: \$11803.77 Offered - Pay Past Due Amt of \$4800.57 Offered - Pay Catch-up Amt of: \$4790.15 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Spoke With: GRACE M BONSON Customer Offered: cannot pay Next Bill: 05/23/2023				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
bp calling to discus discon options - bp has applied for assistance and is waiting to hear back. not eligible for ip. Supplied Rights, Provided PUC info, advised new term date on/by: 05/08/23				
04/21/2023 16:10:17	04/21/2023	[REDACTED]	Tessa LaBo	General Inquiry
***** Web Request: 6571844 ***** Name: Grace Bonson Email: gmbonson@aol.com Address Line 1: 36 pannebaker ave Address Line 2: null City: Lewistown State: PA Province: null Zip: 17044 Country: null Phone: 7172474479 Best Time: null Account Number: [REDACTED] ***** Text: I have tried to reach you several times every day and because of my work I can't do a callback. I applied for liheap & dollar energy fund and have not got a response yet. My shutoff date is 04/25/2023. I need some time to see if I can get help. If not I need to do I medical certification form. Can you fax that to my sons Dr. My son is James Bonson Jr. he is disabled and resides with me. Dr. Riccelli 1-570-214-1268. ***** Reply: Thank you for utilizing our website. We strive to answer our customers' calls in a timely and efficient manner. Our company monitors high and low call volume days. Unfortunately, some days are unpredictable and may cause longer hold times. We appreciate your patience when this happens. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department, however, and you will need to speak with a representative over the phone to discuss your account. Please call Penelec at 1-800-962-4848. ***** Satisfied Not Applicable: Reason - Manual work				
04/19/2023 17:07:00	04/19/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/18/2023 10:04:00	04/18/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/14/2023 07:59:21	04/17/2023	[REDACTED]	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
04/11/2023 00:16:00	04/11/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/31/2023 10:02:00	04/01/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/29/2023 14:11:53	03/29/2023	[REDACTED]	Riley McClelland	Negotiation Tool - Service On
<p>Spoke with: GRACE M BONSON            Created By: Riley A Kline            PA Final Wrap-up            Satisfied Not Applicable: Reason - Manual work            Web Req# 6513848            *****            Name: Grace Bonson            Email: gmbonson@aol.com            Address Line 1: 36 pannebaker ave            Address Line 2: null            City: Lewistown            State: PA            Province: null            Zip: 17044            Country: null            Phone: 7172474479            Best Time: null            Account Number: [REDACTED]            Request Type: Payment Assistance            Subject: Assistance program            Text: Please help me find assistance with my bill            *****            Reply:            Thank you for your inquiry. I would be happy to assist you. Currently, your account has a total balance of \$14,702.54 with \$4,802.15 of that balance considered past due. Your account does not have a disconnection notice. However, any time the account becomes past due a disconnection notice can generate. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848.</p> <p>For information on Assistance and Service Programs, including any grants you may qualify for to assist with your current balance due, please visit <a href="http://www.firstenergycorp.com/billassist">www.firstenergycorp.com/billassist</a>.</p> <p>Have a good day!</p>				
03/29/2023 13:08:14	03/29/2023	[REDACTED]	EAILOGINWM7	Paperless Bill Cancelled
Loren Hughes - Paperless Removed on Account [REDACTED]				
03/29/2023 13:00:23	03/29/2023	[REDACTED]	Loren D Hughes	Negotiation Tool - Service On
<p>Spoke with: GRACE M BONSON            Created By: Loren D Hughes            Payment Options provided:            Offered - Pay Acct Balance of: \$14702.54            Offered - Pay Past Due Amt of \$4802.15            *****            PA Final Wrap-up            Customer was satisfied.            cust calling about setting up new IP - adv no IP options available - said she is waiting for liheap and def - adv no active term            notice on acct yet but it will be coming out at anytime bc of pd bal</p>				
03/28/2023 13:50:41	03/28/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
03/22/2023 19:21:35	03/22/2023	[REDACTED]	CS General Purpose Batch	Calculation

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 03/21/23 = \$ 346.00 Open editor for detail  1. 12 Mth Factor Amt: 4151.19 * System BBP Amount: 346.00				
03/15/2023 07:08:49	03/15/2023	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
GMBONSON gmbonson@aol.com Requested Forgot Password link				
03/15/2023 07:06:12	03/15/2023	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
GMBONSON gmbonson@aol.com Requested Forgot Password link				
03/02/2023 10:07:00	03/02/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/17/2023 14:16:06	02/17/2023	[REDACTED]	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
02/07/2023 22:21:18	02/07/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/31/2023 20:56:40	01/31/2023	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.				
01/30/2023 10:03:00	01/30/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
01/25/2023 13:36:54	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 17:12:52	01/24/2023	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/03/2023 10:07:00	01/03/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
12/20/2022 19:04:48	12/20/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 12/19/22 = \$ 332.00 Open editor for detail  1. 12 Mth Factor Amt: 3626.40 2. Current Delta: 2761.63 - 2622.00 + 0.00 139.63 3. Remaining Amount: 864.77 4. Diff + Remain Amt: 139.63 + 864.77 1004.40 5. New BBP Amount: 1004.40 / 92 x 30.4 332.00 * Dollar Difference: 332.00 - 279.00 53.00 * Pct Difference: 19.00 * System BBP Amount: 332.00				
12/05/2022 10:11:00	12/05/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
11/22/2022 11:33:52	11/22/2022	[REDACTED]	Amanda Hashman	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Amanda D Hashman Payment Options provided: Offered - Pay Acct Balance of: \$12732.04 Offered - Pay Past Due Amt of \$1367.82 ***** PA Final Wrap-up				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer was satisfied. adv customer that there is no active disconnection on the account- Customer stated that she applied for LiHeap but they told her to apply for DEF- which need additional information.				
11/16/2022 17:05:00	11/16/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 03 - Busy				
11/15/2022 10:05:00	11/15/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 03 - Busy				
11/07/2022 22:30:05	11/07/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
11/03/2022 15:31:03	11/03/2022	[REDACTED]	CS General Purpose Batch	Return Check Letter
11/02/2022 14:33:09	11/02/2022	[REDACTED]	Natasha Neal	Provide Program Information
Outbound email campaign to promote LIHEAP.				
11/02/2022 10:03:00	11/02/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
11/02/2022 07:16:17	11/02/2022	[REDACTED]	EAILOGINWM7	Change Profile
GMBONSON gmbonson@aol.com Changed Password From Unlock Password				
11/02/2022 07:15:18	11/02/2022	[REDACTED]	EAILOGINWM7	Unlock Login Email Sent
GMBONSON gmbonson@aol.com Requested Unlock Password link				
10/31/2022 07:31:09	10/31/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 92306050 - \$ 678.00 - 10/31/2022 GMBONSON gmbonson1@aol.com				
10/31/2022 07:30:26	10/31/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/21/2022 10:37:20	10/21/2022	[REDACTED]	Cassandra Bush	Utility Report Issued
Spoke with: GRACE M BONSON Created By: Cassandra Bush Dispute Rights Dunning lock created - Lock date: 10/31/2022 Company Position: Termination Date(on or after)=> 11/01/2022 Customer Position: Termination Date(on or after)=> 11/01/2022				
10/21/2022 10:33:58	10/21/2022	[REDACTED]	Cassandra Bush	Financial Summary Review
Spoke with: GRACE M BONSON Created By: Cassandra Bush				
10/21/2022 10:32:43	10/21/2022	[REDACTED]	Cassandra Bush	Financial Summary Review
Spoke with: GRACE M BONSON Created By: Cassandra Bush BP Refused FS				
10/21/2022 10:32:42	10/21/2022	[REDACTED]	Cassandra Bush	Negotiation Tool - Service On
Spoke with: GRACE M BONSON Created By: Cassandra Bush *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 *****				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Financial Summary Option Used. ***** Payment Options provided: Offered - Pay Acct Balance of: \$12151.29 Offered - Pay Disconnection Amt of: \$9851.62 Offered - Pay Catch-up Amt of: \$678.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Spoke With GRACE M BONSON states she wants to redo her payment plan advised she doesn't qualify Termination Date(on or after)=> 11/01/2022				
10/21/2022 10:32:42	10/21/2022		Cassandra Bush	Disconnection Phone Attempt - Successful
10/21/2022 10:25:00	10/21/2022		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/19/2022 17:03:00	10/19/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/18/2022 10:03:00	10/18/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/10/2022 22:26:58	10/10/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
10/03/2022 10:04:00	10/03/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
09/26/2022 05:51:37	09/26/2022		EAILOGINWM7	Ready Pay Create
No 91394795 - \$ 678.07 - 09/26/2022 GMBONSON gmbonson7@aol.com				
09/26/2022 05:51:12	09/26/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder				
Offered All Options				
09/22/2022 19:07:24	09/22/2022		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 09/21/22 = \$ 279.00 Open editor for detail  1. 12 Mth Factor Amt: 3457.13 2. Current Delta: 1803.32 - 1785.00 + 0.00 18.32 3. Remaining Amount: 1653.81 4. Diff + Remain Amt: 18.32 + 1653.81 1672.13 5. New BBP Amount: 1672.13 / 182 x 30.4 279.00 * Dollar Difference: 279.00 - 309.00 30.00 * Pct Difference: 9.71 * System BBP Amount: 279.00				
09/20/2022 17:04:00	09/20/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/20/2022 07:40:33	09/20/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder				
Offered All Options				
09/19/2022 17:40:24	09/19/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder				
Offered All Options				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/19/2022 10:05:00	09/19/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/10/2022 20:15:21	09/10/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
09/02/2022 10:03:00	09/03/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
08/24/2022 16:08:06	08/24/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 90584006 - \$ 645.30 - 08/24/2022 GMBONSON gmbonson@aol.com				
08/24/2022 16:07:19	08/24/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/23/2022 14:16:59	08/23/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/19/2022 17:03:00	08/19/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/19/2022 14:45:36	08/19/2022	[REDACTED]	Natasha Neal	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/19/2022 14:00:18	08/19/2022	[REDACTED]	Sarah Jones	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/18/2022 10:04:00	08/18/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/10/2022 22:23:29	08/10/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
08/01/2022 10:05:00	08/01/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
07/26/2022 14:52:37	07/26/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 89826823 - \$ 645.36 - 07/26/2022 GMBONSON gmbonson@aol.com				
07/26/2022 14:52:09	07/26/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/26/2022 13:40:38	07/26/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/26/2022 13:28:26	07/26/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/26/2022 13:07:42	07/26/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/21/2022 17:03:00	07/21/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/20/2022 10:02:00	07/20/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/12/2022 22:28:35	07/12/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
07/01/2022 10:02:00	07/02/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
06/22/2022 19:05:28	06/22/2022	[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 06/21/22 = \$ 309.00 Open editor for detail  1. 12 Mth Factor Amt: 3645.74 2. Current Delta: 948.96 - 858.00 + 0.00 90.96 3. Remaining Amount: 2696.78 4. Diff + Remain Amt: 90.96 + 2696.78 2787.74 5. New BBP Amount: 2787.74 / 274 x 30.4 309.00 * Dollar Difference: 309.00 - 286.00 23.00 * Pct Difference: 8.04 * System BBP Amount: 309.00				
06/22/2022 14:14:36	06/22/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 88987043 - \$ 144.68 - 06/22/2022 GMBONSON gmbonson@aol.com				
06/22/2022 14:14:00	06/22/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/21/2022 17:05:00	06/21/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/20/2022 10:05:00	06/20/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/11/2022 20:14:24	06/11/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
06/01/2022 10:04:00	06/01/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
04/14/2022 09:45:46	04/14/2022	[REDACTED]	Cheryl Fick	PUC/BPU Complaint-Written
Case #3826730 - LEVEL 2, BB 295.00 + 360.00 = 655.00 BEGINNING MAY 2022. / cdf				
04/14/2022 09:45:22	04/14/2022	[REDACTED]	Cheryl Fick	PA PUC Plan - IP
04/13/2022 11:28:24	04/13/2022	[REDACTED]	INTV IVR	Account Balance Inquiry
04/05/2022 08:18:25	04/05/2022	[REDACTED]	Amber Banker	PUC/BPU Complaint-Written
PUC case# 3826730 received on 04/04/22 regarding a PUC payment agreement request (PAR). Samantha Geist				
04/04/2022 10:19:31	04/04/2022	[REDACTED]	Tessa LaBo	General Inquiry
***** Web Request: 5748380 ***** Name: Grace M Bonson Email: Gmbonson@aol.com Address Line 1: 36 Pennebaker Ave Address Line 2: null City: Lewistown State: PA Province: null Zip: 17044 Country: null Phone: (717) 249-4479 Best Time: null Account Number: [REDACTED] *****				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Text: I applied for assistance from LIHEAP And have not heard a response. I need more time to make payment arrangements. I have a family member with a medical condition that cannot go without electricity. And my husband is also on disability *****</p> <p>Reply: Thank you for your bill credit inquiry. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penelec at 1-800-962-4848. *****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
04/03/2022 23:30:10	04/03/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 86996844 - \$ 500.00 - 04/25/2022 GMBONSON gmbonson@aol.com				
03/30/2022 11:39:05	03/30/2022	[REDACTED]	Tina L Woodring	Utility Report Issued
<p>Spoke with: GRACE M BONSON Created By: Tina L Woodring Dispute Rights Dunning lock created - Lock date: 04/09/2022 Company Position: provided all options, customer declined. Customer Position: will attempt to resolve notice .</p>				
03/30/2022 11:38:38	03/30/2022	[REDACTED]	Tina L Woodring	Negotiation Tool - Service On
<p>Spoke with: GRACE M BONSON Created By: Tina L Woodring PA Final Wrap-up Customer was not satisfied. Rights provided to customer. calling about shut off notice. stating that she is trying to get help and has applied for LIHEAP. calling to see if they have called us because she hasn't heard from them. adv customer that will note that reached out for help. provided DEF phone number. *****</p> <p>Dispute Rights Issued Option Used.</p>				
03/29/2022 11:08:14	03/29/2022	[REDACTED]	EAILOGINWM7	Change Profile
GMBONSON gmbonson@aol.com Changed Password From Unlock Password				
03/29/2022 11:06:36	03/29/2022	[REDACTED]	EAILOGINWM7	Unlock Login Email Sent
GMBONSON gmbonson@aol.com Requested Unlock Password link				
03/22/2022 18:58:26	03/22/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 03/21/22 = \$ 286.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3437.80 * System BBP Amount: 286.00</p>				

### Customer Contact History

<i>Contact Date</i>	<i>Created Date</i>	<i>Contract Acct</i>	<i>Created By</i>	<i>Description</i>
03/02/2022 10:06:00	03/02/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/07/2022 22:22:54	02/07/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/28/2022 10:02:00	01/29/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
01/03/2022 10:10:00	01/03/2022	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				

**DETAILED STATEMENT OF ACCOUNT**



Customer Name: Grace M. Bonson

Account Number: [REDACTED]

Service Address: 36 Pennebaker Avenue  
Lewistown PA 17044

Entry Date	Read Date	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
9/26/2022	9/21/2022	105,618	1,596	30	53	Act	264.08	309.00	10/26/2022		10.04	LPC	12,830.04
9/26/2022											-0.68	SDINT	12,829.36
9/26/2022										-678.07			12,151.29
10/22/2022	10/20/2022	106,913	1,295	29	45	Act	222.69	279.00	11/28/2022				12,373.98
10/22/2022											-0.61	SDINT	12,373.37
10/31/2022										-678.00			11,695.37
11/3/2022							Payment Returned – Non-Sufficient Funds			678.00		RC	12,373.37
11/23/2022											12.00	RCC	12,385.37
11/23/2022	11/20/2022	108,838	1,925	31	62	Act	327.08	279.00	12/27/2022		20.20	LPC	12,732.65
11/23/2022											-0.61	SDINT	12,732.04
12/22/2022	12/19/2022	111,267	2,429	29	84	Act	408.54	279.00	1/23/2023		29.77	LPC	13,170.35
12/22/2022											-0.61	SDINT	13,169.74
1/24/2023	1/19/2023	114,084	2,817	31	91	Act	506.27	332.00	2/23/2023		39.35	LPC	13,715.36
1/24/2023											-1.38	SDINT	13,713.98
2/22/2023	2/19/2023	116,692	2,608	31	84	Act	470.81	332.00	3/24/2023		48.91	LPC	14,233.70
2/22/2023											-1.43	SDINT	14,232.27
3/22/2023	3/21/2023	119,000	2,308	30	77	Act	412.48	332.00	4/24/2023		59.27	LPC	14,704.02
3/22/2023											-1.48	SDINT	14,702.54
4/22/2023	4/19/2023	120,767	1,767	29	61	Act	316.47	346.00	5/25/2023		69.63	LPC	15,088.64
4/22/2023											-1.58	SDINT	15,087.06
5/22/2023	5/21/2023	122,673	1,906	32	60	Act	340.62	346.00	6/23/2023				15,427.68
5/22/2023											-1.43	SDINT	15,426.25
6/21/2023	6/20/2023	124,906	2,233	30	74	Act	401.97	346.00	7/24/2023				15,828.22
6/21/2023											-1.48	SDINT	15,826.74
6/23/2023										-600.00			15,226.74
6/23/2023										-600.00			14,626.74
7/22/2023	7/20/2023	127,103	2,197	30	73	Act	399.41	359.00	8/24/2023				15,026.15
7/22/2023											-1.58	SDINT	15,024.57
8/22/2023	8/21/2023	129,075	1,972	32	62	Act	359.51	359.00	9/25/2023				15,384.08



**DETAILED STATEMENT OF ACCOUNT**

Customer Name: Grace M. Bonson

Account Number: [REDACTED]

Service Address: 36 Pennebaker Avenue  
Lewistown PA 17044

Entry Date	Read Date	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
8/22/2023											-1.48	SDINT	15,382.60
8/29/2023			Installment plan deactivated on 8/29/2023 – Installment Plan in Arrears.										
8/29/2023			Installment plan started on 8/29/2023 for budget + 418.00.										
9/21/2023	9/20/2023	130,654	1,579	30	53	Act	289.83	359.00	10/25/2023				15,672.43
9/21/2023											-1.58	SDINT	15,670.85
10/21/2023	10/19/2023	131,858	1,204	29	42	Act	223.48	393.00	11/27/2023				15,894.33
10/21/2023											-1.43	SDINT	15,892.90
10/24/2023										-775.41			15,117.49
11/21/2023	11/20/2023	133,791	1,933	32	60	Act	352.85	393.00	12/27/2023		5.34	LPC	15,475.68
11/21/2023											-1.53	SDINT	15,474.15
11/22/2023										-355.96			15,118.19
12/20/2023	12/19/2023	135,846	2,055	29	71	Act	386.68	393.00	1/22/2024		6.80	LPC	15,511.67
12/20/2023											-1.39	SDINT	15,510.28
1/22/2024	1/21/2024	138,007	2,161	33	65	Act	417.86	393.00	2/23/2024		18.95	LPC	15,947.09
1/22/2024											-1.81	SDINT	15,945.28
2/21/2024	2/20/2024	139,875	1,868	30	62	Act	365.50	393.00	3/25/2024		31.09	LPC	16,341.87
2/21/2024											-1.70	SDINT	16,340.17
3/23/2024	3/21/2024	141,533	1,658	30	55	Act	325.55	393.00	4/25/2024		43.23	LPC	16,708.95
3/23/2024											-1.81	SDINT	16,707.14
4/22/2024	4/21/2024	143,439	1,908	31	61	Act	373.77	347.00	5/24/2024				17,080.91
4/22/2024											-1.64	SDINT	17,079.27
5/22/2024	5/21/2024	145,485	2,046	30	68	Act	400.46	347.00	6/24/2024				17,479.73
5/22/2024											-1.70	SDINT	17,478.03
6/20/2024	6/19/2024	147,261	1,776	29	61	Act	338.73	347.00	7/24/2024				17,816.76
6/20/2024											-1.75	SDINT	17,815.01
7/23/2024	7/22/2024	149,572	2,311	33	70	Act	430.71	347.00	8/26/2024		86.00	LPC	18,331.72
7/23/2024											-1.75	SDINT	18,329.97
8/21/2024	8/20/2024	151,292	1,720	29	59	Act	323.18	347.00	9/23/2024				18,653.15
8/21/2024											-1.64	SDINT	18,651.51



**DETAILED STATEMENT OF ACCOUNT**

Customer Name: Grace M. Bonson

Account Number: [REDACTED]

Service Address: 36 Pennebaker Avenue  
Lewistown PA 17044

Entry Date	Read Date	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
9/21/2024	9/19/2024	152,766	1,474	30	49	Act	278.42	347.00	10/24/2024				18,929.93
9/21/2024											-1.81	SDINT	18,928.12
10/22/2024	10/21/2024	154,148	1,382	32	43	Act	261.68	347.00	11/25/2024				19,189.80
10/22/2024											-1.70	SDINT	19,188.10
11/21/2024	11/20/2024	155,617	1,469	30	49	Act	277.52	347.00	12/26/2024				19,465.62
11/21/2024											-1.81	SDINT	19,463.81
11/24/2024										-325.00			19,138.81
12/21/2024	12/19/2024	157,297	1,680	29	58	Act	317.79	347.00	1/27/2025				19,456.60
12/21/2024											-1.75	SDINT	19,454.85
1/22/2025	1/21/2025	159,418	2,121	33	64	Act	418.81	323.00	2/24/2025				19,873.66
1/22/2025											-1.47	SDINT	19,872.19
2/20/2025	2/19/2025	161,184	1,766	29	61	Act	353.90	323.00	3/26/2025				20,226.09
2/20/2025											-1.53	SDINT	20,224.56
3/24/2025	3/23/2025	163,402	2,218	32	69	Act	441.60	323.00	4/25/2025				20,666.16
3/24/2025											-1.48	SDINT	20,664.68



Grace M. Bonson  
36 Pennebaker Avenue  
Lewistown PA 17044

Account No. [REDACTED]

Medical Certificate History

**Display Medical Certificate History**

Business Partner [REDACTED] GRACE M BONSON  
Contract Account [REDACTED]

Date	Time	Activity	Start Date	End Date	Cert Date	Disc Stat	Paper Stat	Account Balance
08/05/2024	11:47:36	Maintain	08/05/2024	09/04/2024			web Pending	18329.97
06/04/2024	13:26:46	Maintain	06/03/2024	07/03/2024		Active	Received	17478.03
06/03/2024	16:01:03	Maintain	06/03/2024	07/03/2024			web Pending	17478.03
05/01/2024	13:47:27	Maintain	05/01/2024	05/31/2024		Active	Received	17079.27
05/01/2024	11:19:55	Maintain	05/01/2024	05/31/2024			web Pending	17079.27
05/11/2023	10:51:48	Maintain	05/11/2023	06/10/2023		Active	Received	15087.06
05/11/2023	10:50:53	New Entry	05/11/2023	06/10/2023		Active	No Answer	15087.06
05/09/2023	09:30:42	Maintain	05/09/2023	06/08/2023			web Pending	0.00
05/03/2023	13:03:45	New Entry	05/03/2023				No Answer	15087.06
08/22/2019	08:13:04	New Entry	08/22/2019				No Answer	2306.56



Payment History

Grace Bonson  
36 Pennebaker Avenue  
Lewistown PA 17044

Account No. [REDACTED]

Time Period November 7, 2017 to March 31, 2025

Date	Amount	Description
11/24/2024	325.00-	Electronic Check Payment - WEB
11/22/2023	355.96-	Electronic Check Payment - WEB
10/24/2023	775.41-	Electronic Check Payment - WEB
08/23/2023	500.00-	Electronic Check Payment - WEB
06/23/2023	600.00-	Credit Card Payment
06/23/2023	600.00-	Credit Card Payment
<b>11/03/2022</b>	<b>678.00</b>	<b>Return Payment-Nonsufficient Funds</b>
10/31/2022	678.00-	Electronic Check Payment - WEB
09/26/2022	678.07-	Electronic Check Payment - WEB
08/24/2022	645.30-	Electronic Check Payment - WEB
07/26/2022	645.36-	Electronic Check Payment - WEB
06/22/2022	144.68-	Electronic Check Payment - WEB
04/25/2022	500.00-	Electronic Check Payment - WEB
12/27/2021	500.00-	Electronic Check Payment - WEB
<b>11/25/2021</b>	<b>492.00</b>	<b>Return Payment-Nonsufficient Funds</b>
11/22/2021	492.00-	Electronic Check Payment - WEB
10/25/2021	492.00-	Electronic Check Payment - WEB
08/23/2021	491.36-	Electronic Check Payment - WEB
06/23/2021	453.68-	Electronic Check Payment - WEB
10/24/2019	377.64-	Electronic Check Payment - CSR
09/23/2019	384.14-	Electronic Check Payment - WEB
08/28/2019	345.84-	Electronic Check Payment - CSR
07/29/2019	339.42-	Electronic Check Payment - IVR
04/22/2019	205.53-	Electronic Check Payment - IVR
03/31/2019	150.00-	Electronic Check Payment - WEB
05/24/2018	238.00-	Electronic Check Payment - WEB
04/25/2018	225.00-	Electronic Check Payment - WEB
02/28/2018	179.09-	Electronic Check Payment - WEB
12/28/2017	285.21-	Electronic Check Payment - WEB
12/04/2017	152.00-	Electronic Check Payment - WEB

Created by Laurie Parker March 31, 2025

**FIRST ENERGY  
HIERARCHY OF PAYMENT ARRANGEMENTS**



**Name:** Grace Bonson

**Account Number:** [REDACTED]

**Address:** 36 Pennebaker Avenue  
Lewistown PA 17044

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO EXT PA	3/29/2021	\$7,716.64	\$3,422.00	Budget bill + \$128.00, beginning 5/13/2021
CO PA	7/6/2021	\$11,871.60	\$3,422.00	Budget bill + \$197.00, beginning 8/23/2021
BCS 3826730	4/14/2022	\$12,935.93	\$4,532.67	Budget bill + \$360.00, beginning 5/25/2022
BCS 3908699	8/29/2023	\$15,320.62	Blank	Budget bill + \$418.00, beginning 10/25/2023

Remarks:

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



Grace M. Bonson  
36 Pennebaker Avenue  
Lewistown PA 17044  
Account No. [REDACTED]

### Financial Summary

**Financial Summary**

Business partner [REDACTED] GRACE M BONSON / LEWISTOWN PA 17044  
Contract account [REDACTED]  
Financial summary date 05/31/2024

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

Number of occupants

Ages of occupants

Business partner [REDACTED] GRACE M BONSON / LEWISTOWN PA 17044  
Contract account [REDACTED]  
Financial summary date 05/31/2024

Occupant Info **Income** Review Course of action

**Add name** GRACE BONSON JAMES BONSON JR JAMES BONSON SR

There is no income to report

Enter the names of all household members that receive income.

Add Name  
Delete Name

Business partner [REDACTED] GRACE M BONSON / LEWISTOWN PA 17044  
 Contract account [REDACTED]  
 Financial summary date 05/31/2024

Occupant Info		Income		Review		Course of action	
Add name	GRACE BONSON	JAMES BONSON JR	JAMES BONSON SR				
Employment	Amount	Cycle	Hrs/Wk	Gr/Net	Gross Monthly	Net Monthly	
WORKS	2,523.73	<input type="checkbox"/>	0	<input type="checkbox"/>	2,523.73	1,991.22	
	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] GRACE M BONSON / LEWISTOWN PA 17044  
 Contract account [REDACTED]  
 Financial summary date 05/31/2024

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

Add name | GRACE BONSON | **JAMES BONSON JR** | JAMES BONSON SR

Employment	Amount	Cycle	Hrs/Wk	Gr/Net	Gross Monthly	Net Monthly
	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
	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	892.00	<input type="checkbox"/>			892.00	892.00
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] GRACE M BONSON / LEWISTOWN PA 17044  
 Contract account [REDACTED]  
 Financial summary date 05/31/2024

Occupant Info		Income		Review		Course of action	
Add name	GRACE BONSON	JAMES BONSON JR	JAMES BONSON SR				
Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly	
	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	
	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	1,591.00	<input type="checkbox"/>			1,591.00	1,591.00	
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] GRACE M BONSON / LEWISTOWN PA 17044  
Contract account [REDACTED]  
Financial summary date 05/31/2024

Occupant Info Income **Review** Course of action

**Financial Review**

	Current	04/22/2024	Difference
Gross Income	5,006.73	0.00	5,006.73
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	5,006.73	0.00	5,006.73

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>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$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
Level 2A	150.00%	\$1,956.26	\$2,643.76	\$3,331.26	\$4,018.76	\$4,706.26	\$5,393.76	\$6,081.26	\$6,768.76	\$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

Hold

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist

Geist, Samantha

Customer Information

Case Number

3826730

Account Number

[REDACTED]

First Name

GRACE

Last Name

BONSON

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

36 PENNEBAKER AVE

Address2

City

LEWISTOWN

State

PA

Mail Zip

17044

Family

Family Size

3

Children

0

Age

Adults

3

General

PUC Date Opened

4/4/2022

PUC Date Prepared

4/4/2022

Received Date

4/4/2022

PUC Date Closed

4/5/2022

Case Information

Prior Case Number

0

Term Date

4/4/2022

Arrearage

2846

Case Origin Universal Service  
TELEPHONE Yes  
Source Business Name

Income  
A1 DIS - \$1342  
A2 WORK - \$2426.67  
A3 SSI - \$764

Reason For Contact  
ON - PAR NEEDED (# 61)

Case Problem

Company Position

03/28/2022 TOLD THE CUSTOMER TO CALL THE ASSISTANCE OFFICE- WHO THEN REFERRED HER TO THE PUC.

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PUC PAR TO AVOID TERMINATION THE CELL PHONE NUMBER (717) 247 - 4479 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS GMBONSON@AOL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

---

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

Status

---

Status

Closed

History

---

Click To Expand

Is Archived

Customer Information

---

Case Number

3826730

Customer First Name

GRACE

Customer Last Name

BONSON

Account Number

[REDACTED]

Service Address

---

Address 1

36 PANNEBAKER AVE

Address 2

City

LEWISTOWN

Service State

PA

Zip

17044

Home Phone

Work Phone

Mailing Address

---

Address 1

36 PENNEBAKER AVE

Address 2

City

LEWISTOWN

State

PA

Zip

17044

Family

---

Adults

3

Family Size

3

Children

0

Age

General

---

PUC Date Opened

4/4/2022

PUC Sent Date

4/5/2022

PUC Date Closed

4/5/2022

Case Type

Straight

Assigned To

---

Assigned Specialist

Geist, Samantha

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/5/2022

Head Date

4/5/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
12935.93	0.00	655.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
295.00	0.00	360.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	
PUC Terms		
MAY 2022 BILL DUE DATE		
Letter Description		
Resolution		
LEVEL 2, BB 295.00 + 360.00 = 655.00 BEGINNING MAY 2022.		
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
AMANDA	SMITH
Status	

---

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	4/14/2022

History

---

Click To Expand	▼
◀	▶

Hold

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist  
Lafontaine, Barbara J  
Customer Information

Case Number

3908699

Account Number

[REDACTED]

First Name

GRACE

Last Name

BONSON

Service Address

Address1

36 PANNEBAKER AVE

Address2

Service City

LEWISTOWN

Service State

PA

Service Zip

17044-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

5/9/2023

PUC Date Prepared

5/9/2023

Received Date

5/9/2023

PUC Date Closed

8/25/2023

Case Information

Prior Case Number

3826730

Term Date

5/9/2023

Arrearage

11803

Case Origin                      Universal Service                      Income  
PUC WEBSITE                      No  
Source                      Business Name

Reason For Contact

PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58)

Case Problem

SERVICE ON. CUSTOMER HAD A MED CERT SENT TO THE COMPANY AND IT HAS YET NOT BEEN REVIEWED. - RELIEF SOUGHT - CUSTOMER WANTS THE COMPANY TO ACCEPT THE MED CERT AND APPLY IT. THE EMAIL ADDRESS GMBONSON@AOL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position

05/08/2023 COMPANY SAID THEY RECEIVED THE MED CERT BUT HAS NOT YET REVIEWED IT.

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

---

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

Status

---

Status

Closed

History

Click To Expand ▼

---

◀ ▶

Is Archived

Customer Information

---

Case Number

3908699

Customer First Name

GRACE

Customer Last Name

BONSON

Account Number

██████████

Service Address

---

Address 1

36 PANNEBAKER AVE

Address 2

City

LEWISTOWN

Service State

PA

Zip

17044

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

0

Family Size

0

Children

0

Age

General

---

PUC Date Opened

5/9/2023

PUC Sent Date

8/25/2023

PUC Date Closed

8/25/2023

Case Type

Pa-Informal

Assigned To

---

Assigned Specialist

Lafontaine, Barbara J

Case Information

---

PUC Violation

ACTUAL

PUC Chapter

56

Section Rule

56.1

Balance Date

5/30/2023

Head Date

8/28/2023

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
15024.57	0.00	777.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
359.00	0.00	418.00
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  
SEPTEMBER 2023

Letter Description

Resolution

DECISION ISSUED - COMPANY RECEIVED AND APPLIED A MEDICAL CERTIFICATE TO THE CUSTOMER'S ACCOUNT. COMPLAINT IS DISMISSED. CUSTOMER IS ELIGIBLE FOR A PUC PAR AS FOLLOWS: LEVEL 2, BUDGET 359.00 + 418.00 = 777.00 BEGINNING SEP 2023 DUE DATE.

Has Decision Issue                      Response Time

Other Information

---

Investigator First Name	Investigator Last Name
BRANDI	BARRICK
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"/>	8/29/2023

History

---

Click To Expand <span style="float: right;">▼</span>
◀
▶



Grace M. Bonson  
 36 Pennebaker Avenue  
 Lewistown, PA 17044  
 Account No. [REDACTED]

Collection History  
 Time Period: January 1, 2022 – March 31, 2025

10 Day Term Notice	Phone Contacts	Result
2/8/22 Low-Income for \$9,658.76 term date 4/4/22	3/2/22 @ 10:06 AM – Past due reminder – Left Message	Dispute Rights
	3/30/22 @ 11:38 AM – Spoke with Customer	
4/4/22 BCS Case No. 3826730 – On PAR		
4/5/22 BCS Case No. 3826730 - Level 2 PAR		
6/1/22 @ 10:04 AM – Past due reminder – Left Message		
6/13/22 for \$10,418.43 term date 6/27/22	6/20/22 @ 10:05 AM – Left Message	
	6/21/22 @ 5:05 PM – Left Message	
	7/1/22 @ 10:02 AM – Past due reminder – Left Message	
7/13/22 for \$10,559.11 term date 7/27/22	7/20/22 @ 10:02 AM – Left Message	Partial online payment
	7/21/22 @ 5:03 PM – Left Message	
8/11/22 for \$10,350.92 term date 8/25/22	8/18/22 @ 10:04 AM – Left Message	Partial online payment
	8/19/22 @ 5:03 PM – Left Message	
9/12/22 for \$10,023.69 term date 9/26/22	9/19/22 @ 10:05 AM – Left Message	Partial online payment
	9/20/22 @ 5:04 PM – Left Message	
10/3/22 @ 10:04 AM - Past due reminder – Left Message		
10/11/22 for \$9,851.62 term date 10/25/22	10/18/22 @ 10:03 AM – Left Message	
	10/19/22 @ 5:03 PM – Left Message	

	10/21/22 @ 10:25 AM – Listened to entire message – Correct household confirmed	Dispute Rights
	10/21/22 @ 10:32 AM – Spoke with Customer	
10/31/22 Paid \$678.00 catch-up to stop termination		
11/2/22 @ 10:03 AM - Past due reminder – Left Message		
11/3/22 Return payment \$678.00 for NSF - letter sent to customer		
11/8/22 for \$10,170.05 term date 11/22/22	11/15/22 @ 10:05 AM - Busy	
	11/16/22 @ 5:05 PM - Busy	
Moratorium		
12/5/22 @ 10:11 AM - Past due reminder – Left Message		
1/3/23 @ 10:07 AM - Past due reminder – Left Message		
1/30/23 @ 10:03 AM - Past due reminder – Left Message		
2/8/23 Low-income for \$11,054.42 term date 4/3/23	3/2/23 @ 10:07 AM - Past due reminder – Left Message	
	3/31/23 @ 10:02 AM - Past due reminder – Left Message	
4/11/23 for \$11,803.77 term date 4/25/23	4/18/23 @ 10:04 AM – Left Message	Dispute Rights
	4/19/23 @ 5:07 PM – Left Message	
	4/24/23 @ 8:36 AM – Spoke with Customer	
5/3/23 @ 1:06 PM – Spoke with Customer – Med Cert option utilized		
5/9/23 @ 10:02 AM – Left Message		
5/9/23 BCS Case No. 3908699 - People Delivered Service – Med Cert		
5/11/23 Med Cert received and processed on the account		
8/25/23 BCS Case No. 3908699 – Level 2 PAR. Complaint dismissed		
11/1/23 @12:11 PM - Past due reminder – Left Message		

11/13/23 for \$13,284.89 term date 11/27/23	11/20/23 @ 10:06 AM – Left Message	
Moratorium		
12/4/23 @ 10:04 AM - Past due reminder – Left Message		
1/3/24 @ 10:08 AM - Past due reminder – Left Message		
1/29/24 @ 10:02 AM - Past due reminder – Left Message		
2/12/24 Low-income for \$14,115.34 term date 4/1/24	3/1/24 @ 10:01 AM - Past due reminder – Left Message	
	4/1/24 @ 10:11 AM - Past due reminder – Left Message	
4/10/24 for \$14,654.60 term date 4/24/24	4/17/24 @ 10:04 AM – Left Message	Med Cert option & Dispute rights
	4/18/24 @ 5:07 PM – Left Message	
	4/22/24 @ 11:26 AM – Spoke with Customer	
5/1/24 Med Cert received and processed on the account		
6/4/24 Med Cert received and processed on the account		
7/11/24 for \$15,779.74 term date 7/25/24	7/18/24 @ 10:02 AM – Left Message	Med Cert option & Dispute rights
	7/19/24 @ 5:08 PM – Listened to entire message – Correct household confirmed	
	7/24/24 @ 11:15 AM – Spoke with Customer	
8/5/24 Med Cert denied. Balance must be paid to zero		
9/4/24 Formal Complaint Docket No. C-2024-305101		
11/7/24 for \$324.95 term date 11/25/24	11/18/24 @ 10:02 AM – Left Message	
	11/19/24 @ 5:06 PM – Left Message	
Moratorium		

2/10/25 Low-income for \$1,038.07 term date 4/1/25		