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Joe Monastero, |  
v. | Docket No.:  
FirstEnergy Pennsylvania | C-2025-3056287  
Electric Company |  
|  
Initial Call-In |  
Telephonic Hearing |  
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Judge's Chambers  
Commonwealth Keystone  
Building - Plaza Level  
400 North Street  
Harrisburg, PA

Thursday, October 9, 2025  
Commencing at 1:27 p.m.

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Docket No. C-2025-3056287

Hearing Date: October 9, 2025

| <u>NUMBER</u>            | <u>FOR IDENTIFICATION</u> | <u>IN EVIDENCE</u> |
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**Docket No. No. C-2025-3056287**

**Joe Monastero v. FirstEnergy Pennsylvania Electric Company**

**The Hon. Erin L. Gannon**

**Hearing Date: Thursday, October 9, 2025 at 1:00 PM**

**Call-In Hearing No.: 1. 866.759.6860; PIN: 71568747 #**

**PROPOSED EXHIBITS OF FE PA (MET-ED RATE DISTRICT)**

1. Customer Contacts
2. Statement of Account
3. 4-year Payment History
4. PAR History
5. BCS Decision No. 3924878, closed 7/18/23 (Level 2 PAR)
6. BCS Decision No. 3975796, closed 7/11/24 (SCIC PAR)
7. BCS Decision No. 4068359, closed 6/10/25 (1404d)
8. DEF Letter Over Income, dated 9/22/25
9. 2025 Federal Poverty Guidelines
10. Collection History

Customer: JOSEPH M MONASTERO / [REDACTED]  
 Contract Acct: [REDACTED]  
 Service Address: 2062 SWAMP PIKE, GILBERTSVILLE PA 19525

Created On: 10/01/2025  
 Date Range: 07/18/2023 to 10/01/2025

### Customer Contact History



| Contact Date   | Created Date | Contract Acct | Created By               | Description                              |
|--|--------------|---------------|--------------------------|--|
| 07/15/9999 13:26:32  | 07/15/2025   | [REDACTED]    | Laurie Parker            | PUC/BPU Complaint-Written                |
| Pa PUC Formal Complaint Docket No. C-2025-3056287 (request for lower terms) received.  |              |               |                          |  |
| 09/30/2025 21:26:05  | 09/30/2025   | [REDACTED]    | B2BEALOGIN               | Real Time Payment Pending                |
| Payment Date: 09/30/2025   Payment Time: 21:21:29<br>Payment Amount: 200.00   Payment Type: Other<br>Vendor ID: AC   Receipt Number: 36135199  |              |               |                          |  |
| 09/30/2025 21:20:01  | 09/30/2025   | [REDACTED]    | EAILOGINWM7              | Self-Serve Credit Interaction            |
| Contact Person: Account Holder<br>Offered All Options  |              |               |                          |  |
| 09/30/2025 10:02:00  | 09/30/2025   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt - Successful |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed  |              |               |                          |  |
| 09/28/2025 10:33:36  | 09/28/2025   | [REDACTED]    | CS General Purpose Batch | Automatic Enroll - Storm Email Alert     |
| Contact: greenleafandpest@yahoo.com  |              |               |                          |  |
| 09/28/2025 03:20:30  | 09/28/2025   | [REDACTED]    | CS General Purpose Batch | Premise Information Changed              |
| New Premise Phone: (484)941-2464<br>Text Capable: Yes<br>Created by: Automated Process   |              |               |                          |  |
| 09/28/2025 03:20:30  | 09/28/2025   | [REDACTED]    | CS General Purpose Batch | Personal Data Changed                    |
| New Partner Phone: (484)941-2464<br>Text Capable: Yes<br>Created by: Automated Process   |              |               |                          |  |
| 09/26/2025 00:40:51  | 09/26/2025   | [REDACTED]    | EAILOGINWM7              | Documents Uploaded                       |
| [REDACTED] Email sent to advise we have received documents for PCAP WARM application. After the application is reviewed, the customer will be notified of eligibility or if additional information is needed.  |              |               |                          |  |
| 09/26/2025 00:25:53  | 09/26/2025   | [REDACTED]    | EAILOGINWM7              | Documents Uploaded                       |
| [REDACTED] Email sent to advise we have received documents for PCAP WARM application. After the application is reviewed, the customer will be notified of eligibility or if additional information is needed.  |              |               |                          |  |
| 09/25/2025 09:43:33  | 09/25/2025   | [REDACTED]    | EAILOGINWM7              | PCAP WARM Application Submitted          |
| [REDACTED]: PCAP WARM Application submitted. Email sent to customer to advise application was received.  |              |               |                          |  |
| 09/22/2025 22:21:05  | 09/22/2025   | [REDACTED]    | CS General Purpose Batch | Disconnection Notice - PA Residential    |
| 09/22/2025 03:01:23  | 09/22/2025   | [REDACTED]    | CS General Purpose Batch | Sent PCAP Ineligibility Letter           |
| 09/18/2025 13:51:27  | 09/18/2025   | [REDACTED]    | EAILOGINWM7              | Application Canceled                     |
| [REDACTED] WARM App Already In Progress  |              |               |                          |  |
| 09/07/2025 21:01:08  | 09/07/2025   | [REDACTED]    | B2BEALOGIN               | Real Time Payment Pending                |
| Payment Date: 09/07/2025   Payment Time: 20:56:25<br>Payment Amount: 150.00   Payment Type: Other<br>Vendor ID: AC   Receipt Number: 33428232  |              |               |                          |  |
| 08/11/2025 04:16:31  | 08/11/2025   | [REDACTED]    | EAILOGINWM7              | Documents Needed                         |
| 100101995585: Email sent. To process the PCAP WARM application, the following documents are needed: Heat Source Documentation: A recent fuel bill from the fuel vendor or utility, Verbal or written verification from the landlord or owner, Seller's disclosure form, Receipt of |              |               |                          |  |

### Customer Contact History

| Contact Date        | Created Date | Contract Acct | Created By               | Description  |
|---------------------|--------------|---------------|--------------------------|--|
|                     |              |               |                          | items purchased (for example - electric baseboard) or A bill or receipt from contractor working on the heat source   |
| 08/11/2025 03:43:27 | 08/11/2025   |               | EAILOGINWM7              | Documents Needed   |
|                     |              |               |                          | ██████████ Email sent. To process the PCAP WARM application, the following documents are needed: Heat Source Documentation: A recent fuel bill from the fuel vendor or utility, Verbal or written verification from the landlord or owner, Seller's disclosure form, Receipt of items purchased (for example - electric baseboard) or A bill or receipt from contractor working on the heat source |
| 08/11/2025 03:25:59 | 08/11/2025   |               | EAILOGINWM7              | Documents Needed   |
|                     |              |               |                          | ██████████ Email sent. To process the PCAP WARM application, the following documents are needed: Heat Source Documentation: A recent fuel bill from the fuel vendor or utility, Verbal or written verification from the landlord or owner, Seller's disclosure form, Receipt of items purchased (for example - electric baseboard) or A bill or receipt from contractor working on the heat source |
| 08/11/2025 03:00:58 | 08/11/2025   |               | EAILOGINWM7              | Documents Needed   |
|                     |              |               |                          | ██████████ Email sent. To process the PCAP WARM application, the following documents are needed: Heat Source Documentation: A recent fuel bill from the fuel vendor or utility, Verbal or written verification from the landlord or owner, Seller's disclosure form, Receipt of items purchased (for example - electric baseboard) or A bill or receipt from contractor working on the heat source |
| 08/04/2025 18:53:34 | 08/04/2025   | ██████████    | CS General Purpose Batch | Calculation  |
|                     |              |               |                          | C/A ██████████ Contract ██████████<br>Budget amt calculated for period ending 08/03/25 = \$ 724.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 8742.83<br>* System BBP Amount: 724.00   |
| 08/02/2025 02:21:55 | 08/02/2025   |               | EAILOGINWM7              | Documents Needed   |
|                     |              |               |                          | ██████████ Email sent. To process the PCAP WARM application, the following documents are needed: Heat Source Documentation: A recent fuel bill from the fuel vendor or utility, Verbal or written verification from the landlord or owner, Seller's disclosure form, Receipt of items purchased (for example - electric baseboard) or A bill or receipt from contractor working on the heat source |
| 08/02/2025 01:45:59 | 08/02/2025   |               | EAILOGINWM7              | Documents Uploaded   |
|                     |              |               |                          | ██████████: Email sent to advise we have received documents for PCAP WARM application. After the application is reviewed, the customer will be notified of eligibility or if additional information is needed.   |
| 08/01/2025 14:18:27 | 08/01/2025   |               | EAILOGINWM7              | PCAP WARM Application Submitted  |
|                     |              |               |                          | ██████████ PCAP WARM Application submitted. Email sent to customer to advise application was received.   |

### Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By                     | Description                           |
|---|--------------|---------------|--------------------------------|---------------------------------------|
| 07/28/2025 03:01:15   | 07/28/2025   |               | CS General Purpose Batch       | Sent PCAP Ineligibility Letter        |
| 07/28/2025 03:01:15   | 07/28/2025   |               | CS General Purpose Batch       | Sent WARM Eligible Letter             |
| 07/25/2025 01:13:14   | 07/25/2025   |               | EAILOGINWM7                    | Documents Uploaded                    |
| <p>██████████ Email sent to advise we have received documents for PCAP WARM application. After the application is reviewed, the customer will be notified of eligibility or if additional information is needed.</p>  |              |               |                                |                                       |
| 07/25/2025 00:26:07   | 07/25/2025   |               | EAILOGINWM7                    | Documents Uploaded                    |
| <p>██████████ Email sent to advise we have received documents for PCAP WARM application. After the application is reviewed, the customer will be notified of eligibility or if additional information is needed.</p>  |              |               |                                |                                       |
| 07/23/2025 02:03:40   | 07/23/2025   |               | EAILOGINWM7                    | Documents Needed                      |
| <p>██████████ Email sent. To process the PCAP WARM application, the following documents are needed: Income documents for Joseph M Monastero: SELF-EMPLOYMENT</p>  |              |               |                                |                                       |
| 07/22/2025 15:32:42   | 07/22/2025   |               | EAILOGINWM7                    | PCAP WARM Application Submitted       |
| <p>██████████ PCAP WARM Application submitted. Email sent to customer to advise application was received.</p>   |              |               |                                |                                       |
| 07/21/2025 15:39:40   | 07/21/2025   |               | Workflow General Purpose Batch | Fax Form Sent via BOT                 |
| <p>Medical Fax Form Sent via BOT: Dr Dorata Kaminski (610)326-8408</p>  |              |               |                                |                                       |
| 07/18/2025 09:41:27   | 07/15/2025   |               | Sierra Dixon                   | Medical Certificate                   |
| <p>Medical Certificate SIGNED BY DORNTA KAMINSKI FOR OAKLEY MONASTERO<br/>MED CERT #1 07/15/2025 - 08/14/2025<br/>SDD/CBO</p>   |              |               |                                |                                       |
| 07/15/2025 13:18:50   | 07/10/2025   |               | Debra Sawyers                  | Medical Certificate                   |
| <p>Medical Certificate</p>  |              |               |                                |                                       |
| 07/15/2025 12:44:29   | 07/15/2025   |               | Gina Dietrich                  | PUC/BPU Complaint-Written             |
| <p>Per call from BCS Secretary's Bureau BP filed formal complaint docket # c-2025-3056287</p>   |              |               |                                |                                       |
| 07/15/2025 12:00:46   | 07/15/2025   |               | Daniel L Tolliver              | General Inquiry                       |
| <p>VCB-VM Left.<br/>Satisfied Not Applicable: Reason - Manual work</p>  |              |               |                                |                                       |
| 07/15/2025 10:56:15   | 07/15/2025   |               | INTV IVR                       | Self-Serve Credit Interaction         |
| <p>Pmt Options Provided:#Pay Disc Amt: 17737.03#Pay Min Amt:</p>  |              |               |                                |                                       |
| 07/15/2025 10:33:50   | 07/15/2025   |               | Tanika Tyson                   | General Inquiry                       |
| <p>"Hi, this is TANIKA with your requested call back from First Energy the electric company. If you still need to speak with us, please call us back or visit our website. Thank you and have a nice day".<br/>Satisfied Not Applicable: Reason - Manual work</p> |              |               |                                |                                       |
| 07/15/2025 10:00:33   | 07/15/2025   |               | CS General Purpose Batch       | Med Cert Accepted Email Communication |
| 07/15/2025 10:00:19   | 07/15/2025   |               | CS General Purpose Batch       | Med Cert Received Email Communication |
| 07/15/2025 09:43:22   | 07/15/2025   |               | Sierra Dixon                   | Med Cert Paperwork Received           |
| <p>Medical Certificate Paperwork Received</p>   |              |               |                                |                                       |
| 07/15/2025 09:42:34   | 07/15/2025   |               | INTV IVR                       | Self-Serve Credit Interaction         |
| <p>Pmt Options Provided:#Pay Disc Amt: 17737.03#Pay Min Amt:</p>  |              |               |                                |                                       |
| 07/15/2025 09:03:14   | 07/15/2025   |               | Debra Sawyers                  | General Inquiry                       |
| <p>S/W Joseph Monastero requesting the fax number for the</p>   |              |               |                                |                                       |

### Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By               | Description                               |
|--|--------------|---------------|--------------------------|---|
| <p>Med-Cert customer advised it was sent yesterday, nothing is showing at this time ADV that med cert will be applied to account once it has been reviewed and validated by med cert team, also adv that they are processed in the order they are received in.<br/>Customer was satisfied.</p>   |              |               |                          |   |
| 07/15/2025 08:07:48  | 07/15/2025   | [REDACTED]    | INTV IVR                 | Self-Serve Credit Interaction             |
| <p>Pmt Options Provided:#Pay Disc Amt: 17737.03#Pay Min Amt:</p>   |              |               |                          |   |
| 07/14/2025 17:00:06  | 07/14/2025   | [REDACTED]    | CS General Purpose Batch | Med Cert Confirmation Email Communication |
| 07/14/2025 16:52:39  | 07/14/2025   | [REDACTED]    | Eraili Cocly             | Negotiation Tool - Service On             |
| <p>Spoke with: JOSEPH M MONASTERO<br/>Created By: Eraili Cocly<br/>Financial Summary Option Used.<br/>FS Reviewed Only - No Changes needed, existing FS in last 90 days.<br/>*****<br/>*PA Disconnection Notice (Service On):*<br/>Does medical condition exist?: Yes<br/>Willing to provide income for PCAP/Agency Asst: No<br/>*****<br/>Med Cert options used.<br/>Advised customer ineligible for 3-day hold: No<br/>Provided Med Cert Webform URL: No<br/>Provided Med Cert Hotline number: No<br/>Customer requests Med Cert form faxed to their medical professional: Yes, Script Read<br/>Medical Professional's Name:Dr Dorata Kaminski<br/>Medical Professional's Fax:(610)326-8408<br/>Patient First Name:oakley<br/>Patient Last Name:monastero<br/>Relationship to BP:Child<br/>Email greenleafandpest@yahoo.com subscribed for email updates<br/>*****<br/>PA Final Wrap-up<br/>Considered 4 factors: Yes<br/>Satisfied Not Applicable: Reason - Call Transferred<br/>s/w Spoke with: JOSEPH M MONASTERO, medcert re faxed, not received</p> |              |               |                          |   |
| 07/14/2025 16:52:39  | 07/14/2025   | [REDACTED]    | Eraili Cocly             | Financial Summary Review                  |
| <p>Spoke with: JOSEPH M MONASTERO<br/>Created By: Eraili Cocly<br/>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>  |              |               |                          |   |
| 07/14/2025 14:34:27  | 07/14/2025   | [REDACTED]    | INTV IVR                 | Self-Serve Credit Interaction             |
| <p>Pmt Options Provided:#Pay Disc Amt: 17737.03#Pay Min Amt:</p>   |              |               |                          |   |
| 07/14/2025 13:59:16  | 07/14/2025   | [REDACTED]    | Debra Sawyers            | Negotiation Tool - Service On             |
| <p>Spoke with: JOSEPH M MONASTERO<br/>Created By: Debra Sawyers<br/>Financial Summary Option Used.<br/>FS Reviewed Only - No Changes needed, existing FS in last 90 days.<br/>*****<br/>Human Services Options used.<br/>Provided PCAP and Other Assistance Information.</p>   |              |               |                          |   |

### Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By                     | Description                               |
|--|--------------|---------------|--------------------------------|---|
| <p>Offered: PCAP/DEF 1-888-282-6816<br/>                 211-Any Income level<br/>                 ERAP: 570-601-9595<br/>                 *****<br/>                 *PA Disconnection Notice (Service On):*<br/>                 Does medical condition exist?: No<br/>                 Willing to provide income for PCAP/Agency Asst: Yes<br/>                 *****<br/>                 Payment Options provided:<br/>                 Offered - Pay Acct Balance of: \$19043.44<br/>                 Offered - Pay Disconnection Amt of: \$17737.03<br/>                 Offered - Pay Past Due Amt of \$16476.33<br/>                 Offered - Pay Catch-up Amt of: \$15439.24<br/>                 *****<br/>                 PA Final Wrap-up<br/>                 Considered 4 factors: Yes<br/>                 Customer was satisfied.<br/>                 advised all options have been exhausted advised if we can not guarantee services unless payment is applied to the account or<br/>                 Med-Cert is received</p> |              |               |                                |   |
| 07/14/2025 13:59:16  | 07/14/2025   | [REDACTED]    | Debra Sawyers                  | Financial Summary Review                  |
| <p>Spoke with: JOSEPH M MONASTERO<br/>                 Created By: Debra Sawyers<br/>                 FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>   |              |               |                                |   |
| 07/14/2025 12:10:08  | 07/14/2025   | [REDACTED]    | INTV IVR                       | Self-Serve Credit Interaction             |
| <p>Pmt Options Provided:#Pay Disc Amt: 17737.03#Pay Min Amt:</p>   |              |               |                                |   |
| 07/14/2025 10:58:06  | 07/14/2025   | [REDACTED]    | Kaci A Schreckençast           | General Inquiry                           |
| <p>vcb vm left<br/>                 Satisfied Not Applicable: Reason - Don't send DSPRTS</p>   |              |               |                                |   |
| 07/14/2025 10:01:18  | 07/14/2025   | [REDACTED]    | INTV IVR                       | Self-Serve Credit Interaction             |
| <p>Pmt Options Provided:#Pay Disc Amt: 17737.03#Pay Min Amt:</p>   |              |               |                                |   |
| 07/11/2025 09:10:08  | 07/11/2025   | [REDACTED]    | Ashley Carpenter               | General Inquiry                           |
| <p>s/w JOSEPH M MONASTERO adv who can do med cert for patient<br/>                 Customer was satisfied.</p>   |              |               |                                |   |
| 07/11/2025 08:15:30  | 07/11/2025   | [REDACTED]    | INTV IVR                       | Self-Serve Credit Interaction             |
| <p>Pmt Options Provided:#Pay Disc Amt: 17737.03#Pay Min Amt:</p>   |              |               |                                |   |
| 07/10/2025 14:00:06  | 07/10/2025   | [REDACTED]    | CS General Purpose Batch       | Med Cert Confirmation Email Communication |
| 07/10/2025 13:34:24  | 07/10/2025   | [REDACTED]    | Workflow General Purpose Batch | Fax Form Sent via BOT                     |
| <p>Medical Fax Form Sent via BOT: Dr Dorata Kaminski (610)326-8408</p>   |              |               |                                |   |
| 07/10/2025 13:16:13  | 07/10/2025   | [REDACTED]    | Debra Sawyers                  | Financial Summary Review                  |
| <p>Spoke with: JOSEPH M MONASTERO<br/>                 Created By: Debra Sawyers<br/>                 FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>   |              |               |                                |   |
| 07/10/2025 13:15:47  | 07/10/2025   | [REDACTED]    | Debra Sawyers                  | Negotiation Tool - Service On             |
| <p>Spoke with: JOSEPH M MONASTERO<br/>                 Created By: Debra Sawyers<br/>                 Med Cert options used.<br/>                 Customer would like to use the Med Cert option to stop disconnection: Yes<br/>                 Provided Med Cert Webform URL: No<br/>                 Provided Med Cert Hotline number: No</p>   |              |               |                                |   |

### Customer Contact History

| Contact Date        | Created Date | Contract Acct | Created By          | Description  |
|---------------------|--------------|---------------|---------------------|--|
|                     |              |               |                     | <p>Customer requests Med Cert form faxed to their medical professional: Yes, Script Read</p> <p>Medical Professional's Name:Dr Dorata Kaminski</p> <p>Medical Professional's Fax:(610)326-8408</p> <p>Patient First Name:Oakley</p> <p>Patient Last Name:Monastero</p> <p>Relationship to BP:Child</p> <p>Email greenleafandpest@yahoo.com subscribed for email updates<br/>*****</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.<br/>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>Offered: PCAP/DEF 1-888-282-6816</p> <p>211-Any Income level</p> <p>ERAP: 570-601-9595<br/>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: Yes<br/>*****</p> <p>Payment Options provided:</p> <p>Offered - Pay Acct Balance of: \$19043.44</p> <p>Offered - Pay Disconnection Amt of: \$17737.03</p> <p>Offered - Pay Past Due Amt of \$16476.33</p> <p>Offered - Pay Catch-up Amt of: \$15439.24<br/>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>Customer to use Med Cert Option: Yes</p> <p>3 day Dunning lock created.</p> |
| 07/10/2025 12:13:11 | 07/10/2025   |               | INTV IVR            | Self-Serve Credit Interaction  |
|                     |              |               |                     | Pmt Options Provided:#Pay Disc Amt: 17737.03#Pay Min Am:   |
| 07/03/2025 14:10:02 | 07/03/2025   |               | Kenleigh T Cottrell | Financial Summary Review   |
|                     |              |               |                     | <p>Spoke with: JOSEPH M MONASTERO</p> <p>Created By: Kenleigh T Cottrell</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>   |
| 07/03/2025 14:09:44 | 07/03/2025   |               | Kenleigh T Cottrell | Negotiation Tool - Service On  |
|                     |              |               |                     | <p>Spoke with: JOSEPH M MONASTERO</p> <p>Created By: Kenleigh T Cottrell</p> <p>Med Cert options used.</p> <p>Provided Med Cert Webform URL: No</p> <p>Provided Med Cert Hotline number: Yes, Script Read</p> <p>Customer requests Med Cert form faxed to their medical professional: No<br/>*****</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.<br/>*****</p>   |

### Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By  | Description                   |
|--|--------------|---------------|-------------|-------------------------------|
| Human Services Options used.<br>Provided PCAP and Other Assistance Information.<br>*****<br>*PA Disconnection Notice (Service On):*<br>Does medical condition exist?: Yes<br>Willing to provide income for PCAP/Agency Asst: Yes<br>*****<br>Payment Options provided:<br>Offered - Pay Acct Balance of: \$18537.10<br>Offered - Pay Disconnection Amt of: \$17737.03<br>Offered - Pay Past Due Amt of \$16479.24<br>Offered - Pay Catch-up Amt of: \$15439.24<br>*****<br>PA Final Wrap-up<br>Considered 4 factors: Yes<br>Customer was satisfied.<br>provided med cert phone # |              |               |             |                               |
| 07/03/2025 13:13:12  | 07/03/2025   | [REDACTED]    | INTV IVR    | Self-Serve Credit Interaction |
| Pmt Options Provided:#Pay Disc Amt: 17737.03#Pay Min Amt:  |              |               |             |                               |
| 07/03/2025 10:58:51  | 07/03/2025   | [REDACTED]    | Parul Desai | Utility Report Issued         |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Parul Desai<br>Dispute Rights Dunning lock created - Lock date: 07/13/2025<br>Company Position:<br>med cert+FS+Dispute Rts<br>Customer Position:<br>declined all pmt options. advised \$17737.03 due by 7.14.25.   |              |               |             |                               |
| 07/03/2025 10:55:15  | 07/03/2025   | [REDACTED]    | Parul Desai | Financial Summary Review      |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Parul Desai<br>BP Fed and Reg Inc Levels updated.<br>Low income letter will be sent.   |              |               |             |                               |
| 07/03/2025 10:52:55  | 07/03/2025   | [REDACTED]    | Parul Desai | Negotiation Tool - Service On |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Parul Desai<br>Med Cert options used.<br>Provided Med Cert Webform URL: No<br>Provided Med Cert Hotline number: Yes, Script Read<br>Customer requests Med Cert form faxed to their medical professional: No<br>*****<br>Financial Summary Option Used.<br>BP Fed and Reg Inc Levels updated.<br>Low income letter will be sent.<br>*****<br>Human Services Options used.<br>Provided PCAP and Other Assistance Information.<br>*****<br>*PA Disconnection Notice (Service On):*<br>Does medical condition exist?: Yes              |              |               |             |                               |

### Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By               | Description                                |
|---|--------------|---------------|--------------------------|--|
| Willing to provide income for PCAP/Agency Asst: Yes<br>*****<br>Dispute Rights Issued Option Used.<br>*****<br>PA Final Wrap-up<br>Considered 4 factors: Yes  |              |               |                          |  |
| 07/03/2025 09:58:34   | 07/03/2025   | [REDACTED]    | INTV IVR                 | Self-Serve Credit Interaction              |
| Pmt Options Provided:#Pay Disc Amt: 17737.03#Pay Min Amt:   |              |               |                          |  |
| 07/01/2025 17:10:00   | 07/01/2025   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt - Successful   |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed   |              |               |                          |  |
| 06/30/2025 10:07:00   | 06/30/2025   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 08 - Party Hung Up  |              |               |                          |  |
| 06/21/2025 20:32:24   | 06/21/2025   | [REDACTED]    | CS General Purpose Batch | Disconnection Notice - PA Residential      |
| 06/11/2025 10:44:18   | 06/11/2025   | [REDACTED]    | Megan Wilson             | Financial Summary Review                   |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Megan Wilson<br>FS Reviewed Only - No Changes needed, existing FS in last 90 days.  |              |               |                          |  |
| 06/11/2025 10:44:18   | 06/11/2025   | [REDACTED]    | Megan Wilson             | Negotiation Tool - Service On              |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Megan Wilson<br>Financial Summary Option Used.<br>FS Reviewed Only - No Changes needed, existing FS in last 90 days.<br>*****<br>PA Final Wrap-up<br>Customer was satisfied.<br>sw JOSEPH M MONASTERO said puc closed case for setting up ip. adv no ip available right now but adv of pcap to further assist and gave website info |              |               |                          |  |
| 06/11/2025 10:24:22   | 06/11/2025   | [REDACTED]    | INTV IVR                 | General Inquiry                            |
| ● Bill Analysis Factor Count = ● Factors Played =   |              |               |                          |  |
| 06/11/2025 10:13:41   | 06/11/2025   | [REDACTED]    | Stephanie Conley         | PUC/BPU Complaint-Written                  |
| PUCO CASE# 4068359 CLOSED.<br><br>CASE DISMISSED-CUSTOMER HAS AN UNSATISFIED PUC PAR (BCS#3975796) WITH NO CII OR SCIC, THEREFORE CUSTOMER IS NOT ELIGIBLE FOR ANOTHER PUC PAR. COMPANY REQUESTING 16,479.24 TO MAINTAIN SERVICE, DUE NEXT BILL DUE DATE.   |              |               |                          |  |
| 06/11/2025 09:09:34   | 06/11/2025   | [REDACTED]    | Wanda Pagan              | General Inquiry                            |
| VCB - left vm , wpagan  |              |               |                          |  |
| 06/11/2025 08:31:57   | 06/11/2025   | [REDACTED]    | Shari Mominee            | General Inquiry                            |
| swJOSEPH M MONASTERO [REDACTED] vai past due xfer to credit<br>Satisfied Not Applicable: Reason - Call Transferred  |              |               |                          |  |
| 06/11/2025 08:15:20   | 06/11/2025   | [REDACTED]    | INTV IVR                 | General Inquiry                            |
| ● Bill Analysis Factor Count = ● Factors Played =   |              |               |                          |  |
| 06/03/2025 17:33:34   | 06/03/2025   | [REDACTED]    | Barbara Lafontaine       | PUC/BPU Complaint-Written                  |
| PUC case# 4068359 received on 06/03/25 regarding a PUC payment agreement request (PAR).   |              |               |                          |  |
| 06/03/2025 10:12:00   | 06/03/2025   | [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  |              |               |                          |                                    |
| 05/29/2025 15:31:07   | 05/29/2025   |               | CS General Purpose Batch | Return Check Letter                |
| 05/29/2025 15:31:07   | 05/29/2025   |               | CS General Purpose Batch | Return Check Letter                |
| 05/22/2025 15:27:10   | 05/22/2025   |               | B2BEALOGIN               | Pending One-Time Bank Payment      |
| Payment Date: 05/22/2025   Payment Time: 15:22:18<br>Payment Amount: 7,452.91   Payment Type: Electronic Check Acceptance (ECA / ACH / POP)<br>Vendor ID: AD   Receipt Number: 20971773   |              |               |                          |                                    |
| 05/22/2025 15:24:24   | 05/22/2025   |               | Parul Desai              | Reconnection Process-Recon started |
| Negotiated Amounts:<br>- Disconnection Amount: \$15456.97<br>- Standard Reconnection Fee: \$15.00<br>Less Payments of \$8019.06-, Reconnect Amt Due: \$7452.91<br>Payment Status: Payment already made - Cust supplied Receipt: 20971773 Receipt amt: \$7452.91<br>Reconnecting Service: Yes<br>Remote Reconnect will be created for reconnection on 05/22/2025 (3 day) - Payment<br>Advised Breakers Off: Yes<br>Considered the 4 Factors<br>Final Wrap-up Script Read: Yes<br>Created By: Parul Desai |              |               |                          |                                    |
| 05/22/2025 15:15:47   | 05/22/2025   |               | Parul Desai              | General Inquiry                    |
| Customer was not satisfied. Rights provided to customer.  |              |               |                          |                                    |
| 05/22/2025 15:15:27   | 05/22/2025   |               | Parul Desai              | Utility Report Issued              |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Parul Desai<br>Company Position:<br>Already has med cert.advised. declined agency assistance. States unable to pay disconnection amount Dispute rights ref to PUC#<br>Customer Position:<br>declined pmts   |              |               |                          |                                    |
| 05/22/2025 15:08:17   | 05/22/2025   |               | Parul Desai              | Financial Summary Review           |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Parul Desai<br>FS Reviewed Only - No Changes needed, existing FS in last 90 days.   |              |               |                          |                                    |
| 05/22/2025 15:08:17   | 05/22/2025   |               | Parul Desai              | Negotiation Tool - Service Off     |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Parul Desai<br>Financial Summary Option Used.<br>FS Reviewed Only - No Changes needed, existing FS in last 90 days.<br>*****<br>Human Services Options used.<br>Provided PCAP and Other Assistance Information.<br>*****<br>*PA Service Off - Addl Questions:*<br>Does medical condition exist?: Yes<br>Does PFA Exist? No<br>Willing to provide income for PCAP/Agency Asst: Yes<br>*****<br>Dispute Rights Issued Option Used.<br>*****                 |              |               |                          |                                    |

### Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By               | Description                                |
|--|--------------|---------------|--------------------------|--|
| Negotiated Amounts:<br>- Disconnection Amount: \$15456.97<br>- Standard Reconnection Fee: \$15.00<br>Less Payments of \$8019.06-, Reconnect Amt Due: \$<br>7452.91<br>Payment Status: Payment already made - Cust supplied Receipt: 20971773 Receipt amt: \$7452.91<br>Reconnecting Service: Yes<br>Remote Reconnect will be created for reconnection on 05/22/2025 (3 day) - Payment<br>Advised Breakers Off: Yes<br>Considered the 4 Factors<br>Final Wrap-up Script Read: Yes |              |               |                          |  |
| 05/22/2025 14:19:47  | 05/22/2025   | [REDACTED]    | B2BEALOGIN               | Pending One-Time Bank Payment              |
| Payment Date: 05/22/2025   Payment Time: 14:15:18<br>Payment Amount: 8,019.06   Payment Type: Electronic Check Acceptance (ECA / ACH / POP)<br>Vendor ID: AD   Receipt Number: 20966979  |              |               |                          |  |
| 05/22/2025 14:17:42  | 05/22/2025   | [REDACTED]    | PILOGXP1 PILOGXP1        | Service Disconnected                       |
| DISC,Non-Pay, ,Total Arrears \$ 6849.06 + Sec Dep \$ 0.00 + Rec Fee.<br>(Left Post Term)   |              |               |                          |  |
| 05/12/2025 17:05:00  | 05/12/2025   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt - Successful   |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed  |              |               |                          |  |
| 05/09/2025 10:01:00  | 05/09/2025   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message   |              |               |                          |  |
| 05/05/2025 18:48:39  | 05/05/2025   | [REDACTED]    | CS General Purpose Batch | Calculation                                |
| C/A [REDACTED] Contract [REDACTED]<br>Budget amt calculated for period ending 05/04/25 = \$ 536.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 8482.25<br>2. Current Delta: 7213.33 - 6879.00 + 0.00 334.33<br>3. Remaining Amount: 1268.92<br>4. Diff + Remain Amt: 334.33 + 1268.92 1603.25<br>5. New BBP Amount: 1603.25 / 91 x 30.4 536.00<br>* Dollar Difference: 536.00 - 711.00 175.00<br>* Pct Difference: 24.61<br>* System BBP Amount: 536.00               |              |               |                          |  |
| 05/05/2025 15:31:16  | 05/05/2025   | [REDACTED]    | CS General Purpose Batch | Return Check Letter                        |
| 04/28/2025 22:17:13  | 04/28/2025   | [REDACTED]    | B2BEALOGIN               | Pending One-Time Bank Payment              |
| Payment Date: 04/28/2025   Payment Time: 22:15:14<br>Payment Amount: 155.00   Payment Type: Electronic Check Acceptance (ECA / ACH / POP)<br>Vendor ID: AD   Receipt Number: 18105980  |              |               |                          |  |
| 04/28/2025 22:11:02  | 04/28/2025   | [REDACTED]    | B2BEALOGIN               | Pending One-Time Bank Payment              |
| Payment Date: 04/28/2025   Payment Time: 22:06:16<br>Payment Amount: 4,400.00   Payment Type: Electronic Check Acceptance (ECA / ACH / POP)<br>Vendor ID: AD   Receipt Number: 18105738  |              |               |                          |  |
| 04/28/2025 22:03:43  | 04/28/2025   | [REDACTED]    | EAILOGINWM7              | Self-Serve Credit Interaction              |
| Contact Person: Account Holder<br>Offered All Options  |              |               |                          |  |
| 04/28/2025 21:17:29  | 04/28/2025   | [REDACTED]    | EAILOGINWM7              | Self-Serve Credit Interaction              |
| Contact Person: Account Holder   |              |               |                          |  |

### Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By                     | Description                               |
|---|--------------|---------------|--------------------------------|---|
| Offered All Options   |              |               |                                |   |
| 04/15/2025 14:17:09   | 04/15/2025   | [REDACTED]    | EAILOGINWM6                    | Outbound Call - Planned Outage            |
| <p>Call Result - SRC_ANS_MACHINE</p> <p>Hello, this is a message from Met-Ed, your electric company.</p> <p>There will be a brief outage occurring today for scheduled maintenance, we recognize the inconvenience of power outages and thank you for your patience while this urgent situation is addressed. To hear this message again please remain on the line. 95822</p>   |              |               |                                |   |
| 04/10/2025 11:57:11   | 04/07/2025   | [REDACTED]    | Adam S Weinburg                | Medical Certificate                       |
| Medical Certificate   |              |               |                                |   |
| 04/08/2025 15:00:23   | 04/08/2025   | [REDACTED]    | CS General Purpose Batch       | Med Cert Accepted Email Communication     |
| 04/08/2025 14:16:21   | 04/08/2025   | [REDACTED]    | Donnie Williams                | Med Cert Paperwork Received               |
| <p>04/08/2025 - 05/08/2025 received signed med cert from DR. DOROTA KAMINSKI for OAKLEY MONISTERO daw/cbo-</p>  |              |               |                                |   |
| 04/07/2025 12:01:48   | 04/07/2025   | [REDACTED]    | Workflow General Purpose Batch | Fax Form Sent via BOT                     |
| Medical Fax Form Sent via BOT: dorota kaminski (610)326-8408  |              |               |                                |   |
| 04/07/2025 12:00:14   | 04/07/2025   | [REDACTED]    | CS General Purpose Batch       | Med Cert Confirmation Email Communication |
| 04/07/2025 11:56:00   | 04/07/2025   | [REDACTED]    | Adam S Weinburg                | Financial Summary Review                  |
| <p>Spoke with: JOSEPH M MONASTERO</p> <p>Created By: Adam S Weinburg</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>  |              |               |                                |   |
| 04/07/2025 11:55:43   | 04/07/2025   | [REDACTED]    | Adam S Weinburg                | Negotiation Tool - Service On             |
| <p>Spoke with: JOSEPH M MONASTERO</p> <p>Created By: Adam S Weinburg</p> <p>Med Cert options used.</p> <p>Customer would like to use the Med Cert option to stop disconnection: Yes</p> <p>Provided Med Cert Webform URL: No</p> <p>Provided Med Cert Hotline number: No</p> <p>Customer requests Med Cert form faxed to their medical professional: Yes, Script Read</p> <p>Medical Professional's Name:dorota kaminski</p> <p>Medical Professional's Fax:(610)326-8408</p> <p>Patient First Name:oakley</p> <p>Patient Last Name:monistero</p> <p>Relationship to BP:Child</p> <p>Email greenleafandpest@yahoo.com subscribed for email updates</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> <p>*****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: Yes</p> <p>Willing to provide income for PCAP/Agency Asst: No</p> <p>*****</p> <p>PA Final Wrap-up</p> <p>Considered 4 factors: Yes</p> <p>Customer was satisfied.</p> <p>Customer to use Med Cert Option: Yes</p> |              |               |                                |   |

### Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By                     | Description                                |
|--|--------------|---------------|--------------------------------|--|
| 3 day Dunning lock created.  |              |               |                                |  |
| 04/04/2025 13:00:10  | 04/04/2025   |               | CS General Purpose Batch       | Med Cert Confirmation Email Communication  |
| 04/04/2025 12:46:14  | 04/04/2025   |               | Workflow General Purpose Batch | Fax Form Sent via BOT                      |
| Medical Fax Form Sent via BOT: DORATA KAMINSKI (610)326-8408   |              |               |                                |  |
| 04/04/2025 12:38:45  | 04/04/2025   |               | Veronica M Soto-Ortega         | Financial Summary Review                   |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Veronica M Soto-Ortega<br>FS Reviewed Only - No Changes needed, existing FS in last 90 days.   |              |               |                                |  |
| 04/04/2025 12:38:33  | 04/04/2025   |               | Veronica M Soto-Ortega         | Negotiation Tool - Service On              |
| <p>Spoke with: JOSEPH M MONASTERO<br/>Created By: Veronica M Soto-Ortega<br/>Med Cert options used.<br/>Provided Med Cert Webform URL: No<br/>Provided Med Cert Hotline number: No<br/>Customer requests Med Cert form faxed to their medical professional: Yes, Script Read<br/>Medical Professional's Name:DORATA KAMINSKI<br/>Medical Professional's Fax:(610)326-8408<br/>Patient First Name:OAKLEY<br/>Patient Last Name:MONASTERO-07/06/2017<br/>Relationship to BP:Child<br/>Email greenleafandpest@yahoo.com subscribed for email updates<br/>HAS TERM NOTICE AND SPOKE TO REP THE OTHER DAY, WAS PROVIDED WEBFORM AND UNIQUE ID #, BUT DR NEEDS IT FAXED OVER: FAX #:<br/>610-326-8408, DORATA KAMINSKI<br/>*****<br/>Financial Summary Option Used.<br/>FS Reviewed Only - No Changes needed, existing FS in last 90 days.<br/>*****<br/>*PA Disconnection Notice (Service On):*<br/>Does medical condition exist?: Yes<br/>Willing to provide income for PCAP/Agency Asst: No<br/>*****<br/>PA Final Wrap-up<br/>Considered 4 factors: Yes<br/>Customer was satisfied.<br/>S/W JOE MONASTERO/VAI/CB#:(484) 941-2464/NO ALT #/ON EBILL/HAS TERM NOTICE AND SPOKE TO REP THE OTHER DAY, WAS PROVIDED WEBFORM AND<br/>UNIQUE ID #, BUT DR NEEDS IT FAXED OVER: FAX #: 610-326-8408, DORATA KAMINSKI/NO INCOME CHANGES/</p> |              |               |                                |  |
| 04/02/2025 17:06:00  | 04/02/2025   |               | CS General Purpose Batch       | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message   |              |               |                                |  |
| 04/02/2025 16:00:14  | 04/02/2025   |               | CS General Purpose Batch       | Med Cert Confirmation Email Communication  |
| 04/02/2025 15:30:39  | 04/02/2025   |               | Veronica M Soto-Ortega         | Medical Certification Webform Request      |
| Medical Certificate  |              |               |                                |  |
| 04/02/2025 15:26:50  | 04/02/2025   |               | Veronica M Soto-Ortega         | Disconnection Phone Attempt - Successful   |
| 04/02/2025 15:26:21  | 04/02/2025   |               | Veronica M Soto-Ortega         | Financial Summary Review                   |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Veronica M Soto-Ortega<br>Low income letter will be sent.  |              |               |                                |  |
| 04/02/2025 15:24:47  | 04/02/2025   |               | Veronica M Soto-Ortega         | Negotiation Tool - Service On              |
| Spoke with: JOSEPH M MONASTERO   |              |               |                                |  |

### Customer Contact History

| Contact Date        | Created Date | Contract Acct | Created By               | Description   |
|---------------------|--------------|---------------|--------------------------|---|
|                     |              |               |                          | <p>Created By: Veronica M Soto-Ortega<br/>                     Med Cert options used.<br/>                     Provided Med Cert Webform URL: No<br/>                     Provided Med Cert Hotline number: No<br/>                     Customer requests Med Cert form faxed to their medical professional: No<br/>                     HAS MED CONDT-WILL CIRCLE BACK<br/>                     *****<br/>                     Financial Summary Option Used.<br/>                     Low income letter will be sent.<br/>                     *****<br/>                     Human Services Options used.<br/>                     Provided PCAP and Other Assistance Information.<br/>                     *****<br/>                     *PA Disconnection Notice (Service On):*<br/>                     Does medical condition exist?: Yes<br/>                     Willing to provide income for PCAP/Agency Asst: Yes<br/>                     *****<br/>                     Payment Options provided:<br/>                     Offered - Pay Acct Balance of: \$16633.92<br/>                     Offered - Pay Disconnection Amt of: \$15611.97<br/>                     Offered - Pay Past Due Amt of \$5768.30<br/>                     Offered - Pay Catch-up Amt of: \$4544.27<br/>                     *****<br/>                     Med Cert options used.<br/>                     Provided Med Cert Webform URL: Yes, Script Read<br/>                     Email greenleafandpest@yahoo.com subscribed for email updates<br/>                     Provided Med Cert Hotline number: No<br/>                     Customer requests Med Cert form faxed to their medical professional: No<br/>                     *****<br/>                     PA Final Wrap-up<br/>                     Considered 4 factors: Yes<br/>                     Customer was satisfied.<br/>                     S/W JOE MONASTERO/VAI/CB#:(484) 941-2464/NO ALT#/ ON EBILL/HAS TERM AND WANTS OPTIONS/HAS MED CONDT-WILL CIRCLE BACK/UPDATED<br/>                     INCOME/Offered - Pay Acct Balance of: \$16633.92<br/>                     Offered - Pay Disconnection Amt of: \$15611.97<br/>                     Offered - Pay Past Due Amt of \$5768.30<br/>                     Offered - Pay Catch-up Amt of: \$4544.27/PROVIDED MED CERT WEBSITE/</p> |
| 04/01/2025 10:03:00 | 04/01/2025   |               | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful  |
|                     |              |               |                          | Phone attempt 05 - AMD Detected - Left Message  |
| 03/31/2025 07:47:11 | 03/31/2025   |               | B2BEALOGIN               | Real Time Payment Pending   |
|                     |              |               |                          | Payment Date: 03/31/2025   Payment Time: 07:44:10<br>Payment Amount: 150.00   Payment Type: Other<br>Vendor ID: AC   Receipt Number: 14793512   |
| 03/28/2025 15:15:54 | 03/28/2025   |               | EAILOGINWM7              | Change Profile  |
|                     |              |               |                          | jmonastero greenleafandpest@yahoo.com<br>Changed Password   |
| 03/24/2025 22:18:17 | 03/24/2025   |               | CS General Purpose Batch | Disconnection Notice - PA Residential   |
| 03/05/2025 10:06:00 | 03/05/2025   |               | CS General Purpose Batch | Listened to entire msg-correct household confirmed  |

### Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By               | Description                                    |
|---|--------------|---------------|--------------------------|--|
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed   |              |               |                          |  |
| 02/22/2025 20:15:48   | 02/22/2025   |               | CS General Purpose Batch | Disconnection Notice - PA Low Income - No Disc |
| 02/04/2025 18:53:52   | 02/04/2025   |               | CS General Purpose Batch | Calculation                                    |
| C/A [REDACTED] Contract [REDACTED]<br>Budget amt calculated for period ending 02/03/25 = \$ 711.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 9000.88<br>2. Current Delta: 4586.07 - 4746.00 + 0.00 159.93-<br>3. Remaining Amount: 4414.81<br>4. Diff + Remain Amt: 159.93- + 4414.81 4254.88<br>5. New BBP Amount: 4254.88 / 182 x 30.4 711.00<br>* Dollar Difference: 711.00 - 803.00 92.00<br>* Pct Difference: 11.46<br>* System BBP Amount: 711.00  |              |               |                          |  |
| 02/04/2025 10:06:00   | 02/04/2025   |               | CS General Purpose Batch | Phone out of order                             |
| Phone attempt 09 - Sit Tone/Invalid Phone Number  |              |               |                          |  |
| 01/02/2025 10:10:00   | 01/02/2025   |               | CS General Purpose Batch | AMD Detected-Message left by Vendor            |
| Phone attempt 05 - AMD Detected - Left Message  |              |               |                          |  |
| 12/03/2024 21:32:45   | 12/03/2024   |               | EAILOGINWM7              | Ready Pay Create                               |
| No 110840158 - \$ 350.00 - 12/03/2024 jmonastero<br>greenleafandpest@yahoo.com  |              |               |                          |  |
| 12/03/2024 10:03:00   | 12/03/2024   |               | CS General Purpose Batch | AMD Detected-Message left by Vendor            |
| Phone attempt 05 - AMD Detected - Left Message  |              |               |                          |  |
| 11/04/2024 18:53:58   | 11/04/2024   |               | CS General Purpose Batch | Calculation                                    |
| C/A [REDACTED] Contract [REDACTED]<br>Budget amt calculated for period ending 11/03/24 = \$ 803.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 9578.36<br>2. Current Delta: 1285.67 - 2337.00 + 0.00 1051.33-<br>3. Remaining Amount: 8292.69<br>4. Diff + Remain Amt: 1051.33- + 8292.69 7241.36<br>5. New BBP Amount: 7241.36 / 274 x 30.4 803.00<br>* Dollar Difference: 803.00 - 779.00 24.00<br>* Pct Difference: 3.08<br>* System BBP Amount: 803.00 |              |               |                          |  |
| 11/04/2024 10:11:39   | 11/04/2024   |               | EAILOGINWM7              | Ready Pay Create                               |
| No 110170379 - \$ 719.78 - 11/04/2024 jmonastero<br>greenleafandpest@yahoo.com  |              |               |                          |  |
| 11/04/2024 10:07:00   | 11/04/2024   |               | CS General Purpose Batch | AMD Detected-Message left by Vendor            |
| Phone attempt 05 - AMD Detected - Left Message  |              |               |                          |  |
| 10/31/2024 07:46:36   | 10/31/2024   |               | EAILOGINWM7              | Ready Pay Create                               |
| No 110063540 - \$ 500.00 - 10/31/2024 jmonastero<br>greenleafandpest@yahoo.com  |              |               |                          |  |
| 10/31/2024 07:46:10   | 10/31/2024   |               | EAILOGINWM7              | Bank Details Added                             |
| 0007 Bank Details Added jmonastero greenleafandpest@yahoo.com   |              |               |                          |  |
| 09/29/2024 22:31:59   | 09/29/2024   |               | EAILOGINWM7              | Ready Pay Create                               |
| No 109325466 - \$ 1219.78 - 09/29/2024 jmonastero<br>greenleafandpest@yahoo.com   |              |               |                          |  |

### Customer Contact History

| Contact Date  | Created Date | Contract Acct | Created By               | Description                                |
|---|--------------|---------------|--------------------------|--|
| 09/29/2024 22:31:35   | 09/29/2024   | [REDACTED]    | EAILOGINWM7              | Bank Details Added                         |
| 0006 Bank Details Added jmonastero greenleafandpest@yahoo.com   |              |               |                          |  |
| 08/07/2024 10:49:25   | 08/07/2024   | [REDACTED]    | Stephanie Conley         | PUC/BPU Complaint-Written                  |
| <p>puco case# 3975796 closed.</p> <p>DECISION ISSUED - SCIC VALID... REMAINING TERM EXTENDED TO 30 MONTHS... LEVEL 2, BUDGET 802.00 + 444.00 = 1246.00 BEGINNING AUG 2024 DUE DATE.</p>   |              |               |                          |  |
| 08/03/2024 20:28:53   | 08/03/2024   | [REDACTED]    | CS General Purpose Batch | Calculation                                |
| <p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 08/01/24 = \$ 779.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 9349.20</p> <p>* System BBP Amount: 779.00</p>   |              |               |                          |  |
| 06/26/2024 22:03:01   | 06/26/2024   | [REDACTED]    | EAILOGINWM7              | Ready Pay Create                           |
| No 107082402 - \$ 1650.00 - 06/26/2024 jmonastero greenleafandpest@yahoo.com  |              |               |                          |  |
| 06/01/2024 11:33:14   | 06/01/2024   | [REDACTED]    | EAILOGINWM7              | Ready Pay Create                           |
| No 106485680 - \$ 250.00 - 06/01/2024 jmonastero greenleafandpest@yahoo.com   |              |               |                          |  |
| 05/28/2024 21:35:25   | 05/28/2024   | [REDACTED]    | EAILOGINWM7              | Ready Pay Create                           |
| No 106391852 - \$ 650.00 - 05/28/2024 jmonastero greenleafandpest@yahoo.com   |              |               |                          |  |
| 05/28/2024 21:35:01   | 05/28/2024   | [REDACTED]    | EAILOGINWM7              | Bank Details Added                         |
| 0005 Bank Details Added jmonastero greenleafandpest@yahoo.com   |              |               |                          |  |
| 05/04/2024 20:43:55   | 05/04/2024   | [REDACTED]    | CS General Purpose Batch | Calculation                                |
| <p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 05/02/24 = \$ 1007.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 9334.51</p> <p>2. Current Delta: 8080.28 - 6288.00 + 0.00 1792.28</p> <p>3. Remaining Amount: 1254.23</p> <p>4. Diff + Remain Amt: 1792.28 + 1254.23 3046.51</p> <p>5. New BBP Amount: 3046.51 / 92 x 30.4 1007.00</p> <p>* Dollar Difference: 1007.00 - 791.00 216.00</p> <p>* Pct Difference: 27.31</p> <p>* System BBP Amount: 1007.00</p> |              |               |                          |  |
| 04/12/2024 11:39:14   | 04/12/2024   | [REDACTED]    | Jeremy Smallwood         | PUC/BPU Complaint-Written                  |
| PUC case# 3975796 received on 04/12/24 regarding a SCIC - significate change in circumstance.   |              |               |                          |  |
| 04/05/2024 17:13:35   | 04/05/2024   | [REDACTED]    | Amy Bell                 | General Inquiry                            |
| s/w JOSEPH M MONASTERO adv disconnect extended to 4/14, disconnect on or after 4/15<br>Customer was satisfied.  |              |               |                          |  |
| 04/05/2024 16:08:40   | 04/05/2024   | [REDACTED]    | INTV IVR                 | Account Balance Inquiry                    |
| 04/02/2024 17:08:00   | 04/02/2024   | [REDACTED]    | 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                                    |
|---|--------------|---------------|--------------------------|--|
| 04/02/2024 16:10:09   | 04/02/2024   | [REDACTED]    | Jeremiah Powell          | Utility Report Issued                          |
| <p>Spoke with: JOSEPH M MONASTERO<br/>           Created By: Jeremiah Powell<br/>           Dispute Rights Dunning lock created - Lock date: 04/14/2024<br/>           Company Position:<br/>           CUST COULD NOT SATISFY OPTION TO STOP DISCONNECTION-Termination Date(on or after)=&gt;04/15/2024<br/>           Customer Position:<br/>           CUST COULDNT SATISFY OPTION TO STOP TERM</p>  |              |               |                          |  |
| 04/02/2024 16:04:49   | 04/02/2024   | [REDACTED]    | Jeremiah Powell          | Disconnection Phone Attempt - Successful       |
| 04/02/2024 16:04:35   | 04/02/2024   | [REDACTED]    | Jeremiah Powell          | Negotiation Tool - Service On                  |
| <p>Spoke with: JOSEPH M MONASTERO<br/>           Created By: Jeremiah Powell<br/>           Financial Summary Option Used.<br/>           Low income letter will be sent.<br/>           *****<br/>           Human Services Options used.<br/>           Provided PCAP and Other Assistance Information.<br/>           *****<br/>           *PA Disconnection Notice (Service On):*<br/>           Does medical condition exist?: No<br/>           Willing to provide income for PCAP/Agency Asst: Yes<br/>           *****<br/>           Payment Options provided:<br/>           Offered - Pay Acct Balance of: \$13263.24<br/>           Offered - Pay Disconnection Amt of: \$10798.07<br/>           Offered - Pay Past Due Amt of \$5564.14<br/>           Offered - Pay Catch-up Amt of: \$4489.93<br/>           *****<br/>           Dispute Rights Issued Option Used.<br/>           *****<br/>           PA Final Wrap-up<br/>           Considered 4 factors: Yes<br/>           discussed all payment options available, adv of remaining balance, discussed actions to take to avoid disruption in service/ termination--issued rights, adv new term date is ---&gt; 04/15</p> |              |               |                          |  |
| 04/02/2024 16:04:35   | 04/02/2024   | [REDACTED]    | Jeremiah Powell          | Financial Summary Review                       |
| <p>Spoke with: JOSEPH M MONASTERO<br/>           Created By: Jeremiah Powell<br/>           Low income letter will be sent.</p>   |              |               |                          |  |
| 04/01/2024 10:12:00   | 04/01/2024   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful     |
| <p>Phone attempt 05 - AMD Detected - Left Message</p>   |              |               |                          |  |
| 03/31/2024 20:11:27   | 03/31/2024   | [REDACTED]    | EAILOGINWM7              | Self-Serve Credit Interaction                  |
| <p>Contact Person: Account Holder<br/>           Offered All Options</p>  |              |               |                          |  |
| 03/23/2024 21:08:38   | 03/23/2024   | [REDACTED]    | CS General Purpose Batch | Disconnection Notice - PA Residential          |
| 03/04/2024 10:13:00   | 03/04/2024   | [REDACTED]    | CS General Purpose Batch | AMD Detected-Message left by Vendor            |
| <p>Phone attempt 05 - AMD Detected - Left Message</p>   |              |               |                          |  |
| 02/21/2024 22:18:58   | 02/21/2024   | [REDACTED]    | CS General Purpose Batch | Disconnection Notice - PA Low Income - No Disc |
| 02/05/2024 10:11:00   | 02/05/2024   | [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  |              |               |                          |  |
| 02/03/2024 19:02:03   | 02/03/2024   | [REDACTED]    | CS General Purpose Batch | Calculation                                |
| C/A [REDACTED] Contract [REDACTED]<br>Budget amt calculated for period ending 02/01/24 = \$ 791.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 8648.23<br>2. Current Delta: 4934.39 - 3915.00 + 0.00 1019.39<br>3. Remaining Amount: 3713.84<br>4. Diff + Remain Amt: 1019.39 + 3713.84 4733.23<br>5. New BBP Amount: 4733.23 / 182 x 30.4 791.00<br>* Dollar Difference: 791.00 - 636.00 155.00<br>* Pct Difference: 24.37<br>* System BBP Amount: 791.00 |              |               |                          |  |
| 01/03/2024 10:10:00   | 01/03/2024   | [REDACTED]    | CS General Purpose Batch | AMD Detected-Message left by Vendor        |
| Phone attempt 05 - AMD Detected - Left Message  |              |               |                          |  |
| 12/04/2023 10:06:00   | 12/04/2023   | [REDACTED]    | CS General Purpose Batch | AMD Detected-Message left by Vendor        |
| Phone attempt 05 - AMD Detected - Left Message  |              |               |                          |  |
| 11/05/2023 20:39:18   | 11/05/2023   | [REDACTED]    | B2BEALOGIN               | Real Time Payment Pending                  |
| Payment Date: 11/05/2023   Payment Time: 20:39:18<br>Payment Amount: 295.00   Payment Type: Credit<br>Vendor ID: CT   Receipt Number: 25549350110523  |              |               |                          |  |
| 11/05/2023 20:37:31   | 11/05/2023   | [REDACTED]    | B2BEALOGIN               | Real Time Payment Pending                  |
| Payment Date: 11/05/2023   Payment Time: 20:37:30<br>Payment Amount: 600.00   Payment Type: Credit<br>Vendor ID: CT   Receipt Number: 25549328110523  |              |               |                          |  |
| 11/05/2023 20:33:00   | 11/05/2023   | [REDACTED]    | EALOGINWM7               | Self-Serve Credit Interaction              |
| Contact Person: Account Holder<br>Offered All Options   |              |               |                          |  |
| 11/02/2023 19:04:15   | 11/02/2023   | [REDACTED]    | CS General Purpose Batch | Calculation                                |
| C/A [REDACTED] Contract [REDACTED]<br>Budget amt calculated for period ending 11/01/23 = \$ 636.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 7714.38<br>2. Current Delta: 1056.51 - 2007.00 + 0.00 950.49-<br>3. Remaining Amount: 6657.87<br>4. Diff + Remain Amt: 950.49- + 6657.87 5707.38<br>5. New BBP Amount: 5707.38 / 273 x 30.4 636.00<br>* Dollar Difference: 636.00 - 669.00 33.00<br>* Pct Difference: 4.93<br>* System BBP Amount: 636.00   |              |               |                          |  |
| 10/31/2023 17:07:00   | 10/31/2023   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message  |              |               |                          |  |
| 10/30/2023 10:05:00   | 10/30/2023   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message  |              |               |                          |  |
| 10/21/2023 20:17:14   | 10/21/2023   | [REDACTED]    | CS General Purpose Batch | Disconnection Notice - PA Residential      |
| 10/10/2023 09:37:57   | 10/10/2023   | [REDACTED]    | Michelle A Alcorn        | Negotiation Tool - Service On              |
| Spoke with: JOSEPH M MONASTERO<br>Created By: Michelle A Alcorn   |              |               |                          |  |

### Customer Contact History

| Contact Date   | Created Date | Contract Acct | Created By               | Description                                       |
|--|--------------|---------------|--------------------------|---|
| Payment Options provided:<br>Offered - Pay Acct Balance of: \$8373.09<br>Offered - Pay Past Due Amt of \$894.22<br>*****<br>PA Final Wrap-up<br>Customer was satisfied.<br>called to make sure his payments stopped the term |              |               |                          |   |
| 10/09/2023 21:15:57  | 10/09/2023   | [REDACTED]    | B2BEALOGIN               | Real Time Payment Pending                         |
| Payment Date: 10/09/2023   Payment Time: 21:15:54<br>Payment Amount: 96.00   Payment Type: Credit<br>Vendor ID: CT   Receipt Number: 24960789100923  |              |               |                          |   |
| 10/09/2023 21:14:08  | 10/09/2023   | [REDACTED]    | B2BEALOGIN               | Real Time Payment Pending                         |
| Payment Date: 10/09/2023   Payment Time: 21:14:03<br>Payment Amount: 600.00   Payment Type: Credit<br>Vendor ID: CT   Receipt Number: 24960776100923   |              |               |                          |   |
| 10/09/2023 21:08:15  | 10/09/2023   | [REDACTED]    | EAILOGINWM7              | Self-Serve Credit Interaction                     |
| Contact Person: Account Holder<br>Offered All Options  |              |               |                          |   |
| 10/04/2023 17:08:00  | 10/04/2023   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful        |
| Phone attempt 05 - AMD Detected - Left Message   |              |               |                          |   |
| 10/03/2023 10:06:00  | 10/03/2023   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt -Invalid Unsuccessful |
| Phone attempt 09 - Sit Tone/Invalid Phone Number   |              |               |                          |   |
| 09/27/2023 20:57:54  | 09/27/2023   | [REDACTED]    | EAILOGINWM7              | Self-Serve Credit Interaction                     |
| Contact Person: Account Holder<br>Offered All Options  |              |               |                          |   |
| 09/25/2023 22:39:39  | 09/25/2023   | [REDACTED]    | CS General Purpose Batch | Disconnection Notice - PA Residential             |
| 09/05/2023 10:13:00  | 09/05/2023   | [REDACTED]    | CS General Purpose Batch | AMD Detected-Message left by Vendor               |
| Phone attempt 05 - AMD Detected - Left Message   |              |               |                          |   |
| 08/28/2023 21:46:59  | 08/28/2023   | [REDACTED]    | B2BEALOGIN               | Real Time Payment Pending                         |
| Payment Date: 08/28/2023   Payment Time: 21:46:28<br>Payment Amount: 125.00   Payment Type: Credit<br>Vendor ID: CT   Receipt Number: 24024267082823   |              |               |                          |   |
| 08/28/2023 21:44:54  | 08/28/2023   | [REDACTED]    | B2BEALOGIN               | Real Time Payment Pending                         |
| Payment Date: 08/28/2023   Payment Time: 21:44:51<br>Payment Amount: 600.00   Payment Type: Credit<br>Vendor ID: CT   Receipt Number: 24024254082823   |              |               |                          |   |
| 08/03/2023 19:09:54  | 08/03/2023   | [REDACTED]    | CS General Purpose Batch | Calculation                                       |
| C/A [REDACTED] Contract [REDACTED]<br>Budget amt calculated for period ending 08/02/23 = \$ 669.00<br>Open editor for detail<br><br>1. 12 Mth Factor Amt: 8015.03<br>* System BBP Amount: 669.00                             |              |               |                          |   |
| 07/19/2023 07:06:41  | 07/19/2023   | [REDACTED]    | Cheryl Fick              | PUC/BPU Complaint-Written                         |
| Case #3924878 - LEVEL 2, BB 915.00 + 218.00 = 1133.00 BEGINNING AUGUST<br>2023. / cdf  |              |               |                          |   |
| 07/19/2023 07:06:20  | 07/19/2023   | [REDACTED]    | Cheryl Fick              | PA PUC Plan - IP                                  |
| 07/18/2023 10:03:00  | 07/18/2023   | [REDACTED]    | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful        |
| Phone attempt 05 - AMD Detected - Left Message   |              |               |                          |   |
|  |              |               |                          |   |

### Customer Contact History

| <i>Contact Date</i>  | <i>Created Date</i> | <i>Contract Acct</i> | <i>Created By</i> | <i>Description</i>        |
|--|---------------------|----------------------|-------------------|---------------------------|
| 07/18/2023 06:59:49  | 07/18/2023          |                      | Amber Banker      | PUC/BPU Complaint-Written |
| PUC case# 3924878 received on 07/17/23 regarding a PUC payment agreement request (PAR). Amber Banker |                     |                      |                   |                           |



**DETAILED STATEMENT OF ACCOUNT**

Customer Name: JOSEPH M MONASTERO

Account Number: XXXXXXXXXX

Service Address:  
 2062 SWAMP PIKE  
 GILBERTSVILLE PA 19525

| Entry Date | Read Date | Cons Type | Meter Reading | Cons Usage | Nbr Days | Daily Average | Read Type | FE Billing Amt | Supplier Billing Amt | Total Billing Amt | Budget Billing Amt | Due Date | Payment Amt | Adj Amt | Adj Type | Account Balance |
|------------|-----------|-----------|---------------|------------|----------|---------------|-----------|----------------|----------------------|-------------------|--------------------|----------|-------------|---------|----------|-----------------|
| 10/04/23   | 10/03/23  | KWH       | 159,646       | 1,755      | 29       | 61            | Act       | 294.57         |                      | 294.57            | 669.00             | 10/26/23 |             | 23.74   | LPC      | 9,071.73        |
| 10/04/23   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -2.64   | SDINT    | 9,069.09        |
| 10/09/23   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -600.00     |         |          | 8,469.09        |
| 10/09/23   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -96.00      |         |          | 8,373.09        |
| 11/02/23   | 11/01/23  | KWH       | 161,623       | 1,977      | 29       | 68            | Act       | 330.52         |                      | 330.52            | 669.00             | 11/27/23 |             | 26.72   | LPC      | 8,730.33        |
| 11/02/23   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -2.82   | SDINT    | 8,727.51        |
| 11/05/23   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -600.00     |         |          | 8,127.51        |
| 11/05/23   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -295.00     |         |          | 7,832.51        |
| 12/04/23   | 12/03/23  | KWH       | 167,878       | 6,255      | 32       | 195           | Act       | 1,029.70       |                      | 1,029.70          | 636.00             | 12/27/23 |             | 26.91   | LPC      | 8,889.12        |
| 12/04/23   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -2.73   | SDINT    | 8,886.39        |
| 01/04/24   | 01/03/24  | KWH       | 175,973       | 8,095      | 31       | 261           | Act       | 1,419.63       |                      | 1,419.63          | 636.00             | 01/29/24 |             | 39.68   | LPC      | 10,345.70       |
| 01/04/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.10   | SDINT    | 10,342.60       |
| 02/03/24   | 02/01/24  | KWH       | 183,983       | 8,010      | 29       | 276           | Act       | 1,428.55       |                      | 1,428.55          | 636.00             | 02/26/24 |             | 52.44   | LPC      | 11,823.59       |
| 02/03/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.01   | SDINT    | 11,820.58       |
| 03/05/24   | 03/04/24  | KWH       | 191,722       | 7,739      | 32       | 242           | Act       | 1,380.57       |                      | 1,380.57          | 791.00             | 03/27/24 |             | 65.21   | LPC      | 13,266.36       |
| 03/05/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.12   | SDINT    | 13,263.24       |
| 04/03/24   | 04/02/24  | KWH       | 197,947       | 6,225      | 29       | 215           | Act       | 1,114.72       |                      | 1,114.72          | 791.00             | 04/25/24 |             |         |          | 14,377.96       |
| 04/03/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.01   | SDINT    | 14,374.95       |
| 05/04/24   | 05/02/24  | KWH       | 201,556       | 3,609      | 30       | 120           | Act       | 650.60         |                      | 650.60            | 791.00             | 05/28/24 |             |         |          | 15,025.55       |
| 05/04/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.32   | SDINT    | 15,022.23       |
| 05/28/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -650.00     |         |          | 14,372.23       |
| 06/01/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -250.00     |         |          | 14,122.23       |
| 06/04/24   | 06/03/24  | KWH       | 204,320       | 2,764      | 32       | 86            | Act       | 498.03         |                      | 498.03            | 1,007.00           | 06/26/24 |             |         |          | 14,620.26       |
| 06/04/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.12   | SDINT    | 14,617.14       |
| 06/26/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          | -1,650.00   |         |          | 12,967.14       |
| 07/03/24   | 07/02/24  | KWH       | 206,251       | 1,931      | 29       | 67            | Act       | 332.69         |                      | 332.69            | 1,007.00           | 07/29/24 |             |         |          | 13,299.83       |
| 07/03/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.32   | SDINT    | 13,296.51       |
| 08/03/24   | 08/01/24  | KWH       | 208,814       | 2,563      | 30       | 85            | Act       | 438.20         |                      | 438.20            | 1,007.00           | 08/26/24 |             |         |          | 13,734.71       |
| 08/03/24   |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.01   | SDINT    | 13,731.70       |

| 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 |
|---|-----------|-----------|---------------|------------|----------|---------------|-----------|----------------|----------------------|-------------------|--------------------|----------|-------------|---------|----------|-----------------|
| Installment plan deactivated on 08/07/2024 - Installment Plan In Arrears. |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| Installment plan started on 08/07/2024 for current + 444.00.              |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| 09/04/24  | 09/03/24  | KWH       | 211,174       | 2,360      | 33       | 72            | Act       | 404.31         |                      | 404.31            | 779.00             | 09/26/24 |             |         |          | 14,136.01       |
| 09/04/24  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.22   | SDINT    | 14,132.79       |
| 09/29/24  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -1,219.78   |         |          | 12,913.01       |
| 10/03/24  | 10/02/24  | KWH       | 212,560       | 1,386      | 29       | 48            | Act       | 241.99         |                      | 241.99            | 779.00             | 10/28/24 |             |         |          | 13,155.00       |
| 10/03/24  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.22   | SDINT    | 13,151.78       |
| 10/31/24  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -500.00     |         |          | 12,651.78       |
| 11/04/24  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -719.78     |         |          | 11,932.00       |
| 11/04/24  | 11/03/24  | KWH       | 216,323       | 3,763      | 32       | 118           | Act       | 639.37         |                      | 639.37            | 779.00             | 11/26/24 |             |         |          | 12,571.37       |
| 11/04/24  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.12   | SDINT    | 12,568.25       |
| 12/03/24  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -350.00     |         |          | 12,218.25       |
| 12/04/24  | 12/03/24  | KWH       | 221,510       | 5,187      | 30       | 173           | Act       | 880.61         |                      | 880.61            | 803.00             | 12/26/24 |             | 13.05   | LPC      | 13,111.91       |
| 12/04/24  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.12   | SDINT    | 13,108.79       |
| 01/06/25  | 01/05/25  | KWH       | 228,949       | 7,439      | 33       | 225           | Act       | 1,287.43       |                      | 1,287.43          | 803.00             | 01/28/25 |             | 31.71   | LPC      | 14,427.93       |
| 01/06/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -3.33   | SDINT    | 14,424.60       |
| 02/04/25  | 02/03/25  | KWH       | 235,445       | 6,496      | 29       | 224           | Act       | 1,132.36       |                      | 1,132.36          | 803.00             | 02/26/25 |             | 50.36   | LPC      | 15,607.32       |
| 02/04/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -2.64   | SDINT    | 15,604.68       |
| 03/05/25  | 03/04/25  | KWH       | 241,828       | 6,383      | 29       | 220           | Act       | 1,112.85       |                      | 1,112.85          | 711.00             | 03/27/25 |             | 69.03   | LPC      | 16,786.56       |
| 03/05/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -2.64   | SDINT    | 16,783.92       |
| 03/31/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -150.00     |         |          | 16,633.92       |
| 04/05/25  | 04/03/25  | KWH       | 246,870       | 5,042      | 30       | 168           | Act       | 882.02         |                      | 882.02            | 711.00             | 04/28/25 |             | 86.31   | LPC      | 17,602.25       |
| 04/05/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -2.91   | SDINT    | 17,599.34       |
| 04/28/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -4,400.00   |         |          | 13,199.34       |
| 04/28/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -155.00     |         |          | 13,044.34       |
| 05/05/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | 15.00   | RCC      | 13,059.34       |
| 05/05/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          | 4,400.00    |         |          | 17,459.34       |
| Payment Returned -Non Sufficient Funds                                    |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| 05/05/25  | 05/04/25  | KWH       | 250,465       | 3,595      | 31       | 116           | Act       | 632.39         |                      | 632.39            | 711.00             | 05/27/25 |             |         |          | 18,091.73       |
| 05/05/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -2.64   | SDINT    | 18,089.09       |
| 05/22/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -8,019.06   |         |          | 10,070.03       |
| 05/22/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          | -7,452.91   |         |          | 2,617.12        |
| 05/22/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | 15.00   | RF       | 2,632.12        |
| 05/29/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | 15.00   | RCC      | 2,647.12        |
| 05/29/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          | 8,019.06    |         |          | 10,666.18       |
| Payment Returned -Non Sufficient Funds                                    |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| 05/29/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | 15.00   | RCC      | 10,681.18       |
| 05/29/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          | 7,452.91    |         |          | 18,134.09       |
| Payment Returned -Non Sufficient Funds                                    |           |           |               |            |          |               |           |                |                      |                   |                    |          |             |         |          |                 |
| 06/04/25  | 06/03/25  | KWH       | 252,740       | 2,275      | 30       | 76            | Act       | 405.74         |                      | 405.74            | 536.00             | 06/26/25 |             |         |          | 18,539.83       |
| 06/04/25  |           |           |               |            |          |               |           |                |                      |                   |                    |          |             | -2.73   | SDINT    | 18,537.10       |
| 07/03/25  | 07/02/25  | KWH       | 255,497       | 2,757      | 29       | 95            | Act       | 509.25         |                      | 509.25            | 536.00             | 07/28/25 |             |         |          | 19,046.35       |





Payment History

Joe Monastero  
2062 Swamp Pike  
Gilbertsville Pa 19525  
Account No. [REDACTED]

Time Period: July 15, 2021 to October 1, 2025

| Date              | Amount         | Description                          |
|-------------------|----------------|--------------------------------------|
| 09/07/2025        | 150.00         | Credit Card Payment                  |
| <b>05/29/2025</b> | <b>7452.91</b> | <b>Return - Non Sufficient Funds</b> |
| <b>05/29/2025</b> | <b>8019.06</b> | <b>Return - Non Sufficient Funds</b> |
| 05/22/2025        | 7452.91-       | One-Time Bank Payment - Extranet     |
| 05/22/2025        | 8019.06-       | One-Time Bank Payment - Internet     |
| <b>05/05/2025</b> | <b>4400.00</b> | <b>Return - Non Sufficient Funds</b> |
| 04/28/2025        | 4400.00-       | One-Time Bank Payment - Internet     |
| 04/28/2025        | 155.00-        | One-Time Bank Payment - Internet     |
| 03/31/2025        | 150.00-        | Credit Card Payment                  |
| 12/03/2024        | 350.00-        | Electronic Check Payment - WEB       |
| 11/04/2024        | 719.78-        | Electronic Check Payment - WEB       |
| 10/31/2024        | 500.00-        | Electronic Check Payment - WEB       |
| 09/29/2024        | 1219.78-       | Electronic Check Payment - WEB       |
| 06/26/2024        | 1650.00-       | Electronic Check Payment - WEB       |
| 06/01/2024        | 250.00-        | Electronic Check Payment - WEB       |
| 05/28/2024        | 650.00-        | Electronic Check Payment - WEB       |
| 11/05/2023        | 295.00-        | Credit Card Payment                  |
| 11/05/2023        | 600.00-        | Credit Card Payment                  |
| 10/09/2023        | 96.00-         | Credit Card Payment                  |
| 10/09/2023        | 600.00-        | Credit Card Payment                  |
| 08/30/2023        | 725.00-        | Credit Card Payment                  |
| 04/07/2023        | <b>4580.03</b> | <b>Return - Account not found</b>    |
| 04/07/2023        | <b>3875.00</b> | <b>Return - Non Sufficient Funds</b> |
| 04/04/2023        | 4580.03-       | Electronic Check Payment - WEB       |
| 04/03/2023        | 3875.00-       | Electronic Check Payment - WEB       |
| 09/22/2022        | 6873.87-       | Electronic Check Payment - CSR       |
| 08/09/2022        | 1044.07-       | Electronic Check Payment - WEB       |
| 07/10/2022        | 588.58-        | Electronic Check Payment - WEB       |
| 06/06/2022        | 250.00-        | Electronic Check Payment - WEB       |
| 04/12/2022        | 536.00-        | Electronic Check Payment - CSR       |
| 03/03/2022        | 450.00-        | Electronic Check Payment - WEB       |
| 12/28/2021        | 650.00-        | Electronic Check Payment - WEB       |
| 11/03/2021        | 369.58-        | Electronic Check Payment - WEB       |
| 08/18/2021        | 36.00-         | Electronic Check Payment - CSR       |

**FIRST ENERGY  
HIERARCHY OF PAYMENT ARRANGEMENTS**



**Name:** Joseph Monastero

**Account Number:** [REDACTED]

**Address:** 2062 Swamp Pike  
Gilbertsville PA 19525

| Type of Arrangement  | Date      | Arrangement Amount | Income      | Arrangement Terms/Remarks                     |
|----------------------|-----------|--------------------|-------------|---|
| CO EXT PA            | 5/4/2021  | \$4,296.47         | \$6,000.00  | Budget bill + \$179.00, beginning 6/28/2021   |
| CO EXT PA            | 8/18/2021 | \$5,652.61         | \$6,000.00  | Budget bill + \$94.00, beginning 9,27,2021    |
| CO PA                | 4/12/2022 | \$6,646.59         | Declined    | Budget bill + \$288.00, beginning 3/26/2022   |
| CO PA                | 4/11/2023 | \$5,259.30         | \$80,000.00 | Budget bill + \$1,753.00, beginning 5/25/2023 |
| BCS Case no. 3924878 | 7/19/2023 | \$7,834.14         | \$8,000.00  | Budget bill + \$218.00, beginning 8/28/2023   |
| BCS Case no. 3975796 | 8/7/2024  | \$13,731.70        | \$6,500.00  | Budget bill + \$444.00, beginning 9/26/2024   |

Remarks:

BCS – Bureau of Consumer Services Payment Arrangement  
 CO EXT PA– Company PAPUC Emergency Order Payment Arrangement (Docket No. M-2020-3019244)  
 CO PA – Company Payment Arrangement  
 PCAP – Pennsylvania Customer Assistance Program



Holds

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist

Banker, Amber S

Customer Information

Case Number

3924878

Account Number

[REDACTED]

First Name

JOSEPH

Last Name

MONASTERO

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

2062 SWAMP PIKE

Address2

City

GILBERTSVILLE

State

PA

Mail Zip

19525

Family

Family Size

6

Children

4

Age

1, 2, 5, 6

Adults

2

General

PUC Date Opened

7/17/2023

PUC Date Prepared

7/17/2023

Received Date

7/17/2023

PUC Date Closed

7/18/2023

Case Information

Prior Case Number

0

Term Date

7/18/2023

Arrearage

5920

Case Origin            Universal Service  
TELEPHONE            Yes  
Source                 Business Name

Income  
A1 SE EMP - \$8000  
A2 NONE - \$0

Reason For Contact  
ON - PAR NEEDED (# 61)

Case Problem

Company Position

07/17/2023 PAY \$2424.00 TO PREVENT TERMINATION.

Related Information

61 – PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PUC PAR NEEDED THE CELL PHONE NUMBER (484) 941 - 2464 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS GREENLEAFSCAPES@AOL.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      |                    |
| VICKI                   | ROSS                   |                    |

Status

Status

Closed

History

Click To Expand

Is Archived

Customer Information

---

Case Number

3924878

Customer First Name

JOSEPH

Customer Last Name

MONASTERO

Account Number

██████████

Service Address

---

Address 1

2062 SWAMP PK

Address 2

City

GILBERTSVILLE

Service State

PA

Zip

19525

Home Phone

Work Phone

Mailing Address

---

Address 1

2062 SWAMP PIKE

Address 2

City

GILBERTSVILLE

State

PA

Zip

19525

Family

---

Adults

2

Family Size

6

Children

4

Age

1, 2, 5, 6

General

---

PUC Date Opened

7/17/2023

PUC Sent Date

7/18/2023

PUC Date Closed

7/18/2023

Case Type

Straight

Assigned To

---

Assigned Specialist

Banker, Amber S

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/18/2023

Head Date

7/18/2023

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 7834.14               | 0.00                        | 1133.00                   |
| Regular Budget Amount | PUC Service Continue Amount | Arrears Payment Plus      |
| 915.00                | 0.00                        | 218.00                    |
| Final Monthly Payment | Current Monthly Payment     | End Monthly Payment       |
| 0.00                  | 0.00                        | 0.00                      |
| Reconnect Amount      | Pay Amount                  |                           |
| 0.00                  | 0                           |                           |

PUC Terms

AUGUST 2023 BILL DUE DATE

Letter Description

Resolution

LEVEL 2, BB 915.00 + 218.00 = 1133.00 BEGINNING AUGUST 2023.

Has Decision Issue

Response Time

Other Information

---

Investigator First Name

BUREAU OF

Investigator Area Code

717

Investigator Fax Area Code

Investigator Last Name

CONSUMER SERVICE

Investigator Phone

Investigator Fax

Intaker First Name

VICKI

Status

Intaker Last Name

ROSS

Is SAP Completed



SAP Completion Date

7/19/2023

History

---

Click To Expand





Hold

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist  
Smallwood, Jeremy R  
Customer Information

Case Number

3975796

Account Number

[REDACTED]

First Name

JOSEPH

Last Name

MONASTERO

Service Address

Address1

2062 SWAMP PIKE

Address2

Service City

GILBERTSVILLE

Service State

PA

Service Zip

19525-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

7

Children

5

Age

6-4-3-2-NB

Adults

2

General

PUC Date Opened

4/12/2024

PUC Date Prepared

4/12/2024

Received Date

4/12/2024

PUC Date Closed

7/11/2024

Case Information

Prior Case Number

3924878

Term Date

4/15/2024

Arrearage

13000

Case Origin                    Universal Service  
TELEPHONE                    Yes  
Source                         Business Name

Income  
SELF EMPLO - \$6500  
A2 NONE - \$0

Reason For Contact

SCIC PAR (SIG. CHANGE IN CIRCUMSTANCE) (# 66)

Case Problem

Company Position

04/08/2024 DISCUSSED CURRENT OPTIONS

Related Information

SCIC - ADDITIONAL DEPENDENT IN HOUSEHOLD - RELIEF SOUGHT - RECONSIDERATION FOR UPDATED PUC PAR THE CELL PHONE NUMBER (484) 941 - 2464 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS GREENLEAFSCAPES@AOL.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      |                    |
| SARA                    | SNOW                   |                    |
| Status                  |                        |                    |

---

Status

Closed

History

---

Click To Expand ▼

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◀ ▶

Is Archived

Customer Information

---

Case Number

3975796

Customer First Name

JOSEPH

Customer Last Name

MONASTERO

Account Number

██████████

Service Address

---

Address 1

2062 SWAMP PK

Address 2

City

GILBERTSVILLE

Service State

PA

Zip

19525

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

2

Family Size

7

Children

5

Age

6-4-3-2-NB

General

---

PUC Date Opened

4/12/2024

PUC Sent Date

7/11/2024

PUC Date Closed

7/11/2024

Case Type

SCIC

Assigned To

---

Assigned Specialist

Smallwood, Jeremy R

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/12/2024

Head Date

7/11/2024

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 13296.51              | 0.00                        | 0.00                      |
| Regular Budget Amount | PUC Service Continue Amount | Arrears Payment Plus      |
| 802.00                | 5561.13                     | 444.00                    |
| 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

WITH THE AUGUST 2024 BILL DUE DATE

Letter Description

Resolution

DECISION ISSUED - SCIC VALID... REMAINING TERM EXTENDED TO 30 MONTHS... LEVEL 2, BUDGET 802.00 + 444.00 = 1246.00 BEGINNING AUG 2024 DUE DATE.

Has Decision Issue                      Response Time

Other Information

---

|                            |                        |
|----------------------------|------------------------|
| Investigator First Name    | Investigator Last Name |
| THOMAS                     | HARDING                |
| Investigator Area Code     | Investigator Phone     |
| 717                        |                        |
| Investigator Fax Area Code | Investigator Fax       |

|                    |                   |
|--------------------|-------------------|
| Intaker First Name | Intaker Last Name |
| SARA               | SNOW              |
| Status             |                   |

---

|                                     |                     |
|-------------------------------------|---------------------|
| Is SAP Completed                    | SAP Completion Date |
| <input checked="" type="checkbox"/> | 8/7/2024            |

History

---

Click To Expand ▼

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◀ ▶

Hold

Compliance Hold?

Legal Hold?



Assigned To

Assigned Specialist  
Lafontaine, Barbara J  
Customer Information

Case Number

4068359

Account Number

[REDACTED]

First Name

JOE

Last Name

MONASTERO

Service Address

Address1

2062 SWAMP PK

Address2

Service City

GILBERTSVILLE

Service State

PA

Service Zip

19525-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

7

Children

5

Age

7,6,4,3,2

Adults

2

General

PUC Date Opened

6/3/2025

PUC Date Prepared

6/3/2025

Received Date

6/3/2025

PUC Date Closed

6/10/2025

Case Information

Prior Case Number

3975796

Term Date

Arrearage

15000

Case Origin Universal Service  
TELEPHONE Source Yes  
Business Name

Income  
A1-JOB - \$6666.67

Reason For Contact  
ON - PAR NEEDED (# 61)

Case Problem

Company Position

05/22/2025

Related Information

#61- PAR REQUESTED TO AVOID TERMINATION. CUSTOMER STATED PAID LAST MONTH OUT OF CHECKING ACCOUNT TO HAVE SERVICE RESTORED, AND PAYMENT DID NOT CLEAR, AND HE IS REQUESTING A PAR TO AVOID TERMINATION. - RELIEF SOUGHT - STOP PENDING TERMINATION AND PAR THE CELL PHONE NUMBER (484) 941 - 2464 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS GREENLEAFSCAPES@AOL.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      |                    |
| GALE                    | KENDALL                |                    |
| Status                  |                        |                    |

---

Status

Closed

History

Click To Expand ▼

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◀ ▶

Is Archived

Customer Information

---

Case Number

4068359

Customer First Name

JOE

Customer Last Name

MONASTERO

Account Number

██████████

Service Address

---

Address 1

2062 SWAMP PK

Address 2

City

GILBERTSVILLE

Service State

PA

Zip

19525

Home Phone

Work Phone

Mailing Address

---

Address 1

Address 2

City

State

Zip

Family

---

Adults

2

Family Size

7

Children

5

Age

7,6,4,3,2

General

---

PUC Date Opened

6/3/2025

PUC Sent Date

6/10/2025

PUC Date Closed

6/10/2025

Case Type

Repeater

Assigned To

---

Assigned Specialist

Lafontaine, Barbara J

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

6/9/2025

Head Date

6/11/2025

|                       |                             |                           |
|-----------------------|-----------------------------|---------------------------|
| Bill Date             | PUC Service Continue Date   |                           |
| Total Balance         | PUC Service Restored Pay    | PUC Special Budget Amount |
| 18537.10              | 0.00                        | 0.00                      |
| Regular Budget Amount | PUC Service Continue Amount | Arrears Payment Plus      |
| 536.00                | 16479.24                    | 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

CASE DISMISSED-CUSTOMER HAS AN UNSATISFIED PUC PAR (BCS#3975796) WITH NO CII OR SCIC, THEREFORE CUSTOMER IS NOT ELIGIBLE FOR ANOTHER PUC PAR. COMPANY REQUESTING 16,479.24 TO MAINTAIN SERVICE, DUE NEXT BILL DUE DATE.

Has Decision Issue

Response Time

Other Information

---

Investigator First Name

TASHA

Investigator Last Name

HOUTZ

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

GALE

Intaker Last Name

KENDALL

Status

---

Is SAP Completed



SAP Completion Date

6/11/2025

History

---

|  |
|--|
| Click To Expand <span style="float: right;">▼</span> |
| ◀ <span style="float: right;">▶</span>               |



September 22, 2025



JOSEPH M MONASTERO  
2062 SWAMP PIKE  
GILBERTSVILLE PA 19525-9726

**Pennsylvania Customer Assistance Program (PCAP) Application**

Account Number: [REDACTED]

Dear Joseph M Monastero,

Thank you for your PCAP application. Unfortunately, we are unable to enroll your account on PCAP at this time as your household income is higher than the program limits.

If your situation changes and you would like to apply again, please contact Dollar Energy Fund at 888-282-6816 or apply online at [pabillassist.com](http://pabillassist.com).

For information about other programs, such as Equal Payment Plan, LIHEAP, or Dollar Energy Fund, visit [firstenergycorp.com/billassist](http://firstenergycorp.com/billassist). You may also call 211 to learn about programs that may be available to you.

If you have questions regarding your account, please call Met-Ed at 800-545-7741.

Sincerely,

Met-Ed, A FirstEnergy Company

Gracias por su solicitud para el programa PCAP. Lamentablemente, no podemos inscribir su cuenta en PCAP en este momento ya que los ingresos de su hogar superan los límites requeridos por el programa.

Si su situación cambia y desea presentar una solicitud nuevamente, comuníquese con Dollar Energy Fund al 888-282-6816 o presente su solicitud en línea en "[pabillassist.com](http://pabillassist.com)."

Para obtener información sobre otros programas, como Equal Payment Plan, LIHEAP o Dollar Energy Fund, visite "[firstenergycorp.com/billassist](http://firstenergycorp.com/billassist)." También puede llamar al 211 para información sobre los programas que pueden estar disponibles para usted.

Si tiene preguntas sobre su cuenta, llame a Met-Ed al 800-545-7741.



**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 <sup>1</sup>                             | FPIG Range          | Gross Monthly Income |            |            |            |            |             |             |             |            |
| Level 1   | 135% <sup>2</sup>   | \$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% <sup>3</sup> | \$ -                 | \$ -       | \$ -       | \$ -       | \$ -       | \$ -        | \$ -        | \$ -        | \$ -       |
| Level 2A  | 150.00%             | \$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   |
|   | 200% <sup>3</sup>   | \$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   |
| Level 2B  | 200.00%             | \$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   |
|   | 250%                | \$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   |
| Level 3   | 250.00%             | \$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 |
|   | 300%                | \$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 |
| Level 4   | 300.00% and above   | \$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 |
|   |                     | \$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

JOSEPH MONASTERO  
 2062 SWAMP PIKE, GILBERTSVILLE PA 19525  
 Account No. [REDACTED]



Collection History  
 Time Period: July 17, 2023 to October 1, 2025

| Date            | Item                                       | Notes   | Balance at Last Bill |
|-----------------|--|---|----------------------|
| 7/17/23         | BCS Case No. 3924878                       | On PAR  | \$8,539.24           |
| 7/18/23         | BCS Case No. 3924878 decision              | Level 2 PAR   |                      |
| 9/5/23          | Past due reminder phone attempt            | Left message  |                      |
| <b>9/26/23</b>  | <b>10-Day Notice</b>                       | <b>\$8,076.77 term date 10/10/23</b>                      | <b>\$8,753.42</b>    |
| 10/3/23         | 3-day attempt                              | Sit tone/Invalid phone number                             |                      |
| 10/4/23         | 3-day attempt                              | Left message  |                      |
| <b>10/23/23</b> | <b>10-Day Notice</b>                       | <b>\$7,682.99 term date 11/6/23</b>                       | <b>\$9,069.09</b>    |
| 10/30/23        | 3-day attempt                              | Left message  |                      |
| 10/31/23        | 3-day attempt                              | Left message  |                      |
| 11/5/23         | Paid catch-up                              |   |                      |
| 12/1/23         | Moratorium                                 |   |                      |
| 12/4/23         | Past due reminder phone attempt            | Left message  |                      |
| 1/3/24          | Past due reminder phone attempt            | Left message  |                      |
| 2/5/24          | Past due reminder phone attempt            | Left message  |                      |
| <b>2/22/24</b>  | <b>Low-income notice</b>                   | <b>\$10,112.75</b>  | <b>\$11,820.58</b>   |
| 3/4/24          | Past due reminder phone attempt            | Left message  |                      |
| <b>3/25/24</b>  | <b>10-Day Notice</b>                       | <b>\$10,798.07 term date 4/8/24</b>                       | <b>\$13,263.24</b>   |
| 3/31/24         | Moratorium end                             |   |                      |
| 4/1/24          | 3-day attempt                              | Left message  |                      |
| 4/2/24          | Spoke with Customer                        | Dispute rights issued                                     |                      |
| 4/12/24         | BCS Case No. 3975796 received              | SCIC PAR  |                      |
| 7/11/24         | BCS Case No. 3975796 decision              | Level 2 PAR - entered on the account 8/7/24               |                      |
| 11/4/24         | Past due reminder phone attempt            | Left message  |                      |
| 12/1/24         | Moratorium                                 |   |                      |
| 12/3/24         | Past due reminder phone attempt            | Left message  |                      |
| 1/2/25          | Past due reminder phone attempt            | Left message  |                      |
| 2/4/25          | Past due reminder phone attempt            | Sit tone/Invalid phone number                             |                      |
| <b>2/24/25</b>  | <b>Low-income notice</b>                   | <b>\$14,753.96</b>  | <b>\$15,604.68</b>   |
| 3/5/25          | Past due reminder phone attempt            | Left message  |                      |
| <b>3/25/25</b>  | <b>10-Day Notice</b>                       | <b>\$15,761.97 term date 4/8/25</b>                       | <b>\$16,783.92</b>   |
| 3/31/25         | Moratorium end                             |   |                      |
| 4/1/25          | 3-day attempt                              | Left message  |                      |
| 4/2/25          | 3-day attempt                              | Left message  |                      |
| 4/4/25          | Spoke with Customer                        | Requested med cert 3-day hold                             |                      |
| 4/7/25          | Spoke with Customer                        | Requested med cert 3-day hold                             |                      |
| 4/8/25          | #1 Med cert received                       | 30-day hold   |                      |
| 5/5/25          | \$4,400.00 return payment                  | Letter sent   |                      |
| 5/9/25          | 3-day attempt                              | Left message  |                      |
| 5/12/25         | 3-day attempt                              | Listened to entire message correct household confirmed    |                      |
| 5/22/25         | Service disconnected for nonpayment        | Post term left  |                      |
| 5/22/25         | Spoke with Customer                        | Paid \$8,019.06 - Service restored. Dispute rights issued |                      |
| 5/28/25         | \$8,019.06 return payment                  | Letter sent   |                      |
| 5/29/25         | \$7,452.91 return payment                  | Letter sent   |                      |
| 6/3/25          | Past due reminder phone attempt            | Left message  |                      |
| 6/3/25          | BCS Case No. 4068359 received              | On PAR  |                      |
| 6/10/25         | BCS Case No. 4068359 decision              | Dismissed   |                      |
| <b>6/23/25</b>  | <b>10-Day Notice</b>                       | <b>\$17,737.03 term date 7/7/25</b>                       | <b>\$18,537.10</b>   |
| 6/30/25         | 3-day attempt                              | Party hung up   |                      |
| 7/1/25          | 3-day attempt                              | Listened to entire message correct household confirmed    |                      |
| 7/3/25          | Spoke with Customer                        | Dispute rights issued                                     |                      |
| 7/10/25         | Spoke with Customer                        | Requested med cert 3-day hold                             |                      |
| 7/15/25         | #2 Med cert received                       | 30-day hold   |                      |
| 7/15/25         | Formal Complaint Docket No. C-2025-3056287 |   |                      |
| <b>9/23/25</b>  | <b>10-Day Notice</b>                       | <b>\$410.64 term date 10/7/25</b>                         | <b>\$19,995.12</b>   |
| 9/30/25         | 3-day attempt                              | Listened to entire message correct household confirmed    |                      |