

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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LINDA BERRY, :
Complainant, : Docket No.:
vs. : C-2025-3055802
FIRSTENERGY PENNSYLVANIA :
ELECTRIC COMPANY, :
Respondent. :
-----*

Pages 1 through 25 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Friday, September 19, 2025
Met, pursuant to notice, at 10:08 a.m.

BEFORE: THE HONORABLE MICHAEL MROCZKA
Special Agent

INDEX TO EXHIBITS
Docket No.: C-2025-3055802
Hearing Date: September 19, 2025

EXHIBITS INDEX

NUMBER		IN EVIDENCE
FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY:		
1	(Statement of accounts)	22
2	(Payment Arrangement history)	22
3	(Complaint history)	22
4	(Customer contacts)	22

Timothy K. McHugh, Esq.
(610) 301-9072
(330) 315-9263 (Fax)

September 11, 2025

VIA ELECTRONIC DELIVERY

Special Agent Michael Mroczka
Administrative Law Judge
PA Public Utility Commission
400 North Street
Harrisburg, PA 17120
micmroczka@pa.gov

Re: Linda Berry v. FirstEnergy Pennsylvania Electric Company;
Docket No. C-2025-3055802

Dear Agent Mroczka:

In anticipation of an evidentiary hearing scheduled for Friday, September 19, 2025, at 10:00 a.m., I have enclosed copies of the proposed exhibits which FirstEnergy Pennsylvania Electric Company intends to present at the hearing regarding the above-referenced matter.

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

Please contact me if you have any questions.

Very truly yours,



Timothy K. McHugh

TKM/mlr

Enclosures

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

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

LINDA BERRY

v.

**FIRSTENERGY PENNSYLVANIA
ELECTRIC COMPANY**

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:
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Docket No. C-2025-3055802

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the proposed exhibits of FirstEnergy Pennsylvania Electric Company upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Service by electronic mail only as follows:

Linda Berry
lindaberry@yahoo.com

Special Agent Michael Mroczka
micmroczka@pa.gov

Dated: September 11, 2025



Timothy K. McHugh
FirstEnergy Service Company
341 White Pond Drive
Akron, OH 44320
(610) 301-9072
tmchugh@firstenergycorp.com

Counsel for FirstEnergy Pennsylvania Electric
Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

LINDA BERRY

v.

**FIRSTENERGY PENNSYLVANIA
ELECTRIC COMPANY**

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Docket No. C-2025-3055802

**PROPOSED EXHIBITS OF
FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY**

1. Detailed Statement of Account (24 months)
2. Payment Arrangement/ PCAP History
3. Complaint History
4. Customer Contacts (24 months)



DETAILED STATEMENT OF ACCOUNT

Customer Name: LINDA BERRY

Account Number: [REDACTED]

Service Address: WINONA LAKES
3520 ACORN CIR
EAST STROUDSBURG PA 18301

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
09/11/23													-495.00			7,439.74
10/07/23	10/05/23	KWH	146,566	1,012	29	35	Act	174.23		174.23	373.00	10/30/23				7,613.97
10/10/23													-300.00			7,313.97
11/06/23	11/05/23	KWH	148,419	1,853	31	60	Act	310.43		310.43	373.00	11/28/23				7,624.40
11/13/23													-690.00			6,934.40
12/06/23	12/05/23	KWH	151,543	3,124	30	104	Act	521.85		521.85	373.00	12/28/23				7,456.25
01/08/24	01/07/24	KWH	155,763	4,220	33	128	Act	746.68		746.68	435.00	01/30/24				8,202.93
02/06/24	02/05/24	KWH	160,186	4,423	29	153	Act	793.40		793.40	435.00	02/28/24				8,996.33
03/07/24	03/06/24	KWH	164,110	3,924	30	131	Act	705.04		705.04	435.00	04/01/24				9,701.37
04/06/24	04/04/24	KWH	167,490	3,380	29	117	Act	609.96		609.96	406.00	04/29/24				10,311.33
05/07/24	05/06/24	KWH	169,876	2,386	32	75	Act	433.60		433.60	406.00	05/29/24				10,744.93
06/06/24	06/05/24	KWH	171,750	1,874	30	62	Act	339.58		339.58	406.00	07/01/24				11,084.51
07/08/24	07/07/24	KWH	173,857	2,107	32	66	Act	362.07		362.07	448.00	07/30/24				11,446.58
Installment plan deactivated on 07/29/2024 - Installment Plan In Arrears.																
07/29/24													-406.00			11,040.58
08/06/24	08/05/24	KWH	176,161	2,304	29	79	Act	394.98		394.98	448.00	08/28/24				11,435.56
08/31/24													-448.00			10,987.56
09/03/24													-52.00			10,935.56
Installment plan started on 09/04/2024 for current + 300.00.																
09/07/24	09/05/24	KWH	178,574	2,413	31	78	Act	413.17		413.17	448.00	09/30/24				11,348.73
10/07/24	10/06/24	KWH	180,633	2,059	31	66	Act	354.49		354.49	542.00	10/29/24		11.22	LPC	11,714.44
11/01/24													-200.00			11,514.44
11/06/24	11/05/24	KWH	182,600	1,967	30	66	Act	339.13		339.13	542.00	12/02/24				11,853.57
Bill reversed on 11/13/2024.																
Installment plan deactivated on 11/13/2024 - Cap Enrollment.																
11/13/24														-339.13	REV	11,514.44
Reversal of 11/05/2024 bill.																
11/13/24	11/05/24	KWH	182,600	1,967	30	66	Act	339.13		339.13		12/03/24				11,853.57
12/06/24													-548.00			11,305.57

FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS

Name: LINDA BERRY
Address: 3520 ACORN CIR,EAST STROUDSBURG PA 18301
Account: ██████████

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
PCAP	9/27/2008	\$5,952.60	\$500.00	Budget - \$200.00 monthly credit. \$165.35 potential forgiveness. Removed 12/03/11 for failure to reverify.
CO PA	9/26/2008	\$5,688.00	\$3,847.50	Budget + \$948.00 beginning with the September 2008 due date.
PCAP (Re-enroll)	12/3/2011	\$1,157.40	\$501.00	Budget - \$200.00 monthly credit. \$32.15 potential forgiveness. Removed 03/02/12 for participant being over income
CO PA	4/11/2012	\$1,818.00	\$2,916.02	Budget + \$101.00 beginning with the May 2012 due date.
PCAP (Re-enroll)	5/6/2012	\$1,061.08	\$504.00	Budget - \$200.00 monthly credit. \$29.47 potential forgiveness. Removed 03/06/14 for participant being over income
CO PA	6/2/2014	\$1,508.30	\$2,047.50	Budget + EGS + \$56.00 beginning with the July 2014 due date.
BCS#3345481	5/18/2015	\$2,931.58	\$2,700.00	Budget + EGS + \$82.00 beginning with the July 2015 due date.
BCS#3393107 (CII)	12/15/2015	\$3,042.10	\$1,272.00	Budget + EGS + \$52.00 beginning with the January 2016 due date.
BCS#3420296	4/20/2016	\$4,561.24	\$1,280.00	Budget + EGS + \$72.00 beginning with the June 2016 due date.
BCS#3508784 (CII)	5/15/2017	\$7,540.40	\$695.00	Budget + EGS + \$117.00 beginning with the June 2017 due date.
BCS#3594046 (SCIC)	4/17/2018	\$8,989.10	\$995.00	Budget + EGS + \$144.00 beginning with the June 2018 due date.
CO PA	8/3/2019	\$10,308.63	\$1,797.00	Formal C-2019-3011806 settlement. Budget + \$171.81 beginning with the September 2019 due date.
PCAP (Re-enroll)	5/25/2021	\$412.74	\$1,724.00	Customer re-enrolled in PCAP then requested removal in the same month to obtain Company Emergency Order PAR.
CO EXT	6/8/2021	\$14,759.15	Not Updated	Budget + \$245.00 beginning with the July 2021 due date.
BCS#3829502	4/18/2022	\$14,684.00	\$2,385.00	Budget + \$245.00 beginning with the May 2022 due date.
C-2022-3033872	6/07/2023	\$10,029.00	\$1,176.00	Budget + \$152.00 beginning with the June 2023 due date.
C-2024-3049280	9/04/2023	\$10,909.37	--	Budget + \$300.00 beginning with the September 2024 due date.
PCAP (Re-enroll)	11/06/2024	\$412.74	\$2,529.00	Budget - \$222.50 monthly credit. \$29.47 potential forgiveness.
PCAP (conversion to new program)	12/06/2024	\$11,569.33	\$2,529.00	\$253.00 monthly PCAP payment. \$565.83 potential forgiveness. \$2,449.00 maximum subsidy.

Remarks:	Customer was with various EGS from 3/7/14 to 2/15/19
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BCS – Bureau of Consumer Services Payment Arrangement
CO EXT – Company PAPUC Emergency Order Payment Arrangement (Docket No. M-2020-3019244) CO PA – Company Payment Arrangement
PCAP – Pennsylvania Customer Assistance Program

LINDA BERRY
 WINONA LAKES
 3520 ACORN CIRCLE
 EAST STROUDSBURG, PA 18301

Account No. [REDACTED]

COMPLAINT HISTORY

<u>Docket/Case No.</u>	<u>Date Opened</u>	<u>Opening Balance</u>	<u>Date Closed</u>	<u>Result</u>	<u>Closing Balance</u>
2450115	9/26/2008	N/A	1/5/2010	PCAP enrolled; Closed without decision	N/A
2984552	6/20/2012	N/A	8/6/2012	Dismissed per 66 Pa.C.S. § 1405(c)	N/A
3345481	5/14/2015	\$2,929.69	5/18/2015	Level 2 Payment Arrangement Granted	\$2,931.58
3393107	10/15/2015	\$3,395.28	11/23/2015	CII; Level 1 Payment Arrangement Granted	\$3,042.10
3420296	3/30/2016	\$4,315.21	4/13/2016	CII; Level 1 Payment Arrangement Granted	\$4,561.24
3502231	2/14/2017	\$6,518.20	2/17/2017	Closed per 66 Pa.C.S. § 1405(d)	\$6,518.20
3504776	3/9/2017	\$6,518.20	3/10/2017	Closed; Duplicate of 3502231	\$6,518.20
3504837	3/9/2017	\$6,518.20	3/10/2017	Closed; Duplicate of 3504776 and 3502231	\$6,518.20
3508780	3/31/2017	\$6,984.80	3/31/2017	Closed; Duplicate of 3508784	\$6,984.80
3508784	3/31/2017	\$6,984.80	5/4/2017	CII; Level 1 Payment Arrangement Granted	\$7,324.52

<u>Docket/Case No.</u>	<u>Date Opened</u>	<u>Opening Balance</u>	<u>Date Closed</u>	<u>Result</u>	<u>Closing Balance</u>
3594046	3/26/2018	\$9,329.70	4/13/2018	SCIC; Level 1 Payment Arrangement Granted	\$9,035.73
3625314	6/18/2018	\$9,657.95	3/12/2019	Closed; Competition related complaint	\$10,802.95
3703824	5/21/2019	\$10,392.15	7/17/2019	Closed per 66 Pa.C.S. § 1405(d)	\$10,812.23
C-2019-3011806	7/29/2019	\$10,608.63	7/31/2019	Settled; Payment Arrangement	\$10,308.63
3774169	11/5/2020	\$13,141.29	2/1/2021	Dismissed	\$13,742.35
3829502	4/12/2022	\$14,780.07	4/12/2022	Level 1 Payment Arrangement Granted	\$14,684.00
C-2022-3033872	7/20/2022	\$15,348.44	6/7/2023	Settled – Payment Arrangement	\$10,029.00
3948240	10/11/2023	\$7,613.97	10/24/2023	Closed per 66 Pa.C.S. § 1405(d)	\$7,313.97
3969089	3/24/2024	\$9,701.37	5/21/2024	Closed per 66 Pa.C.S. § 1405(d)	\$10,744.93
C-2024-3049280	5/29/2024	\$10,744.93	9/5/2024	Settled – Payment Arrangement	\$10,909.37
C-2025-3055802	6/18/2025	\$13,087.33	--	--	--

Customer: LINDA BERRY / 802566376
 Contract Acct:
 Service Address:

Created On: 09/10/2025
 Date Range: 09/10/2023 to 09/10/2025

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/18/9999 11:08:59	06/18/2025	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written Formal PUC complaint docket# C-2025-3055802 received. Cust wants payment arrangements - awalker
09/11/2030 10:33:46	09/11/2015	[REDACTED]	C27648	ALERT! Sensitive Account Reviewed 09/11/15****BP has use 3 MED CERTS and has not cure acct balance to a \$0 from #1 MED CERTS. FWD ACCT OVER TO ROCC. MED CERTS #1 10/25/2012, #2 02/28/2013 and #3 06/04/2013 AC CBO TEAM Satisfied Not Applicable: Reason - Manual work
06/07/2029 15:03:27	06/07/2023	[REDACTED]	Charles Howlett	PUC/BPU Complaint-Written Compliance/Outside Counsel spoke to Linda Berry 6/7/23 and she advised of the following income: Household of 6, Income \$3790: Ms. Berry SS \$1378 + deceased husband's pension \$1490, Adult son SS \$922 Satisfied Not Applicable: Reason - Manual work
06/18/2025 12:44:59	06/13/2025	[REDACTED]	Jacob Fitzsimmons	Medical Certificate Medical Certificate
06/17/2025 16:00:10	06/17/2025	[REDACTED]	CS General Purpose Batch	Med Cert Accepted Email Communication
06/17/2025 15:32:33	06/17/2025	[REDACTED]	Shawn Prater	Med Cert Paperwork Received Medical Certificate paperwork received signed d bera for bp med cert valid 6/17/25 - 7/17/25 srp.cbo
06/13/2025 13:00:24	06/13/2025	[REDACTED]	CS General Purpose Batch	Med Cert Confirmation Email Communication
06/13/2025 12:46:12	06/13/2025	[REDACTED]	Workflow General Purpose Batch	Fax Form Sent via BOT Medical Fax Form Sent via BOT: Dr. Bera (833)778-0622
06/13/2025 12:41:50	06/13/2025	[REDACTED]	Jacob Fitzsimmons	Negotiation Tool - Service On Spoke with: LINDA BERRY Created By: Jacob Fitzsimmons Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their medical professional: Yes, Script Read Medical Professional's Name:Dr. Bera Medical Professional's Fax:(833)778-0622 Patient First Name:Linda Patient Last Name:Berry Relationship to BP:Business Partner Email lindadberry@yahoo.com subscribed for email updates ***** Human Services Options used. Provided PCAP and Other Assistance Information. Customer already has info for assistance ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided:

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Offered - Pay Acct Balance of: \$13087.33 Offered - Pay Past Due Amt of \$1265.00 Offered - Pay Disconnection Amt of: \$920.47 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: Yes 3 day Dunning lock created. sw Linda Berry, went over balances. Customer said they reached out to the PUC however has not been completed as of yet. Customer was already issued rights. FS completed. Not eligible for IP.</p>				
06/13/2025 11:58:52	06/13/2025		INTV IVR	Self-Serve Credit Interaction
<p>Pmt Options Provided: • Pay Disc Amt: 920.47 • Pay Min Amt: 920.47</p>				
06/05/2025 14:28:07	06/05/2025		Irene Morales	Utility Report Issued
<p>Spoke with: LINDA BERRY Created By: Irene Morales Dispute Rights Dunning lock created - Lock date: 06/15/2025 Company Position: Company position- considered all four factors offered all options. provided rights. Termination Date(on or after)=>06/16/2025 Customer Position: Customer position: Customer could not make pymt by date provided new disconnect date.</p>				
06/05/2025 14:25:07	06/05/2025		Irene Morales	Negotiation Tool - Service On
<p>Spoke with: LINDA BERRY Created By: Irene Morales Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their medical professional: No ***** Human Services Options used. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes LINDA BERRY // vai / on pcpp / offered med cert / - ADV CUST OF MIN NEEDED TO AVOID TERM \$1012.00 ; **OFFERED ALL BALANCES, NEEDS PAYMENT.CUSTOMER CANNOT PAY ::Dispute Rights USED**Termination Date(on or after)=>06/16/2025 (DID ADV ONE TIME HOLD can not place another 10day ext WOULD NEED A PAYMENT to stop disc)</p>				
06/05/2025 13:30:45	06/05/2025		INTV IVR	Self-Serve Credit Interaction
<p>Pmt Options Provided: • Pay Disc Amt: 1012.00 • Pay Min Amt: 1012.00</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/05/2025 13:28:14	06/05/2025	[REDACTED]	INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 1012.00 • Pay Min Amt: 1012.00				
06/05/2025 13:24:32	06/05/2025	[REDACTED]	Justin Yoak	General Inquiry
vcb - vm left Satisfied Not Applicable: Reason - Don't send DSPRTS				
06/05/2025 12:33:04	06/05/2025	[REDACTED]	INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 1012.00 • Pay Min Amt: 1012.00				
06/05/2025 12:29:49	06/05/2025	[REDACTED]	INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided:#Pay Disc Amt: 1012.00#Pay Min Amt: 1012.00				
06/04/2025 06:03:19	06/04/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
06/03/2025 18:13:13	06/03/2025	[REDACTED]	Stephanie N Reyes	Negotiation Tool - Service On
Spoke with: LINDA BERRY Created By: Stephanie N Reyes *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: \$12834.33 Offered - Pay Past Due Amt of \$1265.00 Offered - Pay Disconnection Amt of: \$1012.00 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied.				
06/03/2025 18:13:13	06/03/2025	[REDACTED]	Stephanie N Reyes	Disconnection Phone Attempt - Successful
06/03/2025 17:53:13	06/03/2025	[REDACTED]	INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 1012.00 • Pay Min Amt: 1012.00				
06/03/2025 10:03:00	06/03/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/24/2025 20:16:57	05/24/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
05/20/2025 11:50:09	05/20/2025	[REDACTED]	Julie Leon	Reverification
: Received PCAP Subsidy Use letter returned from customer – added exemption to annual credit limit.				
05/20/2025 11:50:03	05/20/2025	[REDACTED]	Julie Leon	Calculation of HS Amount
C/A [REDACTED] A new PIP amount has been calculated = \$ 253.00 Open editor for details. 1. Minimum Payment: 2529.00 * 10.00 % = 253				
05/08/2025 03:02:10	05/08/2025	[REDACTED]	CS General Purpose Batch	Sent Subsidy Reminder Letter
03/24/2025 21:53:34	03/24/2025	[REDACTED]	EAILLOGINWM7	Change Profile
TYFFANIE lindadberr@yahoo.com Changed Password				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/19/2025 11:02:42	03/19/2025	[REDACTED]	CS General Purpose Batch	Energy Savings Program Completed
03/10/2025 03:00:58	03/10/2025	[REDACTED]	CS General Purpose Batch	Sent Subsidy Reminder Letter
01/29/2025 03:00:49	01/29/2025	[REDACTED]	CS General Purpose Batch	Sent WARM Eligible Letter
01/27/2025 09:25:42	01/27/2025	[REDACTED]	CS General Purpose Batch	Job assigned to Energy Savings contractor
12/17/2024 14:47:25	12/17/2024	[REDACTED]	Natasha Neal	Correction of Billing Error
working IT conversion errors - corrected account. Satisfied Not Applicable: Reason - Manual work				
12/16/2024 16:02:36	12/16/2024	[REDACTED]	Jessica F Heisey	General Inquiry
VAI - LINDA BERRY calling because she was supposed to have her whole balance deferred by pcap and it was not. it looks like the original da was taken back from when they had pcap before but the only new deferral is for 412.74. possibly customer was not eligible for new DA but the new pcap program states they are deferring all balances to start the new pcap program. issued TM- for pcap- other to look further into this Customer was satisfied.				
12/16/2024 15:59:14	12/16/2024	[REDACTED]	Workflow General Purpose Batch	Telememo Employee Correspondence
PCAP - Other * 12/16/2024 15:59:04 EST (1004416) customer was added to pcap and was eligible to have her full balance deferred but it wasn't. please look into this as pcap told her she should've had her whole balance deferred with the new pcap program going into effect. Created By: Heisey,Jessica F				
12/16/2024 15:17:22	12/16/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
#12) "Do Not Offer eBill Enrollment" Bill Analysis Factor Count =2 Bill Includes Past Due Balance Bill include s an increase in Usage of 863 Factors Played = 2				
12/16/2024 15:14:38	12/16/2024	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill Enrollment				
12/15/2024 03:57:02	12/15/2024	[REDACTED]	CS General Purpose Batch	Calculation of HS Amount
C/A [REDACTED] A new PIP amount has been calculated = \$ 253.00 Open editor for details. 1. Minimum Payment: 2529.00 * 10.00 % = 253				
12/10/2024 19:53:51	12/10/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANSWER_LIVE Customer reports Power is on.				
12/10/2024 19:22:33	12/10/2024	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played_POWERONDESC_CustomerMessage 05 The interruption in s ervice was due to equipment damage. ERT: 12/10/2024 8:30:00 PM				
12/10/2024 18:54:58	12/10/2024	[REDACTED]	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_MACHINE ETR - 2024-12-10 20:30:00 POWERONDESC: 05 The interruption in service was due to eq uipment damage				
12/10/2024 18:22:32	12/10/2024	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played_POWERONDESC_CustomerMessage 09 We are aware of your				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				outage and we are investigating the cause. ERT: 12/10/2024 8:30:00 PM
12/10/2024 17:10:42	12/10/2024		EAILOGINWM6	Lights-None
				Played_POWERONDESC_CustomerMessage 09 We are aware of your outage and we are investigating the cause. ERT: 12/10/2024 8:30:00 PM
12/06/2024 10:45:27	12/06/2024		Erica Besedich	LiHeap Credit
				LIHEAP CRISIS \$548.00 20241206
11/22/2024 12:57:48	11/22/2024		AABOTHUMSRV1	Create Dunning Lock
				ADDED DUNNING LOCK VIA LIHEAP CRISIS GRANT AUTOMATION FOR 3416452192 AND \$548.00
11/20/2024 11:36:53	11/20/2024		Lori Klapp	General Inquiry
				s/w tammy/liheap pledge noted for 548. LK/CBO Satisfied Not Applicable: Reason - Manual work
11/20/2024 03:30:07	11/20/2024		CS General Purpose Batch	DSPTRIGHTS Letter
11/19/2024 15:00:00	11/19/2024		Elizabeth Levan	General Inquiry
				****WARM INQUIRY**** S/W LINDA BERRY states wants to know when will hear from someone Explained application in process, the next step is to be assigned to a contractor Adv unable to quote specific timeframe for the residence being assigned to a contractor. This is based on eligible applications in county and availability of contractor. Once available for scheduling another letter will be issued and we will have contractor reach out to schedule the audit, energy education savings plan and any possible weatherization. call disconnected Satisfied Not Applicable: Reason - Send DSPRTS
11/19/2024 09:33:08	11/19/2024		Elizabeth Levan	General Inquiry
				****WARM INQUIRY**** RETURNED CALL TO LINDA BERRY Applied for WARM back in August, checking her status. RECEIVED VOICEMAIL. Explained application in process, the next step is to be assigned to a contractor Adv unable to quote specific timeframe for the residence being assigned to a contractor. This is based on eligible applications in county and availability of contractor. Once available for scheduling another letter will be issued and we will have contractor reach out to schedule the audit, energy education savings plan and any possible weatherization. Satisfied Not Applicable: Reason - Manual work
11/18/2024 14:09:48	11/18/2024		Lori Klapp	Agency Commitment (not referral)
				s/w shawn/montaur liheap pledge 548 crisis. previous was not retracted like requested, LK/CBO Satisfied Not Applicable: Reason - Manual work
11/14/2024 10:51:30	11/14/2024		Fred Miller	General Inquiry
				s/w BREANNE, DANVILLE LIHEAP PA, 5703179341, \$548 CATCHUP AMT, NO PLEDGE FHMCO

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer was satisfied.				
11/14/2024 08:23:12	11/14/2024	[REDACTED]	Anthony Ponikvar	General Inquiry
sw shawn, montor liheap [REDACTED] retract pledge ap.cbo Satisfied Not Applicable: Reason - Manual work				
11/14/2024 03:01:59	11/14/2024	[REDACTED]	CS General Purpose Batch	Sent WARM Eligible Letter
11/14/2024 03:01:59	11/14/2024	[REDACTED]	CS General Purpose Batch	Sent PCAP Enrollment Letter
11/13/2024 14:32:48	11/13/2024	[REDACTED]	Cierra Caul	Agency Commitment (not referral)
Dunning Lock Reason:Crisis Grant Recipient Start Date: 11/13/2024 End Date: 12/13/2024 sw shawn liheap monotur co callbacknumber5703713606 adv dn notice 548due11-12-24 adv service is on pledge 548liheapcrisisfunds cbo/cc Created By: Cierra Caul				
11/13/2024 08:51:57	11/13/2024	[REDACTED]	Lynda Krivoniak	Provide Program Information
PCAP ENROLLMENT - LOCK UNTIL 12/31/2024				
11/13/2024 06:02:15	11/13/2024	[REDACTED]	BATCH	Enrolled Into Program
11/13/2024 06:02:13	11/13/2024	[REDACTED]	CS General Purpose Batch	Calculation of HS Amount
C/A [REDACTED] A new PCAP amount has been calculated = \$ 222.50 Open editor for details. 1. Minimum Payment: 30348.00 * 9.00 % 2731.32 2. Current burden: 509.33 x 12 6111.96 3. LIHEAP amount: 0.00 4. Unassisted burden: 6111.96 - 0.00 6111.96 5. Monthly Credit Amt: (6111.96 - 2731.32) / 12 281.72 Monthly Credit Amount adjusted for limit				
11/12/2024 11:52:53	11/12/2024	[REDACTED]	EAILOGINWM7	PCAP WARM Application Submitted
[REDACTED] PCAP WARM Application submitted. Email sent to customer to advise application was received.				
11/12/2024 10:39:28	11/12/2024	[REDACTED]	Laura L Bell	Utility Report Issued
Spoke with: LINDA BERRY Created By: Laura L Bell Dispute Rights Dunning lock created - Lock date: 11/24/2024 Company Position: offered all options // unable to satisfy options given to stop disconnection // Termination Date(on or after)=> 11/25/2024 Customer Position: Denied all options				
11/12/2024 10:36:57	11/12/2024	[REDACTED]	Laura L Bell	Negotiation Tool - Service On
Spoke with: LINDA BERRY Created By: Laura L Bell Financial Summary Option Used.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. Cust is applying for PCAP and LIHEAP ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$11853.57 Offered - Pay Disconnection Amt of: \$10961.22 Offered - Pay Past Due Amt of \$1401.22 Offered - Pay Catch-up Amt of: \$548.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Cust states LIHEAP crisis is sending amt to stop term				
11/12/2024 10:36:56	11/12/2024	[REDACTED]	Laura L Bell	Financial Summary Review
Spoke with: LINDA BERRY Created By: Laura L Bell BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
11/11/2024 14:15:04	11/11/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/09/2024 06:00:50	11/09/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/08/2024 08:09:58	11/08/2024	[REDACTED]	CS General Purpose Batch	EML-Retracted from Collection Email Communication
Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.				
11/06/2024 06:12:46	11/06/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
11/05/2024 10:25:00	11/05/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 13 - Call Transferred to FE IVR				
11/04/2024 03:02:18	11/04/2024	[REDACTED]	CS General Purpose Batch	Sent PCAP Eligibility Letter
11/01/2024 14:20:58	11/01/2024	[REDACTED]	Virgil Kennedy	LiHeap Credit
LIHEAP CASH \$200.00 20241101				
11/01/2024 11:09:22	11/01/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/28/2024 22:15:12	10/28/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/07/2024 10:05:00	10/07/2024	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 05 - AMD Detected - Left Message				
10/07/2024 05:36:42	10/07/2024	[REDACTED]	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>				
09/07/2024 18:51:12	09/07/2024	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0007123281 Budget amt calculated for period ending 09/05/24 = \$ 542.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 5804.99 2. Current Delta: 2553.36 - 2562.00 + 0.00 8.64- 3. Remaining Amount: 3251.63 4. Diff + Remain Amt: 8.64 + 3251.63 3242.99 5. New BBP Amount: 3242.99 / 182 x 30.4 542.00 * Dollar Difference: 542.00 - 448.00 94.00 * Pct Difference: 20.98 * System BBP Amount: 542.00</p>				
09/05/2024 12:36:08	09/05/2024	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
<p>September 5, 2024 Via Electronic Mail Linda Berry lindadberry@yahoo.com</p> <p>Re: Docket No. C-2024-3049280 Linda Berry v. FirstEnergy Pennsylvania Electric Company Settlement terms</p> <p>Dear Ms. Berry:</p> <p>This will confirm our discussion on Friday, August 2, 2024, with the Honorable Christopher Pell (Judge Pell) sitting as Settlement Judge, regarding the settlement of your Formal Complaint filed with the Pennsylvania Public Utility Commission against FirstEnergy Pennsylvania Electric Company (Company), for service in your name to Winona Lakes, 3520 Acorn Circle, East Stroudsburg, Pennsylvania (Service Location) under Account No. [REDACTED] in the above-referenced proceeding.</p> <p>You agreed to pay \$500 on or before August 30, 2024. A payment, in the amount of \$448.00, posted to the Account on August 31, 2024. A payment, in the amount of \$52.00, posted on September 3, 2024. As a good faith gesture, the Company will consider the two payments as timely.</p> <p>The Account balance, as of today, is \$10,935.56. The Company agreed to enter into a 36- month payment agreement (PAR) on the balance of \$10,935.56. The terms of the Company PAR are</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>budget bi111 plus \$300.00 (Company PAR) and will be effective with the due date set forth on the September 2024 bill. It is imperative that you pay your monthly bill and the PAR payment (budget bill plus \$300.00) in full and on time each month so that the PAR does not default.</p> <p>I have enclosed a copy of the Certificate of Satisfaction that was discussed which will terminate the matter before the PUC. No further action is required on your part. If you do not agree to this, you have ten (10) days to object in writing as indicated on the enclosed Certificate of Satisfaction.</p> <p>I am glad that the matter was amicably resolved.</p> <p>Very truly yours, Reger Rizzo & Darnall LLP Margaret A. Morris, Esquire</p>				
09/04/2024 08:49:31	09/04/2024	[REDACTED]	Laurie Parker	PA Payment - IP
36-mo PAR settled PA PUC Formal Complaint				
09/03/2024 09:39:21	09/03/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 108695165 - \$ 52.00 - 09/03/2024 TYFFANIE lindadberry@yahoo.com				
08/31/2024 07:30:31	08/31/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 108635435 - \$ 448.00 - 08/31/2024 TYFFANIE lindadberry@yahoo.com				
08/26/2024 22:18:03	08/26/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
08/09/2024 17:22:48	08/09/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_NO_VOICE Invalid or no response from Customer.</p>				
08/09/2024 15:15:14	08/09/2024	[REDACTED]	EAILOGINWM7	Lights-None
07/26/2024 15:26:48	07/26/2024	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 107793090 - \$ 406.00 - 07/29/2024 TYFFANIE lindadberry@yahoo.com				
07/26/2024 15:25:26	07/26/2024	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
07/24/2024 22:22:01	07/24/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
06/27/2024 12:51:18	06/27/2024	[REDACTED]	EAILOGINWM6	Outbound Call - ETR Update
<p>Call Result - SRC_ANS_MACHINE ETR - 2024-06-28 23:00:00 POWERONDESC:</p>				
06/27/2024 12:47:20	06/27/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANSWER_LIVE Customer reports No Power.</p>				
06/27/2024 11:27:51	06/27/2024	[REDACTED]	Nathaniel Heater	BP Callback About Trouble Call
<p>Reported By: LINDA BERRY Work Type: NLNL Storm Mode: Refer to the FECC Outage Page (STRM) ERT Type: MAN ERT Time Quoted: 06/27/24 09:00 PM Script Read: Yes Customer was satisfied.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Created By: Nathaniel J Heater				
06/27/2024 10:44:31	06/27/2024	[REDACTED]	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANSWER_LIVE ETR - 2024-06-27 21:00:00 POWERONDESC:				
06/27/2024 10:34:40	06/27/2024	[REDACTED]	INTV IVR	Account Balance Inquiry
06/27/2024 10:34:06	06/27/2024	[REDACTED]	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill Enrollment				
06/27/2024 10:17:15	06/27/2024	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played Outage Message STROUDSBURG NORTH CA PA				
06/27/2024 09:28:56	06/27/2024	[REDACTED]	Jason De Jesus	BP Callback About Trouble Call
Reported By: LINDA BERRY Work Type: NLNL Storm Mode: Storm Mode ERT Type: OFF ERT Time Quoted: N/A Script Read: Yes Customer was satisfied. Created By: Jason De Jesus				
06/27/2024 09:28:35	06/27/2024	[REDACTED]	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: (570)369-6533				
06/27/2024 09:28:35	06/27/2024	[REDACTED]	Jason De Jesus	Alert Preferences Updated (TEA)
Caller: LINDA BERRY (Business Partner) Satisfied Not Applicable: Reason - Manual work Alert Enrollments Added: - Storm/Weather Alerts added for contact 15703696533 - Reported & Planned Outages added for contact 15703696533				
06/27/2024 09:28:29	06/27/2024	[REDACTED]	Jason De Jesus	Alert Contact Preferences Updated (TEA)
Caller: LINDA BERRY (Business Partner) Satisfied Not Applicable: Reason - Manual work Alert Contact Added: 15703696533				
06/27/2024 09:28:22	06/27/2024	[REDACTED]	B2BEALOGIN	Contact Removed from Alert Preference
Alert Contact Removed: (570)369-6533				
06/27/2024 09:28:21	06/27/2024	[REDACTED]	Jason De Jesus	Alert Contact Preferences Updated (TEA)
Caller: LINDA BERRY (Business Partner) Satisfied Not Applicable: Reason - Manual work Alert Contact Removed: 15703696533				
06/27/2024 08:17:48	06/27/2024	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played Outage Message STROUDSBURG NORTH CA PA Customer declined eBill Enrollment				
06/27/2024 08:15:00	06/27/2024	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played Outage Message STROUDSBURG NORTH CA PA				
06/27/2024 02:42:43	06/27/2024	[REDACTED]	Anaija Bowden	BP Callback About Trouble Call
Reported By: mark berry				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Work Type: NLNL Storm Mode: Storm Mode ERT Type: OFF ERT Time Quoted: N/A Script Read: Yes Customer was satisfied. Created By: Anaija Bowden				
06/27/2024 00:37:55	06/27/2024	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played Outage Message STROUDSBURG NORTH CA PA				
06/26/2024 21:22:41	06/26/2024	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played Outage Message STROUDSBURG NORTH CA PA				
06/26/2024 21:07:02	06/26/2024	[REDACTED]	EAILOGINWM6	Lights-None
Played Outage Message STROUDSBURG NORTH CA PA				
06/06/2024 19:01:30	06/06/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0007123281 Budget amt calculated for period ending 06/05/24 = \$ 448.00 Open editor for detail 1. 12 Mth Factor Amt: 5266.47 2. Current Delta: 1383.14 - 1218.00 + 0.00 165.14 3. Remaining Amount: 3883.33 4. Diff + Remain Amt: 165.14 + 3883.33 4048.47 5. New BBP Amount: 4048.47 / 275 x 30.4 448.00 * Dollar Difference: 448.00 - 406.00 42.00 * Pct Difference: 10.34 * System BBP Amount: 448.00				
05/30/2024 11:14:54	05/30/2024	[REDACTED]	EAILOGINWM7	Change Profile
TYFFANIE lindaberry@yahoo.com Changed Password From Forgot Password				
05/30/2024 11:13:13	05/30/2024	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
TYFFANIE lindaberry@yahoo.com Requested Forgot Password link				
05/30/2024 08:28:16	05/30/2024	[REDACTED]	Virgil Kennedy	Provide Program Information
OUTBOUND EMAIL TO ADVISE OF WARM PROGRAM				
05/29/2024 13:33:06	05/29/2024	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
PA PUC Formal Complaint Docket No. C-2024-3049280 (PAR request) received.				
05/29/2024 13:24:38	05/29/2024	[REDACTED]	Stacey Harman	PUC/BPU Complaint-Written
PUC case 3969089 dismissed. Satisfied Not Applicable: Reason - Account review				
05/29/2024 11:50:49	05/29/2024	[REDACTED]	Cindy Cox	PUC/BPU Complaint-Written
Per PA PUC Secretary's Bureau, customer filed formal complaint C-2024-3049280 regarding shut office notice				
05/22/2024 22:28:23	05/22/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/22/2024 16:04:30	03/22/2024	[REDACTED]	Kristina Vezinat	Delete Dunning Lock
Dunning Lock Reason:Crisis Grant Recipient Start Date: 03/22/2024 End Date: 05/01/2024 SW KRISTY MONTAUR COUNTY LIHEAP TAKING BACK CRISIS PLEDGE DUE TO NEW MEMBERS IN THE HOUSE AND NO LONGER ELIGIBLE				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
KV/CBO Created By: Kristina Vezinat				
03/22/2024 15:12:56	03/22/2024	[REDACTED]	Cierra Caul	Agency Commitment (not referral)
Dunning Lock Reason:Crisis Grant Recipient Start Date: 03/22/2024 End Date: 05/01/2024 sw kristie liheap montour co adv dn notice 2162.00 due 4-1-34 sent on 2-24-24 pledge 1000.00 liheapcrisis funds cbo/cc Created By: Cierra Caul				
03/21/2024 16:16:42	03/21/2024	[REDACTED]	Stacey Harman	PUC/BPU Complaint-Written
PUC case 3969089 received regarding CII Par.				
03/21/2024 14:37:37	03/21/2024	[REDACTED]	Kaci A Schreckengast	Negotiation Tool - Service On
Spoke with: LINDA BERRY Created By: Kaci Schreckengast Payment Options provided: Offered - Pay Acct Balance of: \$9701.37 Offered - Pay Past Due Amt of \$2749.00 ***** PA Final Wrap-up Customer was satisfied. adv that she would pay 500 on 03/28/2024 adv her of LIHEAP number				
03/07/2024 18:59:21	03/07/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0007123281 Budget amt calculated for period ending 03/06/24 = \$ 406.00 Open editor for detail 1. 12 Mth Factor Amt: 4889.31 * System BBP Amount: 406.00				
03/06/2024 10:05:00	03/06/2024	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/24/2024 20:14:13	02/24/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/22/2024 12:28:37	02/22/2024	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH				
02/06/2024 10:17:36	02/06/2024	[REDACTED]	Marco Guzman	General Inquiry
s/w linda berry adv no dn states she will pay towards end of the month adv there is no specific amount showing she has to pay to avoid dn we usually recommend paying the most she can Customer was satisfied.				
02/06/2024 10:05:00	02/06/2024	[REDACTED]	CS General Purpose Batch	Answered-transfer to make credit card payment
Phone attempt 12 - Answered - Transferred to Make Credit Card Payment				
12/06/2023 19:01:49	12/06/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0007123281 Budget amt calculated for period ending 12/05/23 = \$ 435.00 Open editor for detail 1. 12 Mth Factor Amt: 4407.44 2. Current Delta: 2644.19 - 3105.00 + 0.00 460.81-				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
3. Remaining Amount: 1763.25 4. Diff + Remain Amt: 460.81- + 1763.25 1302.44 5. New BBP Amount: 1302.44 / 91 x 30.4 435.00 * Dollar Difference: 435.00 - 373.00 62.00 * Pct Difference: 16.62 * System BBP Amount: 435.00				
11/09/2023 09:14:19	11/09/2023	[REDACTED]	Rochelle Haller	Ready Pay Create
No 101547168 - \$690.00 - 11/13/2023 Created By: Rochelle L Haller				
11/09/2023 09:12:37	11/09/2023	[REDACTED]	Rochelle Haller	Negotiation Tool - Service On
Spoke with: LINDA BERRY Created By: Rochelle L Haller Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$7624.40 Offered - Pay Disconnection Amt of: \$6940.97 Offered - Pay Past Due Amt of \$1215.00 ***** Payment Option used - Pay Catch-up Amt of: \$690.00 Payment made for: 690.00 by ReadyPay Script Read: Yes ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. s/w linda berry, no to ebill, term notice, created ready pay of 690.00 to stop disconnection on 11/13/23, remaining bal 6934.40.				
11/09/2023 09:12:37	11/09/2023	[REDACTED]	Rochelle Haller	Financial Summary Review
Spoke with: LINDA BERRY Created By: Rochelle L Haller FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
11/09/2023 08:37:57	11/09/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/09/2023 08:31:34	11/09/2023	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
11/08/2023 13:47:07	11/08/2023	[REDACTED]	Patrick Rowan	Delete Dunning Lock
Dunning Lock Reason:Crisis Grant Recipient Start Date: 11/08/2023 End Date: 12/08/2023 s/w christie from liheap				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				called to rescind pledge pjr/cbo Created By: Patrick Rowan
11/08/2023 10:50:06	11/08/2023	[REDACTED]	Anthony Ponikvar	Agency Commitment (not referral)
				Dunning Lock Reason:Crisis Grant Recipient Start Date: 11/08/2023 End Date: 12/08/2023 sw kristy, liheap, montor ct [REDACTED] disc day 11.08 min pay 6940.97 690.00 min pay pledge 690 liheap crisis ap.cbo Created By: Anthony Ponikvar
11/06/2023 10:29:45	11/06/2023	[REDACTED]	Laurin Shelosky	Negotiation Tool - Service On
				Spoke with: LINDA BERRY Created By: Laurin Shelosky Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. - - adv second time enrollment of pcap will not qualify for a balance deferment and IP will default ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$7313.97 Offered - Pay Disconnection Amt of: \$6940.97 Offered - Pay Past Due Amt of \$1215.00 Offered - Pay Catch-up Amt of: \$690.00 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. S/W LINDA BERRY called to discuss PUC case: -adv 10/24 dismissed - adv disputes in place 11/13 @ 8AM - liheap 866-267-9181 and www.compass.state.pa.us
11/06/2023 10:29:45	11/06/2023	[REDACTED]	Laurin Shelosky	Financial Summary Review
				Spoke with: LINDA BERRY Created By: Laurin Shelosky FS Reviewed Only - No Changes needed, existing FS in last 90 days.
11/03/2023 10:50:00	11/03/2023	[REDACTED]	Frank Wright	Delete Dunning Lock
				Dunning Lock Reason:Crisis Grant Recipient Start Date: 11/03/2023 End Date: 12/02/2023 S/W Christy @ LIHEAP montour co

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>she is rescinding the pledge of \$690 because the cust is not eligible fw/cbo Created By: Frank L Wright</p>				
11/02/2023 11:51:38	11/02/2023	[REDACTED]	Myranda Morell	Agency Commitment (not referral)
<p>Dunning Lock Reason:Crisis Grant Recipient Start Date: 11/02/2023 End Date: 12/02/2023 KRISTY - LIHEAP MONTOUR CO ADV. DISC. 11/8/2023 690 PLEDGE 690 LIHEAP CRISIS ADV. 30 DAY HHOLD MM/CBO Created By: Myranda Morell</p>				
11/01/2023 10:17:16	11/01/2023	[REDACTED]	Ian F Gough	Utility Report Issued
<p>Spoke with: LINDA BERRY Created By: Ian Gough Dispute Rights Dunning lock created - Lock date: 11/12/2023 Company Position: OFFERED ALL AVAILABLE OPTIONS Customer Position: CUST COULDNT SATISFY OPTION TO STOP TERM</p>				
11/01/2023 10:15:11	11/01/2023	[REDACTED]	Ian F Gough	Disconnection Phone Attempt - Successful
11/01/2023 10:14:50	11/01/2023	[REDACTED]	Ian F Gough	Negotiation Tool - Service On
<p>Spoke with: LINDA BERRY Created By: Ian Gough Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ADV TO CALL PCAP 888-282-6816 ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$7313.97 Offered - Pay Disconnection Amt of: \$6940.97 Offered - Pay Past Due Amt of \$1215.00 Offered - Pay Catch-up Amt of: \$690.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes adv Termination Date(on or after)=> 11/13/2023</p>				
11/01/2023 10:14:50	11/01/2023	[REDACTED]	Ian F Gough	Financial Summary Review

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Spoke with: LINDA BERRY Created By: Ian Gough BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p>				
11/01/2023 10:02:00	11/01/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
<p>Phone attempt 17 - Successful - Transferred to Live Agent</p>				
10/24/2023 22:26:48	10/24/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/24/2023 13:17:41	10/24/2023	[REDACTED]	Jeremy Smallwood	PUC/BPU Complaint-Written
<p>PUC case# 3948240 DISMISSAL LETTER ISSUED: CASE IS DISMISSED PER 1405(D). CUSTOMER HAS PRIOR BCS PAR (CASE# 3829502) THAT SHE HAS DEFAULTED ON. CUSTOMER HAD CLAIMED CII. CUSTOMER PROVIDED DOCUMENTS, VIA SSI VERIFICATION FOR HERSELF AND HER SON THAT INDICATE THAT GMI IS REPORTED AS \$2,620.60 FOR A HOUSEHOLD OF (5). PREVIOUS PAR GMI IS REPORTED AS \$2,385 FOR A HOUSEHOLD OF (3). DIFFERENCE IN GMI IS + 8.99%. CII IS NOT VALID. Satisfied Not Applicable: Reason - Manual work</p>				
10/12/2023 07:40:33	10/12/2023	[REDACTED]	Jeremy Smallwood	PUC/BPU Complaint-Written
<p>PUC case# 3948240 received on 10/11/23 regarding a PUC payment agreement request (PAR).</p>				
10/11/2023 03:06:11	10/11/2023	[REDACTED]	CS General Purpose Batch	Sent PCAP Eligibility Letter
10/10/2023 10:01:01	10/10/2023	[REDACTED]	Desiree Snyder	LiHeap Credit
<p>LIHEAP CASH \$300.00 20231010</p>				
10/05/2023 11:13:37	10/05/2023	[REDACTED]	Benazir Olmos	Utility Report Issued
<p>Spoke with: LINDA BERRY Created By: Benazir Olmos Dispute Rights Dunning lock created - Lock date: 10/15/2023 Company Position: sw bp- read rights- advised new term date on or after 10.16.23 Customer Position: sw bp- read rights- advised new term date on or after 10.16.23</p>				
10/05/2023 11:11:31	10/05/2023	[REDACTED]	Benazir Olmos	Financial Summary Review
<p>Spoke with: LINDA BERRY Created By: Benazir Olmos BP Refused FS</p>				
10/05/2023 11:11:31	10/05/2023	[REDACTED]	Benazir Olmos	Negotiation Tool - Service On
<p>Spoke with: LINDA BERRY Created By: Benazir Olmos *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Payment Options provided: Offered - Pay Acct Balance of: \$7439.74</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Offered - Pay Disconnection Amt of: \$7096.74 Offered - Pay Past Due Amt of \$990.00 Offered - Pay Catch-up Amt of: \$495.00 ***** Dispute Rights Issued Option Used.				
10/05/2023 09:51:53	10/05/2023	██████████	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/04/2023 17:08:00	10/04/2023	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 17 - Successful - Transferred to Live Agent				
10/03/2023 10:06:00	10/03/2023	██████████	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/03/2023 07:09:08	10/03/2023	██████████	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
09/25/2023 22:31:34	09/25/2023	██████████	CS General Purpose Batch	Disconnection Notice - PA Residential