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September 10, 2025

Via Electronic Filing

Matthew Homsher, Esquire
Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Docket No. F-2025-3054625
Clark O'Donnell v. FirstEnergy Pennsylvania Electric Company
Admitted Direct Testimony and Exhibits of FE PA (West Penn Rate District)**

Dear Secretary Homsher:

Pursuant to the enclosed *Interim Order*, issued August 27, 2025, attached for filing is the Written Direct Testimony and Exhibits of Charles Howlett and Rachel Sukhu on behalf of FirstEnergy Pennsylvania Electric Company (West Penn Rate District).

If there are any questions, please feel free to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP


Margaret A. Morris

MAM/co
Enclosures

cc: The Hon. Mary D. Long, PA Public Utility Commission [w/ encls.]
Tori Giesler, Esquire, FirstEnergy Service Company [w/ encls.]
Clark O'Donnell [w/ encls.]

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Clark O'Donnell	:	
	:	
v.	:	F-2025-3054625
	:	
FirstEnergy Pennsylvania Electric Company	:	

**INTERIM ORDER
GRANTING IN PART AND DENYING IN PART MOTION TO STRIKE AND
ADMITTING TESTIMONY INTO THE RECORD**

On April 14, 2025, Clark O'Donnell (Complainant) filed a formal complaint against FirstEnergy Pennsylvania Electric Company (FirstEnergy or Respondent) alleging that the company is threatening to terminate his service and holding him responsible for charges in the name of Jean O'Donnell. He also alleged that Respondent refused to provide reasonable accommodation for his disability by ensuring that all communication with him is conducted by email. He contends that phone communication is not accessible to him. The Complainant also requests that any hearings or interactions related to his complaint be conducted through email correspondence or written documentation. By order entered on June 9, 2025, I directed the Complainant to provide documentation substantiating his disability. That order also directed the Parties to confer and attempt to agree upon any reasonable accommodation for the hearing process.

By email dated June 16, 2025, the Complainant provided documentation in support of his request for an accommodation. On June 17, 2025, counsel for Respondent reported that she had consulted with Complainant and that the Parties agreed to submit written testimony of factual witnesses in lieu of participating in a telephonic hearing. Respondent also advised that the Parties have agreed to waive any cross-examination of those witnesses, obviating the need for a telephonic hearing to be scheduled and that the Parties agree that under

this arrangement, any objections would be handled through written objections or motions to strike testimony.

By interim order entered on June 18, 2025, I set a schedule for the exchange of written testimony and evidentiary motions.

The Complainant served his own Direct Testimony on July 1, 2025, which included Exhibits A through I. On July 21, 2025, Respondent served the written Direct Testimony of Charles Howlett and Exhibits CH-1 through CH-7 and written Direct Testimony of Rachel Sukhu and Exhibits RS-1 through RS-4.¹ The Complainant served his Responsive Written Testimony on August 11, 2025, which included Exhibits J-L.

Respondent filed a Motion to Strike Portions of Complainant's Written testimony on August 18, 2025. The Complainant filed an Answer in Opposition to Respondent's Motion to Strike on August 25, 2025.

Respondent moves to strike Section VI of his Direct Testimony and Exhibits A and E. Respondent argues that this material is hearsay as it relates to communication involving the Complainant's request for an accommodation of his disability by submitting written testimony in lieu of oral testimony at a hearing. The Complainant contends that this material is not hearsay but supports his allegations of retaliation by the Respondent.

Respondent's motion to strike Paragraphs 3, 4 and 5 on page 4 of the Complainant's Direct Testimony will be granted. Similarly, Respondent's motion to strike Complainant's Exhibits A and E are granted. This testimony and exhibits are not relevant to the claims made in the Complainant's complaint but were submitted in support of the Complainant's accommodation request to support his complaint with written testimony rather than by oral testimony.

¹ The Respondent served an Errata on July 22, 2025, to correct errors in the testimony and exhibits that were served on July 21, 2025.

Respondent also seeks to strike portions of the Complainant's testimony related to the Americans with Disabilities Act (ADA), as well as the Complainant's requests for relief. The Respondent also seeks to strike pages 11-13 of the Complainant's Responsive Written Testimony because it is repetitive. The motion to strike references to the ADA, pages 11-13 of the Complainant's Responsive Written Testimony and the Complainant's requests for relief are denied.

Respondent finally seeks to strike pages 10-11 and Exhibit K of Complainant's Responsive Written Testimony relating to Respondent's termination of service on July 24, 2025. The Complainant contends that the July termination of service is not a new issue but is evidence of the consequences of the Respondent's course of conduct.

The motion to strike Section VI on pages 10-11 and Exhibit K of Complainant's Responsive Written Testimony will be granted. I agree that the Complainant is raising a new allegation of misconduct by the company. The Respondent has not had an opportunity to investigate or respond to the Complainant's allegation, and it is well beyond the scope of the claims made in his April 14, 2025, complaint.

THEREFORE,

IT IS ORDERED:

1. That the Respondent's Motion to Strike Paragraphs 3, 4 and 5 on page 4 of the Complainant's Direct Testimony and Complaint's Exhibits A and E is granted.

2. That the Respondent's Motion to Strike pages 10-11 and Exhibit K of the Complainant's Responsive Testimony is granted.

3. That the Respondent's Motion to Strike is denied in all other respects.
4. That the Complainant's Written Direct Testimony, except for Paragraphs 3, 4 and 5 on page 4, is admitted into the record.
5. That the Complainant's Written Direct Testimony Exhibits B, C, D, F, G, H and I, are admitted into the record.
6. That the Complainant's Responsive Written Testimony except Section VI on pages 10 and 11, is admitted into the record.
7. That the Complainant's Responsive Written Testimony Exhibit J is admitted into the record.
8. That the Respondent's Statement No. 1, Direct Testimony of Charles Howlett, and Exhibits CH-1 through CH-7, are admitted into the record.
9. That Respondent's Statement No. 2, Direct Testimony of Rachel N. Sukhu, and Exhibits RS-1 through RS-4, are admitted into the record.
10. The Complainant shall prepare copies of the July 1, 2025, Written Direct Testimony and August 11, 2025, Responsive Testimony to remove or strike the portions of the testimony that were stricken in the above ordering paragraphs. The Complainant may not add any additional testimony or exhibits to the served testimony.
11. That the Motion to Strike and Answer to the Motion to Strike filed by the parties are in the Commission's public record. Any party wishing to protect information in the

Motion and Answer or in written testimony from the public record shall file a motion for protective order promptly.

12. That the Complainant shall file July 1, 2025, Written Direct Testimony and August 11, 2025, Responsive Testimony, as prepared in compliance with Paragraph 10, above and **admitted** exhibits with the Commission's Secretary's Bureau on or before September 10, 2025. **A copy of this order must be attached to the filing.**

13. That the Respondent shall file Statement No. 1, Direct Testimony of Charles Howlett, and Exhibits CH-1 through CH-7, and Statement No. 2, Direct Testimony of Rachel N. Sukhu, and Exhibits RS-1 through RS-4, with the Commission's Secretary's Bureau on or before September 10, 2025. **A copy of this order must be attached to the filing.**

14. A separate order closing the record will be issued after all the admitted testimony and exhibits have been filed.

Date: August 27, 2025

/s/
Mary D. Long
Administrative Law Judge

**F-2025-3054625 - CLARK O'DONNELL v. FIRSTENERGY PENNSYLVANIA
ELECTRIC COMPANY**

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1
2 **BEFORE THE**
3 **PENNSYLVANIA PUBLIC UTILITY COMMISSION**

4 CLARK O'DONNELL :
5 :
6 v. : Docket No. F-2025-3054625
7 :
8 FIRSTENERGY PENNSYLVANIA :
9 ELECTRIC COMPANY :

10
11
12 **DIRECT TESTIMONY OF CHARLES HOWLETT**

13
14 **On Behalf of FirstEnergy Pennsylvania Electric Company**
15 **West Penn Rate District**

16
17
18
19
20
21 **FE PA Statement No. 1**
22

1

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2

3 Exhibits of Charles Howlett

- 4 CH-1 Relevant Tariff: Definition of Applicant and Customer; Rules 1 and 2
- 5 CH-2 Customer Contacts for C. Odonell under Temporary Account No. 100161950637
- 6 CH-3 BCS Decision No. 4037898 sent to FE PA
- 7 CH-4 BCS Decision No. 4037989 sent to Complainant
- 8 CH-5 Customer Verification Screen for Current Customer
- 9 CH-6 Customer Contacts for Current Customer under Account No. 100098371360
- 10 CH-7 10-day Notice, dated June 9, 2025

1 **1. INTRODUCTION AND PURPOSE OF TESTIMONY**

2 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS FOR THE**
3 **RECORD.**

4 A. My name is Charles Howlett. My business address is 101 Crawford's Corner
5 Road, Building 1, Suite 1-511. Holmdel, NJ 07733.

6 **Q. PLEASE PROVIDE YOUR EMPLOYMENT HISTORY.**

7 A. I am employed by FirstEnergy Service Company as a Senior Compliance
8 Specialist. I have worked for the Company for 41 years. I have spent 14 years in my
9 current position. As a Senior Compliance Specialist, I am responsible to review,
10 investigate and respond to the formal complaints. I also offer testimony at hearing. In my
11 position, I am familiar with and use the PA Public Utility Code, specifically Section
12 1501, as well as the Commission's Chapter 56 Regulations on a daily basis.

13 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

14 A. I am offering testimony and sponsoring relevant Tariff provisions and Company
15 business records for the West Penn Rate District, associated with the service provided to
16 865 Little Deer Creek Valley Road, Russellton, Pennsylvania (Service Location).

17 **Q. SPECIFICALLY WHAT RECORDS DID YOU PERSONALLY REVIEW**
18 **IN PREPARATION FOR THIS HEARING?**

19 A. I reviewed the Company's Commission-approved Tariff definitions and Rule 1,
20 and documents issued by the Commission's Bureau of Consumer Services (BCS) related
21 to the Informal Complaint filed by the Complainant. I also reviewed the customer
22 information and payment history for the current customer.

1 **Q. DID YOU REVIEW THE COMPLAINANT’S PREPARED WRITTEN**
2 **TESTIMONY?**

3 A. Yes.

4 **Q. DID YOU REVIEW THE COMPLAINANT’S EXHIBITS A – I THAT**
5 **WERE ATTACHED TO HIS PREPARED WRITTEN TESTIMONY?**

6 A. Yes.

7 **2. RELEVANT TARIFF PROVISIONS**

8 **Q. DOES THE COMPANY HAVE PUBLISHED RULES AND REGULATIONS**
9 **REGARDING THE ELECTRIC SERVICE IT PROVIDES TO CUSTOMERS?**

10 A. Yes. They are called Tariffs and are reviewed and authorized by the Commission
11 and are publicly available on both the Commission and Company websites.

12 **Q. WHAT TARIFF PROVISIONS ARE RELEVANT TO THIS COMPLAINT**
13 **PROCEEDING?**

14 A. Exhibit CH-1 contains the Tariff definition of Applicant and Customer and Tariff
15 Rules 1 and 2. Page 1 contains the definition of an Applicant who is defined as:

16 *Any person, corporation or other entity that (i) desires to receive from the*
17 *Company electric or any other service provided for in this Tariff, (ii) complies*
18 *completely with all Company requirements for obtaining electric or any other*
19 *service provided for in this Tariff, (iii) has filed and is awaiting Company*
20 *approval of its application for service, and (iv) is not yet actually receiving from*
21 *the Company any service provided for in this Tariff. For Residential Service, an*
22 *Applicant is a natural person at least 18 years of age not currently receiving*
23 *service who applies for Residential Service or an adult occupant whose name*
24 *appears on the mortgage, deed or lease of the property for which the Residential*
25 *Service is requested. The term does not include a person who, within 30 days after*
26 *service termination or discontinuance of service, seeks to have service*
27 *reconnected at the same location or transferred to another location in the*
28 *Company’s service territory.*

29
30 Page 2 contains the definition of a Customer who is defined as:

1 *Any person, partnership, association, corporation, or other entity (i) in whose*
2 *name a service account is listed, (ii) who occupies or is the ratepayer for any*
3 *premises, building, structure, etc. or (iii) is primarily responsible for payment of*
4 *bills. For Residential Service, a Customer is a natural person at least 18 years of*
5 *age in whose name a Residential Service account is listed and who is primarily*
6 *responsible for payment of bills rendered for the service or an adult occupant*
7 *whose name appears on the mortgage, deed or lease of the property for which the*
8 *Residential Service is requested. The term includes a person who, within 30 days*
9 *after service termination or discontinuance of service, seeks to have service*
10 *reconnected at the same location or transferred to another location in the*
11 *Company's service territory.*

12
13 Pages 3-4 contains Rule 1, Applications/Contracts, and explains how to obtain
14 service or make changes to service. The section of Tariff Rule 1, relevant to the
15 allegations in the Formal Complaint, states:

16 *The Company shall accept an oral application from a Residential Applicant,*
17 *except that the Company may require a written application from a Residential*
18 *Applicant if the Company believes that positive identification is necessary.*

19
20 Page 4 contains Rule 2, Deposits. The pertinent provisions of Tariff Rule 2,
21 relevant to the allegations in the Formal Complaint, state:

22 *Where an Applicant's/Customer's credit is not established or the credit of a Customer*
23 *with the Company has, in the Company's judgment become impaired, or where the*
24 *Company deems it necessary, a deposit or other guarantee satisfactory to the Company*
25 *may be required to be supplied by the Applicant/Customer as security for the payment of*
26 *future and final bills before the Company shall commence or continue to render any type*
27 *of electric service to the Applicant/Customer.*

28
29 *****

30
31 *The Company utilizes a generally accepted credit scoring methodology in range of*
32 *general industry practice that is based on an applicant or customer's utility payment*
33 *history.*

34
35 *****

36
37 *Deposits may be required by the Company from all other Customers, in an amount that is*
38 *in accordance with 52 Pa. Code § 56.51.*

39
40
41
42

1 **3. CUSTOMER CONTACTS FOR CLARK O'DONNELL UNDER TEMPORARY**
2 **ACCOUNT NO. 100161950637**

3
4 **Q. DOES THE COMPANY HAVE ANY BUSINESS RECORD REFLECTING**
5 **COMMUNICATION BETWEEN THE UTILITY AND**
6 **CUSTOMERS/APPLICANTS?**

7 A. Yes, they are referred to as Customer Contacts and reflect the activity on an
8 applicant's temporary account or a customer's account. Some of the entries are
9 automatically system generated, such as the monthly calculation of the budget amount or
10 issuance of termination notices. Other entries reflect the actual contact with the customer.
11 The Customer Call Representative inputs data during the conversation or immediately
12 following the conversation with the customer or when the account is accessed using the
13 Company's website. This business record is kept in the ordinary course of business and
14 the making of the entry, a regular practice for employees. Exhibit CH-2 is a copy of the 2
15 page Customer Contacts for the Complainant's Temporary Account #100161950637. The
16 Contact Date, January 16, 2025, is the business record created by Rachel Sukhu, that the
17 Complainant applied for service in his name at the Service Location and was denied for
18 positive identification and a security deposit of \$376.00.

19 **4. INFORMAL COMPLAINT**

20 **Q. IS THERE AN UNDERLYING INFORMAL COMPLAINT?**

21 A. Yes. Exhibit CH-3 is the Company's business record for the Informal Complaint
22 filed by the Complainant with the Commission's Bureau of Consumer Services (BCS). It
23 contains the Opening Report, Company Report and Closing Decision for BCS Decision
24 No. 4037898.

1 Pages 1-3 is the Opening Report sent to the Company by BCS. Page 1 reflects that
2 the Informal Complaint was filed, *via* the Commission’s website, on January 7, 2025, by
3 the Complainant. Page 2, under “Case Problem” reflects what the Complainant reported
4 to BCS; under “Company Position” reflects what the Complainant told BCS. Page 3
5 reflects the BCS Intaker’s name.

6 Pages 4-14 is the Company’s Report sent to BCS pursuant to Commission
7 Regulation, Section 56.152. Page 4 reflects that the Company’s Report was due by
8 February 4, 2025 and completed on January 28, 2025. Pages 6 – 11 reflects the
9 communications between the Complainant and the Customer which are contained on the
10 respective Customer Contacts under the Complainant’s Temporary Account and the
11 Customer’s Account. Page 11 reflects the Company’s position that is it not holding the
12 Complainant responsible for the Customer’s Account and to complete the application for
13 service, proof of identification and legal age is required. The seven different acceptable
14 forms of identification to prove both identity and legal age were listed as:

- 15 • A driver’s license
- 16 • A state-issued identification card with photograph
- 17 • A passport
- 18 • A USCIS (United States Citizenship and Immigration Service)-issued
- 19 document card with photograph
- 20 • A military identification card
- 21 • A Homeland issued Refugee Traveling Document
- 22 • An identification document issued by a foreign government that includes the
- 23 applicant’s full name and a photograph (Acceptable to prove identity and legal
- 24 age if date of birth is included.)

25
26 Page 12 specifically explains that if the Complainant cannot provide the documents
27 listed on Page 11, the Complainant can submit a separate document to prove identity and
28 another document to prove legal age. The six different acceptable forms for either
29 document were listed as:

- 1 • A county identification card
- 2 • An employment identification
- 3 • A county welfare identification
- 4 • A student identification card
- 5 • A work visa

6
7 Pages 14-15 is the BCS Decision sent to the Company. Page 14 reflects that the
8 matter was closed on March 24, 2025. Page 15 reflects the BCS resolution. Specifically,
9 as it relates to the Formal Complaint, BCS (1) upheld the Company's identification
10 requirements for the Complainant to establish service in his name; (2) upheld the
11 requested security deposit noting that it will be waived with the completion of an
12 application for the Company's low-income program, PCAP, or with confirmation of low
13 income; (3) the issued Credit Denial Letter was consistent with Commission regulations;
14 (4) the Complainant is not responsible for the Customer's Account balance; and (5) the
15 Commission has no authority or jurisdiction over the American with Disabilities Act
16 (ADA).

17 **5. BCS DECISION NO. 4037989 SENT TO COMPLAINANT**

18 **Q. WAS A COPY OF EXHIBIT CH-3 SENT TO THE COMPLAINANT?**

19 A. No. Exhibit CH-4 is a copy of the 9-page document sent by BCS to the
20 Complainant. Page 1 is the Cover Letter, dated March 25, 2025, providing information to
21 appeal the BCS Decision. Page 2, Statement of Complaint, details the Complainant's
22 allegations reported to BCS and the requested relief.

23 Pages 2-7 contains the 23 findings of BCS's investigation which detailed the
24 various communications between the Company and the Customer and between the
25 Company and the Complainant (Findings 1-17 and 22); relevant Commission regulations
26 regarding security deposits (Findings 18-19 and 21); the Company's Commission-

1 approved Tariff regarding security deposits (Finding 20); and the Commission lacks of
2 authority over the ADA and the email address for the Pennsylvania Human Relations
3 Commission was provided (Finding 23).

4 Page 6 contains the following BCS conclusions relevant to the Formal Complaint:

- 5 • Upheld the requirement that the Complainant provide photo identification
6 (Conclusion #3);
- 7 • Upheld the requested security deposit which will be waived if a PCAP
8 application is completed and/or confirmation of low-income (Conclusion
9 #4);
- 10 • A credit denial letter was sent in accordance with Commission regulations
11 (Conclusion #5);
- 12 • The Company is not holding the Complainant responsible for the
13 Customer's outstanding balance (Conclusion # 6); and
- 14 • The Commission has no authority or jurisdiction over the ADA
15 (Conclusion # 7).

16
17 Page 7 states that (1) the Informal Complaint is dismissed and (2) to complete the
18 application for service, the Complainant must provide a valid government photo
19 identification to the Company.

20 Page 8 is intentionally left blank. Page 9 is the form to be completed if the
21 Complainant wanted to appeal the BCS Decision.

22 **6. CUSTOMER VERIFICATION SCREEN FOR CURRENT CUSTOMER**

23 **Q. PLEASE PROVIDE THE RELEVANT INFORMATION IN THE**
24 **COMPANY'S BUSINESS RECORD ASSOCIATED WITH THE ACCOUNT OF**
25 **THE CURRENT CUSTOMER OF RECORD.**

26 A. Exhibit CH-5 is the Customer Verification Screen for the current customer, Jean
27 ODonnell (Customer). The far left panel contains the Customer's name, phone number,
28 email, for Account No. 100098371360 (Account) and the address for the Service
29 Location. The mailing address for the Account is 867 Little Deer Creek Valley Road,

1 Russellton, PA, which is where the Customer also has active residential service in her
2 name. This is referred to as concurrent service and there is no prohibition against the
3 Customer having more than 1 active account in her name. Jacob ODonnell is listed as the
4 authorized contact.

5 The middle panel reflects that service was established in the Customer's name
6 effective April 26, 2012.

7 The far right panel lists the alerts on the Account, noting that present Formal
8 Company is pending and service was denied.

9 **7. CUSTOMER CONTACTS FOR CURRENT CUSTOMER UNDER ACCOUNT**
10 **NO. 100098371360**

11

12 **Q. ARE THERE CUSTOMER CONTACTS FOR THE CUSTOMER'S**
13 **ACCOUNT?**

14 A. Yes. Exhibit CH-6, which was created in the same manner as Exhibit CH-2, is the
15 Customer Contacts for the Customer for the period beginning March 3, 2021 through July
16 8, 2025. It reflects the communications between the Company and the Customer and the
17 Company and the Complainant.

18 **Q. REFERRING YOU TO EXHIBIT CH-6, PLEASE IDENTIFY THE**
19 **RELEVANT COMMUNICATIONS REGARDING THE COMPLAINANT'S**
20 **REQUEST FOR SERVICE IN HIS NAME?**

21 A. The first communication appears on Page 14, with the Contact Date of December
22 12, 2024. The Complainant emailed that the Company refuses to transfer service in his
23 name until the Customer's Account balance is paid in full, he has been paying an
24 extraordinarily high bill every month for years and he has limited income.

1 On Page 14, with the Contact Date of December 18, 2024, the Company
2 responded and (1) requested the date when the Complainant alleges he was denied
3 service and (2) advised that external agencies, not the Company, determine eligibility for
4 assistance.

5 On Page 13, with the Contact Date of December 23, 2024, the Complainant
6 emailed the Company that “in the past I was turned down” and that he cannot make
7 phone calls. In its response, Representative Jessica Devericks provided a link with a list
8 of websites to seek assistance, noting there may be some that the Complainant will have
9 to make actual contact.

10 On Pages 12-13, with the Contact Date of December 26, 2024, the Company
11 advised that the Complainant’s request for service could not be completed *via* email and
12 that the Complainant needed to speak to the Application Team for assistance.

13 On Pages 11-12, with the Contact Date of January 7, 2025, the Company advised
14 that the due to the complexity of the Account and verification being needed, the
15 Complainant would need to speak with Customer Care directly.

16 On Pages 9-10, with the Contact Date of January 10, 2025, the Complainant
17 stated he had resided at the Service Location for 10 years. In response, the Company
18 advised that it could not change the name on the Account and the Complainant needed to
19 submit an application for service.

20 On Pages 8-9, with the Contact Date of January 13, 2025, the Complainant
21 requested confirmation that he will not be held responsible for the Customer’s Account
22 balance. The Company responded and confirmed that when a new account is created in

1 his name, the Customer’s Account will be closed and any unpaid balance will be
2 transferred to the Customer’s active concurrent residential Account.

3 On Pages 7-8, with the Contact Date of January 16, 2025, the denial of the
4 Complainant’s request for service in his name is documented and that proof of identity
5 and a security deposit was required.

6 On Page 5, with the Contract Date, March 25, 2025, the Complainant’s email the
7 Company on January 31, 2025 at 3:55 PM, was documented as follows: “*Thank you for*
8 *confirming that I am not responsible for the balance on this account.*”

9 **Q. ARE YOU OFFERING ANY TESTIMONY REGARDING THE DENIAL**
10 **OF THE COMPLAINANT’S SERVICE APPLICATION?**

11 A. No. Ms. Rachel Sukhu will present that testimony.

12 **Q. ARE YOU OFFERING ANY TESTIMONY REGARDING THE**
13 **REQUIRED SECURITY DEPOSIT AS A CONDITION OF SERVICE?**

14 A. No. Ms. Rachel Sukhu will present that testimony.

15 **8. 10-DAY NOTICE, DATED JUNE 9, 2025**

16 **Q. HAS THE COMPANY ISSUED ANY TERMINATION NOTICES ON THE**
17 **CUSTOMER’S ACCOUNT AFTER THE COMPLAINANT’S FORMAL**
18 **COMPLAINT WAS RECEIVED BY THE COMMISSION ON APRIL 14, 2025?**

19 A. Yes. Exhibit CH-7 is the 10-day notice, dated June 9, 2025, which advised the
20 Customer that service was subject to termination on or after June 23, 2025, for a
21 delinquent charges, in the amount of \$186.00. It also advised of the reconnection fee of
22 \$15.00 if service was terminated. The 10-day Notice also provided the information
23 required by Section 56.91.

1 **Q. THE COMPLAINANT ALLEGES THAT THE ISSUANCE OF THE 10-DAY**
2 **NOTICE WAS IN RETALIATION AND A FORM OF INTIMIDATION. WHAT**
3 **IS THE COMPANY’S RESPONSE?**

4 A. The Complainant is not correct. The 10-day notice, addressed to the Customer,
5 was lawful. Specifically, the Prehearing Order, dated April 17, 2025, issued by Judge
6 Long, stated at Page 6:

7 The customer must make monthly payments for current usage on or before
8 the billing due date while this complaint is pending. Failure to make
9 payments may result in the utility terminating your service. (Emphasis in
10 original).

11
12 **9. REQUEST FOR REFUND**

13 **Q. THE COMPLAINANT REQUESTS THAT ALL PAYMENTS MADE BY**
14 **HIM BE REFUNDED SINCE THE PAYMENTS WERE MADE UNDER THE**
15 **THREAT OF DISCONNECTION AND AUTHORIZED BY SECTION 1312 OF**
16 **THE CODE. WHAT IS THE COMPANY’S RESPONSE?**

17 A. Section 1312 of the Code, Refund, authorizes the Commission to determine if any
18 “rate” received by the utility was unjust of unreasonable, or was in violation of any
19 regulation or order of the Commission, or was in excess of the applicable rate contained
20 in an existing and effective tariff of the utility. Section 1312 is not applicable to the
21 Complainant’s voluntary payments that he made on the Customer’s Account. As reflected
22 in Exhibit CH-3, with Contact Date, April 10, 2025, pages 3-5, the Company explained
23 that issued termination notices were addressed to the Customer. The Company will
24 accept a payment from anyone to be applied to an existing account. The fact that the
25 Complainant willingly made a payment on an account in someone else’s name does not
26 entitle him to a refund at a later date. The Company is entitled to receive payment for the

1 service it provides. There is no legal basis which would warrant a refund of any
2 payments.

3 **10. RESPONSE TO ALLEGATIONS OF VIOLATIONS OF CHAPTER 56**

4 **Q. THE COMPLAINANT ALLEGES IN HIS WRITTEN TESTIMONY AT**
5 **PAGE 6, THAT THE COMPANY’S COERCIVE BILLING PRACTICES**
6 **VIOLATED CERTAIN SECTIONS OF CHAPTER 56, SPECIFICALLY**
7 **56.32(a)(1)(i)-(ii), 56.35, 56.36, 56.191, 56.91-56.92. PLEASE PROVIDE THE**
8 **COMPANY’S RESPONSE AS IT RELATES TO THE FORMAL COMPLAINT.**

9 A. Section 56.32(a)(1)(i)-(ii) is not applicable to the present Formal Complaint.
10 Section 56.32 (a)(1) authorizes the Company to collect a deposit, when the applicant
11 previously was a customer who had service in their name which was terminated for (i)
12 non-payment of undisputed charges or (ii) failure to satisfy the required deposit or
13 provide a guarantee or establish credit. The Complainant has not has service in his name
14 and has not failed to satisfy a required deposit since he has yet to establish service in his
15 name.

16 Section 56.32(e) is applicable to the present Formal Complaint. Section 56.32(e)
17 prohibits the utility from requiring a cash deposit from an applicant who is confirmed
18 eligible for a customer assistance program. The regulation specifically states that an
19 applicant is confirmed eligible for the utility’s customer assistance program based on the
20 income documents attesting to the applicant’s eligibility for state benefits (i.e., LIHEAP)
21 based on household income eligibility that are consistent with those of the utility’s
22 customer assistance program.

1 Section 56.35 is not relevant to the present Formal Complaint. Section 56.35
2 outlines the conditions under which a public utility may require the payment of an
3 outstanding residential account which accrued in the applicant's name as a condition to
4 establish service. The Complainant has not has service in his name and no upfront
5 payment was required or requested.

6 Section 56.191, Payment and Timing, is not relevant to the present Formal
7 Complaint. Section 56.191 authorizes the utility to charge a reconnection fee to restore
8 service, the specific timing of restoration depending if the person seeking restoration is a
9 customer or applicant at the time of request and the payment required to restore service.
10 Service has not been terminated at the Service Location.

11 **Q. AT PAGE 6 OF THE COMPLAINANT'S WRITTEN TESTIMONY, HE**
12 **ALLEGES THAT SECTIONS 56.91-56.92 REQUIRES THE COMPANY "TO**
13 **MAKE PROVISIONS FOR DISABLED CUSTOMERS AND RESOLVE**
14 **BARRIERS TO ACCESS, INCLUDING COMMUNICATION BARRIERS. ...**
15 **MANDATE THAT UTILITIES MUST RESPOND TO THE NEEDS OF**
16 **CUSTOMERS WITH DISABILITIES AND PROVIDE EQUAL ACCESS TO**
17 **ESSENTIAL SERVICES." WHAT IS THE COMPANY'S RESPONSE?**

18 A. Section 56.91 provides the required information that must be stated on a 10-day
19 notice. Section 56.91(a) requires that prior to terminating service, the utility must provide
20 written notice at least 10-day prior to the date of proposed termination. Section 56.91(b)
21 sets forth the required information, when applicable, that must be included be on a notice
22 of termination. Section 56.91(b)(18) specifically states that any notice of termination
23 must include contact information for customers with disabilities that need assistance.

1 Section 56.92 prohibits a notice of termination when a dispute is pending. Neither cited
2 regulation contains the language that the Complainant alleges. Furthermore, there is no
3 allegation that any issued notice of termination, including the 10-day notice, Exhibit CH-
4 7, failed to contain the required information.

5 **Q. PLEASE EXPLAIN WHAT COMPLAINANT EXHIBIT D REPRESENTS.**

6 A. Complainant Exhibit D is a copy of the email sent to the Customer on June 17,
7 2025, at the email for her Account, reminding the Customer that \$186.00 needed to be
8 paid by June 23, 2025, or service may be shut-off. This is a courtesy email not required
9 by the Code or Chapter 56.

10 **Q. HAVE THE COMPANY ACTIONS COMPLIED WITH SECTION 1501**
11 **OF THE CODE?**

12 A. Yes.

13 **Q. HAVE THE COMPANY'S ACTIONS COMPLIED WITH THE CHAPTER**
14 **56 REGULATIONS?**

15 A. Yes.

16 **Q. DOES THAT CONCLUDE YOUR TESTIMONY?**

17 A. Yes.

GENERAL RULES AND REGULATIONS, DEFINITIONS (continued)

Applicant - Any person, corporation or other entity that (i) desires to receive from the Company electric or any other service provided for in this Tariff, (ii) complies completely with all Company requirements for obtaining electric or any other service provided for in this Tariff, (iii) has filed and is awaiting Company approval of its application for service, and (iv) is not yet actually receiving from the Company any service provided for in this Tariff. For Residential Service, an Applicant is a natural person at least 18 years of age not currently receiving service who applies for Residential Service or an adult occupant whose name appears on the mortgage, deed or lease of the property for which the Residential Service is requested. The term does not include a person who, within 30 days after service termination or discontinuance of service, seeks to have service reconnected at the same location or transferred to another location in the Company's service territory.

Basic Electric Supply - For purposes of the Company's Purchase of EGS Receivables Program, energy (including renewable energy) and renewable energy or alternative energy credits (RECs/AECs) procured by an EGS, provided that the RECs/AECs are bundled with the associated delivered energy. For residential Customers, Basic Electric Supply does not include early contract cancellation fees, late fees, or security deposits imposed by an EGS.

Black Start Service - The ability of a Generating Facility to go from a shutdown condition to an operating condition and start delivering power without assistance from the power system (i.e., the Company's electrical system).

Cash Advance - A refundable contribution in cash from an Applicant for those costs associated with a Line Extension, increased for applicable taxes, which is held by the Company in a non-interest-bearing account.

Combined Billing - The aggregation of the billing determinants of two or more meters of the same Customer at the same location for billing purposes.

Commercial Customer Class - Rate Schedules GS-Small (excluding Special Rule GSDS), GS-Medium, H, MS, PNP, Borderline Service, and all Lighting Services.

Commission - The Pennsylvania Public Utility Commission or any lawful successor thereto.

Community Association - A formal organization (including unit owners' associations) of persons, whether incorporated or unincorporated, having rights in a residential development; such organizations having been formed to provide services (including, but not limited to, street lighting services) to the residential development where such services are not provided by a municipality.

Company - FirstEnergy Pennsylvania Electric Company.

GENERAL RULES AND REGULATIONS, DEFINITIONS (continued)

Competitive Energy Supply - The unbundled energy, capacity, market-based transmission and ancillary services provided by an Electric Generation Supplier pursuant to the Customer Choice and Competition Act.

Connected Load - The sum of the horsepower, kilowatts or kilovolt ampere ratings of all the devices located on a Customer's premises that are connected to the Company's electric system, or which can be connected simultaneously by the insertion of fuses or by the closing of a switch. The manufacturer's nameplate rating may be used to determine the input rating of a particular device. In the absence of such manufacturer's rating, or whenever a Company test indicates improper rating of a device, the rating shall be determined on the basis of the kilovolt-amperes required for its operation.

Consolidated Billing - The issuance of a bill to the Customer by the Company that includes Delivery Service Charges and the charges imposed upon the Customer by an Electric Generation Supplier with whom the Customer has contracted for Competitive Energy Supply.

Contract Demand - The capacity required for operation of an Applicant's/Customer's equipment, as stated in any application or contract for service.

Contractor Costs - The amounts paid by the Company for work performed by a contractor retained by the Company.

Contributions in Aid of Construction ("CIAC") - A non-refundable contribution in cash from an Applicant for those costs associated with a Line Extension and/or tree trimming, brush clearance and related activities or those costs associated with Temporary Service or the relocation of Company facilities, increased for applicable taxes.

Customer(s) - Any person, partnership, association, corporation, or other entity (i) in whose name a service account is listed, (ii) who occupies or is the ratepayer for any premises, building, structure, etc. or (iii) is primarily responsible for payment of bills. For Residential Service, a Customer is a natural person at least 18 years of age in whose name a Residential Service account is listed and who is primarily responsible for payment of bills rendered for the service or an adult occupant whose name appears on the mortgage, deed or lease of the property for which the Residential Service is requested. The term includes a person who, within 30 days after service termination or discontinuance of service, seeks to have service reconnected at the same location or transferred to another location in the Company's service territory.

Customer Choice and Competition Act - The Pennsylvania legislation known as the "Electricity Generation Customer Choice and Competition Act," 66 Pa. C. S. §§ 2801-2813 as implemented by the Default Service Regulations 52 Pa. C. S. §§52.181-52.189, and by Act 129 and as may be amended from time to time.

Default Service - Service provided pursuant to a Default Service Program to a Default Service Customer.

Default Service Customer - A Delivery Service Customer not receiving service from an EGS.

Delivery Service - Provision of distribution of electric energy and other services provided by the Company.

GENERAL RULES AND REGULATIONS

HOW TO OBTAIN SERVICE/CHANGES TO SERVICE

1. Applications/Contracts

All Applicants desiring any type of service from the Company under this Tariff shall contact the Company and specifically request the type and nature of service.

If more than one Rate Schedule is available for any service, the Company will assist the Customer initially in selecting the Schedule which, on the basis of the Customer's advice to the Company regarding the anticipated service conditions, is most advantageous. If, as a result of a permanent change in the Customer's service conditions, another Rate Schedule becomes more advantageous to the Customer, the Company will, after written notice by the Customer of such change, recommend such other Rate Schedule.

A Non-Residential Applicant for any service under this Tariff may be required to sign an application and/or a contract for electric service. However, the Company may accept an oral application from a Non-Residential Applicant.

The Company shall accept an oral application from a Residential Applicant, except that the Company may require a written application from a Residential Applicant if the Company believes that positive identification is necessary.

The Customer shall inform the Company in advance of any proposed additions to (or decreases in) the Customer's connected electrical load. The Company may require a written application and or contract for changes in load or services.

The minimum term of contracts for any type of electric service under this Tariff shall be as stated in the applicable Rate Schedule(s) or any other provisions of this Tariff. Unless otherwise specified in any particular Rate Schedule or any other provisions of this Tariff, the term of any contract for any type of electric service under this Tariff that requires a contract term of not less than one (1) year shall commence on the date specified by the Company and terminate on the Customer's closest scheduled meter read date on or after twelve (12) months from the commencement date of such contract.

The Company may require, as a condition of the furnishing of service to an Applicant, the payment of any outstanding account in the Applicant's name which accrued within the past four years or for any outstanding account for which the Applicant is determined to be legally responsible and for which the Applicant was properly billed.

GENERAL RULES AND REGULATIONS

1. Applications/Contracts (continued)

The Company may require an Applicant/Customer to make the payment of any outstanding balance or portion of an outstanding balance if the Applicant/Customer resided at the property for which service is requested during the time the outstanding balance accrued and for the time the Applicant/Customer resided at the property not to exceed four years. The Company may establish that an Applicant/Customer previously resided at a property through the use of mortgage, deed, lease information, a consumer credit reporting service, a Financial Summary that provides the names and income of adult occupants of a household, and a web-based tool such as "Accurint" to research Applicant/Customer information.

2. Deposits

Where an Applicant's/Customer's credit is not established or the credit of a Customer with the Company has, in the Company's judgment become impaired, or where the Company deems it necessary, a deposit or other guarantee satisfactory to the Company may be required to be supplied by the Applicant/Customer as security for the payment of future and final bills before the Company shall commence or continue to render any type of electric service to the Applicant/Customer. Deposits required by the Company for Tariff charges shall include unpaid EGS charges that are subject to the Company's POR.

The Company utilizes a generally accepted credit scoring methodology in range of general industry practice that is based on an applicant or customer's utility payment history.

The Company may request deposits from Customers taking service for a period of less than thirty (30) days, in an amount equal to the estimated bill for the cost of total services provided by the Company for such temporary period. Deposits may be required by the Company from all other Customers, in an amount that is in accordance with 52 Pa. Code § 56.51.

Deposits for Residential Customers shall be returned to them in accordance with the provisions of the Responsible Utility Customer Protection Act (66 Pa. C.S. §§ 1401-1418) and the provisions of the Commission's Regulations at 52 Pa. Code Chapter 56, as amended from time to time. Deposits from all other Customers may be held by the Company, in its sole and exclusive judgment, until the Customer discontinues service or the Company determines that the Customer has established a satisfactory payment record. Upon discontinuance of all Company service and payment in full of all charges and financial guarantees, the Company shall refund the deposit or deduct any unpaid amounts from the deposit and refund the difference, if any, to the Customer. The deposit shall no longer accrue interest upon the discontinuance of service.

The interest rate on Residential Customer deposits will be calculated pursuant to The Fiscal Code, as amended annually.

Customer: CLARK ODONELL / 807869903
 Contract Acct: 100161950637
 Service Address: ,

Created On: 07/11/2025
 Date Range: 01/01/1900 to 07/11/2025

CH-2

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/16/2025 15:17:47	01/16/2025	100161950637	Rachel Sukhu	Form Letter
Printed to \\WCORRES01P\PPIKE1140-P on 01/16/2025 at 15:20:2				
01/16/2025 14:54:15	01/16/2025	100161950637	Rachel Sukhu	Form Letter
Printed to \\WCORRES01P\PPIKE1140-P on 01/16/2025 at 15:00:0				
01/16/2025 14:53:47	01/16/2025		Rachel Sukhu	Service Denied!!
<p>Business Partner: 0807869903 PREMISE: 0007086025 Security deposit required for 376.00 Guarantor Script Shown: N/A Pending Guarantor: CSR negotiated amount 0.00 Contract Account 100161950637 created. Financial Summary created: No Moratorium: Y Meter Status: 07 - Service On Mailing Address: 865 LTL DEER CRK VLY RD RUSSELLTON PA 15076 Contact Phone: Customer was not satisfied. Rights provided to customer.</p> <p>***ALL CALLS TO AMIP***</p> <p>Premise Acct. Bal. exist for 2019.73 Term. Amt. exist for 0.00 Security deposit required for \$376.00 CSR negotiated amount \$0.00 Contract Account created. Created By: Sukhu, Rachel</p> <p>Advance Move-in Notes: Applicant Name: CLARK ODONELL Daytime Contact Number: X BP/Premise: 807869903/ 7086025 Requested Move in Date: 01/17/2025 Pending Acct: 100161950637 Denial of Service Reason: I.D's Denial of Service Reason 2: N/A Block Date Given: N/A Requirements Deposit Amount Requested: \$376.00 Regulatory Deposit Amount Required: \$0.00 Total Premise Account Balance: \$0.00 Total Amount Needed: \$0.00 Mail address: 865 LTL DEER CRK VLY RD LTL,RUSSELLTON PA 15076 Shut off date advised: No - N/A User ID: 52331 Username: Sukhu, N Rachel</p>				

Customer Contact History

<i>Contact Date</i>	<i>Created Date</i>	<i>Contract Acct</i>	<i>Created By</i>	<i>Description</i>
Created By: Sukhu,Rachel N				

Hold

Compliance Hold? Legal Hold?

Assigned To

Assigned Specialist
Lafontaine, Barbara J
Customer Information

Case Number

4037898

Account Number

100098371360

First Name

CLARK

Last Name

ODONNELL

Service Address

Address1

865 LITTLE DEER CREEK VALLEY RD

Address2

Service City

RUSSELLTON

Service State

PA

Service Zip

15076-0

Service Class

Work Phone

Home Phone

(412) 2664696

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

1

Children

0

Age

0

Adults

1

General

PUC Date Opened

1/7/2025

PUC Date Prepared

1/7/2025

Received Date

1/7/2025

PUC Date Closed

3/24/2025

Case Information

Prior Case Number

0

Term Date

Arrearage

0

Case Origin	Universal Service	Income
PUC WEBSITE	No	CustIncome - \$2451
Source	Business Name	
	CLARK O'DONNELL	

Reason For Contact

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

Case Problem

I AM FILING THIS COMPLAINT AGAINST FIRSTENERGY/WEST PENN POWER FOR THEIR REFUSAL TO PROVIDE REASONABLE ACCOMMODATIONS UNDER THE AMERICANS WITH DISABILITIES ACT (ADA). I HAVE REPEATEDLY REQUESTED TO COMMUNICATE WITH THEIR CUSTOMER SERVICE TEAM VIA EMAIL DUE TO A DISABILITY THAT PREVENTS ME FROM MAKING PHONE CALLS, BUT THEY HAVE CONSISTENTLY DENIED THIS REQUEST.

THE ISSUE BEGAN ON NOVEMBER 7, 2024, WHEN I CONTACTED THE COMPANY TO ADDRESS MY INABILITY TO AFFORD MY CURRENT POWER BILL AND REQUESTED ASSISTANCE WITH A PAYMENT PLAN. I INFORMED THEM THAT I CANNOT MAKE PHONE CALLS AND REQUIRE EMAIL COMMUNICATION AS AN ACCOMMODATION. DESPITE THIS, THEY INSISTED THAT I MUST CONTACT THEM BY PHONE AND SUGGESTED I RELY ON FAMILY OR FRIENDS TO MAKE CALLS ON MY BEHALF. THIS IS NOT A REASONABLE OR ACCEPTABLE SOLUTION, AS IT DENIES ME INDEPENDENT ACCESS TO ESSENTIAL SERVICES.

I HAVE EXPLAINED MY SITUATION MULTIPLE TIMES OVER THE PAST TWO MONTHS AND PROVIDED AMPLE OPPORTUNITY FOR THE COMPANY TO RESOLVE THIS ISSUE. THEIR LATEST EMAIL RESPONSE, DATED JANUARY 7, 2025, ONCE AGAIN REFUSED TO ASSIST ME VIA EMAIL AND QUESTIONED THE LEGITIMACY OF MY DISABILITY, DESPITE MY CLEAR EXPLANATIONS.

THIS REFUSAL TO ACCOMMODATE MY DISABILITY HAS CAUSED SIGNIFICANT STRESS AND CREATED BARRIERS TO RESOLVING MY ACCOUNT, LEAVING ME AT RISK OF LOSING ACCESS TO ESSENTIAL UTILITY SERVICES. THEIR ACTIONS ARE DISCRIMINATORY AND IN VIOLATION OF FEDERAL ACCESSIBILITY REQUIREMENTS UNDER THE ADA.

- RELIEF SOUGHT - I NEED TO KNOW WHY THE ACCOUNT, CURRENTLY IN MY MOTHER'S NAME (SHE LIVES NEXT DOOR AND DOESN'T PAY THIS BILL), HASN'T BEEN TRANSFERRED TO MY NAME. I'VE BEEN PAYING OVER \$300/MONTH FOR YEARS FOR A BALANCE I DIDN'T RUN UP AND CAN NO LONGER AFFORD. I'M DISABLED, ON MAWD, AND HAVE A LIMITED INCOME—\$800 IS NEARLY MY ENTIRE PAYCHECK. I'VE TRIED TO SET UP A PAYMENT PLAN VIA EMAIL FOR 2 MONTHS WITHOUT SUCCESS. I'M REQUESTING ACCOUNT CLARIFICATION, AN AFFORDABLE PAYMENT PLAN, AND EMAIL COMMUNICATION. THE EMAIL ADDRESS O'DONNELLCLARKJ@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position

01/07/2025 CUSTOMER MUST AND/OR RELY ON OTHERS TO CALL COMPANY FOR COMMUNICATION.

THE ACCOUNT REMAINS IN HIS MOTHER'S NAME BECAUSE IT CAN'T BE TRANSFERRED UNTIL THE BALANCE IS PAID.

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	
IVAN	LIM	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

4037898

Customer First Name

CLARK

Customer Last Name

ODONNELL

Account Number

100098371360

Service Address

Address1

865 LITTLE DEER CREEK VALLEY RD

Address2

City

RUSSELLTON

Service State

PA

Zip

15076-0

Work Phone

Home Phone

(412) 266-4696

Mailing Address

Address1

Address2

City

State

Zip

General

PUC Date Opened

1/7/2025

Received Date

1/7/2025

PUC Date Prepared

1/7/2025

Completion Date

1/28/2025

PUC Date Closed

3/24/2025

Commission Due Date

2/4/2025

Prepared By

Assigned Specialist

Lafontaine, Barbara J

Prepared By Phone

(681) 7535517

Prepared By Email

blafont@firstenergycorp.com

Prepared By Fax

Other Info

Investigator First Name

BCS

Investigator Last Name

CASE POOL

Investigator Phone

(717)

Investigator Fax

Intaker First Name

IVAN

Intaker Last Name

LIM

Billing Information

Current Bill Due Date

2/12/2025

Budget Amount

186.00

Total Balance

2584.68

CAP Payment Amount

Other Information

Misc Information

Is Heating Account

No

Rate Kind

Residential

Co Investigation Prior To BCS Contact

The service at this premise has been in the name of Jean ODonnell since 04/26/2012.

11/12/24 - Clark ODonnell contacted the Company via Company website advising:
I've been trying to pay back a bill that was run up by a deceased family member for many years now. I am disabled and on MAWD. I have an income limit and cannot make any more money. I simply cannot afford the power bill. It's over 300 dollars a month for power that I never personally used. I can't afford to have my power turned off but I also cannot afford the payment. I am already having to borrow money from my next pay check just to afford bills. What options does FirstEnergy offer? I've tried the assistance programs before and was turned down. I cannot make phone calls due to my disability and need accommodations to communicate via text (email or phone text) as per the ADA. Thank you.

Company personnel replied advising:

Thank you for utilizing our website. We are more than happy to assist you. The balance is \$321.00 due 11/13/2024. We suggest paying what you can towards the balance. There is a disconnection on the account. The next bill will be issued on or around 11/21/2024. If you receive a disconnection, you can contact our Credit Department at the number listed below to reset your payment plan. We hope this helps.

11/13/24 - Clark ODonnell contacted the Company via Company website advising:

As I mentioned I cannot communicate via phone and need this resolved via email. Please provide accommodation as per the ADA. I need help with a new payment plan.

Company personnel replied advising:

Thank you for your reply. Unfortunately, in order to set up an installment plan, you will have to speak with Customer Care by phone. We regret any inconvenience caused.

11/13/24 - Jean ODonnell contacted the Company regarding budget amount stating the budget amount is too high. The Customer was advised the budget amount will adjust every 3 months with usage. Customer was satisfied.

11/21/24 - Jean ODonnell contacted the Company regarding past due balance. The representative advised past due \$321.00. Ms. ODonnell requested options for a lower payment agreement. The representative advised eligible for a new payment agreement with a downpayment of \$240.75, Ms. ODonnell advised unable to pay downpayment. The representative advised there is no active termination notice at this time and to continue to make payments towards past due to avoid possible termination notice being issued. Customer was satisfied.

11/21/24 - Clark ODonnell contacted the Company via Company website advising:

Hello. It has been a week and I still haven't received communication from your company regarding accommodations for my disability and a payment arrangement. I'm concerned about you turning my electricity off.

Company personnel replied advising:

Thank you for your reply. Our records indicate that a call was made to Customer Care by phone on 11/21/2024. In order to reset the plan, a down payment of \$240.75 would be required. However, there is not a notice on the account at this time. The next bill will be issued on or around 12/20/2024. We hope this helps.

12/06/24 - Clark O'Donnell contacted the Company via Company website advising:
Hello. I have yet to receive an email about arranging a payment plan. I cannot make phone calls and I have not spoken to anyone from your company. Please accommodate my disability request or I will need to contact outside legal sources for assistance.

Company personnel replied advising:
Thank you for your reply. We emailed you on 11/21/2024. Our records indicate that a call was made to Customer Care by phone on 11/21/2024. In order to reset the plan, a down payment of \$240.75 would be required. However, there is not a notice on the account at this time. The next bill will be issued on or around 12/20/2024. We hope this helps.

12/09/24 - Clark O'Donnell contacted the Company via Company website advising:
I did not speak to anyone. I cannot make phone calls. I can't afford the payments. I am on MAWD and have a limited income.

Company personnel replied advising:
We show that Jean O'Donnell contacted us by phone on 11/21/2024 and a payment plan was discussed. In order to set the plan up, a down payment of \$240.75 will be required. The remaining balance would be split into 9 installments and the installment plan amount would be approximately \$226.00 a month. By setting up a new plan, the bill would be more than the current bill. We suggest applying for assistance. You may be eligible for outside assistance programs, to find what programs may be available to you, go to Search Assistance Programs on www.firstenergycorp.com/billassist.

12/10/24 - Clark O'Donnell contacted the Company via Company website advising:
Hello. I have yet to receive an email about arranging a payment plan. I cannot make phone calls and I have not spoken to anyone from your company. Please accommodate my disability request or I will need to contact outside legal sources for assistance.

Company personnel replied advising:
Thank you for your reply. In order to further assist, we will need to verify your relation to the account holder since the account is not active in your name and active under Jean's name. Once we receive this information, we would be happy to help.

12/12/24 - Clark O'Donnell contacted the Company via Company website advising:
That's because the company refuses to transfer the account to my name until the amount is fully paid off. I'm paying someone else's bill and you won't give me a payment plan because my mom was on one at some time or something to that extent. Jean O'Donnell is my mother and lives in the house next door to me. I live at 865 Little Deer Creek Russellton and have been paying an extraordinarily high bill every month for years. I can't afford it anymore. I'm on a limited income and disabled.

Company personnel replied advising:
Thank you for your reply. Please reply to this email and advise the reason you are being denied assistance and if you will be paying the \$240.75. We are reviewing what is required to place the account into your name.

12/19/24 - Clark O'Donnell contacted the Company via Company website advising:

12/18/24 - Clark ODonnell contacted the Company via Company website advising:
Sorry, what do you mean advise the reason you are being denied assistance? I don't know why/if I'm being denied. You never even took my income information.

Company personnel replied advising:

Thank you for your reply. In your initial email to us on 11/12/2024 you advised you tried assistance programs and was turned down. Can you please advise why you were denied assistance? In addition, we do not determine eligibility for assistance, those are determined by the external agencies.

12/23/24 - Clark ODonnell contacted the Company via Company website advising:

In the past I was turned down. I was referred to a list of 211 resources from your website but all of them are

phone numbers and I can't make phone calls.

Company personnel replied advising:

Thank you for your reply. Here is a link

https://www.firstenergycorp.com/help/billingpayments/assistance_serviceprogram/west_penn_power.html with a list of websites to seek assistance. However, there may be some that you will have to make actual contact with.

12/23/24 - Jean ODonnell contacted the Company regarding the past due balance. The representative advised past due amount \$645.33. Ms. ODonnell processed a payment of \$150.00 with the representative. Customer was satisfied.

12/26/24 - Clark ODonnell contacted the Company via Company website advising:

Is someone going to let me know about getting the account in my name? Why am I paying someone else's balance?

Company personnel replied advising:

We have received your request to start service. Unfortunately, we are unable to complete your move-in

request through our online service and you will need to speak to our Application Team for assistance. If hearing

impaired, you can call *711 from a TTY phone for assistance. Please contact West Penn Power at 1-800-686-0021 Monday through Friday, between 8 a.m. and 6 p.m. for more information. We regret any inconvenience.

12/27/24 - Clark ODonnell contacted the Company via Company website advising:

I am not hearing impaired but cannot make phone calls as I have repeatedly stated. Please find someone who can assist me via email or chat.

Company personnel replied advising:

Thank you for your reply. Unfortunately, we are unable to assist further via email and do not have a text or chat

option. You may have a family member or friend contact us via phone on your behalf and provide permission to us to speak with them. We regret any inconvenience.

01/02/25 - Jean ODonnell contacted the Company stating her son has been wanting to put acct in his name; he doesn't use the phone and from what his mom said, he may be non-verbal; she is

going to have him email

permission for her to put acct in his name; representative advised he could apply for assistance using his income if account is in his name otherwise it would have to be applied for in her name. Customer was satisfied.

01/07/25 - Clark O'Donnell contacted the Company via Company website advising:

It has been over a week since your last response, in which you refused to provide the assistance I require under the protections afforded to me by the ADA. I am writing one final time to request the reasonable accommodation of communicating via email regarding my account, as required under the Americans with Disabilities Act (ADA). Denying me the ability to access your services independently and asking me to rely on family or friends is discriminatory and violates my rights under the ADA. If this issue is not resolved immediately, I will file a formal complaint with the Pennsylvania Public Utility Commission (PUC) and consult legal counsel regarding this matter. I urge you to take this request seriously and resolve the issue promptly. I hope to avoid further escalation.

Company personnel replied advising:

Thank you for your reply. While we understand your concerns, unfortunately we cannot assist via email. We have not been provided a reason on why you cannot make phone calls, which differs the current account where multiple calls and verification have been made. Due to the complexity of the account and verification being needed, you will need to speak to Customer Care directly. We regret any inconvenience.

01/07/25 - PUC Case # 4037898 received.

01/10/25 - Clark O'Donnell contacted the Company via Company website advising:

Text: I am writing to inform you that I have submitted a complaint to the Pennsylvania Public Utility Commission

(PUC) regarding your refusal to provide the reasonable accommodation of email communication, as required under the Americans with Disabilities Act (ADA). This complaint includes documentation of our email

correspondence, highlighting your repeated refusal to accommodate my disability and your lack of resolution

regarding the account ownership and payment arrangement issues.

I am hopeful that the PUC's involvement will encourage you to resolve this matter promptly. I am still requesting: An affordable payment plan. An explanation of why the account remains in my mother's

name, despite my being solely responsible for the bill. Communication via email as an ADA accommodation.

If you are willing to work toward a resolution, I am open to discussing this further. Sincerely, Clark O'Donnell

Company personnel replied advising:

Thank you for your reply. We have received your complaint, and it is currently being reviewed. In order to process the service request, you will need to submit a move in request online at https://firstenergycorp.com/service_requests/moving_customer_survey.html. Once submitted, please reply with the confirmation number beginning with "W". In addition, we will need 2 forms of identification in your reply. Once received, we will be happy to further review. Thank you in advance.

01/10/25 - Clark ODonnell contacted the Company via Company website advising:

I am not moving in. I have lived in this house for 10 years.

Company personnel replied advising:

In order to change the name on the account, please submit a start service request by going to https://firstenergycorp.com/service_requests/moving_customer_survey.html. By completing this process, a new account will be created in your name. We are unable to change the name on an existing account to another person and a new account must be created. Since the current account is not in your name, we will need you to submit the service request. Please reply with the confirmation number beginning with "W" and two forms of identification, once submitted.

01/13/25 - Clark ODonnell contacted the Company via Company website advising:

Thank you for your response. While I understand your process for creating a new account in my name, this does not address the longstanding issue of the outstanding balance on the current account, which I believe I should not be held responsible for. To clarify: I have been solely paying the bill for this account for

years, even though it has remained in my mother's name. I am learning that much of the balance appears to stem from debt incurred by my deceased grandmother, which I did not consent to take on. I have repeatedly attempted to resolve this matter over email and requested clarity on why I have been paying for a debt that is not mine. My requests for accommodations for my disability have been ignored or denied over the years, and I

have records of these attempts to negotiate my account. While I am willing to submit a new service request to

transfer the account into my name, I first need confirmation that I will not be held responsible for any debt that I am not legally required to pay. Additionally, I am requesting an investigation into the history of this account to determine the origin of the balance and whether it was properly applied. I believe I have been unfairly overpaying for years. Once these issues are addressed, I will be happy to proceed with the steps to create a new account. Thank you for your prompt attention to this matter.

Company personnel replied advising:

Thank you for your reply. Because the account is not in your name, the account can be assessed balances from any unpaid account in your relative's name. If there is an unpaid account in your relative's name. If there is an unpaid balance and a customer has an active account, the balance will transfer to the active service. The only way to not be associated with any balance other than your own, would be to set up service in your name. When a new account is created in your name, the current account will end, and any remain balance will be transferred to an active account in the account holder's name. Please submit a start service request by going to https://firstenergycorp.com/service_requests/moving_customer_survey.html. Once submitted, please reply with the confirmation number begin with "W" in order for us to further assist through email.

Co Tell Customer

Please see above.

Co Investigation After BCS Contact

No further action taken.

Co Final Position To BCS

The service at this premise has been in the name of Jean ODonnell since 04/20/12.

Jean ODonnell also has service in her name at 867 Little Deer Crk Vly Russellton, PA since 02/09/17 which appears to be a duplex to 865 Little Deer Crk Vly Russellton, PA.

03/03/21 - the account was registered on the Company's website with email address of odonellclark.j@gmail.com, webuser ODONNELLCLARK.

If hearing impaired, Clark ODonnell can call *711 from a TTY phone for assistance.

As noted above, the Company has had recent contacts from Jean ODonnell on the account.

On 11/21/24 a payment agreement was offered to Jean ODonnell with a down payment of \$240.75 and was declined stating could not pay the down payment.

Account statement for Jean Odonnell is attached reflecting billing and payments received for the past two years on the account.

While the Company understand Mr. Odonnell's concerns, the current account is not in his name and therefore is Jean Odonnell's balance. Because he has never applied for service and is not the primary account holder, the Company would not hold him responsible for the balance in Jean Odonnell's name.

01/16/25 - Company personnel processed a Move in request for Clark Odonnell with a move in date of 01/17/25 and creating a pending account 1001619506374 for Mr. Odonnell. A denial of service letter was issued requesting copy of identification and also advising \$376.00 security deposit would be billed to the account once established in his name. A letter was also issued advising of identification requirements and providing what is acceptable identification documents. Copy of letters attached.

To complete the application for service, proof of identification and legal age is required. A copy of one of the following acceptable forms of valid/not expired identification to the address listed above, fax to 330-315-9587, or email to move@firstenergycorp.com. Any documents submitted for this request cannot be returned to Mr. Odonnell.

Acceptable identification to prove both identity and legal age:

- A driver's license
- A state-issued identification card with photograph
- A passport
- A USCIS (United States Citizenship and Immigration Services)-issued document card with photograph
- A military identification card
- A Homeland issued Refugee Traveling Document
- An identification document issued by a foreign government that includes the applicant's full name and a photograph (Acceptable to prove identity and legal age if date of birth is included)

If he is unable to provide a document from the list above, please provide one document to prove identity and one document to prove legal age.

Acceptable identification to prove identity:

- A county identification card
- An employment identification
- A county welfare identification card
- A student identification card
- A work visa
- A student visa

Internal Information

Is Justified	Justified Completion Date	Reason Justified
No		
Internal Comments		
Response Time		
20		
Company	Operating Center	
West Penn Power	Arnold	
Case Type	Complaint Classification	Root Cause
Pa-Informal	Billing Dispute	Other Billing Complaint
Responsible Process	Catastrophic Event	Secondary Cause
Contact Center South		
Referred To	Referral Date	Circuit

Misc. Info.

Anticipated Infractions

Sections	Date
----------	------

Employees

Actual Infractions

No Actual Infractions

Internal Attachments

[FW WPP AMIP Issue - PUC Case 4037898 100098371360 JEAN ODONNELL CLARK ODONELL.msg](#)

External Attachments

[OdonnellClark ID RequirementsLtr 011625.pdf](#)

[OdonnellClark DenialLtr 011625.pdf](#)

Status

Status	Is SAP Completed	SAP Completion Date
Closed	<input type="checkbox"/>	

Reminder Email

Reminder Email	Send To
<input type="checkbox"/>	

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

4037898

Customer First Name

CLARK

Customer Last Name

ODONNELL

Account Number

100098371360

Service Address

Address 1

865 LITTLE DEER CREEK VALLEY RD

Address 2

City

RUSSELLTON

Service State

PA

Zip

15076

Home Phone

(412) 2664696

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

1

Family Size

1

Children

0

Age

0

General

PUC Date Opened

1/7/2025

PUC Sent Date

3/24/2025

PUC Date Closed

3/24/2025

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Lafontaine, Barbara J

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

3/24/2025

Head Date

3/24/2025

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
3420.46	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
186.00	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: SERVICE AT 865 LITTLE DEER CREEK VALLEY RD. IN RUSSELLTON, PA, HAS BEEN IN THE NAME OF JEAN O'DONNELL SINCE 4/26/2012. THE COMPANY OFFERED JEAN O'DONNELL, THE APPLICANT'S MOTHER AND THE ACCOUNT HOLDER AT 865 LITTLE DEER CREEK VALLEY RD., A PAYMENT ARRANGEMENT ON 11/21/2024, BUT SHE WAS UNABLE TO MAKE THE DOWNPAYMENT TO ESTABLISH THE PAYMENT ARRANGEMENT. THE COMPANY MAY REQUIRE THE APPLICANT TO PROVIDE PHOTO IDENTIFICATION IN ORDER TO ESTABLISH SERVICE IN HIS NAME AT 865 LITTLE DEER CREEK VALLEY RD. IN RUSSELLTON, PA. THE COMPANY MAY REQUIRE THE APPLICANT TO PAY A SECURITY DEPOSIT IN ORDER TO ESTABLISH SERVICE IN HIS NAME AT 865 LITTLE DEER CREEK VALLEY RD. IN RUSSELLTON, PA, THE COMPANY WILL WAIVE THE SECURITY DEPOSIT REQUIREMENT WITH THE COMPLETION OF A PCAP APPLICATION AND/OR CONFIRMATION OF LOW INCOME. THE COMPANY SENT THE APPLICANT A CREDIT DENIAL LETTER IN ACCORDANCE WITH THE REGULATIONS. PER THE COMPANY, THE APPLICANT WILL NOT BE HELD RESPONSIBLE FOR THE OUTSTANDING BALANCE AT 865 LITTLE DEER CREEK VALLEY RD. (ACCOUNT # 100098371360) BECAUSE THE APPLICANT HAS NEVER APPLIED FOR SERVICE, AND THE APPLICANT WAS NEVER THE PRIMARY ACCOUNT HOLDER THERE. THE PUC HAS NO AUTHORITY OR JURISDICTION OVER THE AMERICANS WITH DISABILITIES ACT (ADA). CASE DISMISSED.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
CHRISTOPHER	HARTINGER
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
IVAN	LIM
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	3/25/2025

History



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120

CH-4

3/25/2025

BCS No: 4037898

Clark O'Donnell
865 Little Deer Creek Valley Rd.
Russellton, PA 15076

Dear Clark O'Donnell,

The Public Utility Commission (PUC) has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility Company. You and the Company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision, you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments, the utility Company has the right to shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your Company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

Christopher Hartinger
Investigator

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Clark O'Donnell
865 Little Deer Creek Valley Rd.
Russellton, PA 15076

Date: 3/25/2025

V.

BCS: 4037898

West Penn Power

Acct. No: 100098371360

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):

The PUC's Bureau of Consumer Services investigates and issues final determinations on all informal consumer complaints. (66 Pa. C.S. § 308(d)(1), 66 Pa. C.S. § 308.1(a), and 52 Pa. Code § 56.166).

STATEMENT OF COMPLAINT:

We received your informal complaint on 1/7/2025. In the complaint, you indicated the following: You have a disability that prevents you from making phone calls, and you want to communicate with West Penn Power (the Company) through email due to your disability. The Company denied this request and insisted that you contact them by phone and suggested that you rely on family or friends to make phone calls on your behalf. You feel that the Company's refusal to provide reasonable accommodations is a violation of the Americans with Disabilities Act (ADA). This issue began on 11/7/2024 when you contacted the Company and requested assistance with a payment plan. The issue continued on 1/7/2025 when you contacted the Company and requested the service be transferred to your name (from your mother's name). You also asked the Company for an explanation of why you are responsible for the outstanding balance that you did not run up. You want the account transferred to your name, you want clarification of why you are responsible for the account balance, you want an affordable payment plan, and you want to communicate with the Company by email.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:

1. The Company reported that service at 865 Little Deer Creek Valley Rd. in Russellton, PA, has been in the name of Jean O'Donnell since 4/26/2012.
2. The Company reported that service at 867 Little Deer Creek Valley Rd. in Russellton, PA, (next door) has been in the name of Jean O'Donnell since 2/9/2017.
3. The Company reported that on 3/3/2021, the account at 865 Little Deer Creek Valley Rd. was registered on the Company's website with the email address "odonnellclark.j@gmail.com".
4. The Company reported that they received emails from you, and responded back to you via email, on 11/12/2024, 11/13/2024, 11/21/2024, 12/6/2024, 12/9/2024, 12/10/2024, 12/12/2024, 12/18/2024, 12/23/2024, 12/26/2024, 12/27/2024, 1/7/2025, 1/10/2025, and 1/13/2025.

5. The Company reported that on 11/13/2024, they received an email from you requesting a new payment arrangement and requesting communication via email due to your inability to communicate by phone. The Company replied to your email stating, "Unfortunately, in order to set up an installment plan, you will have to speak with Customer Care by phone. We regret any inconvenience caused." On 11/13/2024, Jean O'Donnell, the account holder at 865 Little Deer Creek Valley Rd., called the Company and stated that the monthly budget amount was too high. The Company informed Jean O'Donnell that the monthly budget amount was based on usage and adjusted every 3 months.
6. The Company reported that on 11/21/2024, Jean O'Donnell called them about a lower payment arrangement for her account at 865 Little Deer Creek Valley Rd. The Company informed Ms. O'Donnell that she was eligible for a new payment arrangement with a downpayment of \$240.75, but Ms. O'Donnell was unable to pay the downpayment. The Company advised Ms. O'Donnell that there was no active termination notice but to continue to make payments towards the past due balance to avoid a termination notice being issued.
7. The Company reported that on 11/21/2024 and 12/6/2024, they sent you emails regarding Jean O'Donnell's phone call. The Company informed you that there was no active termination notice, and a down payment of \$240.75 was required to establish a payment arrangement.
8. The Company reported that on 12/9/2024, they sent you an email regarding Jean O'Donnell's phone call on 11/21/2024. The Company informed you that in order to establish a payment arrangement, a down payment of \$240.75 was required, and that after a payment arrangement was established, the remaining balance from 865 Little Deer Creek Valley Rd. would be split into 9 monthly installments. The Company suggested that you apply for outside assistance programs, and they provided you the email address www.firstenergycorp.com/billassist.
9. The Company reported that on 12/10/2024, they received an email from you stating, "I have yet to receive an email about arranging a payment plan," and requesting accommodations for your disability request. The Company emailed you back stating, "In order to further assist, we will need to verify your relation to the account holder since the account is not active in your name and active under Jean's name. Once we receive this information, we would be happy to help."
10. The Company reported that on 12/12/2024, you sent them an email stating, "That's because the Company refuses to transfer the account to my name until the amount is fully paid off. I'm paying someone else's bill, and you won't give me a payment plan because my mom was on one it at some time or something to that extent. Jean O'Donnell is my mother and lives in the house next door to me. I live at 865 Little Deer Creek Russellton and have been paying an extraordinarily high bill every month for years. I can't afford it anymore. I'm on a limited income and disabled." The Company replied to your email stating, "Please reply to this email and advise the reason you are being denied assistance and if you will be paying the \$240.75. We are reviewing what is required to place the account into your name."
11. The Company reported that on 12/23/2024, Jean O'Donnell, your mother and the account holder at 865 Little Deer Creek Valley Rd., contacted them about the past due balance. The Company informed Ms. O'Donnell of the past due amount of \$645.33, and Ms. O'Donnell made a payment in the amount of \$150.00.

12. The Company reported that on 12/26/2024, they received an email from you indicating that you wanted to establish service in your name at 865 Little Deer Creek Valley Rd. The Company replied to your email stating, "We have received your request to start service. Unfortunately, we are unable to complete your move-in request through our online service and you will need to speak to our Application Team for assistance. If hearing impaired, you can call *711 from a TTY phone for assistance. Please contact West Penn Power at 1-800-686-0021 Monday through Friday, between 8 a.m. and 6 p.m. for more information. We regret any inconvenience."
13. The Company reported that on 12/27/2024, they received an email from you stating that you were not hearing impaired but cannot make phone calls; you requested the Company to assist you via email or chat. The Company replied to your email stating, "Unfortunately, we are unable to assist further via email and do not have a text or chat option. You may have a family member or friend contact us via phone on your behalf and provide permission to us to speak with them. We regret any inconvenience."
14. The Company reported that on 1/2/2025, Jean O'Donnell contacted them and stated that you wanted to place the account at 865 Little Deer Creek Valley Rd. in your name, but you do not use the phone due to a disability. Ms. O'Donnell indicated that you would email the Company and give permission for her (your mother, Jean O'Donnell) to place the account in your name.
15. The Company reported that on 1/10/2025, they received an email from you requesting that the Company resolve the following issues: (1) an affordable payment plan, (2) an explanation of why the account remains in Jean O'Donnell's name despite you being solely responsible for the bill, and (3) communication via email as an ADA accommodation. The Company responded to your email and informed you that they received your PUC complaint, and that your application request was being reviewed. The Company also advised you to submit a "Move-in Request" online, and to provide 2 forms of identification with your request. You emailed the Company back that you were not moving in and have lived in the house for 10 years. The Company emailed you back and informed you to submit a "Start Service Request" online, and to provide 2 forms of identification with your request.
16. The Company reported that on 1/13/2025, they received an email from you stating, "While I understand your process for creating a new account in my name, this does not address the longstanding issue of the outstanding balance on the current account, which I believe I should not be held responsible for. To clarify: I have been solely paying the bill for this account for years, even though it has remained in my mother's name. I am learning that much of the balance appears to stem from debt incurred by my deceased grandmother, which I did not consent to take on. I have repeatedly attempted to resolve this matter over email and requested clarity on why I have been paying for a debt that is not mine. My requests for accommodations for my disability have been ignored or denied over the years, and I have records of these attempts to negotiate my account. While I am willing to submit a new service request to transfer the account into my name, I first need confirmation that I will not be held responsible for any debt that I am not legally required to pay. Additionally, I am requesting an investigation into the history of this account to determine the origin of the balance and whether it was properly applied. I believe I have been unfairly overpaying for years. Once these issues are addressed, I will be happy to proceed with the steps to create a new account."

17. The Company reported that on 1/16/2025, they processed an application request for you with a start date of 1/17/2025, and the Company created a pending account number of 1001619506374. The Company also sent you a credit denial letter requesting a copy of your photo identification and also advising you that a security deposit of \$376.00 would be billed to your account once service was established in your name. The Company reported that a security deposit is required because you have not established credit with the Company.
18. According to Title 52 Pa. Code § 56.32(c), Security and cash deposits: Prior to providing public utility service, a public utility may require the applicant to provide the names of each adult occupant residing at the location and proof of their identity. For purposes of this section, valid identification consists of one government issued photo identification. If one government issued photo identification is not available, the public utility may require the applicant to present two alternative forms of identification, as long as one of the identifications includes a photo of the individual. In lieu of requiring identification, the public utility may ask, but may not require, the individual to provide the individual's Social Security Number. Public utilities shall take all appropriate actions needed to ensure the privacy and confidentiality of identification information provided by their applicants and customers.
19. According to Title 52 Pa. Code § 56.32 (a)(2) (e), Security and cash deposits.
(a)(2) A public utility may require a cash deposit in an amount that is equal to 1/6 of an applicant's estimated annual bill at the time the public utility determines a deposit is required, based upon an applicant who is unable to establish creditworthiness to the satisfaction of the public utility through the use of a generally accepted credit scoring methodology which employs standards for using the methodology that fall within the range of general industry practice. The credit scoring methodology utilized for this purpose must specifically assess the risk of utility bill payment.
(e) Notwithstanding subsection (a), a public utility may not require a cash deposit from an applicant who is, based upon household income, confirmed to be eligible for a customer assistance program. An applicant is confirmed to be eligible for a customer assistance program by the public utility if the applicant provides income documents or other information attesting to his or her eligibility for state benefits based on household income eligibility requirements that are consistent with those of the public utility's customer assistance programs.
20. According to the Company's PUC approved tariff: "Where an Applicant's/Customer's credit is not established or the credit of a Customer with the Company has, in the Company's judgment become impaired, or where the Company deems it necessary, a deposit or other guarantee satisfactory to the Company may be required to be supplied by the Applicant/Customer as security for the payment of future and final bills before the Company shall commence or continue to render any type of electric service to the Applicant/Customer. Deposits required by the Company for Tariff charges shall include unpaid EGS charges that are subject to the Company's POR. The Company utilizes a generally accepted credit scoring methodology in range of general industry practice that is based on an applicant or customer's utility payment history."
21. According to Title 52 Pa. Code § 56.36 (b)(1), Reasons for denial of credit: If credit is denied, the public utility shall inform the applicant in writing of the reasons for the denial within 3 business days of the denial. This information may be provided electronically to the applicant with the applicant's consent. The written denial statement must include the provider of the credit score, information on the applicant's ability to challenge the accuracy

of the credit score and how to contact the credit score provider. If the public utility is requiring payment of an unpaid balance in accordance with § 56.35, the public utility shall specify in writing the amount of the unpaid balance, the dates during which the balance accrued and the location and customer name at which the balance accrued. The statement must inform the applicant of the right to furnish a third-party guarantor in accordance with § 56.33 (relating to third-party guarantors) and the right to contact the Commission. The statement must include information informing victims of domestic violence with a protection from abuse order, or a court order issued by a court of competent jurisdiction in this Commonwealth which provides clear evidence of domestic violence, that more lenient credit and liability standards may be available. The statement must also inform the applicant that if he or she is, based upon household income, confirmed to be eligible for a customer assistance program a deposit is not required. The public utility shall inform the applicant of the procedures and documentation necessary to qualify for an exemption from a security deposit requirement.

22. The Company reported that as of 3/24/2025, the account at 865 Little Deer Creek Valley Rd. (account # 100098371360) is in the name of Jean O'Donnell, and the outstanding balance of \$3420.46 is her responsibility. Because you have never applied for service, and you are not the primary account holder, the Company will not hold you responsible for the outstanding balance at 865 Little Deer Creek Valley Rd. (account # 100098371360). When service is established in your name at 865 Little Deer Creek Valley Rd., the outstanding balance at 865 Little Deer Creek Valley Rd. (account # 100098371360) will be transferred to Jean O'Donnell's account at 867 Little Deer Creek Valley Rd.
23. The PUC has no authority or jurisdiction over the Americans with Disabilities Act (ADA). For further assistance, you may contact Pennsylvania Human Relations Commission at <https://www.pa.gov/agencies/phrc/contact-us.html>.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. Service at 865 Little Deer Creek Valley Rd. in Russellton, PA, has been in the name of Jean O'Donnell since 4/26/2012.
2. The Company offered Jean O'Donnell, your mother and the account holder at 865 Little Deer Creek Valley Rd., a payment arrangement on 11/21/2024, but she was unable to make the downpayment to establish the payment arrangement.
3. The Company may require you to provide photo identification in order to establish service in your name at 865 Little Deer Creek Valley Rd. in Russellton, PA.
4. The Company may require you to pay a security deposit in order to establish service in your name at 865 Little Deer Creek Valley Rd. in Russellton, PA. The Company will waive the security deposit requirement with the completion of a PCAP application and/or confirmation of low income.
5. The Company sent you a credit denial letter in accordance with the regulations.
6. Per the Company, you will not be held responsible for the outstanding balance at 865 Little Deer Creek Valley Rd. (account # 100098371360) because you have never applied for service, and you were never the primary account holder there.
7. The PUC has no authority or jurisdiction over the Americans with Disabilities Act (ADA).

THEREFORE, IT IS DECIDED THAT:

1. This informal complaint is dismissed.
2. To complete your application for service at 865 Little Deer Creek Valley Rd. in Russellton, PA, you must provide a valid government issued photo identification to the Company.

You can provide your photo identification to the Company by fax (330-315-9587) or email (move@firstenergycorp.com).

You may be eligible for West Penn Power's PCAP program. PCAP (Pennsylvania Customer Assistance Program) is a special program that may reduce your budget and forgive any outstanding balance. This special program will be the best payment plan you can get. You must contact the Company to apply for the PCAP program. If you enroll in PCAP, the Company will tell you the new amount you will pay each month. Because this is the lowest payment plan you can get, the PUC's Bureau of Consumer Services may not be able to make a payment plan for you. Therefore, if you are accepted into the program, it is very important that you pay your PCAP bill every month.

If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Christopher Hartinger
Investigator

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Notification of Intent to Appeal BCS Decision
and
Request for Formal Complaint Forms

Send this ONLY if you want to appeal this informal decision.

If you intend to appeal this decision, you must return this form to the Secretary of the Commission by 4/14/2025. **(You MUST meet this filing deadline).**

This form is NOT your Formal Complaint form. The formal complaint form will be sent to you when the Secretary's Office receives this document. (This form is your *intent* to appeal).

- Your appeal begins when your signed and dated formal complaint form is received by the Secretary, who will then serve your formal complaint on the utility. (Please know the utility may also appeal the BCS decision).
- The utility must file an Answer to your complaint and they must send you a copy. The Complaint and Answer is then sent to the Office of Administrative Law Judge to schedule a hearing and assign a Judge to your case.
- The Judge will then send you directions to follow as your complaint proceeds through the process.
- *You do not need a lawyer to file an appeal or a formal complaint.*
- **You must attend the hearing and offer evidence to prove your complaint has merit.** *Hearings may be held in person or by telephone.*

Even if you appeal the informal decision, **you must continue to pay current bills and undisputed charges from your utility.** Failure to pay your current bill and undisputed charges could result in the termination of your utility service.

Yes, I want to appeal this decision.

Customer name and address:
(Please correct any mistakes)

Clark O'Donnell
865 Little Deer Creek Valley Rd.
Russellton, PA 15076

(Area Code) Telephone Number

Signature

(Cell Phone Number)

Permission to Text: Yes: ___ No: ___

BCS: 4037898
Company: West Penn Power

Date of Mailing: 3/25/2025
Filing Due Date: 4/14/2025 **(You MUST meet this deadline).**

Send this completed appeal form one of three ways:

1. **Mail by overnight delivery to (deposit date preserves your filing date):**

Secretary - Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

(Note: if you send by regular mail, you risk not meeting the filing deadline).

2. **Email to: RA-PCAppeals@pa.gov**
3. **Fax to: 717-265-8273**

Customer/Verification Partner: JEAN O'DONNELL / ***-**-2746 Cust Contact: jacob.odonnell@son Password: Prem Phone: (412)266-4697 Acct Nbr: 100098371360 Acct Name: CLARK O'DONNELL Email Addr: odonnellclark.j@gmail.com Web User: O'DONNELL,CLARK Service Address: 865 LTL DEER CRK VLY RD LTL, RUSSELLTON PA 15076 Mailing Address: 867 LITTLE DEER CREEK VALLEY RD, RUSSELLTON PA 15076-1300	Account Details Acct Class: Residential Rate: W/P-RS-10F Ris: 9999-HighRisk Inv Prt Out: Sched MR Date: 05/20/2025 Acct Status: ACTV Pay Terms: 20DY Dun Lock: 3 Avg Mo Bill: Calculate Sched Bill Date: 05/21/2025 WestPennPower Service Details Dist Contract: 17244125 Move-In Dt: 04/26/2012 Disc Status: Disc Doc Dt: Supplier: West Penn Power - Supply FE PTC: 0.09482100 Move-Out Dt: Type: Rsn: 17244126	Alerts Concurrent Service Alert **MISC CERT HISTORY** **MORATORIUM PROTECTED** **ACTIVE OWNER 0805967470 JEAN O'DONNELL** PENDING PUC DECISION **SERVICE DENIED 01/30/2025** **DISPUTED BILL -Billing Dispute** Payment and Reg Pgms **Equal Pay Plan/Anniv Mo-JULY** **INSTALL PLAN** Technical Data Premise(s): 7086028 HOUSE CO 500186748 KWH Bill Certified/RCD
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Customer: JEAN O'DONNELL / 805967470
 Contract Acct: 100098371360
 Service Address: 865 LTL DEER CRK VLY RD LTL, RUSSELLTON PA 15076

Created On: 07/11/2025
 Date Range: 01/01/1900 to 07/11/2025

CH-6

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/17/9999 12:50:24	04/17/2025	100098371360	Latasha Austin	PUC/BPU Complaint-Written
Dunning Lock Reason:Utility Commission Dispute Start Date: 04/17/2025 End Date: 05/17/2025 Per vm from PUC Secretary Bureau, processed Formal Complaint Docket No. F-2025-3054625 Created By: Latasha Austin				
07/08/2025 18:06:00	07/08/2025	100098371360	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/07/2025 10:06:00	07/07/2025	100098371360	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/23/2025 10:26:46	06/23/2025	100098371360	Ashley Carpenter	General Inquiry
s/w JEAN O'DONNELL did ask if he was advised that the total current charges still needed to be pd during the dispute she adv unsure at this time looked at notes not showing anything noted about it Satisfied Not Applicable: Reason - Don't send DSPRTS				
06/23/2025 10:21:34	06/23/2025	100098371360	Ashley Carpenter	Utility Report Issued
Spoke with: JEAN O'DONNELL Created By: Ashley Carpenter Dispute Rights Dunning lock created - Lock date: 07/06/2025 Company Position: offered all options on balance Customer Position: needed longer to see if PUC complaint will be finished				
06/23/2025 10:18:52	06/23/2025	100098371360	Ashley Carpenter	Negotiation Tool - Service On
Spoke with: JEAN O'DONNELL Created By: Ashley Carpenter Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$4143.91 (includes Sec Dep) Offered - Pay Past Due Amt of \$2751.96 (includes Sec Dep) Offered - Pay Disconnection Amt of: \$186.00 (includes Sec Dep) ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w JEAN O'DONNELL Confirmed Income Security Deposit waiver option provided				
06/23/2025 10:18:52	06/23/2025	100098371360	Ashley Carpenter	Financial Summary Review
Spoke with: JEAN O'DONNELL Created By: Ashley Carpenter				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
06/23/2025 09:33:38	06/23/2025	100098371360	INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 186.00 • Pay Min Amt: 186.00				
06/23/2025 09:23:03	06/23/2025	100098371360	INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 186.00 • Pay Min Amt: 186.00				
06/23/2025 08:47:49	06/23/2025	100098371360	INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 186.00 • Pay Min Amt: 186.00				
06/20/2025 10:40:00	06/20/2025	100098371360	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/17/2025 18:07:00	06/17/2025	100098371360	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/17/2025 06:04:48	06/17/2025	100098371360	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
06/16/2025 10:04:00	06/16/2025	100098371360	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/07/2025 20:18:36	06/07/2025	100098371360	CS General Purpose Batch	Disconnection Notice - PA Residential
06/04/2025 11:35:49	06/04/2025	100098371360	Sarah Watkins	General Inquiry
Satisfied Not Applicable: Reason - Manual work				
06/04/2025 11:35:23	06/04/2025	100098371360	Sarah Watkins	General Inquiry

Case:596600966979

Dear Sarah,

Thank you for your response.

Unfortunately, the content of your reply does not address the core issues I have raised and includes several positions that are internally contradictory and legally questionable. FirstEnergy has repeatedly acknowledged that I am not the account holder for 865 Little Deer Creek Valley Rd. and that I am therefore not responsible for the associated balance. Yet I am the sole occupant of that address and have been the only person making payments toward that account for years. Suggesting now that I should enter into a payment arrangement for an account you've confirmed is not legally mine is not only illogical—it highlights the very problem I've been trying to resolve.

This is precisely why I have not yet applied to transfer the service into my name. I will not proceed until I have full written assurance that no past due balances will be carried over, and that this situation—where I was forced to pay someone else's debt under threat of disconnection—will not be repeated.

Additionally, your statement that "willingly electing to make payments" disqualifies me from a refund is disingenuous. As documented in years of correspondence, those payments were made under duress, following repeated

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>refusals by FirstEnergy to accommodate my disability under the Americans with Disabilities Act. I was denied accessible communication and repeatedly told to have others call on my behalf—an unacceptable substitute under federal law. These circumstances were not "willing" by any reasonable standard. I have submitted a formal complaint to the Pennsylvania Public Utility Commission (PUC), and I will be forwarding your latest response to be included in the record. If the formal complaint process does not resolve this matter, I am prepared to seek further review through legal counsel and explore options under the ADA and applicable consumer protection statutes.</p> <p>Thank you, Clark O'Donnell *****</p> <p>Reply: Emailed compliance. Customer is now in a formal complaint and will attend hearing with results. No response needed at this time.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
04/21/2025 18:35:12	04/21/2025	100098371360	CS General Purpose Batch	Calculation
				<p>C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 04/20/25 = \$ 237.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2600.19 2. Current Delta: 2371.53 - 1890.00 + 0.00 481.53 3. Remaining Amount: 228.66 4. Diff + Remain Amt: 481.53 + 228.66 710.19 5. New BBP Amount: 710.19 / 91 x 30.4 237.00 * Dollar Difference: 237.00 - 186.00 51.00 * Pct Difference: 27.42 * System BBP Amount: 237.00</p>
04/17/2025 19:09:00	04/17/2025	100098371360	Charles Howlett	PUC/BPU Complaint-Written
				PA formal F-2025-3054625 received disputing balance
04/10/2025 11:17:58	04/10/2025	100098371360	Sarah Watkins	General Inquiry
				<p>***** Case:596600966979 ***** Re: [EXTERNAL] Re: Can't afford payment #151554727 ***** Text:Subject: Ongoing Request for Refund and ADA Accommodation – BCS No. 4037898 Dear Misty, Thank you for your response. I understand that FirstEnergy has submitted its position to the Pennsylvania Public Utility Commission (PUC), but I want to clarify that this matter remains unresolved from my end. I am currently in the process of appealing the PUC's</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>informal complaint decision and will be filing a formal complaint to ensure that the issues I raised are fully addressed.</p> <p>In particular, I am still seeking a resolution regarding the following:</p> <p>Refund for Overpayments:</p> <p>As acknowledged in earlier communications, I was not the account holder for the balance at 865 Little Deer Creek Valley Rd. Despite this, I made regular payments for years under the threat of service disconnection. I am continuing to pursue a refund of these overpayments, which I believe I should not have been required to make.</p> <p>Disability Accommodation:</p> <p>I have also raised concerns regarding FirstEnergy's past refusal to accommodate my disability. My requests to handle communication via email were denied for years, causing significant difficulty in managing my account and contributing to the situation I am now in. While I appreciate that communication is now happening via email, I am requesting written confirmation that this method will be formally recognized as a reasonable accommodation moving forward.</p> <p>If these matters cannot be resolved through the formal complaint process with the PUC, I will consider seeking legal counsel to pursue other available remedies, including those related to the Americans with Disabilities Act (ADA) and applicable consumer protection laws.</p> <p>I remain hopeful that FirstEnergy will take this opportunity to resolve the matter directly and in good faith. I would appreciate a written response confirming whether these outstanding concerns can be addressed.</p> <p>Sincerely, Clark O'Donnell *****</p> <p>Reply:</p> <p>Clark O'Donnell;</p> <p>Thank you for your reply. We apologize for our delayed response. Regarding matters you've identified as disability accommodation; the company offers email communication or automated requests for basic account information or to make certain updates by selecting "Contact Us" on our website.</p> <p>You can also use the following link https://www.firstenergycorp.com/corporate/contact_us.html.</p> <p>Additionally, if you are hearing impaired, contact the Telecommunications Relay Service (TRS) at 711. To allow time to review this response, a 30-day hold has been placed on the account. This will stop any disconnections on the account, so the notice mailed on 04/08/2025 can be disregarded. If you would like to discuss payment</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>arrangements via email, please let us know in a reply, and we will be happy to review the available options. Regarding matters you've identified as a refund for overpayments; Notices for 865 Ltl Deer Crk Vly Rd Ltl., Russellton, PA 15076, were addressed to the account holder for that location. If you willingly elected to make payments on an account in someone else's name, that does not entitle you to a refund at a later date. If payments were fraudulently made from your bank account, please dispute those payments with your financial institution. At this time, you have not completed your application process, and the service is not in your name at this address.</p> <p>We hope this information is useful.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
04/10/2025 11:16:35	04/10/2025	100098371360	Sarah Watkins	Create Dunning Lock
<p>Dunning Lock Reason: Billing Dispute Start Date: 04/10/2025 End Date: 05/10/2025 added hold Created By: Sarah Watkins</p>				
04/08/2025 23:19:21	04/08/2025	100098371360	CS General Purpose Batch	Disconnection Notice - PA Residential
03/26/2025 23:14:50	03/25/2025	100098371360	BATCH	Security Deposit Created
<p>Security Deposit warning process: \$ 414.00 deposit billed on 03/26/25</p>				
03/25/2025 16:02:08	03/25/2025	100098371360	Misty Terry	Supervisor Call
<p>Case 596600966979</p> <p>I wanted to follow up on the status of my case regarding my electric bill overcharges. It has been several weeks since I last heard any updates, and I wanted to check on where things stand in the process.</p> <p>As you know, I am currently unable to pay my electric bill due to this unresolved issue, and the delay is causing me financial hardship. I have requested assistance multiple times now and have been ignored. I would appreciate any updates on the status of my refund and a timeline for when I can expect a resolution.</p> <p>Clark O'Donnell</p> <p>On Fri, Jan 31, 2025 at 3:55#PM Clark O'Donnell <odonnellclark.j@gmail.com> wrote:</p> <p>Thank you for confirming that I am not responsible for the balance on this account. I appreciate this clarification. However, before I proceed with setting up a new account, I still need further clarification on several key issues.</p> <p>Written Confirmation That No Balance Will Be Transferred</p> <p>I need explicit written confirmation that none of the existing balance on the current account will be transferred to my new account. I do not want to proceed with setting up service in my name until I have this in writing.</p> <p>Request for a Refund of Overpayments</p> <p>Since you have acknowledged that I was not responsible for this balance, I am formally requesting a refund of all</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>payments I made toward this balance over the years. These payments were made under threat of disconnection, despite the fact that I was not legally responsible for them. I need this issue resolved so I can pay my current electric bill without additional financial strain.</p> <p>Request for Full Account History</p> <p>While I appreciate the information provided regarding balance transfers, I am requesting a full and detailed account history, including:</p> <p>A breakdown of my actual electricity usage versus payments I made.</p> <p>The full history of how and why balances were transferred between accounts.</p> <p>The legal basis for these transfers.</p> <p>Formal Acknowledgment of ADA Accommodations</p> <p>I have repeatedly requested to handle my account via email due to my disability, and for years, this request was denied. First Energy only accommodated this request after I filed a complaint with the PUC.</p> <p>I am requesting written confirmation that all future communication regarding my account will be handled via email as a formal ADA accommodation. This is a reasonable request under the Americans with Disabilities Act (ADA).</p> <p>Pending PUC Response</p> <p>I have followed up with the Pennsylvania Public Utility Commission (PUC) regarding my complaint and the ongoing lack of resolution. It became clear that they had only received a limited version of events from First Energy and were not fully aware of the key issues I raised. I have now provided them with all relevant documentation, including my full email correspondence, to ensure they have a complete and accurate understanding of the situation. I will update them again based on your response.</p> <p>Once these issues are addressed, I will proceed with applying for service in my name. Please confirm in writing that no balance will be transferred, provide details on the refund process, confirm my ADA accommodation, and ensure that I receive the full account history.</p> <p>Thank you for your time, and I look forward to your response.</p> <p>Sincerely, Clark O'Donnell</p> <p>Reply - Our compliance team has reviewed the PUC complaint and provided a response back to the commission. We would suggest following up with the co</p> <p>Satisfied Not Applicable: Reason - Correspondence</p>
03/25/2025 10:32:00	03/25/2025	100098371360	Barbara Lafontaine	PUC/BPU Complaint-Written
<p>PUC CASE 4037898 DECISION, SERVICE AT 865 LITTLE DEER CREEK VALLEY RD. IN RUSSELLTON, PA, HAS BEEN IN THE NAME OF JEAN</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
				<p>O'DONNELL SINCE 4/26/2012. THE COMPANY OFFERED JEAN O'DONNELL, THE APPLICANT'S MOTHER AND THE ACCOUNT HOLDER AT 865 LITTLE DEER CREEK VALLEY RD., A PAYMENT ARRANGEMENT ON 11/21/2024, BUT SHE WAS UNABLE TO MAKE THE DOWNPAYMENT TO ESTABLISH THE PAYMENT ARRANGEMENT. THE COMPANY MAY REQUIRE THE APPLICANT TO PROVIDE PHOTO IDENTIFICATION IN ORDER TO ESTABLISH SERVICE IN HIS NAME AT 865 LITTLE DEER CREEK VALLEY RD. IN RUSSELLTON, PA. THE COMPANY MAY REQUIRE THE APPLICANT TO PAY A SECURITY DEPOSIT IN ORDER TO ESTABLISH SERVICE IN HIS NAME AT 865 LITTLE DEER CREEK VALLEY RD. IN RUSSELLTON, PA, THE COMPANY WILL WAIVE THE SECURITY DEPOSIT REQUIREMENT WITH THE COMPLETION OF A PCAP APPLICATION AND/OR CONFIRMATION OF LOW INCOME. THE COMPANY SENT THE APPLICANT A CREDIT DENIAL LETTER IN ACCORDANCE WITH THE REGULATIONS. PER THE COMPANY, THE APPLICANT WILL NOT BE HELD RESPONSIBLE FOR THE OUTSTANDING BALANCE AT 865 LITTLE DEER CREEK VALLEY RD. (ACCOUNT # 100098371360) BECAUSE THE APPLICANT HAS NEVER APPLIED FOR SERVICE, AND THE APPLICANT WAS NEVER THE PRIMARY ACCOUNT HOLDER THERE. THE PUC HAS NO AUTHORITY OR JURISDICTION OVER THE AMERICANS WITH DISABILITIES ACT (ADA). CASE DISMISSED.</p>																
01/29/2025 10:14:52	01/29/2025	100098371360	Todd Morris	Pos ID Follow-up																
				<p>***AMIP Follow-Up*** Reviewing premise for disconnection activity due to application, no disconnection present Satisfied Not Applicable: Reason - Pos Id follow-up</p>																
01/21/2025 19:08:55	01/21/2025	100098371360	CS General Purpose Baic.	Calculation																
				<p>C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 01/20/25 = \$ 186.00 Open editor for detail</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">2448.25</td> </tr> <tr> <td>2. Current Delta: 1282.56 - 1332.00 + 0.00</td> <td style="text-align: right;">49.44-</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">1165.69</td> </tr> <tr> <td>4. Diff + Remain Amt: 49.44- + 1165.69</td> <td style="text-align: right;">1116.25</td> </tr> <tr> <td>5. New BBP Amount: 1116.25 / 182 x 30.4</td> <td style="text-align: right;">186.00</td> </tr> <tr> <td>* Dollar Difference: 186.00 - 222.00</td> <td style="text-align: right;">36.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">16.22</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">186.00</td> </tr> </table>	1. 12 Mth Factor Amt:	2448.25	2. Current Delta: 1282.56 - 1332.00 + 0.00	49.44-	3. Remaining Amount:	1165.69	4. Diff + Remain Amt: 49.44- + 1165.69	1116.25	5. New BBP Amount: 1116.25 / 182 x 30.4	186.00	* Dollar Difference: 186.00 - 222.00	36.00	* Pct Difference:	16.22	* System BBP Amount:	186.00
1. 12 Mth Factor Amt:	2448.25																			
2. Current Delta: 1282.56 - 1332.00 + 0.00	49.44-																			
3. Remaining Amount:	1165.69																			
4. Diff + Remain Amt: 49.44- + 1165.69	1116.25																			
5. New BBP Amount: 1116.25 / 182 x 30.4	186.00																			
* Dollar Difference: 186.00 - 222.00	36.00																			
* Pct Difference:	16.22																			
* System BBP Amount:	186.00																			
01/16/2025 15:23:42	01/16/2025	100098371360	Rachel Sukhu	Service Denied!!																
				<p>***ALL CALLS TO AMIP*** Premise Acct. Bal. exist for 2019.73 Term. Amt. exist for 0.00 Security deposit required for \$376.00 CSR negotiated amount \$0.00 Contract Account created. Created By: Sukhu, Rachel Advance Move-in Notes: Applicant Name: CLARK ODONELL</p>																

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Daytime Contact Number: X BP/Premise: 807869903/ 7086025 Requested Move in Date: 01/17/2025 Pending Acct: 100161950637 Denial of Service Reason: I.D's Denial of Service Reason 2: N/A Block Date Given: N/A Requirements Deposit Amount Requested: \$376.00 Regulatory Deposit Amount Required: \$0.00 Total Premise Account Balance: \$0.00 Total Amount Needed: \$0.00 Mail address: 865 LTL DEER CRK VLY RD LTL,RUSSELLTON PA 15076 Shut off date advised: No - N/A User ID: 52331 Username: Sukhu, N Rachel Satisfied Not Applicable: Reason - Manual work</p>				
01/16/2025 14:53:47	01/16/2025	100098371360	Rachel Sukhu	Service Denied!!
<p>Business Partner: 0807869903 PREMISE: 0007086025 Security deposit required for 376.00 Guarantor Script Shown: N/A Pending Guarantor: CSR negotiated amount 0.00 Contract Account 100161950637 created. Financial Summary created: No Moratorium: Y Meter Status: 07 - Service On Mailing Address: 865 LTL DEER CRK VLY RD RUSSELLTON PA 15076 Contact Phone: Customer was not satisfied. Rights provided to customer. Created By: Sukhu,Rachel N</p>				
01/16/2025 09:09:44	01/16/2025	100098371360	Charisie Lee	General Inquiry
<p>***** Satisfied Not Applicable: Reason - Manual work</p>				
01/13/2025 11:09:06	01/13/2025	100098371360	Charisie Lee	General Inquiry
<p>***** Web Request:589786208488 ***** Text: Thank you for your response. While I understand your process for creating a new account in my name, this does not address the longstanding issue of the outstanding balance on the current account, which I believe I should not be held responsible for. To clarify:</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>I have been solely paying the bill for this account for years, even though it has remained in my mother's name. I am learning that much of the balance appears to stem from debt incurred by my deceased grandmother, which I did not consent to take on.</p> <p>I have repeatedly attempted to resolve this matter over email and requested clarity on why I have been paying for a debt that is not mine. My requests for accommodations for my disability have been ignored or denied over the years, and I have records of these attempts to negotiate my account. While I am willing to submit a new service request to transfer the account into my name, I first need confirmation that I will not be held responsible for any debt that I am not legally required to pay. Additionally, I am requesting an investigation into the history of this account to determine the origin of the balance and whether it was properly applied. I believe I have been unfairly overpaying for years.</p> <p>Once these issues are addressed, I will be happy to proceed with the steps to create a new account.</p> <p>Thank you for your prompt attention to this matter.</p> <p>Sincerely, Clark O'Donnell *****</p> <p>Reply: Clark O'Donnell;</p> <p>Thank you for your reply. Because the account is not in your name, the account can be assessed balances from any unpaid account in your relative's name. If there is an unpaid balance and a customer has an active account, the balance will transfer to the active service. The only way to not be associated with any balance other than your own, would be to set up service in your name. When a new account is created in your name, the current account will end, and any remain balance will be transferred to an active account in the account holder's name.</p> <p>Please submit a start service request by going to https://firstenergycorp.com/service_requests/moving_customer_survey.html. Once submitted, please reply with the confirmation number begin with "W" in order for us to further assist through email.</p> <p>Have a great day.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
01/10/2025 15:05:57	01/10/2025	100098371360	Charlsie Lee	General Inquiry

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Web Request:589786208488 *****</p> <p>Text:I am not moving in. I have lived in this house for 10 years. *****</p> <p>Reply:Clark O'Donnell;</p> <p>In order to change the name on the account, please submit a start service request by going to https://firstenergycorp.com/service_requests/moving_customer_survey.html. By completing this process, a new account will be created in your name. We are unable to change the name on an existing account to another person and a new account must be created.</p> <p>Since the current account is not in your name, we will need you to submit the service request. Please reply with the confirmation number beginning with "W" and two forms of identification, once submitted.</p> <p>Thank you! *****</p> <p>Unable to receive ssn through email. Per public records SSSN is currently associated with BP SARAH L O'DONNELL 806902072</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
01/10/2025 13:48:27	01/10/2025	100098371360	Charisie Lee	General Inquiry
				<p>Web Request:589786208488 *****</p> <p>Text:I am writing to inform you that I have submitted a complaint to the Pennsylvania Public Utility Commission (PUC) regarding your refusal to provide the reasonable accommodation of email communication, as required under the Americans with Disabilities Act (ADA).</p> <p>This complaint includes documentation of our email correspondence, highlighting your repeated refusal to accommodate my disability and your lack of resolution regarding the account ownership and payment arrangement issues.</p> <p>I am hopeful that the PUC's involvement will encourage you to resolve this matter promptly. I am still requesting:</p> <p>An affordable payment plan.</p> <p>An explanation of why the account remains in my mother's name, despite my being solely responsible for the bill.</p> <p>Communication via email as an ADA accommodation.</p> <p>If you are willing to work toward a resolution, I am open to discussing this further.</p> <p>Sincerely, Clark O'Donnell *****</p> <p>Reply:Clark O'Donnell;</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Thank you for your reply. We have received your complaint, and it is currently being reviewed. In order to process the service request, you will need to submit a move in request online at https://firstenergycorp.com/service_requests/moving_customer_survey.html. Once submitted, please reply with the confirmation number beginning with "W". In addition, we will need 2 forms of identification in your reply. Once received, we will be happy to further review.</p> <p>Thank you in advance!</p> <p>*****</p> <p>Unable to receive ssn through email. Per public records SSSN is currently associated with BP SARAH L O'DONNELL 806902072</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
01/08/2025 15:23:19	01/08/2025	100098371360	Todd Morris	Pos ID Follow-up
				<p>*** working top call***</p> <p>Received email concerning PUC compliant. Replied to email and filed in PUC folder.</p> <p>Satisfied Not Applicable: Reason - Pos Id follow-up</p>
01/08/2025 08:16:20	01/08/2025	100098371360	CS General Purpose Batch	EML-Retracted from Collection Email Communication
				<p>Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.</p>
01/07/2025 15:28:42	01/07/2025	100098371360	Barbara Lafontaine	Contract Account Changed
01/07/2025 15:18:19	01/07/2025	100098371360	Barbara Lafontaine	PUC/BPU Complaint-Written
				<p>PUC case# 4037898 received on 01/07/25 regarding service quality. #</p> <p>#</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
01/07/2025 08:20:23	01/07/2025	100098371360	Charislee	General Inquiry
				<p>*****</p> <p>Web Request:569786208488</p> <p>*****</p> <p>Text:</p> <p>It has been over a week since your last response, in which you refused to provide the assistance I require under the protections afforded to me by the ADA. I am writing one final time to request the reasonable accommodation of communicating via email regarding my account, as required under the Americans with Disabilities Act (ADA). Denying me the ability to access your services independently and asking me to rely on family or friends is discriminatory and violates my rights under the ADA. If this issue is not resolved immediately, I will file a formal complaint with the Pennsylvania Public Utility Commission (PUC) and consult legal counsel regarding this matter. I urge you to take this request seriously and resolve the issue promptly. I hope to avoid further escalation.</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Sincerely, Clark O'Donnell</p> <p>*****</p> <p>Reply:Clark O'Donnell;</p> <p>Thank you for your reply. While we understand your concerns unfortunately we cannot assist via email. We have not been provided a reason on why you cannot make phone calls, which differs the current account where multiple calls and verification have been made. Due to the complexity of the account and verification being needed, you will need to speak to Customer Care directly. We regret any inconvenience.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
01/02/2025 12:55:27	01/02/2025	100098371360	Katherine Eneix	General Inquiry/Other
				<p>SM: JEAN O'DONNELL - BP's son has been wanting to put acct in his name; he doesnt use the phone and from what his mom said, he may be non-verbal; she is going to have him email permission for her to put acct in his name; adv he could apply for assistance using his income if acct is in his name otherwise it would have to be applied for in her name</p> <p>Customer was satisfied.</p>
12/27/2024 11:02:01	12/27/2024	100098371360	Charisie Lee	General Inquiry
				<p>*****</p> <p>Web Request:589786208488</p> <p>*****</p> <p>Text:I am not hearing impaired but cannot make phone calls as I have repeatedly stated. Please find someone who can assist me via email or chat.</p> <p>*****</p> <p>Reply:Clark O'Donnell;</p> <p>Thank you for your reply. Unfortunately, we are unable to assist further via email and do not have a text or chat option. You may have a family member or friend contact us via phone on your behalf and provide permission to us to speak with them. We regret any inconvenience.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
12/27/2024 09:26:00	12/28/2024	100098371360	CS General Purpose Batch	Listened to entire msg-correct household confirmed
				Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed
12/26/2024 09:10:06	12/26/2024	100098371360	Charisie Lee	General Inquiry
				<p>*****</p> <p>Web Request: 589786208488</p> <p>*****</p> <p>Text:Is someone going to let me know about getting the account in my name? Why am I paying someone else's balance?</p> <p>*****</p> <p>Reply: Clark O'Donnell;</p> <p>We have received your request to start service.</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Unfortunately, we are unable to complete your move-in request through our online service and you will need to speak to our Application Team for assistance. If hearing impaired, you can call *711 from a TTY phone for assistance. Please contact West Penn Power at 1-800-686-0021 Monday through Friday, between 8 a.m. and 6 p.m. for more information. We regret any inconvenience.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
12/23/2024 13:45:07	12/23/2024	100098371360	Molly Parrish	Ready Pay Create
<p>No 111268301 - \$150.00 - 12/23/2024 Created By: Molly Parrish</p>				
12/23/2024 13:43:35	12/23/2024	100098371360	Molly Parrish	Negotiation Tool - Service On
<p>Spoke with: JEAN O'DONNELL Created By: Molly Parrish Offered - Pay Past Due Amt of \$645.33 ***** Payment Option used - Pay Other Amount of: Payment made for: 150.00 by ReadyPay Script Read: Yes ***** PA Final Wrap-up Customer was satisfied.</p>				
12/23/2024 13:27:00	12/23/2024	100098371360	CS General Purpose Batch	Listened to entire msg-correct household confirmed
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>				
12/23/2024 08:42:32	12/23/2024	100098371360	Jessica Devericks	General Inquiry
<p>***** Case Number: 589786208488 ***** Text: In the past I was turned down. I was referred to a list of 211 resources from your website but all of them are phone numbers and I can't make phone calls. ***** Clark O'Donnell; Thank you for your reply. Here is a link https://www.firstenergycorp.com/help/billingpayments/assistance_serviceprogram/west_penn_power.html with a list of websites to seek assistance. However, there may be some that you will have to make actual contact with. ***** Satisfied Not Applicable: Reason - Manual work</p>				
12/19/2024 10:06:00	12/19/2024	100098371360	CS General Purpose Batch	AMD Detected-Message left by Vendor
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
12/19/2024 09:27:35	12/19/2024	100098371360	EAILOGINWM7	Financial Summary Review
<p>Financial Summary was taken.</p>				
12/19/2024 09:26:40	12/19/2024	100098371360	EAILOGINWM7	Self-Serve Credit Interaction
<p>Authorized Contact Person: Clark O'Donnell Offered All Options</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Agency Referral Accepted Not Eligible for CAP Referral				
12/18/2024 14:40:28	12/18/2024	100098371360	Jessica Devericks	General Inquiry
<p>*****</p> <p>Case Number: 589786208488</p> <p>*****</p> <p>Text: Sorry, what do you mean advise the reason you are being denied assistance? I don't know why/if I'm being denied. You never even took my income information.</p> <p>*****</p> <p>Clark O'Donnell;</p> <p>Thank you for your reply. In your initial email to us on 11/07/2024 you advised you tried assistance programs and was turned down. Can you please advise why you were denied assistance? In addition, we do not determine eligibility for assistance, those are determined by the external agencies.</p> <p>*****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
12/13/2024 06:16:07	12/13/2024	100098371360	Charlsie Lee	General Inquiry/Other
12/13/2024 06:15:33	12/13/2024	100098371360	Charlsie Lee	Financial Summary Process Cancelled
12/12/2024 16:29:46	12/12/2024	100098371360	Jessica Devericks	General Inquiry
<p>*****</p> <p>Case Number: 589786208488</p> <p>*****</p> <p>Text: That's because the company refuses to transfer the account to my name until the amount is fully paid off. I'm paying someone else's bill and you won't give me a payment plan because my mom was on one at some time or something to that extent. Jean O'Donnell is my mother and lives in the house next door to me. I live at 865 Little Deer Creek Russellton and have been paying an extraordinarily high bill every month for years. I can't afford it anymore. I'm on a limited income and disabled.</p> <p>*****</p> <p>Clark O'Donnell;</p> <p>Thank you for your reply. Please reply to this email and advise the reason you are being denied assistance and if you will be paying the \$240.75. We are reviewing what is required to place the account into your name.</p> <p>*****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
12/12/2024 16:16:23	12/12/2024	100098371360	Misty Terry	Financial Summary Process Cancelled
12/10/2024 10:07:40	12/10/2024	100098371360	Jessica Devericks	General Inquiry
<p>*****</p> <p>Case Number: 589786208488</p> <p>*****</p> <p>Text: #Hello? I have yet to receive an email about arranging a payment plan. I cannot make phone calls and I have not spoken to anyone from your company. Please accommodate my</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>disability request or I will need to contact outside legal sources for assistance.</p> <p>*****</p> <p>Clark ODonnell;</p> <p>Thank you for your reply. In order to further assist, we will need to verify your relation to the account holder since the account is not active in your name and active under Jean's name. Once we receive this information, we would be happy to help.</p> <p>*****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
12/09/2024 10:17:29	12/09/2024	100098371360	Autumn Riddle	General Inquiry
				<p>#589786208488</p> <p>*****</p> <p>I did not speak to anyone. I cannot make phone calls. I can't afford the payments. I am on MAWD and have a limited income.</p> <p>*****</p> <p>Thank you for your reply. We show that Jean ODonnell contacted us by phone on 11/21/2024 and a payment plan was discussed. In order to set the plan up, a down pyament of \$240.75 will be required. The remaining balance would be split into 9 installments and the installment plan amount would be approximately \$226.00 a month. By setting up a new plan, the bill would be more than the current bill. We suggest applying for assistance. You may be eligible for outside assistance programs, to find what programs may be available to you, go to Search Assistance Programs on www.firstenergycorp.com/billassist.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
12/09/2024 10:14:50	12/09/2024	100098371360	Autumn Riddle	Negotiation Tool - Service On
				<p>Spoke with: JEAN ODonnell</p> <p>Created By: Autumn Riddle</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>
12/09/2024 10:14:50	12/09/2024	100098371360	Autumn Riddle	Financial Summary Review
				<p>Spoke with: JEAN ODonnell</p> <p>Created By: Autumn Riddle</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>
12/06/2024 16:17:02	12/06/2024	100098371360	Autumn Riddle	General Inquiry
				<p>#589786208488</p> <p>*****</p> <p>#Hello? I have yet to receive an email about arranging a payment plan. I cannot make phone calls and I have not spoken to anyone from your company. Please accommodate my disability request or I will need to contact outside legal sources for assistance.</p> <p>*****</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Thank you for your reply. We emailed you on 11/21/2024. Our records indicate that a call was made to Customer Care by phone on 11/21/2024. In order to reset the plan, a down payment of \$240.75 would be required. However, there is not a notice on the account at this time. The next bill will be issued on or around 12/20/2024. We hope this helps.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
11/21/2024 14:43:49	11/21/2024	100098371360	Autumn Riddle	General Inquiry
				<p>#589786208488 *****</p> <p>Hello. It has been a week and I still haven't received communication from your company regarding accommodations for my disability and a payment arrangement. I'm concerned about you turning my electricity off.</p> <p>*****</p> <p>Thank you for your reply. Our records indicate that a call was made to Customer Care by phone on 11/21/2024. In order to reset the plan, a down payment of \$240.75 would be required. However, there is not a notice on the account at this time. The next bill will be issued on or around 12/20/2024. We hope this helps.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
11/21/2024 10:53:30	11/21/2024	100098371360	Myeka Benjamin	Negotiation Tool - Service On
				<p>Spoke with: JEAN O'DONNELL Created By: Myeka Benjamin Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. *****</p> <p>Offered - Pay Past Due Amt of \$321.00 *****</p> <p>PA Final Wrap-up Customer was satisfied. sw JEAN O'DONNELL / 100098371360 / cust calling to go over options for lower ip/ adv eligible for IP reset, min DP of \$240.75 , BP not able to pay/ adv no active term but to make pymnts towards past due to avoid any further threat of term</p>
11/21/2024 10:53:30	11/21/2024	100098371360	Myeka Benjamin	Financial Summary Review
				<p>Spoke with: JEAN O'DONNELL Created By: Myeka Benjamin FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>
11/20/2024 05:41:01	11/20/2024	100098371360	CS General Purpose Batch	EML-Initial Collection Email Communication
				<p>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.</p>
11/19/2024 22:25:57	11/19/2024	100098371360	CS General Purpose Batch	Security Deposit Review
				Security Deposit Warning Process. Letter sent 11/20/2024
11/13/2024 14:01:37	11/13/2024	100098371360	Richard Ferrere	Bill Inquiry
				<p>Caller: JEAN O'DONNELL (Business Partner) Nature of Inquiry: Bill for \$107.79 from 09/20/2024 to 10/21/2024 Act</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Something else - question about bill amt</p> <p>Read Validation:</p> <p>Alternatives/Solutions:</p> <p>Educate customer: Accept</p> <p>Brochures sent via FCR process</p> <p>Notifications:</p> <p>Company Position:</p> <p>Justified Amount Due</p> <p>Something else - adv that EPP changes every 3 months</p> <p>Summary:</p> <p>Customer was satisfied.</p> <p>Script read/details provided to customer</p> <p>Connections Vendor - Transfer declined</p> <p>Analysis Performed:</p> <p>Fulfillment Center Req.</p> <p>Additional Comments:</p>				
11/13/2024 14:01:11	11/13/2024	100098371360	Richard Ferrase	Literature Request
<p>Add: Energy Efficiency Packet-WP</p> <p>WP01 Code 050WP Qty 00001 Mail Date 11/13/2024</p> <p>Add: Assistance Programs-PA</p> <p>WP01 Code 060PA Qty 00001 Mail Date 11/13/2024</p>				
11/13/2024 12:52:15	11/13/2024	100098371360	Tasha M Ferguson	General Inquiry
<p>s/w JEAN O'DONNELL 100098371360 / Cust stated her EPP is too high and would like to see if it can be reworked as her consumption is really low.</p> <p>xfer to billing</p> <p>Customer was satisfied.</p>				
11/13/2024 12:48:28	11/13/2024	100098371360	Tasha M Ferguson	Negotiation Tool - Service On
<p>Spoke with: JEAN O'DONNELL</p> <p>Created By: Tasha M Ferguson</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
11/13/2024 12:48:27	11/13/2024	100098371360	Tasha M Ferguson	Financial Summary Review
<p>Spoke with: JEAN O'DONNELL</p> <p>Created By: Tasha M Ferguson</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
11/13/2024 09:55:03	11/13/2024	100098371360	Autumn Riddle	General Inquiry
<p>Case# 589786208488</p> <p>*****</p> <p>As I mentioned I cannot communicate via phone and need this resolved via email. Please provide accommodation as per the ADA. I need help with a new payment plan.</p> <p>*****</p> <p>Thank you for your reply. Unfortunately, in order to set up an installment plan, you will have to speak with Customer Care by phone. We regret any inconvenience caused.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
11/12/2024 16:07:13	11/12/2024	100098371360	INTV IVR	Account Balance Inquiry

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
 Bill Analysis Factor Count = Factors Played =				
11/12/2024 16:03:23	11/12/2024	100098371360	INTV IVR	Account Balance Inquiry
#12) "Do Not Offer eBill Enrollment" Bill Analysis Factor Count = Factors Played =				
11/12/2024 16:02:32	11/12/2024	100098371360	INTV IVR	Account Balance Inquiry
11/12/2024 16:02:01	11/12/2024	100098371360	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill Enrollment				
11/12/2024 08:37:02	11/12/2024	100098371360	Autumn Riddle	Negotiation Tool - Service On

Spoke with: clark odonnell
Created By: Autumn Riddle

Case# 589786208488

Name: Clark ODonnell
Email: odonnellclark.j@gmail.com
Address Line 1: 865 Little Deer Creek Valley Road
Address Line 2: null
City: Russellton
State: PA
Province: null
Zip: 15076
Country: null
Phone: 4122664696

Best Time: null
Account Number: 100098371360
Request Type: Billing and Rates
Subject: Can't afford payment

Text: I've been trying to pay back a bill that was run up by a deceased family member for many years now. I am disabled and on MAWD. I have an income limit and cannot make any more money. I simply cannot afford the power bill. It's over 300 dollars a month for power that I never personally used. I can't afford to have my power turned off but I also cannot afford the payment. I am already having to borrow money from my next pay check just to afford bills. What options does FirstEnergy offer? I've tried the assistance programs before and was turned down. I cannot make phone calls due to my disability and need accomodations to communicate via text (email or phone text) as per the ADA. Thank you.

Thank you for utilizing our website. We are more than happy to assist you. The balance is \$321.00 due 11/13/2024. We suggest paying what you can towards the balance. There is a disconnection on the account. The next bill will be issued on or around 11/21/2024. If you receive a disconnection, you can contact our Credit Department at the number listed

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
below to reset your payment plan. We hope this helps.				
10/22/2024 18:33:54	10/22/2024	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 10/21/24 = \$ 222.00 Open editor for detail 1. 12 Mth Factor Amt: 2578.26 2. Current Delta: 248.11 - 666.00 + 0.00 417.89- 3. Remaining Amount: 2330.15 4. Diff + Remain Amt: 417.89- + 2330.15 1912.26 5. New BBP Amount: 1912.26 / 273 x 30.4 213.00 * Dollar Difference: 213.00 - 222.00 9.00 * Pct Difference: 4.05 * System BBP Amount: 222.00				
10/10/2024 07:41:00	10/10/2024	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/10/2024 Payment Time: 07:38:49 Payment Amount: 321.00 Payment Type: Debit Vendor ID: AC Receipt Number: 3526337				
09/11/2024 22:15:57	09/11/2024	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/11/2024 Payment Time: 22:13:47 Payment Amount: 321.00 Payment Type: Debit Vendor ID: AC Receipt Number: 2817678				
08/15/2024 05:40:36	08/15/2024	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/15/2024 Payment Time: 05:39:01 Payment Amount: 252.92 Payment Type: Debit Vendor ID: AC Receipt Number: 2160557				
07/20/2024 20:42:57	07/20/2024	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 07/18/24 = \$ 222.00 Open editor for detail 1. 12 Mth Factor Amt: 2656.92 * System BBP Amount: 222.00				
06/20/2024 07:05:55	06/20/2024	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/20/2024 Payment Time: 07:04:29 Payment Amount: 356.00 Payment Type: Debit Vendor ID: AC Receipt Number: 857329				
05/30/2024 09:25:30	05/30/2024	100098371360	Virgil Kennedy	Provide Program Information
OUTBOUND EMAIL TO ADVISE OF WARM PROGRAM				
05/23/2024 17:05:46	05/23/2024	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/23/2024 Payment Time: 17:02:01 Payment Amount: 356.00 Payment Type: Debit Vendor ID: AC Receipt Number: 267027				
04/24/2024 22:39:03	04/24/2024	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/24/2024 Payment Time: 22:39:02 Payment Amount: 356.00 Payment Type: Credit Vendor ID: CT Receipt Number: 28304415042424				
04/20/2024 19:27:42	04/20/2024	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 04/18/24 = \$ 257.00				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Open editor for detail 1. 12 Mth Factor Amt: 2776.20 2. Current Delta: 2428.26 - 1989.00 + 0.00 439.26 3. Remaining Amount: 347.94 4. Diff + Remain Amt: 439.26 + 347.94 787.20 5. New BBP Amount: 787.20 / 92 x 30.4 260.00 * Dollar Difference: 260.00 - 257.00 3.00 * Pct Difference: 1.17 * System BBP Amount: 257.00				
03/29/2024 16:23:47	03/29/2024	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 03/29/2024 Payment Time: 16:23:47 Payment Amount: 356.00 Payment Type: Credit Vendor ID: CT Receipt Number: 28721555032924				
02/28/2024 23:28:28	02/28/2024	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 02/28/2024 Payment Time: 23:28:28 Payment Amount: 356.00 Payment Type: Credit Vendor ID: CT Receipt Number: 28041048022824				
02/22/2024 13:04:56	02/22/2024	100098371360	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH				
02/22/2024 13:02:35	02/22/2024	100098371360	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH				
01/31/2024 22:19:48	01/31/2024	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 01/31/2024 Payment Time: 22:19:48 Payment Amount: 302.00 Payment Type: Credit Vendor ID: CT Receipt Number: 27390867013124				
01/20/2024 18:54:15	01/20/2024	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 01/18/24 = \$ 257.00 Open editor for detail 1. 12 Mth Factor Amt: 2765.45 2. Current Delta: 1491.23 - 1218.00 + 0.00 273.23 3. Remaining Amount: 1274.22 4. Diff + Remain Amt: 273.23 + 1274.22 1547.45 5. New BBP Amount: 1547.45 / 183 x 30.4 257.00 * Dollar Difference: 257.00 - 203.00 54.00 * Pct Difference: 26.60 * System BBP Amount: 257.00				
01/04/2024 04:41:23	01/04/2024	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 01/04/2024 Payment Time: 04:41:23 Payment Amount: 302.00 Payment Type: Credit Vendor ID: CT Receipt Number: 26788850010424				
12/07/2023 00:12:13	12/07/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 12/07/2023 Payment Time: 00:12:12 Payment Amount: 302.00 Payment Type: Credit Vendor ID: CT Receipt Number: 26216695120723				
11/07/2023 22:53:05	11/07/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 11/07/2023 Payment Time: 22:53:05 Payment Amount: 302.00 Payment Type: Credit				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Vendor ID: CT Receipt Number: 25617411110723				
10/23/2023 13:33:24	10/23/2023	100098371360	Donna Swiger	General Inquiry
s/w JEAN ODONNELL vai went over bill with cust and through notes to see what the bal was that was trans to her active acct cust sat Customer was satisfied.				
10/23/2023 11:53:51	10/23/2023	100098371360	Samantha Kuhn	General Inquiry
s/w JEAN ODONNELL 100098371360 VAI Cust stated she started living in her mothers home at 108 Jefferson Ave in 2012 when her mother passed away. Cust stated balance was xfered to her new account and she is wanting a print out sent to her of delinquent payments from mothers and fathers estate that were xfered to her account. Cust wants proof she paid those bills to settle her moms estate. Xfer to billing Satisfied Not Applicable: Reason - Call Transferred				
10/23/2023 11:07:06	10/23/2023	100098371360	Kathleen Davis	General Inquiry
s/w JEAN ODONNELL via calling about IP bal and pymnts from date started IP trnsfer to cr Satisfied Not Applicable: Reason - Call Transferred				
10/23/2023 10:26:10	10/23/2023	100098371360	INTV IVR	Account Balance Inquiry
10/21/2023 18:49:38	10/21/2023	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 10/19/23 = \$ 203.00 Open editor for detail 1. 12 Mth Factor Amt: 2478.85 2. Current Delta: 326.77 - 609.00 + 0.00 282.23- 3. Remaining Amount: 2152.08 4. Diff + Remain Amt: 282.23- + 2152.08 1869.85 5. New BBP Amount: 1869.85 / 274 x 30.4 207.00 * Dollar Difference: 207.00 - 203.00 4.00 * Pct Difference: 1.97 * System BBP Amount: 203.00				
10/12/2023 08:23:17	10/12/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/12/2023 Payment Time: 08:23:16 Payment Amount: 302.00 Payment Type: Credit Vendor ID: CT Receipt Number: 25009670101223				
09/07/2023 14:57:53	09/07/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/07/2023 Payment Time: 14:57:52 Payment Amount: 312.00 Payment Type: Credit Vendor ID: CT Receipt Number: 24218296090723				
09/07/2023 14:55:00	09/07/2023	100098371360	Daniel Toustey	General Inquiry
s/w JEAN ODONNELL calling to see what happened with payment advised Return - Non Sufficient Funds. Customer was satisfied.				
09/07/2023 14:14:34	09/07/2023	100098371360	INTV IVR	Account Balance Inquiry
09/07/2023 14:14:34	09/07/2023	100098371360	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/05/2023 15:31:19	09/05/2023		CS General Purpose Batch	Return Check Letter
09/05/2023 15:31:19	09/05/2023		CS General Purpose Batch	Return Check Letter
08/31/2023 13:40:40	08/31/2023	100098371360	EAILLOGINW7	Ready Pay Create
No 99784433 - \$ 302.00 - 08/31/2023 odonnellclark odonnellclark.j@gmail.com				
08/17/2023 06:22:34	08/17/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/17/2023 Payment Time: 06:22:33 Payment Amount: 304.05 Payment Type: Credit Vendor ID: CT Receipt Number: 23768058081723				
08/07/2023 15:31:30	08/07/2023		CS General Purpose Batch	Return Check Letter
07/27/2023 13:34:37	07/27/2023	100098371360	Kathleen Myers	Bill Inquiry
Caller: JEAN O'DONNELL (Business Partner) Nature of Inquiry: Bill for \$121.11 from 06/20/2023 to 07/20/2023 Act Budget True-Up Issue Read Validation: Alternatives/Solutions: Offer Make-Up Bill IP: Decline Something else - explained bill/ip/epp Notifications: Company Position: Justified Amount Due Summary: Customer was satisfied. Script/details not applicable Connections Vendor - Customer not available Additional Comments: explained true up caused bill to be higher this month beginning next month epp 203 + ip 99 bill will be 302.00 Bills will be mailed to: current mailing address				
07/27/2023 13:08:05	07/27/2023	100098371360	INTV IVR	Account Balance Inquiry
07/25/2023 00:20:19	07/25/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 07/25/2023 Payment Time: 00:20:19 Payment Amount: 150.00 Payment Type: Credit Vendor ID: CT Receipt Number: 23257698072523				
07/22/2023 18:40:07	07/22/2023	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 07/20/23 = \$ 203.00 Open editor for detail 1. 12 Mth Factor Amt: 2441.05 * System BBP Amount: 203.00				
06/22/2023 11:17:04	06/22/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/22/2023 Payment Time: 11:17:01 Payment Amount: 377.00 Payment Type: Credit Vendor ID: CT Receipt Number: 22567165062223				
05/27/2023 16:13:06	05/27/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/27/2023 Payment Time: 16:13:05				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Amount: 377.00 Payment Type: Credit Vendor ID: CT Receipt Number: 22025335052723				
05/26/2023 03:30:12	05/26/2023	100098371360	CS General Purpose Batch	DSPTRIGHTS Letter
05/25/2023 11:47:15	05/25/2023	100098371360	Steven Asher	General Inquiry/Other
sw JEAN O'DONNELL called to see about another ip cust declined what was offered Customer was satisfied.				
05/25/2023 11:44:44	05/25/2023	100098371360	Steven Asher	Negotiation Tool - Service On
Spoke with: JEAN O'DONNELL Created By: Steven L Asher Financial Summary Option Used.				
05/25/2023 11:44:44	05/25/2023	100098371360	Steven Asher	Financial Summary Review
Spoke with: JEAN O'DONNELL Created By: Steven L Asher				
05/25/2023 11:42:30	05/25/2023	100098371360	Pamela Hiester	General Inquiry
S/W JEAN O'DONNELL / 100098371360 STATED SHE CAN NOT PAY BILL WANTS TO KNOW WANT CAN BE DONE TO LOWER BILL. I ADV. SHE IS ON AN IP AND EPP. THE IP IS \$99 AND THE EPP IS \$278. THE EPP RECALULATES EVERY 3 MONTH WITH HER USAGE. I AM NOT ABLE TO ADJUST EPP. I ADV. MAYBE HER IP COULD BE AJUSTED. I ALSO ADV. SHE COULD APPLY FOR ASSISTANCE. I XFER TO CREDIT TO SEE IF ANYTHING COULD BE DONE WITH IP. Satisfied Not Applicable: Reason - Send DSPRTS				
05/25/2023 11:15:52	05/25/2023	100098371360	Kiana Carswell	General Inquiry
JEAN O'DONNELL / 100098371360 vai Cannot afford bill, she said there was a balance transferred from her deceased mother to her account and she is questioning the legitimacy of the balance and if it is owed, was transferred from 108 jefferson ave xfer to AMIP Satisfied Not Applicable: Reason - Call Transferred				
05/25/2023 11:05:24	05/25/2023	100098371360	INTV IVR	Account Balance Inquiry
IVR_BillAnI) FACTR_CT=3 IP_MSG = "Y" BDGT_CHG = Q 73.00 > 0 = Y USE_CHG = BILL_FACTOR KW > 0 N -456 FACTR_PL=3				
05/25/2023 11:01:54	05/25/2023	100098371360	INTV IVR	Account Balance Inquiry
05/25/2023 11:01:54	05/25/2023	100098371360	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
04/27/2023 08:31:03	04/27/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/27/2023 Payment Time: 08:31:02 Payment Amount: 304.00 Payment Type: Credit Vendor ID: CT Receipt Number: 21373442042723				
04/20/2023 18:37:45	04/20/2023	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 04/19/23 = \$ 278.00 Open editor for detail 1. 12 Mth Factor Amt: 2371.79 2. Current Delta: 2093.11 - 1530.00 + 0.00 563.11 3. Remaining Amount: 278.68 4. Diff + Remain Amt: 563.11 + 278.68 841.79				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
5. New BBP Amount: 841.79 / 92 x 30.4 278.00 * Dollar Difference: 278.00 - 205.00 73.00 * Pct Difference: 35.61 * System BBP Amount: 278.00				
03/30/2023 01:40:17	03/30/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 03/30/2023 Payment Time: 01:40:16 Payment Amount: 304.00 Payment Type: Credit Vendor ID: CT Receipt Number: 20772182033023				
03/09/2023 14:57:15	03/09/2023	100098371360	EAILOGINWM6	Outbound Call
Call Result - SRC_ANS_MACHINE This is West Penn Power with an important message. We are reaching out to offer customers assistance to pay down their electric utility balance. To help reduce or eliminate your balance, you may be eligible for the Low Income Home Energy Assistance Program or PCAP. Visit firstenergycorp.com for assistance or call us Monday - Friday between 8 am and 6 pm at 1-800-686-0021. Thank you for being an West Penn Power customer.				
03/02/2023 04:38:43	03/02/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 03/02/2023 Payment Time: 04:38:43 Payment Amount: 304.00 Payment Type: Credit Vendor ID: CT Receipt Number: 20187917030223				
02/02/2023 13:51:38	02/02/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 02/02/2023 Payment Time: 13:51:38 Payment Amount: 257.00 Payment Type: Credit Vendor ID: CT Receipt Number: 19590124020223				
01/31/2023 22:53:33	01/31/2023	100098371360	Brittany Frankenberg	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.				
01/25/2023 14:09:09	01/25/2023	100098371360	Brittany Frankenberg	Provide Program Information
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 19:48:01	01/24/2023	100098371360	Brittany Frankenberg	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/19/2023 18:40:44	01/19/2023	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 01/18/23 = \$ 205.00 Open editor for detail 1. 12 Mth Factor Amt: 2147.01 2. Current Delta: 1166.83 - 915.00 + 0.00 251.83 3. Remaining Amount: 980.18 4. Diff + Remain Amt: 251.83 + 980.18 1232.01 5. New BBP Amount: 1232.01 / 183 x 30.4 205.00 * Dollar Difference: 205.00 - 158.00 47.00 * Pct Difference: 29.75 * System BBP Amount: 205.00				
01/05/2023 05:55:33	01/05/2023	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 01/05/2023 Payment Time: 05:55:33 Payment Amount: 257.00 Payment Type: Credit Vendor ID: CT Receipt Number: 19001296010523				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
12/08/2022 03:53:56	12/08/2022	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 12/08/2022 Payment Time: 03:53:55 Payment Amount: 257.00 Payment Type: Credit Vendor ID: CT Receipt Number: 18455925120822				
11/09/2022 06:41:40	11/09/2022	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 11/09/2022 Payment Time: 06:41:39 Payment Amount: 202.00 Payment Type: Credit Vendor ID: CT Receipt Number: 17886072110922				
10/27/2022 04:57:06	10/27/2022	100098371360	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/27/2022 Payment Time: 04:57:05 Payment Amount: 300.00 Payment Type: Credit Vendor ID: CT Receipt Number: 17600143102722				
10/20/2022 18:37:44	10/20/2022	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 10/19/22 = \$ 158.00 Open editor for detail 1. 12 Mth Factor Amt: 1862.81 2. Current Delta: 288.97 - 441.00 + 0.00 152.03- 3. Remaining Amount: 1573.84 4. Diff + Remain Amt: 152.03- + 1573.84 1421.81 5. New BBP Amount: 1421.81 / 274 x 30.4 158.00 * Dollar Difference: 158.00 - 147.00 11.00 * Pct Difference: 7.48 * System BBP Amount: 158.00				
10/20/2022 16:01:47	10/20/2022	100098371360	Stephen LeCloux	Utility Report Issued
Spoke with: JEAN ODONNELL Created By: Stephen J LeCloux Dispute Rights Dunning lock created - Lock date: 10/30/2022 Company Position: bp sat: no - read bp sat rights to customer Customer Position: bp sat: no - read bp sat rights to customer				
10/20/2022 15:58:32	10/20/2022	100098371360	Stephen LeCloux	Negotiation Tool - Service On
Spoke with: JEAN ODONNELL Created By: Stephen J LeCloux Offered - Pay Past Due Amt of \$246.00 ***** PA Final Wrap-up Customer was not satisfied. Rights provided to customer. s/w: JEAN ODONNELL 100098371360 VAI - adv customer pmt of 246.00 was returned on 10/18/2022 due to non-sufficient funds - adv customer to contact bank - adv customer pmt of 114.13 was returned on 08/23/2022 due to non-sufficient funds - customer requests to speak with sup - bp sat: no - read bp sat rights to customer - xfer call to floor support ***** Dispute Rights Issued Option Used.				
10/20/2022 15:46:21	10/20/2022	100098371360	INTV IVR	Account Balance Inquiry
10/20/2022 15:43:00	10/20/2022	100098371360	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/20/2022 15:18:26	10/20/2022	100098371360	Laurin Shelosky	General Inquiry

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
s/w JEAN O'DONNELL confirmed last payment made on 10/13 of 246 adv non suff funds. Customer was satisfied.				
10/20/2022 15:02:18	10/20/2022	100098371360	INTV IVR	Account Balance Inquiry
10/20/2022 15:02:18	10/20/2022	100098371360	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
10/18/2022 15:31:32	10/18/2022		CS General Purpose Batch	Return Check Letter
10/13/2022 06:01:43	10/13/2022	100098371360	EAILOGINWM7	Ready Pay Create
No 91859124 - \$ 246.00 - 10/13/2022 odonnellclark odonnellclark.j@gmail.com				
08/31/2022 23:41:48	08/31/2022	100098371360	B2BEAILOGIN	Real Time Payment Pending
Payment Date: 08/31/2022 Payment Time: 23:41.48 Payment Amount: 370.13 Payment Type: Credit Vendor ID: CT Receipt Number: 16402970083122				
08/23/2022 15:31:30	08/23/2022		CS General Purpose Batch	Return Check Letter
08/23/2022 15:31:30	08/23/2022		CS General Purpose Batch	Return Check Letter
08/19/2022 14:40:31	08/19/2022	100098371360	Brittany Frankenberg	Outbound Cali
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/19/2022 14:26:20	08/19/2022	100098371360	Sarah Jones	Outbound Call
OUTBOUND EMAIL SENT TO ADVISE CUSTOMER OF ERAP AND PAHFA FUNDS BEING AVAILABLE.				
08/18/2022 00:48:11	08/18/2022	100098371360	EAILOGINWM7	Ready Pay Create
No 90421019 - \$ 114.13 - 08/18/2022 odonnellclark odonnellclark.j@gmail.com				
08/17/2022 14:26:36	08/17/2022	100098371360	Laurin Shelosky	Bill Inquiry
<p>Caller: JEAN O'DONNELL (Business Partner)</p> <p>Nature of Inquiry:</p> <p>Bill for \$116.62 from 06/20/2022 to 07/20/2022 Act</p> <p>Budget True-Up Issue</p> <p>Read Validation:</p> <p>Alternatives/Solutions:</p> <p>Educate customer: Decline</p> <p>Offer Make-Up Bill IP: Decline</p> <p>Notifications:</p> <p>Company Position:</p> <p>Justified Amount Due</p> <p>Summary:</p> <p>Customer was satisfied.</p> <p>Script/details not applicable</p> <p>Connections Vendor - Transfer declined</p> <p>Analysis Performed:</p> <p>CBA Declined</p> <p>Additional Comments:</p> <p>s/w JEAN O'DONNELL called to discuss high bill adv true up</p> <p>74.13 New epp 147+ 99 IP est bill 246 adv liheap applied</p> <p>250.00- bill bal 114.13</p> <p>Bills will be mailed to: current mailing address</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/17/2022 12:05:27	08/17/2022	100098371360	INTV IVR	Account Balance Inquiry
08/17/2022 03:05:46	08/17/2022	100098371360	CS General Purpose Batch	Sent PCAP Eligibility Letter
08/16/2022 15:23:04	08/16/2022	100098371360	CS General Purpose Batch	LIHeap Credit
LIHEAP CASH \$250.00 20220816				
08/02/2022 16:04:37	08/02/2022	100098371360	INTV IVR	Account Balance Inquiry
07/29/2022 18:35:47	07/29/2022	100098371360	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
07/29/2022 18:35:46	07/29/2022	100098371360	INTV IVR	Account Balance Inquiry
07/21/2022 18:36:30	07/21/2022	100098371360	CS General Purpose Batch	Calculation
<p>C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 07/20/22 = \$ 147.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1760.13 * System BBP Amount: 147.00</p>				
07/07/2022 23:52:27	07/07/2022	100098371360	EAILOGINW7	Ready Pay Create
<p>No 89374425 - \$ 290.00 - 07/07/2022 odonnellclark odonnellclark.j@gmail.com</p>				
06/24/2022 03:30:21	06/24/2022	100098371360	CS General Purpose Batch	DSPTRIGHTS Letter
06/23/2022 09:47:01	06/23/2022	100098371360	Dessica Nestor	General Inquiry
<p>ADV CUST OF TRUE UP AMT AND THAT BUDGET SHOULDS READJUST AFTER JULY/ ADV TO APPLY FOR LIHEAP. CUST STATED SHE WILL APPLY ONLINE. Satisfied Not Applicable: Reason - Send DSPRTS</p>				
06/23/2022 09:31:23	06/23/2022	100098371360	Lindsey Johnson	General Inquiry
<p>callback xfered customer back to me xfer to credit Satisfied Not Applicable: Reason - Call Transferred</p>				
06/23/2022 09:23:31	06/23/2022	100098371360	Lindsey Johnson	General Inquiry
<p>SW JEAN O'DONNELL v.a calling about high bill has instal plan as well as EPP reviewed and went up to better match usage , caller requesting assistance and referrals for assistance available unable to pay high bill xfer to credit to discuss Satisfied Not Applicable: Reason - Call Transferred</p>				
06/23/2022 09:08:35	06/23/2022	100098371360	INTV IVR	Account Balance Inquiry
06/23/2022 09:08:35	06/23/2022	100098371360	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
06/18/2022 15:31:24	06/18/2022		CS General Purpose Batch	Return Check Letter
06/09/2022 22:30:03	06/09/2022	100098371360	EAILOGINW7	Ready Pay Create
<p>No 88686876 - \$ 290.00 - 06/09/2022 odonnellclark odonnellclark.j@gmail.com</p>				
05/28/2022 10:01:14	05/28/2022	100098371360	Caitlin Mushisky	General Inquiry
<p>***** Web Request: 5852732 ***** Name: Clark O'Donnell Email: odonnellclark.j@gmail.com Address Line 1: 865 little deer creek valley rd Address Line 2: null</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>City: Russellton State: PA Province: null Zip: 15076 Country: null Phone: (412) 266-4697 Best Time: null Account Number: null *****</p> <p>Text: Please call Jean O'Donnell at 412 266 4697 to arrange a payment plan. We cannot afford nearly 600 dollars combined a month for electricity. *****</p> <p>Reply: Thank you for your reply. If you would like to speak with a representative over the phone, please call Customer Care at 1-800-686-0021. Unfortunately, as agents who process email requests, we are not able to make outbound phone calls.</p> <p>To discuss arrangements for the balance, please contact our Credit Team at 1-800-736-3404. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department.</p> <p>For information on Assistance and Service Programs, including any grants you may qualify for to assist with your current balance due, please visit www.firstenergycorp.com/billassist. *****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>
05/27/2022 10:48:16	05/27/2022	100098371360	Jessica Devericks	General Inquiry
				<p>Web Request Number: 5852732 *****</p> <p>Payment increase *****</p> <p>Text: I need to know what options there are to lower the amount we are paying. Why is the agreed upon monthly amount not being honored? I can't afford 300 a month. Sent from my iPhone *****</p> <p>Reply: Thank you for your reply. Your Equal Payment Plan amount is reviewed every three months. Based on your usage we will determine if the amount will be increased, decreased, or remain the same. When your account was reviewed in April you had a total account balance of \$5,305.17. Based on this balance and your usage history, it was determined that your EPP amount would be increased to \$191.00. Your annual review is in July, at that time we will bill you for your total account balance/credit. If there is a balance due at the end of your budget year that you are</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>unable to pay, please contact us for payment arrangements. Your account is also on an installment plan, the payment amount for that is \$99.00 per month for 60 months until paid in full.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
05/27/2022 10:48:12	05/27/2022	100098371360	Jessica Devericks	Bill Inquiry
<p>Caller: Web Request/Correspondence/Etc. (Other)</p> <p>Nature of Inquiry: Bill for \$77.39 from 04/20/2022 to 05/18/2022 Act Something else - Payment Increase</p> <p>Read Validation:</p> <p>Alternatives/Solutions: Educate customer: Decline Something else - Adv EPP Increased Due to Budget Review</p> <p>Notifications:</p> <p>Company Position: No Follow Up</p> <p>Summary: Satisfied Not Applicable: Reason - Manual work</p> <p>Analysis Performed: Display Contact History</p> <p>Additional Comments: Bills will be mailed to: current mailing address</p>				
05/26/2022 09:33:44	05/26/2022	100098371360	David Campbell	General Inquiry
<p>*****</p> <p>Web Request: 5852732</p> <p>*****</p> <p>Name: Clark ODonnell Email: odonnellclark.j@gmail.com Address Line 1: 865 little deer creek valley rd Address Line 2: null City: Russellton State: PA Province: null Zip: 15076 Country: null Phone: (412) 266-4697 Best Time: null Account Number: null</p> <p>*****</p> <p>Text: I agreed to a payment plan about a year ago. It was already very expensive for me (I am on Medicaid and Snap). Now they want me to pay almost 300 dollars a month for my bill and that's absolutely absurd. We are one family living in a duplex and they are charging my mother an increased amount too. Our family cannot survive with this. I could barely manage 218 and now they want 290. What are my options? It's unfeasible and frankly insulting after we have</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>made on time payments for the past year. *****</p> <p>Reply: Thank you for contacting FirstEnergy. We are happy to help. Your account is on the Equal Payment Plan (EPP). The EPP is designed to make a customer's monthly payments consistent throughout the year, rounding out seasonal highs and lows. The EPP amount is based on the past billing periods of the service address.</p> <p>The EPP amount is reviewed every three months and will be adjusted if the average monthly electric usage costs are lower or higher than the monthly plan amount. Customers are notified of the change on their electric statement the month prior to the increase or decrease in the "Messages" section of the bill.</p> <p>Because you are paying a preset amount each month, your amount due may be higher than your actual consumption in a given month or lower than your actual consumption. The EPP is designed to bring you as close to a zero balance at the end of your 12-month EPP year as possible. We keep track of your actual consumption each month. To compare your actual consumption charges with the EPP amount paid to date, look at the EPP Summary at the bottom of your bill in the right column.</p> <p>If you were to decide to remove the EPP from your account, the actual account balance is what you would pay instead. The EPP spreads out the charges over a 12-month period, so each month there are charges that we have not yet billed but have been incurred on the account. If you review the summary at the bottom of the bill, you will see the difference between what you have paid to date and the amount of consumption to date is \$254.84.</p> <p>In addition to your EPP you are on an installment plan to assist in paying off a previous balance. This installment plan is billing \$99.00 in addition to your EPP amount.</p> <p>We hope this information helps. *****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
04/29/2022 13:45:33	04/29/2022	100098371360	Karen Tait	General Inquiry
<p>SW JEAN O'DONNELL / 100098371360 / WP / OFFERED EBILL -DECLINED WAS SCARED BY THE TOTAL BAL SEEN ON THE ONLINE ACCT... ADVISED THAT WOULD BE THE AMT OWED IN TOTAL IF THE ACCT CLOSED TODAY... CONFIRMED THE BILLS ARE BEING PAID ON TIME AND IN FULL AS SET UP WITH THE IP AND EPP AGREEMENTS. EXPLAINED THE EPP AND WHERE AND WHEN TO READ THE MESSAGES OF WHEN IT MIGHT CHANGE.</p> <p>Customer was satisfied.</p>				
04/29/2022 13:20:29	04/29/2022	100098371360	INTV IVR	IVR eBill Offer - Decline
<p>Customer declined eBill enrollment.</p>				
04/29/2022 13:20:29	04/29/2022	100098371360	INTV IVR	Account Balance Inquiry

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/28/2022 00:21:38	04/28/2022	100098371360	EAILOGINWM7	Ready Pay Create
No 87586517 - \$ 232.00 - 04/28/2022 odonnellclark odonnellclark.j@gmail.com				
04/20/2022 18:28:04	04/20/2022	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 04/19/22 = \$ 191.00 Open editor for detail				
1. 12 Mth Factor Amt: 1689.89 2. Current Delta: 1481.45 - 1113.00 + 0.00 368.45 3. Remaining Amount: 208.44 4. Diff + Remain Amt: 368.45 + 208.44 576.89 5. New BBP Amount: 576.89 / 92 x 30.4 191.00 * Dollar Difference: 191.00 - 133.00 58.00 * Pct Difference: 43.61 * System BBP Amount: 191.00				
03/31/2022 21:27:03	03/31/2022	100098371360	EAILOGINWM7	Ready Pay Create
No 86910993 - \$ 232.00 - 03/31/2022 odonnellclark odonnellclark.j@gmail.com				
03/17/2022 00:33:37	03/17/2022	100098371360	EAILOGINWM7	Ready Pay Create
No 86558128 - \$ 232.00 - 03/17/2022 odonnellclark odonnellclark.j@gmail.com				
02/02/2022 23:18:14	02/02/2022	100098371360	EAILOGINWM7	Ready Pay Create
No 85455356 - \$ 154.00 - 02/02/2022 odonnellclark odonnellclark.j@gmail.com				
01/19/2022 18:36:13	01/19/2022	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 01/18/22 = \$ 133.00 Open editor for detail				
1. 12 Mth Factor Amt: 1510.43 2. Current Delta: 779.95 - 714.00 + 0.00 65.95 3. Remaining Amount: 730.48 4. Diff + Remain Amt: 65.95 + 730.48 796.43 5. New BBP Amount: 796.43 / 182 x 30.4 133.00 * Dollar Difference: 133.00 - 119.00 14.00 * Pct Difference: 11.76 * System BBP Amount: 133.00				
12/31/2021 17:45:31	04/14/2021	100098371360	Cari Knarr	General Inquiry/Other
"PREPARED TO GO TO 60/24/12 MONTHS BASED ON THE PUC DIRECTIVES AND COMPANY ACCEPTED FULL TERMS OF THE ORDER" Satisfied Not Applicable: Reason - Manual work				
12/15/2021 03:02:27	12/15/2021	100098371360	CS General Purpose Batch	Sent PCAP Eligibility Letter
12/14/2021 13:26:10	12/14/2021	100098371360	Desiree Snyder	LIHeap Credit
LIHEAP CASH \$500.00 20211214				
12/08/2021 03:30:07	12/08/2021	100098371360	CS General Purpose Batch	DSPTRIGHTS Letter
12/07/2021 12:25:55	12/07/2021	100098371360	Stephen LeCloux	General Inquiry
s/w: JEAN O'DONNELL 100098371360 VAI - updated contact name per customer request - gave customer liheap number and information - customer disconnected - send DSPRTS				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Send DSPRTS				
12/07/2021 12:24:08	12/07/2021	100098371360	Stephen LeCloux	Contract Account Changed
updated contact name per customer request				
11/10/2021 01:22:41	11/10/2021	100098371360	EAILOGINWM7	Ready Pay Create
No 83440690 - \$ 218.00 - 11/10/2021 odonnellclark odonnellclark.j@gmail.com				
10/20/2021 18:32:08	10/20/2021	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 10/19/21 = \$ 119.00 Open editor for detail 1. 12 Mth Factor Amt: 1420.98 2. Current Delta: 186.29 - 357.00 + 0.00 170.71- 3. Remaining Amount: 1234.69 4. Diff + Remain Amt: 170.71- + 1234.69 1063.98 5. New BBP Amount: 1063.98 / 273 x 30.4 118.00 * Dollar Difference: 118.00 - 119.00 1.00 * Pct Difference: 0.84 * System BBP Amount: 119.00				
10/01/2021 16:29:33	10/01/2021	100098371360	EAILOGINWM7	Ready Pay Create
No 82459641 - \$ 218.00 - 10/01/2021 odonnellclark odonnellclark.j@gmail.com				
09/16/2021 17:53:11	09/16/2021	100098371360	EAILOGINWM7	Ready Pay Create
No 82108232 - \$ 218.00 - 09/16/2021 odonnellclark odonnellclark.j@gmail.com				
09/16/2021 17:51:42	09/16/2021	100098371360	EAILOGINWM7	Change Profile
odonnellclark odonnellclark.j@gmail.com Changed Password From Unlock Password				
09/16/2021 17:50:57	09/16/2021	100098371360	EAILOGINWM7	Unlock Login Email Sent
odonnellclark odonnellclark.j@gmail.com Requested Unlock Password link				
08/11/2021 20:05:05	08/11/2021	100098371360	EAILOGINWM7	Ready Pay Create
No 81228998 - \$ 204.17 - 08/11/2021 odonnellclark odonnellclark.j@gmail.com				
07/22/2021 19:23:19	07/22/2021	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 07/21/21 = \$ 119.00 Open editor for detail 1. 12 Mth Factor Amt: 1432.17 * System BBP Amount: 119.00				
07/14/2021 18:20:49	07/14/2021	100098371360	EAILOGINWM7	Ready Pay Create
No 80519755 - \$ 218.00 - 07/14/2021 odonnellclark odonnellclark.j@gmail.com				
06/10/2021 13:14:25	06/10/2021	100098371360	EAILOGINWM7	Ready Pay Create
No 79676098 - \$ 218.00 - 06/10/2021 odonnellclark odonnellclark.j@gmail.com				
06/10/2021 13:13:31	06/10/2021	100098371360	EAILOGINWM7	Change Profile
odonnellclark odonnellclark.j@gmail.com Changed Email from odonnellclark.j@gmail.com				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Changed Login from odonellclark				
05/12/2021 23:37:12	05/12/2021	100098371360	EAILOGINWM7	Ready Pay Create
No 78978513 - \$ 200.00 - 05/12/2021 odonellclark odonellclark.j@gmail.com				
05/12/2021 23:36:18	05/12/2021	100098371360	EAILOGINWM7	Bank Details Added
0003 Bank Details Added odonellclark odonellclark.j@gmail.com				
04/21/2021 18:59:47	04/21/2021	100098371360	CS General Purpose Batch	Calculation
C/A 100098371360 Contract 0017244125 Budget amt calculated for period ending 04/20/21 = \$ 119.00 Open editor for detail 1. 12 Mth Factor Amt: 1443.76 2. Current Delta: 1223.73 - 1089.00 + 0.00 134.73 3. Remaining Amount: 220.03 4. Diff + Remain Amt: 134.73 + 220.03 354.76 5. New BBP Amount: 354.76 / 91 x 30.4 119.00 * Dollar Difference: 119.00 - 101.00 18.00 * Pct Difference: 17.82 * System BBP Amount: 119.00				
04/14/2021 17:44:15	04/14/2021	100098371360	Cari Knarr	PA Payment - IP
offered long term ip for 60m at \$99 plus budget				
04/14/2021 17:37:05	04/14/2021	100098371360	Cari Knarr	Negotiation Tool - Service On
Spoke with: JEAN ODONNELL Created By: Cari Knarr Payment Options provided: Offered - Pay Acct Balance of: \$6150.07 Offered - Pay Past Due Amt of \$2699.22 ***** PA Final Wrap-up Customer was satisfied. sw JEAN ODONNELL calling for payment arrangements on bill, offered one time long term ip for 60m ***** PA Final Wrap-up Customer was satisfied. sw JEAN ODONNELL calling for payment arrangements on bill, offered long term ip for 60m at \$99 plus budget cust accepted.				
03/03/2021 18:06:05	03/03/2021	100098371360	EAILOGINWM7	Ready Pay Create
No 77215421 - \$ 50.00 - 03/03/2021 odonellclark odonellclark.j@gmail.com				
03/03/2021 18:05:18	03/03/2021	100098371360	EAILOGINWM7	Self-Serve Credit Interaction
Authorized Contact Person: Clark ODonnell Agency Referral Accepted CAP Referral Accepted				
03/03/2021 18:05:16	03/03/2021	100098371360	EAILOGINWM7	Financial Summary Review
Financial Summary was taken.				
03/03/2021 18:04:35	03/03/2021	100098371360	B2BEILOGIN	Delivery Failure to Alert Contact
Alert Contact: odonellclark.j@gmail.com				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/03/2021 18:04:11	03/03/2021	100098371360	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: odonellclark.j@gmail.com				
03/03/2021 18:04:08	03/03/2021	100098371360	EALOGINWM7	Register for Website
Site Registration odonellclark				
02/23/2021 03:00:11	02/23/2021	100098371360	CS General Purpose Batch	Sent PCAP Eligibility Letter
02/22/2021 13:26:59	02/22/2021	100098371360	Desiree Snyder	LiHeap Credit
LIHEAP CRISIS \$800.00 20210222				
02/02/2021 14:02:25	02/02/2021	100098371360	C66307	Negotiation Tool - Service On
<p>Spoke with: JEAN O'DONNELL</p> <p>Created By: Jakob D Ruegg</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$6555.41</p> <p>Offered - Pay Past Due Amt of \$3129.22</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <p>adv bill balance 3,354.22, adv cannot reset IP as on commission ip, adv we have not received 800.00 from liheap but it is in the system, adv to make payments when she can and see further hs assist</p>				
02/02/2021 13:59:08	02/02/2021	100098371360	C66307	Review of Est ReEnroll Amts
<p>C/A 100098371360</p> <p>Estimated Re-enrollment amounts displayed</p> <p>Open editor for details.</p> <p>Not eligible for Retroactive credits - not removed for FTV</p> <p>Account Balance = 6639.72</p> <p>Deferred Arrears = 1179.65</p> <p>Retroactive CAP credits = 0.00</p> <p>Retroactive Arrears credits = 0.00</p> <p>Security Deposit = 0.00</p> <p>Estimated Amount Due = 5460.07</p> <p>The amounts are calculated for that given moment as if the customer was enrolling at that time.</p> <p>When the actual ReEnrollment occurs, the amounts are subject to change based on changes to the account balance or meeting eligibility requirements at that time.</p> <p>You are not required to make a payment at enrollment. Based on your account information \$1,179.65 would be set aside for forgiveness. You would owe approximately \$5,460.07 in addition to your first PCAP bill. This amount is estimated and changes as your account balance or eligibility changes. Any past-due balances would be subject to collection activity. The actual amount due is calculated upon successful enrollment. If you choose to enroll please visit www.dollarenergy.org/myapp or call Dollar Energy Fund at 1-888-262-6816, Monday-Friday 8am-5pm.##</p> <p>##</p> <p>##</p> <p>##</p>				

- If you have questions or need more information, please call us today at 1-800-736-3404. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut-off if you file the complaint before the shut-off date. To contact them call (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- If you currently have a valid Protection From Abuse order or a court order issued by a court of competent jurisdiction in this Commonwealth, which provides clear evidence of domestic violence against you, your service cannot be terminated during the winter without PUC permission. There are some additional protections available to you. Call us immediately at 1-800-736-3404. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment arrangement or special assistance programs. Call 1-800-736-3404 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- Having trouble paying your electric bill? Help is available! Please visit firstenergycorp.com/billassist and click on "Search Assistance Programs" to find out if you qualify. You may also call 211 for utility assistance.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 1-800-736-3404.
- If you have trouble understanding or speaking English or have a disability, please call us at 1-800-736-3404 for a free interpretation.
- If your service is shut off, you may be required to pay more than the amount listed on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past-due.
- All adult occupants of the premises whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premises may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises.
- After all conditions have been met to have the service turned back on, it may take up to three days to have your service restored. Please contact us to discuss the details.
- With the Pennsylvania Public Utility Commission's approval, we are notifying all customers of a change in the procedure for disconnection for nonpayment. The company representative will now attempt to complete a remote disconnection and may no longer need access to the meter. All other regulatory noticing leading up to disconnect will continue with no change, and a post-termination notice will be left at the service address.

WINTER NOTICE PROVISIONS (between December 1 - March 31)

- If we shut off your service during the winter months (between Dec. 1 - Mar. 31) we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected
- Contact us BEFORE the shut-off date to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is at or below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 1-800-736-3404. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level (Add \$1,146 for each additional household member)				
Household Size	1	2	3	4
Monthly Income	\$3,260	\$4,406	\$5,552	\$6,698

TERM11

1 **BEFORE THE**
2 **PENNSYLVANIA PUBLIC UTILITY COMMISSION**
3

4 CLARK O'DONNELL :
5 :
6 v. : Docket No. F-2025-3054625
7 :
8 FIRSTENERGY PENNSYLVANIA :
9 ELECTRIC COMPANY :
10

11
12 **DIRECT TESTIMONY OF RACHEL N. SUKHU**

13
14 **On Behalf of FirstEnergy Pennsylvania Electric Company**
15 **West Penn Rate District**

16
17
18
19
20
21 **FE PA Statement No. 2**
22

1

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3 **Exhibits of Rachel N. Sukhu**

4 RS-1 Denial Letter, dated January 16, 2025

5 RS-2 List of Acceptable Forms to Prove Identity and Legal Age

6 RS-3 Public Record of Ownership

7 RS-4 MAWD Frequently Asked Questions

1 **1. INTRODUCTION AND PURPOSE OF TESTIMONY**

2 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS FOR THE**
3 **RECORD.**

4 A. My name is Rachel Sukhu. My business address is 2800 Pottsville Pike, Reading,
5 PA 19612.

6 **Q. PLEASE PROVIDE YOUR EMPLOYMENT HISTORY.**

7 A. I am employed by FirstEnergy Service Company as a Supervisor in the Call
8 Center for the Advance Move-In Team. I have worked for the Company for 11 years. I
9 have spent 5 years in my current position. As a Supervisor for the Advance Move-In
10 Team, I oversee the representatives on the Advanced Move-In Team. I review denial of
11 service applications and security deposit requests to establish an account. In my
12 position, I am familiar with and use the Commission's Chapter 56 Regulations. I am also
13 generally familiar with the PA Public Utility Code, specifically Section 1501.

14 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

15 A. I am offering testimony regarding the denial of the Complainant's application for
16 service and the security deposit that is required.

17 **Q. SPECIFICALLY WHAT RECORDS DID YOU PERSONALLY REVIEW**
18 **IN PREPARATION FOR THIS HEARING?**

19 A. I reviewed the public record of the owners of the Service Location, Denial Letter
20 and Experian Letter sent by the Company to the Complainant and the Frequency Asked
21 Questions for the Pennsylvania Department of Human Service Medical Assistance for
22 Workers with Disabilities (MAWD) Program.

1 **Q. DID YOU REVIEW THE COMPLAINANT’S PREPARED WRITTEN**
2 **TESTIMONY?**

3 A. Yes.

4 **Q. DID YOU REVIEW THE COMPLAINANT’S EXHIBITS A – I THAT**
5 **WERE ATTACHED TO HIS PREPARED WRITTEN TESTIMONY?**

6 A. Yes.

7 **2. APPLICATION FOR SERVICE PROCESS**

8 **Q. PLEASE EXPLAIN THE APPLICATION PROCESS AS IT RELATES TO**
9 **THIS FORMAL COMPLAINT.**

10 A. The person who seeks service in their name must contact the Company either by
11 phone or on the Company’s website and provides the following information for the
12 applicant: name, social security number and date of birth. That information is sent to
13 Experian, an outside information services company who provides data and analytical
14 tools to the Company to manage credit risk, prevent fraud and/or identity theft. Experian
15 provides 2 distinct reports to the Company: (1) verification of the name and legal age of
16 the applicant and (2) credit worthiness of the applicant for security deposit purposes. If
17 Experian does not verify the identity and legal age of the applicant, the Company sends a
18 denial letter to the applicant advising that the application was denied and what is required
19 to establish service. If a security deposit is required, the denial letter states the amount
20 required and potential payment terms. The denial letter specifically states that if the
21 application is denied for identification only, the security deposit will be billed after the
22 account is established. The denial letter also specifically advises that a security deposit
23 will be waived if the applicant is confirmed income eligible for a customer assistance

1 program and to apply for the waiver, the applicant must contact the Dollar Energy Fund
2 (DEF), *via* DEF's website or by phone to provide income information and discuss
3 eligibility. DEF administers the Company's Commission approved low-income program,
4 known as PCAP. The income eligibility for PCAP requires that the customer's household
5 income is at or below 150% of the Federal Poverty Level (FPL).

6 Since the Company is only informed that the applicant met the criteria for the
7 security deposit, once the account is established, the applicant is notified by separate
8 letter how to contact Experian to discuss their credit worthiness.

9 **Q. DID THE COMPANY FOLLOW THIS PROCESS FOR THE**
10 **COMPLAINANT'S APPLICATION FOR SERVICE?**

11 A. Yes. As a result of the email exchange on January 13, 2025, (page 8 of Exhibit
12 CH-6), I processed the Complainant's application for service on January 16, 2025 (pages
13 7-8 of Exhibit CH-6 and page 1 of Exhibit CH-2). Experian could not verify the name
14 and legal age of the Complainant and also determined that a security deposit was
15 required. Exhibit RS-1 is the 2-page Denial Letter, dated January 16, 2025, under the
16 Complainant's Temporary Account No. 100161950637. The Denial Letter notified the
17 Complainant that his application was denied and to establish service, he must provide
18 proof of his identity and legal age. The acceptable forms to prove identity and legal age
19 were provided.

20 The Denial Letter also notified the Complainant that a security deposit, in the
21 amount of \$376.00, was required and the security deposit would be billed after his
22 identification is verified and service is established in his name. The Denial Letter
23 specifically stated that to waive the required security deposit, the Complainant must

1 contact DEF either *via* their website or by phone. Consistent with Section 56.51, the
2 amount of the required security deposit is equal to 1/6 of the estimated annual bill for the
3 Service Location for the prior 12-month period.

4 Exhibit RS-2 is the 1-page Letter, dated January 16, 2025, sent to the
5 Complainant providing the acceptable forms to verify his identity and legal age.

6 **Q. DOES THE DENIAL LETTER COMPLY WITH THE RELEVANT**
7 **COMMISSION REGULATIONS?**

8 **A.** Yes. The information in the Denial Letter complies with Section 56.36.

9 **Q. WHY ISN'T THE COMPANY HOLDING THE COMPLAINANT**
10 **RESPONSIBLE FOR THE CHARGES BILLED FOR SERVICE TO THE**
11 **SERVICE LOCATION UNDER THE CUSTOMER'S ACCOUNT GIVEN HE**
12 **ADMITS THAT HE HAS RESIDED IN THE SERVICE LOCATION FOR 10**
13 **YEARS?**

14 **A.** There are 2 reasons. First, the Complainant is not the legal owner of the Service
15 Location as stated on page 2 of his Written Testimony. RS-3 is the public record that the
16 Service Location is owned by Jean ODonnell and Jacob ODonell, not the Complainant
17 Second, the Customer has concurrent service. Once the Customer's Account is finalized,
18 a final bill will be issued. If the Customer does not satisfy the final bill, the Company is
19 authorized to transfer the Customer's outstanding balance for the finalized Account to the
20 existing active concurrent account.

21 **Q. WHY IS THE COMPANY REQUIRING THE COMPLAINANT TO**
22 **PROVE HIS IDENTIFY AND LEGAL AGE?**

1 A. The Company simply cannot put service in a person's name without verification
2 of identity and legal age to prevent identify theft and/or fraud. Experian could not
3 validate the Complainant's identity with the information he provided.

4 **Q. HAS THE COMPLAINANT PROVIDED THE REQUIRED PROOF OF**
5 **IDENTITY AND AGE TO THE COMPANY?**

6 A. No. As a result, service has not been established in the Complainant's name and
7 service remains active in the Customer's name.

8 **Q. HAS THE COMPLAINANT BEEN INFORMED THAT THE COMPANY**
9 **IS NOT HOLDING HIM RESPONSIBLE FOR THE CUSTOMER'S ACCOUNT**
10 **BALANCE AS A CONDITION TO ESTABLISH SERVICE?**

11 A. Yes. The Company has confirmed that fact multiple times in numerous emails.
12 BCS has also confirmed that fact in BCS Decision No. 4037898 (Exhibits CH-3 and CH-
13 4). The Company's filed Answer and New Matter also confirmed that fact.

14 **3. MAWD PROGRAM**

15 **Q. THE COMPLAINANT SUBMITTED EXHIBIT I, AS PROOF OF HIS**
16 **LOW-INCOME STATUS. DOES THAT DOCUMENT CONFIRM THAT THE**
17 **COMPLAINANT'S INCOME QUALIFIES FOR A WAIVER OF THE**
18 **SECURITY DEPOSIT?**

19 A. No. Complainant Exhibit I is a 1-page printout that reflects the Complainant's
20 participation in the MAWD Program, his date of birth and his monthly premium. It does
21 not confirm that the Complainant's household income is at or below 150% of FPL.
22 Exhibit RS-4 is the 2-page document from the MAWD website containing the Frequently
23 Asked Questions for the MAWD Program. Specifically, MAWD requires that a

1 participant must be at least 16 but less than 65 years old and must have income below
2 250% of the FPL. A waiver of the security deposit requires confirmation that the
3 household income of the Complainant is at or below 150% of FPL. The Complainant
4 must contact DEF, the outside vendor who administers PCAP, to confirm the
5 Complainant's income is at or below 150% of FPL. The Company does not verify the
6 income of an applicant or customer.

7 **Q. DOES THE REQUIRED SECURITY DEPOSIT COMPLY WITH THE**
8 **COMMISSION REGULATIONS?**

9 A. Yes. The security deposit complies with Sections 56.31-56.38 and 56.51.

10 **Q. WHAT IS THE COMPANY'S RESPONSE TO THE COMPLAINANT'S**
11 **STATEMENT ON PAGE 5 OF THE WRITTEN TESTIMONY THAT "*HE IS***
12 ***WILLING TO PROVIDE PROOF OF IDENTITY BUT ONLY IF THE COMPANY***
13 ***CONFIRMS THAT NO LEGACY DEBT WOULD BE TRANSFERRED, THAT HIS***
14 ***ADA ACCOMMODATIONS WOULD BE HONORED, AND THAT NO***
15 ***UNREASONABLE DEPOSIT WOULD BE REQUIRED.*"**

16 A. The Complainant does not get to dictate to the Company what documents and
17 when those documents will be provided in order to establish service in his name. The
18 Company has an obligation to verify an applicant's identity to avoid fraud or identity
19 theft. The Complainant has been told on numerous occasions by the Company and by
20 BCS that the Company is not holding him responsible for the balance under the
21 Customer's Account. The Company has also advised the Complainant that to waive the
22 security deposit, he must contact DEF who will verify that the Complainant's household
23 income is at or below 150% of FPL. After DEF verifies, the security deposit will be

1 waived. The required security deposit complies with Section 56.51. The Company has
2 communicated with the Complainant *via* email. However, there are certain situations in
3 which the Company must speak to the Complainant, i.e., a request for a Company
4 payment arrangement (PAR) when the account has history of multiple defaulted PARs.
5 As a result, the Company cannot agree that all communication will be *via* email.

6 **Q. DOES THAT CONCLUDE YOUR TESTIMONY?**

7 A. Yes.



A-FECC
341 White Pond Dr
Akron, OH 44320
800-633-4766

January 16, 2025

CLARK ODONELL
865 LTL DEER CRK VLY RD
RUSSELLTON PA 15076

Dear CLARK ODONELL:

Your application for residential electric service at 865 LTL DEER CRK VLY RD LTL RUSSELLTON PA 15076 has been denied. To establish service, you must:

- Provide a copy of your identification to prove both your identity and legal age. See attached form for acceptable identification.
- Provide a copy of a lease, deed or mortgage.
- Obtain an electrical inspection.
- Pay the required amount of **0.00** from the total outstanding balance of **0.00**. The balance breakdown is listed below.

Amount	Account	Address	Dates Balance Accrued	Name
			-	
			-	
			-	

Once the above requirement(s) have been met, a security deposit in the amount of **\$376.00** is required to provide you with electric service. Please see selection below:

A 50 percent initial payment of 0.00 is due now to obtain service in your name. Another payment of 25 percent will be due with your first bill, and a final payment of 25 percent will be due with your following bill.

If you are being denied for identification only, a security deposit will be billed to your account once your identity has been verified and the account is established. If you are unable to pay the deposit in full, you have the option of paying the deposit in three installments: a 50 percent initial payment will be due with your first bill, another payment of 25 percent will be due with your second bill and a final payment of 25 percent will be due with your third bill. Please contact us at 1-800-686-0021 if you would like to pay the deposit in installments.

Please note that the deposit installments will be in addition to your monthly bill amount.

Account: 100161950637 / Corr: 400001520797

52331 PADENIAL 12/10/2019

You have the option to obtain a third-party guarantor instead of a cash deposit. A third-party guarantor is a person that meets credit requirements and is willing to co-sign for you.

If you are interested in paying your deposit in installments or using a third-party guarantor, please contact us at 1-800-686-0021 to discuss these options.

Your security deposit will be waived if you are confirmed income eligible for a customer assistance program. To apply, visit dollarenergy.org/myapp or call Dollar Energy Fund at 888-282- 6816 to provide your income information and discuss eligibility.

The requested requirement(s) must be returned to the Company address listed above or faxed to 1-330-315-9587. Service will not be established until all requirements are met.

If only a payment is required and you made your payment at the time of application, thank you. Service has been established in your name. If you paid **after** the time of the application, you must contact us at our Customer Service Center at 1-800-686-0021 to report the payment and establish service in your name.

More lenient credit and liability standards may be available for victims of domestic violence with a protection from abuse order or a court order issued by a court of competent jurisdiction in this Commonwealth which provides clear evidence of domestic violence.

If you have any questions concerning your service application, please contact our Customer Service Center at 1-800-686-0021.

If the explanation given has not resolved this matter, you have the right to file an informal complaint with the Pennsylvania Public Utility Commission. The informal complaint must be filed within the next 10 days in order to ensure preservation of all your rights. You may file an informal complaint by phoning the Public Utility Commission at 1-800-692-7380 or by writing to the following address: Pennsylvania Public Utility Commission, PO Box 3265, Harrisburg, PA 17105-3265.

Sincerely,

West Penn Power
A FirstEnergy Company

Account: 100161950637 / Corr: 400001520797

52331 PADENIAL 12/10/2019



A-FECC
341 White Pond Dr
Akron, OH 44320
800-633-4766

January 16, 2025

Identification Requirements to establish service

- CLARK ODONELL
- 865 LTL DEER CRK VLY RD LTL RUSSELLTON PA 15076
- Account Number: 100161950637

To complete your application for service, please provide proof of identification and legal age. You may mail a copy of one of the following acceptable forms of valid/not expired identification to the address listed above, fax to 330-315-9587, or email to move@firstenergycorp.com. Any documents submitted for this request cannot be returned to you.

Acceptable identification to prove both identity and legal age:

- A driver's license
- A state-issued identification card with photograph
- A passport
- A USCIS (United States Citizenship and Immigration Services)-issued document card with photograph
- A military identification card
- A Homeland issued Refugee Traveling Document
- An identification document issued by a foreign government that includes the applicant's full name and a photograph (*Acceptable to prove identity and legal age if date of birth is included*)

If you are unable to provide a document from the list above, please provide one document to prove identity and one document to prove legal age.

Acceptable identification to prove identity:

- A county identification card
- An employment identification
- A county welfare identification card
- A student identification card
- A work visa
- A student visa

Acceptable identification to prove legal age:

- A birth certification (*May be issued by foreign government*)
- A form I-94, arrival/departure record

If you have any questions regarding these identification requirements, please contact our Customer Care Center at 800-545-7741, Monday – Friday 8am – 6pm.

¡Atención! Para completar su solicitud de servicio debe proporcionar prueba de identificación y edad legal. Los agentes que hablan español están disponibles en nuestro Centro de atención al cliente en el 800-545-7741 para ayudarlo.

Sincerely,

West Penn Power
A FirstEnergy Company

Account: 100161950637 / Corr: 400001520794

52331 IDENTITY 05/26/2023



A-FECC
341 White Pond Dr
Akron, OH 44320
800-633-4766

January 16, 2025

Requisitos de identificación para establecer servicio:

- CLARK ODONELL
- 865 LTL DEER CRK VLY RD LTL RUSSELLTON PA 15076
- Número de cuenta: 100161950637

Para completar su solicitud de servicio, proporcione prueba de identificación y edad legal. Puede enviar por correo una copia de una de las siguientes formas aceptables de identificación válida/vigente a la dirección indicada arriba, enviar por fax al 330-315-9587, o enviar un correo electrónico a move@firstenergycorp.com. No se le podrá devolver ningún documento presentado para esta solicitud.

Identificación aceptable para comprobar su identidad y edad legal:

- Una licencia de conductor

- Una tarjeta de identificación emitida por el estado con fotografía
- Un pasaporte
- Una tarjeta de documento emitida por USCIS (Servicios de Ciudadanía e Inmigración de los Estados Unidos) con fotografía
- Una tarjeta de identificación militar
- Un documento de viaje para refugiados emitido por Homeland
- Un documento de identificación emitido por un gobierno extranjero que incluya el nombre completo del solicitante y una fotografía (Aceptable para comprobar la identidad y la edad legal si se incluye la fecha de nacimiento)

Si no puede proporcionar un documento de la lista anterior, proporcione un documento para probar la identidad y un documento para probar la edad legal.

Identificación aceptable para comprobar la identidad:

- Una tarjeta de identificación del condado
- Una identificación de empleo
- Una tarjeta de identificación de asistencia social del condado
- Una tarjeta de identificación de estudiante
- Una visa de trabajo
- Una visa de estudiante

Identificación aceptable para comprobar la edad legal:

- Un certificado de nacimiento (puede ser emitido por un gobierno extranjero)
- Un formulario I-94, registro de llegada/salida

Si tiene alguna pregunta sobre estos requisitos de identificación, comuníquese con nuestro "Centro de atención al cliente" al 800-545-7741, de lunes a viernes de 8 a.m. a 6 p.m.

Atentamente,

West Penn Power
A FirstEnergy Company

Account: 100161950637 / Corr: 400001520794

52331 IDENTITY 05/26/2023



Search: Public Records : Real Property
Terms: street address(865 Little Deer Creek Valley Road) city(Russellton) state(PA) zip code(15076)

No.	Name Information	Property Address	APN	Jurisdiction
5	Buyer ODONNELL, JEAN A & JACOB 867 LITTLE DEER CREEK VALLEY RD RUSSELLTON, PA 15076-1300	865 LITTLE DEER CREEK VALLEY RD RUSSELLTON, PA 15076-1300		Deed Record for ALLEGHENY, PA Recording Date : 12/27/2023 Document Type : DEED Contract Date : 10/04/2023 Data Source : A
	Seller ZELAZOWSKI LOUISE A			

Terms: street address(865 Little Deer Creek Valley Road) city(Russellton) state(PA) zip code(15076)
Date/Time: Monday, April 28, 2025 7:44 PM
Permissible Use: Your DPPA Permissible Use: I have no permissible use
Your Secondary DPPA Permissible Use: None
Your GLBA Permissible Use: I have no permissible use

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MAWD

FAQ

MEDICAL ASSISTANCE FOR WORKERS WITH DISABILITIES FREQUENTLY ASKED QUESTIONS

Q: What is MAWD?

A: Medical Assistance for Workers with Disabilities (MAWD) lets Pennsylvanians with a disability take a job, earn more money, and still keep their medical coverage and home- and community-based services (waiver services).

Q: Will MAWD affect my Medical Assistance (MA) waiver participation?

A: Yes, it will allow you to earn more and still be eligible for MA benefits, including waiver services. For more detailed information, see the Waivers section below.

 www.dhs.pa.gov/MAWD

1.800.692.7462

TTY/TDD: 1.800.451.5886

ELIGIBILITY

Q: Who is eligible for MAWD?

A: To be eligible, a person must:

- Be at least 16, but less than 65 years old;
- Be employed and getting paid;
- Have a disability that meets the Social Security Administration's (SSA) standards. Disabilities may include physical or developmental disabilities, mental health or intellectual disabilities. SSA income standards are not used.
- Have countable (earned and unearned) income below 250 percent of the federal poverty level (FPL). If you earn more you might still qualify because there are significant deductions used. Contact your caseworker or local county assistance office (CAO) for more information or apply at www.compass.state.pa.us.
- Have \$10,000 or less in countable resources (resident property and one automobile are not countable resources).
- If your countable income increases above 250 percent of the FPL and is at or below 600 percent of the FPL, and you have received MAWD for at least the past 12 months, you may continue to be eligible for MAWD in the Workers with Job Success program.

Q: How do I know if I have a disability that will qualify me for MAWD?

A: MAWD applicants need to meet SSA's definition of disability or the Department of Human Services' (DHS) disability rules (except for earnings). For more information about eligibility, contact your local CAO.

Q: Does MAWD provide coverage for short-term disabilities?

A: No. MAWD covers individuals who have a disability that is expected to exist for more than one year.

Q: Do I have to be receiving Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) to be eligible for MAWD?

A: No. Individuals applying for MAWD do not have to apply for or receive SSI/SSDI.

Q: If I was participating in a Medicaid buy-in program similar to MAWD in another state, does that automatically make me eligible for MAWD?

A: No. Each state has different eligibility requirements. You must meet Pennsylvania's requirements to qualify for the program.

APPLYING

Q: How can I apply for MAWD?

A: You can apply online at www.compass.state.pa.us, by telephone at 1-866-550-4355, call the DHS Helpline at 1-800-692-7462, or visit your local CAO for an application.

Q: Is a face-to-face interview required to apply for MAWD?

A: No. Apply online via COMPASS, by telephone, or send the completed application to your local CAO. You will be notified of your eligibility status.

WORK REQUIREMENTS

Q: Must I work a certain number of hours or meet wage requirements to qualify?

A: No.

Q: Am I eligible for MAWD if I am self-employed?

A: Yes, but you must provide documentation of self-employment.

WAIVERS

Q: If I work, will I earn too much to be eligible for my waiver?

A: Individuals enrolled in MAWD can earn more without losing benefits.

- MAWD recipients with countable (earned and unearned) income less than 250 percent of the FPL can receive MA, including waiver services.
- An individual earning more than 250 percent of the FPL might still qualify for MAWD because there are significant deductions from earned income, including impairment-related work expenses that are used to determine countable income for MAWD.
- If your countable income increases above 250 percent of the FPL and is at or below 600 percent of the FPL, and you have received MAWD for at least the past 12 months, you may continue to be eligible for MAWD in the Workers with Job Success program.
- An individual earning more than the waiver income limit of 300 percent of the Federal Benefit Rate might still qualify for waiver services through MAWD if countable income, after deducting allowable work expenses, is less than 250 percent of the FPL, or is less than 600 percent of the FPL for Workers with Job Success.
- Even if you have total income exceeding the limits listed above, please contact your local CAO or apply for MAWD.

BENEFITS

Q: What medical services are provided under MAWD?

A: Benefits may include: doctor visits, durable medical equipment, prescription drugs, acute care, mental health services, dental services, hospital stays, rehabilitation services, hospice services, and medical assistance transportation.

Q: If I'm already working and have health care benefits through my employer, but still qualify for MAWD, which coverage would be primary and which would be secondary?

A: Coverage through your employer is considered primary. Your MAWD benefits will cover those health care services not covered by your employer's health care coverage, but covered under Pennsylvania's MA program.

Q: How does the Medicare Prescription Drug Coverage affect individuals who are enrolled in both MAWD and Medicare?

A: If you receive both MAWD and Medicare, your prescriptions will be covered by Medicare. Because you are in MAWD, you will automatically receive extra help paying for the deductibles and premiums. Your co-payment will be between \$1 and \$5 for each prescription drug, and your Medicare Part D premium will be paid for.

PREMIUMS

Q: How much of a premium must I pay to participate in MAWD?

A: MAWD recipients whose countable income after deductions is less than or equal to 250 percent of the FPL must pay five percent of their countable monthly income. MAWD recipients in the Workers with Job Success program must pay 7.5 percent of their countable monthly income or the \$948.00 full cost monthly premium.

Q: How do I pay my monthly premium?

A: You have a few options when paying your premium. You can pay online by going to www.humanservices.state.pa.us/MAWDOnlinePayments or you can pay with a check or money order. You will receive a statement each month showing the amount due along with a prepaid envelope to return your payment.

LOSING BENEFITS

Q: If my countable income increases above 250 percent FPL, will I be ineligible for MAWD?

A: Not necessarily. If you have received MAWD for at least the past 12 months and your income increases above 250 percent FPL and is at or less than 600 percent FPL, you may continue to qualify for MAWD in the Workers with Job Success program. For more information, refer to the MAWD Workers with Job Success Frequently Asked Questions document at www.dhs.pa.gov/MAWD.

Q: If my SSDI benefits are terminated because of my earnings, will I also be ineligible for MAWD?

A: Not necessarily. If your earnings exceed an amount that makes you financially ineligible for SSDI, you may continue to be eligible for MAWD if you still meet the MAWD eligibility requirements. You should contact your CAO for help in determining continued eligibility for MAWD.

Q: Will I automatically be terminated from MAWD if I lose my job?

A: No. If you lose your job, you may be considered for a good cause exception to continue eligibility for up to two months. During this two-month exception, you do not have to pay the monthly premium. You must contact your caseworker at the CAO to be considered for a good cause period.

Q: Will I automatically be terminated from MAWD if I have an extended illness or medical condition that does not allow me to work?

A: No. If you have an extended illness or medical condition that does not allow you to work, you may request for a good cause exception to continue eligibility for up to two months. During this two-month exception, you do not have to pay the monthly premium. You must contact your caseworker at the CAO to request a good cause period.

Q: If I work will I lose my waiver benefits?

A: Individuals enrolled in MAWD can earn more without losing their benefits. See the Waivers section above.