
Pamela Tucker,	
v.	
FirstEnergy Pennsylvania	
Electric Company	
Initial Call-In	
Telephonic Hearing	

Docket No.:
C-2025-3052844

Pages 1 - 65

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

Tuesday, May 6, 2025
Commencing at 10:02 a.m.

INDEX TO EXHIBITS

Docket No. C-2025-3052844

Hearing Date: May 6, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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2025 Federal Poverty Guideline Chart

Docket No. C-2025-3052844

Pamela Tucker v. FE PA (West Penn Rate District)

The Hon. Katrina L. Dunderdale

Hearing Date: Tuesday, May 6, 2025 at 10:00 AM

Call-In Hearing No.: 1.866.675.4411; PIN: 23464163#

PROPOSED EXHIBITS OF FE PA (WEST PENN RATE DISTRICT)

1. Customer Contacts
2. Statement of Account
3. Med Cert History
4. Payment History
5. PAR History
6. BCS Decision No. 3809418, closed 11/16/21 (Level 2 PAR)
7. BCS Decision No. 3878695, closed 1/10/23 (Verbal close;1405d)
8. BCS Decision No. 3912173, closed 8/17/23 (Level 2 CII PAR)
9. BCS Decision No. 4001597, closed 7/31/24 (CII invalid)
10. Financial Summary, dated 1/3/25
11. Collection History
12. 2025 Federal Poverty Guidelines

Customer: PAMELA S TUCKER / [REDACTED]
 Contract Acct: [REDACTED]
 Service Address: 171 MAIN ST, GRAYSVILLE PA 15337

Created On: 04/25/2025
 Date Range: 08/31/2021 to 04/25/2025

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
01/08/9999 07:27:03	01/08/2025	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
PA PUC Formal Complaint Docket No. C-2025-3052844 (request for PAR) received. Removed DL 3 and added Dispute date/PUC Alert.				
04/14/2025 18:00:43	04/14/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/14/2025 Payment Time: 17:49:08 Payment Amount: 541.00 Payment Type: Credit Vendor ID: AC Receipt Number: 16530792				
04/13/2025 08:29:00	04/13/2025	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/12/2025 18:30:32	04/12/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 04/10/25 = \$ 572.00 Open editor for detail				
1. 12 Mth Factor Amt: 6858.47 2. Current Delta: 2634.89 - 1626.00 + 0.00 1008.89 3. Remaining Amount: 4223.58 4. Diff + Remain Amt: 1008.89 + 4223.58 5232.47 5. New BBP Amount: 5232.47 / 278 x 30.4 572.00 * Dollar Difference: 572.00 - 542.00 30.00 * Pct Difference: 5.54 * System BBP Amount: 572.00				
04/09/2025 18:05:00	04/09/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/08/2025 10:02:00	04/08/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/31/2025 22:28:28	03/31/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/28/2025 07:57:36	03/28/2025	[REDACTED]	EAILOGINWM7	Change Profile
Mdnghtrckr pabackyardusa@yahoo.com Changed Password				
03/07/2025 08:23:13	03/07/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 03/07/2025 Payment Time: 08:12:13 Payment Amount: 388.40 Payment Type: Debit Vendor ID: AC Receipt Number: 12155959				
03/07/2025 08:08:34	03/07/2025	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
03/01/2025 21:29:22	03/01/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
02/04/2025 00:30:25	02/04/2025	[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.				
02/04/2025 00:30:25	02/04/2025	[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				
02/03/2025 08:02:36	02/03/2025	[REDACTED]	Barbara Lafontaine	PUC/BPU Complaint-Written

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>PUC CASE 4038057 DECISION, HE CUSTOMER'S WEST PENN POWER ACCOUNT WAS PROPERLY ENROLLED WITH 4 CHOICE ENERGY ON 11/16/2023. 4 CHOICE ENERGY PROVIDED PROPER NOTICE THAT THEIR CONTRACT WAS DUE TO EXPIRE. THE CUSTOMER'S 4 CHOICE ENERGY ACCOUNT WAS AUTOMATICALLY RENEWED TO A MONTH-TO-MONTH VARIABLE RATE UPON EXPIRATION OF THE INITIAL AGREEMENT. 4 CHOICE ENERGY HAS BEEN REMOVED FROM THE CUSTOMER'S WEST PENN POWER ACCOUNT. CASE DISMISSED.</p>				
01/18/2025 07:05:50	01/18/2025	[REDACTED]	Jessica Devericks	General Inquiry
<p>*****</p> <p>Case Number: 593308123930</p> <p>*****</p> <p>Form Name: Contact Us</p> <p>Submit Date: 01/06/2025 08:42:24</p> <p>Operating Company: WP01</p> <p>Topic: Customer Service</p> <p>Name: Pamela S Tucker</p> <p>Email: Pabackyardusa@yahoo.com</p> <p>Address Line 1: 171 Main St</p> <p>Address Line 2: null</p> <p>City: Graysville</p> <p>State: PA</p> <p>Province: null</p> <p>Zip: 15337</p> <p>Country: null</p> <p>Phone: (724) 833-5275</p> <p>Best Time: null</p> <p>Account Number: [REDACTED]</p> <p>Request Type: Payment Assistance</p> <p>Subject: Short term Asst</p> <p>*****</p> <p>Text: Looking for assistance with short term assistance financial help.</p> <p>*****</p> <p>Pamela S Tucker;</p> <p>Thank you for contacting FirstEnergy. Your inquiry is important to us, and we are happy to assist. Currently, we are experiencing a higher-than-usual volume of emails, which has resulted in delayed response times. We appreciate your patience and regret any inconvenience this may have caused. Your complaint through the Public Utilities Commission (PUC) was received on 01/08/2025. Your account is under review, we will respond back to the PUC with our findings once the review has been completed.</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 www.firstenergycorp.com/billassist.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description

Satisfied Not Applicable: Reason - Manual work				
01/14/2025 18:30:56	01/14/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 01/12/25 = \$ 542.00 Open editor for detail 1. 12 Mth Factor Amt: 6547.74 2. New Avg Mthly Amt: 6547.74 / 367 x 30.4 542.00 * System BBP Amount: 542.00				
01/09/2025 01:15:13	01/09/2025	[REDACTED]	CS General Purpose Batch	West Penn Power Inbound Drop Letter
01/08/2025 16:02:07	01/08/2025	[REDACTED]	Barbara Lafontaine	PUC/BPU Complaint-Written
PUC case# 4038057 received on 01/08/25 regarding a supplier slamming issue. Bobbie Jo LaFontaine, Compliance				
01/08/2025 15:30:58	01/08/2025	[REDACTED]	CS General Purpose Batch	Current Contract Termination Request (Accepted)
01/08/2025 15:02:30	01/08/2025	[REDACTED]	Anna Coy	General Inquiry
s/w PAMELA S TUCKER / called in regarding PUC complaint & disc on the acct / cust wanted to know if the PUC complaint on the acct means the disc is stopped / also wanted to know if she should be making payments on the acct even if the PUC complaint is there / got in touch with Laurie P on the PUC complaints contacts, who adv me to tell cust "she is responsible to pay her monthly bills in full & on time" / also adv to adv cust she needs to pay what she can on the bill as the active complaint does not stop the disc / cust stated to me that part of her complaint is the supplier on the acct, "I never gave them permission to be on the acct" / mentioned to Laurie P who stated that is not on her formal complaint / cust stated she has been in touch with the supplier regarding permission to be on the acct Satisfied Not Applicable: Reason - Don't send DSPRTS				
01/08/2025 14:38:19	01/08/2025	[REDACTED]	Anna Coy	Personal Data Changed
Old BP Phone:(724)833-5275 New BP Phone:(724)428-4847 s/w pamela tucker / added ph # Created By: Anna Coy				
01/08/2025 14:00:50	01/08/2025	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
01/07/2025 15:38:03	01/07/2025	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
Per call from Jill / Pa PUC Secretary's Bureau - processed Formal Complaint Docket No. C-2025-3052844 (facing shut off). Placed 30-day DL on the account.				
01/03/2025 10:00:23	01/03/2025	[REDACTED]	EAILOGINWM7	PCAP WARM Application Submitted
[REDACTED] PCAP WARM Application submitted. Email sent to customer to advise application was received.				
01/03/2025 09:49:39	01/03/2025	[REDACTED]	Donna A James	Financial Summary Review
Spoke with: PAMELA S TUCKER				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Donna A James				
01/03/2025 09:47:40	01/03/2025		Donna A James	Negotiation Tool - Service On
<p>Spoke with: PAMELA S TUCKER Created By: Donna A James Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their medical professional: No Customer has exceeded the maximum number of medical certificates allowed. ***** Financial Summary Option Used. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$14874.62 Offered - Pay Disconnection Amt of: \$13576.78 Offered - Pay Past Due Amt of \$10013.23 Offered - Pay Catch-up Amt of: \$9293.49 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Advised Customer has exceeded the maximum number of medical certificates allowed. reviewed FS. Not eligible for IP. Dispute rights already given.</p>				
12/26/2024 12:32:00	12/26/2024		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
12/13/2024 04:39:31	12/13/2024		CS General Purpose Batch	Disconnection Notice
Digital Payment Receipt - Disconnect Pending				
12/12/2024 08:11:15	12/12/2024		Heather Menning	Utility Report Issued
<p>Spoke with: PAMELA S TUCKER Created By: Heather Menning Dispute Rights Dunning lock created - Lock date: 12/25/2024 Company Position: CUST HAS TERM NOTICE: OFFERED ALL OPTIONS TO STOP DISCONNECTION Customer Position: CUST COULDN'T SATISFY ANY OPTION TO STOP DISCONNECTION BY TERMINATION DATE</p>				
12/12/2024 08:09:45	12/12/2024		Heather Menning	Disconnection Phone Attempt - Successful
12/12/2024 08:09:36	12/12/2024		Heather Menning	Negotiation Tool - Service On
<p>Spoke with: PAMELA S TUCKER Created By: Heather Menning</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$14084.78 Offered - Pay Disconnection Amt of: \$13576.78 Offered - Pay Past Due Amt of \$10017.44 Offered - Pay Catch-up Amt of: \$9293.49 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w Pamela Tucker adv cust that there is no IP is available and she can't get another med cert because she has had 3 already				
12/12/2024 08:09:36	12/12/2024	[REDACTED]	Heather Menning	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Heather Menning FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
12/12/2024 07:59:00	12/12/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
12/11/2024 13:25:46	12/11/2024	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 12/11/2024 Payment Time: 13:22:54 Payment Amount: 265.00 Payment Type: Debit Vendor ID: AC Receipt Number: 4994322				
12/10/2024 18:11:00	12/10/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
12/10/2024 06:01:17	12/10/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
12/09/2024 10:03:00	12/09/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/27/2024 22:20:00	11/27/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
11/12/2024 10:20:00	11/12/2024	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
11/01/2024 10:01:52	11/01/2024	[REDACTED]	Riley McClelland	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Riley McClelland PA Final Wrap-up Satisfied Not Applicable: Reason - Manual work Case# 565164227607 ***** Name: Pamela S Tucker				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Email: Pabackyardusa@yahoo.com Address Line 1: 171 Main St Address Line 2: null City: Graysville State: PA Province: null Zip: 15337 Country: null Phone: (724) 833-5275 Best Time: null Account Number: [REDACTED] Request Type: Payment Assistance Subject: Find assistance programs Text: We have have a lot of hardship in the last two years just need help finding some help paying our bill down or get on a payment arrangement ***** Reply: Thank you for your inquiry. I would be happy to assist you. Currently, your account has a total balance of \$9,562.44 with \$9,120.94 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 West Penn Power at 1-800-736-3404. For information on Assistance and Service Programs, including any grants you may qualify for to assist with your current balance due, please visit www.firstenergycorp.com/billassist. Have a good day!</p>				
10/29/2024 14:51:29	10/29/2024	[REDACTED]	Mario L Perez	General Inquiry
<p>s/w PAMELA S TUCKER vai confirmed numbers no alt ebill: on cust calling about shut off adv cust she is not under disc Customer was satisfied.</p>				
10/29/2024 14:50:35	10/29/2024	[REDACTED]	Mario L Perez	Premise Information Changed
<p>Old Premise Phone:(724)833-5275 New Premise Phone:(724)428-4847 s/w PAMELA S TUCKER Created By: Mario L Perez</p>				
10/24/2024 03:02:01	10/24/2024	[REDACTED]	CS General Purpose Batch	Sent WARM Ineligible Letter
10/24/2024 03:01:36	10/24/2024	[REDACTED]	CS General Purpose Batch	Sent WARM Ineligible Letter
10/14/2024 18:18:07	10/14/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 10/10/24 = \$ 116.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1691.77 2. Current Delta: 1101.19 - 1341.00 + 0.00 239.81-</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
3. Remaining Amount: 590.58 4. Diff + Remain Amt: 239.81- + 590.58 350.77 5. New BBP Amount: 350.77 / 92 x 30.4 116.00 * Dollar Difference: 116.00 - 139.00 23.00 * Pct Difference: 16.55 * System BBP Amount: 116.00				
10/02/2024 13:08:06	09/27/2024	[REDACTED]	Laura L Bell	Medical Certificate
Medical Certificate				
09/30/2024 18:00:14	09/30/2024	[REDACTED]	CS General Purpose Batch	Med Cert Accepted Email Communication
09/30/2024 17:01:34	09/30/2024	[REDACTED]	Melissa Phillips	ALERT! Sensitive Account
BP NOT ELIGIBLE FOR ANOTHER MED CERT UNTIL BALANCE PAID DOWN TO ZERO. MP/CBO Satisfied Not Applicable: Reason - Manual work				
09/30/2024 17:01:13	09/30/2024	[REDACTED]	Melissa Phillips	Med Cert Paperwork Received
Medical Certificate Paperwork Received MED CERT 9/30/2024-10/30/2024, RECEIVED SIGNED MED CERT FOR PAMELA S TUCKER, SIGNED BY JESSICA TENNANT CRNP. CLOSED TERMINATION, CONTACTED CUST SW PAMELA S TUCKER. MP/CBO				
09/27/2024 14:00:09	09/27/2024	[REDACTED]	CS General Purpose Batch	Med Cert Confirmation Email Communication
09/27/2024 13:17:47	09/27/2024	[REDACTED]	Workflow General Purpose Batch	Fax Form Sent via BOT
Medical Fax Form Sent via BOT: Amy Simms (724)260-7688				
09/27/2024 13:04:48	09/27/2024	[REDACTED]	Laura L Bell	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Laura L Bell				
09/27/2024 13:03:03	09/27/2024	[REDACTED]	Laura L Bell	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Laura L Bell Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their medical professional: Yes, Script Read Medical Professional's Name: Amy Simms Medical Professional's Fax: (724)260-7688 Patient First Name: Pamela Patient Last Name: Tucker Relationship to BP: Business Partner Email pabackyardusa@yahoo.com subscribed for email updates ***** Financial Summary Option Used. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes *****				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Options provided: Offered - Pay Acct Balance of: \$13689.12 Offered - Pay Disconnection Amt of: \$13134.28 Offered - Pay Past Due Amt of \$8663.73 Offered - Pay Catch-up Amt of: \$8063.26 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes 3 day Dunning lock created. Adv no IP avail due to PACO				
09/27/2024 11:09:00	09/27/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/25/2024 18:06:00	09/25/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/24/2024 10:03:00	09/24/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/13/2024 12:46:11	09/13/2024	[REDACTED]	Riley McClelland	General Inquiry
Case# 538255346604 ***** Name: Pamela S Tucker Email: Pabackyardusa@yahoo.com Address Line 1: 171 Main St Address Line 2: null City: Graysville State: PA Province: null Zip: 15337 Country: null Phone: (724) 428-4847 Best Time: null Account Number: [REDACTED] Request Type: Budget Billing Subject: Help paying bill Text: What assistance programs are there for us that don't qualify for government help???? ***** Reply: Thank you for your inquiry. We are happy to assist. Our records show you were able to speak with a representative on 09/13/2024 who advised you of your balances and provided you your options on the account. We also show you were issued your Dispute Rights, which allow you an additional 10-day extension on your termination. If you have any additional questions, you will need to speak with a representative in our Credit Department by contacting 1-800-736-3404. For information on Assistance and Service Programs, including any grants you may qualify for to assist with your				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
current balance due, please visit www.firstenergycorp.com/billassist . Have a good day! Satisfied Not Applicable: Reason - Manual work				
09/13/2024 11:46:16	09/13/2024	[REDACTED]	Chasta Vega	Utility Report Issued
Spoke with: PAMELA S TUCKER Created By: Chasta Vega Dispute Rights Dunning lock created - Lock date: 09/23/2024 Company Position: CUST COULD NOT COMPLY W/ OPTIONS OFFERED Customer Position: BOTTOM BOX-CUST CANNOT PAY BY TERM, ISSUED RIGHTS				
09/13/2024 11:43:42	09/13/2024	[REDACTED]	Chasta Vega	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Chasta Vega Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$13523.16 Offered - Pay Disconnection Amt of: \$13134.28 Offered - Pay Past Due Amt of \$8668.09 Offered - Pay Catch-up Amt of: \$8063.26 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
09/13/2024 11:43:42	09/13/2024	[REDACTED]	Chasta Vega	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Chasta Vega FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
09/10/2024 18:08:00	09/10/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/10/2024 06:04:36	09/10/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
09/09/2024 10:05:00	09/09/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/08/2024 22:03:24	09/08/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/28/2024 22:29:03	08/28/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/25/2024 02:09:29	08/25/2024		EAILOGINWM7	Documents Needed
<p>██████████ Email sent. To process the PCAP WARM application, the following documents are needed: Heat Source Documentation: A recent fuel bill from the fuel vendor or utility, Verbal or written verification from the landlord or owner, Seller's disclosure form, Receipt of items purchased (for example - electric baseboard) or A bill or receipt from contractor working on the heat source, Income documents for Carl Tucker: EMPLOYMENT</p>				
08/20/2024 10:06:00	08/20/2024	██████████	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/15/2024 02:10:38	08/15/2024		EAILOGINWM7	Documents Needed
<p>██████████ Email sent. To process the PCAP WARM application, the following documents are needed: Heat Source Documentation: A recent fuel bill from the fuel vendor or utility, Verbal or written verification from the landlord or owner, Seller's disclosure form, Receipt of items purchased (for example - electric baseboard) or A bill or receipt from contractor working on the heat source, Income documents for Carl Tucker: EMPLOYMENT</p>				
08/12/2024 10:10:00	08/12/2024	██████████	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
08/05/2024 07:31:40	08/05/2024		EAILOGINWM7	Documents Needed
<p>██████████ Email sent. To process the PCAP WARM application, the following documents are needed: Heat Source Documentation: A recent fuel bill from the fuel vendor or utility, Verbal or written verification from the landlord or owner, Seller's disclosure form, Receipt of items purchased (for example - electric baseboard) or A bill or receipt from contractor working on the heat source, Income documents for Carl Tucker: EMPLOYMENT</p>				
08/05/2024 07:31:34	08/05/2024		EAILOGINWM7	PCAP WARM Application Submitted
<p>██████████ PCAP WARM Application submitted. Email sent to customer to advise application was received.</p>				
08/01/2024 07:49:39	08/01/2024	██████████	Cindy Cox	PUC/BPU Complaint-Written
<p>PUC case # 4001597 decision issued</p> <p>DISMISSAL LETTER ISSUED: CASE DISMISSED, PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR 3912173 AND HAS NOT PROVIDE DOCUMENTATION TO SUPPORT CII. THE CUSTOMER MUST PAY 1102.20 TO CATCH-UP THE MOST RECENT AGREEMENT TO MAINTAIN SERVICE.</p>				
07/17/2024 15:31:26	07/17/2024		CS General Purpose Batch	Return Check Letter
07/17/2024 10:47:17	07/17/2024	██████████	Paula Recob	Resume Disconnection - Return Check
<p>Resume disconnection process for return payment of \$ 6955.01 Disconnection Date: 07/29/2024</p>				
07/15/2024 10:53:57	07/15/2024	██████████	Cindy Cox	PUC/BPU Complaint-Written
<p>PUC case# 4001597 received on 07/15/24 regarding a CII – change in</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
income request. Cindy Cox				
07/15/2024 05:03:24	07/15/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Receipt				
07/14/2024 22:27:47	07/14/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 107517207 - \$ 6955.01 - 07/14/2024 Mdnghttrckr pabackyardusa@yahoo.com				
07/14/2024 22:26:45	07/14/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/13/2024 18:33:28	07/13/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 07/10/24 = \$ 139.00 Open editor for detail 1. 12 Mth Factor Amt: 1759.33 2. Current Delta: 917.10 - 924.00 + 0.00 6.90- 3. Remaining Amount: 842.23 4. Diff + Remain Amt: 6.90- + 842.23 835.33 5. New BBP Amount: 835.33 / 183 x 30.4 139.00 * Dollar Difference: 139.00 - 154.00 15.00 * Pct Difference: 9.74 * System BBP Amount: 139.00				
07/09/2024 18:08:00	07/09/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/09/2024 06:07:32	07/09/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
07/08/2024 10:06:00	07/08/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/29/2024 20:17:57	06/29/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
06/26/2024 07:37:36	06/26/2024	[REDACTED]	Riley McClelland	General Inquiry
Case# 509646407262 ***** Name: Pamela Tucker Email: Pabackyardusa@yahoo.com Address Line 1: 171 Main Street Address Line 2: null City: Graysville State: PA Province: null Zip: 15337 Country: null Phone: 724-833-5275 [REDACTED] Best Time: null Account Number: null Request Type: Payment Assistance Subject: HELP paying electric bill Text: The reason for being behind on our bill was due to the death of our son and then my mom. Then I went to work full time only to have my hours cut and now unemployed again.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Please help find a program to help us out a little. Thank you</p> <p>*****</p> <p>Reply:</p> <p>Thank you for utilizing our website. We are sorry to hear about your loss. We do show you were able to speak with Customer Care on 06/21/2024. It was advised the account is on an installment plan and there is no active disconnection at this time. It has also been noted that you are waiting to hear back from the Dollar Energy Fund and Catholic Charities.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
06/21/2024 19:54:52	06/21/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_NO_VOICE</p> <p>Invalid or no response from Customer.</p>				
06/21/2024 18:11:33	06/21/2024	[REDACTED]	B2BEALOGIN	Contact Added to Alert Preferences
<p>Alert Contact Added: (724)833-5275</p>				
06/21/2024 18:10:32	06/21/2024	[REDACTED]	EAILOGINWM6	Lights-None
<p>Played_POWERONDESC_CustomerMessage 05 The interruption in service was due to equipment damage. ERT: 6/21/2024 9:30:00 P M</p>				
06/21/2024 09:58:04	06/21/2024	[REDACTED]	Jacque Scott	Financial Summary Review
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Jacque Scott</p> <p>BP Fed and Reg Inc Levels updated.</p>				
06/21/2024 09:54:15	06/21/2024	[REDACTED]	Jacque Scott	Negotiation Tool - Service On
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Jacque Scott</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$12890.58</p> <p>Offered - Pay Past Due Amt of \$6955.01</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <p>Scratch Pad</p> <p>sw- vif</p> <p>PAMELA S TUCKER</p> <p>best 717-758-7539- waitin g for responce from DEF and catholic charities</p> <p>did fs - updated</p> <p>cant pay acct balance</p> <p>cant pay past due</p> <p>no dscnct on acct ip on til 2026- now gttnng 1000 monthly soon though</p>				
06/21/2024 06:42:23	06/21/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
06/07/2024 14:13:12	06/07/2024	[REDACTED]	Brittany L McKinsey	Utility Report Issued
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Brittany L McKinsey</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Dispute Rights Dunning lock created - Lock date: 06/19/2024 Company Position: Spoke With: Pamela Tucker Customer Offered: All options Customer Position: term date 6/20/2024				
06/07/2024 14:09:26	06/07/2024		Brittany L McKinsey	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Brittany L McKinsey BP Fed and Reg Inc Levels updated.				
06/07/2024 14:09:26	06/07/2024		Brittany L McKinsey	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Brittany L McKinsey Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** 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: \$12683.29 Offered - Pay Past Due Amt of \$6958.96 Offered - Pay Disconnection Amt of: \$6877.29 Offered - Pay Catch-up Amt of: \$889.21 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
05/16/2024 15:15:57	05/13/2024		Jaime L Miller	Medical Certificate
Medical Certificate				
05/14/2024 10:00:16	05/14/2024		CS General Purpose Batch	Med Cert Accepted Email Communication
05/14/2024 09:56:47	05/14/2024		Latoya White	Med Cert Paperwork Received
Medical Certificate Paperwork Received 05/14/24-06/13/24, mc #1 04/17/23 close term received signed mc completed by dr beabout for patient bp, called to advise, no answer lw/cbo				
05/13/2024 16:00:16	05/13/2024		CS General Purpose Batch	Med Cert Confirmation Email Communication
05/13/2024 16:00:15	05/13/2024		CS General Purpose Batch	Med Cert Confirmation Email Communication
05/13/2024 15:17:47	05/13/2024		Workflow General Purpose Batch	Fax Form Sent via BOT
Medical Fax Form Sent via BOT: Attn to: Dr. Sherry Zimmerman (724)260-7688				
05/13/2024 15:16:39	05/13/2024		Jaime L Miller	General Inquiry
Customer was satisfied.				
05/13/2024 15:16:16	05/13/2024		Workflow General Purpose Batch	Fax Form Sent via BOT

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Medical Fax Form Sent via BOT: Attn: Angela Simms (724)260-7688				
05/13/2024 15:07:44	05/13/2024	[REDACTED]	Jaime L Miller	Negotiation Tool - Service On
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Jaime E Miller</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 option used.</p> <p>Customer's income level is ineligible for Agency Assistance.</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: \$12451.94</p> <p>Offered - Pay Disconnection Amt of: \$6877.29</p> <p>Offered - Pay Past Due Amt of \$6442.00</p> <p>Offered - Pay Catch-up Amt of: \$889.21</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:Attn to: Dr. Sherry Zimmerman</p> <p>Physician Fax:(724)260-7688</p> <p>Patient First Name:Pamela</p> <p>Patient Last Name:Tucker</p> <p>Relationship to BP:Business Partner</p> <p>Email pabackyardusa@yahoo.com subscribed for email updates</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:Attn: Angela Simms</p> <p>Physician Fax:(724)260-7688</p> <p>Patient First Name:Pamela</p> <p>Patient Last Name:Tucker</p> <p>Relationship to BP:Business Partner</p> <p>Email pabackyardusa@yahoo.com subscribed for email updates</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>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Adv that med cert will be applied to account once it has been reviewed and validated by med cert team, also adv that they are processed in the order they are received				
05/13/2024 15:07:43	05/13/2024		Jaime L Miller	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Jaime E Miller FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
05/08/2024 06:03:23	05/08/2024		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
05/04/2024 14:46:00	05/06/2024		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/03/2024 18:06:00	05/03/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/02/2024 10:03:00	05/02/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/01/2024 15:31:32	05/01/2024		CS General Purpose Batch	Return Check Letter
05/01/2024 11:32:14	05/01/2024		Heather Johnson	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 4695.19 Disconnection Date: 05/14/2024				
04/30/2024 13:58:19	04/30/2024		AABOTCSS1	Premise Information Changed
Old Premise Phone:(724)428-4847 New Premise Phone:(724)428-4847 Created By: AABOTCSS1Per request of PAMELA S TUCKER, emailed the following information: Previous Primary Phone Number: (724)428-4847 New Primary Phone Number: (724) 428-4847 Previous Alternative Phone Number: (724)428-4847 New Alternative Phone Number: (724) 833-5275				
04/30/2024 13:58:19	04/30/2024		AABOTCSS1	Personal Data Changed
Old BP Phone:(724)428-4847 New BP Phone:(724)833-5275 Created By: AABOTCSS1				
04/29/2024 22:28:34	04/29/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
04/28/2024 22:01:49	04/28/2024		EAILOGINWM7	Ready Pay Create
No 105675614 - \$ 4695.19 - 04/28/2024 Mdnghttrckr pabackyardusa@yahoo.com				
04/28/2024 22:00:52	04/28/2024		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/26/2024 03:17:15	04/26/2024		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/23/2024 10:40:16	04/23/2024		Jalisa Crooks-Hamilton	Disconnection Phone Attempt - Successful
04/23/2024 10:40:09	04/23/2024		Jalisa Crooks-Hamilton	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Jalisa E Crooks-Hamilton Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>Human Services option used.</p> <p>Customer's income level is ineligible for Agency Assistance.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$12441.94</p> <p>Offered - Pay Disconnection Amt of: \$10895.27</p> <p>Offered - Pay Past Due Amt of \$5584.40</p> <p>Offered - Pay Catch-up Amt of: \$4695.19</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p>				
04/23/2024 10:40:09	04/23/2024	[REDACTED]	Jalisa Crooks-Hamilton	Financial Summary Review
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Jalisa E Crooks-Hamilton</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
04/23/2024 10:03:00	04/23/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
<p>Phone attempt 17 - Successful - Transferred to Live Agent</p>				
04/22/2024 14:52:20	04/22/2024	[REDACTED]	Michael Alicea	Negotiation Tool - Service On
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Michael Alicea</p> <p>Financial Summary Option Used.</p> <p>BP Fed and Reg Inc Levels updated.</p> <p>*****</p> <p>Human Services option used.</p> <p>Customer's income level is ineligible for Agency Assistance.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$12441.94</p> <p>Offered - Pay Disconnection Amt of: \$10895.27</p> <p>Offered - Pay Past Due Amt of \$5584.40</p> <p>Offered - Pay Catch-up Amt of: \$4695.19</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>s/w pamelatucker stated they will not be making a payment towards the Acct Balance of: \$12441.94, Disconnection Amt of: \$10895.27, Past Due Amt of \$5584.40, Catch-up Amt of: \$4695.19. cust not eligible for ip at this moment. cust was already read dispute rights before. cust stated they are calling the puc back. cust sat</p>				
04/22/2024 14:52:20	04/22/2024	[REDACTED]	Michael Alicea	Financial Summary Review

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Spoke with: PAMELA S TUCKER Created By: Michael Alicea BP Fed and Reg Inc Levels updated.				
04/22/2024 14:49:39	04/22/2024	[REDACTED]	Michael Alicea	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Michael Alicea				
04/22/2024 14:49:39	04/22/2024	[REDACTED]	Michael Alicea	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Michael Alicea Financial Summary Option Used. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$12441.94 Offered - Pay Disconnection Amt of: \$10895.27 Offered - Pay Past Due Amt of \$5584.40 Offered - Pay Catch-up Amt of: \$4695.19 ***** Payment Options provided: Offered - Pay Acct Balance of: \$12441.94 Offered - Pay Disconnection Amt of: \$10895.27 Offered - Pay Past Due Amt of \$5584.40 Offered - Pay Catch-up Amt of: \$4695.19				
04/13/2024 04:53:40	04/13/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Payment Receipt - Disconnect Pending				
04/12/2024 12:06:37	04/12/2024	[REDACTED]	Jacque Scott	Utility Report Issued
Spoke with: PAMELA S TUCKER Created By: Jacque Scott Dispute Rights Dunning lock created - Lock date: 04/22/2024 Company Position: Company position - Offered customer all available options to stop disconnection Customer Position: Customer position - Customer not able to make a payment at this time				
04/12/2024 12:01:21	04/12/2024	[REDACTED]	Jacque Scott	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Jacque Scott Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. *****				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$12441.94</p> <p>Offered - Pay Disconnection Amt of: \$10895.27</p> <p>Offered - Pay Past Due Amt of \$5584.40</p> <p>Offered - Pay Catch-up Amt of: \$4695.19</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>sw vif-</p> <p>PAMELA S TUCKER</p> <p>dclnd 2nd #</p> <p>dclnd med cert</p> <p>did fs</p> <p>cant pay acct balance:</p> <p>cant pay disconnect amnt:</p> <p>cant pay past due amount:</p> <p>cant pay cathc up amount:</p> <p>rd rghts Termination Date(on or after)=> 04/23/2024</p>				
04/12/2024 12:01:21	04/12/2024	[REDACTED]	Jacque Scott	Financial Summary Review
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Jacque Scott</p> <p>BP Fed and Reg Inc Levels updated.</p>				
04/11/2024 18:38:02	04/11/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 04/09/24 = \$ 154.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1856.09</p> <p>2. Current Delta: 695.86 - 462.00 + 0.00 233.86</p> <p>3. Remaining Amount: 1160.23</p> <p>4. Diff + Remain Amt: 233.86 + 1160.23 1394.09</p> <p>5. New BBP Amount: 1394.09 / 275 x 30.4 154.00</p> <p>* Dollar Difference: 154.00 - 154.00 0.00</p> <p>* Pct Difference: 0.00</p> <p>* System BBP Amount: 154.00</p>				
04/11/2024 15:48:39	04/11/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No 105280679 - \$ 100.00 - 04/11/2024 Mdnghtrckr pabackyardusa@yahoo.com</p>				
04/09/2024 18:09:00	04/09/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 04 - No Answer</p>				
04/09/2024 06:09:07	04/09/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
<p>Digital Collections Notice</p>				
04/08/2024 10:07:00	04/08/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 04 - No Answer</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/30/2024 20:35:59	03/30/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
02/27/2024 13:35:59	02/27/2024		AABOTROQA1	General Inquiry
30 DAY LOCK ADDED TO ACCOUNT DUE TO EBILL ISSUE.				
02/27/2024 10:25:29	02/27/2024		AABOTROQA1	General Inquiry
30 DAY LOCK ADDED TO ACCOUNT DUE TO EBILL ISSUE.				
02/27/2024 07:05:13	02/27/2024		AABOTROQA1	General Inquiry
30 DAY LOCK ADDED TO ACCOUNT DUE TO EBILL ISSUE.				
02/22/2024 14:55:30	02/22/2024		Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH, ERAP				
02/14/2024 10:12:00	02/14/2024		CS General Purpose Batch	No answer
Phone attempt 04 - No Answer				
01/16/2024 19:10:33	01/16/2024		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 01/11/24 = \$ 154.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1850.14</p> <p>* System BBP Amount: 154.00</p>				
01/11/2024 10:05:00	01/11/2024		CS General Purpose Batch	No answer
Phone attempt 04 - No Answer				
12/13/2023 18:46:54	12/13/2023		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 12/11/23 = \$ 157.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1887.77</p> <p>2. New Avg Mthly Amt: 1887.77 / 365 x 30.4 157.00</p> <p>* System BBP Amount: 157.00</p>				
12/12/2023 10:07:00	12/12/2023		CS General Purpose Batch	Phone busy
Phone attempt 03 - Busy				
12/06/2023 01:15:15	12/06/2023		CS General Purpose Batch	West Penn Power Consolidated Bill Enroll Letter
12/05/2023 06:03:19	12/05/2023		CS General Purpose Batch	Data Change Request (Accepted)
METER INTERVAL IND. CHANGED				
12/05/2023 06:03:16	12/05/2023		CS General Purpose Batch	Enrollment Request (Accepted)
11/27/2023 09:42:50	11/27/2023		Jessica Devericks	General Inquiry
<p>*****</p> <p>Case Number: 471308550606</p> <p>*****</p> <p>Subject: Re: [EXTERNAL] Re: CARE</p> <p>*****</p> <p>Text: Still have not received any agency brochures???</p> <p>Sent from Yahoo Mail for iPhone</p> <p>*****</p> <p>Pamela S Tucker;</p> <p>Thank you for your reply. We have resent the brochures via mail we regret the delay. You can also find more information on our website at</p> <p>https://firstenergycorp.com/help/billingpayments/assistance_serviceprogram/west_penn_power.html.</p> <p>*****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Manual work				
11/27/2023 09:41:02	11/27/2023	[REDACTED]	Jessica Devericks	Literature Request
Add: Assistance Programs-PA WP01 Code 060PA Qty 00001 Mail Date 11/27/2023 Case Number: 471308550606				
11/13/2023 09:58:39	11/13/2023	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_FAULT_DIAL Hello. This message is from West Penn Power. On Tuesday, November 14, 2023, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Graysville, West Finley, and Wind Ridge, PA. If you are receiving this message, you will experience two 5-minute service interruptions between the hours of 7:00 am and 6:00 pm. In the event of inclement weather the planned outage will be rescheduled for Wednesday, November 15, 2023. 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-00080600				
11/13/2023 08:59:15	11/13/2023	[REDACTED]	Jessica Devericks	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Jessica Devericks Payment Options provided: Offered - Pay Acct Balance of: \$8648.23 Offered - Pay Past Due Amt of \$1496.56 ***** PA Final Wrap-up ***** Case Number: 471308550606 ***** Subject: Re: [EXTERNAL] Re: CARE ***** What number would I call. I am not home during the day. Thank you Sent from Yahoo Mail for iPhone ***** Pamela S Tucker, Thank you for your reply. We show that a representative mailed agency assistance brochures to the mailing address on file. A hold has been placed on the account until 11/30/2023 to allow time to apply for assistance. The website for that is https://www.dhs.pa.gov/Services/Assistance/Pages/COMPASS.asp or you can also visit www.firstenergycorp.com/billassist . Currently, the account balance is \$8,648.23 with \$1,496.56 of that balance considered past due. All questions				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>concerning past due balances, payment arrangements, and disconnection notices are handled by our Credit Team for West Penn Power. If you would need to make arrangements, please call 1-800-736-3404. Your next bill will post on, or around, 12/13/2023.</p> <p>*****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
11/06/2023 10:40:27	11/06/2023	[REDACTED]	EALOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_FAULT_DIAL</p> <p>Hello. This message is from West Penn Power. On Tuesday, November 14, 2023, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Graysville, West Finley, and Wind Ridge, PA. If you are receiving this message, you will experience two 5-minute service interruptions between the hours of 7:00 am and 6:00 pm. In the event of inclement weather the planned outage will be rescheduled for Wednesday, November 15, 2023. 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.</p> <p>OUT-00080600</p>				
11/01/2023 07:40:46	11/01/2023	[REDACTED]	CS General Purpose Batch	EML-Retracted from Collection Email Communication
<p>Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.</p>				
10/31/2023 07:58:10	10/31/2023	[REDACTED]	Lynda Krivoniak	Literature Request
<p>Add: Assistance Programs-PA</p> <p>WP01 Code 060PA Qty 00001 Mail Date 10/31/2023</p>				
10/31/2023 07:57:39	10/31/2023	[REDACTED]	Lynda Krivoniak	Create Dunning Lock
<p>Dunning Lock Reason:Applying for Human Service Program</p> <p>Start Date: 10/31/2023 End Date: 11/30/2023</p> <p>Created By: Lynda Krivoniak</p>				
10/31/2023 06:38:10	10/31/2023	[REDACTED]	Riley McClelland	General Inquiry
<p>Web Req# 471308550606</p> <p>*****</p> <p>Death of our son last year. I was the caregiver to my 89 year old mom with Alzheimer's and that was my employment and she passed away this year. Just need some help getting caught up please</p> <p>*****</p> <p>Reply:</p> <p>Thank you for your reply. We have forwarded your request to our Human Services department. A representative will contact you as quickly as possible. Have a great day!</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
10/31/2023 06:37:34	10/31/2023	[REDACTED]	Workflow General Purpose Batch	Telememo Employee Correspondence
<p>PCAP - Other</p> <p>* 10/31/2023 06:37:27 EST (56245) Phone (330)315-7239 850-7239</p> <p>Customer said son died last year and was caregiver to mother who also passed away this year. requesting assistance getting caught up</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
on bill Created By: McClelland,Riley A				
10/30/2023 22:29:34	10/30/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/30/2023 11:22:31	10/30/2023	[REDACTED]	Riley McClelland	General Inquiry
<p>Web Req# 471308550391 ***** Name: Pamela S Tucker Email: Pabackyardusa@yahoo.com Address Line 1: 171 Main St Address Line 2: null City: Graysville State: PA Province: null Zip: 15337 Country: null Phone: (724) 428-4847 Best Time: null Account Number: [REDACTED] Request Type: Payment Assistance Subject: CARE Text: Requesting info on the CARE program. Thank you. *****</p> <p>Reply: Thank you for utilizing our website. CARES is a program where a representative is assigned to help navigate applying for various assistance programs. CARES is available to our customers who are experiencing a temporary hardship, including but not limited to: Serious illness or injury to a member of a household Death of a wage earner Handicapped or disabled person Sudden loss of income to the household Any customer 60 years of age or over requiring special assistance Please advise if your household is experiencing a temporary hardship like the ones listed above. We will then forward the information to our Human Services Team to get into contact with you as soon as possible. Thank you in advance. Satisfied Not Applicable: Reason - Manual work</p>				
10/12/2023 18:42:45	10/12/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 10/11/23 = \$ 595.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 6358.29 2. Current Delta: 4198.54 - 4557.00 + 0.00 358.46- 3. Remaining Amount: 2159.75 4. Diff + Remain Amt: 358.46- + 2159.75 1801.29</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
5. New BBP Amount: 1801.29 / 92 x 30.4 595.00 * Dollar Difference: 595.00 - 536.00 59.00 * Pct Difference: 11.01 * System BBP Amount: 595.00				
10/12/2023 10:05:00	10/12/2023	[REDACTED]	CS General Purpose Batch	No answer
Phone attempt 04 - No Answer				
10/12/2023 05:36:18	10/12/2023	[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.				
08/21/2023 08:13:43	08/21/2023	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_ANS_MACHINE Hello. This message is from West Penn Power. On Tuesday, August 22, 2023, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Graysville, West Finley, and Wind Ridge, PA. If you are receiving this message, you will experience a service interruption from approximately 8:00 am to 12:30 pm. In the event of inclement weather the planned outage will be rescheduled for Thursday, August 24, 2023. 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.				
08/21/2023 07:58:57	08/21/2023	[REDACTED]	Cindy Cox	PA PUC Plan - IP
08/21/2023 07:57:42	08/21/2023	[REDACTED]	Cindy Cox	PUC/BPU Complaint-Written
PUC case # 3912173 decision issued DECISION ISSUED: CII VALID. INCOME DECREASED FROM 6200.00 TO 4927.00, -20.53%. LEVEL 2, BUDGET 530.00 + 212.00 = 742.00 BEGINNING OCT 2023 DUE DATE. CASE SUSTAINED.				
08/16/2023 08:24:35	08/16/2023	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_BUSY Hello. This message is from West Penn Power. On Tuesday, August 22, 2023, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Graysville, West Finley, and Wind Ridge, PA. If you are receiving this message, you will experience a service interruption from approximately 8:00 am to 12:30 pm. In the event of inclement weather the planned outage will be rescheduled for Thursday, August 24, 2023. 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.				
07/13/2023 18:37:18	07/13/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 07/12/23 = \$ 536.00 Open editor for detail 1. 12 Mth Factor Amt: 6177.51				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
2. Current Delta: 3359.70 - 2949.00 + 0.00 410.70 3. Remaining Amount: 2817.81 4. Diff + Remain Amt: 410.70 + 2817.81 3228.51 5. New BBP Amount: 3228.51 / 183 x 30.4 536.00 * Dollar Difference: 536.00 - 517.00 19.00 * Pct Difference: 3.68 * System BBP Amount: 536.00				
06/19/2023 08:28:09	06/19/2023	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_FAULT_DIAL Hello. This message is from West Penn Power. On Tuesday, June 20, 2023, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Graysville, West Finley, and Wind Ridge, PA. If you are receiving this message, you will experience a service interruption from approximately 8:00 am to 1:00 pm. In the event of inclement weather the planned outage will be rescheduled for Thursday, June 22, 2023. 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-00076877				
06/08/2023 15:13:34	06/08/2023	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_ANS_LIVE Hello. This message is from West Penn Power. On Tuesday, June 20, 2023, there will be a planned power outage to upgrade facilities. The outage will affect customers in the vicinity of Graysville, West Finley, and Wind Ridge, PA. If you are receiving this message, you will experience a service interruption from approximately 8:00 am to 1:00 pm. In the event of inclement weather the planned outage will be rescheduled for Thursday, June 22, 2023. 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-00076877				
05/23/2023 10:46:20	05/23/2023	[REDACTED]	Cindy Cox	PUC/BPU Complaint-Written
PUC case# 3912173 received on 05/23/23 regarding a CII – change in income request. Cindy Cox				
05/22/2023 08:41:01	05/22/2023	[REDACTED]	Russell Riggs-Marshek	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Russell A Riggs-Marshek 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. S/W PAMELA S TUCKER adv DEF phone #. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$6758.17 Offered - Pay Disconnection Amt of: \$4336.23 Offered - Pay Past Due Amt of \$3354.07 Offered - Pay Catch-up Amt of: \$2094.60 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. S/W PAMELA S TUCKER adv can not extend time adv trying to pay off \$2094.60 by end of today.				
05/22/2023 08:41:01	05/22/2023	[REDACTED]	Russell Riggs-Marshek	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Russell A Riggs-Marshek FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
05/22/2023 08:30:05	05/22/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/22/2023 06:01:50	05/22/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/22/2023 Payment Time: 06:01:50 Payment Amount: 200.00 Payment Type: Credit Vendor ID: CT Receipt Number: 21892692052223				
05/22/2023 00:41:32	05/22/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/22/2023 Payment Time: 00:41:32 Payment Amount: 390.00 Payment Type: Credit Vendor ID: CT Receipt Number: 21889719052223				
05/21/2023 23:01:45	05/21/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/21/2023 Payment Time: 23:01:45 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 21889409052123				
05/21/2023 22:55:51	05/21/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/21/2023 Payment Time: 22:55:50 Payment Amount: 400.00 Payment Type: Credit Vendor ID: CT Receipt Number: 21889368052123				
05/21/2023 22:55:02	05/21/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/21/2023 Payment Time: 22:55:02 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 21889363052123				
05/21/2023 10:38:45	05/21/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/18/2023 10:22:23	05/18/2023	[REDACTED]	279699	Disconnection Phone Attempt - Successful
05/18/2023 10:22:00	05/18/2023	[REDACTED]	279699	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Lindsey Lowe Financial Summary Option Used. ***** Human Services Options used.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
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: \$8948.17 Offered - Pay Disconnection Amt of: \$6526.23 Offered - Pay Past Due Amt of \$5544.07 Offered - Pay Catch-up Amt of: \$4284.60 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. calling in regards to term notice- adv all options available				
05/18/2023 10:21:59	05/18/2023	[REDACTED]	279699	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Lindsey Lowe				
05/18/2023 10:18:21	05/18/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/18/2023 10:06:00	05/18/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/17/2023 13:58:03	04/17/2023	[REDACTED]	Latoya White	Medical Certificate
Medical Certificate #1 04/17/23-05*/17/23 CLOSE TERM RECEIVED SIGNED FORM COMPLETED BY DR DALJIT SINGH LW/CBO				
04/17/2023 13:58:53	04/17/2023	[REDACTED]	Latoya White	Med Cert Paperwork Received
Medical Certificate Paperwork Received				
04/14/2023 08:08:19	04/17/2023	[REDACTED]	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
04/13/2023 13:53:57	04/13/2023	[REDACTED]	Susan A Schemeley	Utility Report Issued
Spoke with: PAMELA S TUCKER Created By: Susan A Schemeley Dispute Rights Dunning lock created - Lock date: 04/23/2023 Company Position: Termination Date(on or after)=> 04/24/2023 Customer Position: went over all amounts				
04/13/2023 13:51:00	04/13/2023	[REDACTED]	Susan A Schemeley	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Susan A Schemeley FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
04/13/2023 13:49:02	04/13/2023	[REDACTED]	Susan A Schemeley	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Susan A Schemeley Med Cert options used.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: Yes, Script Read Physician Name:dr Physician Fax:(724)483-3815 sent fax over ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. def 888-282-6816 ***** *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: \$8490.98 Offered - Pay Disconnection Amt of: \$6526.23 Offered - Pay Past Due Amt of \$4910.14 Offered - Pay Catch-up Amt of: \$4284.60 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Termination Date(on or after)=> 04/24/2023</p>				
04/13/2023 12:26:31	04/13/2023		Megan Wilson	Disconnection Phone Attempt - Successful
04/13/2023 12:26:25	04/13/2023		Megan Wilson	Negotiation Tool - Service On
<p>Spoke with: PAMELA S TUCKER Created By: Megan N Wilson 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 ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Send DSPRTS sw PAMELA S TUCKER while going through options for med cert, call disconnected</p>				
04/13/2023 12:26:25	04/13/2023		Megan Wilson	Financial Summary Review
<p>Spoke with: PAMELA S TUCKER Created By: Megan N Wilson FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
04/12/2023 18:36:50	04/12/2023		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 04/11/23 = \$ 517.00 Open editor for detail 1. 12 Mth Factor Amt: 6070.43 2. Current Delta: 2299.71 - 1398.00 + 0.00 901.71 3. Remaining Amount: 3770.72 4. Diff + Remain Amt: 901.71 + 3770.72 4672.43 5. New BBP Amount: 4672.43 / 275 x 30.4 517.00 * Dollar Difference: 517.00 - 466.00 51.00 * Pct Difference: 10.94 * System BBP Amount: 517.00				
04/11/2023 18:09:00	04/11/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/10/2023 10:09:00	04/10/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
04/01/2023 20:19:13	04/01/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/13/2023 17:57:00	03/13/2023	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/03/2023 09:25:44	03/03/2023	[REDACTED]	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
02/28/2023 22:23:50	02/28/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/13/2023 10:09:00	02/13/2023	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/07/2023 08:28:16	02/07/2023	[REDACTED]	Cassandra May	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Cassandra L May BP Fed and Reg Inc Levels updated.				
02/07/2023 08:24:52	02/07/2023	[REDACTED]	Cassandra May	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Cassandra L May Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services Options used. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Offered - Pay Past Due Amt of \$3670.65 ***** PA Final Wrap-up				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Considered 4 factors: Yes Customer was satisfied. Adv that the disconnect was stopped, adv no IP available. currently on PUC arrangement for 37 months				
02/07/2023 08:17:45	02/07/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
01/31/2023 21:34:38	01/31/2023	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.				
01/26/2023 10:03:00	01/26/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
01/25/2023 14:49:33	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 20:43:41	01/24/2023	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/18/2023 22:20:29	01/18/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
01/18/2023 09:57:19	01/18/2023	[REDACTED]	Julie Colatruglio	Create Dunning Lock
Dunning Lock Reason:Off Cycle Disconnection Start Date: 01/18/2023 End Date: 01/18/2023 PUC dismissed 1/10 - Fast tracked Created By: Julie A Colatruglio				
01/12/2023 18:39:33	01/12/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 01/11/23 = \$ 466.00 Open editor for detail 1. 12 Mth Factor Amt: 5589.37 * System BBP Amount: 466.00				
01/10/2023 13:35:21	01/10/2023	[REDACTED]	Cheryl Fick	PUC/BPU Complaint-Written
Case #3878695 - VERBAL CLOSE - SPOKE WITH CUSTOMER. CUSTOMER WAS INFORMED THAT SHE IS INELIGIBLE FOR A PUC PAR DUE TO THE ACCOUNT BALANCE CONTAINS ARREARAGES FROM A PRIOR PUC PAR (BCS 3809418) THAT HAS NOT BEEN SATISFIED. CUSTOMER WAS ALSO INFORMED THAT THE COMPANY REPORTED THAT SHE DID NOT CONTACT THEM TO DISCUSS HER CONCERNS REGARDING MONTHLY BILLING, AND SHE SHOULD CONTACT THE COMPANY FOR A BILLING ANALYSIS. CUSTOMER UNDERSTOOD AND GAVE PERMISSION TO CLOSE THE CASE. / cdf				
11/21/2022 10:27:25	11/21/2022	[REDACTED]	Max Webb	PUC/BPU Complaint-Written
PUC CASE 3878695 RECEIVED 11/21/22. REQ PUC IP/DISPUTES USAGE				
11/21/2022 10:05:00	11/21/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
11/19/2022 10:39:52	11/19/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/10/2022 09:46:43	11/10/2022	[REDACTED]	Megan Jones	Utility Report Issued
Spoke with: PAMELA S TUCKER Created By: Megan E Jones Dispute Rights Dunning lock created - Lock date: 11/20/2022				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Company Position: Termination Date(on or after)=> 11/21/2022 Customer Position: Not able to make payment.				
11/10/2022 09:41:28	11/10/2022	[REDACTED]	Megan Jones	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Megan E Jones Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$3822.06 Offered - Pay Disconnection Amt of: \$3334.44 Offered - Pay Past Due Amt of \$1170.81 Offered - Pay Catch-up Amt of: \$592.81 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
11/10/2022 09:41:28	11/10/2022	[REDACTED]	Megan Jones	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Megan E Jones FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
11/07/2022 10:09:00	11/07/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/29/2022 20:16:14	10/29/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/21/2022 19:38:26	10/21/2022	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/21/2022 Payment Time: 19:38:25 Payment Amount: 576.47 Payment Type: Credit Vendor ID: CT Receipt Number: 17510176102122				
10/21/2022 19:29:06	10/21/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/12/2022 18:34:03	10/12/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 10/11/22 = \$ 526.00 Open editor for detail 1. 12 Mth Factor Amt: 5010.96 2. Current Delta: 3429.62 - 3420.00 + 0.00 9.62 3. Remaining Amount: 1581.34				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Call Result - SRC_ANS_LIVE Customer reports No Power.				
09/22/2022 09:15:07	09/22/2022		EAILOGINWM6	Lights-None
Wake-up Call Requested for 09/23/2022 06:00:00 to be placed to phone 7244284847 Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 09/22/22 12:00 PM				
09/13/2022 09:23:23	09/13/2022		B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/13/2022 Payment Time: 09:23:20 Payment Amount: 505.63 Payment Type: Credit Vendor ID: CT Receipt Number: 16683654091322				
09/13/2022 09:19:13	09/13/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
09/09/2022 18:03:00	09/09/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
09/08/2022 10:04:00	09/08/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
08/31/2022 22:31:57	08/31/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
08/19/2022 14:39:13	08/19/2022		Brittany Frankenberry	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/19/2022 13:55:48	08/19/2022		Sarah Jones	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/19/2022 12:41:10	08/19/2022		Mariah Tanner-Hughes	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Mariah A Tanner-Hughes Offered - Pay Past Due Amt of \$505.63 ***** PA Final Wrap-up Customer was satisfied. s/w PAMELA S TUCKER past due 1564.63 cust already on ebill adv amt paid satisfied discon but did not pay off full past due				
08/19/2022 11:46:27	08/19/2022		INTV IVR	Account Balance Inquiry
IVR_BillAnI) FACTR_CT=4 ARREARS_MSG = "Y" IP_MSG = "Y" BDGT_CHG = Q 91.00 > 0 = Y USE_CHG = BILL_FACTOR_KW > 0 N -730 F ACTR_PL=4				
08/19/2022 11:43:57	08/19/2022		INTV IVR	Account Balance Inquiry
08/19/2022 11:39:14	08/19/2022		B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/19/2022 Payment Time: 11:39:14 Payment Amount: 459.00 Payment Type: Credit Vendor ID: CT Receipt Number: 16169086081922				
08/19/2022 11:37:09	08/19/2022		B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/19/2022 Payment Time: 11:37:08 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 16169045081922				
08/19/2022 11:33:12	08/19/2022		EAILOGINWM7	Self-Serve Credit Interaction

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Contact Person: Account Holder Offered All Options				
08/19/2022 10:34:09	08/19/2022	[REDACTED]	Kirsten Kinzer	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Kirsten R. Kinzer FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
08/19/2022 10:34:09	08/19/2022	[REDACTED]	Kirsten Kinzer	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Kirsten R. Kinzer Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *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: \$5504.37 Offered - Pay Disconnection Amt of: \$4100.58 Offered - Pay Past Due Amt of \$1564.63 Offered - Pay Catch-up Amt of: \$1058.95 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Catch-up Amt of: \$1058.95 disc date 8.22				
08/18/2022 12:56:03	08/18/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/11/2022 09:02:58	08/11/2022	[REDACTED]	Cassandra May	Utility Report Issued
Spoke with: PAMELA S TUCKER Created By: Cassandra L May Dispute Rights Dunning lock created - Lock date: 08/21/2022 Company Position: offered options. No IP available. New Term Date Issued Termination Date(on or after)=> 08/22/2022 Customer Position: could not pay, reaching out for assistance				
08/11/2022 08:57:55	08/11/2022	[REDACTED]	Cassandra May	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Cassandra L May Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services Options used. *****				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
<p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$5293.35</p> <p>Offered - Pay Disconnection Amt of: \$4100.58</p> <p>Offered - Pay Past Due Amt of \$1566.16</p> <p>Offered - Pay Catch-up Amt of: \$1058.95</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>already on ebill</p>																				
08/11/2022 08:57:55	08/11/2022	[REDACTED]	Cassandra May	Financial Summary Review																
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Cassandra L May</p> <p>BP Fed and Reg Inc Levels updated.</p>																				
08/08/2022 10:08:00	08/08/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful																
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>																				
07/30/2022 20:16:07	07/30/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential																
07/13/2022 18:31:59	07/13/2022	[REDACTED]	CS General Purpose Batch	LPC Assessed - Special Rules																
<p>C/A: [REDACTED]</p> <p>LPC assessed based on special rules.</p> <p>Open editor for details.</p> <p>LPC on invoicing items:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Due Date</th> <th style="text-align: left;">Item Description</th> <th style="text-align: left;">Amount</th> <th style="text-align: left;">Clear Date</th> </tr> </thead> <tbody> <tr> <td>20220504</td> <td>Consumption Billing Debit</td> <td>110.01</td> <td>20220712</td> </tr> <tr> <td>20220504</td> <td>Consumption Billing Debit</td> <td>122.91</td> <td>20220712</td> </tr> <tr> <td>20220602</td> <td>Consumption Billing Debit</td> <td>97.08</td> <td>20220712</td> </tr> </tbody> </table> <p>Total Base Amount: 330.00</p> <p>LPC: $4.95 = 330.00 * 1.50 \%$</p>					Due Date	Item Description	Amount	Clear Date	20220504	Consumption Billing Debit	110.01	20220712	20220504	Consumption Billing Debit	122.91	20220712	20220602	Consumption Billing Debit	97.08	20220712
Due Date	Item Description	Amount	Clear Date																	
20220504	Consumption Billing Debit	110.01	20220712																	
20220504	Consumption Billing Debit	122.91	20220712																	
20220602	Consumption Billing Debit	97.08	20220712																	
07/13/2022 18:31:58	07/13/2022	[REDACTED]	CS General Purpose Batch	Calculation																
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 07/12/22 = \$ 478.00</p> <p>Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">4844.93</td> </tr> <tr> <td>2. Current Delta: 2771.56 - 1986.00 + 0.00</td> <td style="text-align: right;">785.56</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">2073.37</td> </tr> <tr> <td>4. Diff + Remain Amt: 785.56 + 2073.37</td> <td style="text-align: right;">2858.93</td> </tr> <tr> <td>5. New BBP Amount: 2858.93 / 182 x 30.4</td> <td style="text-align: right;">478.00</td> </tr> <tr> <td>* Dollar Difference: 478.00 - 387.00</td> <td style="text-align: right;">91.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">23.51</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">478.00</td> </tr> </tbody> </table>					1. 12 Mth Factor Amt:	4844.93	2. Current Delta: 2771.56 - 1986.00 + 0.00	785.56	3. Remaining Amount:	2073.37	4. Diff + Remain Amt: 785.56 + 2073.37	2858.93	5. New BBP Amount: 2858.93 / 182 x 30.4	478.00	* Dollar Difference: 478.00 - 387.00	91.00	* Pct Difference:	23.51	* System BBP Amount:	478.00
1. 12 Mth Factor Amt:	4844.93																			
2. Current Delta: 2771.56 - 1986.00 + 0.00	785.56																			
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4. Diff + Remain Amt: 785.56 + 2073.37	2858.93																			
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* Dollar Difference: 478.00 - 387.00	91.00																			
* Pct Difference:	23.51																			
* System BBP Amount:	478.00																			
07/12/2022 15:31:22	07/12/2022	[REDACTED]	CS General Purpose Batch	Return Check Letter																
07/12/2022 10:13:00	07/12/2022	[REDACTED]	CS General Purpose Batch	No answer																

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 04 - No Answer				
07/11/2022 12:57:20	07/11/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 89454744 - \$ 330.00 - 07/11/2022 Mdnghtrckr pabackyardusa@yahoo.com				
07/08/2022 10:06:41	07/08/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 89385986 - \$ 373.56 - 07/08/2022 Mdnghtrckr pabackyardusa@yahoo.com				
07/08/2022 10:06:06	07/08/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/08/2022 10:02:00	07/08/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/08/2022 08:00:00	07/08/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/07/2022 15:31:24	07/07/2022	[REDACTED]	CS General Purpose Batch	Return Check Letter
07/07/2022 10:49:49	07/07/2022	[REDACTED]	Deborah Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 373.56 Disconnection Date: 07/18/2022				
07/04/2022 21:27:08	07/04/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 89275759 - \$ 373.56 - 07/04/2022 Mdnghtrckr pabackyardusa@yahoo.com				
07/04/2022 21:26:37	07/04/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
06/27/2022 12:05:45	06/27/2022	[REDACTED]	Jewel A Ware	General Inquiry
S/W// PAMELA S TUCKER VA// YES REASON// would like to know when disconnect notice date advises only needs to verify the date does not want to go through any other options at this time EBILL//Already on Customer was satisfied.				
06/27/2022 10:03:00	06/27/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 17 - Successful - Transferred to Live Agent				
06/13/2022 15:17:17	06/13/2022	[REDACTED]	Goldie F Dixon	Utility Report Issued
Spoke with: PAMELA S TUCKER Created By: Goldie F Dixon Dispute Rights Dunning lock created - Lock date: 06/26/2022 Company Position: Spoke with:PAMELA S TUCKER / [REDACTED] No med cert updated FS Acct Balance of: \$5281.37 Disconnection Amt of: \$3615.19 Past Due Amt of \$870.57 Catch-up Amt of: \$373.56 customer offered to pay on 6/21/2022 gave dispute rights. new bill:07/14/2022 Alternate: no Ebill:already				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer Position: customer offered to pay on 6/21/2022				
06/13/2022 15:14:11	06/13/2022	[REDACTED]	Goldie F Dixon	Negotiation Tool - Service On
<p>Spoke with: PAMELA S TUCKER Created By: Goldie F Dixon Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$5281.37 Offered - Pay Disconnection Amt of: \$3615.19 Offered - Pay Past Due Amt of \$870.57 Offered - Pay Catch-up Amt of: \$373.56 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes customer offered to pay on 6/21/2022</p>				
06/13/2022 15:14:11	06/13/2022	[REDACTED]	Goldie F Dixon	Financial Summary Review
<p>Spoke with: PAMELA S TUCKER Created By: Goldie F Dixon FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
06/07/2022 10:04:00	06/07/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/28/2022 20:13:39	05/28/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
05/22/2022 16:41:14	05/22/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 88215543 - \$ 398.13 - 05/22/2022 Mdnghtrckr pabackyardusa@yahoo.com				
05/22/2022 16:40:21	05/22/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/13/2022 10:09:49	05/13/2022	[REDACTED]	Lori A Glover	Utility Report Issued
<p>Spoke with: PAMELA S TUCKER Created By: Lori A Glover Dispute Rights Dunning lock created - Lock date: 05/23/2022 Company Position: CUSTOMER CAN NOT PAY THE BILL TODAY</p> <p>Customer Position: WILL MAKE THE PAYMENT ON THE 20TH OF MAY</p>				
05/13/2022 10:06:43	05/13/2022	[REDACTED]	Lori A Glover	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Lori A Glover Financial Summary Option Used. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$5392.50 Offered - Pay Disconnection Amt of: \$3739.76 Offered - Pay Past Due Amt of \$771.69 Offered - Pay Catch-up Amt of: \$398.13 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
05/13/2022 10:06:42	05/13/2022	[REDACTED]	Lori A Glover	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Lori A Glover				
05/10/2022 18:04:00	05/10/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
05/09/2022 10:06:00	05/09/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
04/30/2022 20:14:14	04/30/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
04/22/2022 09:27:36	04/22/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 87461389 - \$ 392.42 - 04/22/2022 Mdnghtrckr pabackyardusa@yahoo.com				
04/22/2022 09:26:59	04/22/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/22/2022 06:23:51	04/22/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/12/2022 18:23:17	04/12/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 04/11/22 = \$ 387.00 Open editor for detail 1. 12 Mth Factor Amt: 4321.31 2. Current Delta: 1818.65 - 825.00 + 0.00 993.65 3. Remaining Amount: 2502.66 4. Diff + Remain Amt: 993.65 + 2502.66 3496.31 5. New BBP Amount: 3496.31 / 275 x 30.4 387.00 * Dollar Difference: 387.00 - 275.00 112.00 * Pct Difference: 40.73 * System BBP Amount: 387.00				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/12/2022 08:34:42	04/12/2022	[REDACTED]	Maureen Salerno	Utility Report Issued
Spoke with: PAMELA S TUCKER Created By: Maureen N Salerno Dispute Rights Dunning lock created - Lock date: 04/24/2022 Company Position: 22nd can pay Customer Position: 22nd can pay				
04/12/2022 08:32:01	04/12/2022	[REDACTED]	Maureen Salerno	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Maureen N Salerno Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$4848.72 Offered - Pay Disconnection Amt of: \$3834.05 Offered - Pay Past Due Amt of \$792.03 Offered - Pay Catch-up Amt of: \$392.42 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes 22nd can pay 392.42 min. Termination Date(on or after)=> 04/25/2022				
04/12/2022 08:32:01	04/12/2022	[REDACTED]	Maureen Salerno	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Maureen N Salerno FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
04/12/2022 08:07:49	04/12/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/12/2022 07:46:36	04/12/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/08/2022 13:42:04	04/08/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/06/2022 10:08:00	04/06/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/29/2022 22:32:37	03/29/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
03/28/2022 10:22:41	03/28/2022		Taron Sailor	Negotiation Tool - Service On
<p>Spoke with: PAMELA S TUCKER Created By: Taron L Sailor Payment Options provided: Offered - Pay Acct Balance of: \$4848.72 Offered - Pay Past Due Amt of \$392.42 ***** Offered - Pay Past Due Amt of \$392.42 ***** PA Final Wrap-up Customer was satisfied.</p>				
03/28/2022 10:06:00	03/28/2022		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 17 - Successful - Transferred to Live Agent				
03/27/2022 18:17:19	03/27/2022		EAILOGINWM7	Ready Pay Create
No 86807226 - \$ 1265.69 - 03/27/2022 Mdnghtrckr pabackyardusa@yahoo.com				
03/27/2022 18:16:24	03/27/2022		EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
03/24/2022 14:39:16	03/24/2022		EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
03/14/2022 08:21:18	03/14/2022		Samantha J Stevenski	Utility Report Issued
<p>Spoke with: PAMELA S TUCKER Created By: Samantha J Stevenski Dispute Rights Dunning lock created - Lock date: 03/27/2022 Company Position: provided all options, customer declined. Customer Position: will attempt to resolve notice by term date</p>				
03/14/2022 08:13:37	03/14/2022		Samantha J Stevenski	Negotiation Tool - Service On
<p>Spoke with: PAMELA S TUCKER Created By: Samantha J Stevenski Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$6114.41 Offered - Pay Disconnection Amt of: \$4807.32 Offered - Pay Past Due Amt of \$1658.11 Offered - Pay Catch-up Amt of: \$1265.69 *****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w PAMELA S TUCKER. inq about making payment. created FS. OFF'D 200. adv payment amount needed for disc notice, catch up amount 1265.69. Termination Date(on or after)=> 03/28/2022				
03/14/2022 08:13:37	03/14/2022	[REDACTED]	Samantha J Stevenski	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Samantha J Stevenski BP Fed and Reg Inc Levels updated.				
03/14/2022 08:05:56	03/14/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
03/08/2022 10:03:00	03/08/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/04/2022 13:33:18	03/04/2022	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
02/28/2022 22:24:03	02/28/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
02/10/2022 10:08:00	02/10/2022	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
01/12/2022 18:32:28	01/12/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 01/11/22 = \$ 275.00 Open editor for detail 1. 12 Mth Factor Amt: 3289.61 * System BBP Amount: 275.00				
12/25/2021 15:09:40	12/25/2021	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Customer reports Power is on.				
12/25/2021 13:02:40	12/25/2021	[REDACTED]	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_LIVE ETR - 2021-12-25 15:00:03.0 POWERONDESC: 04 The interruption in service was caused by an animal contact with our equipment				
12/25/2021 10:14:00	12/25/2021	[REDACTED]	EAILOGINWM6	Lights-None
ERT: 12/25/21 01:00 PM				
12/14/2021 08:26:05	12/14/2021	[REDACTED]	Cheryl Fick	PUC/BPU Complaint-Written
Case #3809418 - LEVEL 2, BUDGET 216.00 + 100.00 = 316.00 BEGINNING THE JANUARY 2022 DUE DATE. / cdf				
12/14/2021 08:25:44	12/14/2021	[REDACTED]	Cheryl Fick	PA PUC Plan - IP
11/14/2021 22:53:05	11/14/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Not Eligible for Agency Referral Not Eligible for CAP Referral				
11/14/2021 22:53:05	11/14/2021	[REDACTED]	EAILOGINWM7	Financial Summary Review
Financial Summary was taken.				
10/20/2021 15:50:51	10/20/2021	[REDACTED]	Samantha Geist	PUC/BPU Complaint-Written

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
PUC Case 3809418 received 10/20/2021 regarding a par				
10/12/2021 18:27:45	10/12/2021	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 10/11/21 = \$ 189.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2315.20</p> <p>2. Current Delta: 1708.27 - 1743.00 + 0.00 34.73-</p> <p>3. Remaining Amount: 606.93</p> <p>4. Diff + Remain Amt: 34.73- + 606.93 572.20</p> <p>5. New BBP Amount: 572.20 / 92 x 30.4 189.00</p> <p>* Dollar Difference: 189.00 - 167.00 22.00</p> <p>* Pct Difference: 13.17</p> <p>* System BBP Amount: 189.00</p>				
10/11/2021 08:34:44	10/11/2021	[REDACTED]	Priscilla Zerbini	Utility Report Issued
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Priscilla A Zerbini</p> <p>Dispute Rights Dunning lock created - Lock date: 10/24/2021</p> <p>Company Position:</p> <p>offer all options. adv of Termination Date(on or after)=> 10/25/2021</p> <p>Customer Position:</p> <p>unable to pay the amount of \$2891.98 by the termination date of</p>				
10/11/2021 08:30:34	10/11/2021	[REDACTED]	Priscilla Zerbini	Negotiation Tool - Service On
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Priscilla A Zerbini</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 option used.</p> <p>Customer's income level is ineligible for Agency Assistance.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$3065.47</p> <p>Offered - Pay Disconnection Amt of: \$2891.98</p> <p>Offered - Pay Past Due Amt of \$674.86</p> <p>Offered - Pay Catch-up Amt of: \$336.89</p> <p>*****</p> <p>Dispute Rights Issued Option Used.</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p>				
10/11/2021 08:30:33	10/11/2021	[REDACTED]	Priscilla Zerbini	Financial Summary Review
<p>Spoke with: PAMELA S TUCKER</p> <p>Created By: Priscilla A Zerbini</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/07/2021 16:29:51	10/07/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/07/2021 10:05:00	10/07/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/29/2021 22:24:10	09/29/2021	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
09/14/2021 08:39:11	09/14/2021	[REDACTED]	EAILOGINWM7	Change Profile
Mdnghtrckr pabackyardusa@yahoo.com Changed Password From Unlock Password				
09/14/2021 08:37:03	09/14/2021	[REDACTED]	EAILOGINWM7	Unlock Login Email Sent
Mdnghtrckr pabackyardusa@yahoo.com Requested Unlock Password link				
09/14/2021 08:34:35	09/14/2021	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/14/2021 Payment Time: 08:34:34 Payment Amount: 364.46 Payment Type: Credit Vendor ID: CT Receipt Number: 09838312091421				
09/14/2021 08:27:02	09/14/2021	[REDACTED]	Angela Woods	Financial Summary Review
Spoke with: PAMELA S TUCKER Created By: Angela M Woods BP Fed and Reg Inc Levels updated.				
09/14/2021 08:26:38	09/14/2021	[REDACTED]	Angela Woods	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Angela M Woods Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *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: \$3429.93 Offered - Pay Disconnection Amt of: \$3070.40 Offered - Pay Past Due Amt of \$701.35 Offered - Pay Catch-up Amt of: \$364.46 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. offered to pay \$364.46 adv of 4.75 fee- will need card info -amount to be paid- account number and zip code				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
updated email to reset password gave account number [REDACTED]				
09/14/2021 08:25:49	09/14/2021	[REDACTED]	Angela Woods	Negotiation Tool - Service On
Spoke with: PAMELA S TUCKER Created By: Angela M Woods Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their physician: No				
09/14/2021 08:25:20	09/14/2021	[REDACTED]	EAILOGINWM7	Change Profile
Angela Woods Changed Email from pabackyardusa@windstream.net				
09/13/2021 18:05:19	09/13/2021	[REDACTED]	INTV IVR	Account Balance Inquiry
09/13/2021 18:02:11	09/13/2021	[REDACTED]	EAILOGINWM7	Unlock Login Email Sent
Mdnghtrckr pabackyardusa@windstream.net Requested Unlock Password link				
09/13/2021 01:46:39	09/13/2021	[REDACTED]	EAILOGINWM7	Unlock Login Email Sent
Mdnghtrckr pabackyardusa@windstream.net Requested Unlock Password link				
09/09/2021 18:02:00	09/09/2021	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/31/2021 22:28:12	08/31/2021	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential



DETAILED STATEMENT OF ACCOUNT

Customer Name: PAMELA S TUCKER

Account Number: [REDACTED]

Service Address:
171 MAIN ST
GRAYSVILLE PA 15337

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	
05/11/23	05/10/23	KWH	169,901	3,490	29	120	Act	460.76	0.00	460.76	517.00	06/05/23				8,951.74	
05/11/23															SDINT	-3.57	8,948.17
05/21/23													-600.00			8,348.17	
05/21/23													-400.00			7,948.17	
05/21/23													-600.00			7,348.17	
05/22/23													-390.00			6,958.17	
05/22/23													-200.00			6,758.17	
06/12/23	06/11/23	KWH	172,047	2,146	32	67	Act	296.91	0.00	296.91	517.00	07/05/23				7,055.08	
06/12/23															SDINT	-3.47	7,051.61
07/13/23	07/12/23	KWH	174,085	2,038	31	66	Act	302.32	0.00	302.32	517.00	08/07/23				7,353.93	
07/13/23															SDINT	-3.81	7,350.12
08/12/23	08/09/23	KWH	175,802	1,717	28	61	Act	255.86	0.00	255.86	536.00	09/05/23				7,605.98	
08/12/23															SDINT	-3.34	7,602.64
Installment plan deactivated on 08/21/2023 - Installment Plan In Arrears.																	
Installment plan started on 08/21/2023 for current + 212.00.																	
09/13/23	09/12/23	KWH	178,135	2,333	34	69	Act	345.00	0.00	345.00	536.00	10/05/23				7,947.64	
09/13/23															SDINT	-3.57	7,944.07
10/12/23	10/11/23	KWH	179,727	1,592	29	55	Act	237.98	0.00	237.98	536.00	11/06/23			LPC	11.17	8,193.22
10/12/23															SDINT	-3.57	8,189.65
11/11/23	11/09/23	KWH	182,866	3,139	29	108	Act	462.05	0.00	462.05	595.00	12/05/23				8,651.70	
11/11/23															SDINT	-3.47	8,648.23
Supplier Switch West Penn Power Company to 4 Choice Energy on 12/05/2023.																	
12/13/23	12/11/23	KWH	187,774	4,908	32	153	Act	622.91	100.37	723.28	595.00	01/04/24			LPC	34.44	9,405.95
12/13/23															SDINT	-3.47	9,402.48
01/16/24	01/11/24	KWH	193,257	5,483	31	177	Act	265.09	569.68	834.77	157.00	02/07/24			LPC	48.05	10,285.30
01/16/24															SDINT	-4.20	10,281.10
02/12/24	02/08/24	KWH	198,174	4,917	28	176	Act	246.71	510.88	757.59	154.00	03/05/24			LPC	56.80	11,095.49
02/12/24															SDINT	-3.56	11,091.93
03/13/24	03/11/24	KWH	203,249	5,075	32	159	Act	254.39	527.29	781.68	154.00	04/04/24				11,873.61	

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
03/13/24														-3.95	SDINT	11,869.66
04/11/24													-100.00			11,769.66
04/11/24	04/09/24	KWH	207,082	3,833	29	132	Act	194.76	398.25	593.01	154.00	05/06/24		83.35	LPC	12,446.02
04/11/24														-4.08	SDINT	12,441.94
04/28/24													-4,695.19			7,746.75
05/01/24														10.00	RCC	7,756.75
05/01/24													4,695.19			12,451.94
Payment Returned -Non Sufficient Funds																
05/13/24	05/09/24	KWH	208,573	1,491	30	50	Act	80.39	154.91	235.30	154.00	06/04/24				12,687.24
05/13/24														-3.95	SDINT	12,683.29
06/12/24	06/10/24	KWH	209,904	1,331	32	42	Act	72.95	138.29	211.24	154.00	07/05/24				12,894.53
06/12/24														-3.95	SDINT	12,890.58
07/13/24	07/10/24	KWH	211,116	1,212	30	40	Act	67.90	125.93	193.83	154.00	08/05/24		110.19	LPC	13,194.60
07/13/24														-4.21	SDINT	13,190.39
07/14/24													-6,955.01			6,235.38
07/17/24														10.00	RCC	6,245.38
07/17/24													6,955.01			13,200.39
Payment Returned -Non Sufficient Funds																
08/13/24	08/11/24	KWH	212,428	1,312	32	41	Act	72.89	136.32	209.21	139.00	09/04/24		117.51	LPC	13,527.11
08/13/24														-3.95	SDINT	13,523.16
09/14/24	09/11/24	KWH	213,487	1,059	31	34	Act	60.29	110.03	170.32	139.00	10/07/24				13,693.48
09/14/24														-4.36	SDINT	13,689.12
10/14/24	10/10/24	KWH	214,358	871	29	30	Act	50.91	90.50	141.41	139.00	11/05/24				13,830.53
10/14/24														-3.82	SDINT	13,826.71
11/13/24	11/11/24	KWH	216,839	2,481	32	78	Act	131.07	257.78	388.85	116.00	12/05/24		138.17	LPC	14,353.73
11/13/24														-3.95	SDINT	14,349.78
12/11/24													-265.00			14,084.78
12/14/24	12/11/24	KWH	221,745	4,906	30	164	Act	251.82	542.23	794.05	116.00	01/06/25				14,878.83
12/14/24														-4.21	SDINT	14,874.62
Supplier Switch 4 Choice Energy to West Penn Power Company on 01/08/2025.																
01/14/25	01/12/25	KWH	229,107	7,362	32	230	Act	476.32	1,045.50	1,521.82	116.00	02/05/25				16,396.44
01/14/25														-3.68	SDINT	16,392.76
02/12/25	02/11/25	KWH	236,329	7,222	30	241	Act	1,097.62	0.00	1,097.62	542.00	03/06/25				17,490.38
02/12/25														-3.34	SDINT	17,487.04
03/07/25													-388.40			17,098.64
03/13/25	03/12/25	KWH	242,667	6,338	29	219	Act	964.36	0.00	964.36	542.00	04/07/25				18,063.00
03/13/25														-3.57	SDINT	18,059.43
04/12/25	04/10/25	KWH	246,407	3,740	29	129	Act	572.91	0.00	572.91	542.00	05/05/25				18,632.34
04/12/25														-3.34	SDINT	18,629.00
04/14/25													-541.00			18,088.00



Pamela Tucker
171 Main Street
Graysville PA 15337

Account No. [REDACTED]

Medical Certificate History

Display Medical Certificate History								
Date	Time	Activity	Start Date	End Date	Ce...	Disc Stat	Paper Stat	Account Balance
09/30/2024	17:01:12	Maintain	09/27/2024	10/27/2024		Active	Received	13689.12
09/27/2024	13:08:06	New Entry	09/27/2024				No Answer	13689.12
05/14/2024	09:56:46	Maintain	05/13/2024	06/12/2024		Active	Received	12451.94
05/13/2024	15:15:57	New Entry	05/13/2024				No Answer	12451.94
04/17/2023	13:58:52	Maintain	04/17/2023	05/17/2023		Active	Received	8490.98
04/17/2023	13:58:01	New Entry	04/17/2023	05/17/2023		Active	No Answer	8490.98



Payment History

Pamela Tucker
171 Main Street
Graysville PA 15337
Account No. [REDACTED]

Time Period: January 8, 2021 to April 25, 2025

Date	Amount	Description
04/14/2025	541.00-	Credit Card Payment
03/07/2025	388.40-	Credit Card Payment
12/11/2024	265.00-	Credit Card Payment
07/17/2024	6955.01	Return - Non Sufficient Funds
07/14/2024	6955.01-	Electronic Check Payment - WEB
05/01/2024	4695.19	Return - Non Sufficient Funds
04/28/2024	4695.19-	Electronic Check Payment - WEB
04/11/2024	100.00-	Electronic Check Payment - WEB
07/11/2022	330.00-	Electronic Check Payment - WEB
07/11/2022	373.56	Return - Non Sufficient Funds
07/08/2022	373.56-	Electronic Check Payment - WEB
07/06/2022	373.56	Return - Non Sufficient Funds
07/04/2022	373.56-	Electronic Check Payment - WEB
05/22/2022	398.13-	Electronic Check Payment - WEB
04/22/2022	392.42-	Electronic Check Payment - WEB
03/27/2022	1265.69-	Electronic Check Payment - WEB
04/01/2021	526.33-	Electronic Check Payment - WEB

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**



Name: Pamela Tucker

Account Number: [REDACTED]

Address: 171 Main Street
Graysville PA 15337

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO EXT PA	11/3/2020	\$3,264.24	\$5,598.67	Budget bill + \$272.00 beginning 12/7/2020
CO EXT PA	4/1/2021	\$3,930.57	\$6,478.33	Budget bill + \$163.00 beginning 5/5/2021
BCS 3809418	12/14/2021	\$3,641.63	\$6,200.00	Budget bill + \$100.00 beginning 2/3/2022
BCS 3912173	8/21/2023	\$7,472.08	\$4,480.00	Budget bill + \$212.00 beginning 10/5/2023

Remarks:

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

Hold

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist

Geist, Samantha

Customer Information

Case Number

3809418

Account Number

[REDACTED]

First Name

PAMELA

Last Name

TUCKER

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

171 MAIN ST

Address2

City

GRAYSVILLE

State

PA

Mail Zip

15337

Family

Family Size

5

Children

1

Age

5

Adults

4

General

PUC Date Opened

10/20/2021

PUC Date Prepared

10/20/2021

Received Date

10/20/2021

PUC Date Closed

11/16/2021

Case Information

Prior Case Number

0

Term Date

10/25/2021

Arrearage

3223

Case Origin Universal Service
PUC WEBSITE No
Source Business Name

Income
CustIncome - \$6200

Reason For Contact
ON - PAR NEEDED (# 61)

Case Problem

Company Position

10/13/2021 COMPANY WAS UNABLE TO ASSIST US WITH A PAR.

Related Information

61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT - RELIEF SOUGHT - PAYMENT ARRANGEMENT TO MAINTAIN SERVICE. THE CELL PHONE NUMBER (724) 833 - 5275 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS PABACKYARDUSA@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	
TOM	CERENE	

Status

Status

Closed

History

Click To Expand

Is Archived

Customer Information

Case Number

3809418

Customer First Name

PAMELA

Customer Last Name

TUCKER

Account Number

██████████

Service Address

Address 1

171 MAIN STREET

Address 2

City

GRAYSVILLE

Service State

PA

Zip

15337

Home Phone

Work Phone

Mailing Address

Address 1

171 MAIN ST

Address 2

City

GRAYSVILLE

State

PA

Zip

15337

Family

Adults

4

Family Size

5

Children

1

Age

5

General

PUC Date Opened

10/20/2021

PUC Sent Date

11/16/2021

PUC Date Closed

11/16/2021

Case Type

Straight

Assigned To

Assigned Specialist

Geist, Samantha

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

11/16/2021

Head Date

11/16/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
3582.88	0.00	316.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
216.00	0.00	100.00
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		
THE JANUARY 2022 DUE DATE		
Letter Description		
Resolution		
DECISION ISSUED - PUC PAYMENT ARRANGEMENT GRANTED. LEVEL 2, BUDGET 216.00 + 100.00 = 316.00 BEGINNING THE JANUARY 2022 DUE DATE.		
Has Decision Issue	Response Time	

Other Information

Investigator First Name	Investigator Last Name
CHRISTOPHER	HARTINGER
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
TOM	CERENE
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	12/14/2021

History

Click To Expand	▼
◀	▶

Holds

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist

Webb, Max S

Customer Information

Case Number

3878695

Account Number

[REDACTED]

First Name

PAMELA

Last Name

TUCKER

Service Address

Address1

171 MAIN ST

Address2

Service City

GRAYSVILLE

Service State

PA

Service Zip

15337-0

Service Class

Work Phone

Home Phone

(724) 4284847

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

4

Children

1

Age

6

Adults

3

General

PUC Date Opened

11/21/2022

PUC Date Prepared

11/21/2022

Received Date

11/21/2022

PUC Date Closed

1/10/2023

Case Information

Prior Case Number

3809418

Term Date

11/21/2022

Arrearage

1192

Case Origin Universal Service
PUC WEBSITE No
Source Business Name

Income
CustIncome - \$5750

Reason For Contact

ON - PAR WITH DISPUTE (#63)

Case Problem

Company Position

11/14/2022 USAGE INCREASE IS WHAT HAS CAUSED IT TO GO SO HIGH.

Related Information

63--WOULD LIKE A NEW PAYMENT ARRANGEMENT. MY ONE NOW IS ALMOST DOUBLED WITH THE ONE SET BY PUC LAST YEAR. WENT FROM 338 TO 592. DEATH OF SON HAS SET US BACK JUST NEED HELP CATCHING UP. WE CAN'T QUALIFY FOR ANY PROGRAMS.

- RELIEF SOUGHT - MORE AFFORDABLE PAYMENT ARRANGEMENT OR FOR THE CO TO REINSTATE THE PUC AGREEMENT. THE CELL PHONE NUMBER (724) 833 - 5275 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS PABACKYARDUSA@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
KATHY	LAMORGIA	

Status

Status

Closed

History

Click To Expand

Is Archived

Customer Information

Case Number

3878695

Customer First Name

PAMELA

Customer Last Name

TUCKER

Account Number

██████████

Service Address

Address 1

171 MAIN ST

Address 2

City

GRAYSVILLE

Service State

PA

Zip

15337

Home Phone

(724) 4284847

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

4

Children

1

Age

6

General

PUC Date Opened

11/21/2022

PUC Sent Date

1/10/2023

PUC Date Closed

1/10/2023

Case Type

PAR with Dispute

Assigned To

Assigned Specialist

Webb, Max S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

12/14/2022

Head Date

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
4969.72	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

Letter Description

Resolution

VERBAL CLOSE - SPOKE WITH CUSTOMER. CUSTOMER WAS INFORMED THAT SHE IS INELIGIBLE FOR A PUC PAR DUE TO THE ACCOUNT BALANCE CONTAINS ARREARAGES FROM A PRIOR PUC PAR (BCS 3809418) THAT HAS NOT BEEN SATISFIED. CUSTOMER WAS ALSO INFORMED THAT THE COMPANY REPORTED THAT SHE DID NOT CONTACT THEM TO DISCUSS HER CONCERNS REGARDING MONTHLY BILLING, AND SHE SHOULD CONTACT THE COMPANY FOR A BILLING ANALYSIS. CUSTOMER UNDERSTOOD AND GAVE PERMISSION TO CLOSE THE CASE.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
LISA	COLEY
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
KATHY	LAMORGIA

Status

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	1/10/2023

History

Click To Expand ▼

◀ ▶

Holds

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist

Cox, Cindy L

Customer Information

Case Number

3912173

Account Number

[REDACTED]

First Name

PAMELA

Last Name

TUCKER

Service Address

Address1

171 MAIN ST

Address2

Service City

GRAYSVILLE

Service State

PA

Service Zip

15337-0

Service Class

Work Phone

Home Phone

(724) 8335275

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

1

Age

7

Adults

2

General

PUC Date Opened

5/23/2023

PUC Date Prepared

5/23/2023

Received Date

5/23/2023

PUC Date Closed

8/17/2023

Case Information

Prior Case Number

3809418

Term Date

Arrearage

6526

Case Origin Universal Service
PUC WEBSITE No
Source Business Name

Income
CustIncome - \$4480

Reason For Contact

CII - CHANGE IN INCOME PAR (#71)

Case Problem

Company Position

05/19/2023 THEY SAID THEY COULD NOT SET ONE UP, AND TO SEE IF THE PUC TO MAKE A NEW ARRANGEMENT FOR US.

Related Information

71-INCOME DECREASED BY MORE THAN 27%. I CALLED AND ASKED TO SET UP DIFFERENT PAYMENT ARRANGEMENTS BECAUSE OUR HOUSEHOLD HAD CHANGED SINCE BEING PUT ON OLD ONE. DEATH OF 2 ADULTS IN THE HOUSEHOLD IN THE LAST 6 MONTHS, AND LOSS OF EMPLOYMENT FOR 1 OF THE 2 REMAINING ADULTS. NEED TO SET UP A NEW PAYMENT ARRANGEMENT PLEASE.

- RELIEF SOUGHT - TO SET UP A NEW PAYMENT PLAN THE EMAIL ADDRESS PABACKYARDUSA@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
KATHY	LAMORGIA	
Status		

Status

Closed

History

Click To Expand 

 

Is Archived

Customer Information

Case Number

3912173

Customer First Name

PAMELA

Customer Last Name

TUCKER

Account Number

██████████

Service Address

Address 1

171 MAIN ST

Address 2

City

GRAYSVILLE

Service State

PA

Zip

15337

Home Phone

(724) 8335275

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

3

Children

1

Age

7

General

PUC Date Opened

5/23/2023

PUC Sent Date

8/17/2023

PUC Date Closed

8/17/2023

Case Type

CII

Assigned To

Assigned Specialist

Cox, Cindy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

5/25/2023

Head Date

8/17/2023

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
7602.64	0.00	742.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
530.00	0.00	212.00
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

OCTOBER 2023, BILLING DUE DATE

Letter Description

Resolution

DECISION ISSUED: CII VALID. INCOME DECREASED FROM 6200.00 TO 4927.00, -20.53%. LEVEL 2, BUDGET 530.00 + 212.00 = 742.00 BEGINNING OCT 2023 DUE DATE. CASE SUSTAINED.

Has Decision Issue

Response Time

Other Information

Investigator First Name

AVIS

Investigator Last Name

CHISHOLM

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

KATHY

Intaker Last Name

LAMORGIA

Status

Is SAP Completed



SAP Completion Date

8/21/2023

History

Click To Expand



Holds

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist

Cox, Cindy L

Customer Information

Case Number

4001597

Account Number

[REDACTED]

First Name

PAMELA

Last Name

TUCKER

Service Address

Address1

171 MAIN ST

Address2

Service City

GRAYSVILLE

Service State

PA

Service Zip

15337-0

Service Class

Work Phone

Home Phone

(724) 4284847

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

3

Children

1

Age

8

Adults

2

General

PUC Date Opened

7/15/2024

PUC Date Prepared

7/15/2024

Received Date

7/15/2024

PUC Date Closed

7/31/2024

Case Information

Prior Case Number

3912173

Term Date

7/15/2024

Arrearage

6955

Case Origin Universal Service
PUC WEBSITE No
Source Business Name

Income
CustIncome - \$4800

Reason For Contact

CII - CHANGE IN INCOME PAR (#71)

Case Problem

Company Position

07/04/2024 TO CONTACT THE PUC.

Related Information

71- INCOME SHOWS A DECREASE FROM PRIOR PUC PAR 391217. CUSTOMER NEEDS A PAR TO ASSIST WITH PAST DUE BALANCE. - RELIEF SOUGHT - A PAYMENT ARRANGEMENT THAT IS GOOD FOR BOTH PARTIES THE CELL PHONE NUMBER (724) 833 - 5275 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS PABACKYARDUSA@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	
ARIANNA	EVANS	

Status

Status

Closed

History

Click To Expand

Is Archived

Customer Information

Case Number

4001597

Customer First Name

PAMELA

Customer Last Name

TUCKER

Account Number

██████████

Service Address

Address 1

171 MAIN ST

Address 2

City

GRAYSVILLE

Service State

PA

Zip

15337

Home Phone

(724) 4284847

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

3

Children

1

Age

8

General

PUC Date Opened

7/15/2024

PUC Sent Date

7/31/2024

PUC Date Closed

7/31/2024

Case Type

CII

Assigned To

Assigned Specialist

Cox, Cindy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/16/2024

Head Date

8/1/2024

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
6242.28	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
139.00	1102.20	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DISMISSAL LETTER ISSUED: CASE DISMISSED, PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR 3912173 AND HAS NOT PROVIDE DOCUMENTATION TO SUPPORT CII. THE CUSTOMER MUST PAY 1102.20 TO CATCH-UP THE MOST RECENT AGREEMENT TO MAINTAIN SERVICE.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
BUTCH	COMSTOCK
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
ARIANNA	EVANS
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	8/1/2024

History

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▶



Pamela Tucker
171 Main Street
Graysville PA 15337

Account No. [REDACTED]

January 3, 2025, Financial Summary

Financial Summary

Business partner [REDACTED] PAMELA S TUCKER / GRAYSVILLE PA 15337
Contract account [REDACTED]
Financial summary date 01/03/2025

Occupant Info | Income | Review | Course of action

Number of occupants

Ages of occupants

Occupant Info **Income** Review Course of action

Add name CARL TUCKER PAMELA TUCKER

There is no income to report

Enter the names of all household members that receive income.

Add Name

Delete Name

Occupant Info		Income	Review	Course of action			
Add name	CARL TUCKER	PAMELA TUCKER					
Employment	Amount	Cycle	Hrs/Wk	Gr/Net	Gross Monthly	Net Monthly	
GE ELECTRIC	5,893.33	<input type="checkbox"/>	0	<input type="checkbox"/>	5,893.33	3,724.58	
	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	1,000.00	<input type="checkbox"/>			1,000.00	1,000.00	
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	

Occupant Info		Income		Review		Course of action	
Add name		CARL TUCKER	PAMELA TUCKER				
Employment	Amount	Cycle	Hrs/Wk	Gr/Net	Gross Monthly	Net Monthly	
UNEMPLOYED	0.01	<input type="checkbox"/>	0	<input type="checkbox"/>	0.01	0.01	
	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	845.00	<input type="checkbox"/>			845.00	747.83	
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	

	Occupant Info	Income	Review	Course of action
Financial Review				
		Current	09/27/2024	Difference
Gross Income		7,738.34	6,738.33	1,000.01
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		7,738.34	6,738.33	1,000.01



Pamela Tucker
171 Main Street
Graysville PA 15337

Account No. [REDACTED]

Collection History
Time Period: January 7, 2021, to April 25, 2025

10 Day Term Notice	Phone Contacts	Result
6/2/21 for \$3,620.21 term date 6/16/21	6/9/21 @ 10:03 AM – Party hung up	Paid catch-up amount
	6/10/21 @ 6:00 PM – No answer	
7/1/21 for \$3,417.02 term date 7/19/21	7/12/21 @ 10:04 AM – Listened to entire message-correct household confirmed	Paid catch-up amount
	7/14/21 @ 2:15 – Spoke with Customer	
8/2/21 for \$3,253.69 term date 8/16/21	8/9/21 @ 10:06 AM - Listened to entire message-correct household confirmed	Paid catch-up amount
9/1/21 for \$3,070.40 term date 9/15/21	9/9/21 @ 6:02 PM - Listened to entire message-correct household confirmed	Paid catch-up amount
9/30/21 for \$2,891.98 term date 10/14/21	10/7/21 @ 10:05 AM - Listened to entire message-correct household confirmed	Dispute rights
	10/11/21 @ 8:30 AM – Spoke with Customer	
10/20/21 BCS 3809418 On PAR		
11/16/21 BCS 3809418 directed Level 2 PAR, beginning January 2022		
3/1/22 for \$4,807.32 term date 3/15/22	3/8/22 @ 10:03 AM- Listened to entire message-correct household confirmed	Dispute rights
	3/14/22 @ 8:13 AM – Spoke with Customer	

3/30/22 for \$3,834.05 term date 4/13/22	4/6/22 @ 10:08 AM - Listened to entire message-correct household confirmed	Dispute rights
	4/12/22 @ 8:32 AM – Spoke with Customer	
5/2/22 for \$3,739.76 term date 5/16/22	5/9/22 @ 10:06 AM – No answer	Dispute rights
	5/10/22 @ 6:04 PM – No answer	
	5/13/22 @ 10:06 AM – Spoke with Customer	
5/31/22 for \$3,615.19 term date 6/14/22	6/7/22 @ 10:04 AM - Listened to entire message-correct household confirmed	Dispute rights
	6/13/22 @ 3:14 PM – Spoke with Customer	
7/6/22 Return check \$373.56 for NSF. Letter sent		
7/8/22 @ 10:02 AM - Listened to entire message-correct household confirmed		
7/11/22 Return check for \$373.56 for NFS. Letter sent		
8/1/22 for \$4,100.58 term date 8/15/22	8/8/22 @ 10:08 AM - Listened to entire message-correct household confirmed	Dispute rights
	8/11/22 @ 8:57 AM – Spoke with Customer	
9/1/22 for \$3,447.26 term date 9/15/22	9/8/22 @ 10:04 AM – No answer	Partial payment
	9/9/22 @ 6:03 PM – No answer	
10/3/22 for \$3,418.10 term date 10/17/22	10/10/22 @ 10:07 AM – Successful – transferred to live agent	Dispute rights
10/31/22 for \$3,334.44 term date 11/14/22	11/7/22 @ 10:09 AM - Listened to entire message-correct household confirmed	Dispute rights
	11/10/22 @ 9:41 AM – Spoke with Customer	
	11/21/22 @ 10:39 AM – Sit tone/invalid phone number	
11/21/22 BCS 3878695 On PAR w/dispute		

1/10/23 BCS 3878695 Closed		
1/19/23 for \$4,858.61 term date 2/2/23	1/26/23 @ 10:03 AM - Listened to entire message-correct household confirmed	
	2/13/23 @ 10:09 AM - Listened to entire message-correct household confirmed	
3/1/23 Low-Income for \$6,009.05 term date 4/3/23	3/13/23 @ 5:57 PM - Listened to entire message-correct household confirmed	
4/3/23 for \$6,526.23 term date 4/17/23	4/10/23 @ 10:09 AM – No answer	Med cert option & dispute rights
	4/11/23 @ 6:09 PM – Sit tone/invalid phone number	
	4/13/23 @ 12:26 PM – Spoke with Customer	
4/17/23 # 1 Med cert to prevent lawful termination		
5/18/23 @ 10:06 AM - Listened to entire message-correct household confirmed		
5/23/23 BCS 3912173 CII PAR		
8/17/23 BCS 3912173 directed Level 2, beginning 10/2023		
10/31/23 for \$7,646.05 term date 11/14/23	10/31/23 @ 7:57 AM – Applying for Human Service Program – 30-day hold	
12/12/23 @ 10:07 AM - Busy		
1/11/24 @ 10:05 AM – No answer		
2/14/24 @ 10:12 AM – No answer		
4/1/24 for \$10,995.27 term date 4/15/24	4/8/24 @ 10:07 AM – No answer	
	4/9/24 @ 6:09 PM – No answer	

	4/12/24 @ 12:01 PM – Spoke with Customer	Dispute rights
	4/23/24 @ 10:40 AM – Spoke with Customer	Paid catch-up
4/30/24 for \$6,877.29 term date 5/14/24	5/1/24 Return check \$4,695.19 for NSF	Return check letter
	5/2/24 @ 10:03 AM – Left message	
	5/3/24 @ 6:06 PM - Listened to entire message- correct household confirmed	
	5/4/24 @ 2:46 PM - Listened to entire message- correct household confirmed	
	5/13/24 @ 3:07 PM – Spoke with Customer	Med cert option
5/14/24 #2 Med cert to prevent lawful termination		
6/7/24 @ 2:09 PM – Spoke with Customer – Dispute rights		
7/1/24 for \$12,519.09 term date 7/15/24	7/8/24 @ 10:06 Am – Left message	
	7/9/24 @ 6:08 PM – Left message	
7/15/24 BCS 4001597 CII PAR		
7/16/24 Return check \$6,955.01 for NSF. Letter sent.		
7/31/24 BCS 4001597 dismissed per 1405D		
8/12/24 @ 10:10 AM – Past due reminder – message left		
8/20/24 @ 10:06 AM - Listened to entire message-correct household confirmed		
8/29/24 for \$13,134.28 term date 9/16/24	9/9/24 @ 10:05 AM – Left message	Dispute rights
	9/10/24 @ 6:08 PM – Left message	
	9/13/24 @ 11:43 AM – Spoke with Customer	
	9/24/24 @ 10:03 AM – Left message	

	9/25/24 @ 6:06 PM – Left message	Med cert option
	9/27/24 @ 11:09 AM - Listened to entire message-correct household confirmed	
	9/27/24 @ 1:03 PM – Spoke with Customer	
9/30/24 #3 Med cert to prevent lawful termination		
12/2/24 for \$13,841.78 term date 12/16/24	12/9/24 @ 10:03 AM – Left message	Dispute rights
	12/10/24 @ 6:11 PM – Left message	
	12/12/24 @ 8:09 AM – Spoke with Customer	
	12/26/24 @ 12:32 PM - Listened to entire message-correct household confirmed	
1/3/25 @ 9:47 AM – Spoke with Customer – not eligible for Med cert – dispute rights previously issued on same notice		
1/7/25 PUC Secretary's Bureau called to report C-2025-3052844 – hold placed on account		
1/8/25 Instant Formal Complaint C-2025-3052844 received		
1/8/25 BCS 4038057 slamming		
1/31/25 BCS 4038057 dismissed		
3/3/25 for \$387.40 term date 3/17/25	3/7/25 @ 8:23 AM – Partial payment online	
4/1/25 for \$541.00 term date 4/15/25	4/8/25 @ 10:02 AM – Left message	Paid term amount
	4/9/25 @ 6:05 PM - Listened to entire message-correct household confirmed	

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 ¹	FPIG Range	Gross Monthly Income								
Level 1	135% ²	\$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% ³	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
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% ³	\$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