
 Clarence Gottschall, |
 III, and Tonya Schaner, |
 v. | Docket No.: C-2025-3054884
 FirstEnergy Pennsylvania |
 Electric Company |
 |
 Initial Call-In |
Telephonic Hearing

Pages 1 - 76

Judge's Chambers
 Commonwealth Keystone
 Building - Plaza Level
 400 North Street
 Harrisburg, PA

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Docket No. C-2025-3054884

Hearing Date: August 19, 2025

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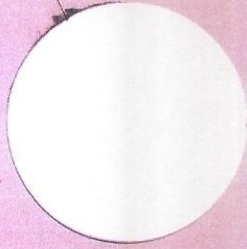
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EXHIBIT A:

DOOR HANGER THAT
EMERGENCY WORK WAS
COMPLETED ON OUR
PROPERTY

Exhibit A

8/19 AH



EMERGENCY WORK

Emergency work in your area has required tree clearing. The resulting tree debris was left in as safe a manner as conditions allowed.

Since this is not part of our scheduled tree maintenance operations, clean up of the debris created by the emergency is the responsibility of the property owner.

Signed _____

FirstEnergy[®]

*Ohio Edison • The Illuminating Company • Toledo Edison
Met-Ed • Penelec • Penn Power • Jersey Central Power & Light*

FORM 441 (REV. 12-03)
ID NO. 58059883

EXHIBIT B:

NOTICE FROM MET-ED THAT
THEY SAY THEY WEREN'T
NEAR THE POND AND
DIDN'T CAUSE DAMAGE ON
THE DATE IN QUESTION

Exhibit B

8/19 AH



A FirstEnergy Company

P. O. Box 16001
Reading, PA 19612-9977

December 10, 2024

CLARENCE L. GOTTSCHALL
TONYA SCHAMER
1412 MOUNTAIN RD
HAMBURG, PA 19526

RE: Met-Ed File No. ME3-15051
 Date of Incident 10/16/2024

Dear CLARENCE L. GOTTSCHALL AND/OR TONYA SCHAMER ,

This will acknowledge receipt of your claim.

Met Ed investigated the incident affecting your property on or about 10/16/2024. The Forestry Crew was not near the pond while doing work and did not cause damage to the pond.

In this instance, there is no evidence that the damage was due to any improper conduct on the part of Met-Ed or its employees. The Tariff, adopted by the Pennsylvania Public Utility Commission, states Met Ed shall not be liable for damages due to causes beyond the Company's control.

Met Ed is unable to honor your claim for damage to a pond.

Sincerely,

Met-Ed Claims
MEClaims@firstenergycorp.com

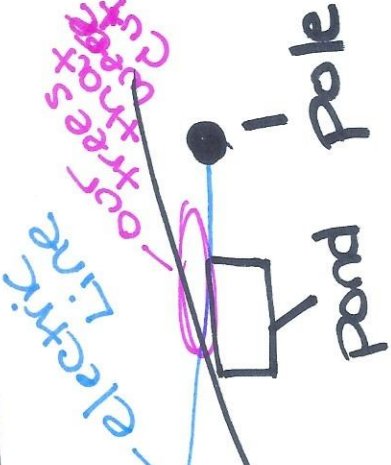
EXHIBIT C:

ROUGH MAP DRAWING OF
THE LOCATIONS OF THE
DAMAGE AND LOCATION OF
THE TREE THAT ORIGINALLY
CAUSE DAMAGE

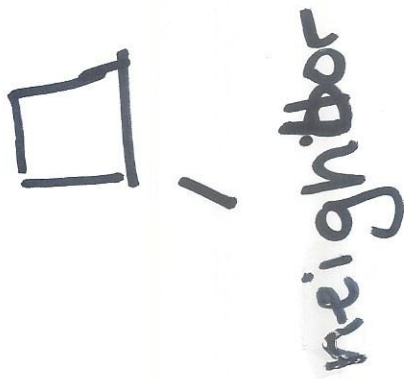
Exhibit C

8/19 AH

Gun Club Property



Reidenhour Rd



Mountain Rd

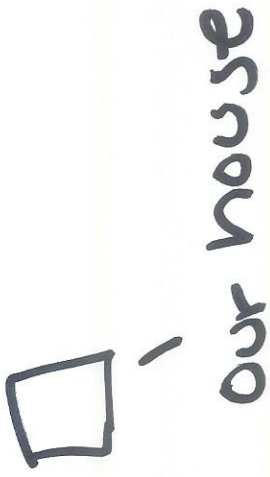


EXHIBIT D:

**PICTURE OF CUT TREE NEXT
TO POLE BRACING ON
GROUND**

Exhibit D

8/19 AH



EXHIBIT E

LINES ON POLE WITH FRESH REPAIR WORK

Exhibit E

8/19 AH



EXHIBIT F

DAMAGE ON POND SHELF, CRACKED CONCRETE

Exhibit F

8/19 AH



EXHIBIT G

DAMAGE ON POND SHELF, CRACKED CONCRETE

Exhibit G

8/19 AH



EXHIBIT H

Cracked pipe





EXHIBIT I

OVERALL PICTURE OF THE
BOTTOM OF THE POND,
THIS WAS END OF SEASON
IN OCTOBER AT TIME OF
INCIDENT.

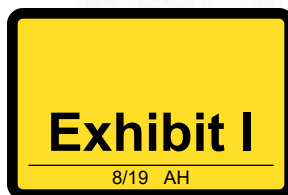




EXHIBIT J

TOP OF POND/WATERFALL
AREA WITH FRESHLY CUT
TREES LYING ON POND AND
SMASHED LIGHTING
FIXTURE

Exhibit J

8/19 AH



EXHIBIT K

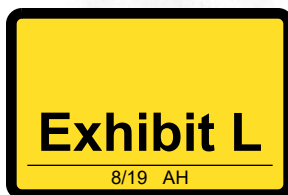
LEFT SIDE OF POND AREA
WITH BROKEN LIGHTING
FIXTURE AND BRANCHES





EXHIBIT L

DISTANCE OF WORK TO
TREES THAT WERE CUT
DOWN IS APPROX. 75'.
PICTURE SHOWING
OVERALL





SPEED
LIMIT
25

EXHIBIT M

PICTURE OF LEFT SIDE OF
THE POND, COMPLETE
GROUND CLEARING FOR
ABOUT 10-15'





EXHIBIT N

LEFT SIDE OF THE POND
WITH FRESH CUT TREES

Exhibit N

8/19 AH



EXHIBIT O

LEFT SIDE OF THE POND
TOWARDS THE TOP

Exhibit O

8/19 AH



SPEED
LIMIT
25

EXHIBIT P

LEFT SIDE OF POND LOWER SECTION

Exhibit P

8/19 AH

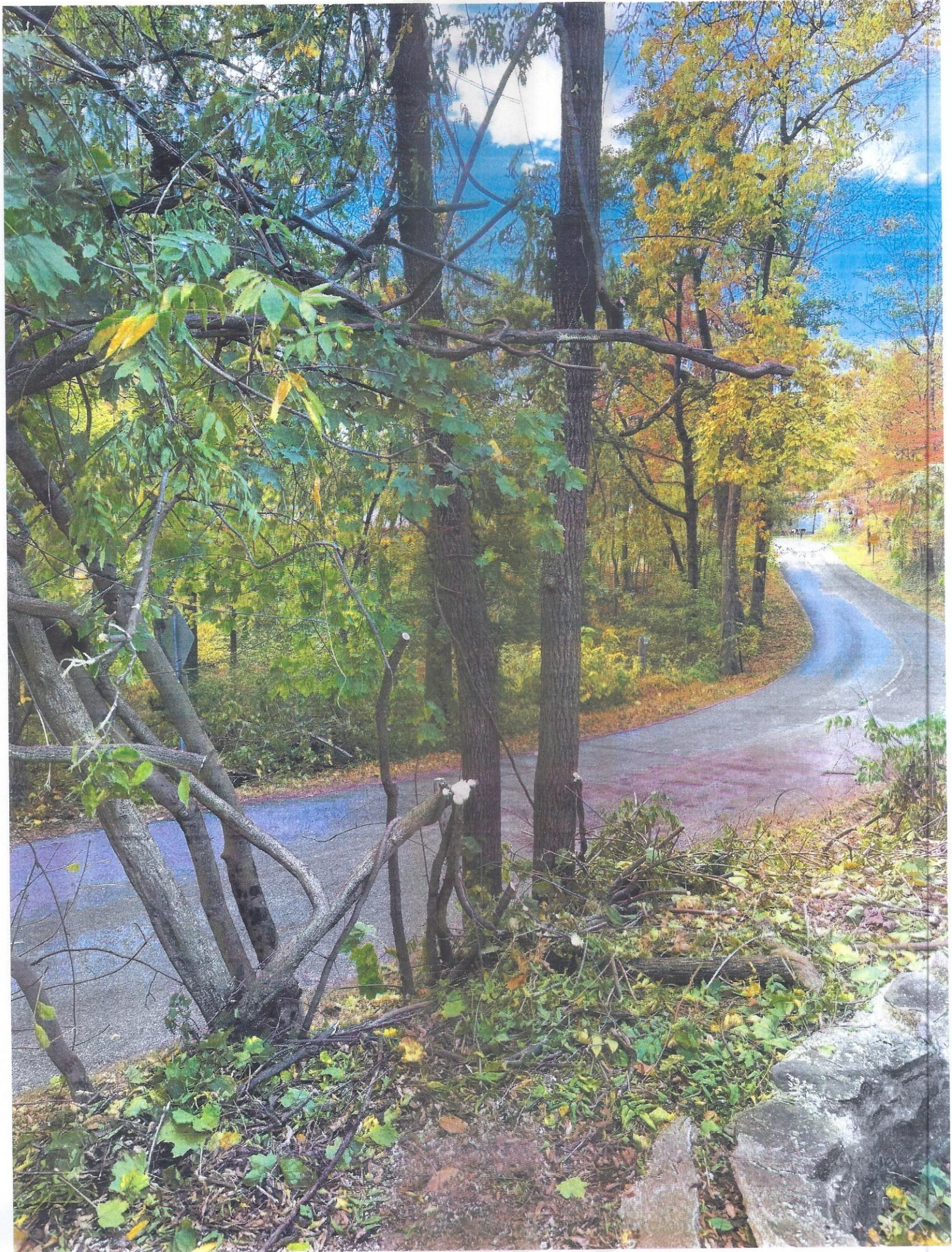


EXHIBIT Q

OVERAL OF THE POND AND
WISTERIA FROM JUNE/JULY
2024, PRIOR TO INCIDENT

Exhibit Q

8/19 AH



Angelina Umstead, Esq.
(610) 921-6202

August 11, 2025

VIA ELECTRONIC MAIL DELIVERY

Administrative Law Judge Chad L. Allensworth
Pennsylvania Public Utility Commission
Office of the Administrative Law Judge
400 North Street
Harrisburg, PA 17120
callenswor@pa.gov

**Re: Clarence Gottschall and Tonya Shaner v.
FirstEnergy Pennsylvania Electric Company
Docket No. C-2025-3054884**

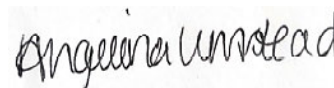
Dear Honorable Allensworth:

An evidentiary hearing scheduled for Tuesday, August 19, 2025, at 10:00 a.m. I have enclosed copies of the proposed exhibits which FirstEnergy Pennsylvania Electric Company on behalf of its Met-Ed Rate District (“the Company”) intends to present at the hearing regarding the above-referenced matter.

The Proposed Exhibits have been served on the Complainant as shown in the attached Certificate of Service.

Please contact me if you have any questions.

Very truly yours,



Angelina Umstead

AU/mlr

Enclosures

cc: Secretary Matthew Homsher (Cover letter and Certificate of Service only via e-filing)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**CLARENCE GOTTSCHALL AND
TONYA SHANER**

v.

**FIRSTENERGY PENNSYLVANIA
ELECTRIC COMPANY**

:
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:
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:
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Docket No. C-2025-3054884

CERTIFICATE OF SERVICE

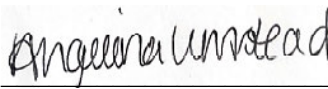
I hereby certify that I have this day served a true copy of the Proposed Exhibits of FirstEnergy Pennsylvania Electric Company on behalf of its Met-Ed Rate District to the Formal Complaint of Clarence Gottschall and Tonya Shaner upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Service by electronic mail only as follows:

Clarence Gottschall and Tonya Shaner
Tjs120@aol.com

Administrative Law Judge Chad L. Allensworth
callenswor@pa.gov

Dated: August 11, 2025



Angelina Umstead
FirstEnergy Service Company
341 White Pond Drive
Akron, OH 44320
(610) 921-6202
aumstead@firstenergycorp.com

Counsel for FirstEnergy Pennsylvania Electric
Company (Met-Ed Rate District)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**CLARENCE GOTTSCHALL AND
TONYA SHANER**

v.

**FIRSTENERGY PENNSYLVANIA
ELECTRIC COMPANY**

:
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:
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:
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Docket No. C-2025-3054884

**PROPOSED EXHIBITS OF
FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY
ON BEHALF OF ITS MET-ED RATE DISTRICT**

1. Customer Contacts (2-year)
2. Notification # 358316442 and additional notes
3. Notification # 358740148 and additional notes
4. Opening and Closing Reports, BCS 4036283
5. Three pictures of the property

Customer: CLARENCE L GOTTSCHALL / 801112729
 Contract Acct:
 Service Address:

Created On: 08/07/2025
 Date Range: 08/07/2023 to 08/07/2025

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/02/9999 08:25:35	05/02/2025	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written
Formal PUC complaint docket# C-2025-3054884 received regarding damages -awalker				
07/28/2025 18:36:44	07/28/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0012019663 Budget amt calculated for period ending 07/27/25 = \$ 335.00 Open editor for detail 1. 12 Mth Factor Amt: 4011.20 2. Current Delta: 934.22 - 1005.00 + 0.00 70.78- 3. Remaining Amount: 3076.98 4. Diff + Remain Amt: 70.78- + 3076.98 3006.20 5. New BBP Amount: 3006.20 / 276 x 30.4 331.00 * Dollar Difference: 331.00 - 335.00 4.00 * Pct Difference: 1.19 * System BBP Amount: 335.00				
07/28/2025 10:04:00	07/28/2025	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/25/2025 16:08:14	07/25/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/25/2025 Payment Time: 16:03:38 Payment Amount: 395.54 Payment Type: Debit Vendor ID: AC Receipt Number: 28383513				
06/18/2025 17:57:08	06/18/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/18/2025 Payment Time: 17:52:32 Payment Amount: 459.88 Payment Type: Debit Vendor ID: AC Receipt Number: 23986322				
06/18/2025 17:53:46	06/18/2025	[REDACTED]	Shawn S Stevens	Reconnection Process-Recon started
Negotiated Amounts: - Disconnection Amount: \$1444.88 - Standard Reconnection Fee: \$15.00 Less Payments of \$1000.00-, Reconnect Amt Due: \$ 459.88 Payment Status: One-time Payment Bank Acct/Credit Card - \$459.88 CONFIRMATION NUMBER: 23986322 Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 06/18/2025 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. Created By: Shawn S Stevens				
06/18/2025 17:53:37	06/18/2025	[REDACTED]	Shawn S Stevens	Negotiation Tool - Service Off
Spoke with: Tanya Schamer Fiance Created By: Shawn S Stevens Negotiated Amounts: - Disconnection Amount: \$1444.88				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>- Standard Reconnection Fee: \$15.00 Less Payments of \$1000.00-, Reconnect Amt Due: \$459.88 Payment Status: One-time Payment Bank Acct/Credit Card - \$459.88 Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 06/18/2025 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied.</p>				
06/18/2025 17:40:52	06/18/2025	[REDACTED]	Lydia M Bates	General Inquiry/Other
<p>s/w Tanya Schamer Fiance [REDACTED] SERVICE OFF -610-790-3114 TOTAL NEEDED FOR RECONNECTION 1,459.88 cx paid 1,000.00 w/ CC CONF# 23984577459 PHONE DROPPED - CALLED CX BACK AND STATED 459.88 IS NEEDED TO BE PAID TO RECONNECT SVC - ADV TO CALL BACK IN TO MAKE PAYMENT Satisfied Not Applicable: Reason - Account review</p>				
06/18/2025 17:35:27	06/18/2025	[REDACTED]	INTV IVR	General Inquiry
<p>#12) "Do Not Offer eBill Enrollment"</p>				
06/18/2025 17:27:43	06/18/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 06/18/2025 Payment Time: 17:23:35 Payment Amount: 1,000.00 Payment Type: Debit Vendor ID: AC Receipt Number: 23984577</p>				
06/18/2025 13:26:02	06/18/2025	[REDACTED]	Jessica Liggett	Written Utility Report
<p>Printed to \WCORRES01\PPPIKE1174-P on 06/18/2025 at 13:30:3</p>				
06/18/2025 13:24:25	06/18/2025	[REDACTED]	Jessica Liggett	Reconnection Process-Inquiry
06/18/2025 13:23:35	06/18/2025	[REDACTED]	Jessica Liggett	Negotiation Tool - Service Off
<p>Spoke with: Tanya Schamer Fiance Created By: Jessica Liggett Dispute Rights Issued Option Used. ***** Negotiated Amounts: - Disconnection Amount: \$1444.88 - Standard Reconnection Fee: \$15.00 Reconnect Amt Due: \$1459.88 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: No sw tanya schamer fiancé ver info adv 1459.88 due upfront to reconnect. customer hung up as i was issuing dispute rights- sent WUR jliggett</p>				
06/18/2025 13:23:35	06/18/2025	[REDACTED]	Jessica Liggett	Utility Report Issued
<p>Spoke with: Tanya Schamer Fiance Created By: Jessica Liggett Company Position: adv 1459.88 required . issued dispute rights.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>sent WUR since customer disconnected call Customer Position: not able to pay. offered 1000.00 today and can pay difference on Friday . supv did not approve. full reconnection amt needed up front. customer hung up as i was providing rights issued WUR</p>				
06/17/2025 18:18:25	06/17/2025	[REDACTED]	Debra Sawyers	Reconnection Process-Inquiry
06/17/2025 18:18:25	06/17/2025	[REDACTED]	Debra Sawyers	Negotiation Tool - Service Off
<p>Spoke with: Tanya Schamer Fiance Created By: Debra Sawyers Negotiated Amounts: - Disconnection Amount: \$1444.88 - Standard Reconnection Fee: \$15.00 Reconnect Amt Due: \$1459.88 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was not satisfied. Rights provided to customer.</p>				
06/17/2025 16:09:48	06/17/2025	[REDACTED]	Susan Miller	Reconnection Process-Inquiry
06/17/2025 16:06:12	06/17/2025	[REDACTED]	Susan Miller	Negotiation Tool - Service Off
<p>Spoke with: CLARENCE L GOTTSCHALL Created By: Susan Miller 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. i gave her the number for pcap ***** *PA Service Off - Addl Questions:* Does medical condition exist?: No Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: Yes ***** Negotiated Amounts: - Disconnection Amount: \$1444.88 - Standard Reconnection Fee: \$15.00 Reconnect Amt Due: \$1459.88 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied.</p>				
06/17/2025 16:06:12	06/17/2025	[REDACTED]	Susan Miller	Financial Summary Review
<p>Spoke with: CLARENCE L GOTTSCHALL</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Susan Miller BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
06/17/2025 14:06:04	06/17/2025	[REDACTED]	PILOGXP1 PILOGXP1	Service Disconnected
DISC,Non-Pay, ,Total Arrears \$ 1021.39 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)				
06/09/2025 17:05:00	06/09/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/06/2025 10:00:00	06/06/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/05/2025 15:30:49	06/05/2025	[REDACTED]	CS General Purpose Batch	Return Check Letter
06/05/2025 11:02:42	06/05/2025	[REDACTED]	CS General Purpose Batch	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 466.00 Disconnection Date: 06/16/2025				
05/31/2025 10:06:55	05/31/2025	[REDACTED]	B2BEALOGIN	Pending One-Time Bank Payment
Payment Date: 05/31/2025 Payment Time: 10:02:10 Payment Amount: 466.00 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 21951252				
05/31/2025 10:00:57	05/31/2025	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/27/2025 17:07:00	05/27/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/23/2025 10:04:00	05/23/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/17/2025 21:01:59	05/17/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
04/28/2025 18:53:04	04/28/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0012019663 Budget amt calculated for period ending 04/27/25 = \$ 335.00 Open editor for detail 1. 12 Mth Factor Amt: 4046.94 * System BBP Amount: 335.00				
04/28/2025 10:04:00	04/28/2025	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/20/2025 09:55:41	04/20/2025	[REDACTED]	B2BEALOGIN	Pending One-Time Bank Payment
Payment Date: 04/20/2025 Payment Time: 09:50:34 Payment Amount: 440.76 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 17118364				
04/20/2025 09:48:25	04/20/2025	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/15/2025 22:31:42	04/15/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/27/2025 15:30:54	03/27/2025	[REDACTED]	CS General Purpose Batch	Return Check Letter
03/21/2025 12:06:45	03/21/2025	[REDACTED]	B2BEALOGIN	Pending One-Time Bank Payment
Payment Date: 03/21/2025 Payment Time: 11:57:31 Payment Amount: 443.93 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 13782386				
03/21/2025 11:56:23	03/21/2025	[REDACTED]	EAILOGINWM7	Change Profile

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
cgottschall tjs120@aol.com Changed Password				
02/19/2025 08:10:27	02/19/2025	[REDACTED]	Laurin Shelosky	General Inquiry
s/w CLARENCE L GOTTSCHALL called to discuss Disconnection Notice - PA Low Income - adv cust of winter season and the acct is not in threat of DN per no past due bal Customer was satisfied.				
02/19/2025 08:07:17	02/19/2025	[REDACTED]	INTV IVR	Account Balance Inquiry
 Bill Analysis Factor Count = Factors Played =				
02/14/2025 19:25:51	02/14/2025	[REDACTED]	B2BEAIOGIN	Pending One-Time Bank Payment
Payment Date: 02/14/2025 Payment Time: 19:21:28 Payment Amount: 783.48 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 9591933				
02/12/2025 22:20:36	02/12/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/31/2025 09:40:43	01/31/2025	[REDACTED]	Carolyn T Brown	Negotiation Tool - Service On
Spoke with: Tanya Schamer Fiance Created By: Carolyn T Brown Payment Options provided: Offered - Pay Acct Balance of: \$2110.99 Offered - Pay Past Due Amt of \$385.65 ***** PA Final Wrap-up Customer was satisfied. CC Tanya Schamer Advised we are in the winter season, and we are not disconnecting customers at this time. Winter Season is from DEC 1st – March 31st try to pay down the balance when you can as soon as you can so that when disconnections start again in April you don't have a large balance.				
01/31/2025 09:37:31	01/31/2025	[REDACTED]	Asia Velazquez	General Inquiry
s/w Tanya Schamer Fiance, neg IP, states BP is out of work, needs additional time, xfer to credit Satisfied Not Applicable: Reason - Call Transferred				
01/31/2025 09:32:54	01/31/2025	[REDACTED]	INTV IVR	Account Balance Inquiry
#12) "Do Not Offer eBill Enrollment" Bill Analysis Factor Count = Factors Played =				
01/31/2025 09:32:43	01/31/2025	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill Enrollment				
01/27/2025 18:52:55	01/27/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0012019663 Budget amt calculated for period ending 01/26/25 = \$ 386.00 Open editor for detail 1. 12 Mth Factor Amt: 3952.81 2. Current Delta: 3010.22 - 2784.00 + 0.00 226.22 3. Remaining Amount: 942.59 4. Diff + Remain Amt: 226.22 + 942.59 1168.81 5. New BBP Amount: 1168.81 / 92 x 30.4 386.00 * Dollar Difference: 386.00 - 331.00 55.00 * Pct Difference: 16.62 * System BBP Amount: 386.00				
01/17/2025 16:58:53	01/17/2025	[REDACTED]	Connie Eddy	PUC/BPU Complaint-Written

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>PER PUC DECISION CASE # 4036283</p> <p>DISMISSAL LETTER – THE BUREAU OF CONSUMER SERVICES HAS LIMITED JURISDICTION OVER THIS SERVICE COMPLAINT. THE COMPANY PERFORMED A FULL INVESTIGATION VIA THEIR CLAIMS AND FIELD OFFICE/FORESTRY DEPARTMENTS FOR SAID DAMAGE AND CONCLUDED THEY WERE NOT AT FAULT.</p>				
01/15/2025 03:30:10	01/15/2025	██████████	CS General Purpose Batch	DSPTRIGHTS Letter
01/14/2025 13:25:31	01/14/2025	██████████	Deborah Adie	Supervisor Call
<p>sup call back s/w Tanya Schamer Fiance cust waiting on response from puc for damage and forestry claim. Customer has not heard from the puc advised issue will be investigated the cust will wait for the puc decision. da cust sat Customer was satisfied.</p>				
01/14/2025 10:59:41	01/14/2025	██████████	Alex Gradwell	General Inquiry
<p>s/w Tanya Schamer fiance adv claim would be customer responsibility based on tm info. cust stated never got a call from anyone and is pissed already went to puc. accepted a sup cb Satisfied Not Applicable: Reason - Send DSPRTS</p>				
01/14/2025 10:27:57	01/14/2025	██████████	INTV IVR	Account Balance Inquiry
<p>
Bill Analysis Factor Count =
Factors Played =</p>				
12/24/2024 10:54:10	12/24/2024	██████████	Lisa Lloyd	Dispute Tracking Closed
<p>Dispute has been closed</p>				
12/20/2024 19:10:04	12/20/2024	██████████	EAILOGINWM7	Ready Pay Create
<p>No 111228151 - \$ 388.14 - 12/20/2024 cgottschall tjs120@aol.com</p>				
12/18/2024 16:52:43	12/18/2024	██████████	Connie Eddy	PUC/BPU Complaint-Written
<p>PUC case# 4036283 received on 12/18/24 regarding tree trimming (debris) and damage claim.</p>				
12/17/2024 16:13:19	12/17/2024	██████████	Jeremiah Powell	General Inquiry
<p>sw-CLARENCE L GOTTSCHALL / ██████████ vai- calling to discuss a damamge claim - advised of notes of met-ed not being resposible - advised of noted complaint customer requesting further information in regard to situation Customer was not satisfied. Rights provided to customer.</p>				
12/17/2024 16:06:00	12/17/2024	██████████	INTV IVR	Account Balance Inquiry
<p>
Bill Analysis Factor Count =
Factors Played =</p>				
12/16/2024 10:22:09	12/16/2024	██████████	Jessica Devericks	General Inquiry
<p>***** Case Number: 591519281466 ***** Form Name: Contact Us Submit Date: 12/03/2024 09:49:50 Operating Company: ME01 Topic: Customer Service Name: Clarence L Gottschall</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Email: Tjs120@aol.com Address Line 1: 1412 Mountain Rd Address Line 2: null City: Hamburg State: PA Province: null Zip: 19526 Country: null Phone: (610) 790-3114 Best Time: null Account Number: [REDACTED] Request Type: Tree Trimming Subject: Complaint! *****</p> <p>Text: I have made several complaints about a situation with my broken pond and my trees that were cut down to the ground that weren't even close to your lines by your workers and can't get resolution! No returned phone calls and now your phone number doesn't work!!!! I need a manager to call me back now or I'm getting a lawyer to get you to fix my pond and replace my trees! *****</p> <p>Clarence L Gottschall; Thank you for contacting us. Due to an increased volume of emails, our response times have been delayed. We appreciate your patience and regret any inconvenience this has caused. We are happy to help. Please reply to this email with a photo of the damage, and we can forward this information to Forestry including the complaint that was entered on 12/13/2024. *****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
12/13/2024 15:12:53	12/13/2024	[REDACTED]	Kristy Garman	Contact Customer-Tree Trimming
<p>Spoke with: Tanya Schamer Fiance Created By: Kristy Garman Tree trimming complaint Is the inquiry related to transmission?: Yes Script read: Yes S/W TANYA SCHAMER-STATED THAT SHE RECIEVED THE DENIAL OF HER CLAIM ABOUT DAMAGE TO POND BY FORESTRY CREWS AND IS STILL INSTISTING THAT THEY ARE THE ONLY ONES THAT WERE NEAR THAT AREA DOING ANY WORK AND THERE ARE STILL BRANCHES LAYING IN HER YARD, EMBANKMENT AND POND WHERE WE LEFT THEM Customer was satisfied.</p>				
12/13/2024 14:39:26	12/13/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
<p>
Bill Analysis Factor Count =
Factors Played =</p>				
12/10/2024 10:17:57	12/10/2024	[REDACTED]	Lisa Panchari	Claim-Company
<p>SENT DENIAL LETTER. FORESTRY STATES DID NOT DAMAGE POND WHILE TRIMMING TREES AT PROPERTY... December 10, 2024</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>CLARENCE L. GOTTSCHALL TONYA SCHAMER 1412 MOUNTAIN RD HAMBURG, PA 19526 RE: ##Met-Ed File No.#ME3-15051 ##Date of Incident#10/16/2024 ##### ## Dear CLARENCE L. GOTTSCHALL AND/OR TONYA SCHAMER , This will acknowledge receipt of your claim. Met Ed investigated the incident affecting your property on or about 10/16/2024. The Forestry Crew was not near the pond while doing work and did not cause damage to the pond. In this instance, there is no evidence that the damage was due to any improper conduct on the part of Met-Ed or its employees. The Tariff, adopted by the Pennsylvania Public Utility Commission, states Met Ed shall not be liable for damages due to causes beyond the Company's control. Met Ed is unable to honor your claim for damage to a pond. Sincerely, Met-Ed Claims MEClaims@firstenergycorp.com Satisfied Not Applicable: Reason - Manual work</p>				
12/05/2024 13:29:53	12/05/2024		Danita Robinson	Supervisor Call
<p>**** SUPERVISOR FOLLOW UP S/W Tanya Scahmer (finance') 6107903114 regarding damage to her pond. Customer stated her issues have been resolved, a claim was entered by rep, and she is in the process of getting quotes for the repair. Danita R. Satisfied Not Applicable: Reason - Other - supervisor follow up</p>				
12/05/2024 10:49:45	12/05/2024		John Wright	General Inquiry
<p>sw tonya schamer fiance PRMISE 2269566 She immediately requested a supervisor. The caller "claims" she called us 10 times and requested a supervisor and no one calls her back. The customer claims she asked the previous agent for a supervisor and that agent transfered her to me. I escalated this to my supervisor adn I documented the SAP# of the person who sent the call to me. Customer was satisfied.</p>				
12/05/2024 10:40:15	12/05/2024		John Wright	Claim-Customer
<p>Partner Email: tjs120@aol.com Reason for Filing Claim: Date of Incident: 00/00/0000</p>				
11/15/2024 13:32:50	11/15/2024		EAILOGINWM7	Ready Pay Create
<p>No 110447066 - \$ 370.14 - 11/15/2024 cgottschall tjs120@aol.com</p>				
11/15/2024 01:30:10	11/15/2024		Lisa Lloyd	Dispute Tracking Closed

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Dispute has been closed				
10/30/2024 15:06:27	10/30/2024	[REDACTED]	Diana Mayfield	General Inquiry
<p>s/w Tanya Schamer</p> <p>Cust states that someone was out last week and left a hanger on her door and said that the debris is their problem</p> <p>Cust states that she doesn't have a problem picking up the limbs but logs were left in her hand laid pond</p> <p>Cust states that her pond is now broken</p> <p>Cust states that some of her trees were cut down to the ground and didn't need to be</p> <p>Transferred to Lisa Lloyd - (484-638-9970</p> <p>Adv If voicemail is received, they must leave their name, address and phone number</p> <p>Cust stated sat</p> <p>Customer was satisfied.</p>				
10/30/2024 15:00:19	10/30/2024	[REDACTED]	Diana Mayfield	Personal Data Changed
<p>Old BP Phone:(610)790-3116</p> <p>New BP Phone:(610)790-3114</p> <p>updated alt per cust req</p> <p>Created By: Diana Mayfield</p>				
10/28/2024 18:53:18	10/28/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0012019663</p> <p>Budget amt calculated for period ending 10/27/24 = \$ 331.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3780.94</p> <p>2. Current Delta: 1818.40 - 1791.00 + 0.00 27.40</p> <p>3. Remaining Amount: 1962.54</p> <p>4. Diff + Remain Amt: 27.40 + 1962.54 1989.94</p> <p>5. New BBP Amount: 1989.94 / 183 x 30.4 331.00</p> <p>* Dollar Difference: 331.00 - 313.00 18.00</p> <p>* Pct Difference: 5.75</p> <p>* System BBP Amount: 331.00</p>				
10/24/2024 03:30:08	10/24/2024	[REDACTED]	CS General Purpose Batch	DSPTRIGHTS Letter
10/23/2024 13:23:49	10/23/2024	[REDACTED]	Jacob Fitzsimmons	General Inquiry
<p>sw Tanya Schamer, customer said they have not rcvd a call from forestry but a note on the door. Notification still open adv they call within 10 business days has not been 10 business days as of yet.</p> <p>Satisfied Not Applicable: Reason - Send DSPRTS</p>				
10/16/2024 12:37:15	10/16/2024	[REDACTED]	Makayla M Hargrove	Tree Inquiry
Partner Email: tjs120@aol.com				
10/11/2024 13:28:22	10/11/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 109637296 - \$ 370.61 - 10/11/2024 cgottschall tjs120@aol.com				
08/29/2024 22:08:10	08/29/2024	[REDACTED]	Same as ZCSBTCH - no printer	Installment Plan Created
Required Down Payment received, IP created.				
08/29/2024 15:02:25	08/29/2024	[REDACTED]	Nathaniel Heater	Reconnection Process-Recon started
<p>Negotiated Amounts:</p> <p>- IP DP: \$60.34 mos: 23, mo amt: \$62.00, EPP: \$313.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>- Unpaid Security Deposit: \$41.98 - Standard Reconnection Fee: \$36.00 Reconnect Amt Due: \$138.32 Payment Status: Readypay - \$138.32 Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 08/29/2024 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. sw Tanya Schamer Account Balance: \$1614.13 (cust declined) Disconnection Amount: \$858.02 (cust declined) IP DP: 60.34 mos: 23, mo amt: 62.00, EPP: 313.00 (cust agreed) Created By: Heater,Nathaniel</p>				
08/29/2024 15:02:18	08/29/2024	[REDACTED]	Nathaniel Heater	Require Down Pymt with Inst Plan
<p>DP Date: 08/29/2024 DP Amt: 60.34 Repay Pln: PASO Instlm: \$ 62.00 Instlm: # 023 Lock Date: 09/01/2024</p>				
08/29/2024 15:00:58	08/29/2024	[REDACTED]	Nathaniel Heater	Ready Pay Create
<p>No 108590136 - \$138.32 - 08/29/2024 Created By: Nathaniel Heater</p>				
08/29/2024 14:57:56	08/29/2024	[REDACTED]	Nathaniel Heater	Financial Summary Review
<p>Spoke with: Tanya Schamer Fiance Created By: Nathaniel Heater BP Refused FS</p>				
08/29/2024 14:57:56	08/29/2024	[REDACTED]	Nathaniel Heater	Negotiation Tool - Service Off
<p>Spoke with: Tanya Schamer Fiance Created By: Nathaniel Heater *PA Service Off - Addl Questions:*\br/> Does medical condition exist?: No Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Installment Plan Negotiated - Level A - PA IP #2 with budget amt of \$313.00 Downpayment for: 60.34 Estimated Mo Amt: 62.00 for 23 months Script Read: Yes, customer understands terms ***** Negotiated Amounts: - IP DP: \$60.34 mos: 23, mo amt: \$62.00, EPP: \$313.00 - Unpaid Security Deposit: \$41.98 - Standard Reconnection Fee: \$36.00 Reconnect Amt Due: \$138.32 Payment Status: Readypay - \$138.32 Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 08/29/2024 (3 day) - Payment</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. sw Tanya Schamer Account Balance: \$1614.13 (cust declined) Disconnection Amount: \$858.02 (cust declined) IP DP: 60.34 mos: 23, mo amt: 62.00, EPP: 313.00 (cust agreed) Confirmed Income Security Deposit waiver option provided</p>				
08/29/2024 14:18:10	08/29/2024	[REDACTED]	Jessica Devericks	General Inquiry
<p>**TERMINATED** ***** Case Number: 513161040455 ***** Date: 08/23/2024 09:30:43 Operating Company: ME01 Topic: Customer Service Name: Clarence L Gottschall Email: Tjs120@aol.com Address Line 1: 1412 Mountain Rd Address Line 2: null City: Hamburg State: PA Province: null Zip: 19526 Country: null Phone: (610) 790-3114 Best Time: null Account Number: [REDACTED] ***** Text: I made a payment today of \$221.32 which leaves \$900 on the disconnection. I tried to call to talk to someone but waited half hour and couldn't get someone on the phone. I will pay the remainder next Friday. ***** Clarence L Gottschall; Thank you for your contacting us. We regret you had a difficult time reaching our Customer Care Center. We strive to answer customer calls in a timely manner. Unfortunately, some days our call volume is higher than expected, which increases the wait time. We are happy to assist via email. Due to an increased volume of emails, our response times have been delayed. We appreciate your patience and regret any inconvenience this has caused. We received your payment of \$221.32 as of 08/23/2024. Please contact our Credit Team at 1-800-962-4848 when you are able to pay the remaining amount to reconnect service as the reconnection order will have to be submitted. *****</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Manual work				
08/29/2024 09:00:19	08/29/2024	[REDACTED]	PILOGXP1 PILOGXP1	Service Disconnected
DISC,Non-Pay, ,Total Arrears \$ 704.21 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)				
08/23/2024 08:52:13	08/23/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 108452639 - \$ 221.32 - 08/23/2024 cgottschar tjs120@aol.com				
08/23/2024 08:50:14	08/23/2024	[REDACTED]	EAILOGINWM7	Bank Details Added
0005 Bank Details Added cgottschar tjs120@aol.com				
08/23/2024 08:48:33	08/23/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/22/2024 10:39:00	08/22/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/14/2024 22:24:50	08/14/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
07/27/2024 18:58:15	07/27/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0012019663 Budget amt calculated for period ending 07/25/24 = \$ 313.00 Open editor for detail 1. 12 Mth Factor Amt: 3680.82 2. Current Delta: 969.96 - 852.00 + 0.00 117.96 3. Remaining Amount: 2710.86 4. Diff + Remain Amt: 117.96 + 2710.86 2828.82 5. New BBP Amount: 2828.82 / 275 x 30.4 313.00 * Dollar Difference: 313.00 - 284.00 29.00 * Pct Difference: 10.21 * System BBP Amount: 313.00				
07/25/2024 10:02:00	07/25/2024	[REDACTED]	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
07/05/2024 12:03:20	07/05/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 107300948 - \$ 285.00 - 07/05/2024 cgottschar tjs120@aol.com				
06/27/2024 10:04:00	06/27/2024	[REDACTED]	CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
05/24/2024 17:24:33	05/24/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 106325938 - \$ 285.27 - 05/24/2024 cgottschar tjs120@aol.com				
05/24/2024 17:23:31	05/24/2024	[REDACTED]	EAILOGINWM7	Budget Billing Plan Simulated\Created
Cust Name: CLARENCE L GOTTSCHALL Cust Email: tjs120@aol.com				
05/24/2024 17:23:31	05/24/2024	[REDACTED]	EAILOGINWM7	PA Payment - IP
4 Factors Customer agreed to shorter terms Customer did not offer down payment Created Budget + I/P \$ 159.00 Repay Pln: PA00 Instlm: # 006				
05/24/2024 17:23:31	05/24/2024	[REDACTED]	EAILOGINWM7	Security Deposit - IP
DP Amt: 85.27 Num Inst: 002				
05/24/2024 17:21:40	05/24/2024	[REDACTED]	EAILOGINWM7	Financial Summary Review
Financial Summary was taken.				
05/24/2024 17:21:06	05/24/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options Agency Referral Refused CAP Referral Refused				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/24/2024 17:19:00	05/24/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/23/2024 10:02:00	05/23/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/15/2024 22:21:42	05/15/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
04/26/2024 10:01:00	04/27/2024	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/24/2024 17:13:21	04/24/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 105586630 - \$ 363.46 - 04/24/2024 cgottsball tjs120@aol.com				
04/24/2024 17:12:55	04/24/2024	[REDACTED]	EAILOGINWM7	Bank Details Added
0004 Bank Details Added cgottsball tjs120@aol.com				
04/24/2024 17:10:03	04/24/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/24/2024 17:06:00	04/24/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/23/2024 10:02:00	04/23/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
04/15/2024 22:30:23	04/15/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/27/2024 22:31:39	03/26/2024	[REDACTED]	BATCH	Security Deposit Created
Security Deposit warning process: \$ 534.00 deposit billed on 03/27/24				
03/22/2024 18:23:35	03/22/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 104788772 - \$ 370.25 - 03/22/2024 cgottsball tjs120@aol.com				
03/22/2024 18:22:53	03/22/2024	[REDACTED]	EAILOGINWM7	Ready Pay Delete
No 104788737 - 03/22/2024 - \$370.25 cgottsball tjs120@aol.com				
03/22/2024 18:21:49	03/22/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 104788737 - \$ 370.25 - 03/22/2024 cgottsball tjs120@aol.com				
03/22/2024 18:21:30	03/22/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
03/16/2024 20:13:42	03/16/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/07/2024 18:00:43	03/07/2024	[REDACTED]	CS General Purpose Batch	Promise To Pay
Promise 200000354507 was broken.				
02/28/2024 19:28:05	02/28/2024	[REDACTED]	EAILOGINWM7	Lights-None
02/28/2024 19:28:04	02/28/2024	[REDACTED]	B2BEAILOGIN	Contact Added to Alert Preferences
Alert Contact Added: (610)790-3114				
02/23/2024 10:33:05	02/23/2024	[REDACTED]	EAILOGINWM6	Promise To Pay
PTP \$370.25 by 03/05/2024				
02/02/2024 13:11:47	02/02/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 103563671 - \$ 348.99 - 02/02/2024 cgottsball tjs120@aol.com				
02/02/2024 13:07:15	02/02/2024	[REDACTED]	Logan Somerville	General Inquiry
S/W:Tanya Schamer Fiance VAI Acct # [REDACTED] Reason: Calling to setup payment arrangements for the past due bill xfr'd to:Credit Satisfied Not Applicable: Reason - Call Transferred				
01/24/2024 22:18:15	01/24/2024	[REDACTED]	CS General Purpose Batch	Security Deposit Review
Security Deposit Warning Process. Letter sent 01/25/2024				
01/18/2024 06:35:08	01/18/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 103187777 - \$ 310.60 - 01/18/2024 cgottsball tjs120@aol.com				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/18/2024 06:34:48	01/18/2024	██████████	EAILOGINWM7	Bank Details Added
0003 Bank Details Added cgottsfall tjs120@aol.com				
01/18/2024 06:33:03	01/18/2024	██████████	EAILOGINWM7	Self-Serve Credit Interaction
Authorized Contact Person: Tonya Schaner Offered All Options				
01/10/2024 22:23:23	01/10/2024	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
12/27/2023 10:15:00	12/27/2023	██████████	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
11/27/2023 10:07:32	11/27/2023	██████████	EAILOGINWM7	Ready Pay Create
No 101949518 - \$ 228.73 - 11/27/2023 cgottsfall tjs120@aol.com				
11/27/2023 10:04:00	11/27/2023	██████████	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
11/17/2023 17:14:23	11/17/2023	██████████	EAILOGINWM7	Ready Pay Create
No 101773436 - \$ 242.99 - 11/17/2023 cgottsfall tjs120@aol.com				
11/14/2023 22:32:06	11/14/2023	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential
10/22/2023 18:34:57	10/22/2023	██████████	EAILOGINWM7	Ready Pay Create
No 101092182 - \$ 284.51 - 10/22/2023 cgottsfall tjs120@aol.com				
08/18/2023 17:47:18	08/18/2023	██████████	EAILOGINWM7	Ready Pay Create
No 99509320 - \$ 296.65 - 08/18/2023 cgottsfall tjs120@aol.com				

GENERAL NOTIFICATION

WORK TYPE: Tree Trimming - Complaint

Notification: 358316442 Type: GN
CREWS Work Request No.: 63467748

Order:
Crew Code:

Short Text: FORC Tree Trimming - Complaint
Required Start: 10/16/2024 @ 00:00:00

Reported by: CLARENCE L GOTTSCHALL

Phone: (610)790-3116

BUSINESS PARTNER

Business Partner No.: 801112729
CLARENCE L GOTTSCHALL
1412 MOUNTAIN RD
HAMBURG PA 19526

Contract Acct. No.: XXXXXXXXXX
Phone: (610)790-3114

PREMISE INFORMATION

Premise No.: **2269566**
1412 MOUNTAIN RD
HAMBURG PA 19526

Phone: (610)790-3116

TECHNICAL INFORMATION

Pole Key: 49191-45564
Circuit: 00740-1
Substation: SOUTH HAMBURG
Maintenance Group: 205 (Hamburg)
Tax District: 00000517
Tax Location: WINDSOR - PA
Tax County: BERKS

Meter: 5001272791 1 Phase

Main Wrk Ctr: PELHM

Long Text: Special Instructions: Left Lane/Dog
* * 11/15/2024 23:33:06 EST (ZEDBTCH)
* * 10/16/2024 23:16:40 EST (ZEDBTCH)
* sw Tanya Schamer Fiance adv her neighbor electirc line went out and was tangeled in trees and her surrounding wires met ed came out to fix the line adv they came out and cut her tree down to the ground. cut off a 30 = year old tree dropped logs on her handmade pond and damaged it also leftlogs laying on her front yard adv she would like someone t come out andclean up the damage and talk about her yardrepairs adv she is furious

Comments:

Work Complete: _____ / _____
(Malfunct. End) Date / Time

Name (Please Print)

Complete in: PRD(010)

- 1 -

<CRW> Construct Complete Date: 11/15/2024
* 11/15/2024 23:33:06 EST (ZEDBTCH)
<CRW> Designer: LAMOREAUX,RICHARD
<CRW> Responsible: LAMOREAUX,RICHARD
* 10/16/2024 23:16:40 EST (ZEDBTCH)
<CRW> CREWS WR Number: 063467748
* 10/16/2024 12:40:18 EST (EAILOGIN)
sw Tanya Schamer Fiance adv her neighbor electirc line went out and was
tangeled in trees and her surrounding wires met ed came out to fix the
line adv they came out and cut her tree down to the ground. cut off a
30year old tree dropped logs on her handmade pond and damaged it also
leftlogs laying on her front yard adv she would like someone t come out
andclean up the damage and talk about her yardrepairs adv she is furious
(610) 790-3114 best time to call adv cal call anytime Tree Trimming -
Complaint DEVICE SERIAL NUMBER: 00000005001272791 1PH 3W FM2S 240V
CL200;SMART AMI1 2S2420A DIST. CONTRACT NUMBER: 0012019663 CONTRACT
ACCOUNT NUMBER: ██████████ OWNERSHIP STATUS: 01 FE Owned Partner
Email: tjs120@aol.com
11/15/2024 01:29:47 EST (1006432)
Found storm debris and logs near concrete pond, no obvious damage. No
homeowner home, left emergency work card. Customer should file a claim
if they insist we did damage. JV ECI 10/23/24

GENERAL NOTIFICATION

WORK TYPE: Tree Trimming - Complaint

Notification: 358740148 **Type:** GN
CREWS Work Request No.: 63580964

Order:
Crew Code:

Short Text: FORC Tree Trimming - Complaint
Required Start: 12/13/2024 @ 15:12:52

Reported by: Tanya Schamer Fiance

Phone: (610)790-3114

BUSINESS PARTNER

Business Partner No.: 801112729
CLARENCE L GOTTSCHALL
1412 MOUNTAIN RD
HAMBURG PA 19526

Contract Acct. No.: [REDACTED]
Phone: (610)790-3114

PREMISE INFORMATION

Premise No.: 2269566
1412 MOUNTAIN RD
HAMBURG PA 19526

Phone: (610)790-3116

TECHNICAL INFORMATION

Pole Key:
Circuit: 00740-1
Substation: SOUTH HAMBURG
Maintenance Group: 205 (Hamburg)
Tax District: 00000517
Tax Location: WINDSOR - PA
Tax County: BERKS

Meter: 5001272791 1 Phase

Main Wrk Ctr: PELHM

Long Text: Special Instructions: Left Lane/Dog
* * 12/24/2024 23:15:52 EST (ZEDBTCH)
* * 12/13/2024 23:32:25 EST (ZEDBTCH)
* 12/13/2024 15:12:53 EST (1005929) Phone (610)921-6500

/ TRANSMISSION
/ Tree trimming complaint
/ S/W TANYA SCHAMER-STATED THAT SHE RECIEVED THE DENIAL OF HER CLAIM ABOUT
DAMAGE TO POND BY FORESTRY CREWS AND IS STILL INSTISTING
/ THAT THEY ARE THE ONLY ONES THAT WERE NEAR THAT AREA DOING ANY WORK AND

Comments:

Work Complete: _____/_____
(Malfunc. End) Date / Time

Name (Please Print)

Complete in: PRD(010)

- 1 -

<CRW> Construct Complete Date: 12/24/2024
* 12/24/2024 23:15:52 EST (ZEDBTCH)
<CRW> Designer: LAMOREAUX,RICHARD
<CRW> Responsible: LAMOREAUX,RICHARD
* 12/13/2024 23:32:25 EST (ZEDBTCH)
<CRW> CREWS WR Number: 063580964
* 12/13/2024 15:15:19 EST (EAILOGIN)
12/13/2024 15:12:53 EST (1005929) Phone (610)921-6500
TRANSMISSION
Tree trimming complaint
S/W TANYA SCHAMER-STATED THAT SHE RECIEVED THE DENIAL OF HER CLAIM ABOUT
DAMAGE TO POND BY FORESTRY CREWS AND IS STILL INSTISTING
THAT THEY ARE THE ONLY ONES THAT WERE NEAR THAT AREA DOING ANY WORK AND
THERE ARE STILL BRANCHES LAYING IN HER YARD, EMBANKMENT AND
POND WHERE WE LEFT THEM
12/24/2024 10:53:45 EST (1006432)
Previously looked at by KG. Storm related work and storm door hanger was
left. Customer is responsible for clean up. Minimal small branches left
on embankment and "pond" is concrete. Per RL customer was denied by
claims. Customer responsibility. KG ECI 12/17/24

Holds

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist

Eddy, Connie S

Customer Information

Case Number

4036283

Account Number

[REDACTED]

First Name

TONYA

Last Name

SCHANER

Service Address

Address1

1412 MOUNTAIN RD

Address2

Service City

HAMBURG

Service State

PA

Service Zip

19526-0

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

12/18/2024

PUC Date Prepared

12/18/2024

Received Date

12/18/2024

PUC Date Closed

1/17/2025

Case Information

Prior Case Number

0

Term Date

Arrearage

0

Case Origin Universal Service Income
TELEPHONE No
Source Business Name

Reason For Contact

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

Case Problem

CUSTOMER STATES THAT BACK IN OCTOBER, WHILE THE COMPANY WAS DOING REPAIR WORK ON THEIR PROPERTY THERE WERE TREES CUT DOWN AND THEIR POND WAS DAMAGED. CUSTOMER HAS REACHED OUT TO THE COMPANY MULTIPLE TIMES REGARDING THIS ISSUE AND IT STILL HAS NOT BEEN RESOLVED - RELIEF SOUGHT - CUSTOMER WOULD LIKE THE DAMAGE TO THEIR POND REPAIRED AND DOESN'T UNDERSTAND WHY THEY HAD TO CUT THE TREES DOWN. THE CELL PHONE NUMBER (610) 790 - 3114 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS TJS120@AOL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position

12/17/2024 CUSTOMER IS RESPONSIBLE FOR THE DEBRIS IN THE YARD, COMPANY DID NOT CUT DOWN THE TREES.

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	
AMY	FREEBURN	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

4036283

Customer First Name

TONYA

Customer Last Name

SCHANER

Account Number

[REDACTED]

Service Address

Address 1

1412 MOUNTAIN RD

Address 2

City

HAMBURG

Service State

PA

Zip

19526

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

12/18/2024

PUC Sent Date

1/17/2025

PUC Date Closed

1/17/2025

Case Type

Pa-Infomal

Assigned To

Assigned Specialist

Eddy, Connie S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

1/16/2025

Head Date

1/17/2025

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
1550.90	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	0.00	

PUC Terms

Letter Description

SHORT BLANK LETTER

Resolution

DISMISSAL LETTER – THE BUREAU OF CONSUMER SERVICES HAS LIMITED JURISDICTION OVER THIS SERVICE COMPLAINT. THE COMPANY PERFORMED A FULL INVESTIGATION VIA THEIR CLAIMS AND FIELD OFFICE/FORESTRY DEPARTMENTS FOR SAID DAMAGE AND CONCLUDED THEY WERE NOT AT FAULT. CUSTOMER WAS NOT SATISFIED.

Has Decision Issue

Response Time

Other Information

Investigator First Name

BRIDGET

Investigator Last Name

GAFFNEY

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

AMY

Intaker Last Name

FREEBURN

Status

Is SAP Completed



SAP Completion Date

1/17/2025

History

Click To Expand ▼

◀ ▶





