
Heather Nitch |
v. | Docket No.:
FirstEnergy Pennsylvania | C-2025-3055390
Electric Company |
|
Initial Call-In |
Telephonic Hearing

Pages 1 - 39

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

Monday, September 22, 2025
Commencing at 10:15 a.m.

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Docket No. C-2025-3055390

Hearing Date: September 22, 2025

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Customer Contacts

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Docket No. C-2025-3055390

Heather Nitch v. FirstEnergy Pennsylvania Electric Company

The Hon. Mark A. Hoyer

Hearing Date: Monday, September 22, 2025 at 10:00 AM

Call-In Hearing No.: 866.566.0651; PIN: 59956427#

PROPOSED EXHIBITS OF FE PA (PENN POWER RATE DISTRICT)

1. Customer Contacts
2. Statement of Account
3. Payment History
4. PAR History
5. Complaint Chart
6. BCS Decision No. 3836998, closed 5/9/22 (Level 2 PAR)
7. BCS Decision No. 3875160, closed 12/14/22 (1405d)
8. Docket No. C-2023-3040977, Settlement Letter & CSAT, 10/13/23
9. Docket No. C-2024-3048737, Settlement Letter & CSAT, 9/6/24
10. Docket No. C-2024-3051809, Settlement Letter & CSAT, 4/9/25
11. Financial Summary, dated 10/14/24
12. 2025 Federal Poverty Guidelines
13. Collection History

Customer: HEATHER NITCH / [REDACTED]
 Contract Acct: [REDACTED]
 Service Address: 206 EUCLID AVE, NEW CASTLE PA 16105

Created On: 09/03/2025
 Date Range: 12/31/2021 to 09/03/2025



Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/28/2025 07:30:09	05/28/2025	[REDACTED]	Charles Howlett	PUC/BPU Complaint-Written
PA formal C-2025-3055390 received requesting a PAR				
09/02/2025 15:31:29	09/02/2025	[REDACTED]	CS General Purpose Batch	Return Check Letter
09/01/2025 11:03:52	09/01/2025	[REDACTED]	CS General Purpose Batch	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 418.00 Disconnection Date: 09/08/2025				
08/26/2025 11:46:37	08/26/2025	[REDACTED]	B2BEALOGIN	Pending One-Time Bank Payment
Payment Date: 08/26/2025 Payment Time: 11:42:41 Payment Amount: 418.00 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 32039638				
08/26/2025 11:38:16	08/26/2025	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/21/2025 17:05:00	08/21/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/21/2025 06:10:24	08/21/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
08/20/2025 10:06:00	08/20/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
08/12/2025 22:24:53	08/12/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
07/24/2025 18:58:07	07/24/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 07/23/25 = \$ 354.00 Open editor for detail 1. 12 Mth Factor Amt: 4247.67 * System BBP Amount: 354.00				
05/27/2025 11:42:35	05/27/2025	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
Per call from Kayla with the Commissions secretary's office to report they processed Formal Complaint Docket No. C-2025-3055390 (facing shut off). Added 30-day DL3 awaiting the actual complaint.				
05/21/2025 17:05:00	05/21/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/21/2025 06:08:34	05/21/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
05/20/2025 10:04:00	05/20/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
05/12/2025 22:23:33	05/12/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
04/28/2025 10:02:00	04/28/2025	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/26/2025 18:41:34	04/26/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 04/23/25 = \$ 418.00 Open editor for detail 1. 12 Mth Factor Amt: 4418.10 2. Current Delta: 1107.85 - 1062.00 + 0.00 45.85 3. Remaining Amount: 1206.04				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/25/2024 15:05:12	10/25/2024	[REDACTED]	Connie Eddy	PUC/BPU Complaint-Written
Per the PA PUC Secretary's Bureau, the customer filed formal complaint : C2024-3051809				
10/14/2024 15:59:41	10/14/2024	[REDACTED]	Tanika Tyson	Utility Report Issued
Spoke with: HEATHER NITCH Created By: Tanika Tyson Dispute Rights Dunning lock created - Lock date: 10/27/2024 Company Position: S/W HEATHER NITCH ADV RIGHTS AND NEW TERM DATE 10/28/24, ADV AMT NEEDED TO STOP TERM ON NEW DATE Customer Position: S/W HEATHER NITCH STATES SHE WILL PAY BY 10/18/24				
10/14/2024 15:56:42	10/14/2024	[REDACTED]	Tanika Tyson	Negotiation Tool - Service On
Spoke with: HEATHER NITCH Created By: Tanika Tyson Financial Summary Option Used. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ADV DEF# ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes S/W HEATHER NITCH ADV RIGHTS AND NEW TERM DATE 10/28/24, ADV AMT NEEDED TO STOP TERM ON NEW DATE				
10/14/2024 15:56:42	10/14/2024	[REDACTED]	Tanika Tyson	Financial Summary Review
Spoke with: HEATHER NITCH Created By: Tanika Tyson				
10/09/2024 16:12:57	10/09/2024	[REDACTED]	Riley McClelland	General Inquiry
Case# 539919857600 ***** Name: Heather Nitch Email: hdn@heatherdnitch.online Address Line 1: 206 Euclid Ave Address Line 2: null City: New Castle State: PA Province: null Zip: 16105 Country: null Phone: (724) 654-3997 Best Time: null Account Number: [REDACTED]				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Request Type: Payment Assistance Subject: Assistance Text: I am looking at possible assistance programs to help with my account balance ***** Reply: Thank you for your bill credit inquiry. All questions concerning past due balances, payment arrangements or termination/reconnection activities are handled by our Credit Department. Please call Penn Power at 1-800-774-1674. Satisfied Not Applicable: Reason - Manual work				
10/08/2024 17:05:00	10/08/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/07/2024 10:01:00	10/07/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/05/2024 15:31:13	10/05/2024		CS General Purpose Batch	Return Check Letter
10/04/2024 10:38:17	10/04/2024		Paula Recob	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 4000.00 Disconnection Date: 10/15/2024				
09/30/2024 06:19:01	09/30/2024		CS General Purpose Batch	Disconnection Notice
Digital Receipt				
09/29/2024 18:06:23	09/29/2024		EAILOGINWM7	Ready Pay Create
No - \$ 4000.00 - 09/29/2024 Guest User				
09/24/2024 17:06:00	09/24/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/24/2024 06:06:22	09/24/2024		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
09/23/2024 10:02:00	09/23/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/17/2024 20:37:08	09/17/2024		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
09/14/2024 20:17:05	09/14/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
08/26/2024 05:59:14	08/26/2024		CS General Purpose Batch	Disconnection Notice
Digital Receipt				
08/25/2024 20:01:08	08/25/2024		EAILOGINWM7	Ready Pay Create
No - \$ 171.58 - 08/25/2024 stringbeanmom hdn@heatherdnitch.online				
08/25/2024 19:59:58	08/25/2024		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/21/2024 17:05:00	08/21/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/21/2024 06:06:08	08/21/2024		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
08/20/2024 10:01:00	08/20/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/12/2024 22:24:58	08/12/2024		CS General Purpose Batch	Disconnection Notice - PA Residential

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/27/2024 05:43:29	07/27/2024		CS General Purpose Batch	Disconnection Notice
Digital Receipt				
07/26/2024 20:16:34	07/26/2024		EAILOGINWM7	Ready Pay Create
No [REDACTED] \$ 100.42 - 07/26/2024 stringbeanmom hdn@heatherdnitch.online				
07/26/2024 20:15:55	07/26/2024		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/25/2024 18:53:47	07/25/2024		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 07/23/24 = \$ 131.00 Open editor for detail 1. 12 Mth Factor Amt: 1566.07 * System BBP Amount: 131.00				
07/23/2024 17:05:00	07/23/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/23/2024 06:12:39	07/23/2024		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
07/22/2024 10:01:00	07/22/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/13/2024 20:27:21	07/13/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
04/29/2024 14:34:01	04/29/2024		Connie Eddy	PUC/BPU Complaint-Written
Per PA PUC Secretary's Bureau, customer filed formal complaint C-2024-3048737 requesting a new PAR. 9/6/24 - Settled. Customer is paying catch up on her Company PAR by 9/17/24				
04/25/2024 18:52:22	04/25/2024		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 04/23/24 = \$ 136.00 Open editor for detail 1. 12 Mth Factor Amt: 1570.13 2. Current Delta: 1184.41 - 1158.00 + 0.00 26.41 3. Remaining Amount: 385.72 4. Diff + Remain Amt: 26.41 + 385.72 412.13 5. New BBP Amount: 412.13 / 92 x 30.4 136.00 * Dollar Difference: 136.00 - 146.00 10.00 * Pct Difference: 6.85 * System BBP Amount: 136.00				
04/23/2024 17:06:00	04/23/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/23/2024 06:03:45	04/23/2024		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
04/22/2024 10:02:00	04/22/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/13/2024 20:17:34	04/13/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
04/01/2024 08:19:02	04/01/2024		INTV IVR	Account Balance Inquiry
04/01/2024 07:15:18	04/01/2024		INTV IVR	Account Balance Inquiry
04/01/2024 06:58:07	04/01/2024		INTV IVR	Account Balance Inquiry

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/25/2024 10:04:00	03/25/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/12/2024 22:30:08	03/12/2024		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/29/2024 08:06:40	02/29/2024		Michael J Scheatzle	Negotiation Tool - Service On
<p>Spoke with: HEATHER NITCH Created By: Michael Scheatzle Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services Options used. Provided PCAP and Other Assistance Information. offered DEF info ***** *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: \$5581.21 Offered - Pay Past Due Amt of \$1544.61 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. cust wanted an extension to pay until the 8th, after a FS cust went into moratorium, adv cust they have until april 1st to get caught up, cust states intention to still pay on the 8th.</p>				
02/29/2024 08:06:40	02/29/2024		Michael J Scheatzle	Financial Summary Review
<p>Spoke with: HEATHER NITCH Created By: Michael Scheatzle BP Fed and Reg Inc Levels updated.</p>				
02/25/2024 09:57:04	02/25/2024		EAILOGINW7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
02/22/2024 14:38:55	02/22/2024		Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH				
02/20/2024 17:05:00	02/20/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
02/20/2024 06:06:11	02/20/2024		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
02/19/2024 10:01:00	02/19/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
02/16/2024 13:05:21	02/16/2024		EAILOGINW7	Change Profile
<p>stringbeanmom hdn@heatherdnitch.online Changed Email from stringbeanmom@gmail.com</p>				
02/10/2024 20:24:54	02/10/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
01/29/2024 10:01:00	01/29/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
01/25/2024 19:03:03	01/25/2024		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED]				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Budget amt calculated for period ending 01/23/24 = \$ 146.00 Open editor for detail				
1. 12 Mth Factor Amt: 1600.94				
2. Current Delta: 846.79 - 720.00 + 0.00 126.79				
3. Remaining Amount: 754.15				
4. Diff + Remain Amt: 126.79 + 754.15 880.94				
5. New BBP Amount: 880.94 / 183 x 30.4 146.00				
* Dollar Difference: 146.00 - 127.00 19.00				
* Pct Difference: 14.96				
* System BBP Amount: 146.00				
01/19/2024 15:12:05	01/19/2024		B2BEALOGIN	Real Time Payment Pending
Payment Date: 01/19/2024 Payment Time: 15:12:05 Payment Amount: 385.00 Payment Type: Credit Vendor ID: CT Receipt Number: 27128863011924				
01/19/2024 15:10:30	01/19/2024		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
01/15/2024 21:26:40	01/15/2024		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
01/05/2024 17:05:00	01/05/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
01/04/2024 10:01:00	01/04/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
01/03/2024 15:31:34	01/03/2024		CS General Purpose Batch	Return Check Letter
01/03/2024 11:10:26	01/03/2024		Paula Recob	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 384.11 Disconnection Date: 01/16/2024				
12/28/2023 06:05:49	12/28/2023		CS General Purpose Batch	Disconnection Notice
Digital Receipt				
12/27/2023 21:59:16	12/27/2023		EAILOGINWM7	Ready Pay Create
No [REDACTED] \$ 384.11 - 12/27/2023 stringbeanmom stringbeanmom@gmail.com				
12/27/2023 21:58:44	12/27/2023		EAILOGINWM7	Bank Details Added
0009 Bank Details Added stringbeanmom stringbeanmom@gmail.com				
12/27/2023 21:56:27	12/27/2023		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
12/24/2023 08:18:00	12/24/2023		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.				
12/22/2023 17:05:00	12/22/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
12/22/2023 06:05:30	12/22/2023		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
12/21/2023 10:01:00	12/21/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
12/13/2023 22:27:53	12/13/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
11/27/2023 10:01:00	11/27/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
11/27/2023 06:01:27	11/27/2023		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>				
10/26/2023 18:56:32	10/26/2023		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 10/24/23 = \$ 127.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1484.66 2. Current Delta: 377.68 - 339.00 + 0.00 38.68 3. Remaining Amount: 1106.98 4. Diff + Remain Amt: 38.68 + 1106.98 1145.66 5. New BBP Amount: 1145.66 / 274 x 30.4 127.00 * Dollar Difference: 127.00 - 113.00 14.00 * Pct Difference: 12.39 * System BBP Amount: 127.00</p>				
10/18/2023 08:24:02	10/18/2023		Laurie Parker	PUC/BPU Complaint-Written
<p>Formal Complaint Docket No. C-2023-3040977 Settled with 36-month Company PAR. CSAT and Settlement terms letter sent via Electronic email October 13, 2023. If customer does not agree, they have 10-days from October 13, 2023 to object in writing.</p>				
10/12/2023 09:49:41	10/12/2023		Laurie Parker	PA Payment - IP
<p>Outside counsel, Margaret Morris and myself spoke with Ms. Nitch. We discussed an \$8k assistance payment posted to the account, the balance is now below \$5k. PP offered and she accepted a 36-month PAR on the balance. The PAR is BB + \$111 + EGS charges. We also suggested she keep an eye on the EGS rate. It appears to be a fixed rate (0.1089 v. 10.56 PTC). She understood the terms of the settlement agreement. The action taken by PP satisfies the Formal Complaint. A Certificate of Satisfaction will be filed at the Commission and she will receive a letter outlining the settlement agreement.</p>				
07/28/2023 08:49:41	07/28/2023		Patrick Rowan	Create Dunning Lock
<p>Dunning Lock Reason:Crisis Grant Recipient Start Date: 07/28/2023 End Date: 08/27/2023 received a pledge of 8000.00 from Brittany Raess <braess@pahaf.org> pjr/cbo Created By: Patrick Rowan</p>				
07/27/2023 19:03:30	07/27/2023		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 07/25/23 = \$ 113.00 Open editor for detail</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 1358.45 * System BBP Amount: 113.00				
05/31/2023 11:00:03	05/31/2023		Laurie Parker	PUC/BPU Complaint-Written
Pa PUC Formal Complaint Docket No. C-2023-3040977 (threat of term/request for extended PAR) received. Canceled disc in the field. Emailed Rev Ops to advise of this.				
05/23/2023 17:05:00	05/23/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/22/2023 10:01:00	05/22/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/20/2023 15:31:39	05/20/2023		CS General Purpose Batch	Return Check Letter
05/19/2023 11:49:01	05/19/2023		Deborah Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 5858.56 Disconnection Date: 05/30/2023				
05/15/2023 06:25:38	05/15/2023		EAILOGINWM7	Ready Pay Create
No [REDACTED] \$ 5858.56 - 05/15/2023 stringbeanmom stringbeanmom@gmail.com				
05/15/2023 06:25:14	05/15/2023		EAILOGINWM7	Bank Details Added
0008 Bank Details Added stringbeanmom stringbeanmom@gmail.com				
05/11/2023 09:19:59	05/11/2023		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
05/09/2023 17:05:00	05/09/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/08/2023 10:01:00	05/08/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
05/07/2023 16:22:39	05/07/2023		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
04/26/2023 19:53:53	04/26/2023		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 04/24/23 = \$ 105.00 Open editor for detail 1. 12 Mth Factor Amt: 1300.37 2. Current Delta: 972.73 - 984.00 + 0.00 11.27- 3. Remaining Amount: 327.64 4. Diff + Remain Amt: 11.27- + 327.64 316.37 5. New BBP Amount: 316.37 / 92 x 30.4 105.00 * Dollar Difference: 105.00 - 116.00 11.00 * Pct Difference: 9.48 * System BBP Amount: 105.00				
04/26/2023 17:03:08	04/26/2023		Grace A Pleasants	Utility Report Issued
Spoke with: HEATHER NITCH Created By: Grace A Pleasants Dispute Rights Dunning lock created - Lock date: 05/07/2023 Company Position: S/W - HEATHER NITCH All option given to resolve term notice				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Dispute rights given, new term date: 05/08/2023 Customer Position: Cust. can't stop term. Cust. plans to: Pay by term date.				
04/26/2023 16:58:57	04/26/2023		Grace A Pleasants	Negotiation Tool - Service On
Spoke with: HEATHER NITCH Created By: Grace A Pleasants Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$9830.81 Offered - Pay Disconnection Amt of: \$9440.41 Offered - Pay Past Due Amt of \$5392.69 Offered - Pay Catch-up Amt of: \$4820.77 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Cannot pay today Adv not eligible for IP Dispute rights given, new term date: 05/08/2023				
04/26/2023 16:58:57	04/26/2023		Grace A Pleasants	Financial Summary Review
Spoke with: HEATHER NITCH Created By: Grace A Pleasants BP Fed and Reg Inc Levels updated.				
04/21/2023 17:05:00	04/21/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/20/2023 10:03:00	04/20/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/14/2023 08:19:26	04/17/2023		Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
04/12/2023 22:26:41	04/12/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
04/10/2023 08:07:28	04/10/2023		INTV IVR	Account Balance Inquiry
04/06/2023 10:01:35	04/06/2023		EAILOGINWM7	Bank Details Deleted
0003 Bank Detail ID Removed stringbeanmom stringbeanmom@gmail.com				
04/06/2023 10:01:18	04/06/2023		EAILOGINWM7	Bank Details Deleted
0004 Bank Detail ID Removed stringbeanmom stringbeanmom@gmail.com				
04/06/2023 10:01:07	04/06/2023		EAILOGINWM7	Bank Details Deleted
0005 Bank Detail ID Removed stringbeanmom stringbeanmom@gmail.com				
04/06/2023 10:00:54	04/06/2023		EAILOGINWM7	Bank Details Deleted

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
0006 Bank Detail ID Removed stringbeanmom stringbeanmom@gmail.com				
03/27/2023 10:06:00	03/27/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/23/2023 10:05:00	02/23/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/17/2023 14:48:31	02/17/2023		Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
02/11/2023 20:18:25	02/11/2023		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/25/2023 18:40:37	01/25/2023		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 01/23/23 = \$ 116.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1336.29</p> <p>2. Current Delta: 604.30 - 636.00 + 0.00 31.70-</p> <p>3. Remaining Amount: 731.99</p> <p>4. Diff + Remain Amt: 31.70- + 731.99 700.29</p> <p>5. New BBP Amount: 700.29 / 183 x 30.4 116.00</p> <p>* Dollar Difference: 116.00 - 106.00 10.00</p> <p>* Pct Difference: 9.43</p> <p>* System BBP Amount: 116.00</p>				
01/25/2023 10:38:00	01/25/2023		CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
01/24/2023 21:21:29	01/24/2023		Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF				
12/27/2022 10:04:00	12/27/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
12/15/2022 06:33:47	12/15/2022		Cheryl Fick	PUC/BPU Complaint-Written
Case #3875160 - DISMISSAL LETTER ISSUED: CASE DISMISSED. CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#3836998 / cdf				
10/31/2022 13:49:50	10/31/2022		Max Webb	PUC/BPU Complaint-Written
PUC CASE 3875160 RECEIVED 10/31/22. REQ PUC IP.				
10/26/2022 19:08:34	10/26/2022		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 10/24/22 = \$ 106.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1303.44</p> <p>2. Current Delta: 251.47 - 318.00 + 0.00 66.53-</p> <p>3. Remaining Amount: 1051.97</p> <p>4. Diff + Remain Amt: 66.53- + 1051.97 985.44</p> <p>5. New BBP Amount: 985.44 / 274 x 30.4 109.00</p> <p>* Dollar Difference: 109.00 - 106.00 3.00</p> <p>* Pct Difference: 2.83</p> <p>* System BBP Amount: 106.00</p>				
10/26/2022 17:02:00	10/26/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/25/2022 10:01:00	10/25/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
10/21/2022 09:02:57	10/21/2022		EAILOGINW7	Self-Serve Credit Interaction

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Contact Person: Account Holder Offered All Options				
10/14/2022 14:41:18	10/14/2022		Perry R Thompson	Utility Report Issued
Spoke with: HEATHER NITCH Created By: Perry R Thompson Dispute Rights Dunning lock created - Lock date: 10/24/2022 Company Position: Advised customer of the balances. Customer Position: Customer cannot pay.				
10/14/2022 14:39:51	10/14/2022		Perry R Thompson	Disconnection Phone Attempt - Successful
10/14/2022 14:39:33	10/14/2022		Perry R Thompson	Financial Summary Review
Spoke with: HEATHER NITCH Created By: Perry R Thompson FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
10/14/2022 14:39:33	10/14/2022		Perry R Thompson	Negotiation Tool - Service On
Spoke with: HEATHER NITCH Created By: Perry R Thompson 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: \$7770.05 Offered - Pay Disconnection Amt of: \$7144.66 Offered - Pay Past Due Amt of \$1798.55 Offered - Pay Catch-up Amt of: \$1271.90 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
10/12/2022 17:02:00	10/12/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 03 - Busy				
10/11/2022 10:02:00	10/11/2022		CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
Phone attempt 09 - Sit Tone/Invalid Phone Number				
10/10/2022 15:31:33	10/10/2022		CS General Purpose Batch	Return Check Letter
10/10/2022 12:02:21	10/10/2022		Deborah Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 1271.90 Disconnection Date: 10/17/2022				
10/04/2022 14:38:42	10/04/2022		EAILOGINWM7	Ready Pay Create
No [REDACTED] - \$ 1271.90 - 10/04/2022 stringbeanmom stringbeanmom@gmail.com				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/04/2022 14:38:24	10/04/2022		EAILOGINWM7	Bank Details Added
0007 Bank Details Added stringbeanmom stringbeanmom@gmail.com				
10/04/2022 14:37:31	10/04/2022		Lori Glover	General Inquiry
S/W #HEATHER NITCH--CALLING TO SEE IF SHE COULD GET A PAYMENT ARRANGEMENT INFORMED HER THAT SHE DID NOT QUALIFY FOR ANYTHING AND THAT IF HER SERVICE GET SHUT OFF SHE WILL HAVE TO PAY 7144.66 PLUS THE RECONNECTION FEE SHE IS GOING TO MAKE A PAYMENT IN A LITTLE WHILE TO KEEP THE SERVICES ON Customer was satisfied.				
10/04/2022 14:36:44	10/04/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
10/04/2022 14:32:45	10/04/2022		Lori Glover	Negotiation Tool - Service On
Spoke with: HEATHER NITCH Created By: Lori Glover Financial Summary Option Used. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. OFFERED DEF PROGRAM TO THE CUSTOMER ***** *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: \$7770.05 Offered - Pay Disconnection Amt of: \$7144.66 Offered - Pay Past Due Amt of \$1798.55 Offered - Pay Catch-up Amt of: \$1271.90				
10/04/2022 14:32:45	10/04/2022		Lori Glover	Financial Summary Review
Spoke with: HEATHER NITCH Created By: Lori Glover Low income letter will be sent.				
09/22/2022 17:02:00	09/22/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/21/2022 10:02:00	09/21/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/13/2022 22:22:53	09/13/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
08/25/2022 10:03:00	08/25/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
08/16/2022 07:37:45	08/16/2022		B2BEALOGIN	Real Time Payment Pending
Payment Date: 08/16/2022 Payment Time: 07:37:45 Payment Amount: 417.00 Payment Type: Credit Vendor ID: CT Receipt Number: 16098517081622				
08/16/2022 07:36:23	08/16/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/15/2022 09:13:43	08/15/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/15/2022 07:14:36	08/15/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
08/09/2022 17:02:00	08/09/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/08/2022 10:02:00	08/08/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/28/2022 08:06:45	07/28/2022		Jessica Styer	Utility Report Issued
Spoke with: HEATHER NITCH Created By: Jessica Styer Dispute Rights Dunning lock created - Lock date: 08/07/2022 Company Position: customer cannot pay Customer Position: customer cannot pay				
07/28/2022 08:03:54	07/28/2022		Jessica Styer	Negotiation Tool - Service On
Spoke with: HEATHER NITCH Created By: Jessica Styer Financial Summary Option Used. Low income letter will be sent. ***** 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: \$7562.85 Offered - Pay Disconnection Amt of: \$6646.94 Offered - Pay Past Due Amt of \$954.07 Offered - Pay Catch-up Amt of: \$416.18 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes s/w HEATHER NITCH / 110133253440 called regarding disc notice updated fs, referred to assistance agencies issued rights new term date 08/08				
07/28/2022 08:03:54	07/28/2022		Jessica Styer	Financial Summary Review
Spoke with: HEATHER NITCH Created By: Jessica Styer Low income letter will be sent.				
07/28/2022 08:02:38	07/28/2022		Jessica Styer	Premise Information Changed

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Old Premise Phone:(724)686-8148 New Premise Phone:(724)654-3997 Created By: Jessica Styer				
07/28/2022 08:02:38	07/28/2022		Jessica Styer	Personal Data Changed
Old BP Phone:(724)686-8148 New BP Phone:(724)654-3997 Created By: Jessica Styer				
07/27/2022 18:47:21	07/27/2022		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 07/25/22 = \$ 106.00 Open editor for detail 1. 12 Mth Factor Amt: 1268.64 * System BBP Amount: 106.00				
07/27/2022 18:05:43	07/27/2022		EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				
07/22/2022 17:02:00	07/22/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
07/21/2022 10:01:00	07/21/2022		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
07/13/2022 22:24:02	07/13/2022		CS General Purpose Batch	Disconnection Notice - PA Residential
06/23/2022 10:02:00	06/23/2022		CS General Purpose Batch	No answer
Phone attempt 04 - No Answer				
05/25/2022 10:31:05	04/25/2022		Kristen Delle Donne	General Inquiry/Other
This account is part of the PA email collection pilot of April/May 2022. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process and do not include standard dunning language. See communication from Change Agent Council for more detail.				
05/12/2022 12:46:59	05/12/2022		Cheryl Fick	PUC/BPU Complaint-Written
Case #3836998 - LEVEL 2, BB 141.00 + 179.00 = 320.00 BEGINNING JUNE 2022. CUSTOMER HAS AN ALTERNATE SUPPLIER AND WILL BE RESPONSIBLE FOR ADDITIONAL SUPPLIER CHARGES EACH MONTH. / cdf				
05/12/2022 12:46:39	05/12/2022		Cheryl Fick	PA PUC Plan - IP
05/09/2022 07:58:48	05/09/2022		INTV IVR	Account Balance Inquiry
05/06/2022 18:13:13	05/06/2022		Aleisha Holbrook	PUC/BPU Complaint-Written
PUC CASE 3836998 received 05/06/2022. Customer is requesting a new PUC installment plan. A Holbrook				
04/26/2022 18:50:21	04/26/2022		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 04/24/22 = \$ 141.00 Open editor for detail 1. 12 Mth Factor Amt: 1146.66 2. Current Delta: 1291.28 - 1074.00 + 0.00 217.28 3. Remaining Amount: 205.66				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
4. Diff + Remain Amt: 217.28 + 205.66 422.94 5. New BBP Amount: 422.94 / 91 x 30.4 141.00 * Dollar Difference: 141.00 - 58.00 83.00 * Pct Difference: 143.10 * System BBP Amount: 141.00				
04/26/2022 17:55:52	04/26/2022	[REDACTED]	Joshua Fenske	Utility Report Issued
Spoke with: HEATHER NITCH Created By: Joshua Fenske Dispute Rights Dunning lock created - Lock date: 05/08/2022 Company Position: cust unable to pay Customer Position: cust unable to pay				
04/26/2022 17:53:43	04/26/2022	[REDACTED]	Joshua Fenske	Negotiation Tool - Service On
Spoke with: HEATHER NITCH Created By: Joshua Fenske 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. PCAP ***** *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: \$6368.01 Offered - Pay Disconnection Amt of: \$5840.38 Offered - Pay Past Due Amt of \$3194.56 Offered - Pay Catch-up Amt of: \$2616.17 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				
04/26/2022 17:53:43	04/26/2022	[REDACTED]	Joshua Fenske	Financial Summary Review
Spoke with: HEATHER NITCH Created By: Joshua Fenske BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
04/20/2022 10:01:00	04/20/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/15/2022 07:19:58	04/15/2022	[REDACTED]	Natasha Neal	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE LIHEAP IS OPEN AND HOW TO APPLY.				
04/12/2022 22:30:30	04/12/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/09/2022 15:31:31	04/09/2022		CS General Purpose Batch	Return Check Letter
04/04/2022 07:56:34	04/04/2022		EAILOGINWM7	Ready Pay Create
No [REDACTED] \$ 3194.56 - 04/04/2022 stringbeanmom stringbeanmom@gmail.com				
03/24/2022 10:04:00	03/24/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/23/2022 10:03:00	02/23/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/09/2022 22:32:55	02/09/2022		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/25/2022 18:58:16	01/25/2022		CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 01/23/22 = \$ 58.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 948.53</p> <p>2. Current Delta: 886.93 - 900.00 + 0.00 13.07-</p> <p>3. Remaining Amount: 411.88</p> <p>4. Diff + Remain Amt: 13.07- + 411.88 398.81</p> <p>5. New BBP Amount: 398.81 / 182 x 30.4 67.00</p> <p>* Dollar Difference: 67.00 - 58.00 9.00</p> <p>* Pct Difference: 15.52</p> <p>* System BBP Amount: 58.00</p>				
12/31/2021 17:01:18	04/28/2021		Ali Young	General Inquiry/Other
<p>prepared to go to 60/24/12 months based on PUC directives, and company accepted full terms of the order</p> <p>S/W HEATHER NITCH</p> <p>advi under normal circumstances not eligible for IP</p> <p>OFFERED LONG-TERM IP UP TO 24 MO/ advi LONG-TERM IP one time offer (can't be re-done if fallen behind)</p> <p>advi 24 mo/ est IP \$230 on top of bill for next 5 yr</p> <p>-HEATHER APPROVED</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				

DETAILED STATEMENT OF ACCOUNT

Customer Name: HEATHER NITCH

Account Number: [REDACTED]

Service Address:

206 EUCLID AVE
NEW CASTLE PA 16105

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
09/27/23	09/25/23	KWH	179,822	2,060	32	64	Act	128.02	224.33	352.35	113.00	10/19/23				4,006.55
09/27/23														-2.61	SDINT	4,003.94
Installment plan deactivated on 10/12/2023 - Installment Plan In Arrears.																
Installment plan started on 10/12/2023 for current + 111.00.																
10/26/23	10/24/23	KWH	181,341	1,519	29	52	Act	97.34	165.42	262.76	113.00	11/20/23				4,266.70
10/26/23														-2.70	SDINT	4,264.00
11/27/23	11/23/23	KWH	183,324	1,983	30	66	Act	123.65	215.95	339.60	127.00	12/19/23		4.14	LPC	4,607.74
11/27/23														-2.61	SDINT	4,605.13
12/27/23													-384.11			4,221.02
12/28/23	12/25/23	KWH	186,036	2,712	32	85	Act	165.03	295.34	460.37	127.00	01/22/24		6.87	LPC	4,688.26
12/28/23														-2.96	SDINT	4,685.30
01/03/24														384.11		5,069.41
Payment Returned -Non Sufficient Funds																
01/19/24													-385.00			4,684.41
01/25/24	01/23/24	KWH	188,833	2,797	29	96	Act	180.43	304.59	485.02	127.00	02/20/24		13.15	LPC	5,182.58
01/25/24														-2.69	SDINT	5,179.89
02/24/24	02/21/24	KWH	191,030	2,197	29	76	Act	145.38	239.25	384.63	146.00	03/18/24		19.58	LPC	5,584.10
02/24/24														-2.89	SDINT	5,581.21
03/26/24	03/24/24	KWH	192,668	1,638	32	51	Act	111.30	178.38	289.68	146.00	04/17/24		25.32	LPC	5,896.21
03/26/24														-2.99	SDINT	5,893.22
04/25/24	04/23/24	KWH	193,808	1,140	30	38	Act	80.94	124.15	205.09	146.00	05/20/24		30.14	LPC	6,128.45
04/25/24														-3.18	SDINT	6,125.27
05/25/24	05/22/24	KWH	194,674	866	29	30	Act	64.23	94.30	158.53	136.00	06/18/24		-2.99	SDINT	6,283.80
05/25/24														-2.99	SDINT	6,280.81
06/25/24	06/23/24	KWH	196,797	2,123	32	66	Act	145.78	231.20	376.98	136.00	07/17/24		-2.89	SDINT	6,657.79
06/25/24														-2.89	SDINT	6,654.90
07/25/24	07/23/24	KWH	199,293	2,496	30	83	Act	171.65	271.81	443.46	136.00	08/19/24		-3.18	SDINT	7,098.36
07/25/24														-3.18	SDINT	7,095.18
07/26/24													-100.42			6,994.76

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
08/25/24													-171.58			6,823.18
08/26/24	08/22/24	KWH	201,654	2,361	30	79	Act	163.00	257.11	420.11	131.00	09/17/24				7,243.29
08/26/24														-2.99	SDINT	7,240.30
09/26/24	09/24/24	KWH	203,296	1,642	33	50	Act	116.84	246.14	362.98	131.00	10/21/24		54.86	LPC	7,658.14
09/26/24														-3.28	SDINT	7,654.86
09/29/24													-4,000.00			3,654.86
10/04/24													4,000.00			7,654.86
Payment Returned -Non Sufficient Funds																
10/28/24	10/24/24	KWH	204,103	807	30	27	Act	63.23	120.97	184.20	131.00	11/19/24				7,839.06
10/28/24														-2.99	SDINT	7,836.07
11/26/24	11/24/24	KWH	205,185	1,082	31	35	Act	80.88	162.19	243.07	131.00	12/23/24				8,079.14
11/26/24														-3.28	SDINT	8,075.86
12/28/24	12/25/24	KWH	207,201	2,016	31	65	Act	134.26	302.20	436.46	131.00	01/21/25				8,512.32
12/28/24														-2.89	SDINT	8,509.43
01/27/25	01/23/25	KWH	209,659	2,458	29	85	Act	178.39	368.45	546.84	131.00	02/18/25				9,056.27
01/27/25														-2.52	SDINT	9,053.75
02/26/25	02/24/25	KWH	211,628	1,969	32	62	Act	148.62	295.15	443.77	112.00	03/20/25				9,497.52
02/26/25														-2.61	SDINT	9,494.91
03/27/25	03/25/25	KWH	212,739	1,111	29	38	Act	88.95	166.54	255.49	112.00	04/21/25				9,750.40
03/27/25														-2.70	SDINT	9,747.70
Supplier Switch IGS Energy to Pennsylvania Power Co on 04/08/2025.																
04/26/25	04/23/25	KWH	213,662	923	29	32	Act	133.68	65.21	198.89	112.00	05/19/25		92.67	LPC	10,039.26
04/26/25														-2.52	SDINT	10,036.74
05/24/25	05/22/25	KWH	214,399	737	29	25	Act	150.21	0.00	150.21	418.00	06/17/25		95.29	LPC	10,282.24
05/24/25														-2.52	SDINT	10,279.72
06/24/25	06/23/25	KWH	216,268	1,869	32	58	Act	373.63	0.00	373.63	418.00	07/16/25				10,653.35
06/24/25														-2.52	SDINT	10,650.83
07/24/25	07/23/25	KWH	218,808	2,540	30	85	Act	511.77	0.00	511.77	418.00	08/18/25				11,162.60
07/24/25														-2.79	SDINT	11,159.81
08/25/25	08/24/25	KWH	221,211	2,403	32	75	Act	491.62	0.00	491.62	354.00	09/16/25				11,651.43
08/25/25														-2.61	SDINT	11,648.82
08/26/25													-418.00			11,230.82
09/01/25														15.00	RCC	11,245.82
09/01/25													418.00			11,663.82
Payment Returned -Non Sufficient Funds																



Payment History

Name: HEATHER NITCH
Address: 206 EUCLID AVE, NEW CASTLE PA 16105
Account: [REDACTED]
Period: 1/1/22 to 9/3/25

Date	Amount	Description
4/4/2022	\$3,194.56	Electronic Check Payment - WEB
4/9/2022	(\$3,194.56)	Return - Non Sufficient Funds
8/16/2022	\$417.00	Credit Card Payment
10/4/2022	\$1,271.90	Electronic Check Payment - WEB
10/10/2022	(\$1,271.90)	Return - Non Sufficient Funds
5/15/2023	\$5,858.56	Electronic Check Payment - WEB
5/19/2023	(\$5,858.56)	Return - Non Sufficient Funds
8/1/2023	\$8,000.00	PAHAF Grant
12/27/2023	\$384.11	Electronic Check Payment - WEB
1/3/2024	(\$384.11)	Return - Non Sufficient Funds
1/19/2024	\$385.00	Credit Card Payment
7/26/2024	\$100.42	Electronic Check Payment - WEB
8/25/2024	\$171.58	Electronic Check Payment - WEB
9/29/2024	\$4,000.00	Electronic Check Payment - WEB
10/4/2024	(\$4,000.00)	Return - Non Sufficient Funds
8/26/2025	\$418.00	One-Time Bank Payment - Internet
9/1/2025	(\$418.00)	Return - Non Sufficient Funds

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**



Name: HEATHER NITCH
Address: 206 EUCLID AVE, NEW CASTLE PA 16105
Account: [REDACTED]

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO PA	4/15/2019	\$1,787.89	\$4,000.00	Budget + \$198.00 beginning with the May 2019 due date.
CO PA	12/3/2019	\$1,022.18	\$5,916.01	Budget + \$170.00 beginning with the January 2020 due date.
CO EXT	4/28/2021	\$5,524.21	\$5,620.21	Budget + \$230.00 beginning with the June 2021 due date.
BCS 3836998	5/12/2022	\$6,409.76	\$3,900.00	Budget + EGS + \$179.00 beginning with the June 2022 due date.
CO PA	10/12/2023	\$3,949.60	not updated	To settle C-2023-3040977 - budget + EGS +\$111 beginning with the November 2023 due date.
Remarks:				

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



Docket No. C-2025-3055390
Heather Nitch v. FirstEnergy Pennsylvania Electric Company
Timeline of PUC Complaints
May 2022 to present

Case #	Opened	Closed	Resolution	Balance closing
BCS #3836988	5/6/22	5/9/22	Level 2 PAR	\$6,409.76
BCS #3875160	10/31/22	12/14/22	1405d	\$8,149.84
C-2023-3040977	5/31/23	10/13/23	CSAT	\$3,949.60
C-2024-3048737	4/28/24	9/6/24	CSAT	\$6,125.27
C-2024-3051809	10/25/24	4/9/25	CSAT	\$9,747.70
C-2025-3055390	5/27/25			

Hold

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist
Holbrook, Aleisha M
Customer Information

Case Number

3836998

Account Number

[REDACTED]

First Name

HEATHER

Last Name

NITCH

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

206 EUCLID AVE

Address2

City

NEW CASTLE

State

PA

Mail Zip

16105

Family

Family Size

4

Children

1

Age

16

Adults

3

General

PUC Date Opened

5/6/2022

PUC Date Prepared

5/6/2022

Received Date

5/6/2022

PUC Date Closed

5/9/2022

Case Information

Prior Case Number

3574867

Term Date

5/9/2022

Arrearage

0

Case Origin Universal Service
PUC WEBSITE No
Source Business Name

Income
CustIncome - \$3600

Reason For Contact
ON - PAR NEEDED (# 61)

Case Problem

Company Position

04/27/2022 THAT I WAS ALREADY IN A PAYMENT ARRANGEMENT

Related Information

61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. - RELIEF SOUGHT - EXTENDING MY PAYMENT PLAN THE EMAIL ADDRESS STRINGBEANMOM@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
ANN	CAVANAUGH	
Status		

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3836998

Customer First Name

HEATHER

Customer Last Name

NITCH

Account Number



Service Address

Address 1

206 E EUCLID AVE

Address 2

City

NEW CASTLE

Service State

PA

Zip

16105

Home Phone

Work Phone

Mailing Address

Address 1

206 EUCLID AVE

Address 2

City

NEW CASTLE

State

PA

Zip

16105

Family

Adults

3

Family Size

4

Children

1

Age

16

General

PUC Date Opened

5/6/2022

PUC Sent Date

5/9/2022

PUC Date Closed

5/9/2022

Case Type

Straight

Assigned To

Assigned Specialist

Holbrook, Aleisha M

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

5/6/2022

Head Date

5/9/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
6409.76	0.00	320.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
141.00	0.00	179.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

JUNE 2022 BILL DUE DATE

Letter Description

Resolution

LEVEL 2, BB 141.00 + 179.00 = 320.00 BEGINNING JUNE 2022.

CUSTOMER HAS AN ALTERNATE SUPPLIER AND WILL BE RESPONSIBLE FOR ADDITIONAL SUPPLIER CHARGES EACH MONTH.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
BUREAU OF	CONSUMER SERVICE
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
ANN	CAVANAUGH
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	5/12/2022

History

Click To Expand ▼

◀ ▶

Hold

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist

Webb, Max S

Customer Information

Case Number

3875160

Account Number

[REDACTED]

First Name

HEATHER

Last Name

NITCH

Service Address

Address1

206 E EUCLID AVE

Address2

Service City

NEW CASTLE

Service State

PA

Service Zip

16105-0

Service Class

Work Phone

Home Phone

(724) 6543997

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

4

Children

1

Age

16

Adults

3

General

PUC Date Opened

10/31/2022

PUC Date Prepared

10/31/2022

Received Date

10/31/2022

PUC Date Closed

12/14/2022

Case Information

Prior Case Number

0

Term Date

10/31/2022

Arrearage

0

Case Origin Universal Service
PUC WEBSITE No
Source Business Name

Income
CustIncome - \$3900

Reason For Contact
ON - PAR NEEDED (# 61)

Case Problem

Company Position

10/14/2022 THAT I WASN'T ELIGIBLE

Related Information

61 - PAR REQUEST - RELIEF SOUGHT - AN EXTENDED PAYMENT PLAN THE EMAIL ADDRESS STRINGBEANMOM@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
CHRISTINE	CONO	

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3875160

Customer First Name

HEATHER

Customer Last Name

NITCH

Account Number



Service Address

Address 1

206 E EUCLID AVE

Address 2

City

NEW CASTLE

Service State

PA

Zip

16105

Home Phone

(724) 6543997

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

3

Family Size

4

Children

1

Age

16

General

PUC Date Opened

10/31/2022

PUC Sent Date

12/14/2022

PUC Date Closed

12/14/2022

Case Type

Repeater

Assigned To

Assigned Specialist

Webb, Max S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

12/14/2022

Head Date

12/14/2022

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
8149.84	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
306.00	3090.46	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405 D CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#3836998

Has Decision Issue Response Time

Other Information

Investigator First Name Investigator Last Name

ALISHIA SNYDER

Investigator Area Code Investigator Phone

717

Investigator Fax Area Code Investigator Fax

Intaker First Name Intaker Last Name

CHRISTINE CONO

Status

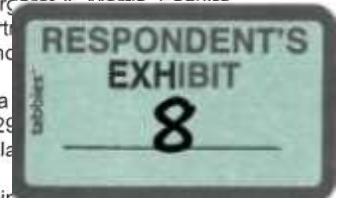
Is SAP Completed SAP Completion Date

 12/15/2022

History

Click To Expand	▼
◀	▶

Margaret A. Morris, Esquire
Part
mm
Cira
2929
Phila
Main: 215.495.6600
Direct: 215.495.6524
Fax: 215.495.6600



October 13, 2023

Via Electronic Mail

Heather Nitch
stringbeanmom@gmail.com

**Re: Docket No. C-2023-3040977
Heather Nitch v. Pennsylvania Power Company
Settlement terms**

Dear Ms. Nitch:

This will confirm our discussion with Laurie Parker on October 12, 2023, regarding the settlement of your Formal Complaint filed with the Pennsylvania Public Utility Commission (PUC) against Pennsylvania Power Company (Penn Power), regarding service in your name to 206 E. Euclid Avenue, New Castle, Pennsylvania under Account No. [REDACTED] (Account) in the above-referenced proceeding.

The Account balance as of today is \$4,003.94. Penn Power agreed to enter into a 36-month payment agreement (PAR). The terms of the Company PAR are budget bill,¹ plus actual electric generation supplier charges plus the installment payment of \$111.00. The Company PAR will be effective with the due date set forth on the October 2023 bill. **It is imperative that you pay your monthly bill in full and on time each month so that the Company PAR does not default.**

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.**

I am glad that the matter was amicably resolved.

Very truly yours,

Reger Rizzo & Darnall LLP

A handwritten signature in blue ink that reads "Margaret A. Morris".

Margaret A. Morris, Esquire

Enclosures
MAM/mam

cc: Tori Giesler, Esquire, FirstEnergy Service Company, [w/ encl.]

¹ The equal payment plan or budget program is for residential customers and designed to make their monthly payments consistent throughout an entire year, leveling out seasonal highs and lows. The budget amount is based on the average of the last 12 months and is reviewed quarterly and adjusted accordingly based on the customer's usage. The budget amount is reconciled annually.

October 13, 2023

Via Electronic Filing

Rosemary Chiavetta, Esquire
Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Docket No. C-2023-3040977
Heather Nitch v. Pennsylvania Power Company
Certificate of Satisfaction**

Dear Secretary Chiavetta:

Attached please find a Certificate of Satisfaction to be filed in the above-referenced proceeding. A copy of the document has been served upon the Complainant as indicated on the attached Certificate of Service.

If there are any questions, please do not hesitate to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co
Enclosure

cc: The Hon. Conrad A. Johnson, PA Public Utility Commission [w/encls.]
Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]
Heather Nitch [w/encls.]



Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
 Harrisburg, PA 17105-3265
EFILING - FILING DETAIL

Date Created	Filing Number
10/13/2023	2499365

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.

Docket Number: C-2023-3040977
Case Description: Heather Nitch v. Pennsylvania Power Company
Transmission Date: 10/13/2023 11:04 AM
Filed On: 10/13/2023 11:04 AM
eFiling Confirmation Number: 2499365

File Name	Document Type	Upload Date
NitchCSAT.pdf	Certificate of Satisfaction	10/13/2023 11:03:06 AM

For filings exceeding 250 pages, the PUC is requiring that filers submit one paper copy to the Secretary's Bureau within three business days of submitting the electronic filing online. Please mail the paper copy along with copy of this confirmation page to Secretary, Pennsylvania Public Utility Commission, 400 North Street, Harrisburg PA 17120 a copy of the filing confirmation page or reference the filing confirmation number on the first page of the paper copy.

No paper submission is necessary for filings under 250 pages.

You can view a record of this filing and previous filings you have submitted to the PUC by using the links in the Filings menu at the top of the page. Filings that have been submitted within the last 30 days can be viewed by using the Recent Filings link. Older filings can be viewed by using the search options available in the Filing History link.

**Re: Docket No. C-2023-3040977
Heather Nitch v. Pennsylvania Power Company
Certificate of Satisfaction**

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been served upon the following person(s), in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Via Electronic Mail

Heather Nitch
stringbeanmom@gmail.com

Dated: October 13, 2023



Margaret A. Morris, Esquire

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

HEATHER NITCH :
v. : Docket No. C-2023-3040977
PENNSYLVANIA POWER COMPANY :

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

NOW COMES Pennsylvania Power Company, by and through its attorneys, Reger Rizzo & Darnall LLP, pursuant to 52 Pa. Code § 5.24, and certifies the following:

1. The above-captioned Formal Complaint of Heather Nitch (Complainant) is satisfied.
2. Notice is given to the Complainant that she has the right to object to this Certificate of Satisfaction, in writing to the Commission's Secretary, within ten (10) days from this notification. Absent a timely objection, the Complaint docket should be marked closed.
3. As indicated on the attached Certificate of Service, a copy of this document has been served on the Complainant.

Respectfully submitted,



Margaret A. Morris, Esquire
Attorney ID No. 75048
Cira Centre, 13th Floor
2929 Arch Street
Philadelphia, PA 19104
(215) 495-6524 tel.
mmorris@regerlaw.com

Counsel for Pennsylvania Power Company

Dated: October 13, 2023



September 6, 2024

Via Electronic Mail

Heather Nitch
hdn@heatherdnitch.online

**Re: Docket No. C-2024-3048737
Heather Nitch v. FE Pennsylvania Electric Company
Resolution of Formal Complaint**

Dear Ms. Nitch:

This will confirm our discussion yesterday with Charles Howlett regarding the settlement of your Formal Complaint filed with the Pennsylvania Public Utility Commission (PUC) against FirstEnergy Pennsylvania Electric Company, Penn Power Rate District (Company), for service in your name to 206 E. Euclid Avenue, New Castle, Pennsylvania, under Account No. [REDACTED] (Account) in the above-referenced proceeding.

You advised that, no later than September 17, 2024, you will make a payment, in the amount of \$4,479.70, to reinstate 2023 Company payment arrangement (PAR). The terms of the reinstated 2023 Company PAR are budget bill¹ plus \$111.00.

I have enclosed a copy of the Certificate of Satisfaction that I discussed with you which would 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.** I am glad that the matter was amicably resolved.

Very truly yours,

Reger Rizzo & Darnall LLP

A handwritten signature in blue ink, appearing to read "Margaret A. Morris". Below the signature is the printed name "Margaret A. Morris, Esquire".

Margaret A. Morris, Esquire

MAM/mam
Enclosures

cc: Tori Giesler, Esquire, FirstEnergy Service Company [w/encl.]

¹ The budget amount is reviewed quarterly and will be adjusted to reflect increases/decreases in the household's usage. Notice of any change in the budget amount is provided on the monthly bill prior to the new budget amount becoming effective. The budget bill is reconciled annually.

September 6, 2024

Via Electronic Filing

Rosemary Chiavetta, Esquire
Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Docket No. C-2024-3048737
Heather Nitch v. FirstEnergy Pennsylvania Electric Company
Certificate of Satisfaction**

Dear Secretary Chiavetta:

Attached please find a Certificate of Satisfaction to be filed in the above-referenced proceeding. A copy of the document has been served upon the Complainant as indicated on the attached Certificate of Service.

If there are any questions, please do not hesitate to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co
Enclosures

cc: Special Agent Mroczka, PA Public Utility Commission [w/encls.]
Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]
Heather Nitch [w/encls.]



Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
 Harrisburg, PA 17105-3265
EFILING - FILING DETAIL

Date Created	Filing Number
9/6/2024	2657582

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.

Docket Number: C-2024-3048737

Case Description: Heather Nitch v. FirstEnergy Pennsylvania Electric Company (Penn Power Rate District)

Transmission Date: 9/6/2024 9:21 AM

Filed On: 9/6/2024 9:21 AM

eFiling Confirmation Number: 2657582

File Name	Document Type	Upload Date
NitchCSAT.pdf	Certificate of Satisfaction	9/6/2024 9:20:57 AM

For filings exceeding 250 pages, the PUC is requiring that filers submit one paper copy to the Secretary's Bureau within three business days of submitting the electronic filing online. Please mail the paper copy along with copy of this confirmation page to Secretary, Pennsylvania Public Utility Commission, 400 North Street, Harrisburg PA 17120 a copy of the filing confirmation page or reference the filing confirmation number on the first page of the paper copy.

No paper submission is necessary for filings under 250 pages.

You can view a record of this filing and previous filings you have submitted to the PUC by using the links in the Filings menu at the top of the page. Filings that have been submitted within the last 30 days can be viewed by using the Recent Filings link. Older filings can be viewed by using the search options available in the Filing History link.

**Re: Docket No. C-2024-3048737
Heather Nitch v. FirstEnergy Pennsylvania Electric Company
Certificate of Satisfaction**

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been served upon the following person(s), in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Via Electronic Mail

Heather Nitch
hdn@heatherdnitch.online

Dated: September 6, 2024



Margaret A. Morris, Esquire

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

HEATHER NITCH

v.

FIRSTENERGY PENNSYLVANIA
ELECTRIC COMPANY

:
:
:
:
:
:

Docket No. C-2024-3048737

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

NOW COMES FirstEnergy Pennsylvania Electric Company, by and through its attorneys, Reger Rizzo & Darnall LLP, pursuant to 52 Pa. Code § 5.24, and certifies the following:

1. The above-captioned Formal Complaint of Heather Nitch (Complainant) is satisfied.

2. Notice is given to the Complainant that she has the right to object to this Certificate of Satisfaction, in writing to the Commission’s Secretary, within ten (10) days from this notification. Absent a timely objection, the Complaint docket should be marked closed.

3. As indicated on the attached Certificate of Service, a copy of this document has been served on the Complainant.

Respectfully submitted,



Margaret A. Morris, Esquire
Attorney ID No. 75048
Cira Centre, 13th Floor
2929 Arch Street
Philadelphia, PA 19104
(215) 495-6524 tel.
mmorris@regerlaw.com

Dated: September 6, 2024

*Counsel for FirstEnergy Pennsylvania Electric
Company (Penn Power Rate District)*



Main: 215.495.6500
Direct: 215.495.6524
Fax: 215.495.6600

April 9, 2025

Via Electronic Mail

Heather Nitch
hdn@heatherdnitch.online

**Re: Docket No. C-2024-3051809
Heather Nitch v. FE PA (Penn Power Rate District
Settlement of Formal Complaint**

Dear Ms. Nitch:

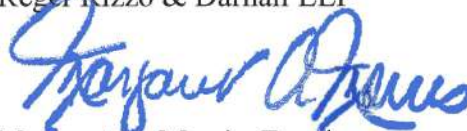
This will confirm our discussion last evening regarding the settlement of your Formal Complaint filed with the Pennsylvania Public Utility Commission (PUC) against FirstEnergy Pennsylvania Electric Company, Penn Power Rate District (Company), for service in your name to 206 Euclid Avenue, New Castle, Pennsylvania, under Account No. [REDACTED] (Account) in the above-referenced proceeding.

You advised that, no later than April 17, 2025, you will make a payment, in the amount of \$8,800.00 towards the Account balance which today is \$9,747.70. You will contact the Company if you seek a payment arrangement for the remaining balance.

By separate email sent last evening, I served the efiled Certificate of Satisfaction 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.** I am glad that the matter was amicably resolved.

Very truly yours,

Reger Rizzo & Darnall LLP



A handwritten signature in blue ink, appearing to read "Margaret A. Morris".

Margaret A. Morris, Esquire

MAM/mam

cc: Tori Giesler, Esquire, FirstEnergy Service Company [w/encl.]

April 9, 2025

Via Electronic Filing

Rosemary Chiavetta, Esquire
PA Public Utility Commission
Secretary
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Docket No. C-2024-3051809
Heather Nitch v. FE PA (Penn Power Rate District)
Certificate of Satisfaction**

Dear Secretary Chiavetta:

Attached please find a Certificate of Satisfaction to be filed in the above-referenced proceeding. A copy of the document has been served upon the Complainant as indicated on the attached Certificate of Service.

If there are any questions, please do not hesitate to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

Enclosures
MAM/mam

Cc: The Honorable Mary D. Long, PA Public Utility Commission [w/encls.]
Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]
Heather Nitch [w/encls.]



Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
 Harrisburg, PA 17105-3265
EFILING - FILING DETAIL

Date Created	Filing Number
4/8/2025	2729054

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.

Docket Number: C-2024-3051809
Case Description: Heather Nitch v. FE PA
Transmission Date: 4/8/2025 8:52 PM
Filed On: 4/9/2025 8:00 AM
eFiling Confirmation Number: 2729054

File Name	Document Type	Upload Date
NitchCSAT.pdf	Certificate of Satisfaction	4/8/2025 8:52:32 PM

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**Re: Docket No. C-2024-3051809
Heather Nitch v. FE PA (Penn Power Rate District)
Certificate of Satisfaction**


CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been served upon the following person(s), in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Via Electronic Mail

Heather Nitch
hdn@heatherdnitch.online

Dated: April 9, 2025


Margaret A. Morris, Esquire

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

HEATHER NITCH :
v. : Docket No. C-2024-3051809
FIRSTENERGY PENNSYLVANIA :
ELECTRIC COMPANY :

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

NOW COMES FirstEnergy Pennsylvania Electric Company, by and through its attorneys, Reger Rizzo & Darnall LLP, pursuant to 52 Pa. Code § 5.24, and certifies the following:

1. The above-captioned Formal Complaint of Heather Nitch (Complainant) is satisfied.
2. Notice is given to the Complainant that she has the right to object to this Certificate of Satisfaction, in writing to the Commission’s Secretary, within ten (10) days from this notification. Absent a timely objection, the Complaint docket should be marked closed.
3. As indicated on the attached Certificate of Service, a copy of this document has been served on the Complainant.

Respectfully submitted,



Margaret A. Morris, Esquire
Attorney ID No. 75048
Cira Centre, 13th Floor
2929 Arch Street
Philadelphia, PA 19104
(215) 495-6524 tel.
mmorris@regerlaw.com

Dated: April 9, 2025

*Counsel for FirstEnergy Pennsylvania Electric
Company (Penn Power Rate District)*



HEATHER NITCH
206 EUCLID AVE, NEW CASTLE PA 16105



Financial Information

Date reported: 10/14/2024
Total Income reported: \$5,883.33

Business partner: [REDACTED] HEATHER NITCH / NEW CASTLE PA 16105
 Contract account: [REDACTED]
 Financial summary date: 10/14/2024

Occupant Info | Income | Review | Course of action

Number of occupants: 4

Ages of occupants: 57 50 20 18

Occupant Info | **Income** | Review | Course of action

Add name: **GLENN BUCHNER** | HEATHER NITCH | PAYDON GREATHOU | TIMOTHY GREATHO

Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly
WELDING ALIES	3,033.33	<input type="checkbox"/>	0	<input type="checkbox"/>	3,033.33	2,378.13
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00

Occupant Info | **Income** | Review | Course of action

Add name: GLENN BUCHNER | **HEATHER NITCH** | PAYDON GREATHOU | TIMOTHY GREATHO

Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly
SELF EMPLOYED	2,850.00	<input type="checkbox"/>	0	<input type="checkbox"/>	2,850.00	2,288.55
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00

Occupant Info | **Income** | Review | Course of action

Add name: GLENN BUCHNER | HEATHER NITCH | **PAYDON GREATHOU** | TIMOTHY GREATHO

Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly
STUDENT	0.01	<input type="checkbox"/>	0	<input type="checkbox"/>	0.01	0.01

Occupant Info | **Income** | Review | Course of action

Add name: GLENN BUCHNER | HEATHER NITCH | PAYDON GREATHOU | **TIMOTHY GREATHO**

Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly
STUDENT	0.01	<input type="checkbox"/>	0	<input type="checkbox"/>	0.01	0.01



Federal Poverty Guidelines

INCOME LEVELS BASED ON FEDERAL POVERTY INCOME GUIDELINES - 2025

Household Size		1	2	3	4	5	6	7	8	Plus One
Income Level ¹	FPIG Range	Gross Monthly Income								
Level 1	135% ²	\$1,760.63	\$2,379.38	\$2,998.13	\$3,616.88	\$4,235.63	\$4,854.38	\$5,473.13	\$6,091.88	\$618.75
	0-150% ³	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$1,956.25	\$2,643.75	\$3,331.25	\$4,018.75	\$4,706.25	\$5,393.75	\$6,081.25	\$6,768.75	\$687.50
Level 2A	150.00%	\$1,956.26	\$2,643.76	\$3,331.26	\$4,018.76	\$4,706.26	\$5,393.76	\$6,081.26	\$6,768.76	\$687.50
	200% ³	\$2,608.33	\$3,525.00	\$4,441.67	\$5,358.33	\$6,275.00	\$7,191.67	\$8,108.33	\$9,025.00	\$916.67
Level 2B	200.00%	\$2,608.34	\$3,525.01	\$4,441.68	\$5,358.34	\$6,275.01	\$7,191.68	\$8,108.34	\$9,025.01	\$916.67
	250%	\$3,260.42	\$4,406.25	\$5,552.08	\$6,697.92	\$7,843.75	\$8,989.58	\$10,135.42	\$11,281.25	\$1,145.83
Level 3	250.00%	\$3,260.43	\$4,406.26	\$5,552.09	\$6,697.93	\$7,843.76	\$8,989.59	\$10,135.43	\$11,281.26	\$1,145.83
	300%	\$3,912.50	\$5,287.50	\$6,662.50	\$8,037.50	\$9,412.50	\$10,787.50	\$12,162.50	\$13,537.50	\$1,375.00
Level 4	300.00% and above	\$3,912.51	\$5,287.51	\$6,662.51	\$8,037.51	\$9,412.51	\$10,787.51	\$12,162.51	\$13,537.51	\$1,375.00
LIHEAP eligibility for the 2024 - 2025 heating season	150% FPIG	\$1,882.50	\$2,555.00	\$3,227.50	\$3,900.00	\$4,572.50	\$5,245.00	\$5,917.50	\$6,590.00	\$672.50

1. These levels apply to all payment arrangements depending on a customer/applicant's income level and household size.

2. PGW reinstatement threshold.

3. 150% is the maximum income for CAP eligibility with the exception of Peoples Natural Gas Company, which is 200%.

The maximum income for LIURP eligibility can range from 150%-200%. The maximum income for hardship fund eligibility can range from 150%-250%.

Effective: 01/17/2025

HEATHER NITCH
 206 EUCLID AVE, NEW CASTLE PA 16105



Collection History
From 1/01/23 to 9/03/25

Date	Item	Notes	Balance at Last Bill
2/13/23	10-Day Notice Issued	\$8575.37 due 4/03/23.	8,513.73
3/31/23	Moratorium Ends		
4/13/23	10-Day Notice Issued	\$9440.41 due 4/27/23.	9,830.81
4/20/23	3-day attempt	Message left.	
4/21/23	3-day attempt	Message left.	
4/26/23	Customer contact	Quoted catch up of \$4820.77. Cannot pay. Given rights and new term date of 5/8/23	
5/8/23	3-day attempt	Message left.	
5/9/23	3-day attempt	Message left.	
5/15/23	Payment	\$5,858.56	
5/19/23	Returned payment	(\$5,858.56)	
5/22/23	3-day attempt	Message left.	
5/23/23	3-day attempt	Message left.	
5/31/23	PUC formal	C-2023-3040977	10,409.25
8/1/23	PAHAF Grant	\$8,000.00	3654.20 (after grant)
10/12/23	PUC formal settlement	Company PAR - budget + EGS + \$111 starting 11/2023	
12/1/23	Moratorium Begins		
12/27/23	Payment	\$384.11	
1/3/24	Returned payment	(\$384.11)	
2/12/24	10-Day Notice Issued	\$4608.36 due 4/01/23.	4,685.30
2/29/24	Customer contact	Quoted catch up of \$1544.61 by 4/1/24.	
3/13/24	PA Low Income Notice	\$5050.21 due 4/01/24.	5,581.21
3/31/24	Moratorium Ends		
4/15/24	10-Day Notice Issued	\$5452.05 due 4/29/24.	5,893.22
4/22/24	3-day attempt	Message left.	
4/23/24	3-day attempt	Message left.	
4/29/24	PUC formal	C-2024-3048737	
7/15/24	10-Day Notice Issued	\$100.42 due 7/29/24.	6,654.90
7/22/24	3-day attempt	Message left.	
7/23/24	3-day attempt	Message left.	
7/26/24	Payment	\$100.42	
8/13/24	10-Day Notice Issued	\$171.58 due 8/27/24.	7,095.18
8/20/24	3-day attempt	Message left.	
8/21/24	3-day attempt	Message left.	
8/25/24	Payment	\$171.58	
9/5/24	PUC formal settlement	Customer to pay catch up to reinstate Company PAR.	
9/16/24	10-Day Notice Issued	\$6820.19 due 9/30/24.	7,240.30
9/23/24	3-day attempt	Message left.	
9/24/24	3-day attempt	Message left.	
9/29/24	Payment	\$4,000.00	
10/4/24	Returned payment	(\$4,000.00)	
10/7/24	3-day attempt	Message left.	
10/8/24	3-day attempt	Message left.	
10/14/24	Customer contact	Customer wanted extension to pursue assistance. Given rights and new term date of 10/18/24	

10/25/24	PUC formal	C-2024-3051809	7,654.86
12/1/24	Moratorium begins		
2/13/25	PA Low Income Notice	\$212.60 due 4/01/25.	9,053.75
3/31/25	Moratorium Ends		
4/8/25	PUC formal settlement	Customer to pay off balance.	
5/13/25	10-Day Notice Issued	\$9769.38 due 5/27/25.	10,036.74
5/20/25	3-day attempt	Message left.	
5/21/25	3-day attempt	Entire message listened to. Household confirmed.	
5/28/25	PUC formal	C-2025-3055390	
8/13/25	10-Day Notice Issued	\$418.00 due 8/27/25.	11,159.81
8/20/25	3-day attempt	Message left.	
8/21/25	3-day attempt	Entire message listened to. Household confirmed.	
8/26/25	Payment	\$418.00	
9/1/25	Returned payment	(\$418.00)	