

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
CHARLOTTE VALERIANO, :
Complainant, : Docket No.:
vs. : C-2025-3056769
FIRSTENERGY PENNSYLVANIA :
ELECTRIC COMPANY, :
Respondent. :
-----*

Pages 1 through 30 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street
Philadelphia, PA 19107

Friday, December 5, 2025
Met, pursuant to notice, at 10:10 a.m.

BEFORE: THE HONORABLE F. JOSEPH BRADY
Administrative Law Judge

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Docket No.: C-2025-3056769
Hearing Date: December 5, 2025

EXHIBITS INDEX

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Docket No. C-2025-3056769

Charlotte Valeriano v. FE PA (Met-Ed Rate District)

The Hon. F. Joseph Brady

Hearing Date: Friday, December 5, 2025 at 10:00 AM

Call-In Hearing No.: 877.874.1047; PIN: 11738422#

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

1. Customer Contacts
2. Statement of Account
3. Med Cert History
4. PAR History
5. BCS Decision No. 3933353, closed 8/14/23 (Level 2 PAR)
6. BCS Decision No. 3975168, closed 4/11/24 (1405d)
7. BCS Decision No. 4008988, close 9/17/24 (1405d)
8. BCS Decision No. 4053885, close 4/29/25 (1405d)
9. BCS Decision No. 4072525, closed 7/10/25 (1405d)
10. Complaint Chart
11. Financial Summary, dated 4/11/25
12. 2025 Federal Poverty Guidelines
13. Collection History
14. Email exchange re: 12/5/25 hearing

Customer: CHARLOTTE VALERIANO / 807135050
 Contract Acct:
 Service Address:

Created On: 11/19/2025
 Date Range: 11/07/2022 to 11/19/2025

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
11/10/2025 18:51:41	11/10/2025		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 11/09/25 = \$ 446.00 Open editor for detail 1. 12 Mth Factor Amt: 5397.28 * System BBP Amount: 446.00				
10/08/2025 18:12:20	10/08/2025		B2BEALOGIN	Pending One-Time Bank Payment
Payment Date: 10/08/2025 Payment Time: 18:09:31 Payment Amount: 400.00 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 37172084				
09/28/2025 11:38:51	09/28/2025		CS General Purpose Batch	Automatic Enroll Attempted - Storm Email Alert
Contact: jaceesfine@aol.com				
09/28/2025 05:13:07	09/28/2025		CS General Purpose Batch	Premise Information Changed
New Premise Phone: (484)721-5262 Text Capable: Yes Created by: Automated Process				
09/28/2025 05:13:07	09/28/2025		CS General Purpose Batch	Personal Data Changed
New Partner Phone: (484)721-5262 Text Capable: Yes Created by: Automated Process				
09/05/2025 18:02:47	09/05/2025		B2BEALOGIN	Pending One-Time Bank Payment
Payment Date: 09/05/2025 Payment Time: 18:00:13 Payment Amount: 400.00 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 33352186				
08/12/2025 09:41:47	08/12/2025		Alison Walker	PUC/BPU Complaint-Written
Formal PUC complaint docket# C-2025-3056769 received. Cust wants a new payment agreement - awalker				
08/11/2025 10:25:27	08/11/2025		Tammy Lash	PUC/BPU Complaint-Written
Per call from PUC formal docket C-2025-3056769				
08/07/2025 18:59:51	08/07/2025		CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 08/06/25 = \$ 503.00 Open editor for detail 1. 12 Mth Factor Amt: 5188.59 2. Current Delta: 4761.12 - 3666.00 + 0.00 1095.12 3. Remaining Amount: 427.47 4. Diff + Remain Amt: 1095.12 + 427.47 1522.59 5. New BBP Amount: 1522.59 / 92 x 30.4 503.00 * Dollar Difference: 503.00 - 445.00 58.00 * Pct Difference: 13.03 * System BBP Amount: 503.00				
08/07/2025 11:45:00	08/07/2025		Kathleen Myers	General Inquiry
vcb vm left Satisfied Not Applicable: Reason - Manual work				
08/07/2025 10:49:50	08/07/2025		INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 8862.22 • Pay Min Amt: 7437.64				
08/07/2025 10:28:30	08/07/2025		Michael J Scheatzle	General Inquiry

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
vcb-vm left Satisfied Not Applicable: Reason - Manual work				
08/07/2025 09:36:30	08/07/2025		INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 8862.22 • Pay Min Amt: 7437.64				
08/05/2025 06:03:07	08/05/2025		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
08/04/2025 10:04:00	08/04/2025		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/02/2025 12:02:39	08/02/2025		B2BEALOGIN	Pending One-Time Bank Payment
Payment Date: 08/02/2025 Payment Time: 11:58:04 Payment Amount: 546.00 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 29268302				
07/26/2025 20:14:37	07/26/2025		CS General Purpose Batch	Disconnection Notice - PA Residential
07/14/2025 08:25:48	07/14/2025		Charee Delaney	PUC/BPU Complaint-Written
puc complaint 4072525 closed puc remarks: DISMISSAL LETTER ISSUED. PRIOR PUC 3933353 NOT SATISFIED. CASE DISMISSED.				
06/29/2025 19:27:52	06/29/2025		B2BEALOGIN	Pending One-Time Bank Payment
Payment Date: 06/29/2025 Payment Time: 19:24:48 Payment Amount: 350.00 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 25215092				
06/23/2025 10:41:53	06/23/2025		Charee Delaney	PUC/BPU Complaint-Written
PUC COMPLAINT RECVD 4072525 - IP REQUESTED-- FYI -CASE OPENED BY THE BP				
06/23/2025 10:03:00	06/23/2025		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/23/2025 05:40:31	06/23/2025		Michelle Rafferty	Move-In Self Service - Ineligible/Cancelled
<p>Move In Web Request submitted by email address RACHELVALERIANO@YAHOO.COM Requested by RACHEL E VALERIANO (BP number:) Address for Move-In: 3349 MCNTROSE AVE LAURELDALE PA 19605 (Premise number:) Workflow Request W001840177036 Status - Cancelled</p> <p>The following email was sent to the customer Please do NOT reply to this automated confirmation message</p> <p>Dear RACHEL E VALERIANO,</p> <p>Thank you for your request. In order to place electric service in your name, you will need to contact our Customer Service Department by phone at 1-800-545-7741, Monday through Friday, between 8:00 a.m. and 6:00 p.m.</p> <p>If you are not satisfied with this reply, please reply to this email within five days. If we do not receive a response within five days, we will consider this inquiry closed.</p> <p>If you have any questions, or if you did not initiate this request, you can contact us at https://www.firstenergycorp.com/content/fecorp/corporate/contact_us.html. Please reference # W001840177036 in the subject line of your response.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Sincerely,				
Customer Service				
06/22/2025 22:14:58	06/22/2025	[REDACTED]	EAILOGINWM7	Move-In Self Service - Received/Pending Processing
Move In Web Request submitted by email address rachelvaleriano@yahoo.com Requested by RACHEL E VALERIANO (BP number: [REDACTED]) Address for Move-In: 3349 MONTROSE AVE LAURELDALE PA 19605 (Premise number: [REDACTED]) Submitted Workflow for Request W001840177036				
06/19/2025 10:15:35	06/19/2025	[REDACTED]	Nathaniel Heater	Negotiation Tool - Service On
Spoke with: CHARLOTTE VALERIANO Created By: Nathaniel Heater Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$11365.41 Offered - Pay Disconnection Amt of: \$8778.62 Offered - Pay Past Due Amt of \$7667.68 Offered - Pay Catch-up Amt of: \$7146.04 ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Send DSPRTS				
06/19/2025 10:15:35	06/19/2025	[REDACTED]	Nathaniel Heater	Financial Summary Review
Spoke with: CHARLOTTE VALERIANO Created By: Nathaniel Heater FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
06/19/2025 09:33:15	06/19/2025	[REDACTED]	INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 8778.62 • Pay Min Amt: 7146.04				
06/19/2025 09:20:46	06/19/2025	[REDACTED]	B2BEAILOGIN	Pending One-Time Bank Payment
Payment Date: 06/19/2025 Payment Time: 09:10:33 Payment Amount: 350.00 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 24137299				
06/10/2025 15:43:34	06/10/2025	[REDACTED]	Kenleigh T Cottrell	Utility Report Issued
Spoke with: CHARLOTTE VALERIANO Created By: Kenleigh T Cottrell Dispute Rights Dunning lock created - Lock date: 06/22/2025 Company Position: Read Balances and couldn't pay full amount by term date 6/11/2025, issued Dispute rights Customer Position: cust needed ext				
06/10/2025 15:41:00	06/10/2025	[REDACTED]	Kenleigh T Cottrell	Financial Summary Review
Spoke with: CHARLOTTE VALERIANO Created By: Kenleigh T Cottrell				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
FS Reviewed Only - No Changes needed, existing FS in last 90 days.				
06/10/2025 15:40:45	06/10/2025	[REDACTED]	Kenleigh T Cottrell	Negotiation Tool - Service On
<p>Spoke with: CHARLOTTE VALERIANO Created By: Kenleigh T Cottrell Med Cert options used. Advised customer ineligible for Med Cert: No Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their medical professional: No Customer has exceeded the maximum number of medical certificates allowed. ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$11715.41 Offered - Pay Disconnection Amt of: \$9128.62 Offered - Pay Past Due Amt of \$8017.68 Offered - Pay Catch-up Amt of \$7496.04 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes</p>				
06/10/2025 14:49:29	06/10/2025	[REDACTED]	INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 9128.62 • Pay Min Amt: 7496.04				
06/10/2025 13:31:35	06/10/2025	[REDACTED]	INTV IVR	Self-Serve Credit Interaction
Pmt Options Provided: • Pay Disc Amt: 9128.62 • Pay Min Amt: 7496.04				
06/05/2025 06:02:23	06/05/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
06/04/2025 10:02:00	06/04/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
05/27/2025 22:26:06	05/27/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
05/13/2025 15:23:37	05/13/2025	[REDACTED]	Princess Davis	PUC/BPU Complaint-Written
PUC case 4053885. CASE DISMISSED, PRIOR PUC PAR BCS# 3933353 IS NOT SATISFIED. THE CUSTOMER DID NOT PROVIDE SUFFICIENT EVIDENCE TO WARRANT AN EXTENSION OF THEIR EXISTING PUC PAR AND THE LAST PAYMENT ARRANGEMENT NOT ISSUED BY THE PUC.				
05/08/2025 18:59:34	05/08/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED]				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Budget amt calculated for period ending 05/07/25 = \$ 445.00 Open editor for detail 1. 12 Mth Factor Amt: 5011.61 2. Current Delta: 4153.01 - 2331.00 + 0.00 1822.01 3. Remaining Amount: 858.60 4. Diff + Remain Amt: 1822.01 + 858.60 2680.61 5. New BBP Amount: 2680.61 / 183 x 30.4 445.00 * Dollar Difference: 445.00 - 421.00 24.00 * Pct Difference: 5.70 * System BBP Amount: 445.00				
05/04/2025 10:42:54	05/04/2025		B2BEALOGIN	Pending One-Time Bank Payment
Payment Date: 05/04/2025 Payment Time: 10:39:59 Payment Amount: 500.00 Payment Type: Electronic Check Acceptance (ECA / ACH / POP) Vendor ID: AD Receipt Number: 18778988				
04/11/2025 10:44:11	04/11/2025		Alexandros Simotas	PUC/BPU Complaint-Written
PUC case 4053885 SCIC PAR (SIG. CHANGE IN CIRCUMSTANCE) ASimotas				
04/11/2025 09:15:41	04/11/2025		Marjorie C Boudinot	Utility Report Issued
Spoke with: CHARLOTTE VALERIANO Created By: Marjorie C Boudinot Dispute Rights Dunning lock created - Lock date: 04/21/2025 Company Position: considered all four factors offered all options. provided rights. Customer Position: Customer could not make pymt by date provided new disconnect date				
04/11/2025 09:12:41	04/11/2025		Marjorie C Boudinot	Financial Summary Review
Spoke with: CHARLOTTE VALERIANO Created By: Marjorie C Boudinot				
04/11/2025 09:11:16	04/11/2025		Marjorie C Boudinot	Negotiation Tool - Service On
Spoke with: CHARLOTTE VALERIANO Created By: Marjorie C Boudinot Med Cert options used. Advised customer ineligible for Med Cert: Yes, Script Read Advised customer ineligible for 3-day hold: Yes, Script Read Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their medical professional: No ***** Financial Summary Option Used. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes *****				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Payment Options provided: Offered - Pay Acct Balance of: \$11592.35 Offered - Pay Disconnection Amt of: \$8547.13 Offered - Pay Past Due Amt of \$7365.44 Offered - Pay Catch-up Amt of: \$6706.55 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes cust. states has not been able to get help from def. advsied not eligible for another ip at this time. advised of local churches. cust. will try 211 as well. advised without full catch up amount can not guarantee service after new term date</p>				
04/10/2025 20:56:40	04/10/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 04/10/2025 Payment Time: 20:53:10 Payment Amount: 500.00 Payment Type: Credit Vendor ID: AC Receipt Number: 16115624</p>				
04/10/2025 20:47:21	04/10/2025	[REDACTED]	EAILOGINWM7	Change Profile
<p>rdgt2102 jaceesfine@aol.com Changed Password</p>				
04/07/2025 10:05:00	04/07/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
<p>Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed</p>				
03/29/2025 20:20:07	03/29/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/15/2025 09:06:05	03/15/2025	[REDACTED]	Chyann Jones	General Inquiry
<p>web req: 597536927755</p> <hr/> Name: Charlotte Valeriano Email: jaceesfine@aol.com Address Line 1: 3349 Montrose Ae Address Line 2: null City: laureldale State: PA Province: null Zip: 19605 Country: null Phone: 4847215262 Best Time: null Account Number: null Request Type: Payment Assistance Subject: help with paying bill Text: i am in desperate need of a plan to help pay my electric bill. also, what is required to place bill in an adult child living with you. <hr/> reply: Charlotte Valeriano; Thank you for contacting us. We are happy to assist you. Your billed balance is \$11,466.68 with \$7,242.55 of that balance considered past due. The account is not eligible for an installment plan. To discuss payment arrangements please				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
call our Credit Team at 1-800-962-4848. For information on Assistance and Service Programs, including any grants you may qualify for to assist with your current balance due, please visit www.firstenergycorp.com/billassist . Satisfied Not Applicable: Reason - Manual work				
03/15/2025 09:05:18	03/15/2025	[REDACTED]	Chyann Jones	Negotiation Tool - Service On
Spoke with: CHARLOTTE VALERIANO Created By: Chyann Jones PA Final Wrap-up Satisfied Not Applicable: Reason - Manual work pls see web notes				
03/10/2025 10:11:00	03/10/2025	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/25/2025 22:20:24	02/25/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/10/2025 10:13:00	02/10/2025	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/08/2025 18:51:56	02/08/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 02/06/25 = \$ 421.00 Open editor for detail 1. 12 Mth Factor Amt: 4859.09 2. Current Delta: 2384.65 - 1068.00 + 0.00 1316.65 3. Remaining Amount: 2474.44 4. Diff + Remain Amt: 1316.65 + 2474.44 3791.09 5. New BBP Amount: 3791.09 / 274 x 30.4 421.00 * Dollar Difference: 421.00 - 356.00 65.00 * Pct Difference: 18.26 * System BBP Amount: 421.00				
01/07/2025 10:02:00	01/07/2025	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
12/09/2024 10:04:00	12/09/2024	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
11/07/2024 18:57:01	11/07/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 11/06/24 = \$ 356.00 Open editor for detail 1. 12 Mth Factor Amt: 4285.47 * System BBP Amount: 356.00				
10/15/2024 11:22:26	10/15/2024	[REDACTED]	Jessica Devericks	General Inquiry
***** Case Number: 564251266678 ***** Form Name: Contact Us Submit Date: 10/10/2024 20:35:36 Operating Company: ME01 Topic: Customer Service Name: Charlotte Valeriano				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Email: Jaceesfine@aol.com Address Line 1: 3349 Montrose Ave Address Line 2: null City: Laureldale State: PA Province: null Zip: 19605 Country: null Phone: 4847215262 Best Time: null Account Number: null Request Type: Budget Billing Subject: Payment help *****</p> <p>Text: None of your problems can help us because they claim we make too much money. I have a very ill husband. If I pay 1000.00 now. Can I pay 200.00 a month. Both of us have to take insulin. *****</p> <p>Charlotte Valeriano; Thank you for contacting us. Due to an increased volume of emails, our response times have been delayed. We appreciate your patience and regret any inconvenience this has caused. We are happy to help. Our records show you spoke with Customer Care on 10/11/2024. Your services were reconnected, and a medical certificate has been received. The medical certificate places a hold on the account until 11/10/2024. This allows you to make a payment or seek assistance. *****</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
10/11/2024 15:00:06	10/11/2024		CS General Purpose Batch	Med Cert Accepted Email Communication
10/11/2024 15:00:03	10/11/2024		CS General Purpose Batch	Med Cert Received Email Communication
10/11/2024 14:35:09	10/11/2024		Latoya White	Reconnection Process-Recon started
<p>Remote Reconnect will be created for reconnection on 10/11/2024. Medical Condition Considered all factors and provided all options Reconnection amount negotiated for 36.00 Disconnect amount negotiated for 6488.92 CSR negotiated amount 6524.92 Advised Breakers Off: No Created By: White,Latoya</p>				
10/11/2024 14:33:47	10/11/2024		Latoya White	ALERT! Sensitive Account
<p>BP NOT ELIGIBLE FOR ANOTHER MC UNTIL ENTIRE BALANCE IS PAID DOWN TO ZERO, 0/11/24-11/10/24 MC #2 08/13/24, MC #1 04/11/24 LW/CBO Satisfied Not Applicable: Reason - Manual work</p>				
10/11/2024 14:32:29	10/11/2024		Latoya White	Med Cert Paperwork Received
<p>Medical Certificate Paperwork Received 10/11/24-11/10/24 MC #2 08/13/24, MC #1 04/11/24 RECON STARTED RECEIVED SIGNED FORM COMPLETED BY PAC BRITNEY FANDI LW/CBO</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/11/2024 12:00:07	10/11/2024		CS General Purpose Batch	Med Cert Confirmation Email Communication
10/11/2024 11:53:33	10/11/2024		Kimberly L Musick	Reconnection Process-Inquiry
10/11/2024 11:52:53	10/11/2024		Kimberly L Musick	Financial Summary Review
Spoke with: CHARLOTTE VALERIANO Created By: Kimberly L Musick BP Refused FS				
10/11/2024 11:51:20	10/11/2024		Kimberly L Musick	Negotiation Tool - Service Off
Spoke with: CHARLOTTE VALERIANO Created By: Kimberly L Musick Med Cert options used. Provided Med Cert Webform URL: Yes, Script Read Email jaceesfine@aol.com subscribed for email updates Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their medical professional: No med cert given ***** *PA Service Off - Addl Questions:* Does medical condition exist?: Yes Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Negotiated Amounts: - Disconnection Amount: \$6488.92 - Standard Reconnection Fee: \$36.00 Reconnect Amt Due: \$6524.92 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. Gave med cert info				
10/11/2024 11:51:20	10/11/2024		Kimberly L Musick	Medical Certification Webform Request
Medical Certificate				
10/10/2024 14:21:20	10/10/2024		PILOGXP1 PILOGXP1	Service Disconnected
DISC,Non-Pay, ,Total Arrears \$ 4513.63 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)				
10/10/2024 14:15:46	10/10/2024		Eailogon	Digital Post Termination Email
10/04/2024 06:03:14	10/04/2024		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
10/03/2024 10:03:00	10/03/2024		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/25/2024 22:25:32	09/25/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
09/19/2024 12:29:10	09/19/2024		Stephanie Conley	PUC/BPU Complaint-Written
puco case# 4008988 closed. DISMISSAL LETTER ISSUED. CASE CLOSED - DISMISSED PER 1405(D)				
08/13/2024 10:00:33	08/13/2024		CS General Purpose Batch	Med Cert Accepted Email Communication

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/13/2024 10:00:18	08/13/2024		CS General Purpose Batch	Med Cert Received Email Communication
08/13/2024 09:43:01	08/13/2024		Latoya White	Med Cert Paperwork Received
Medical Certificate Paperwork Received 08/13/24-09/12/24, #1 04/11/24, CLOSE TERM RECEIVED SIGNED FORM COMPLETED BY DR PSOMIADIS, FOR PATIENT BP, CALLED NO ANSWER LW/CBO				
08/12/2024 17:00:30	08/12/2024		CS General Purpose Batch	Med Cert Confirmation Email Communication
08/12/2024 16:32:00	08/12/2024		Kimber Cronin	Financial Summary Review
Spoke with: CHARLOTTE VALERIANO Created By: Kimber Cronin BP Refused FS				
08/12/2024 16:30:58	08/12/2024		Kimber Cronin	Medical Certification Webform Request
Medical Certificate				
08/12/2024 16:30:58	08/12/2024		Kimber Cronin	Negotiation Tool - Service On
Spoke with: CHARLOTTE VALERIANO Created By: Kimber Cronin Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: Yes, Script Read Email jaceesfine@aol.com subscribed for email updates Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their medical professional: No ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Payment Options provided: Offered - Pay Acct Balance of: \$7174.14 Offered - Pay Disconnection Amt of: \$5576.29 Offered - Pay Past Due Amt of \$3479.93 Offered - Pay Catch-up Amt of: \$2903.71 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Customer to use Med Cert Option: No med cert with ID provided				
08/12/2024 14:39:29	08/12/2024		INTV IVR	Account Balance Inquiry
08/12/2024 13:58:44	08/12/2024		Carolyn T Brown	General Inquiry
Hello, this is Carolyn with your requested callback from FirstEnergy, your electric company. ##### If you still need to speak with us, please call us back or you can visit our website. Thank you." Satisfied Not Applicable: Reason - Other - LVM				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
08/10/2024 05:06:21	08/10/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Payment Receipt - Disconnect Pending				
08/09/2024 09:21:52	08/09/2024	[REDACTED]	Latasha Austin	PUC/BPU Complaint-Written
PUC case# 4008988 received on 08/09/24 regarding a PUC payment agreement request (PAR). Latasha Austin				
08/08/2024 10:42:43	08/08/2024	[REDACTED]	Tailynn J Snider	Utility Report Issued
Spoke with: CHARLOTTE VALERIANO Created By: Tailynn Snider Dispute Rights Dunning lock created - Lock date: 08/18/2024 Company Position: offered all options Termination Date(on or after)=> 08/19/2024 Customer Position: declined all options				
08/08/2024 10:40:24	08/08/2024	[REDACTED]	Tailynn J Snider	Financial Summary Review
Spoke with: CHARLOTTE VALERIANO Created By: Tailynn Snider BP Refused FS				
08/08/2024 10:40:06	08/08/2024	[REDACTED]	Tailynn J Snider	Negotiation Tool - Service On
Spoke with: CHARLOTTE VALERIANO Created By: Tailynn Snider Med Cert options used. Provided Med Cert Webform URL: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their medical professional: No ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Financial Summary Option Used. BP Refused FS ***** Payment Options provided: Offered - Pay Acct Balance of: \$7174.14 Offered - Pay Disconnection Amt of: \$5576.29 Offered - Pay Past Due Amt of \$3479.93 Offered - Pay Catch-up Amt of \$2903.71 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes cust could not pay today				
08/07/2024 19:03:06	08/07/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 08/06/24 = \$ 389.00 Open editor for detail				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 4363.31 2. Current Delta: 3858.00 - 3177.00 + 0.00 681.00 3. Remaining Amount: 505.31 4. Diff + Remain Amt: 681.00 + 505.31 1186.31 5. New BBP Amount: 1186.31 / 91 x 30.4 396.00 * Dollar Difference: 396.00 - 339.00 7.00 * Pct Difference: 1.80 * System BBP Amount: 389.00				
08/06/2024 06:06:59	08/06/2024		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
08/05/2024 10:05:00	08/05/2024		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
08/02/2024 10:58:00	08/02/2024		EAILOGINWM7	Ready Pay Create
No 107957406 - \$ 225.00 - 08/09/2024 rdgt2102 jaceesfine@aol.com				
08/02/2024 10:56:26	08/02/2024		EAILOGINWM7	Ready Pay Create
No 107957331 - \$ 300.00 - 08/02/2024 rdgt2102 jaceesfine@aol.com				
08/02/2024 10:55:43	08/02/2024		EAILOGINWM7	Bank Details Added
0005 Bank Details Added rdgt2102 jaceesfine@aol.com				
07/27/2024 20:18:18	07/27/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
07/22/2024 03:03:35	07/22/2024		CS General Purpose Batch	Sent WARM Ineligible Letter
07/22/2024 03:03:35	07/22/2024		CS General Purpose Batch	Sent PCAP Ineligibility Letter
07/19/2024 15:27:43	07/19/2024		EAILOGINWM7	Documents Needed
Email sent. To process the PCAP WARM application, the following documents are needed: Income documents for William Valeriano: SOCIAL SECURITY				
07/19/2024 15:27:37	07/19/2024		EAILOGINWM7	PCAP WARM Application Submitted
100138306780: PCAP WARM Application submitted. Email sent to customer to advise application was received.				
07/08/2024 10:06:00	07/08/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
05/28/2024 06:08:23	05/28/2024		Brittany Frankenberry	Provide Program Information
PENDING PCAP APPLICATION, HOLD FOR 30 DAYS.				
05/25/2024 20:16:28	05/25/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
05/08/2024 19:10:23	05/08/2024		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 05/07/24 = \$ 389.00 Open editor for detail 1. 12 Mth Factor Amt: 4354.62 2. Current Delta: 3426.87 - 2010.00 + 0.00 1416.87 3. Remaining Amount: 927.75 4. Diff + Remain Amt: 1416.87 + 927.75 2344.62 5. New BBP Amount: 2344.62 / 183 x 30.4 389.00 * Dollar Difference: 389.00 - 335.00 54.00 * Pct Difference: 16.12 * System BBP Amount: 389.00				
04/12/2024 15:08:14	04/12/2024		Samantha Geist	PUC/BPU Complaint-Written
PUC Case 3975613 dismissed. UPHOLDING THE COMPANY POSITION TO RESTORE:				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
\$5186.90				
04/11/2024 13:00:44	04/11/2024		CS General Purpose Batch	Med Cert Accepted Email Communication
04/11/2024 13:00:25	04/11/2024		CS General Purpose Batch	Med Cert Received Email Communication
04/11/2024 12:53:07	04/11/2024		Lori Klapp	Reconnection Process-Recon started
<p>Remote Reconnect will be created for reconnection on 04/11/2024. Medical Condition Considered all factors and provided all options Reconnection amount negotiated for 36.00 Disconnect amount negotiated for 4650.90 CSR negotiated amount 4686.90 Advised Breakers Off: No set up reconnect due to med cart. LK/CBO Created By: Klapp,Lori</p>				
04/11/2024 12:51:32	04/11/2024		Lori Klapp	Med Cert Paperwork Received
<p>Medical Certificate Paperwork Received signed by geoffrey carlson for william valeriano med cert valid 04/11/24-05/11/24, called bp and advised. set up reconnect. LK/CBO</p>				
04/11/2024 09:18:04	04/11/2024		Samantha Geist	PUC/BPU Complaint-Written
<p>PUC Case 3975168 received 04/11/2024 regarding service termination</p>				
04/10/2024 18:00:18	04/10/2024		CS General Purpose Batch	Med Cert Confirmation Email Communication
04/10/2024 17:58:08	04/10/2024		Samantha Kuhn	Reconnection Process-Inquiry
04/10/2024 17:55:28	04/10/2024		Samantha Kuhn	Financial Summary Review
<p>Spoke with: CHARLOTTE VALERIANO Created By: Samantha Kuhn</p>				
04/10/2024 17:53:50	04/10/2024		Samantha Kuhn	Negotiation Tool - Service Off
<p>Spoke with: CHARLOTTE VALERIANO Created By: Samantha Kuhn Med Cert options used. Provided Med Cert Webform URL: Yes, Script Read Email jaceesfine@aol.com subscribed for email updates Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. ***** Human Services Options used. Provided PCAP and Other Assistance Information. ***** *PA Service Off - Addl Questions:* Does medical condition exist?: Yes Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: Yes ***** Negotiated Amounts: - Disconnection Amount: \$5150.90 - Standard Reconnection Fee: \$36.00 Less Payments of \$500.00-, Reconnect Amt Due: \$</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
4686.90 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. adv no IP option. adv after payment of 500.00 min to reconnect is 4686.90.				
04/10/2024 17:53:50	04/10/2024		Samantha Kuhn	Medical Certification Webform Request
Medical Certificate				
04/10/2024 17:07:18	04/10/2024		B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/10/2024 Payment Time: 17:07:18 Payment Amount: 500.00 Payment Type: Credit Vendor ID: CT Receipt Number: 28993001041024				
04/10/2024 10:01:10	04/10/2024		PILOGXP1 PILOGXP1	Service Disconnected
DISC,Non-Pay, ,Total Arrears \$ 2531.97 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)				
04/10/2024 09:56:06	04/10/2024		Eailogon	Digital Post Termination Email
04/04/2024 06:04:06	04/04/2024		CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
04/03/2024 10:03:00	04/03/2024		CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/26/2024 22:41:09	03/26/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
03/24/2024 18:44:00	03/24/2024		EAILOGINWM7	Ready Pay Create
No 104818493 - \$ 300.00 - 03/24/2024 rdgt2102 jaceesfine@aol.com				
03/24/2024 18:35:35	03/24/2024		EAILOGINWM7	Change Profile
rdgt2102 jaceesfine@aol.com Changed Password From Forçot Password				
03/24/2024 18:32:35	03/24/2024		EAILOGINWM7	Forgot Password Email Sent
rdgt2102 jaceesfine@aol.com Requested Forgot Password link				
03/07/2024 10:06:00	03/07/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/26/2024 22:23:23	02/26/2024		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/07/2024 19:07:34	02/07/2024		CS General Purpose Batch	Calculation
C/A Contract Budget amt calculated for period ending 02/06/24 = \$ 335.00 Open editor for detail 1. 12 Mth Factor Amt: 4084.30 2. Current Delta: 1811.03 - 1005.00 + 0.00 806.03 3. Remaining Amount: 2273.27 4. Diff + Remain Amt: 806.03 + 2273.27 3079.30 5. New BBP Amount: 3079.30 / 273 x 30.4 343.00 * Dollar Difference: 343.00 - 335.00 8.00 * Pct Difference: 2.39 * System BBP Amount: 335.00				
02/07/2024 10:06:00	02/07/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/07/2024 07:58:23	02/07/2024		Zachary Nicholas	EML-Retracted from Collection Email Communication

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.				
01/09/2024 10:06:00	01/09/2024	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
12/06/2023 10:03:00	12/06/2023	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
11/07/2023 19:05:56	11/07/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 11/06/23 = \$ 335.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4014.45</p> <p>* System BBP Amount: 335.00</p>				
11/07/2023 10:03:00	11/07/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
10/12/2023 09:42:33	10/12/2023	[REDACTED]	EAILOGINWM7	Change Profile
<p>rdgt2102 jaceesfine@aol.com</p> <p>Changed Password From Forgot Password</p>				
10/12/2023 09:40:10	10/12/2023	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
<p>rdgt2102 jaceesfine@aol.com</p> <p>Requested Forgot Password link</p>				
10/10/2023 16:20:03	10/10/2023	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 100785805 - \$ 200.00 - 10/10/2023 rdgt2102 jaceesfine@aol.com				
10/09/2023 10:05:00	10/09/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
10/09/2023 05:35:04	10/09/2023	[REDACTED]	CS General Purpose Batch	EML-Initial Collection Email Communication
<p>This account is part of a Rev Ops digital collection email initiative.</p> <p>Follow normal state specific negotiation process for residential customers. These emails are not part of the dunning process and do not include standard dunning language.</p>				
10/05/2023 07:17:11	10/05/2023	[REDACTED]	Riley McClelland	General Inquiry
<p>Web Req# 6990815</p> <p>*****</p> <p>Name: Charlotte Valeriano</p> <p>Email: jaceesfine@aol.com</p> <p>Address Line 1: 3349 Montrose Ae</p> <p>Address Line 2: null</p> <p>City: laureldale</p> <p>State: PA</p> <p>Province: null</p> <p>Zip: 19605</p> <p>Country: null</p> <p>Phone: 4847215262</p> <p>Best Time: null</p> <p>Account Number: [REDACTED]</p> <p>Request Type: Billing and Rates</p> <p>Subject: making a payment</p> <p>Text: I would like to make a payment on the account tomorrow and the rest of the balance on friday the 6th. i can pay</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>234.00 tomorrow and the rest on friday the 6th. we are attempting to fill out an application for dollar energy. my husband is disabled and we are looking to get help from them. thanks</p> <p>*****</p> <p>Reply:</p> <p>Thank you for utilizing our website. We received your payment of \$234.00. It has been noted you will be making another payment on 10/06/2023.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
10/04/2023 14:08:47	10/04/2023	[REDACTED]	Stephen LeCloux	Negotiation Tool - Service On
<p>Spoke with: CHARLOTTE VALERIANO</p> <p>Created By: Stephen LeCloux</p> <p>PA Final Wrap-up</p> <p>Customer was satisfied.</p> <p>s/w: CHARLOTTE VALERIANO [REDACTED] VAI - account is on eBill - customer states they can make pmt of 259.30 on 10/06/2023 - bp</p> <p>sat: yes</p>				
10/04/2023 13:20:48	10/04/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
<p>IVR_Bill(AnI) FACTR_CT=3 ARREARS_MSG = "Y" IP_MSG = "Y" USE_C HG = BILL_FACTOR_KW > 0 N -110 FACTR_PL=3</p>				
10/04/2023 13:19:01	10/04/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
10/04/2023 08:06:22	10/04/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
<p>IVR_Bill(AnI) FACTR_CT=3 ARREARS_MSG = "Y" IP_MSG = "Y" USE_C HG = BILL_FACTOR_KW > 0 N -110 FACTR_PL=3</p>				
10/04/2023 08:04:27	10/04/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
10/03/2023 16:42:04	10/03/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
<p>IVR_Bill(AnI) FACTR_CT=3 ARREARS_MSG = "Y" IP_MSG = "Y" USE_C HG = BILL_FACTOR_KW > 0 N -110 FACTR_PL=3</p>				
10/03/2023 16:40:17	10/03/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
10/03/2023 08:58:00	10/03/2023	[REDACTED]	EAILOGINWM7	Ready Pay Create
<p>No [REDACTED] - \$ 234.00 - 10/03/2023 rdgt2102 jaceesfine@aol.com</p>				
10/02/2023 19:03:19	10/02/2023	[REDACTED]	INTV IVR	Account Balance Inquiry
10/02/2023 12:38:42	10/02/2023	[REDACTED]	EAILOGINWM7	Change Profile
<p>rdgt2102 jaceesfine@aol.com</p> <p>Changed Password From Forçot Password</p>				
10/02/2023 12:36:18	10/02/2023	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
<p>rdgt2102 jaceesfine@aol.com</p> <p>Requested Forgot Password link</p>				
08/14/2023 13:19:34	08/14/2023	[REDACTED]	Cindy Cox	PA PUC Plan - IP
08/14/2023 13:18:41	08/14/2023	[REDACTED]	Cindy Cox	PUC/BPU Complaint-Written
<p>PUC case # 3933353 decision issued</p> <p>LEVEL 2, BB 393.00 + 104.00 = 497.00 BEGINNING SEPTEMBER 2023.</p>				
08/14/2023 07:39:26	08/14/2023	[REDACTED]	Cindy Cox	PUC/BPU Complaint-Written
<p>PUC case# 3933353 received on 08/14/23 regarding a PUC payment agreement request (PAR). Cindy Cox</p>				
08/11/2023 09:22:18	08/11/2023	[REDACTED]	Christy Shaver	Utility Report Issued
<p>Spoke with: CHARLOTTE VALERIANO</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Created By: Christy Ledsome Dispute Rights Dunning lock created - Lock date: 08/21/2023 Company Position: Offered all options to stop term Customer Position: Termination Date(on or after) 08/22/2023 Cust can not comply w/any options to stop term</p>				
08/11/2023 09:20:01	08/11/2023	[REDACTED]	Christy Shaver	Financial Summary Review
<p>Spoke with: CHARLOTTE VALERIANO Created By: Christy Ledsome FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
08/11/2023 09:19:00	08/11/2023	[REDACTED]	Christy Shaver	Negotiation Tool - Service On
<p>Spoke with: CHARLOTTE VALERIANO Created By: Christy Ledsome Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: No Provided Med Cert Hotline number: Yes, Script Read Customer requests Med Cert form faxed to their physician: No ***** Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Acct Balance of: \$4323.72 Offered - Pay Disconnection Amt of: \$2912.30 Offered - Pay Past Due Amt of \$1239.54 Offered - Pay Catch-up Amt of: \$614.94 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes Customer to use Med Cert Option: No SW CHARLOTTE VALERIANO VAI RQSTD MED CERT</p>				
08/09/2023 07:15:17	08/09/2023	[REDACTED]	CS General Purpose Batch	EML-Retracted from Collection Email Communication
<p>Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.</p>				
08/08/2023 18:54:17	08/08/2023	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 08/07/23 = \$ 393.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 4059.63</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
2. Current Delta: 3509.14 - 2898.00 + 0.00 611.14 3. Remaining Amount: 550.49 4. Diff + Remain Amt: 611.14 + 550.49 1161.63 5. New BBP Amount: 1161.63 / 91 x 30.4 388.00 * Dollar Difference: 388.00 - 393.00 5.00 * Pct Difference: 1.27 * System BBP Amount: 393.00				
08/04/2023 17:10:00	08/04/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/03/2023 10:03:00	08/03/2023		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
07/26/2023 22:26:32	07/26/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
07/06/2023 10:02:00	07/06/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
07/06/2023 05:35:36	07/06/2023		CS General Purpose Batch	EML-Initial Collection Email Communication
This account is part of a Rev Cps digital collection email initiative. Follow normal state specific negotiation process for residential customers. These emails are not part of the dunning process and do not include standard dunning language.				
05/23/2023 09:42:01	05/23/2023		Shawn Prater	General Inquiry
medical certificate received**not needed** customer set up IP and paid the DP. no current DN on the account. filing as not needed. attempted customer @(484)721-5262. no answer, no vm option. srp.cbo Satisfied Not Applicable: Reason - Manual work				
05/23/2023 06:45:46	05/23/2023		Cheryl Fick	PUC/BPU Complaint-Written
Case #3911219 - CLOSED NO DECISION. NO LETTER VERBAL WITH CUSTOMER. CONTACTED CHARLOTTE AND CONFIRMED SVC RESTORED WITH/FOR PAYMENT OF REDUCED RESTORATION TERMS OFFERED IN ACCORDANCE WITH 56.191. CU ADVISED THAT IF UNABLE TO KEEP .191 PAR TERMS THAT APPEARS PUC ELIGIBLE. EXPLAINED IMPORTANT TO CONTACT PUC PRIOR TO TERMINATION OF PUC PAR AS CONDITION OF PUC AGREEMENT CHANGE ONCE SERVICE HAS BEEN TERMINATED. CU UNDERSTOOD AND THANKFUL. CASE CLOSED WITHOUT FURTHER ACTION AT THIS TIME. / cdf				
05/19/2023 13:00:08	05/19/2023		CS General Purpose Batch	Med Cert Received Email Communication
05/19/2023 03:30:30	05/19/2023		CS General Purpose Batch	DSPTRIGHTS Letter
05/18/2023 22:06:57	05/18/2023		Same as ZCSBTCH - no printer	Installment Plan Created
Required Down Payment received, IP created.				
05/18/2023 15:15:16	05/18/2023		Faith Fletcher	Reconnection Process-Recon started
Negotiated Amounts: - Other Amount: \$216.55 - Standard Reconnection Fee: \$36.00 Reconnect Amt Due: \$252.55 Payment Status: Readypay - \$216.55 Reconnecting Service: Yes				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Remote Reconnect will be created for reconnection on 05/18/2023 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. ver with kc to assign epp per 11 mths w/dwn pay 216.55 bp paid advised on recon process and time and turn off breaker next bill 6/7/23 Created By: Fletcher, Faith E				
05/18/2023 15:15:07	05/18/2023		Faith Fletcher	Negotiation Tool - Service Off
Spoke with: CHARLOTTE VALERIANO Created By: Faith E Fletcher Negotiated Amounts: - Other Amount: \$216.55 - Standard Reconnection Fee: \$36.00 Reconnect Amt Due: \$252.55 Payment Status: Ready pay - \$216.55 Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 05/18/2023 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. ver with kc to assign epp per 11 mths w/dwn pay 216.55 bp paid advised on recon process and time and turn off breaker next bill 6/7/23				
05/18/2023 15:13:16	05/18/2023		Faith Fletcher	Ready Pay Create
No 97263505 - \$216.55 - 05/18/2023 Bank details added to business partner Created By: Faith E Fletcher				
05/18/2023 15:11:22	05/18/2023		Faith Fletcher	PA Flexible Plan-Down Pymt Required
DP Date: 05/23/2023 DP Amt: 216.55 Repay Pln: PA00 Instlm: # 11 Lock Date: 05/26/2023				
05/18/2023 14:54:51	05/18/2023		Faith Fletcher	Negotiation Tool - Service Off
Spoke with: CHARLOTTE VALERIANO Created By: Faith E Fletcher Negotiated Amounts: - Disconnection Amount: \$1672.64 - Standard Reconnection Fee: \$36.00 Reconnect Amt Due: \$1708.64 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was not satisfied. Rights provided to customer. sw CHARLOTTE VALERIANO / [REDACTED] via termed med cond inquired if fax recvd no inbound no pfa fs was reviewed with previous rep and rep advised customer could be placed on epp of 393/plus ip 226 no mths listed for ip reached out to kc to advise of previous rep apply plus pending puco case in process 3911219 issued rights				
05/18/2023 14:54:51	05/18/2023		Faith Fletcher	Reconnection Process-Inquiry
05/18/2023 14:21:28	05/18/2023		Christina Blackburn	Written Utility Report

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Printed to \\WCORRES01P\PIPIKE1140-P on 05/18/2023 at 14:25:2				
05/18/2023 14:20:09	05/18/2023		Christina Blackburn	General Inquiry
<p>S/W: CHARLOTTE VALERIANO. Calling back for the IP that was offered. Pending PUC was now on the account. Customer released the call while reaching out to a supv.</p> <p>Satisfied Not Applicable: Reason - Send DSPRTS</p>				
05/18/2023 13:54:48	05/18/2023		EAILOGINWM7	Change Profile
<p>rdgt2102 jaceesfine@aol.com</p> <p>Changed Password From Forgot Password</p>				
05/18/2023 13:52:55	05/18/2023		EAILOGINWM7	Forgot Password Email Sent
<p>rdgt2102 jaceesfine@aol.com</p> <p>Requested Forgot Password link</p>				
05/18/2023 13:25:05	05/18/2023		Amber Cross	PUC/BPU Complaint-Written
<p>PUC case# 3911219 received on 05/18/23 regarding a dunning terminator.</p>				
05/18/2023 10:00:03	05/18/2023		CS General Purpose Batch	Med Cert Confirmation Email Communication
05/18/2023 09:43:14	05/18/2023		Myeka Benjamin	Reconnection Process-Inquiry
05/18/2023 09:37:33	05/18/2023		Myeka Benjamin	Financial Summary Review
<p>Spoke with: CHARLOTTE VALERIANO</p> <p>Created By: Myeka Benjamin</p>				
05/18/2023 09:35:54	05/18/2023		Myeka Benjamin	Negotiation Tool - Service Off
<p>Spoke with: CHARLOTTE VALERIANO</p> <p>Created By: Myeka Benjamin</p> <p>Med Cert options used.</p> <p>Provided Med Cert Webform URL: Yes, Script Read</p> <p>Email jaceesfine@aol.com subscribed for email updates</p> <p>Provided Med Cert Hotline number: Yes, Script Read</p> <p>Customer requests Med Cert form faxed to their physician: No</p> <p>SW CHARLOTTE VALERIANO / [REDACTED] /PROVIDED HOTLINE AND WEB ADDRESS</p> <p>*****</p> <p>Financial Summary Option Used.</p> <p>*****</p> <p>Human Services Options used.</p> <p>Provided PCAP and Other Assistance Information.</p> <p>REF DEF</p> <p>*****</p> <p>*PA Service Off - Addl Questions:*</p> <p>Does medical condition exist?: Yes</p> <p>Does PFA Exist? No</p> <p>Willing to provide income for PCAP/Agency Asst: Yes</p> <p>*****</p> <p>Negotiated Amounts:</p> <ul style="list-style-type: none"> - Disconnection Amount: \$1672.64 (Customer Offered) - Standard Reconnection Fee: \$36.00 <p>Reconnect Amt Due: \$1708.64</p> <p>Payment Status: Save Reconnection Info Only</p> <p>Reconnecting Service: No</p> <p>Considered the 4 Factors</p> <p>Final Wrap-up Script Read: Yes</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer was satisfied. SW CHARLOTTE VALERIANO / [REDACTED] /HUSBAND IN HOSPITAL FOR TWO WEEKS/ cust calling to go over options to have service restored/adv EPP of \$393 + IP of \$226 = mo bill amt \$619, DP \$216.55, BP WILL TRY TO COME UP WITH THE MONEY				
05/18/2023 09:35:54	05/18/2023	[REDACTED]	Myeka Benjamin	Medical Certification Webform Request
Medical Certificate				
05/18/2023 08:51:15	05/18/2023	[REDACTED]	Eailogon	Service Disconnected
DISC,Non-Pay, ,Total Arrears \$ 2355.15 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)				
05/08/2023 18:51:56	05/08/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 05/07/23 = \$ 393.00 Open editor for detail 1. 12 Mth Factor Amt: 4070.52 2. Current Delta: 3086.70 - 1719.00 + 0.00 1367.70 3. Remaining Amount: 983.82 4. Diff + Remain Amt: 1367.70 + 983.82 2351.52 5. New BBP Amount: 2351.52 / 182 x 30.4 393.00 * Dollar Difference: 393.00 - 319.00 74.00 * Pct Difference: 23.20 * System BBP Amount: 393.00				
04/05/2023 18:45:00	04/05/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/04/2023 10:04:00	04/04/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
03/27/2023 22:30:54	03/27/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/08/2023 10:05:00	03/08/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/03/2023 09:14:50	03/03/2023	[REDACTED]	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
02/25/2023 20:16:51	02/25/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
02/07/2023 18:51:10	02/07/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 02/06/23 = \$ 319.00 Open editor for detail 1. 12 Mth Factor Amt: 3633.60 2. Current Delta: 1741.18 - 762.00 + 0.00 979.18 3. Remaining Amount: 1892.42 4. Diff + Remain Amt: 979.18 + 1892.42 2871.60 5. New BBP Amount: 2871.60 / 274 x 30.4 319.00 * Dollar Difference: 319.00 - 254.00 65.00 * Pct Difference: 25.59 * System BBP Amount: 319.00				
02/07/2023 10:07:00	02/07/2023	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
01/31/2023 21:03:01	01/31/2023	[REDACTED]	Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.				
01/25/2023 13:17:51	01/25/2023	[REDACTED]	Brittany Frankenberry	Provide Program Information

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 20:54:41	01/24/2023		Brittany Frankenberry	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/05/2023 10:04:00	01/05/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
12/07/2022 10:02:00	12/07/2022		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
11/18/2022 12:51:58	11/18/2022		Trisha Eddy	Negotiation Tool - Service On
<p>Spoke with: CHARLOTTE VALERIANO Created By: Trisha A Ghuste Payment Options provided: Offered - Pay Acct Balance of: \$873.52 Offered - Pay Past Due Amt of \$398.46 ***** Payment Options provided: Offered - Pay Acct Balance of: \$873.52 Offered - Pay Past Due Amt of \$398.46 ***** PA Final Wrap-up Customer was satisfied. adv past due balance could generate a term notice if it remains unpaid</p>				
11/18/2022 09:57:50	11/18/2022		EAILOGINWM7	Ready Pay Create
No - \$ 400.00 - 11/18/2022 rdgt2102 jaceesfine@aol.com				
11/18/2022 09:56:13	11/18/2022		EAILOGINWM7	Change Profile
rdgt2102 jaceesfine@aol.com Changed Password From Forçot Password				
11/18/2022 09:54:36	11/18/2022		EAILOGINWM7	Forgot Password Email Sent
rdgt2102 jaceesfine@aol.com Requested Forgot Password link				
11/18/2022 09:53:19	11/18/2022		EAILOGINWM7	Change Profile
rdgt2102 jaceesfine@aol.com Changed Password From Forçot Password				
11/18/2022 09:51:47	11/18/2022		EAILOGINWM7	Forgot Password Email Sent
rdgt2102 jaceesfine@aol.com Requested Forgot Password link				
11/10/2022 15:00:54	11/10/2022		Trisha Eddy	Utility Report Issued
<p>Spoke with: CHARLOTTE VALERIANO Created By: Trisha A Ghuste Dispute Rights Dunning lock created - Lock date: 11/20/2022 Company Position: rights read Customer Position: unable to pay</p>				
11/10/2022 14:58:10	11/10/2022		Trisha Eddy	Disconnection Phone Attempt - Successful
11/10/2022 14:57:59	11/10/2022		Trisha Eddy	Negotiation Tool - Service On
<p>Spoke with: CHARLOTTE VALERIANO Created By: Trisha A Ghuste Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*****</p> <p>Human Services Options used. Provided PCAP and Other Assistance Information. *****</p> <p>*PA Disconnection Notice (Service On):*</p> <p>Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes *****</p> <p>Payment Options provided: Offered - Pay Acct Balance of: \$1273.52 Offered - Pay Past Due Amt of \$798.46 Offered - Pay Disconnection Amt of: \$568.47 Offered - Pay Catch-up Amt of: \$404.34 *****</p> <p>Dispute Rights Issued Option Used. *****</p> <p>PA Final Wrap-up Considered 4 factors: Yes can pay 200.00 - offered 2nd ip with dp of 598.85 - not able to pay</p>				
11/10/2022 14:57:59	11/10/2022	[REDACTED]	Trisha Eddy	Financial Summary Review
<p>Spoke with: CHARLOTTE VALERIANO Created By: Trisha A Ghuste FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p>				
11/10/2022 14:21:57	11/10/2022	[REDACTED]	EAILOGINWM7	Change Profile
<p>rdgt2102 jaceesfine@aol.com Changed Password From Forgot Password</p>				
11/10/2022 14:20:33	11/10/2022	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
<p>rdgt2102 jaceesfine@aol.com Requested Forgot Password link</p>				
11/08/2022 18:52:00	11/08/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 11/07/22 = \$ 254.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 3071.57 * System BBP Amount: 254.00</p>				
11/08/2022 17:05:00	11/08/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt -Invalid Unsuccessful
<p>Phone attempt 09 - Sit Tone/Invalid Phone Number</p>				
11/07/2022 10:06:00	11/07/2022	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				



DETAILED STATEMENT OF ACCOUNT

Customer Name: CHARLOTTE VALERIANO

Account Number: [REDACTED]

Service Address:
3349 MONTROSE AVE
LAURELDALE PA 19605

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
12/07/23	12/06/23	KWH	106,484	2,809	30	94	Act	471.27		471.27	335.00	01/02/24		14.76	LPC	4,883.07
12/07/23														-3.58	SDINT	4,879.49
01/09/24	01/08/24	KWH	110,049	3,565	33	108	Act	632.77		632.77	335.00	01/31/24		21.30	LPC	5,533.56
01/09/24														-3.64	SDINT	5,529.92
02/07/24	02/06/24	KWH	113,984	3,935	29	136	Act	706.99		706.99	335.00	02/29/24		27.83	LPC	6,264.74
02/07/24														-3.71	SDINT	6,261.03
03/09/24	03/07/24	KWH	118,013	4,029	30	134	Act	723.63		723.63	335.00	04/01/24		34.36	LPC	7,019.02
03/09/24														-4.10	SDINT	7,014.92
03/24/24													-300.00			6,714.92
04/08/24	04/07/24	KWH	121,416	3,403	31	110	Act	614.02		614.02	335.00	04/30/24		37.52	LPC	7,366.46
04/08/24														-3.71	SDINT	7,362.75
04/10/24													-500.00			6,862.75
04/11/24														36.00	RF	6,898.75
05/08/24	05/07/24	KWH	122,930	1,514	30	50	Act	278.19		278.19	335.00	05/30/24				7,176.94
05/08/24														-3.84	SDINT	7,173.10
06/08/24	06/06/24	KWH	123,623	693	30	23	Act	131.80		131.80	389.00	07/01/24				7,304.90
06/08/24														-4.10	SDINT	7,300.80
07/09/24	07/08/24	KWH	124,288	665	32	21	Act	121.27		121.27	389.00	07/31/24		50.93	LPC	7,473.00
07/09/24														-3.84	SDINT	7,469.16
08/02/24													-300.00			7,169.16
08/07/24	08/06/24	KWH	125,293	1,005	29	35	Act	178.06		178.06	389.00	08/29/24		55.63	LPC	7,402.85
08/07/24														-3.71	SDINT	7,399.14
08/09/24													-225.00			7,174.14
09/09/24	09/08/24	KWH	126,054	761	33	23	Act	137.30		137.30	389.00	10/01/24				7,311.44
09/09/24														-4.22	SDINT	7,307.22
10/08/24	10/07/24	KWH	126,516	462	29	16	Act	87.50		87.50	389.00	10/30/24		66.93	LPC	7,461.65
10/08/24														-3.71	SDINT	7,457.94
10/11/24														36.00	RF	7,493.94
11/07/24	11/06/24	KWH	127,671	1,155	30	39	Act	202.67		202.67	389.00	12/02/24		74.27	LPC	7,770.88

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
11/07/24														-4.22	SDINT	7,766.66
12/09/24	12/08/24	KWH	131,166	3,495	32	109	Act	599.88		599.88	356.00	12/31/24		80.72	LPC	8,447.26
12/09/24														-3.71	SDINT	8,443.55
01/09/25	01/08/25	KWH	136,170	5,004	31	161	Act	867.42		867.42	356.00	02/03/25		87.56	LPC	9,398.53
01/09/25														-4.02	SDINT	9,394.51
02/08/25	02/06/25	KWH	141,420	5,250	29	181	Act	917.35		917.35	356.00	03/03/25		94.40	LPC	10,406.26
02/08/25														-3.24	SDINT	10,403.02
03/10/25	03/09/25	KWH	146,950	5,530	31	178	Act	965.65		965.65	421.00	04/01/25		101.25	LPC	11,469.92
03/10/25														-3.24	SDINT	11,466.68
04/09/25	04/08/25	KWH	149,895	2,945	30	98	Act	519.95		519.95	421.00	05/01/25		109.08	LPC	12,095.71
04/09/25														-3.36	SDINT	12,092.35
04/10/25													-500.00			11,592.35
05/04/25													-500.00			11,092.35
05/08/25	05/07/25	KWH	151,466	1,571	29	54	Act	282.76		282.76	421.00	06/02/25				11,375.11
05/08/25														-3.48	SDINT	11,371.63
06/09/25	06/08/25	KWH	152,700	1,234	32	39	Act	226.82		226.82	445.00	07/01/25		120.32	LPC	11,718.77
06/09/25														-3.36	SDINT	11,715.41
06/19/25													-350.00			11,365.41
06/29/25													-350.00			11,015.41
07/09/25	07/08/25	KWH	153,628	928	30	31	Act	179.05		179.05	445.00	07/31/25				11,194.46
07/09/25														-3.36	SDINT	11,191.10
08/02/25													-546.00			10,645.10
08/07/25	08/06/25	KWH	154,681	1,053	29	36	Act	202.24		202.24	445.00	09/02/25		119.80	LPC	10,967.14
08/07/25														-3.48	SDINT	10,963.66
09/05/25													-400.00			10,563.66
09/09/25	09/08/25	KWH	155,634	953	33	29	Act	186.32		186.32	503.00	10/01/25				10,749.98
09/09/25														-3.48	SDINT	10,746.50
10/08/25													-400.00			10,346.50
10/08/25	10/07/25	KWH	156,120	486	29	17	Act	100.65		100.65	503.00	10/30/25				10,447.15
10/08/25														-3.24	SDINT	10,443.91
11/10/25	11/09/25	KWH	157,961	1,841	33	56	Act	349.19		349.19	503.00	12/03/25				10,793.10
11/10/25														-3.80	SDINT	10,789.30



Charlotte Valeriano
3349 Montrose Ave
Laureldale, PA 19605

Account No. [REDACTED]

Medical Certificate History

Display Medical Certificate History								
Business Partner		[REDACTED]	CHARLOTTE VALERIANO					
Contract Account		[REDACTED]						
Date	Time	Activity	Start Date	End Date	Cert Date	Disc Stat	Paper Stat	Account Balance
10/11/2024	14:32:28	Maintain	10/11/2024	11/10/2024		Disc	Received	7457.94
10/11/2024	14:17:52	Maintain	10/11/2024	11/10/2024			Web Pending	7457.94
08/13/2024	09:43:00	Maintain	08/13/2024	09/12/2024		Active	Received	7174.14
08/13/2024	09:33:59	Maintain	08/13/2024	09/12/2024			Web Pending	7174.14
04/11/2024	12:50:49	Maintain	04/11/2024	05/11/2024		Active	Received	6862.75
04/11/2024	12:15:51	Maintain	04/11/2024	05/11/2024			Web Pending	6862.75
05/19/2023	12:34:14	Maintain	05/19/2023	06/18/2023			Web Pending	0.00

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**



Name: Charlotte Valeriano

Account Number: [REDACTED]

**Address: 3349 Montrose Ave
Laureldale, PA 19605**

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO SD	11/22/2019	\$292.00	\$4,110.00	\$146.00 due December 2019, \$146.00 due January 2020
CO PA	11/25/2019	\$2,742.23	\$4,110.00	Budget bill + \$228.00, beginning 12/31/2019
CO PA	9/09/2020	\$1,278.91	\$2,469.00	Budget bill + \$106.00, beginning 10/29/2020
CO PA	4/14/2022	\$899.13	\$3,310.00	Budget bill + \$99.00, beginning 6/01/2022
CO PA	5/18/2023	\$2,526.36	\$3,890.17	Budget bill + \$229.00, beginning 6/29/2023
BCS Case No. 3933353	8/14/2023	\$3,712.58	\$2,600.00	Budget bill + \$104.00, beginning 10/02/2023

Remarks:

CO SD – Company Security Deposit Payment Arrangement
 CO PA – Company Payment Arrangement
 BCS – Bureau of Consumer Services Payment Arrangement



Holds

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist

Cox, Cindy L

Customer Information

Case Number

3933353

Account Number

[REDACTED]

First Name

CHARLOTTE

Last Name

VALERIANO

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

3349 MONTROSE AVE

Address2

City

LAURELDALE

State

PA

Mail Zip

19605

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

8/11/2023

PUC Date Prepared

8/11/2023

Received Date

8/11/2023

PUC Date Closed

8/14/2023

Case Information

Prior Case Number

3911219

Term Date

8/10/2023

Arrearage

2912

Case Origin	Universal Service	Income
PUC WEBSITE	No	CustIncome - \$2600
Source	Business Name	

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

08/11/2023 SHE PUT A 10 DAY HOLD ON THE TERMINATION. GAVE ME THE NUMBER FOR THE DOCTOR TO CONTACT AND SUBMIT A MEDICAL CERTIFICATE AND CONTACT YOU FOR A INFORMAL COMPLAINT. ALSO DOLLAR ENERGY ASSISTANCE PHONE NUMBER.

Related Information

61 - PAR REQUEST - RELIEF SOUGHT - MAKE PAYMENTS THAT ARE REASONABLE FOR MY FAMILY TO SURVIVE. THE CELL PHONE NUMBER (484) 721 - 5262 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS JACEESFINE@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	
CHRISTINE	CONO	

Status

Status

Closed

History

Click To Expand	▼
◀	▶

Is Archived

Customer Information

Case Number

3933353

Customer First Name

CHARLOTTE

Customer Last Name

VALERIANO

Account Number

██████████

Service Address

Address 1

3349 MONTROSE AVE

Address 2

City

LAURELDALE

Service State

PA

Zip

19605

Home Phone

Work Phone

Mailing Address

Address 1

3349 MONTROSE AVE

Address 2

City

LAURELDALE

State

PA

Zip

19605

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

8/11/2023

PUC Sent Date

8/14/2023

PUC Date Closed

8/14/2023

Case Type

Straight

Assigned To

Assigned Specialist

Cox, Cindy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

8/14/2023

Head Date

8/14/2023

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
3712.58	0.00	497.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
393.00	0.00	104.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

SEPTEMBER 2023 BILL DUE DATE

Letter Description

Resolution

LEVEL 2, BB 393.00 + 104.00 = 497.00 BEGINNING SEPTEMBER 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

CHRISTINE

Status

Intaker Last Name

CONO

Is SAP Completed



SAP Completion Date

8/14/2023

History

Click To Expand ▼

◀
▶



Holds

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist

Geist, Samantha

Customer Information

Case Number

3975168

Account Number

[REDACTED]

First Name

CHARLOTTE

Last Name

VALERIANO

Service Address

Address1

3349 MONTROSE AVE

Address2

Service City

LAURELDALE

Service State

PA

Service Zip

19605-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

4/11/2024

PUC Date Prepared

4/11/2024

Received Date

4/11/2024

PUC Date Closed

4/11/2024

Case Information

Prior Case Number

3933353

Term Date

4/10/2024

Arrearage

5450

Case Origin Universal Service Income
PUC WEBSITE No CustIncome - \$2700
Source Business Name

Reason For Contact

STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82)

Case Problem

Company Position

04/10/2024 COMPANY WANTS THE AMOUNT OF \$5,000.00 TO RESTORE SERVICE.

Related Information

SERVICE OFF. - RELIEF SOUGHT - PAR. THE CELL PHONE NUMBER (484) 721 - 5262 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS JACEESFINE@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	
MERIKKA	SHIRK	

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3975168

Customer First Name

CHARLOTTE

Customer Last Name

VALERIANO

Account Number

██████████

Service Address

Address 1

3349 MONTROSE AVE

Address 2

City

LAURELDALE

Service State

PA

Zip

19605

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

4/11/2024

PUC Sent Date

4/11/2024

PUC Date Closed

4/11/2024

Case Type

Offcase

Assigned To

Assigned Specialist

Geist, Samantha

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/11/2024

Head Date

4/12/2024

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
5389.07	5186.90	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
335.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	
PUC Terms		
Letter Description		
Resolution		
DISMISSAL LETTER SENT- CUSTOMER HAS NOT SATISFIED PUC PAR 3933353 AND IS NOT ELIGIBLE FOR A PUC PAR. CUSTOMER HAS HAD AT LEAST 2 PAYMENT ARRANGEMENTS AND IS NOT ELIGIBLE FOR REDUCED TERMS. UPHOLDING THE COMPANY POSITION TO RESTORE: \$5186.90. THIS INCLUDES \$5150.90 PLUS \$36.00 RECONNECT FEE . CASE DISMISSED PER 1405(D)		
Has Decision Issue	Response Time	

Other Information

Investigator First Name	Investigator Last Name
LORI	MARSH
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
MERIKKA	SHIRK
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	4/12/2024

History

Click To Expand ▼

◀
▶



Holds

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist
Austin, Latasha N
Customer Information

Case Number

4008988

Account Number

[REDACTED]

First Name

CHARLOTTE

Last Name

VALERIANO

Service Address

Address1

3349 MONTROSE AE

Address2

Service City

LAURELDALE

Service State

PA

Service Zip

19605-0

Service Class

Work Phone

Home Phone

(484) 7215262

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

8/9/2024

PUC Date Prepared

8/9/2024

Received Date

8/9/2024

PUC Date Closed

9/17/2024

Case Information

Prior Case Number

0

Term Date

8/19/2024

Arrearage

6137

Case Origin Universal Service
PUC WEBSITE No
Source Business Name

Income
CustIncome - \$3300

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

08/08/2024 THEY TOLD ME TO CONTACT MY DOCTORS OFFICE AND TRY TO GET A MEDICAL CERTIFICATE AND ALSO FILE A COMPLAINT WITH THE PUC.

Related Information

PUC PAR - RELIEF SOUGHT - PAR W/ CONTINUED SERVICE THE EMAIL ADDRESS JACEESFINE@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 ▼

◀ ▶

Is Archived

Customer Information

Case Number

4008988

Customer First Name

CHARLOTTE

Customer Last Name

VALERIANO

Account Number

██████████

Service Address

Address 1

3349 MONTROSE AE

Address 2

City

LAURELDALE

Service State

PA

Zip

19605

Home Phone

(484) 7215262

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

8/9/2024

PUC Sent Date

9/17/2024

PUC Date Closed

9/17/2024

Case Type

Repeater

Assigned To

Assigned Specialist

Austin, Latasha N

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

9/17/2024

Head Date

9/18/2024

Bill Date	PUC Service Continue Date	
	10/1/2024	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
6877.92	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
389.00	2903.71	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DISMISSAL LETTER ISSUED. CASE CLOSED - DISMISSED PER 1405(D)

Has Decision Issue

Response Time

Other Information

Investigator First Name

REGINA

Investigator Last Name

ADAMS

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

SARA

Intaker Last Name

SNOW

Status

Is SAP Completed



SAP Completion Date

9/19/2024

History

Click To Expand





Holds

Compliance Hold? Legal Hold?

Assigned To

Assigned Specialist
Simotas, Alexandros N
Customer Information

Case Number

4053885

Account Number

[REDACTED]

First Name

CHARLOTTE

Last Name

VALERIANO

Service Address

Address1

3349 MONTROSE AVE

Address2

Service City

LAURELDALE

Service State

PA

Service Zip

19605-0

Service Class

Work Phone

Home Phone

(484) 7215262

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

4/11/2025

PUC Date Prepared

4/11/2025

Received Date

4/11/2025

PUC Date Closed

4/29/2025

Case Information

Prior Case Number

4008988

Term Date

4/14/2025

Arrearage

9047

Case Origin Universal Service Income
PUC WEBSITE No CustIncome - \$3500
Source Business Name

Reason For Contact

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

Case Problem

Company Position

04/10/2025 HAVE TO PAY A CERTAIN AMOUNT THAT I DON'T HAVE AND I AM TRYING TO MAKE PAYMENT ARRANGEMENTS THAT I CAN LIVE WITH SO WE CAN GET OUR MEDICATIONS THAT WE NEED TO LIVE.

Related Information

66- SCIC- CUSTOMER REPORTED THAT THEY WERE RECENTLY DIAGNOSED WITH BREAST CANCER. PREVIOUS PUC PAR BCS# 3933353. - RELIEF SOUGHT - I WOULD LIKE TO MAKE PAYMENTS EVERY OTHER WEEK TO TRY AND PAY THIS DOWN AND GET IT CLEARED UP. I CAN ONLY AFFORD 200.00 EVERY OTHER WEEK WHEN I GET PAID. I AM TRYING TO MAKE AN EFFORT TO TAKE CARE OF THIS BILL. THE EMAIL ADDRESS JACEESFINE@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	
CATHERINE	STRAUSBAUGH	

Status

Status

Closed

History

Click To Expand 

Is Archived

Customer Information

Case Number

4053885

Customer First Name

CHARLOTTE

Customer Last Name

VALERIANO

Account Number

██████████

Service Address

Address 1

3349 MONTROSE AVE

Address 2

City

LAURELDALE

Service State

PA

Zip

19605

Home Phone

(484) 7215262

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

4/11/2025

PUC Sent Date

4/29/2025

PUC Date Closed

4/29/2025

Case Type

SCIC

Assigned To

Assigned Specialist

Simotas, Alexandros N

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/11/2025

Head Date

4/30/2025

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
10132.10	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
421.00	8499.52	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DISMISSAL LETTER: CASE DISMISSED, PRIOR PUC PAR BCS# 3933353 IS NOT SATISFIED. THE CUSTOMER DID NOT PROVIDE SUFFICIENT EVIDENCE TO WARRANT AN EXTENSION OF THEIR EXISTING PUC PAR AND THE LAST PAYMENT ARRANGEMENT NOT ISSUED BY THE PUC.

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
ANDREA	DURAND
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
CATHERINE	STRAUSBAUGH
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	5/13/2025

History

Click To Expand ▼

◀ ▶



Holds

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist

Delaney, Charee M

Customer Information

Case Number

4072525

Account Number

██████████

First Name

CHARLOTTE

Last Name

VALERIANO

Service Address

Address1

3349 MONTROSE AVE

Address2

Service City

READING

Service State

PA

Service Zip

19605-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

6/23/2025

PUC Date Prepared

6/23/2025

Received Date

6/23/2025

PUC Date Closed

7/10/2025

Case Information

Prior Case Number

0

Term Date

6/23/2025

Arrearage

7000

Case Origin Universal Service
PUC WEBSITE No
Source Business Name

Income
CustIncome - \$3500

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

06/19/2025 CUSTOMER SERVICE REPRESENTATIVE WAS VERY RUDE AND NOT WILLING TO HELP ME IN ANYWAY POSSIBLE. YOUR REPRESENTATIVE KEEPS REFERRING TO AN OLD AGREEMENT. FAMILY MEDICAL ISSUES KEPT ME FROM THIS ARRANGEMENT. SO I AM BEGGING FOR ANOTHER CHANCE TO SAVE MY HUSBAND AND MY PETS.

Related Information

61- PAYMENT ARRANGEMENT REQUEST - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (484) 721 - 5262 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS JACEESFINE@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	
CATHERINE	STRAUSBAUGH	

Status

Status

Closed

History

Click To Expand 

Is Archived

Customer Information

Case Number

4072525

Customer First Name

CHARLOTTE

Customer Last Name

VALERIANO

Account Number

██████████

Service Address

Address 1

3349 MONTROSE AVE

Address 2

City

READING

Service State

PA

Zip

19605

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

6/23/2025

PUC Sent Date

7/10/2025

PUC Date Closed

7/10/2025

Case Type

Repeater

Assigned To

Assigned Specialist

Delaney, Charee M

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

7/8/2025

Head Date

7/11/2025

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
11015.41	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
445.00	7989.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

CLOSED. NO DECISION. DISMISSAL LETTER ISSUED. PRIOR PUC 3933353 NOT SATISFIED. CASE DISMISSED.

Has Decision Issue

Response Time

Other Information

Investigator First Name

STEVEN

Investigator Last Name

MITCHELL

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

CATHERINE

Intaker Last Name

STRAUSBAUGH

Status

Is SAP Completed



SAP Completion Date

7/14/2025

History

Click To Expand	▼
◀	▶

Docket No. C-2025-3056769
Charlotte Valeriano v. FE PA (Met-Ed Rate District)
Complaint History
May 2023 to Present



Complaint	Opened/Filed Closed	Issue	Resolution Reason
<p style="text-align: center;">Informal #1 BCS # 3911219</p>	<p style="text-align: center;">5/18/23 Balance: \$4,074.61 -- 5/20/23 Balance: \$4,074.61</p>	<p style="text-align: center;">Termination/ PAR Request</p>	<p style="text-align: center;">Closed – No Decision Service restored for payment of reduced restoration terms</p>
<p style="text-align: center;">Informal #2 BCS # 3933353</p>	<p style="text-align: center;">8/11/23 Balance: \$4,323.72 -- 8/14/23 Balance: \$4,323.72</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Level 2 PAR</p>
<p style="text-align: center;">Informal #3 BCS # 3975168</p>	<p style="text-align: center;">4/11/24 Balance: \$7,362.75 -- 4/11/24 Balance: \$7,362.75</p>	<p style="text-align: center;">Termination/ PAR Request</p>	<p style="text-align: center;">Dismissed 1405(D)</p>
<p style="text-align: center;">Informal #4 BCS # 4008988</p>	<p style="text-align: center;">8/9/24 Balance: \$7,399.14 -- 9/17/24 Balance: \$7,307.22</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Dismissed 1405(D)</p>
<p style="text-align: center;">Informal #5 BCS # 4053885</p>	<p style="text-align: center;">4/11/25 Balance: \$12,092.35 -- 4/29/25 Balance: \$12,092.35</p>	<p style="text-align: center;">PAR Request (SCIC)</p>	<p style="text-align: center;">Dismissed</p>

Docket No. C-2025-3056769
Charlotte Valeriano v. FE PA (Met-Ed Rate District)
Complaint History
May 2023 to Present

<p style="text-align: center;">Informal #6 BCS # 4072525</p>	<p style="text-align: center;">6/23/25 Balance: \$11,715.41 -- 7/10/25 Balance: \$11,191.10</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Dismissed</p>
<p style="text-align: center;">Formal # 1 C-2025-3056769</p>	<p style="text-align: center;">8/11/25 Balance: \$10,963.66 --</p>	<p style="text-align: center;">PAR Request</p>	<p style="text-align: center;">Pending</p>



Charlotte Valeriano
3349 Montrose Ave
Laureldale, PA 19605

Financial Information 4/11/2025

Business partner	██████████ CHARLOTTE VALERIANO / LAURELDALE PA 19605
Contract account	██████████
Financial summary date	<input type="text" value="04/11/2025"/>

Occupant Info	Income	Review	Course of action
----------------------	--------	--------	------------------

Number of occupants	<input type="text" value="2"/>
Ages of occupants	<input type="text" value="64"/> <input type="text" value="60"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Occupant Info

Income

Review

Course of action

Add name

CHARLOTTE VALER

WILLIAM VALERIA

There is no income to report

Enter the names of all household members that receive income.

Add Name

Delete Name

Occupant Info		Income	Review	Course of action		
Add name	CHARLOTTE VALER	WILLIAM VALERIA				
Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly
BCIU	2,738.67	<input type="checkbox"/>	0	<input type="checkbox"/>	2,738.67	2,166.67
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00
Unemployment	0.00	<input type="checkbox"/>			0.00	0.00
Public Assistance	0.00	<input type="checkbox"/>			0.00	0.00
Rentals	0.00	<input type="checkbox"/>			0.00	0.00
Social Security	0.00	<input type="checkbox"/>			0.00	0.00
Supp Soc Sec Income	0.00	<input type="checkbox"/>			0.00	0.00
Workmens Compensation	0.00	<input type="checkbox"/>			0.00	0.00
Pension	0.00	<input type="checkbox"/>			0.00	0.00
Child Support	0.00	<input type="checkbox"/>			0.00	0.00
Alimony	0.00	<input type="checkbox"/>			0.00	0.00
Investment Income	0.00	<input type="checkbox"/>			0.00	0.00
Foster Parent	0.00	<input type="checkbox"/>			0.00	0.00

Occupant Info		Income		Review		Course of action	
Add name		CHARLOTTE VALER		WILLIAM VALERIA			
Employment	Amount	Cycle	Hrs/wk	Gr/Net	Gross Monthly	Net Monthly	
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00	
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00	
	0.00	<input type="checkbox"/>	0	<input type="checkbox"/>	0.00	0.00	
Unemployment	0.00	<input type="checkbox"/>			0.00	0.00	
Public Assistance	0.00	<input type="checkbox"/>			0.00	0.00	
Rentals	0.00	<input type="checkbox"/>			0.00	0.00	
Social Security	1,500.00	<input type="checkbox"/>			1,500.00	1,500.00	
Supp Soc Sec Income	0.00	<input type="checkbox"/>			0.00	0.00	
Workmens Compensation	0.00	<input type="checkbox"/>			0.00	0.00	
Pension	0.00	<input type="checkbox"/>			0.00	0.00	
Child Support	0.00	<input type="checkbox"/>			0.00	0.00	
Alimony	0.00	<input type="checkbox"/>			0.00	0.00	
Investment Income	0.00	<input type="checkbox"/>			0.00	0.00	
Foster Parent	0.00	<input type="checkbox"/>			0.00	0.00	

Occupant Info

Income

Review

Course of action

Financial Review

	Current	10/11/2024	Difference
Gross Income	4,238.67	0.00	4,238.67
Housing	0.00	0.00	0.00
Food	0.00	0.00	0.00
Utilities	0.00	0.00	0.00
Medical	0.00	0.00	0.00
Transportation	0.00	0.00	0.00
Other	0.00	0.00	0.00
Total expense amount	0.00	0.00	0.00
Spendable Income	4,238.67	0.00	4,238.67

Federal Poverty Guidelines

INCOME LEVELS BASED ON FEDERAL POVERTY INCOME GUIDELINES - 2025

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

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

2. PGW reinstatement threshold.

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

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

Effective: 01/17/2025

Charlotte Valeriano
 3349 Montrose Ave, Laureldale, PA 19605
 Account No. [REDACTED]



Collection History
 Time Period 11/22/2019 to 11/19/2025

Date	Item	Notes	Balance at Last Bill
1/25/2020	10-Day Notice	\$2,599.44 Term date 2/10/2020	\$2,815.57
2/3/2020	3-day attempt	Listened to entire message-correct household confirmed	
2/4/2020	Payment made	\$360.21	
2/22/2020	10-Day Notice	\$2,375.10 Term date 3/09/2020	\$2,652.16
3/2/2020	3-day attempt	Left message	
3/2/2020	Customer contact	Dispute rights provided	
3/12/2020	Payment made	\$364.00	
3/24/2020	10-Day Notice	\$2,135.83 Term date 4/08/2020	\$2,871.27
4/1/2020	Past due reminder phone attempt	Left message	
4/2/2020	Customer contact	Dispute rights provided	
5/26/2020	10-Day Notice	\$2,434.95 Term Date 6/10/2020	\$2,771.12
6/3/2020	Past due reminder phone attempt	Left message	
7/25/2020	Covid-19 Delinquent Notice	\$2,453.23 due 8/10/2020	\$2,668.20
8/3/2020	Past due reminder phone attempt	Left message	
8/20/2020	Payment made	\$600.00	
9/9/2020	Customer contact	Entered Company PAR	
12/1/2020	Moratorium begins		
2/23/2022	PA Low Income Notice	\$607.47 due 4/04/2022	\$1,407.66
3/26/2022	10-Day Notice	\$609.12 Term date 4/11/2022	\$1,595.43
3/31/2022	Moratorium ends		
4/4/2022	3 Day Attempt	Left message	
4/5/2022	3 Day Attempt	Left message	
4/14/2022	Customer contact	Entered Company PAR	
6/28/2022	10-Day Notice	\$740.74 Term Date 7/13/2022	\$1,637.68
7/6/2022	3 Day Attempt	Left message	
7/7/2022	3 Day Attempt	Left message	
7/10/2022	Payment made	\$553.34	
8/9/2022	3 Day Attempt	Left message	
8/29/2022	10-Day Notice	\$729.16 Term Date 9/13/2022	\$1,425.28
9/4/2022	Payment made	\$200.00	
9/6/2022	3 Day Attempt	Left message	
9/7/2022	3 Day Attempt	Left message	
9/9/2022	Payment made	\$125.00	
9/27/2022	10-Day Notice	\$677.62 Term Date 10/12/2022	\$1,293.59
10/5/2022	3 Day Attempt	Left message	
10/6/2022	3 Day Attempt	Left message	
10/12/2022	Customer contact	Dispute rights provided	
10/22/2022	Payment made	\$250.00	
10/24/2022	Payment made	\$150.00	
10/24/2022	3 Day Attempt	Left message	
10/29/2022	10-Day Notice	\$568.47 Term Date 11/14/2022	\$1,435.05
11/7/2022	3 Day Attempt	Left message	
11/8/2022	3 Day Attempt	Sit Tone/Invalid Phone Number	
11/10/2022	Customer contact	Dispute rights provided	
11/18/2022	Payment made	\$400.00	
12/1/2022	Moratorium begins		
12/7/2022	Past due reminder phone attempt	Left message	
1/5/2023	Past due reminder phone attempt	Left message	
2/7/2023	Past due reminder phone attempt	Left message	
2/25/2023	PA Low Income Notice	\$1,402.34 due 4/03/2023	\$2,655.06
3/8/2023	3 Day Attempt	Left message	
3/27/2023	10-Day Notice	\$1,672.64 Term Date 4/11/2023	\$3,228.90

Date	Item	Notes	Balance at Last Bill
3/31/2023	Moratorium ends		
4/4/2023	3 Day Attempt	Left message	
4/5/2023	3-day Attempt	Listened to entire message-correct household confirmed	
5/18/2023	Service terminated for non-payment		
5/18/2023	BCS case no. 3911219 received	Dunning termination	
5/18/2023	Customer contact	Payment made. Service restored. Entered Company PAR	
5/20/2023	BCS case no. 3911219 decision	Case closed	
7/6/2023	Past due reminder phone attempt	Left message	
7/26/2023	10-Day Notice	\$2,912.30 Term Date 8/10/2023	\$4,148.55
8/3/2023	3 Day Attempt	Left message	
8/4/2023	3 Day Attempt	Left message	
8/11/2023	Customer contact	Dispute rights provided	
8/11/2023	BCS case no. 3933353 received	On - PAR	
8/14/2023	BCS case no. 3933353 decision	PAR issued.	
10/3/2023	Payment made	\$234.00	
10/10/2023	Payment made	\$200.00	
12/1/2023	Moratorium begins		
3/31/2024	Moratorium ends		
2/27/2024	PA Low Income Notice	\$5,092.17 due 4/01/2024	\$6,261.03
3/7/2024	3 Day Attempt	Left message	
3/24/2024	Payment made	10/26/00	
3/26/2024	10-Day Notice	\$5,150.90 Term Date 4/10/2024	\$7,014.92
4/3/2024	3-day Attempt	Listened to entire message-correct household confirmed	
4/10/2024	Service terminated for non-payment		
4/10/2024	Payment made	\$500.00	
4/11/2024	BCS case no. 3975168	Dunning termination	
4/11/2024	Medical certificate received	Service restored. Med cert hold placed on account until 5/11/2024	
4/11/2024	BCS case no. 3975168 dismissed	Dismissed per 1405d	
5/25/2024	10-Day Notice	\$5,385.23 Term Date 6/11/2024	\$7,173.10
7/8/2024	3-day attempt	Left message	
7/19/2024	Customer applied for PCAP		
7/22/2024	Customer over income		
7/27/2024	10-Day Notice	\$6,101.29 Term Date 8/12/2024	\$7,469.16
8/2/2024	Payment made	\$300.00 and \$225.00	
8/5/2024	3-day attempt	Listened to entire message-correct household confirmed	
8/8/2024	Customer contact	Dispute rights provided	
8/9/2024	BCS case no. 4008988	On - PAR	
8/13/2024	Medical certificate received	Med cert hold placed on account until 9/12/2024	
9/17/2024	BCS case no. 4008988 decision	Dismissed per 1405d	
9/26/2024	10-Day Notice	\$6,488.92 Term Date 10/10/2024	\$7,307.22
10/3/2024	3-day attempt	Listened to entire message-correct household confirmed	
10/10/2024	Service terminated for non-payment		
10/11/2024	Medical certificate received	Med cert received. Hold placed until 11/10/2024. Service restored.	
12/1/2024	Moratorium begins		
12/9/2024	Past due reminder phone attempt	Left message	
3/31/2025	Moratorium ends		
1/7/2025	Past due reminder phone attempt	Left message	
2/10/2025	Past due reminder phone attempt	Left message	
2/25/2025	PA Low-Income Notice	\$8,599.97 due 4/01/2024	\$10,403.02
3/10/2025	Past due reminder phone attempt	Left message	

Date	Item	Notes	Balance at Last Bill
3/29/2025	10-Day Notice	\$9,047.13 Term Date 4/14/2025	\$11,466.68
4/7/2025	3-day attempt	Listened to entire message-correct household confirmed	
4/10/2025	Payment made	\$500.00	
4/11/2025	Customer contact	Dispute rights provided	
4/11/2025	BCS case no. 4053885 received	SCIC	
4/29/2025	BCS case no. 4053885 closed	Dismissed - cust didn't provide sufficient evidence	
5/4/2025	Payment made	\$500.00	
5/27/2025	10-Day Notice	\$9,128.62 Term Date 6/11/2025	
6/4/2025	3-day attempt	Listened to entire message-correct household confirmed	
6/10/2025	Customer contact	Dispute rights provided	
6/19/2025	Payment made	\$350.00	
6/23/2025	BCS case no. 4072525 received	On - PAR	
6/29/2025	Payment made	\$350.00	
7/10/2025	BCS case no. 4072525 closed	Dismissed - prior PUC PAR not satisfied.	
7/26/2025	10-Day Notice	\$9,408.22 Term Date 8/11/2025	\$11,191.10
8/2/2025	Customer contact	\$546.00	
8/4/2025	3-day attempt	Listened to entire message-correct household confirmed	
8/11/2025	Instant Formal PUC complaint received	Docket# C-2025-3056769	
9/5/2025	Payment made	\$400.00	
10/8/2025	Payment made	\$400.00	



Margaret A. Morris, Esquire

From: jaceesfine@aol.com
Sent: Friday, December 5, 2025 9:18 AM
To: Margaret A. Morris, Esquire
Subject: Re: Docket No. C-2025-3056769: Charlotte Valeriano v. FE PA (Met-Ed Rate District) Prehearing Order directive-FINAL request

I am not trying to abuse the process. However with the circumstances of my job, I cannot attend the hearing. So at this point in time, I will try and do my best to accommodate met Ed by figuring something out. Sorry to waste your time.

On Friday, December 5, 2025 at 05:45:22 AM EST, Margaret A. Morris, Esquire <mmorris@regerlaw.com> wrote:

As I stated in our call, the company has alleged that you are abusing the process. It is in your best interest to appear today.
Sent from my iPhone

On Dec 4, 2025, at 10:35 PM, jaceesfine@aol.com wrote:

After speaking with you today, I will not be joining the hearing. I feel that I already have lost and will take the information that you related to me to figure something out. Sorry to take up your time. Why I ever thought I could come to some kinda agreement with met Ed. Sincerely Charlotte Valeriano

On Monday, December 1, 2025 at 09:28:58 AM EST, Margaret A. Morris, Esquire <mmorris@regerlaw.com> wrote:

I am contacting you as directed in the Prehearing Order issued by the Honorable F. Joseph Brady regarding the **Call-In Telephonic Hearing scheduled for Friday, December 5, 2025, at 10:00 a.m.** I attempted unsuccessfully to reach you today but did leave a VM at 484-██████████.

Please contact me at (215) ██████████ so that, consistent with the Prehearing Order, we can discuss your Formal Complaint and attempt to resolve any or all issues. I look forward to speaking with you. Thank you.

Margaret A. Morris

Attorney at Law

Cira Centre, 13th Floor, 2929 Arch Street, Philadelphia, PA 19104

Direct: 215-495-6524 | Main: 215-495-6500 | Cell: 215-██████████

mmorris@regerlaw.com | regerlaw.com

Offices in PA, NJ, DE, MD, NY

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DARNALL LLP**
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From: Margaret A. Morris, Esquire <mmorris@regerlaw.com>
Sent: Monday, November 24, 2025 8:17 PM
To: jaceesfine@aol.com
Subject: Docket No. C-2025-3056769: Charlotte Valeriano v. FE PA (Met-Ed Rate District)
Prehearing Order directive-2nd request
Importance: High

I am contacting you as directed in the Prehearing Order issued by the Honorable F. Joseph Brady regarding the **Call-In Telephonic Hearing scheduled for Friday, December 5, 2025, at 10:00 a.m.**

Please contact me at (215) [REDACTED] so that, consistent with the Prehearing Order, we can discuss your Formal Complaint and attempt to resolve any or all issues. I look forward to speaking with you. Thank you.

Margaret A. Morris

Attorney at Law

Cira Centre, 13th Floor, 2929 Arch Street, Philadelphia, PA 19104

Direct: 215-495-6524 | Main: 215-495-6500 | Cell: 215-[REDACTED]

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From: Margaret A. Morris, Esquire <mmorris@regerlaw.com>
Sent: Monday, November 10, 2025 3:03 PM
To: jaceesfine@aol.com
Subject: Docket No. C-2025-3056769: Charlotte Valeriano v. FE PA (Met-Ed Rate District)
Prehearing Order directive
Importance: High

I am contacting you as directed in the Prehearing Order issued by the Honorable F. Joseph Brady regarding the **Call-In Telephonic Hearing scheduled for Friday, December 5, 2025, at 10:00 a.m.** I attempted unsuccessfully to reach you today but did leave a VM at 484-██████████.

Please contact me at (215) ██████████ so that, consistent with the Prehearing Order, we can discuss your Formal Complaint and attempt to resolve any or all issues. I look forward to speaking with you. Thank you.

Margaret A. Morris

Attorney at Law

Cira Centre, 13th Floor, 2929 Arch Street, Philadelphia, PA 19104

Direct: 215-495-6524 | Main: 215-495-6500 | Cell: 215-██████████

mmorris@regerlaw.com | regerlaw.com

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