
 Martina Johnson,
 v.
 FirstEnergy Pennsylvania
 Electric Company

 Initial Hearing
 (Call In)

Docket No.: F-2025-3054352

Pages 1 - 111

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

INDEX TO EXHIBITS

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Hearing Date: July 15, 2025

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Docket No. F-2025-3054352

Martina Johnson v. FirstEnergy Pennsylvania Electric Company

The Hon. Katrina Dunderdale

Hearing Date: Tuesday, July 15, 2025 at 10:00 AM

Call-In Hearing No.: 866.675.4411; PIN: 23464163#

PROPOSED EXHIBITS OF FE PA (PENELEC RATE DISTRICT)

1. Bankruptcy Docket No. 23-10365 Order (Chapter 7-discharged)
2. Customer Contacts
3. Statement of Account
4. Payment History
5. PAR History
6. Usage Comparison
7. Select Monthly Bills: 11/1/24 to present
8. BCS Decision No. 4037274, closed 2/11/25
9. Tariff Rules 6, 7 and 8
10. Meter Socket Condition Letter, dated 3/4/25
11. Utility Report, dated 3/28/25
12. Cut In Card, dated 5/7/25
13. Meter Results: Meter: #5000745667
14. Meter Results: Meter: #5000455778



Information to identify the case:

Debtor 1	<u>Martina Marie Johnson</u>	Social Security number or ITIN	_____
	First Name Middle Name Last Name	EIN	__-____
Debtor 2	_____	Social Security number or ITIN	_____
(Spouse, if filing)	First Name Middle Name Last Name	EIN	__-____
United States Bankruptcy Court WESTERN DISTRICT OF PENNSYLVANIA			
Case number:	23-10365-JCM		

Order of Discharge

12/15

IT IS ORDERED: A discharge under 11 U.S.C. § 727 is granted to:

Martina Marie Johnson
aka Martina Marie Ritchie

10/25/23

By the court: John C Melaragno
United States Bankruptcy Judge

Explanation of Bankruptcy Discharge in a Chapter 7 Case

This order does not close or dismiss the case, and it does not determine how much money, if any, the trustee will pay creditors.

This order does not prevent debtors from paying any debt voluntarily or from paying reaffirmed debts according to the reaffirmation agreement. 11 U.S.C. § 524(c), (f).

Creditors cannot collect discharged debts

This order means that no one may make any attempt to collect a discharged debt from the debtors personally. For example, creditors cannot sue, garnish wages, assert a deficiency, or otherwise try to collect from the debtors personally on discharged debts. Creditors cannot contact the debtors by mail, phone, or otherwise in any attempt to collect the debt personally. Creditors who violate this order can be required to pay debtors damages and attorney's fees.

Most debts are discharged

Most debts are covered by the discharge, but not all. Generally, a discharge removes the debtors' personal liability for debts owed before the debtors' bankruptcy case was filed.

However, a creditor with a lien may enforce a claim against the debtors' property subject to that lien unless the lien was avoided or eliminated. For example, a creditor may have the right to foreclose a home mortgage or repossess an automobile.

Also, if this case began under a different chapter of the Bankruptcy Code and was later converted to chapter 7, debts owed before the conversion are discharged.

In a case involving community property: Special rules protect certain community property owned by the debtor's spouse, even if that spouse did not file a bankruptcy case.

For more information, see page 2 >

Some debts are not discharged

Examples of debts that are not discharged are:

- ◆ debts that are domestic support obligations;
- ◆ debts for most student loans;
- ◆ debts for most taxes;
- ◆ debts that the bankruptcy court has decided or will decide are not discharged in this bankruptcy case;
- ◆ debts for most fines, penalties, forfeitures, or criminal restitution obligations;
- ◆ some debts which the debtors did not properly list;
- ◆ debts for certain types of loans owed to pension, profit sharing, stock bonus, or retirement plans; and
- ◆ debts for death or personal injury caused by operating a vehicle while intoxicated.

Also, debts covered by a valid reaffirmation agreement are not discharged.

In addition, this discharge does not stop creditors from collecting from anyone else who is also liable on the debt, such as an insurance company or a person who cosigned or guaranteed a loan.

This information is only a general summary of the bankruptcy discharge; some exceptions exist. Because the law is complicated, you should consult an attorney to determine the exact effect of the discharge in this case.

Customer: MARTINA M JOHNSON / 802484952
 Contract Acct: 100155810904
 Service Address: 17 MEADOW CT, MCKEAN PA 16426

Created On: 06/23/2025
 Date Range: 08/28/2023 to 06/23/2025



Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/16/2025 22:32:52	06/16/2025	100155810904	CS General Purpose Batch	Disconnection Notice - PA Reside
05/19/2025 06:00:11	05/19/2025	100155810904	ZITBTCH	Update Sent - Work Request Complete
Proactive communication for notification - 000359506060 Email sent to MARTINA M JOHNSON - lprody@suncommunities.com Created By: ZITBTCH				
04/08/2025 17:30:24	04/08/2025	100155810904	Crystal Hamner	Residential Upgrade Request
Stand Alone notification 000359506060 created for work type RESL Premise: 0001066845 - 17 MEADOW CT, MCKEAN PA 16426 Add/Replace cust owned equip: Replace same size service; Service Cable; Meter Socket; Panel Box Electrician to Disconnect Reconnect Remarks: s/w levi prody, 8142505325, community mgr, Add Contact Info: phone Contact Email: lprody@suncommunities.com Partner Email: lprody@suncommunities.com Confirmation/Send Email Updates requested to partner email address Script Read: Yes Created By: Crystal Brady Customer was satisfied.				
04/04/2025 16:15:41	04/04/2025	100155810904	Charles Howlett	PUC/BPU Complaint-Written
PA formal F-2025-3054352 receiveds regarding a high bill				
04/04/2025 03:30:42	04/04/2025	100155810904	CS General Purpose Batch	DSPTRIGHTS Letter
04/03/2025 09:35:07	04/03/2025	100155810904	Pamela Hiester	General Inquiry
S/W MARTINA M JOHNSON - STATED SHE GOT A LETTER ABOUT A DETEROATED METER SOCKET AND WANTED TO KNOW WHO IS SUPPOSE TO FIX IT. ADV. THAT IS CUSTOMER EQUIPMENT AND SHE WOULD BE RESPONSIBLE. SHE STATED SHE DOES NOT OWN THE PROPERTY. I ADV. THEN THE OWNER WOULD HAVE TO HAVE IT FIXED. SHE LIVES IN A MOBILE HOME PARK. THE OWNERS STATED THEY FOUND NOTHING WRONG. BAD METER SOCKET FOUND WHEN METER WAS EXCHANGED TO DO METER TEST. Satisfied Not Applicable: Reason - Send DSPRTS				
04/02/2025 11:30:31	04/02/2025	100155810904	Adam Dargie	General Inquiry
Cb VM left Satisfied Not Applicable: Reason - Other - CB VM Left				
03/28/2025 15:28:12	03/28/2025	100155810904	Myeka Benjamin	Dispute Tracking Closed
Dispute 20250303134924281286 has been closed Nature of Inquiry: hbi meter test Companys Position: working disputes - mtr tested 03/06/2025 at 71.48%. issue found at mtr socket which is customer owned equipment. will need to hire electrician for repair. sent UR and closed dispute. Closure Code: EQUIPMENT_ERROR				
03/28/2025 15:14:29	03/28/2025	100155810904	Myeka Benjamin	Balance Statement Prepared
03/28/2025 15:14:15	03/28/2025	100155810904	Myeka Benjamin	PA Utility Report Created
I am writing in reference to your call to us on 03/03/2025. You were calling in regard to your bill for \$316.02 from				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>01/29/2025 to 02/26/2025.</p> <p>Based upon an investigation, FirstEnergy's position is the bill is correct as rendered. The investigation included reviewing your usage and billing history. On 03/04/2025 your meter was tested at 71.48% accuracy. As previously communicated, on 03/04/2025, a representative from our company has noticed that an unsafe and/or deteriorated condition exists with your electric service. We've enclosed a copy of that communication.</p> <p>Service will not be terminated pending completion of the dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.</p> <p>The balance on your account is \$963.92, of which \$963.92 is due by 04/17/2025. A statement of your account is enclosed. If payment arrangements are needed, or to complete a billing analysis, please contact us at 1-800-545-7741.</p>				
03/28/2025 15:13:48	03/28/2025	100155810904	Myeka Benjamin	Create Dunning Lock
<p>Dunning Lock Reason: Billing Dispute Start Date: 03/28/2025 End Date: 04/17/2025 Created By: Myeka Benjamin</p>				
03/04/2025 15:42:22	03/04/2025	100155810904	Patrick Hatton	Form Letter
<p>Printed to \\WCORRES01\PIERIE1059-P on 03/04/2025 at 15:45:45</p>				
03/04/2025 14:16:26	03/04/2025	100155810904	Patrick Hatton	Termination Notice - Residential
<p>Printed to \\WCORRES01\PIERIE1059-P on 03/04/2025 at 14:20:20</p>				
03/03/2025 13:49:26	03/03/2025	100155810904	Daneille Smith	Dispute Tracking Open
<p>Dispute 20250303134924281286 has been created for BP Caller: MARTINA M JOHNSON (Business Partner) Nature of Inquiry: Bill for \$316.02 from 01/29/2025 to 02/26/2025 Act Fast Meter Suspected Read Validation: Alternatives/Solutions: Educate customer: Decline Notification required for further investigation Notifications: MW - Meter Test Required Meter test fee of 20.00 applied Company Position: Agreed to start an investigation Something else - meter test Summary: Customer was satisfied. Script read/details provided to customer Analysis Performed: CBA Declined Additional Comments:</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				customer called in stating something is wrong with the meter and that she wants ot have it tested explained how meter test work and that 20 fee was charged with test customer wanted to schedule she declined cba
03/03/2025 13:49:25	03/03/2025	100155810904	Daneille Smith	Meter Test Charged & Posted
				Meter Test Fee applied for 20.00 Created By: Daneille Smith
03/03/2025 13:49:25	03/03/2025	100155810904	Daneille Smith	Bill Inquiry
				<p>Caller: MARTINA M JOHNSON (Business Partner)</p> <p>Nature of Inquiry:</p> <p>Bill for \$316.02 from 01/29/2025 to 02/26/2025 Act</p> <p>Fast Meter Suspected</p> <p>Read Validation:</p> <p>Alternatives/Solutions:</p> <p>Educate customer: Decline</p> <p>Notification required for further investigation</p> <p>Notifications:</p> <p>MW - Meter Test Required</p> <p>Meter test fee of 20.00 applied</p> <p>Company Position:</p> <p>Agreed to start an investigation</p> <p>Something else - meter test</p> <p>Summary:</p> <p>Customer was satisfied.</p> <p>Script read/details provided to customer</p> <p>Analysis Performed:</p> <p>CBA Declined</p> <p>Additional Comments:</p> <p>customer called in stating something is wrong with the meter and that she wants ot have it tested explained how meter test work and that 20 fee was charged with test customer wanted to schedule she declined cba</p>
03/03/2025 10:08:00	03/03/2025	100155810904	CS General Purpose Batch	AMD Detected-Message left by Vendor
				Phone attempt 05 - AMD Detected - Left Message
02/12/2025 22:21:04	02/12/2025	100155810904	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/11/2025 14:03:23	02/11/2025	100155810904	Jeremy Smallwood	PUC/BPU Complaint-Written
				<p>PUC case# 4037274</p> <p>DECISION ISSUED - ON 11/21/2024 YOU RECEIVED A \$1000.00 LIHEAP CASH GRANT, LEAVING YOU WITH A CREDIT OF -\$135.52. ON 12/4/2024 YOU WERE ISSUED A BILL FOR \$140.25, LEAVING A BALANCE OF \$4.73. ON 1/2/2025 YOU WERE ISSUED A BILL FOR \$284.59, LEAVING A BALANCE OF \$289.32. YOUR BILLS ARE BASED ON ACTUAL METER READINGS. THE PUC CONSIDERS BILLS BASED ON ACTUAL METER READINGS CORRECT AS RENDERED. YOU CAN HAVE THE COMPANY TEST YOUR METER, FOR A FEE. YOUR DISPUTED BILLS WERE FOUND TO BE IN LINE AND CONSISTENT WITH THE HISTORICAL AND</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
POTENTIAL FOR USAGE AT THE PROPERTY. CASE DISMISSED.				
01/03/2025 03:30:40	01/03/2025	100155810904	CS General Purpose Batch	DSPTRIGHTS Letter
01/02/2025 11:42:08	01/02/2025	100155810904	Jeremy Smallwood	PUC/BPU Complaint-Written
PUC case# 4037274 received on 01/02/25 regarding a high actual bill.				
01/02/2025 09:37:41	01/02/2025	100155810904	Jeremiah Powell	Bill Inquiry
<p>Caller: MARTINA M JOHNSON (Business Partner)</p> <p>Nature of Inquiry:</p> <p>Bill for \$284.59 from 11/27/2024 to 12/28/2024 Act</p> <p>Actual Read Concern</p> <p>Read Validation:</p> <p>Alternatives/Solutions:</p> <p>Educate customer: Accept</p> <p>Notifications:</p> <p>Company Position:</p> <p>No Follow Up</p> <p>Summary:</p> <p>Satisfied Not Applicable: Reason - Send DSPRTS</p> <p>Script read/details provided to customer</p> <p>Analysis Performed:</p> <p>Usage Overview</p> <p>CBA Declined</p> <p>Additional Comments:</p> <p>Customer is calling to discuss the bill being higher than normal *compared usage from prev months and years</p> <p>*offered energy efficient help and tips *advised customer of increased usage months and daily usage customer dropped the call in anger while explaining usage</p>				
01/02/2025 09:13:55	01/02/2025	100155810904	INTV IVR	Account Balance Inquiry
<p>
Bill Analysis Factor Count =2
 Bill Includes Past Due Balance
Bill includes an increase in Usage of 830
Factors Played =</p>				
01/02/2025 09:13:13	01/02/2025	100155810904	INTV IVR	Account Balance Inquiry
12/13/2024 09:06:02	12/13/2024	100155810904	CS General Purpose Batch	Job assigned to Energy Savings contractor
11/22/2024 07:57:37	11/22/2024	100155810904	CS General Purpose Batch	EML-Retracted from Collection Email Communication
Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.				
11/22/2024 03:01:12	11/22/2024	100155810904	CS General Purpose Batch	Sent PCAP Eligibility Letter
11/21/2024 14:36:13	11/21/2024	100155810904	Erica Besedich	LiHeap Credit
LIHEAP CASH \$1000.00 20241121				
11/18/2024 10:41:07	11/18/2024	100155810904	Pamela Stephens	Negotiation Tool - Service On
<p>Spoke with: MARTINA M JOHNSON</p> <p>Created By: Pamela Stephens</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
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: \$864.48 Offered - Pay Disconnection Amt of: \$687.17 Offered - Pay Catch-up Amt of: \$187.55 Offered - Pay Past Due Amt of \$133.37 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. S/W-MARTINA M JOHNSON NO ALT # WANT TO STOP WANT TO STOP EPP Pay Acct Balance of: \$864.48 LIHEAP PLEDGE 1000.00 Pay Disconnection Amt of: \$687.17 Pay Catch-up Amt of: \$187.55 Pay Acct Balance of: \$864.48 Pay Disconnection Amt of: \$687.17 Pay Catch-up Amt of: \$187.55 Pay Past Due Amt of \$133.37				
11/18/2024 10:41:07	11/18/2024	100155810904	Pamela Stephens	Financial Summary Review
Spoke with: MARTINA M JOHNSON Created By: Pamela Stephens FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
11/18/2024 10:39:41	11/18/2024	100155810904	Pamela Stephens	Budget Billing Plan Removed
True-up performed Invoice amount: \$ 162.62 Due Date: 12/09/2024 Acct Balance: \$ 295.99 New invoice sent to customer S/W-MARTINA M JOHNSON-ASKED DTO BE REMOVED FROM EPP, RECIEVING LIHEAP PLEADGE Created By: Pamela Stephens				
11/18/2024 10:33:48	11/18/2024	100155810904	Pamela Stephens	Disconnection Phone Attempt - Successful
11/18/2024 10:33:05	11/18/2024	100155810904	Pamela Stephens	Negotiation Tool - Service On
Spoke with: MARTINA M JOHNSON Created By: Pamela Stephens 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. OFFERED ALL ASSISTANCE				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: 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: \$864.48</p> <p>Offered - Pay Disconnection Amt of: \$687.17</p> <p>Offered - Pay Catch-up Amt of: \$187.55</p>				
11/18/2024 10:33:05	11/18/2024	100155810904	Pamela Stephens	Financial Summary Review
<p>Spoke with: MARTINA M JOHNSON</p> <p>Created By: Pamela Stephens</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
11/18/2024 09:26:34	11/18/2024	100155810904	INTV IVR	Account Balance Inquiry
<p>
Bill Analysis Factor Count =
Factors Played =</p>				
11/16/2024 20:13:52	11/16/2024	100155810904	CS General Purpose Batch	Disconnection Notice - PA Residential
10/30/2024 19:32:06	10/30/2024	100155810904	CS General Purpose Batch	Calculation
<p>C/A 100155810904 Contract 0033788807</p> <p>Budget amt calculated for period ending 10/28/24 = \$ 109.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1281.11</p> <p>2. Current Delta: 213.92 - 309.79 + 0.00 95.87-</p> <p>3. Remaining Amount: 1067.19</p> <p>4. Diff + Remain Amt: 95.87- + 1067.19 971.32</p> <p>5. New BBP Amount: 971.32 / 276 x 30.4 107.00</p> <p>* Dollar Difference: 107.00 - 109.00 2.00</p> <p>* Pct Difference: 1.83</p> <p>* System BBP Amount: 109.00</p>				
10/28/2024 10:02:00	10/28/2024	100155810904	CS General Purpose Batch	Listened to entire msg-correct household confirmed
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>				
10/28/2024 05:40:11	10/28/2024	100155810904	CS General Purpose Batch	EML-Initial Collection Email Communication
<p>This account is part of a Rev Ops digital collection email initiative.</p> <p>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.</p>				
10/21/2024 12:33:56	10/21/2024	100155810904	Rebecca Allen-Roberts	General Inquiry
<p>xfer to credit about DEF apply</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
10/21/2024 11:57:58	10/21/2024	100155810904	INTV IVR	Account Balance Inquiry
<p>(IVR_BillAnI) FACTR_CT = 3 IP_MSG = Y BDGT_CHG = Q + Y USE_CHG = N -129 FACTR_PL = factorMessagePlayed</p>				
10/21/2024 11:55:49	10/21/2024	100155810904	INTV IVR	Account Balance Inquiry
10/21/2024 11:34:21	10/21/2024	100155810904	INTV IVR	Account Balance Inquiry
10/21/2024 10:42:40	10/21/2024	100155810904	INTV IVR	Account Balance Inquiry
<p>(IVR_BillAnI) FACTR_CT = 3 IP_MSG = Y BDGT_CHG = Q + Y USE_CHG = N -129 FACTR_PL = factorMessagePlayed</p>				
10/21/2024 10:41:01	10/21/2024	100155810904	INTV IVR	Account Balance Inquiry
10/21/2024 09:38:58	10/21/2024	100155810904	Lisa Korosa	General Inquiry

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
VCB - VM Left				
Satisfied Not Applicable: Reason - Don't send DSPRTS				
10/21/2024 08:44:28	10/21/2024	100155810904	INTV IVR	Account Balance Inquiry
09/04/2024 22:06:52	09/04/2024	100155810904	Same as ZCSBTCH - no printer	Installment Plan Created
Required Down Payment received, IP created.				
09/04/2024 11:16:45	09/04/2024	100155810904	Tailynn J Snider	Reconnection Process-Recon started
Negotiated Amounts: - IP DP: \$25.94 mos: 23, mo amt: \$27.00, EPP: \$109.00 - Standard Reconnection Fee: \$32.00 Reconnect Amt Due: \$57.94 Payment Status: Readypay - \$57.94 Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 09/04/2024 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. cust made recon payment Created By: Tailynn Snider				
09/04/2024 11:16:36	09/04/2024	100155810904	Tailynn J Snider	Budget Billing Plan Simulated/Created
Account set up on EPP for budget amount 109.00 Anniv Mo: August Periodic Review: Quarterly Supplier charges not included in budget amount. Script provided: No Created By: Tailynn Snider				
09/04/2024 11:16:36	09/04/2024	100155810904	Tailynn J Snider	Require Down Pymt with Inst Plan
DP Date: 09/04/2024 DP Amt: 25.94 Repay Pln: PASO Instlm: \$ 27.00 Instlm: # 023 Lock Date: 09/07/2024				
09/04/2024 11:14:18	09/04/2024	100155810904	Tailynn J Snider	Ready Pay Create
No 108732936 - \$57.94 - 09/04/2024 Created By: Tailynn Snider				
09/04/2024 11:08:20	09/04/2024	100155810904	Tailynn J Snider	Negotiation Tool - Service Off
Spoke with: MARTINA M JOHNSON Created By: Tailynn Snider Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. adv cust of 211 # ***** *PA Service Off - Addl Questions:* Does medical condition exist?: No Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: Yes ***** Installment Plan Negotiated - Level A - PA IP #2 with budget amt of \$109.00				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Downpayment for: 25.94 Estimated Mo Amt: 27.00 for 23 months Script Read: Yes, customer understands terms ***** Negotiated Amounts: - IP DP: \$25.94 mos: 23, mo amt: \$27.00, EPP: \$109.00 - Standard Reconnection Fee: \$32.00 Reconnect Amt Due: \$57.94 Payment Status: Ready pay - \$57.94 Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 09/04/2024 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. cust made recon payment				
09/04/2024 11:08:20	09/04/2024	100155810904	Tailynn J Snider	Financial Summary Review
Spoke with: MARTINA M JOHNSON Created By: Tailynn Snider BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
09/04/2024 10:33:01	09/04/2024	100155810904	PILOGXP1 PILOGXP1	Service Disconnected
DISC, Non-Pay, , Total Arrears \$ 510.53 + Sec Dep \$ 384.00 + Rec Fee. (Left Post Term)				
09/04/2024 10:27:12	09/04/2024	100155810904	Eailogon	Digital Post Termination Email
08/28/2024 17:18:00	08/28/2024	100155810904	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/28/2024 06:12:35	08/28/2024	100155810904	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
08/27/2024 10:05:00	08/27/2024	100155810904	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/19/2024 22:32:11	08/19/2024	100155810904	CS General Purpose Batch	Disconnection Notice - PA Residential
08/08/2024 01:15:08	08/08/2024	100155810904	CS General Purpose Batch	Confirmation of Supplier Selection - Single Bill
08/07/2024 15:30:41	08/07/2024	100155810904	CS General Purpose Batch	Enrollment Request (Accepted)
07/22/2024 14:14:34	07/22/2024	100155810904	Autumn Riddle	General Inquiry
Case# 511085912452 ***** Name: Martina M Johnson Email: sandalwoodm@aol.com Address Line 1: 17 Meadow Ct Address Line 2: null City: Mckean State: PA Province: null Zip: 16426 Country: null Phone: (814) 403-0246 Best Time: null Account Number: 100155810904				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Request Type: Payment Assistance Subject: EPP Program Text: I am submitting a complaint against First Energy and Penelec with the PUC. I dropped the EPP Program months ago and you are still charging me for it. ***** Thank you for utilizing our website. We are more than happy to assist you. Our records indicate that you spoke with Customer Care by phone on 07/18/2024. We show the account was previously removed from PCAP, but the account was not removed from the Equal Payment Plan (EPP) until 07/15/2024. We regret any inconvenience caused. The balance is \$358.38 due 08/05/2024. We hope this helps. Satisfied Not Applicable: Reason - Manual work</p>				
07/19/2024 03:31:02	07/19/2024	100155810904	CS General Purpose Batch	DSPTRIGHTS Letter
07/18/2024 11:53:34	07/18/2024	100155810904	Sarah Cain	General Inquiry
<p>Spoke With: MARTINA M JOHNSON bp wants to know why she is still being charged EPP when PCAP was removed months ago. explained that EPP does not automatically fall off the acct, EPP has to manually be removed at cust request and EPP was removed 7/15/24 bp discon the call prior to SAT. Satisfied Not Applicable: Reason - Send DSPRTS</p>				
07/18/2024 11:26:00	07/18/2024	100155810904	Tailynn J Snider	General Inquiry
<p>s/w martina Johnson. called to inquire about the budget billing xfer to billing Satisfied Not Applicable: Reason - Call Transferred</p>				
07/16/2024 03:31:10	07/16/2024	100155810904	CS General Purpose Batch	DSPTRIGHTS Letter
07/15/2024 11:42:07	07/15/2024	100155810904	Kiara Knarr	General Inquiry
<p>Satisfied Not Applicable: Reason - Send DSPRTS cust discon call</p>				
07/15/2024 11:39:08	07/15/2024	100155810904	Kiara Knarr	Create Dunning Lock
<p>Dunning Lock Reason: Billing Dispute Start Date: 07/15/2024 End Date: 08/14/2024 cust requested to be removed from EPP Created By: Kiara Knarr</p>				
07/15/2024 11:38:06	07/15/2024	100155810904	Kiara Knarr	Budget Billing Plan Removed
<p>True-up performed Invoice amount: \$ 136.94 Due Date: 08/05/2024 Acct Balance: \$ 358.38 New invoice suppressed. s/w MARTINA M JOHNSON - cust already enrolled in Ebill - saw on her bill she is on the EPP and stated she caught up on that 2 months ago and was suppose to have the EPP removed from her account - adv EPP was never removed there were notes for PCAP to be removed</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>and supplier changes but nothing for EPP removal, adv can remove it today adv of open balance - cust adv this should've been removed 2 months ago and she has charges from the EPP that she shouldn't have - adv cust could place her on a hold and reach out to see if we can reverse the charges from EPP - cust did not respond and then discon call. Created By: Kiara Knarr</p>				
07/15/2024 09:40:36	07/15/2024	100155810904	INTV IVR	Account Balance Inquiry
07/15/2024 09:36:48	07/15/2024	100155810904	INTV IVR	Account Balance Inquiry
07/11/2024 09:37:37	07/11/2024	100155810904	Torin Hanson	General Inquiry/Other
<p>VCB, VM Left Satisfied Not Applicable: Reason - Other - VCB, VM Left</p>				
07/11/2024 09:18:18	07/11/2024	100155810904	INTV IVR	Account Balance Inquiry
06/27/2024 19:35:19	06/27/2024	100155810904	CS General Purpose Batch	Calculation
<p>C/A 100155810904 Contract 0033788807 Budget amt calculated for period ending 06/26/24 = \$ 174.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2005.43 2. Current Delta: 1599.95 - 1548.28 + 0.00 51.67 3. Remaining Amount: 405.48 4. Diff + Remain Amt: 51.67 + 405.48 457.15 5. New BBP Amount: 457.15 / 80 x 30.4 174.00 * Dollar Difference: 174.00 - 220.00 46.00 * Pct Difference: 20.91 * System BBP Amount: 174.00</p>				
06/03/2024 08:55:00	06/03/2024	100155810904	Cierra Caul	Agency Commitment (not referral)
<p>Dunning Lock Reason: Crisis Grant Recipient Start Date: 06/03/2024 End Date: 07/03/2024 sw angelique @ veterans leadership erie co callback phone number 4129973146 adv dn notice 1,352.33 emailed billing statement to garciaa@vlpwpa.org pledge 1352.33 sfvf funds cbo/cc Created By: Cierra Caul</p>				
05/30/2024 19:25:18	05/30/2024	100155810904	CS General Purpose Batch	Calculation
<p>C/A 100155810904 Contract 0033788807 Budget amt calculated for period ending 05/28/24 = \$ 220.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2147.25 2. Current Delta: 1464.29 - 1243.28 + 0.00 221.01 3. Remaining Amount: 682.96 4. Diff + Remain Amt: 221.01 + 682.96 903.97 5. New BBP Amount: 903.97 / 125 x 30.4 220.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/18/2024 21:19:04	05/18/2024	100155810904	CS General Purpose Batch	Disconnection Notice - PA Residential
05/16/2024 03:01:54	05/16/2024	100155810904	CS General Purpose Batch	Sent WARM Eligible Letter
05/16/2024 03:01:54	05/16/2024	100155810904	CS General Purpose Batch	Sent PCAP Enrollment Letter
05/16/2024 01:15:09	05/16/2024	100155810904	CS General Purpose Batch	Confirmation of Customer Ending Contract with Supp
05/15/2024 06:09:11	05/15/2024	100155810904	CS General Purpose Batch	Notification For End Of Supply (Current)
05/15/2024 06:09:07	05/15/2024		BATCH	Enrolled Into Program
05/15/2024 06:09:05	05/15/2024	100155810904	CS General Purpose Batch	Calculation of HS Amount
<p>C/A 100155810904</p> <p>A new PCAP amount has been calculated = \$ 138.52</p> <p>Open editor for details.</p> <p>1. Minimum Payment: 6000.00 * 9.00 % 540.00</p> <p>2. Current burden: 183.52 x 12 2202.24</p> <p>3. LIHEAP amount: 0.00</p> <p>4. Unassisted burden: 2202.24 - 0.00 2202.24</p> <p>5. Monthly Credit Amt: (2202.24 - 540.00) / 12 138.52</p>				
05/15/2024 01:15:08	05/15/2024	100155810904	CS General Purpose Batch	Confirmation of Supplier Selection - Single Bill
05/14/2024 15:33:12	05/14/2024	100155810904	CS General Purpose Batch	Enrollment Request (Accepted)
05/06/2024 13:52:59	05/06/2024	100155810904	Westin Stickel	General Inquiry
<p>vcb, vm left</p> <p>Satisfied Not Applicable: Reason - Don't send DSPRTS</p>				
05/06/2024 12:11:33	05/06/2024	100155810904	Michael J Espinal	General Inquiry
<p>S/W MARTINA M JOHNSO, SET UP NEW SUPPLIER TODAY, ADV OF PAYMENT ARRANGEMENTS FOR OUR CREDITS OPTIONS, NEW SUPPLIER NOT UPDATED ON HER ACCOUNT, XFER TO PA BILLING</p> <p>Satisfied Not Applicable: Reason - Call Transferred</p>				
05/06/2024 12:04:29	05/06/2024	100155810904	Michael J Espinal	Financial Summary Review
<p>Spoke with: MARTINA M JOHNSON</p> <p>Created By: Michael J Espinal</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
05/06/2024 12:04:09	05/06/2024	100155810904	Michael J Espinal	Negotiation Tool - Service On
<p>Spoke with: MARTINA M JOHNSON</p> <p>Created By: Michael J Espinal</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$1730.89</p> <p>Offered - Pay Past Due Amt of \$1352.33</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
04/22/2024 09:38:16	04/22/2024	100155810904	Kimber Cronin	Negotiation Tool - Service On
<p>Spoke with: MARTINA M JOHNSON</p> <p>Created By: Kimber Cronin</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$1567.71</p> <p>Offered - Pay Past Due Amt of \$1155.29</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <p>will be reaching out private resources for assistance</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/22/2024 08:58:40	04/22/2024	100155810904	Carol Kring	General Inquiry
s/w MARTINA M JOHNSON, VAI ACT 100155810904 , NEEDS OPTIONS XFER TO CREDIT Satisfied Not Applicable: Reason - Call Transferred				
04/22/2024 08:36:15	04/22/2024	100155810904	INTV IVR	Account Balance Inquiry
04/09/2024 08:13:26	04/09/2024	100155810904	Molly Parrish	Financial Summary Review
Spoke with: MARTINA M JOHNSON Created By: Molly Parrish FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
04/09/2024 08:13:00	04/09/2024	100155810904	Molly Parrish	Negotiation Tool - Service On
Spoke with: MARTINA M JOHNSON Created By: Molly Parrish Payment Options provided: Offered - Pay Acct Balance of: \$1567.71 Offered - Pay Past Due Amt of \$1155.29 ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** PA Final Wrap-up Customer was satisfied. Caller has not heard back from PCAP. Adv that there is a hold on the account through May 5, 2025 to be able to HS programs. An IP is available: down payments of 1155.29 (Recommended) 866.47 (75% Minimum). Caller unable to make payment. Adv that next bill will populate on April 30th, changing balances. Adv that past due balances on accounts are what put accounts in threat of termination. Adv that paying the past due as quickly as possible is adv to prevent future shut offs.				
04/09/2024 08:07:24	04/09/2024	100155810904	Westin Stickel	General Inquiry
sw MARTINA M JOHNSON, vai, has not heard form pcap, wants to know how much time she has to pay bal, xfer to credit Satisfied Not Applicable: Reason - Call Transferred				
04/09/2024 08:05:00	04/09/2024	100155810904	INTV IVR	Account Balance Inquiry
04/05/2024 12:35:28	04/05/2024	100155810904	Brittany Frankenberry	Provide Program Information
HOLD ON CUSTOMER ACCOUNT, WAITING ON PCAP APPLICATION SUBMISSION				
03/29/2024 08:57:09	03/29/2024	100155810904	Sarah Cain	Utility Report Issued
Spoke with: MARTINA M JOHNSON Created By: Sarah Cain Dispute Rights Dunning lock created - Lock date: 04/08/2024 Company Position: Supplied Rights, Provided PUC info, advised new term date on/by: 04/09/23 Customer Position: cut cannot pay adv all options				
03/29/2024 08:55:11	03/29/2024	100155810904	Sarah Cain	Disconnection Phone Attempt - Successful
03/29/2024 08:54:58	03/29/2024	100155810904	Sarah Cain	Negotiation Tool - Service On
Spoke with: MARTINA M JOHNSON Created By: Sarah Cain Financial Summary Option Used. BP Fed and Reg Inc Levels updated.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Low income letter will be sent. *****</p> <p>Human Services Options used. bp just applied for PCAP this morning. *****</p> <p>*PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$1567.71 Offered - Pay Past Due Amt of \$1155.29 Offered - Pay Disconnection Amt of: \$960.95 *****</p> <p>Dispute Rights Issued Option Used. *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes Spoke With: MARTINA M JOHNSON Customer Offered: cannot pay Next Bill: 04/30/2024 cust calling to discus discon options. adv new IP with DP - 866.47 (75% Minimum) bp declined cannot pay DP.</p>
03/29/2024 08:54:58	03/29/2024	100155810904	Sarah Cain	Financial Summary Review
				<p>Spoke with: MARTINA M JOHNSON Created By: Sarah Cain BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>
03/29/2024 08:42:05	03/29/2024	100155810904	Leta Kennedy	Premise Information Changed
				<p>Old Premise Phone:(814)882-5749 New Premise Phone:(814)403-0246 sw MARTINA M JOHNSON Created By: Leta Kennedy</p>
03/29/2024 08:42:05	03/29/2024		Leta Kennedy	Personal Data Changed
				<p>Old BP Phone:(814)882-5749 New BP Phone:(814)403-0246 sw MARTINA M JOHNSON Created By: Leta Kennedy</p>
03/29/2024 08:41:39	03/29/2024	100155810904	Leta Kennedy	General Inquiry
				<p>sw MARTINA M JOHNSON states applied for pcap was calling in regards to disconnection on acct transferred to credit non pa Satisfied Not Applicable: Reason - Call Transferred</p>
03/29/2024 08:31:45	03/29/2024		EAILOGINWM7	PCAP WARM Application Submitted
				<p>100155810904: PCAP WARM Application submitted. Email sent to customer to advise application was received.</p>
03/28/2024 19:21:48	03/28/2024	100155810904	CS General Purpose Batch	Calculation
				<p>C/A 100155810904 Contract 0033788807 Budget amt calculated for period ending 03/27/24 = \$ 180.00</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Open editor for detail				
1. 12 Mth Factor Amt: 2105.48 2. Current Delta: 1183.66 - 968.28 + 0.00 215.38 3. Remaining Amount: 921.82 4. Diff + Remain Amt: 215.38 + 921.82 1137.20 5. New BBP Amount: 1137.20 / 183 x 30.4 189.00 * Dollar Difference: 189.00 - 180.00 9.00 * Pct Difference: 5.00 * System BBP Amount: 180.00				
03/27/2024 06:05:38	03/27/2024	100155810904	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
03/26/2024 17:08:00	03/26/2024	100155810904	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 03 - Busy				
03/25/2024 10:05:00	03/25/2024	100155810904	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 03 - Busy				
03/16/2024 20:14:24	03/16/2024	100155810904	CS General Purpose Batch	Disconnection Notice - PA Residential
02/28/2024 09:35:49	02/28/2024	100155810904	Justin Yoak	General Inquiry
S/W MARTINA M JOHNSON. Provided financial assistance program info. Customer wanted to setup another ip, but couldn't afford the required dp. Customer was satisfied.				
02/28/2024 09:31:26	02/28/2024	100155810904	Justin Yoak	Financial Summary Review
Spoke with: MARTINA M JOHNSON Created By: Justin Yoak Low income letter will be sent.				
02/28/2024 09:30:41	02/28/2024	100155810904	Justin Yoak	Negotiation Tool - Service On
Spoke with: MARTINA M JOHNSON Created By: Justin Yoak Payment Options provided: Offered - Pay Acct Balance of: \$1115.78 Offered - Pay Past Due Amt of \$960.95 ***** Financial Summary Option Used. Low income letter will be sent. ***** PA Final Wrap-up Customer was satisfied.				
02/28/2024 09:28:26	02/28/2024	100155810904	INTV IVR	Account Balance Inquiry
02/27/2024 19:22:39	02/27/2024	100155810904	EAILOGINWM7	Financial Summary Review
Financial Summary was taken.				
02/27/2024 19:22:05	02/27/2024	100155810904	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options Agency Referral Accepted CAP Referral Accepted				
02/27/2024 10:37:00	02/27/2024	100155810904	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/22/2024 14:30:04	02/22/2024	100155810904	Brittany Frankenberry	Provide Program Information

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH				
02/14/2024 22:24:18	02/14/2024	100155810904	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/11/2024 03:05:43	02/11/2024		EAILOGINWM7	Incomplete PCAP WARM Application
100155810904: PCAP WARM Application started. Email sent to customer to complete application.				
02/01/2024 03:11:44	02/01/2024		EAILOGINWM7	Incomplete PCAP WARM Application
100155810904: PCAP WARM Application started. Email sent to customer to complete application.				
01/23/2024 08:08:17	01/23/2024	100155810904	CS General Purpose Batch	EML-Retracted from Collection Email Communication
Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.				
01/22/2024 13:19:00	01/22/2024	100155810904	Carly Barbour	General Inquiry/Other
S/W Martina Johnson, cannot pay and online would not let her make agreement. Liheap was denied. Gave PCAP information. Could not do I/P because she could not pay DP. Customer was not satisfied. Rights provided to customer.				
01/22/2024 13:18:52	01/22/2024	100155810904	Carly Barbour	Utility Report Issued
Spoke with: MARTINA M JOHNSON Created By: Carly Barbour Dispute Rights Dunning lock created - Lock date: 02/01/2024 Company Position: Did FS. Customer Position: Did FS.				
01/22/2024 13:15:22	01/22/2024	100155810904	Carly Barbour	Financial Summary Review
Spoke with: MARTINA M JOHNSON Created By: Carly Barbour FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
01/22/2024 13:14:36	01/22/2024	100155810904	Carly Barbour	Negotiation Tool - Service On
Spoke with: MARTINA M JOHNSON Created By: Carly Barbour Payment Options provided: Offered - Pay Acct Balance of: \$834.57 Offered - Pay Past Due Amt of \$311.00 ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** PA Final Wrap-up Customer was not satisfied. Rights provided to customer. ***** Dispute Rights Issued Option Used.				
01/22/2024 13:04:55	01/22/2024	100155810904	Leta Kennedy	General Inquiry
sw MARTINA M JOHNSON was calling to set up payment arrangements xfer to credit non pa Satisfied Not Applicable: Reason - Call Transferred				
01/22/2024 12:37:35	01/22/2024	100155810904	INTV IVR	Account Balance Inquiry
12/28/2023 19:23:19	12/28/2023	100155810904	CS General Purpose Batch	Calculation

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
C/A 100155810904 Contract 0033788807 Budget amt calculated for period ending 12/27/23 = \$ 180.00 Open editor for detail 1. 12 Mth Factor Amt: 2052.73 2. Current Delta: 481.90 - 428.28 + 0.00 53.62 3. Remaining Amount: 1570.83 4. Diff + Remain Amt: 53.62 + 1570.83 1624.45 5. New BBP Amount: 1624.45 / 274 x 30.4 180.00 * Dollar Difference: 180.00 - 159.00 21.00 * Pct Difference: 13.21 * System BBP Amount: 180.00				
12/27/2023 05:53:12	12/27/2023	100155810904	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.				
12/19/2023 15:50:21	12/19/2023	100155810904	Trisha Eddy	General Inquiry
VAI -S/W - MARTINA M JOHNSON / 100155810904 adv that usage in winter is higher and if usage is going up in winter that would typically be due to the heating source - stated she plans to pay on 12/30 - adv of possible lpc of 1.5% of bill - cust has not paid since account was opened in july - no PTP option available and did not offer to waive lpc Customer was satisfied.				
12/19/2023 15:42:47	12/19/2023	100155810904	INTV IVR	Account Balance Inquiry
(IVR_BillAnI) FACTR_CT = 3 IP_MSG = Y BDGT_CHG = Q + Y USE_CHG = Y 357 FACTR_PL = factorMessagePlayed				
12/19/2023 15:39:50	12/19/2023	100155810904	INTV IVR	Account Balance Inquiry
12/19/2023 12:53:21	12/19/2023	100155810904	INTV IVR	Account Balance Inquiry
12/19/2023 12:48:33	12/19/2023	100155810904	INTV IVR	Account Balance Inquiry
10/30/2023 16:02:24	10/30/2023	100155810904	EAILOGINWM7	Budget Billing Plan Simulated/Created
Cust Name: MARTINA M JOHNSON Cust Email: sandalwoodm@aol.com				
10/30/2023 16:02:24	10/30/2023	100155810904	EAILOGINWM7	PA Payment - IP
4 Factors Customer agreed to shorter terms Customer did not offer down payment Created Budget + I/P \$ 152.00 Repay Pln: PA00 Instlm: # 003				
10/30/2023 15:58:31	10/30/2023	100155810904	EAILOGINWM7	Financial Summary Review
Financial Summary was taken. Customer reported no household income.				
10/30/2023 15:58:07	10/30/2023	100155810904	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options Agency Referral Accepted CAP Referral Accepted				
10/30/2023 15:50:06	10/30/2023	100155810904	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: sandalwoodm@aol.com				
10/30/2023 15:50:03	10/30/2023	100155810904	EAILOGINWM7	Account Added to Website Profile
Martee1 sandalwoodm@aol.com Added Account 100155810904				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/30/2023 15:50:03	10/30/2023	100155810904	EAILOGINWM7	Paperless Bill Enrollment
Martee1 sandalwoodm@aol.com - Paperless Added on Account 100155810904				
10/29/2023 07:08:33	10/29/2023	100155810904	CS General Purpose Batch	EML-Retracted from Collection Email Communication
Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.				
10/24/2023 10:03:00	10/24/2023	100155810904	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/16/2023 22:27:57	10/16/2023	100155810904	CS General Purpose Batch	Disconnection Notice - PA Residential
09/26/2023 10:05:00	09/26/2023	100155810904	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/26/2023 05:36:31	09/26/2023	100155810904	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.				
09/02/2023 11:56:51	09/02/2023	100155810904	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
09/02/2023 11:56:51	09/02/2023	100155810904	INTV IVR	Account Balance Inquiry
08/28/2023 11:08:09	08/28/2023	100155810904	Workflow General Purpose Batch	Optional Payment Programs
Checkless Selection: Enroll Direct Debit - Not Applicable E-Bill Selection: Not Applicable				
08/28/2023 11:08:05	08/28/2023	100155810904	Katherine Kwasnicki	Move-In / No Service Charge Required
Move In Date: 07/10/2023 Property Owner: Unknown Electric Heat Source: Yes Electric Water Heat Source: No Dog moving In: Yes Alternate contact phone: (814)882-5749 Customer Contact: WILLIE JOHNSON HUSBAND Reconnect Fee: 0.00 Ebill:No Email Address: sandalwoodm@aol.com Closed Active Account: No Summary Script Read - Not Applicable Confirmed income SD waiver option provided: N/A Guarantor option provided: N/A SDIP option provided: N/A Pending Guarantor: Bankruptcy Process New Move In Premise Phone Number: (814)882-5749 Advised Breakers Off: No Bills will be mailed to: current mailing address Created By: Kwasnicki,Katherine Release BP Information Release Load Do not Send Shopping discounts Release Phone Number Satisfied Not Applicable: Reason - Bankruptcy				

DETAILED STATEMENT OF ACCOUNT

Customer Name: MARTINA M JOHNSON

Account Number: 100155810904

Service Address:

17 MEADOW CT
MCKEAN PA 16426

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
08/28/23	07/26/23	KWH	69,377	440	17	26	Act	83.59	0.00	83.59		09/19/23				221.44
	08/27/23	KWH	70,099	722	32	23	Act	137.85	0.00	137.85						
09/28/23	09/27/23	KWH	70,710	611	31	20	Act	118.15	0.00	118.15		10/23/23		3.32	LPC	342.91
10/28/23	10/26/23	KWH	71,276	566	29	20	Act	110.28	0.00	110.28		11/20/23		5.09	LPC	458.28
Installment plan started on 10/30/2023 for current + 152.00.																
11/28/23	11/27/23	KWH	72,199	923	32	29	Act	173.60	0.00	173.60	159.00	12/20/23				631.88
12/28/23	12/27/23	KWH	73,213	1,014	30	34	Act	198.02	0.00	198.02	159.00	01/22/24		4.67	LPC	834.57
01/29/24	01/28/24	KWH	74,642	1,429	32	45	Act	281.21	0.00	281.21	180.00	02/20/24				1,115.78
02/28/24	02/27/24	KWH	75,815	1,173	30	39	Act	233.29	0.00	233.29	180.00	03/21/24		14.34	LPC	1,363.41
03/28/24	03/27/24	KWH	76,746	931	29	32	Act	187.26	0.00	187.26	180.00	04/22/24		17.04	LPC	1,567.71
04/29/24	04/28/24	KWH	77,548	802	32	25	Act	163.18	0.00	163.18	180.00	05/21/24				1,730.89
Supplier Switch Penelec to AEP Energy on 05/14/2024.																
Installment plan deactivated on 05/15/2024 - Cap Enrollment.																
Supplier Switch AEP Energy to Penelec on 05/16/2024.																
05/30/24	05/28/24	KWH	78,127	579	30	19	Act	117.45	97.50	214.95	180.00	06/24/24		22.32	LPC	1,968.16
06/25/24													-1,746.72			221.44
06/27/24	06/26/24	KWH	78,813	686	29	24		135.66	0.00	135.66	220.00	07/22/24				357.10
Bill reversed on 07/15/2024.																
07/15/24	06/26/24	KWH	78,813	686	29	24	Act	135.66	0.00	135.66		08/05/24		1.28	LPC	494.04
07/15/24														-135.66	REV	358.38
Reversal of 06/26/2024 bill.																
07/29/24	07/28/24	KWH	79,593	780	32	24	Act	152.15	0.00	152.15		08/20/24				510.53
Supplier Switch Penelec to Direct Energy Services on 08/07/2024.																
08/29/24	08/27/24	KWH	80,254	661	30	22	Act	91.79	38.47	130.26		09/23/24		7.64	LPC	648.43
09/04/24														32.00	RF	680.43
09/04/24													-57.94			622.49
Installment plan started on 09/04/2024 for current + 27.00.																
09/28/24	09/25/24	KWH	80,786	532	29	18	Act	54.82	51.55	106.37	109.00	10/21/24				728.86

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
10/30/24	10/28/24	KWH	81,462	676	33	20	Act	67.31	65.50	132.81	109.00	11/21/24		2.81	LPC	864.48
Bill reversed on 11/18/2024.																
11/18/24														-135.62	REV	728.86
Reversal of 10/28/2024 bill.																
11/18/24	10/28/24	KWH	81,462	676	33	20	Act	67.31	65.50	132.81		12/09/24		2.81	LPC	864.48
11/21/24													-1,000.00			-135.52
12/02/24	11/26/24	KWH	82,179	717	29	25	Act	70.77	69.48	140.25		12/26/24				4.73
12/31/24	12/28/24	KWH	83,726	1,547	32	48	Act	134.69	149.90	284.59		01/23/25				289.32
01/30/25	01/28/25	KWH	85,489	1,763	31	57	Act	167.75	170.83	338.58		02/24/25				627.90
03/01/25	02/26/25	KWH	87,126	1,637	29	56	Act	157.39	158.63	316.02		03/24/25				943.92
Meter 5000745667 removed on 03/03/2025.																
03/03/25														20.00	MTF	963.92
Meter 5000455778 installed on 03/04/2025.																
03/31/25	03/27/25	KWH	1,190	1,190	29	41	Act	142.04	141.96	284.00		04/22/25				1,247.92
	03/03/25	KWH	87,401	275	29	9	Act	0.00	0.00	0.00						
04/30/25	04/28/25	KWH	2,379	1,189	32	37	Act	117.62	115.21	232.83		05/22/25				1,480.75
05/31/25	05/28/25	KWH	3,095	716	30	24	Act	75.33	69.38	144.71		06/23/25				1,625.46
06/30/25	06/26/25	KWH	3,926	831	29	29	Act	85.78	80.52	166.30		07/22/25				1,791.76



Payment History

Name: MARTINA M JOHNSON
Address: 17 MEADOW CT, MCKEAN PA 16426
Account: 100155810904
Period: Post Bankruptcy (7/10/23) to 6/23/25

Date	Amount	Description
6/25/2024	1,746.72	Assistance Payment
9/4/2024	57.94	Electronic Check Payment - CSR
11/21/2024	1,000.00	LIHEAP Cash

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**



Name: MARTINA M JOHNSON
Address: 17 MEADOW CT, MCKEAN PA 16426
Account: 100155810904

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
PCAP	4/29/2024	\$1,730.89	\$500.00	Minimum payment \$540.00. Monthly credit \$138.52. Customer requested removal the same month PCAP was established.
CO PA	9/4/2024	\$622.49	Not Collected	Current + \$27.00 beginning with the October 2024 due date.
Remarks:				

PCAP – Pennsylvania Customer Assistance Program
CO PA – Company Payment Arrangement



**MARTINA M JOHNSON
Billed Account Summary**

Account Nbr 100155810904
 Customer Nbr 08024849520001066845
 Customer Acct Id
 Move in/out Date 07/10/2023 - Active Account
 Service Address
 17 MEADOW CT
 MCKEAN PA 16426
 Meter Nbr(s) 5000455778

Meter Read Unit P613181
 Meter Constant 1
 Voltage Level Secondary, voltage unknown
 Capacity Peak Load 3.0198 Trans Peak Load 2.6983
 Load Profile RSNH Rate PN-RESD
 Supplier Name Direct Energy Services - 08/08/2024
 Supplier Dual Bill No EDI Billing No

CURRENT 12 MONTHS						PREVIOUS 12 MONTHS					
DATE	KVAR	DEMAND	KWH	\$	¢/KWH	DATE	KVAR	DEMAND	KWH	\$	¢/KWH
Jul-25			831	166.30	20.01	Jul-24			686	135.66	19.78
Jun-25			716	144.71	20.21	Jun-24			579	316.01	54.58
May-25			1,189	232.83	19.58	May-24			802	62.12	7.75
Apr-25			1,465	284.00	19.39	Apr-24			931	187.26	20.11
Mar-25			1,637	316.02	19.30	Mar-24			1,173	233.29	19.89
Feb-25			1,763	338.58	19.20	Feb-24			1,429	281.21	19.68
Jan-25			1,547	284.59	18.40	Jan-24			1,014	198.02	19.53
Dec-24			717	140.25	19.56	Dec-23			923	173.60	18.81
Nov-24			676	132.81	19.65	Nov-23			566	110.28	19.48
Oct-24			532	106.37	19.99	Oct-23			611	118.15	19.34
Sep-24			661	130.26	19.71	Sep-23			722	137.85	19.09
Aug-24			780	152.15	19.51	Aug-23			440	83.59	19.00
TOTAL			12,514	2,428.87	19.41	TOTAL			9,876	2,037.04	20.63

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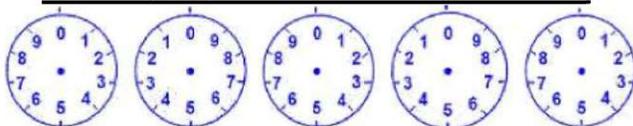
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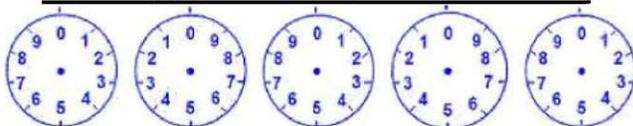
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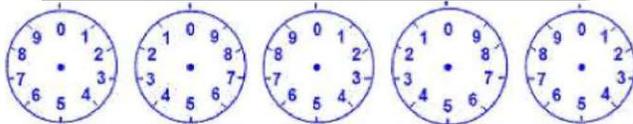
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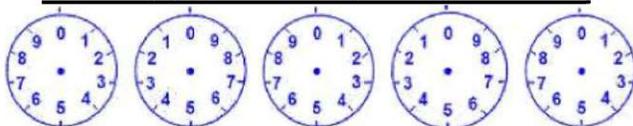
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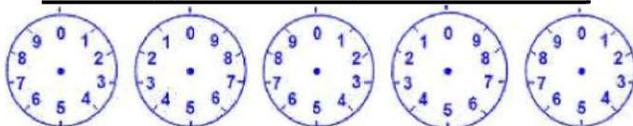
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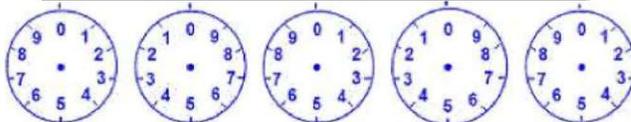
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General Information

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Call Payment Options at 1-800-962-4848 Monday - Friday, from 8 a.m. - 6 p.m.
Visit our website at www.firstenergycorp.com
Write to us at Penelec, 341 White Pond Dr., Akron, OH 44320-1119
Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711.
Information about Direct Energy Services, LLC: Po Box 180, Tulsa, OK 74101-0180, 1-888-734-0741

For your protection, all of our employees wear Photo I.D. badges.
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If you have a **DIGITAL METER** write the numbers here:

Messages (Continued)

An important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.

All of our employees wear photo ID badges. Always ask for an employee's ID before letting anyone in your home. If you are still not sure, please call the company.

Explanation of Terms

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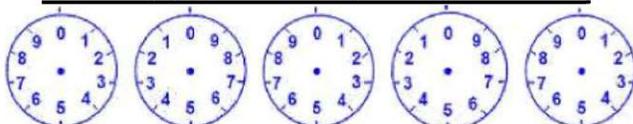
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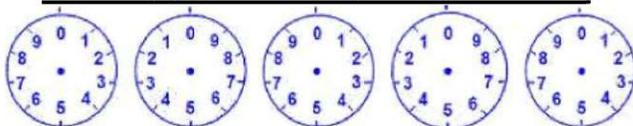
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Messages (Continued)

Effective June 1, 2025, the Default Service Support charge, which recovers costs associated with serving customers in a competitive electric market, has been adjusted.

Effective June 1, 2025, the Energy Efficiency Charges, which recover costs associated with the utility's programs to reduce annual electric use and peak demand for electricity as mandated by the state, has been adjusted.

Effective June 1, 2025, the Solar Photovoltaic Requirement charge, which recovers the company's cost to acquire Solar Photovoltaic Alternative Energy Credits in compliance with the Alternative Energy Portfolio Standards Act has been adjusted.

Summer's hot temperatures can cause health problems, especially for older adults, children and people with chronic illnesses. To reduce the chance of suffering from a heat-related illness: wear light, loose-fitting clothes; stay out of direct sunlight and avoid strenuous activity; drink plenty of water; and stay in an area with air conditioning or fans if possible. If you don't have an air conditioner, contact the health department to find a heat-relief shelter in your area.

During extended heat waves, you might use more electricity to cool your home. If you're having trouble paying your electric bill, please call our toll-free customer service number immediately so one of our representatives can discuss payment plans that might be available to you.

Tree branches and shrubs -- and insects that nest in vegetation -- can make it difficult and, at times, unsafe for our employees to read your meter. Please be sure your meter is easily accessible by clearing the path to it and the area around it.

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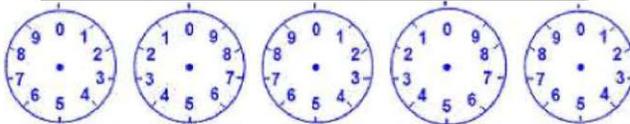
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Holds

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist

Smallwood, Jeremy R

Customer Information

Case Number

4037274

Account Number

100155810904

First Name

MARTINA

Last Name

JOHNSON

Service Address

Address1

17 MEADOW CT

Address2

Service City

MCKEAN

Service State

PA

Service Zip

16426-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

1/2/2025

PUC Date Prepared

1/2/2025

Received Date

1/3/2025

PUC Date Closed

2/11/2025

Case Information

Prior Case Number

0

Term Date

Arrearage

0

Case Origin Universal Service Income
TELEPHONE No
Source Business Name

Reason For Contact
BILLING DISPUTES (# 18)

Case Problem
18 – HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BALANCE AMOUNT FOR 289.00. CUSTOMER INFORMED THAT PAYMENT FOR LIHEAP WAS SENT OF 1000 TOWARD THE ACCOUNT IN NOVEMBER 2024. CUSTOMER STATED GOING TO TERMINATE PAYMENT ARRANGEMENT IN NOVEMBER 2024. CUSTOMER STATED BELIEVED THE BALANCE AMOUNT FOR 289.00 WAS CLEARED FROM THE LIHEAP PAYMENT. CUSTOMER WOULD LIKE THE BALANCE AMOUNT FOR 289 BE WAIVED. THE CELL PHONE NUMBER (814) 403 - 0246 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS SANDALWOODM@AOL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position
01/02/2025 PENELEC STATED THE BALANCE AMOUNT IS 289 IS CORRECT AND METER IS READING CORRECTLY.

Related Information
Misc. Info.

Hot Issue
PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
STEFANIA	MICOLUCCI	

Status

Status
Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

4037274

Customer First Name

MARTINA

Customer Last Name

JOHNSON

Account Number

100155810904

Service Address

Address 1

17 MEADOW CT

Address 2

City

MCKEAN

Service State

PA

Zip

16426

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

0

Family Size

0

Children

0

Age

General

PUC Date Opened

1/2/2025

PUC Sent Date

2/11/2025

PUC Date Closed

2/11/2025

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Smallwood, Jeremy R

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

1/7/2025

Head Date

2/11/2025

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
289.32	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
204.00	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	0.00	

PUC Terms

Letter Description

Resolution

DECISION ISSUED - ON 11/21/2024 YOU RECEIVED A \$1000.00 LIHEAP CASH GRANT, LEAVING YOU WITH A CREDIT OF -\$135.52. ON 12/4/2024 YOU WERE ISSUED A BILL FOR \$140.25, LEAVING A BALANCE OF \$4.73. ON 1/2/2025 YOU WERE ISSUED A BILL FOR \$284.59, LEAVING A BALANCE OF \$289.32. YOUR BILLS ARE BASED ON ACTUAL METER READINGS. THE PUC CONSIDERS BILLS BASED ON ACTUAL METER READINGS CORRECT AS RENDERED. YOU CAN HAVE THE COMPANY TEST YOUR METER, FOR A FEE. YOUR DISPUTED BILLS WERE FOUND TO BE IN LINE AND CONSISTENT WITH THE HISTORICAL AND POTENTIAL FOR USAGE AT THE PROPERTY. CASE DISMISSED.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
TODD	BURNS
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
STEFANIA	MICOLUCCI

Status

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	2/11/2025

History

Click To Expand ▼

◀
▶

GENERAL RULES AND REGULATIONS



4. Extension of Company Facilities: System Upgrades (continued)

Non-Residential Property Owner

A non-residential property owner shall not be relieved or excused from paying all costs associated with the relocation or modification of the Company's facilities or temporarily interrupt electric service to a Non-Residential Customer's property under this Rule 4(c) if such relocation or modification of Company facilities or temporary service interruption is the result of any order, rule, regulation or other direction to said property owner from any governmental or public authority.

5. Taxes on Applicant/Customer Advances

Any Applicant/Customer advance or other like amount received from an Applicant/Customer under this Tariff, under any contract executed under this Tariff or any other prior tariff shall constitute taxable income to the Company as defined by the Internal Revenue Service and shall be increased to include a payment by the Applicant/Customer equal to the applicable taxes. Such payment for taxes associated with such Applicant/Customer advance shall provide for the effect of current tax obligations offset by the present value of future tax deductions associated with the facility(ies) to be provided by the Company. The discount rate to be used for present value calculations shall be the Company's Allowance for Funds Used During Construction ("AFUDC") rate adjusted to a net of tax basis. Payments for taxes associated with Applicant/Customer advances shall not be discounted since any refunds of Applicant/Customer advances shall include a pro rata refund of amounts previously collected for applicable taxes.

6. Proof of Inspection

The Company will not connect or furnish electric service to or for completed construction, addition, alteration, repair of a building, electric service upgrade or electric service disconnected for greater than twelve months unless a written certificate of approval, satisfactory to the Company, has been received from a competent inspection agency authorized to perform this service in the specific locality in which service is to be provided.

GENERAL RULES AND REGULATIONS

7. Wiring, Apparatus and Inspection

Company Obligations

The Company shall install and maintain the transformers and Service Lines it deems necessary to provide for secondary service, unless specified otherwise in an applicable, valid and binding agreement. All equipment/facilities supplied by the Company shall remain its exclusive property and may be removed, in the Company's sole discretion, after termination of service for whatever cause.

The Company shall extend only one service lateral to a Customer's premises and install one (1) meter except where, in the Company's sole judgment, special conditions warrant the installation of additional facilities. Any type of service supplied by the Company to the same Customer at other points of delivery shall be metered and billed separately.

The Company shall repair and maintain any facilities/property it has installed on a Customer's premises. However, the Customer shall pay the full cost of inspection, repairs and/or replacement of all such facilities/property that may be damaged due to a Customer's negligence. No one shall break any seals or perform any work on any Company facilities including, but not limited to, meters without first receiving the Company's consent and approval.

Applicant/Customer Obligations

Electric service installations shall be in accordance with the National Electrical Code, and all applicable local, state and federal codes, statutes and regulations, except as modified by the Company's then-applicable handbooks, booklets or other documents covering such installations, as they may be amended by the Company from time to time. A copy of the Company's requirements for electric service installations is available on the Company's website. The Company shall not be responsible for any injury or damage which may result from defects in wiring or devices on the customer's premises, provided, however, the Company may, without the assumption of any liability, connect a Customer's installation upon the filing of a proper application for inspection with the authority having jurisdiction, specifically reserving the right to disconnect said service if the said installation, on final inspection, proves defective and the customer, after reasonable notice, shall fail or refuse to rectify the said defects. If, on existing installations, there is reasonable doubt as to the safety of existing electrical equipment or wiring, the Company shall require, as a condition to furnishing service, that the service be inspected and approved by a qualified inspector in accordance with the National Electrical Code.

GENERAL RULES AND REGULATIONS

7. Wiring, Apparatus and Inspection (continued)

In the event that the Company is required by any state, federal or local governmental or public authority to place or relocate all or any portion of its facilities, including, but not limited to, mains, wires or services, poles or underground feeders, the Applicant/Customer shall, without cost or expense to the Company, change the location of the Applicant's/Customer's point of delivery to a point specified by the Company.

Upon the Company designating a point of delivery at which its service line will terminate, the Applicant/Customer shall provide, at its sole cost and expense, a place suitable to the Company for the installation of metering and all other electric facilities needed for the supply of electric energy by the Company or an EGS. Meters shall be located on the outside wall of a building as near as possible to the service entrance or under certain circumstances, when approved by the Company, inside of a building.

The Company may refuse to connect with any Applicant's/Customer's installation or to make additions or alterations to the Company's service connection when such installation is not in accordance with the National Electrical Code, and all applicable local, state and federal codes, statutes and regulations, and where a certificate approving such installations, additions or alterations has not been issued by (i) an electrical inspection authority contained on a list of such authorities maintained by the Pennsylvania Department of Labor and Industry or (ii) any city or county inspection entity having exclusive authority to make electrical inspections in that area.

When a Customer's facilities or use of equipment having operating characteristics that adversely affects or has the potential to adversely affect, in the Company's sole judgment, the Company's electric system, the Customer shall take corrective action at its sole expense as may be directed by the Company. Unless corrective action is taken, the Company is under no obligation to serve or to continue to serve such Customers.

Each Applicant/Customer shall provide to the Company such service information described in Rule 1 of this Tariff. The Applicant/Customer shall be responsible and liable to the Company for any damages resulting from the Customer's failure to provide such service information.

The Company will require the Customer to maintain a Power Factor in the range of 85% (lagging) to 100% for secondary, primary and sub transmission service and 97% (lagging) to 99% (leading) for transmission service, coincident with the Customer's maximum monthly peak demand and to provide, at the Customer's expense, any corrective equipment necessary in order to do so. The Company may inspect the Customer's installed equipment and/or place instruments on the premises of the Customer in order to determine compliance with this requirement, as deemed appropriate by the Company. The Company may charge the Customer the Company's installation cost incurred for corrective devices necessary for compliance with this provision. The Company is under no obligation to serve, or to continue to serve, a Customer who does not maintain a Power Factor consistent with the parameters set forth in this provision.

GENERAL RULES AND REGULATIONS

8. Metering

Company Obligations

The Company owns, maintains, installs and operates a variety of meters, and related equipment designed to measure and record Customers' consumption and usage of all services provided under this Tariff. The Company may, in its sole and exclusive discretion, install such meters and related equipment it deems reasonable and appropriate to provide service to Customers under this Tariff. The Company may, in its sole and exclusive discretion, install such special metering equipment as may be requested by a Customer, subject to the Customer paying all of the Company's incremental material, labor, overheads and administrative and general expenses relating to such facilities. Where additional metering services and the associated costs for the additional metering services are contained within this Tariff, those costs shall also be applicable.

The Company shall conduct inspections and tests of its meters in accordance with prudent electric practices and as otherwise prescribed by all applicable Commission regulations.

The Company's grandfathered advanced meters, meter-related devices or networks are contained in the Pennsylvania Public Utility Commission's Advanced Meter Catalog.

GENERAL RULES AND REGULATIONS

8. Metering (continued)

Customer Obligations

The Customer shall install metering equipment, other than meters, in accordance with the requirements specified by the Company as amended from time to time.

Any Customer requesting a test of its meter(s) shall pay such fee(s) as established or approved from time to time by the Commission. If a tested meter does not meet Commission accuracy standards, the fee shall be returned to the Customer and the meter shall be repaired or replaced.

If requested by a Customer or Customer's designated agent, the Company may elect to supply near real time communication of raw data directly from the meter in a format not provided from the Company's standard metering equipment. All costs for providing near real time communication of raw data directly from the meter in a format not provided by the Company's standard metering equipment shall be paid by the Customer. If a Customer's, or Customer's designated agent subsequent consumption of kilowatts, kilovars and/or kilowatt- hours increases as a result of interruptions in the supply of raw data in any format due to, among other things, power outages or equipment failure which prevents the supply of raw data in any format, the Company shall not be responsible or liable, in damages or otherwise, for resulting increases in the Customer's bill.

If requested by a Customer, the Company may elect to provide metering to a service location other than what is presently installed or otherwise proposed to be installed by the Company at that location. All costs for special metering facilities provided by the Company, including, but not limited to, all material, labor, overheads and administrative and general expenses, shall be billed to and paid by the Customer.

The Company owns and installs the appropriate metering, along with an available metering communication technology, necessary to bill the Customer according to tariff provisions. Where the selected metering utilizes a communication technology not enabled by smart metering, the Customer is responsible for providing the communication link per the Company's specifications or shall pay the Company any and all expenses for providing communications.

BILLING CONSIDERATIONS

9. Access to Customer Premises

The Company shall have the right to construct, operate and/or maintain any and all facilities it deems necessary to render electric service (including, but not limited to, billing and meter reading) to the Customer upon, over, across and/or under lands owned or controlled by the Customer. Each Customer shall grant the Company's employees or agents access to their premises at all reasonable times for any and all purposes relating to the supply of electric energy including, but not limited to, reading meters, testing or inspecting the Customer's wiring and connected load, repairing, removing or exchanging any or all equipment belonging to the Company, and for the purpose of removing the Company's property and/or facilities upon the termination of any applicable contract or the discontinuance of service from whatever cause.



2800 Pottsville
PO Box 16001
Reading PA 19612-9977
800-545-7741
5404 EVANS RD

March 04, 2025

MARTINA M JOHNSON
17 MEADOW CT
MCKEAN PA 16426

RE: Service Location 17 MEADOW CT MCKEAN PA 16426

Dear MARTINA M JOHNSON:

Public safety and the safety of our employees is one of our primary concerns.

A representative from our company has found that a component of your electrical equipment is in a deteriorated condition, specifically, DETERIORATED METER SOCKET CAUSING AN OVERHEATING CONDITION. A SERVICE UPGRADE , A DR AND AN ELECTRICAL INSPECTION. If not repaired, this condition could become hazardous. Penelec is responsible for the electrical equipment up to where it attaches to the building. From that point on, the service entrance equipment, including the meter base, are owned by the customer/property owner, who is responsible for keeping it in a safe and hazard-free condition.

Please have a qualified electrician make the necessary repairs and arrange for an electrical inspection within 30 days at your expense. Failure to make these repairs and provide evidence of an inspection will result in the initiation of the termination of your electric service on or about 04/04/2025.

If you have already contacted our office and received a Design Request (DR) number, please provide this to your inspector. If you have not received a DR number, please contact our Customer Contact Center at 1-800-545-7741 to obtain one.

We appreciate your cooperation.

Sincerely,

PENELEC
METER SERVICES-CUSTOMI
(800) 545-7741
Penelec
A FirstEnergy Company



FirstEnergy
2800 Pottsville Pike
PO Box 16001
Reading, PA 19612-6001
(800)545-7741
March 28, 2025



MARTINA M JOHNSON
17 MEADOW CT
MCKEAN PA 16426

RE: 100155810904

Dear MARTINA M JOHNSON,

I am writing in reference to your call to us on 03/03/2025. You were calling in regard to your bill for \$316.02 from 01/29/2025 to 02/26/2025.

Based upon an investigation, FirstEnergy's position is the bill is correct as rendered. The investigation included reviewing your usage and billing history. On 03/04/2025 your meter was tested at 71.48% accuracy. As previously communicated, on 03/04/2025, a representative from our company has noticed that an unsafe and/or deteriorated condition exists with your electric service. We've enclosed a copy of that communication.

Service will not be terminated pending completion of the dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.

The balance on your account is \$963.92, of which \$963.92 is due by 04/17/2025. A statement of your account is enclosed. If payment arrangements are needed, or to complete a billing analysis, please contact us at 1-800-545-7741.

If you do not agree with this information, you may file an informal complaint with the commission within 15 days from the mailing of this report. You can file an informal complaint by calling or writing the PUC.

Pennsylvania Public Utility Commission
Bureau of Consumer Services
PO Box 3265
Harrisburg PA 17105-3265
1-800-692-7380

Your complaint shall include the following information:

1. The name and address of the customer and, if different, the address at which service provided.
2. The telephone number of the customer
3. The account number of the customer, if applicable
4. The name of the utility

5. A brief statement of the dispute.
6. Whether the dispute formerly has been the subject of a utility company investigation and report.
7. Whether the dispute formerly has been the subject of a Commission informal or formal complaint.
8. The date, if any, of proposed termination.
9. The relief sought.

Thank you,

Customer Associate - 280202
FirstEnergy



Permit for WR 63778581

General Recording Miscellaneous

Permit Type INS - Electric Service Inspection		Permanent / Temporary* Perm	
Permit ID 8256512	Custom Permit ID	Permit Received Date 05/07/2025	
Inspector Name DUANE FITZSIMMONS		MM/DD/YYYY License No 000876	
Installed By ZEWE		License No	
Service Size 2 - 200	Phase	Voltage	Work Code
WR No 63778581	Operating Area EE - Erie	School Tax District	
Notification No 359506060	County	Municipality EEMCKEAN	
Name MARTINA M JOHNSON,			
Street No 17	Fract	Unit #	Block Lot
Street Name* MEADOW CT		Address Line 2	
City	State PA	Zip	Plus 4



Customer Name: MARTINA M JOHNSON
 Service Address: 17 MEADOW CT, MCKEAN PA 16426

Meter 5000455778 Pre-install Test Results

Char. STANDARD TEST EQUIPMENT
 Status Processing is completed

Administrative data

Inspector
 Start date Insp. end date
 Insp.start time Insp. end time

Insp. unit ⏪ ⏩

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S...	Short text for the inspection charac.	Specifications	Inspect	Inspected	Result	Original Value
5	STANDARD TEST EQUIPMENT	STANDARD	1	1	STD STANDARD	
5	AS FOUND INDEX	0.000 .. 99999.999	1	1	0.000	000000
5	AS LEFT INDEX	0.000 .. 99999.999	1	1	0.000	000000
5	TEST REASON	Reason for inspection	1	1	07 ROUNTINE- MISC.	
5	AS FOUND 1 SERIES LIGHT LOAD	90.00 .. 110.00 %	1	1	100.03	100.030
5	AS FOUND 1 SERIES FULL LOAD	90.00 .. 110.00 %	1	1	100.01	100.010
5	AS FOUND 1 SERIES POWER FACTOR	90.00 .. 110.00 %	1	1	99.99	99.990
5	AS FOUND 1 WEIGHTED AVERAGE	98.00 .. 102.00 %	1	1	100.01	100.010
5	AS LEFT 1 SERIES LIGHT LOAD	99.50 .. 100.50 %	1	1	100.03	100.030
5	AS LEFT 1 SERIES FULL LOAD	99.50 .. 100.50 %	1	1	100.01	100.010
5	AS LEFT 1 SERIES POWER FACTOR	99.00 .. 101.00 %	1	1	99.99	99.990
5	AS LEFT 1 WEIGHTED AVERAGE	99.50 .. 100.50 %	1	1	100.01	100.010
0	COMMENT	COMMENT test	1	0		