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Docket No. C-2025-3057471

Kristen Flaherty v. FirstEnergy Pennsylvania Electric Company

The Hon. Mary D. Long

Hearing Date: Tuesday, January 13, 2026 at 1:00 PM

Call-In Hearing No.: 866.566.0649; PIN: 83345259#

PROPOSED EXHIBITS OF FE PA (WEST PENN RATE DISTRICT)

1. Customer Verification Screen
2. Customer Contacts
3. Statement of Account
4. 4 year Payment History
5. PAR History
6. BCS Decision No. 3727299, closed 8/19/19 (Level 2 PAR)
7. BCS Decision No. 3809610, closed 10/26/21 (1405d)
8. BCS Decision No. 3781846, closed 4/5/21 (eligible: 24-month Company PAR)
9. Docket No. C-2022-3031846, Settlement Letter & CSAT
10. Docket No. C-2023-3039663, Settlement Letter & CSAT
11. Docket No. C-2023-3041914, ID & Final Order (No show)
12. Docket No. C-2024-3048396, ID & Final Order (No show)
13. Docket No. C-2025-3054497, ID & Final Order (No show)
14. Complaint Chart



Customer/Verification

Partner: KRISTEN L FLAHERTY / ***-**-****
Cust Contact:
Password:
Prem Phone: (724)579-3975
Acct Nbr:
Acct Name:
Email Addr: hockeymomk10@gmail.com
Web User: K10FLAHERTY

Service Address
3998 MILLERS RUN RD
MC DONALD PA 15057

Mailing Address
3517 WASHINGTON AVENUE APT. A
FINLEYVILLE PA 15332

Account Details

Acct Class: Residential
Rate: WP-RS10F
Risk: 7020-HighRisk
Inv Prt Out:
Sched MR Date: 04/17/2025

Service Details

Dist Contract:
Move-In Dt: 04/03/2019
Disc Status:
Disc Doc Dt:
Supplier: West Penn Power - Supply



Acct Status: ACTV
Pay Terms: 20DY
Dun Lock:
Avg Mo Bill: Calculate
Sched Bill Date: 04/18/2025

FE PTC: 0.09482800
Move-Out Dt:

Type:
Rsn: 32622618

Alerts

MORATORIUM PROTECTED
PENDING PUC DECISION
SERVICE DENIED 04/22/2019
Payment and Reg Pgms
Equal Pay Plan(Anniv Mo-MAR)
eBill

Technical Data

Premise(s):
7224480 HOUSE
5001654916 KWH
Bill Certified/RCD

Customer: KRISTEN L FLAHERTY / [REDACTED]
 Contract Acct:
 Service Address:

Created On: 12/19/2025
 Date Range: 10/21/2021 to 12/19/2025

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
09/17/9999 11:20:31	09/17/2025	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
PA PUC Formal Complaint Docket No. C-2025-3057471 (Repeater / PAR request) received. Alison Walker will investigate.				
12/19/2025 03:02:26	12/19/2025	[REDACTED]	CS General Purpose Batch	Sent PA Low Income Heating Assistance Letter
12/18/2025 18:37:55	12/18/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 12/17/25 = \$ 248.00 Open editor for detail 1. 12 Mth Factor Amt: 2527.91 2. Current Delta: 2160.67 - 1776.00 + 0.00 384.67 3. Remaining Amount: 367.24 4. Diff + Remain Amt: 384.67 + 367.24 751.91 5. New BBP Amount: 751.91 / 92 x 30.4 248.00 * Dollar Difference: 248.00 - 235.00 13.00 * Pct Difference: 5.53 * System BBP Amount: 248.00				
12/10/2025 17:12:44	12/10/2025	[REDACTED]	Timothy Franks	Contract Account Changed
REMOVED Z PAYMENT LOCK TO ALLOW NEW AUTOPAY ENROLLMENT IN FUTURE, PERFORMING CLEANUP FOR AKRON CONTROLS				
09/28/2025 11:28:19	09/28/2025	[REDACTED]	CS General Purpose Batch	Automatic Enroll Attempted - Storm Email Alert
Contact: hockeymomk10@gmail.com				
09/28/2025 04:57:42	09/28/2025	[REDACTED]	CS General Purpose Batch	Premise Information Changed
New Premise Phone: (724)579-3975 Text Capable: Yes Created by: Automated Process				
09/18/2025 11:39:56	09/18/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Receipt				
09/17/2025 18:33:18	09/17/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 09/16/25 = \$ 235.00 Open editor for detail 1. 12 Mth Factor Amt: 2477.80 2. Current Delta: 1612.34 - 1071.00 + 0.00 541.34 3. Remaining Amount: 865.46 4. Diff + Remain Amt: 541.34 + 865.46 1406.80 5. New BBP Amount: 1406.80 / 182 x 30.4 235.00 * Dollar Difference: 235.00 - 186.00 49.00 * Pct Difference: 26.34 * System BBP Amount: 235.00				
09/16/2025 06:02:54	09/16/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
09/15/2025 10:06:00	09/15/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/06/2025 21:46:11	09/06/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
08/26/2025 22:14:34	08/25/2025	[REDACTED]	BATCH	Security Deposit Created
Security Deposit warning process: \$ 388.00 deposit billed on 08/26/25				
08/25/2025 07:13:22	08/25/2025	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
PENNSYLVANIA				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>PUBLIC UTILITY COMMISSION Harrisburg, PA 17105-3265</p> <p>Kristen Flaherty v. FirstEnergy Pennsylvania Electric Company C-2025-3054497</p> <p>FINAL ORDER</p> <p>In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Administrative Law Judge Emily I. DeVoe dated July 17, 2025, has become final without further Commission action;</p> <p>THEREFORE, IT IS ORDERED:</p> <ol style="list-style-type: none"> 1. That FirstEnergy Pennsylvania Electric Company's motion to dismiss the Formal Complaint of Kristen Flaherty at Docket Number C-2025-3054497 is granted. 2. That the Formal Complaint filed by Kristen Flaherty in Kristen Flaherty v. FirstEnergy Pennsylvania Electric Company, Docket Number C-2025-3054497, is hereby dismissed without prejudice. 3. That the Secretary's Bureau shall mark Docket No. C-2025-3054497 as closed. <p>BY THE COMMISSION, Matthew L. Homsher Secretary</p> <p>ORDER ENTERED: August 19, 2025</p>				
08/18/2025 15:37:11	08/18/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 08/18/2025 Payment Time: 15:33:47 Payment Amount: 171.00 Payment Type: Credit Vendor ID: AC Receipt Number: 31141792</p>				
08/18/2025 15:32:14	08/18/2025	[REDACTED]	EALOGINWM7	Self-Serve Credit Interaction
<p>Contact Person: Account Holder Offered All Options</p>				
08/14/2025 18:05:00	08/14/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
08/14/2025 06:02:40	08/14/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice
<p>Digital Collections Notice</p>				
08/13/2025 10:02:00	08/13/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
<p>Phone attempt 05 - AMD Detected - Left Message</p>				
08/05/2025 22:27:31	08/05/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
07/16/2025 09:28:49	07/16/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 07/16/2025 Payment Time: 09:15:53 Payment Amount: 171.00 Payment Type: Credit</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Vendor ID: AC Receipt Number: 27287944				
07/15/2025 06:05:27	07/15/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
07/14/2025 10:04:00	07/14/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/03/2025 22:24:47	07/03/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
06/30/2025 20:25:53	06/30/2025	[REDACTED]	EAILOGINWM6	Outbound Call - Planned Outage
<p>Call Result - SRC_ANSWER_LIVE</p> <p>On June 30, 2025 there will be an emergency interruption to your electric service in order to remove a tree from the line. The outage will affect customers in the vicinity of Millers Run Road, Pleasant Road, Johnston Road. If you are receiving this message, you will experience a service interruption from approximately 10:00 PM. In the event of inclement weather, the planned outage will be rescheduled for July 01, 2025. This outage is necessary for the safety of the emergency responders and to prevent equipment damage that would cause a longer outage.</p>				
06/24/2025 12:20:59	06/24/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 06/24/2025 Payment Time: 12:15:15</p> <p>Payment Amount: 171.00 Payment Type: Credit</p> <p>Vendor ID: AC Receipt Number: 24705292</p>				
06/24/2025 10:06:54	06/24/2025	[REDACTED]	EAILOGINWM7	Change Profile
<p>K10Flaherty hockeymomk10@gmail.com</p> <p>Changed Password</p>				
06/24/2025 10:01:00	06/24/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
06/23/2025 15:31:19	06/23/2025	[REDACTED]	CS General Purpose Batch	Return Check Letter
06/23/2025 11:02:57	06/23/2025	[REDACTED]	CS General Purpose Batch	Resume Disconnection - Return Check
<p>Resume disconnection process for return payment of \$ 171.00</p> <p>Disconnection Date: 06/30/2025</p>				
06/17/2025 18:33:42	06/17/2025	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 06/16/25 = \$ 186.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 2194.68</p> <p>2. Current Delta: 621.00 - 513.00 + 0.00 108.00</p> <p>3. Remaining Amount: 1573.68</p> <p>4. Diff + Remain Amt: 108.00 + 1573.68 1681.68</p> <p>5. New BBP Amount: 1681.68 / 275 x 30,4 186.00</p> <p>* Dollar Difference: 186.00 - 171.00 15.00</p> <p>* Pct Difference: 8.77</p> <p>* System BBP Amount: 186.00</p>				
06/17/2025 15:09:25	06/17/2025	[REDACTED]	B2BEALOGIN	Pending One-Time Bank Payment
<p>Payment Date: 06/17/2025 Payment Time: 15:05:17</p> <p>Payment Amount: 171.00 Payment Type: Electronic Check Acceptance (ECA / ACH / POP)</p> <p>Vendor ID: AD Receipt Number: 23905253</p>				
06/17/2025 15:00:25	06/17/2025	[REDACTED]	EAILOGINWM7	Change Profile

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
K10Flaherty hockeymomk10@gmail.com Changed Password				
06/17/2025 06:08:11	06/17/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
06/16/2025 10:04:00	06/16/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/07/2025 20:21:33	06/07/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
05/02/2025 15:28:27	05/02/2025	[REDACTED]	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANSWER_LIVE ETR - 2025-05-04 23:00:00 POWERONDESC:				
05/02/2025 15:25:02	05/02/2025	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANSWER_LIVE Customer reports No Power.				
05/01/2025 11:18:08	05/01/2025	[REDACTED]	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANSWER_LIVE ETR - 2025-05-04 23:00:00 POWERONDESC:				
04/30/2025 11:56:29	04/30/2025	[REDACTED]	EAILOGINWM6	Lights-None
Played Outage Message WASHINGTON CA PA				
04/09/2025 13:01:41	04/09/2025	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written
PaPUC Formal Complaint Docket No. C-2025-3054497 (PAR request) received.				
04/09/2025 12:03:35	04/09/2025	[REDACTED]	Max Webb	PUC/BPU Complaint-Written
PUC REPORTS FORMAL CASE DOCKET C-2025-3054497 HAS BEEN FILED.				
04/05/2025 23:43:07	04/05/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/19/2025 18:33:32	03/19/2025	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 03/18/25 = \$ 171.00 Open editor for detail 1. 12 Mth Factor Amt: 2062.93 * System BBP Amount: 171.00				
03/19/2025 10:06:00	03/19/2025	[REDACTED]	CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/17/2025 22:18:34	02/17/2025	[REDACTED]	CS General Purpose Batch	Security Deposit Review
Security Deposit Warning Process. Letter sent 02/18/2025				
02/05/2025 22:19:11	02/05/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/27/2025 03:30:20	01/27/2025	[REDACTED]	CS General Purpose Batch	DSPTRIGHTS Letter
01/24/2025 10:11:49	01/24/2025	[REDACTED]	Melissa Bennett	General Inquiry
Satisfied Not Applicable: Reason - Send DSPRTS				
01/24/2025 09:47:42	01/24/2025	[REDACTED]	Melissa Bennett	Negotiation Tool - Service On
Spoke with: KRISTEN L FLAHERTY Created By: Melissa Bennett Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services Options used.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				Provided PCAP and Other Assistance Information. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$4748.74 Offered - Pay Past Due Amt of \$4427.13 ***** PA Final Wrap-up Considered 4 factors: Yes Satisfied Not Applicable: Reason - Send DSPRTS SW KRISTEN L FLAHERTY -calling about term notice. offered 9 month IP at 516.00. cust declined. cust declined number for DEF. cust hung up before i could ask sat. sending rights
01/24/2025 09:47:42	01/24/2025	[REDACTED]	Melissa Bennett	Financial Summary Review
				Spoke with: KRISTEN L FLAHERTY Created By: Melissa Bennett BP Fed and Reg Inc Levels updated.
01/24/2025 09:42:53	01/24/2025	[REDACTED] 847	INTV IVR	Account Balance Inquiry
				 Bill Analysis Factor Count = Factors Played =
01/24/2025 09:42:06	01/24/2025	[REDACTED]	INTV IVR	Account Balance Inquiry
01/15/2025 18:06:00	01/15/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
				:Phone attempt 05 - AMD Detected - Left Message
01/15/2025 06:04:16	01/15/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice
				Digital Collections Notice
01/14/2025 10:03:00	01/14/2025	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
				Phone attempt 05 - AMD Detected - Left Message
01/06/2025 22:18:32	01/06/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
12/28/2024 10:32:25	12/28/2024	[REDACTED]	EAILOGINW7	Ready Pay Create
				No 111356681 - \$ 80.40 - 12/28/2024 K10Flaherty hockeymomk10@gmail.com
12/28/2024 10:31:39	12/28/2024	[REDACTED]	EAILOGINW7	Bank Details Added
				0002 Bank Details Added K10Flaherty hockeymomk10@gmail.com
12/28/2024 10:25:41	12/28/2024	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
				Payment Date: 12/28/2024 Payment Time: 10:23:58 Payment Amount: 95.25 Payment Type: Credit Vendor ID: AC Receipt Number: 5350783
12/17/2024 18:29:35	12/17/2024	[REDACTED]	CS General Purpose Batch	Calculation
				C/A [REDACTED] Contract [REDACTED] -Budget amt calculated for period ending 12/16/24 = \$ 194.00 Open editor for detail 1. 12 Mth Factor Amt: 2116.80 2. Current Delta: 1695.69 - 1524.00 + 0.00 171.69 3. Remaining Amount: 421.11 4. Diff + Remain Amt: 171.69 + 421.11 592.80 5. New BBP Amount: 592.80 / 93 x 30.4 194.00 * Dollar Difference: 194.00 - 176.00 18.00

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
* Pct Difference: 10.23 * System BBP Amount: 194.00				
12/11/2024 08:39:34	12/11/2024	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written
Formal PUC complaint Docket# C-2024-3048396 is dismissed -awalker				
11/14/2024 18:05:00	11/14/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/14/2024 06:01:18	11/14/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
11/13/2024 10:01:00	11/13/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 04 - No Answer				
11/05/2024 22:31:44	11/05/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/14/2024 17:00:36	10/14/2024	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/14/2024 Payment Time: 16:56:11 Payment Amount: 176.00 Payment Type: Debit Vendor ID: AC Receipt Number: 3658897				
10/07/2024 22:20:38	10/07/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
09/18/2024 19:40:19	09/18/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 09/17/24 = \$ 176.00 Open editor for detail 1. 12 Mth Factor Amt: 2039.82 2. Current Delta: 1197.47 - 996.00 + 0.00 201.47 3. Remaining Amount: 842.35 4. Diff + Remain Amt: 201.47 + 842.35 1043.82 5. New BBP Amount: 1043.82 / 181 x 30.4 175.00 * Dollar Difference: 175.00 - 176.00 1.00 * Pct Difference: 0.57 * System BBP Amount: 176.00				
09/18/2024 05:04:49	09/18/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Receipt				
09/17/2024 19:12:49	09/17/2024	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 09/17/2024 Payment Time: 18:22:07 Payment Amount: 55.00 Payment Type: Debit Vendor ID: AC Receipt Number: 2969643				
09/17/2024 18:17:31	09/17/2024	[REDACTED]	EAILOGINWM7	Personal Data Changed
Request received at: 18:17:31 - New Address: Standard				
09/17/2024 18:16:09	09/17/2024	[REDACTED]	EAILOGINWM7	Change Profile
K10Flaherty hockeymomk10@gmail.com Changed Email from kris10flaherty@comcast.net				
09/17/2024 18:05:00	09/17/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/17/2024 06:04:48	09/17/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
09/16/2024 10:02:00	09/16/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/07/2024 20:18:55	09/07/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
07/18/2024 03:01:48	07/18/2024	[REDACTED]	CS General Purpose Batch	Sent PCAP Removal Letter

Customer Contact History

Contact Date	Created Date	Contract Acct	CreatedBy	Description
07/17/2024 18:47:49	07/17/2024	[REDACTED]	CS General Purpose Batch	Failure to Reverify
06/17/2024 18:36:18	06/17/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 06/16/24 = \$ 176.00 Open editor for detail 1. 12 Mth Factor Amt: 2066.41 2. Current Delta: 489.25 - 468.00 + 0.00 21.25 3. Remaining Amount: 1577.16 4. Diff+ Remain Amt: 21.25 + 1577.16 -1598.41 5. New BBP Amount: 1598.41 / 276 x 30.4 176.00 * Dollar Difference: 176.00 - 156.00 20.00 * Pct Difference: 12.82 * System BBP Amount: 176.00				
05/30/2024 10:34:45	05/30/2024	[REDACTED]	Virgil Kennedy	Provide Program Information
OUTBOUND EMAIL TO ADVISE OF WARM PROGRAM				
04/18/2024 10:28:00	04/18/2024	[REDACTED]	CS General Purpose Batch	AMD - Message Left
Phone attempt 05 - AMD Detected - Left Message				
04/18/2024 03:00:53	04/18/2024	[REDACTED]	CS General Purpose Batch	Sent PCAP Extend Letter
04/16/2024 07:44:07	04/16/2024	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written
Formal PUC complaint - docket# C-2024-3048396 - Cust wants payment agreement-awalker				
04/15/2024 16:13:24	04/15/2024	[REDACTED]	Jeremy Smallwood	PUC/BPU Complaint-Written
C-2024-3048396 Formal complaint received 4/15/24				
04/15/2024 11:22:00	04/15/2024	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
04/06/2024 20:21:17	04/06/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/26/2024 14:10:29	03/26/2024	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written
Formal PUC complaint - docket# C-2023-3041914 dismissed - awalker				
03/18/2024 18:39:57	03/18/2024	[REDACTED]	CS General Purpose Batch	Post PCAP EPP Subsidy True-Up Cr
03/18/2024 18:39:57	03/18/2024	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 03/17/24 = \$ 156.00 Open editor for detail 1. 12 Mth Factor Amt: 1884.13 * System BBP Amount: 156.00				
03/01/2024 11:25:00	03/01/2024	[REDACTED]	CS General Purpose Batch	Listened to Entire Msg-Household Confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/22/2024 14:41:53	02/22/2024	[REDACTED]	Brittany Frankenberg	Provide Program Information
OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH, LIHEAP CRISIS				
02/16/2024 03:01:04	02/16/2024	[REDACTED]	CS General Purpose Batch	Sent PCAP Notification to Reverify Letter
02/05/2024 22:27:37	02/05/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/31/2024 10:13:00	01/31/2024	[REDACTED]	CS General Purpose Batch	AMD - Message Left
Phone attempt 05 - AMD Detected - Left Message				
01/17/2024 03:02:45	01/17/2024	[REDACTED]	CS General Purpose Batch	Sent PCAP Notification to Reverify Letter
12/16/2023 19:11:16	12/16/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 12/15/23 = \$ 187.00				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Open editor for detail 1. 12 Mth Factor Amt: 1785.19 2. Current Delta: 1463.02 - 1224.00 + 0.00 239.02 3. Remaining Amount: 322.17 4. Diff + Remain Amt: 239.02 + 322.17 561.19 5. New BBP Amount: 561.19 / 91 x 30.4 187.00 * Dollar Difference: 187.00 - 142.00 45.00 * Pct Difference: 31.69 * System BBP Amount: 187.00				
12/05/2023 20:32:54	12/05/2023	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Invalid or no response from Customer.				
12/05/2023 18:21:47	12/05/2023	[REDACTED]	EAILOGINWM7	Lights-None
11/14/2023 18:06:00	11/14/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
11/14/2023 06:03:00	11/14/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice
Digital Collections Notice				
11/13/2023 10:03:00	11/13/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/04/2023 20:20:12	11/04/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
10/09/2023 03:03:07	10/09/2023	[REDACTED]	CS General Purpose Batch	Sent WARM Eligible Letter
10/09/2023 03:01:26	10/09/2023	[REDACTED]	CS General Purpose Batch	Sent WARM Eligible Letter
10/06/2023 07:59:34	10/06/2023	[REDACTED]	BATCH	Reverification
10/06/2023 07:59:33	10/06/2023	[REDACTED]	CS General Purpose Batch	Calculation of HS Amount
C/A [REDACTED] A new PCAP amount has been calculated = \$ 86.67 Open editor for details. 1. Minimum Payment: 4800.00 * 3.00 % 144.00 2. Current burden: 131.13 x 12 1573.56 3. LIHEAP amount: 0.00 4. Unassisted burden: 1573.56 - 0.00 1573.56 5. Monthly Credit Amt: (1573.56 - 144.00) / 12 119.13 Monthly Credit Amount adjusted for limit				
10/06/2023 06:05:19	10/06/2023	[REDACTED]	BATCH	Reverification
10/06/2023 06:05:19	10/06/2023	[REDACTED]	CS General Purpose Batch	Calculation of HS Amount
C/A [REDACTED] A new PCAP amount has been calculated = \$ 86.67 Open editor for details. 1. Minimum Payment: 4800.00 * 3.00 % 144.00 2. Current burden: 131.13 x 12 1573.56 3. LIHEAP amount: 0.00 4. Unassisted burden: 1573.56 - 0.00 1573.56 5. Monthly Credit Amt: (1573.56 - 144.00) / 12 119.13 Monthly Credit Amount adjusted for limit				
10/05/2023 17:42:34	10/05/2023	[REDACTED]	EAILOGINWM7	PCAP WARM Application Submitted
[REDACTED] PCAP WARM Application submitted. Email sent to customer to advise application was received.				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description																
09/28/2023 12:24:00	09/28/2023	[REDACTED]	CS General Purpose Batch	AMD - Message Left Phone attempt 05 - AMD Detected - Left Message																
09/26/2023 18:06:00	09/26/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful Phone attempt 05 - AMD Detected - Left Message																
09/25/2023 10:02:00	09/25/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful Phone attempt 05 - AMD Detected - Left Message																
09/19/2023 18:37:52	09/19/2023	[REDACTED]	CS General Purpose Batch	Calculation C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 09/18/23 = \$ 142.00 Open editor for detail <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. 12 Mth Factor Amt:</td> <td style="text-align: right;">1635.46</td> </tr> <tr> <td>2. Current Delta: 1041.78 - 798.00 + 0.00</td> <td style="text-align: right;">243.78</td> </tr> <tr> <td>3. Remaining Amount:</td> <td style="text-align: right;">593.68</td> </tr> <tr> <td>4. Diff + Remain Amt: 243.78 + 593.68</td> <td style="text-align: right;">837.46</td> </tr> <tr> <td>5. New BBP Amount: 837.46 / 179 x 30.4</td> <td style="text-align: right;">142.00</td> </tr> <tr> <td>* Dollar Difference: 142.00 - 125.00</td> <td style="text-align: right;">17.00</td> </tr> <tr> <td>* Pct Difference:</td> <td style="text-align: right;">13.60</td> </tr> <tr> <td>* System BBP Amount:</td> <td style="text-align: right;">142.00</td> </tr> </table>	1. 12 Mth Factor Amt:	1635.46	2. Current Delta: 1041.78 - 798.00 + 0.00	243.78	3. Remaining Amount:	593.68	4. Diff + Remain Amt: 243.78 + 593.68	837.46	5. New BBP Amount: 837.46 / 179 x 30.4	142.00	* Dollar Difference: 142.00 - 125.00	17.00	* Pct Difference:	13.60	* System BBP Amount:	142.00
1. 12 Mth Factor Amt:	1635.46																			
2. Current Delta: 1041.78 - 798.00 + 0.00	243.78																			
3. Remaining Amount:	593.68																			
4. Diff + Remain Amt: 243.78 + 593.68	837.46																			
5. New BBP Amount: 837.46 / 179 x 30.4	142.00																			
* Dollar Difference: 142.00 - 125.00	17.00																			
* Pct Difference:	13.60																			
* System BBP Amount:	142.00																			
09/14/2023 03:01:56	09/14/2023	[REDACTED]	CS General Purpose Batch	Sent PCAP Notification to Reverify Letter																
09/12/2023 10:07:06	09/12/2023	[REDACTED]	Beth Witt	Utility Report Issued Spoke with: KRISTEN L FLAHERTY Created By: Beth Witt Dispute Rights Dunning lock created - Lock date: 09/24/2023 Company Position: customer must pay disconnection amount and is not eligible for IP due to PCAF Customer Position: customer cannot pay																
09/12/2023 10:05:29	09/12/2023	[REDACTED]	Beth Witt	Negotiation Tool - Service On Spoke with: KRISTEN L FLAHERTY Created By: Beth Witt *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: \$3745.28 Offered - Pay Past Due Amt of \$163.33 Offered - Pay Disconnection Amt of: \$125.00 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes																
09/06/2023 22:27:38	09/06/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential																
08/24/2023 09:18:13	08/24/2023	[REDACTED]	Kelsey Janda	Reconnection Process-Recon started Negotiated Amounts: - Disconnection Amount: \$682.59 - Standard Reconnection Fee: \$30.00																

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				Less Payments of \$712.59-, Reconnect Amt Due: \$ 0.00 Payment Status: Payment already made Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 08/24/2023 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. SW Kristen Flaherty - Called back after making payment at Payment Agency Created By: Kelsey Janda
08/24/2023 09:18:05	08/24/2023	[REDACTED]	Kelsey Janda	Negotiation Tool - Service Off
				Spoke with: KRISTEN L FLAHERTY Created By: Kelsey Janda Negotiated Amounts: - Disconnection Amount: \$682.59 - Standard Reconnection Fee: \$30.00 Less Payments of \$712.59-, Reconnect Amt Due: \$ 0.00 Payment Status: Payment already made Reconnecting Service: Yes Remote Reconnect will be created for reconnection on 08/24/2023 (3 day) - Payment Advised Breakers Off: Yes Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied. SW Kristen Flaherty - Called back after making payment at Payment Agency
08/24/2023 09:06:04	08/24/2023	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
				Payment Date: 08/24/2023 Payment Time: 09:06:04 Payment Amount: 112.59 Payment Type: Credit Vendor ID: CT Receipt Number: 23920924082423
08/24/2023 08:57:30	08/24/2023	[REDACTED]	Andrea Gesslein	Negotiation Tool - Service Off
				Spoke with: KRISTEN L FLAHERTY Created By: Andrea L Naugle Negotiated Amounts: - Disconnection Amount: \$682.59 - Standard Reconnection Fee: \$30.00 Less Payments of \$600.00-, Reconnect Amt Due: \$ 112.59 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Satisfied Not Applicable: Reason - Send DSPRTS STATES HAVING ISSUES WITH KUBRA - TRANSFERRED BP BACK - BP WAS IN A RUSH AND COULD NOT ASK SAT
08/24/2023 08:57:29	08/24/2023	[REDACTED]	Andrea Gesslein	Reconnection Process-Inquiry
08/24/2023 08:49:40	08/24/2023	[REDACTED]	Shardia Hudson	Negotiation Tool - Service Off
				Spoke with: KRISTEN L FLAHERTY Created By: Shardia Hudson

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Negotiated Amounts: - Disconnection Amount: \$682.59 - Standard Reconnection Fee: \$30.00 Less Payments of \$600.00-, Reconnect Amt Due: \$112.59 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Satisfied Not Applicable: Reason - Call Transferred SW KRISTEN L FLAHERTY called in stated that she is getting an error making the remaining payment of \$112.59 to have service restored, advised customer that i can transfer her to the automated system to make the payment if that doesnt work there is a payment agency in her area, customer wants to speak to another agent				
08/24/2023 08:49:40	08/24/2023	[REDACTED]	Shardia Hudson	Reconnection Process-Inquiry
08/24/2023 08:12:17	08/24/2023	[REDACTED]	B2BEAIOGIN	Real Time Payment Pending
Payment Date: 08/24/2023 Payment Time: 08:12:17 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 23920109082423				
08/24/2023 08:06:52	08/24/2023	[REDACTED]	Beth Witt	Reconnection Process-Inquiry
08/24/2023 08:04:55	08/24/2023	[REDACTED]	Beth Witt	Negotiation Tool - Service Off
Spoke with: KRISTEN L FLAHERTY Created By: Beth Witt *PA Service Off - Addl Questions:* Does medical condition exist?: No Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: No ***** Negotiated Amounts: - Disconnection Amount: \$682.59 - Standard Reconnection Fee: \$30.00 Reconnect Amt Due: \$712.59 Payment Status: Credit Card/Transfer to IVR Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes Customer was satisfied.				
08/23/2023 11:07:52	08/23/2023	[REDACTED]	Eailgon	Service Disconnected
DISC,Non-Pay, , Total Arrears \$ 807.59 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)				
08/15/2023 18:07:00	08/15/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/14/2023 10:05:00	08/14/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
08/05/2023 20:41:53	08/05/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
07/27/2023 16:07:51	07/27/2023	[REDACTED]	Wendy Wilderman	PUC/BPU Complaint-Written
Received call from Luwanda at PUC regarding formal complaint against WPP regarding termination Docket # C2023-3041914 Satisfied Not Applicable: Reason - Manual work				
07/27/2023 15:51:27	07/27/2023	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Received Formal PUC complaint - docket# C-2023-3041914 - Cust wants payment agreement-awalker				
07/27/2023 07:55:17	07/27/2023	[REDACTED]	Jeremy Smallwood	PUC/BPU Complaint-Written
PUC case# 3928100 received on 07/26/23 regarding a CII - change in income request. 7/27/2023 CASE DISMISSED AS A DUPLICATE OF C-2023-3041584				
07/26/2023 14:31:44	07/26/2023	[REDACTED]	EAILOGINWM7	Change Profile
K10Flaherty kris10flaherty@comcast.net Changed Password From Forgot Password				
07/26/2023 14:30:52	07/26/2023	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
K10Flaherty kris10flaherty@comcast.net Requested Forgot Password link				
07/26/2023 13:35:00	07/26/2023	[REDACTED]	CS General Purpose Batch	Disconnection Phone Attempt - Successful
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
07/25/2023 15:31:45	07/25/2023	[REDACTED]	CS General Purpose Batch	Return Check Letter
07/25/2023 11:42:26	07/25/2023	[REDACTED]	Deborah Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 705.00 Disconnection Date: 07/31/2023				
07/11/2023 20:27:05	07/11/2023	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 98555312 - \$ 705.00 - 07/21/2023 K10Flaherty kris10flaherty@comcast.net				
07/11/2023 20:24:50	07/11/2023	[REDACTED]	EAILOGINWM7	Change Profile
K10Flaherty kris10flaherty@comcast.net Changed Password From Forgot Password				
07/11/2023 20:22:41	07/11/2023	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
K10Flaherty kris10flaherty@comcast.net Requested Forgot Password link				
07/09/2023 01:46:27	07/09/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
06/17/2023 18:41:24	06/17/2023	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 06/15/23 = \$ 125.00 Open editor for detail 1. 12 Mth Factor Amt: 1549.18 2. Current Delta: 306.97 - 423.00 + 0.00 116.03- 3. Remaining Amount: 1242.21 4. Diff + Remain Amt: 116.03- + 1242.21 1126.18 5. New BBP Amount: 1126.18 / 274 x 30.4 125.00 * Dollar Difference: 125.00 - 141.00 16.00 * Pct Difference: 11.35 * System BBP Amount: 125.00				
06/14/2023 10:31:50	06/14/2023	[REDACTED]	Charles Howlett	PUC/BPU Complaint-Written
PA Formal C-2023-3039663 settled as customer acknowledges that she cannot have a PUC or Company PAR while on PCAP.				
05/25/2023 08:38:04	05/25/2023	[REDACTED]	BATCH	Reverification

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/25/2023 08:38:04	05/25/2023	[REDACTED]	Virgil Kenney	Calculation of HS Amount
<p>C/A [REDACTED]</p> <p>A new PCAP amount has been calculated = \$ 86.67</p> <p>Open editor for details.</p> <p>1. Minimum Payment: 4800.00 * 3.00 % 144.00</p> <p>2. Current burden: 134.23 x 12 1610.76</p> <p>3. LIHEAP amount: -0.00</p> <p>4. Unassisted burden: 1610.76 - 0.00 1610.76</p> <p>5. Monthly Credit Amt: (1610.76 - 144.00) / 12 122.23</p> <p>Monthly Credit Amount adjusted for limit</p>				
05/24/2023 10:27:47	05/24/2023	[REDACTED]	Lynda Krivoniak	Reverification
<p>updated verification per compliance email request and DEF contacting customer</p>				
05/24/2023 10:27:44	05/24/2023	[REDACTED]	Lynda Krivoniak	Calculation of HS Amount
<p>C/A [REDACTED]</p> <p>A new PCAP amount has been calculated = \$ 86.67</p> <p>Open editor for details.</p> <p>1. Minimum Payment: 4800.00 * 3.00 % 144.00</p> <p>2. Current burden: 134.23 x 12 1610.76</p> <p>3. LIHEAP amount: -0.00</p> <p>4. Unassisted burden: 1610.76 - 0.00 1610.76</p> <p>5. Monthly Credit Amt: (1610.76 - 144.00) / 12 122.23</p> <p>Monthly Credit Amount adjusted for limit</p>				
05/13/2023 22:40:19	05/13/2023	[REDACTED]	Amy Markley	Provide Program Information
<p>CUSTOMERS BENEFIT END DATE HAS BEEN ADJUSTED FOR RECERTIFICATION PROCESS TO RESUME.</p>				
04/26/2023 09:36:34	04/26/2023	[REDACTED]	Brittany Frankenberg	Provide Program Information
<p>CUSTOMER RECEIVED ASK TO APPLY CALL IN ERROR. PLEASE REFER CUSTOMER TO APPLY FOR LIHEAP AT AGENCY.</p>				
04/20/2023 03:04:13	04/20/2023	[REDACTED]	CS General Purpose Batch	Sent PCAP Shopping Letter
04/07/2023 10:59:00	04/07/2023	[REDACTED]	Charles Howlett	PUC/BPU Complaint-Written
<p>PA Formal C-2023-3039663 received</p>				
04/07/2023 08:19:15	04/07/2023	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written
<p>Per Yolanda at BCS Secretary's Bureau, customer filed Formal PUC complaint - Docket# C-2023-3039633-awalker</p>				
04/06/2023 13:43:24	04/06/2023	[REDACTED]	EAILOGINW7	Change Profile
<p>K10Flaherty kris10flaherty@comcast.net</p> <p>Changed Password From Forgot Password</p>				
04/06/2023 13:42:27	04/06/2023	[REDACTED]	EAILOGINW7	Forgot Password Email Sent
<p>K10Flaherty kris10flaherty@comcast.net</p> <p>Requested Forgot Password link</p>				
04/06/2023 11:56:37	04/06/2023	[REDACTED]	Brittany Frankenberg	Provide Program Information
<p>AN OUTBOUND CALL WAS MADE TO GAIN PERMISSION TO APPLY FOR CRISIS ON CUST BEHALF. PLEASE REFER CUST TO AGENCY TO APPLY FOR LIHEAP</p>				
04/04/2023 22:35:49	04/04/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
04/03/2023 03:04:09	04/03/2023	[REDACTED]	CS General Purpose Batch	Sent PCAP Shopping Letter
03/18/2023 18:40:55	03/18/2023	[REDACTED]	CS General Purpose Batch	Post PCAP EPP Subsidy True-Up Cr

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
03/18/2023 18:40:55	03/18/2023	[REDACTED]	CS General Purpose Batcl	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 03/16/23 = \$ 141.00 Open editor for detail 1. 12 Mth Factor Amt: 1687.93 * System BBP Amount: 141.00				
02/17/2023 14:53:36	02/17/2023	[REDACTED]	Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
02/06/2023 22:31:43	02/06/2023	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
01/31/2023 21:45:32	01/31/2023	[REDACTED]	Brittany Frankenberg	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT ERAP AND PA HAF.				
01/25/2023 13:04:28	01/25/2023	[REDACTED]	Brittany Frankenberg	Provide Program Information
CORRECTION: OUTBOUND EMAIL SENT ON 1/24 WAS FOR ERAP AND PA HAF				
01/24/2023 18:27:51	01/24/2023	[REDACTED]	Brittany Frankenberg	Provide Program Information
OUTBOUND EMAIL WITH INFORMATION ABOUT THE PAGE PROGRAM				
01/18/2023 10:29:00	01/18/2023	[REDACTED]	CS General Purpose Batch	Listened to Entire Msg-Household Confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
01/18/2023 03:02:38	01/18/2023	[REDACTED]	CS General Purpose Batch	Sent PCAP Extend Letter
12/17/2022 18:54:40	12/17/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 12/15/22= \$ 91.00 Open editor for detail 1. 12 Mth Factor Amt: 1681.19 2. Current Delta: 728.34 - 770.00 + 0.00 41.66- 3. Remaining Amount: 315.43 4. Diff + Remain Amt: 41.66- + 315.43 273.77 5. New BBP Amount: 273.77 / 91 x 30.4 91.00 * Dollar Difference: 91.00 - 131.00 40.00 * Pct Difference: 30.53 * System BBP Amount: 91.00				
11/22/2022 15:31:29	11/22/2022	[REDACTED]	CS General Purpose Batcl	Return Check Letter
11/22/2022 10:04:03	11/22/2022	[REDACTED]	ZSCBTCH	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 494.62 Disconnection Date: 12/05/2022				
11/14/2022 14:11:25	11/14/2022	[REDACTED]	EAILOGINWM7	Change Profile
K10Flaherty kris10flaherty@comcast.net Changed Password From Forgot Password				
11/14/2022 14:10:22	11/14/2022	[REDACTED]	EAILOGINWM7	Forgot Password Email Sent
K10Flaherty kris10flaherty@comcast.net Requested Forgot Password link				
11/14/2022 11:14:54	11/14/2022	[REDACTED]	EAILOGINWM7	Ready Pay Create
No 92691968 - \$ 494.62 - 11/18/2022 K10Flaherty kris10flaherty@comcast.net				
11/14/2022 10:04:00	11/14/2022	[REDACTED]	CS General Purpose Batcl	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
11/05/2022 20:53:59	11/05/2022	[REDACTED]	CS General Purpose Batcl	Disconnection Notice - PA Residential
11/01/2022 11:31:00	11/01/2022	[REDACTED]	CS General Purpose Batcl	Listened to Entire Msg-Household Confirmed

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
10/28/2022 14:02:19	10/28/2022	[REDACTED]	Tammy Taylor	Contract Account Change
Removed dispute date - formal complaint closed.				
10/28/2022 14:01:13	10/28/2022	[REDACTED]	Tammy Taylor	PUC/BPU Complaint-Written
<p>Formal PUC complaint docket# C-2022-3031846 closed due to resolution. Confirmed on PUC website 10/28/22.</p> <p>Resolution reached with customer on 9/12/22: The account was enrolled in PCAP after the Complaint was filed. Customer is not eligible for a PUC PAR due to active PCAP enrollment. The Complainant will remain in PCAP until her income changes. The Complainant is also aware of the delinquent PCAP Charges in the amount of \$384.96 which she understands need to be paid or be subject to termination.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
09/30/2022 11:28:00	09/30/2022	[REDACTED] 34667847	CS General Purpose Batch	Listened to Entire Msg-Household Confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
09/19/2022 18:50:45	09/19/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 09/18/22 = \$ 131.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1796.05</p> <p>2. Current Delta: 456.83 - 377.00 + 0.00 79.83</p> <p>3. Remaining Amount: 701.80</p> <p>4. Diff + Remain Amt: 79.83 + 701.80 781.63</p> <p>5. New BBP Amount: 781.63 / 181 x 30.4 131.00</p> <p>* Dollar Difference: 131.00 - 152.00 21.00</p> <p>* Pct Difference: 13.82</p> <p>* System BBP Amount: 131.00</p>				
09/12/2022 09:27:09	09/15/2022	[REDACTED]	Amber Moore	General Inquiry/Other
<p>This account is part of the PA & MD email collection pilot of September/October 2022. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process and do not include standard dunning language. See communication from Change Agent Council for more detail.</p>				
08/17/2022 18:38:07	08/17/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED]</p> <p>Budget amt calculated for period ending 08/16/22 = \$ 152.00</p> <p>Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1821.39</p> <p>2. New Avg Mthly Amt: 1821.39 / 364 x 30.4 152.00</p> <p>* System BBP Amount: 152.00</p>				
08/13/2022 01:19:21	08/13/2022	[REDACTED]	CS General Purpose Batch	West Penn Power Inbound Drop Letter
08/12/2022 06:03:11	08/12/2022	[REDACTED]	CS General Purpose Batch	Current Contract Termination Request (Accepted)
08/03/2022 12:03:03	08/03/2022	[REDACTED]	CS General Purpose Batch	Data Change Request (Rejected)
CAP customer not eligible for requested rate or bill method				
07/05/2022 12:02:11	07/05/2022	[REDACTED]	CS General Purpose Batch	Data Change Request (Rejected)
CAP customer not eligible for requested rate or bill method				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/16/2022 18:26:26	06/16/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract 0029140505 Budget amt calculated for period ending 06/15/22 = \$ 99.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1179.85 2. Current Delta: 293.38 - 297.00 + 0.00 3.62- 3. Remaining Amount: 886.47 4. Diff + Remain Amt: 3.62- + 886.47 882.85 5. New BBP Amount: 882.85 / 272 x 30.4 99.00 * Dollar Difference: 99.00 - 99.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 99.00</p>				
06/16/2022 18:26:26	06/16/2022	[REDACTED]	CS General Purpose Batch	Calculation
<p>C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 06/15/22 = \$ 45.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 534.87 2. Current Delta: 133.45 - 135.00 + 0.00 1.55- 3. Remaining Amount: 401.42 4. Diff + Remain Amt: 1.55- + 401.42 399.87 5. New BBP Amount: 399.87 / 272 x 30.4 45.00 * Dollar Difference: 45.00 - 45.00 0.00 * Pct Difference: 0.00 * System BBP Amount: 45.00</p>				
04/29/2022 12:00:42	04/29/2022	[REDACTED]	Tammy Taylor	PUC/BPU Complaint-Written
<p>I attempted To contact customer regarding formal complaint, and reached voicemail. I left a message requesting a return call. Satisfied Not Applicable: Reason - Manual work</p>				
04/21/2022 08:09:14	04/21/2022	[REDACTED]	Mark Cimino	Sales Tax Exemption Letter/Form - Residential
04/15/2022 03:02:48	04/15/2022	[REDACTED]	CS General Purpose Batch	Sent PCAP Enrollment Letter
04/14/2022 08:35:32	04/14/2022	[REDACTED]	BATCH	Reverification
04/14/2022 08:35:31	04/14/2022	[REDACTED]	CS General Purpose Batch	Calculation of HS Amount
<p>C/A [REDACTED] A new PCAP amount has been calculated = \$ 86.67 Open editor for details.</p> <p>1. Minimum Payment: 4800.00* 3.00 % 144.00 2. Current burden: 146.94 x 12 1763.28 3. LIHEAP amount: 0.00 4. Unassisted burden: 1763.28 - 0.00 1763.28 5. Monthly Credit Amt: (1763.28 - 144.00) / 12 134.94 Monthly Credit Amount adjusted for limit</p>				
04/14/2022 06:31:38	04/14/2022	[REDACTED]	BATCH	Budget Billing Plan Simulated/Created
04/14/2022 06:31:37	04/14/2022	[REDACTED]	BATCH	Calculation
<p>C/A [REDACTED] Contract 0029140505 A new monthly average amount has been calculated = \$ 99.00 Open editor for detail</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>*1. 12 Mth Factor Amt: 1184.14 2. New Avg Mthly Amt: 1184.14 / 363 x 30.4 99.00 * System BBP Amount: 99.00</p>				
04/14/2022 06:31:37	04/14/2022	[REDACTED]	BATCH	Calculation
<p>C/A [REDACTED] Contract [REDACTED] A new monthly average amount has been calculated = \$ 45.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 535.70 2. New Avg Mthly Amt: 535.70 / 363 x 30.4 45.00 * System BBP Amount: 45.00</p>				
04/14/2022 06:31:36	04/14/2022	[REDACTED]	BATCH	Enrolled Into Program
04/14/2022 06:31:33	04/14/2022	[REDACTED]	CS General Purpose Batch	Calculation of HS Amount
<p>C/A [REDACTED] A new PCAP amount has been calculated = \$ 86.67 Open editor for details.</p> <p>1. Minimum Payment: 4800.00 * 3.00 % 144.00 2. Current burden: 146.94 x 12 1763.28 3. LIHEAP amount: 0.00 4. Unassisted burden: 1763.28 - 0.00 1763.28 5. Monthly Credit Amt: (1763.28 - 144.00) / 12 134.94 Monthly Credit Amount adjusted for limit</p>				
04/13/2022 13:14:43	04/13/2022	[REDACTED]	Tammy Taylor	PUC/BPU Complaint-Written
<p>I attempted to contact customer regarding formal complaint and call went directly to voicemail. I left a message requesting a return call. Satisfied Not Applicable: Reason - Manual work</p>				
04/12/2022 13:36:43	04/12/2022	[REDACTED]	Tammy Taylor	Contract Account Changed
<p>Dispute date has already been entered for formal complaint.</p>				
04/12/2022 13:34:35	04/12/2022	[REDACTED]	Tammy Lash	PUC/BPU Complaint-Written
<p>Per call from BCS Secretary's Bureau BP filed formal complaint docket #c-2022-3031846. tlash</p>				
04/12/2022 13:26:26	04/12/2022	[REDACTED]	Tammy Taylor	PUC/BPU Complaint-Written
<p>Formal PUC complaint docket# C-2022-3031846 rec'd 4/12/22 pertains to threat of termination and PAR request. ttaylor Satisfied Not Applicable: Reason - Manual work</p>				
04/11/2022 13:25:04	04/11/2022	[REDACTED]	Cassi L Ailstock	Disconnection Phone Attempt - Successful
04/11/2022 13:25:00	04/11/2022	[REDACTED]	Cassi L Ailstock	Negotiation Tool - Service On
<p>Spoke with: KRISTEN L FLAHERTY Created By: Cassi L Ailstock Financial Summary Option Used. BP Fed and Reg Inc Levels updated ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$4317.43 Offered - Pay Disconnection Amt of: \$4093.08 Offered - Pay Catch-up Amt of: \$1973.00 ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. s/w Kristen Flaherty, cannot pay anything today, just calling to get her balances, pa sat				
04/11/2022 13:25:00	04/11/2022	[REDACTED]	Cassi L Ailstock	Financial Summary Review
Spoke with: KRISTEN L FLAHERTY Created By: Cassi L Ailstock BP Fed and Reg Inc Levels updated.				
04/07/2022 06:33:15	04/07/2022	[REDACTED]	Natasha Neel	Outbound Call
AN OUTBOUND CALL WAS MADE TO GAIN PERMISSION TO APPLY FOR CRISIS ON CUSTS BEHALF. PLEASE REFER CUST TO AGENCY TO APPLY FOR LIHEAP				
04/05/2022 22:29:52	04/05/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Residential
03/16/2022 10:06:00	03/16/2022	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
03/08/2022 07:54:48	03/09/2022	[REDACTED]	Natasha Neel	Outbound Call
AN OUTBOUND CALL WAS MADE TO GAIN PERMISSION TO APPLY FOR CRISIS ON CUSTS BEHALF. PLEASE REFER CUST TO AGENCY TO APPLY FOR LIHEAP				
03/05/2022 20:35:10	03/05/2022	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc
03/01/2022 11:30:53	03/01/2022	[REDACTED]	Javontae McMillan	General Inquiry
SW DENISE@WASHINGTON CO LIHEAP ADV NO DISC CURRENTLY JDM/**CBO** Satisfied Not Applicable: Reason - Manual work				
02/16/2022 10:16:00	02/16/2022	[REDACTED]	CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
02/15/2022 18:50:48	02/15/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0029140505 Budget amt calculated for period ending 02/14/22 = \$ 110.00 Open editor for detail 1. 12 Mth Factor Amt: 1179.74 2. Current Delta: 953.57 - 855.00 + 0.00 98.57 3. Remaining Amount: 226.17 4. Diff + Remain Amt: 98.57 + 226.17 324.74 5. New BBP Amount: 324.74 / 90 x 30.4 110.00 * Dollar Difference: 110.00 - 95.00 15.00 * Pct Difference: 15.79 * System BBP Amount: 110.00				
02/15/2022 18:50:48	02/15/2022	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 02/14/22 = \$ 44.00 Open editor for detail				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
1. 12 Mth Factor Amt: 534.04 2. Current Delta: 427.17 - 396.00 + 0.00 31.17 3. Remaining Amount: 106.87 4. Diff + Remain Amt: 31.17 + 106.87 138.04 5. New BBP Amount: 138.04 / 90 x 30.4 47.00 * Dollar Difference: 47.00 - 44.00 3.00 * Pct Difference: 6.82 * System BBP Amount: 44.00				
02/05/2022 06:44:17	02/05/2022	[REDACTED]	Elizabeth Gooden	BP Callback About Trouble Call
Reported By: KRISTEN L FLAHERTY Work Type: NLNL Storm Mode: Refer to the FECC Outage Page (STRM) ERT Type: MAN ERT Time Quoted: 02/06/22 10:00 PM Script Read: Yes Satisfied Not Applicable: Reason - Send DSPRTS calling for an update Created By: Elizabeth A Gooden				
02/05/2022 06:41:22	02/05/2022	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 06 The interruption in service was due to inclement weather ERT: 02/06/22 11:00 PM				
02/05/2022 01:02:13	02/05/2022	[REDACTED]	EAILOGINWM6	Lights-None
Non-SAP Notification X00002912085 created in PowerOn. Call received 2022-02-05 00:12:22.0 Work Type: NLNL Reported By: INTV IVR				
02/04/2022 21:34:38	02/04/2022	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 02/06/22 10:00 PM				
02/04/2022 21:27:38	02/04/2022	[REDACTED]	B2BEALOGIN	Outbound Textback Related to Trouble Inquiry
02/04/2022 21:25:07	02/04/2022	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 02/06/22 10:00 PM				
02/04/2022 21:21:12	02/04/2022	[REDACTED]	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 02/06/22 10:00 PM				
02/04/2022 21:18:50	02/04/2022	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Customer reports No Power.				
02/04/2022 07:49:06	02/04/2022	[REDACTED]	EAILOGINWM7	Lights-None
12/13/2021 12:02:50	12/13/2021	[REDACTED]	CS General Purpose Batch	Data Change Request (Accepted)
RATE CATEGORY CHANGED				
11/16/2021 18:41:12	11/16/2021	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract 0029140505 Budget amt calculated for period ending 11/15/21 = \$ 95.00 Open editor for detail 1. 12 Mth Factor Amt: 1192.78 2. Current Delta: 756.68 - 570.00 + 0.00 186.68 3. Remaining Amount: 436.10 4. Diff + Remain Amt: 186.68 + 436.10 622.78				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
5. New BBP Amount: 622.78 / 182 x 30.4 104.00 * Dollar Difference: 104.00 - 95.00 9.00 * Pct Difference: 9.47 * System BBP Amount: 95.00				
11/16/2021 18:41:12	11/16/2021	[REDACTED]	CS General Purpose Batch	Calculation
C/A [REDACTED] Contract [REDACTED] Budget amt calculated for period ending 11/15/21 = \$ 44.00 Open editor for detail 1. 12 Mth Factor Amt: 542.08 2. Current Delta: 332.77 - 264.00 + 0.00 68.77 3. Remaining Amount: 209.31 4. Diff + Remain Amt: 68.77 + 209.31 278.08 5. New BBP Amount: 278.08 / 182 x 30.4 46.00 * Dollar Difference: 46.00 - 44.00 2.00 * Pct Difference: 4.55 * System BBP Amount: 44.00				
11/03/2021 03:03:32	11/03/2021	[REDACTED]	CS General Purpose Batch	Sent PCAP Eligibility Letter
11/02/2021 11:35:03	11/02/2021	[REDACTED]	Erica Besedich	LiHeap Credit
LIHEAP CASH \$1077.00 20211102				
10/28/2021 13:11:19	10/28/2021	[REDACTED]	Kajja Mayfield	Agency Commitment (not referral)
Dunning Lock Reason: Crisis Grant Recipient Start Date: 10/28/2021 End Date: 11/27/2021 s/w michelle washington co adv term \$414 pledging \$1077 liheap cash knm/cbo Created By: Kajja Mayfield				
10/27/2021 06:53:57	10/27/2021	[REDACTED]	Cheryl Fick	PUC/BPU Complaint-Written
Case #3809610 - CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAYMENT ARRANGEMENT (BCS# 3727299). / cdf				
10/21/2021 15:29:17	10/21/2021	[REDACTED]	Aleisha Holbrook	PUC/BPU Complaint-Written
PUC CASE 3809610 received 10/21/2021. Customer is requesting a new PUC instalment plan. A Holbrook				
10/21/2021 10:17:04	10/21/2021	[REDACTED]	EAILOGINWM7	Self-Serve Credit Interaction
Contact Person: Account Holder Offered All Options				



DETAILED STATEMENT OF ACCOUNT

Customer Name: KRISTEN L FLAHERTY
 Service Address: 3998 MILLERS RUN RD
 MC DONALD PA 15057

Account Number: [REDACTED]

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
01/17/24	01/16/24	KWH	70,506	993	32	31	Act	163.05		163.05	187.00	02/08/24				3,647.99
01/17/24														-86.67	CAPB	3,561.32
02/15/24	02/14/24	KWH	71,178	672	29	23	Act	113.84		113.84	187.00	03/11/24				3,675.16
02/15/24														-86.67	CAPB	3,588.49
03/18/24	03/17/24	KWH	72,043	865	32	27	Act	144.22		144.22	187.00	04/09/24				3,732.71
03/18/24														-99.13	CAPEPPSB	3,633.58
03/18/24														-86.67	CAPB	3,546.91
04/17/24	04/16/24	KWH	72,796	753	30	25	Act	126.80		126.80	156.00	05/09/24				3,673.71
04/17/24														-86.67	CAPB	3,587.04
05/16/24	05/15/24	KWH	73,744	948	29	33	Act	157.56		157.56	156.00	06/10/24				3,744.50
05/16/24														-86.67	CAPB	3,657.83
06/17/24	06/16/24	KWH	75,041	1,297	32	41	Act	204.89		204.89	156.00	07/09/24				3,862.82
06/17/24														-86.67	CAPB	3,776.15
07/17/24	07/16/24	KWH	76,468	1,427	30	48	Act	218.18		218.18	176.00	08/08/24				3,992.33
07/17/24															CAPROA	3,992.33
08/17/24	08/15/24	KWH	78,081	1,613	30	54	Act	243.32		243.32	176.00	09/09/24				4,235.65
09/17/24													-55.00			4,180.65
09/18/24	09/17/24	KWH	79,731	1,850	33	50	Act	248.72		248.72	178.00	10/10/24				4,429.37
10/14/24													-176.00			4,253.37
10/19/24	10/17/24	KWH	80,800	1,169	30	39	Act	178.54		178.54	176.00	11/12/24				4,431.91
11/18/24	11/17/24	KWH	82,009	1,109	31	36	Act	169.62		169.62	176.00	12/10/24				4,601.73
12/17/24	12/16/24	KWH	82,955	946	29	33	Act	149.86		149.86	176.00	01/08/25		22.88	LPC	4,774.47
12/28/24													-95.25			4,679.22
12/28/24													-80.40			4,598.82
01/18/25	01/16/25	KWH	83,743	788	31	25	Act	127.03		127.03	194.00	02/11/25		22.89	LPC	4,748.74
02/18/25	02/17/25	KWH	84,342	599	32	19	Act	105.25		105.25	194.00	03/12/25		25.80	LPC	4,879.79
03/19/25	03/18/25	KWH	85,127	785	29	27	Act	134.96		134.96	194.00	04/10/25		28.71	LPC	5,043.46
04/17/25	04/16/25	KWH	86,092	965	29	33	Act	163.79		163.79	171.00	05/12/25				5,207.25
05/17/25	05/15/25	KWH	87,308	1,216	29	42	Act	203.96		203.96	171.00	06/09/25				5,411.21

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
06/17/25													-171.00			5,240.21
06/17/25	06/16/25	KWH	88,779	1,471	32	46	Act	253.25		253.25	171.00	07/09/25				5,493.46
06/23/25														15.00	RCC	5,508.46
06/23/25													171.00			5,679.46
Payment Returned - Non Sufficient Funds																
06/24/25													-171.00			5,508.46
07/16/25													-171.00			5,337.46
07/17/25	07/16/25	KWH	90,570	1,791	30	60	Act	316.13		316.13	186.00	08/11/25				5,653.59
08/18/25													-171.00			5,482.59
08/18/25	08/17/25	KWH	92,707	2,137	32	67	Act	379.34		379.34	186.00	09/09/25				5,661.93
08/25/25														386.00	SDREQ	6,249.93
09/17/25	09/16/25	KWH	94,346	1,639	30	55	Act	295.87		295.87	186.00	10/10/25				6,545.80
10/18/25	10/16/25	KWH	95,807	1,461	30	49	Act	264.75		264.75	235.00	11/10/25				6,810.55
11/18/25	11/17/25	KWH	96,738	931	32	29	Act	172.16		172.16	235.00	12/10/25				6,982.71
12/18/25	12/17/25	KWH	97,309	571	30	19	Act	111.42		111.42	235.00	01/12/25				7,094.13



Payment History

Kristen Flaherty
3998 Millers Run Rd, McDonald, PA 15057

Account No. [REDACTED]
Time Period: 12/19/2021 to 12/19/2025

Date	Amount	Description
08/18/2025	171.00-	Credit Card Payment
07/16/2025	171.00-	Credit Card Payment
06/24/2025	171.00-	Credit Card Payment
06/23/2025	171.00	Return - Non Sufficient Funds
06/17/2025	171.00-	One-Time Bank Payment - Internet
12/28/2024	95.25-	Credit Card Payment
12/28/2024	80.40-	Electronic Check Payment - WEB
10/14/2024	176.00-	Credit Card Payment
09/17/2024	55.00-	Credit Card Payment
08/25/2023	712.59-	Credit Card Payment
7/24/2023	705.00	Return - Bank account closed
7/11/2023	705.00-	Electronic Check Payment - WEB
11/20/2022	494.62	Return - Non Sufficient Funds
11/14/2022	494.62-	Electronic Check Payment - WEB

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**



Name: Kristen Flaherty

Account Number: [REDACTED]

Address: 3998 Millers Run Rd
McDonald, PA 15057

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
CO PA	6/18/2019	\$1,759.53	\$3,800.00	Budget bill + \$195.00, beginning 7/15/2019
BCS Case No. 3432298	8/20/2019	\$2,063.53	\$3,300.00	Budget bill + \$58.00, beginning 9/12/2019
CO EXT PA	4/13/2021	\$3,902.08	\$3,875.00	Budget bill + \$162.00, beginning 5/11/2021
PCAP	3/17/2022	\$4,317.43	\$400.00	\$86.67 Monthly Credit, \$119.93 Potential Forgiveness

Remarks:

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



Assigned To

Assigned Specialist

Banker, Amber S

Customer Information

Case Number

3727299

Account Number

[REDACTED]

First Name

KRISTEN

Last Name

FLAHERTY

Service Address

Address1

Address2

Service City

Service State

Service Zip

Service Class

Work Phone

Home Phone

Mailing Address

Address1

50 FREEDOM DRIVE NORTH

Address2

City

BRIDGEVILLE

State

PA

Mail Zip

15017

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

8/19/2019

PUC Date Prepared

8/19/2019

Received Date

8/19/2019

PUC Date Closed

8/19/2019

Case Information

Prior Case Number

3611752

Term Date

8/26/2019

Arrearage

1903

Case Origin

TELEPHONE

Universal Service

No

Income

WAGES - \$3300

Source

Business Name

AD2 - \$0

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

08/19/2019 WEST PENN POWER WANTS HER TO PAY 1903.39 TO PUT SERVICES IN HER NAME.

Related Information

28 – DENIAL OF SERVICE. SERVICE IS ON. THE APPLICANT IS NOT DISPUTING THE BALANCE OF \$1903.29 . THE APPLICANT WANTS A PAYMENT ARRANGEMENT TO ESTABLISH SERVICE IN HER NAME. THE CELL PHONE NUMBER (724) 579 - 3975 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KRISTEN-FLAHERTY@COMCAST.NET 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	
STEFANIA	MICOLUCCI	

Status

Status

Closed

History

Click To Expand 

Is Archived

Customer Information

Case Number

3727299

Customer First Name

KRISTEN

Customer Last Name

FLAHERTY

Account Number

██████████

Service Address

Address 1

3998 MILLERS RUN ROAD

Address 2

City

MCDONALD

Service State

PA

Zip

15057

Home Phone

Work Phone

Mailing Address

Address 1

50 FREEDOM DRIVE NORTH

Address 2

City

BRIDGEVILLE

State

PA

Zip

15017

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

8/19/2019

PUC Sent Date

8/20/2019

PUC Date Closed

8/19/2019

Case Type

Straight

Assigned To

Assigned Specialist

Banker, Amber S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

8/19/2019

Head Date

8/21/2019

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
2063.53	0.00	210.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
152.00	0.00	58.00
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 2019 BILL DUE DATE

Letter Description

Resolution

LEVEL 2, BB 152.00 + 58.00 = 210.00 BEGINNING SEPTEMBER 2019.

Has Decision Issue

Response Time

Other Information

Investigator First Name	Investigator Last Name
BUREAU OF	CONSUMER SERVICE

Investigator Area Code	Investigator Phone
717	

Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
STEFANIA	MICOLUCCI

Status

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	8/20/2019

History

Click To Expand 



Assigned To

Assigned Specialist
Holbrook, Aleisha M
Customer Information

Case Number

3809610

Account Number

[REDACTED]

First Name

KRISTEN

Last Name

FLAHERTY

Service Address

Address1

3998 MILLERS RUN ROAD

Address2

Service City

MCDONALD

Service State

PA

Service Zip

15057-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

349 OLD GILKESON ROAD

Address2

City

PITTSBURGH

State

PA

Mail Zip

15228

Family

Family Size

2

Children

0

Age

1

Adults

2

General

PUC Date Opened

10/21/2021

PUC Date Prepared

10/21/2021

Received Date

10/21/2021

PUC Date Closed

10/26/2021

Case Information

Prior Case Number

0

Term Date

10/24/2021

Arrearage

4903

Case Origin

Universal Service

Income

PUC WEBSITE

No

CustIncome - \$3875

Source

Business Name

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

10/14/2021 COMPANY TOLD ME THAT THEY COULD NOT GIVE ME A PAR.

Related Information

61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. - RELIEF SOUGHT - PAYMENT ARRANGEMENT TO MAINTAIN SERVICE. THE CELL PHONE NUMBER (724) 579 - 3975 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS HOCKEYMOMK10@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
TOM	CERENE	
Status		

Status

Closed

History

Click To Expand ▼

Is Archived



Customer Information

Case Number

3809610

Customer First Name

KRISTEN

Customer Last Name

FLAHERTY

Account Number



Service Address

Address 1

3998 MILLERS RUN ROAD

Address 2

City

MCDONALD

Service State

PA

Zip

15057

Home Phone

Work Phone

Mailing Address

Address 1

349 OLD GILKESON ROAD

Address 2

City

PITTSBURGH

State

PA

Zip

15228

Family

Adults

2

Family Size

2

Children

0

Age

1

General

PUC Date Opened

10/21/2021

PUC Sent Date

10/26/2021

PUC Date Closed

10/26/2021

Case Type

Repeater

Assigned To

Assigned Specialist

Holbrook, Aleisha M

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

10/22/2021

Head Date

10/26/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
4614.08	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
139.00	1846.00	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

SHORT BLANK LETTER

Resolution

CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAYMENT ARRANGEMENT (BCS# 3727299).

Has Decision Issue Response Time

Other Information

Investigator First Name	Investigator Last Name
ZACHARY	MURPHY
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

Intaker First Name	Intaker Last Name
TOM	CERENE
Status	

Is SAP Completed	SAP Completion Date
<input type="checkbox"/>	10/27/2021

History

Click To Expand ▼



Assigned To

Assigned Specialist

Harman, Stacey D

Customer Information

Case Number

3781846

Account Number

[REDACTED]

First Name

KRISTEN

Last Name

FLAHERTY

Service Address

Address1

3998 MILLERS RUN ROAD

Address2

Service City

MCDONALD

Service State

PA

Service Zip

15057-0

Service Class

Work Phone

Home Phone

(724) 5793975

Mailing Address

Address1

349 OLD GILKESON ROAD

Address2

City

PITTSBURGH

State

PA

Mail Zip

15228

Family

Family Size

2

Children

0

Age

Adults

2

General

PUC Date Opened

3/12/2021

PUC Date Prepared

3/12/2021

Received Date

3/12/2021

PUC Date Closed

4/5/2021

Case Information

Prior Case Number

0

Term Date

4/1/2021

Arrearage

3850

Case Origin

Universal Service

Income

PUC WEBSITE

No

CustIncome - \$3875

Source

Business Name

KRISTEN FLAHERTY

Reason For Contact

ON - PAR NEEDED (# 61)

Case Problem

Company Position

03/12/2021 THEY CANT DO A PAYMENR ARRANGEMENT FOR ME. YOU WOULD THINK DUE TO PANDEMIC THAT THEY WOULD BE WILLING TO WORK WITH ME BUT THEY ARE NOT.

Related Information

61 – CUSTOMER NEEDS A PAYMENT ARRANGEMENT. - RELIEF SOUGHT - PAYMENT ARRANGEMENT IS DESPERATELY NEEDED. THE EMAIL ADDRESS HOCKEYMOMK10@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
TRENT	PEECHATKA	

Status

Status

Closed

History

Click To Expand ▼

Is Archived



Customer Information

Case Number

3781846

Customer First Name

KRISTEN

Customer Last Name

FLAHERTY

Account Number

██████████

Service Address

Address 1

3998 MILLERS RUN ROAD

Address 2

City

MCDONALD

Service State

PA

Zip

15057

Home Phone

(724) 5793975

Work Phone

Mailing Address

Address 1

349 OLD GILKESON ROAD

Address 2

City

PITTSBURGH

State

PA

Zip

15228

Family

Adults

2

Family Size

2

Children

0

Age

General

PUC Date Opened

3/12/2021

PUC Sent Date

4/5/2021

PUC Date Closed

4/5/2021

Case Type

Repeater

Assigned To

Assigned Specialist

Harman, Stacey D

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

3/17/2021

Head Date

4/5/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
3719.08	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
149.00	2757.55	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

THIS CUSTOMER QUALIFIES FOR NEW UTILITY PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021).

THE UTILITY IS ENCOURAGED TO CONTACT THE CUSTOMER WITHIN 20 DAYS OF THE DATE OF THIS DECISION TO OFFER A PAYMENT ARRANGEMENT TO THIS CUSTOMER. THE INCOME PROVIDED BY THIS CUSTOMER TO BCS INDICATES THE PAYMENT ARRANGEMENT SHOULD BE AT LEAST 24 MONTHS, WHICH IS CONSISTENT WITH THE TERMS OF THE MARCH 18, 2021 ORDER.

IF THE UTILITY IS UNABLE TO ESTABLISH PAYMENT TERMS FOR THIS CUSTOMER, THE UTILITY MAY BEGIN THE NOTIFICATION AND TERMINATION PROCESS ANEW.

Has Decision Issue Response Time

Other Information

Investigator First Name Investigator Last Name

IJANAYA YOUNG

Investigator Area Code Investigator Phone

717

Investigator Fax Area Code Investigator Fax

Intaker First Name Intaker Last Name

TRENT PEECHATKA

Status

Is SAP Completed SAP Completion Date

 4/5/2021

History

Click To Expand ▼



Margaret A. Morris, Esquire
Partner
mmorris@regerlaw.com

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

Main: 215.495.6500
Direct: 215.495.6524
Fax: 215.495.6600

September 13, 2022

Via Electronic Mail

Kristen Flaherty
kristen.flaherty@comcast.net

**Re: Docket No. C-2022-3031846
Kristen Flaherty v. West Penn Power Company
Resolution of Formal Complaint**

Dear Ms. Flaherty:

This will confirm our discussion yesterday with Tammy Taylor of the PA Compliance Department regarding the resolution of the Formal Complaint filed with the Pennsylvania Public Utility Commission (PUC) against West Penn Power Company (West Penn), regarding service in your name to 3998 Millers Run Road, McDonald, Pennsylvania (Service Location) under Account No. [REDACTED] (Account) in the above-referenced proceeding.

As discussed, the Account is not eligible for a Commission payment arrangement consistent with Section 1405(c) of the Public Utility Code. The Account enrolled in the West Penn's Pennsylvania low-income customer assistance program (PCAP) effective March 17, 2022. The Account balance, in the amount of \$4,317.43, was deferred for potential forgiveness; the potential monthly PCAP forgiveness is \$119.93. The PCAP monthly credit is \$86.67. The delinquent charges since the Account was enrolled in PCAP is \$384.96. **You must contact Dollar Energy Fund at (888) 282-6816, option 3, to report a change in the household income.**

I have enclosed a copy of the Certificate of Satisfaction that we discussed I would file which will terminate the matter before the PUC. **No further action is required on your part. If you do not agree to this, you have ten (10) days to object in writing as indicated on the enclosed Certificate of Satisfaction.**

I am glad that the matter was amicably resolved.

Very truly yours,

Reger Rizzo & Darnall LLP

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

Margaret A. Morris, Esquire

Enclosure
MAM/mam

cc: Tori Giesler, Esquire, FirstEnergy Service Company

September 13, 2022

Via Electronic Filing

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

**Re: Docket No. C-2022-3031846
Kristen Flaherty v. West Penn Power Company
Certificate of Satisfaction**

Dear Secretary Chiavetta:

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

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

Very truly yours,

Reger Rizzo & Darnall LLP


Margaret A. Morris

MAM/co
Enclosure

cc: The Hon. Katrina L. Dunderdale, PA Public Utility Commission [w/encls.]
Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]
Kristen Flaherty [w/encls.]



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

Date Created	Filing Number
9/13/2022	2434781

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

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

Docket Number: C-2022-3031846
Case Description: Kristen Flaherty v. West Penn Power Company
Transmission Date: 9/13/2022 1:58 PM
Filed On: 9/13/2022 1:58 PM
eFiling Confirmation Number: 2434781

File Name	Document Type	Upload Date
FlahertyCSAT.pdf	Certificate of Satisfaction	9/13/2022 1:57:39 PM

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

No paper submission is necessary for filings under 250 pages.

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

**Re: Docket No. C-2022-3031846
Kristen Flaherty v. West Penn Power Company
Certificate of Satisfaction**


CERTIFICATE OF SERVICE

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

Via Electronic Mail

Kristen Flaherty
kristen.flaherty@comcast.net

Dated: September 13, 2022


Margaret A. Morris, Esquire

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KRISTEN FLAHERTY

v.

WEST PENN POWER COMPANY

Docket No. C-2022-3031846

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

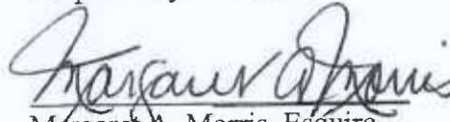
NOW COMES West Penn Power Company, by and through its attorneys, Reger Rizzo & Darnall LLP, pursuant to 52 Pa. Code § 5.24, and certifies the following:

1. The above-captioned Formal Complaint of Kristen Flaherty (Complainant) is satisfied.

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

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

Respectfully submitted,



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

Counsel for West Penn Power Company

Dated: September 13, 2022



Margaret A. Morris, Esquire
Partner
mmorris@regerlaw.com

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

Main: 215.495.6500
Direct: 215.495.6524
Fax: 215.495.6600

June 15, 2023

Via Electronic Mail

Kristen Flaherty
kflahertyk10@gmail.com

**Re: Docket No. C-2023-3039663
Kristen Flaherty v. West Penn Power Company
Resolution of Formal Complaint**

Dear Ms. Flaherty:

This will confirm the discussion with the Honorable Chad L. Allensworth at the scheduled Call-In Telephonic Hearing on June 14, 2023, regarding the resolution of your Formal Complaint filed with the Pennsylvania Public Utility Commission (PUC) against West Penn Power Company (West Penn), for service in your name to 3998 Millers Run Road, McDonald, Pennsylvania under Account No. [REDACTED] (Account), in the above-referenced proceeding.

You specifically acknowledged that the Account is not eligible for a Commission payment arrangement (PAR) while the Account is enrolled in West Penn's Pennsylvania low-income customer assistance program (PCAP). You advised that you wished to remain in PCAP and was no longer was seeking a Commission PAR.

I have enclosed a copy of the Certificate of Satisfaction that you authorized which terminates the matter before the PUC. **No further action is required on your part. If you do not agree to this, you have ten (10) days to object in writing as indicated on the enclosed Certificate of Satisfaction.**

Very truly yours,

Reger Rizzo & Darnall LLP

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

Margaret A. Morris, Esquire

Enclosure
MAM/mam

cc: The Honorable Chad L. Allensworth, Pennsylvania Public Utility Commission
Tori Giesler, Esquire, FirstEnergy Service Company

June 15, 2023

Via Electronic Filing

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

**Re: Docket No. C-2023-3039663
Kristen Flaherty v. West Penn Power Company
Certificate of Satisfaction**

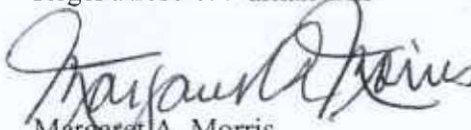
Dear Secretary Chiavetta:

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

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

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co
Enclosure

cc: The Hon. Chad L. Allensworth, PA Public Utility Commission [w/encls.]
Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]
Kristen Flaherty [w/encls.]



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

Date Created	Filing Number
6/15/2023	2479706

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

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

Docket Number: C-2023-3039663
Case Description: Kristen Flaherty v. West Penn Power Company
Transmission Date: 6/15/2023 1:29 PM
Filed On: 6/15/2023 1:29 PM
eFiling Confirmation Number: 2479706

File Name	Document Type	Upload Date
FlahertyCSAT.pdf	Certificate of Satisfaction	6/15/2023 1:28:42 PM

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

No paper submission is necessary for filings under 250 pages.

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

**Re: Docket No. C-2023-3039663
Kristen Flaherty v. West Penn Power Company
Certificate of Satisfaction**

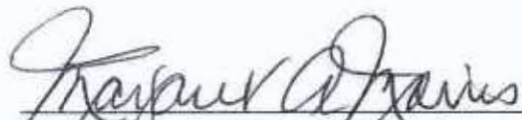
CERTIFICATE OF SERVICE

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

Via Electronic Mail

Kristen Flaherty
nflahertyk10@gmail.com

Dated: June 15, 2023


Margaret A. Morris, Esquire

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KRISTEN FLAHERTY :
v. : Docket No. C-2023-3039663
WEST PENN POWER COMPANY :

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

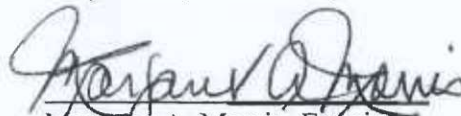
NOW COMES West Penn Power Company, by and through its attorneys, Reger Rizzo & Darnall LLP, pursuant to 52 Pa. Code § 5.24, and certifies the following:

1. Kristin Flaherty (Complainant) no longer wishes, at this time, to pursue the above-captioned Formal Complaint.

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

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

Respectfully submitted,



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

Counsel for West Penn Power Company

Dated: June 15, 2023



**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265**

Kristen Flaherty

v.

West Penn Power Company

⋮
⋮
⋮
⋮
⋮

C-2023-3041914

FINAL ORDER

In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Administrative Law Judge Chad L. Allensworth dated February 23, 2024, has become final without further Commission action;

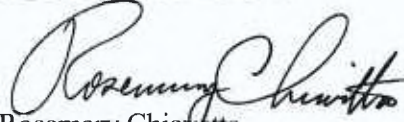
THEREFORE,

IT IS ORDERED:

1. That West Penn Power Company's Motion to Dismiss the Complaint of Kristen Flaherty for lack of jurisdiction in Kristen Flaherty v. West Penn Power Company at Docket No. C-2023-3041914 is granted in regard to the delinquent \$256.99 she incurred while in the Pennsylvania Customer Assistance Program.
2. That West Penn Power Company's Motion to Dismiss the Complaint of Kristen Flaherty for failure to appear in Kristen Flaherty v. West Penn Power Company at Docket No. C-2023-3041914 is granted.
3. That the Formal Complaint of Kristen Flaherty in Kristen Flaherty v. West Penn Power Company at Docket No. C-2023-3041914 is dismissed.

4. That the matter at Docket No. C-2023-3041914 be marked closed.

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ENTERED: March 26, 2024



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120

IN REPLY PLEASE
REFER TO OUR FILE

February 23, 2024

C-2023-3041914

Kristen Flaherty

v.

West Penn Power Company

TO ALL PARTIES:

Enclosed is a copy of the Initial Decision of the Office of Administrative Law Judge.

If you do not agree with any part of this decision, you may send written comments (called Exceptions) to the Commission. Your signed Exceptions to the decision, if any, must be: 1) **filed** with the Secretary of the Commission, **and** 2) **within twenty (20) days** of the date of this letter.

Exceptions must be efiled with the Secretary of the Commission by opening an efile account through the Commission's website and accepting eservice at <http://www.puc.state.pa.us/efiling/default.aspx>. If your filing contains confidential material, you are required to file by overnight delivery to ensure the timely filing of your submission.

In addition to filing your Exceptions with the Secretary of the Commission, a courtesy copy of your Exceptions should be e-mailed to the Commission's Office of Special Assistants (OSA) at ra-OSA@pa.gov. Your filing should not be larger than 10mb.

Replies to Exceptions, if any, must be **filed** with the Secretary of the Commission and **served** on each party of record and the Commission's OSA, in the manner described above. **They are due within ten (10) days of the date when Exceptions are due.**

It is your responsibility to serve all the parties with your Exceptions and Replies to Exceptions. Failure to do so may render your filing unacceptable. A certificate of service (see format in 52 Pa. Code §1.58) shall be attached to the filed Exceptions or Replies to Exceptions.

Exceptions and Replies to Exceptions shall follow 52 Pa. Code §§5.533 and 5.535 particularly the 40-page limit for Exceptions and the 25-page limit for Replies to Exceptions. Exceptions should clearly be labeled as "EXCEPTIONS OF (name of party) - (protestant, complainant, staff, etc.)". Any reference to specific sections of the Administrative Law Judge's Initial Decision shall include the page number(s) of the cited section of the decision.

If no Exceptions are received, the decision of the Administrative Law Judge could become final without further Commission action. You will receive written notification if this occurs. However, even if no exceptions are received, the Commission may review and change the decision pursuant to Section 332(h) of the Public Utility Code, 66 Pa. C.S. § 332(h).

Sincerely,

Rosemary Chiaetta
Secretary

Decision attached

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kristen Flaherty

v.

West Penn Power Company

:
:
:
:
:
:

C-2023-3041914

INITIAL DECISION

Before
Chad L. Allensworth
Administrative Law Judge

INTRODUCTION

This decision dismisses the Formal Complaint of a customer for lack of jurisdiction to award a payment arrangement for arrearages incurred while in the Pennsylvania Customer Assistance Program as well as failure of the customer to appear at the scheduled hearing and prosecute her Formal Complaint despite having notice and an opportunity to be heard.

HISTORY OF THE PROCEEDING

On July 26, 2023, Kristen Flaherty (“Complainant” or “Ms. Flaherty”) filed a Formal Complaint (“complaint”) with Pennsylvania Public Utility Commission (“Commission”) against West Penn Power Company (“Respondent” or “West Penn”). The complaint marked that Respondent was threatening to shut off electric service or already had shut off electric service and requested a payment arrangement (“PAR”). (Complaint ¶¶ 4-5). As relief, Complainant wanted a new PAR based on “zero income.” (Complaint ¶ 6).

On April 20, 2023, Respondent filed its “Answer and New Matter of West Penn Power Company to the Complaint of Kristen Flaherty” (“answer and new matter”). In its answer, Respondent admitted to providing electric service to Complainant and to issuing a ten-day termination notice for delinquent charges. (Answer and New Matter ¶¶ 3-4). Respondent denied that the Commission had authority to direct a PAR for the arrears. (Answer and New Matter ¶ 4). Respondent further asserted that Complainant: (a) was in the Respondent’s Pennsylvania low-income Customer Assistance Program (“PCAP”), (b) failed to pay her bills in full or by the due date and (c) was prohibited from obtaining a PAR due to being in PCAP. (Answer and New Matter ¶ 4).

In its new matter, Respondent re-asserted that Complainant is actively enrolled in PCAP, the Commission has no authority to issue a PAR for Complainant while she is in PCAP and that Complainant acknowledged that her account cannot be the subject of a Commission PAR while enrolled in PCAP. (Answer and New Matter ¶¶ 12-14). The answer and new matter included a notice to plead that provided Complainant with 20 days to respond from the date of service.

Complainant did not file a response to the new matter.

On September 26, 2023, an Initial Call-In Telephone Hearing Notice (“Hearing Notice”) was served scheduling a telephonic hearing on November 15, 2023, at 1:30 p.m. and assigning the undersigned as the presiding officer. The Hearing Notice included the telephone number to call as well as the PIN number to enter and participate in the hearing. The Hearing Notice also provided how to request a continuance and the consequences of failing to appear and present evidence.

Additionally, on September 26, 2023, a Prehearing Order was served on the parties which, *inter alia*, reminded the parties of the date and time of the scheduled hearing, the telephone number to call, and the PIN number to enter and participate in the hearing. The Prehearing Order also provided certain hearing information and rules that would govern the proceeding including how to request a continuance, if necessary, and the consequences of failing to appear at the hearing and present evidence including the dismissal of the complaint.

The Hearing Notice and Prehearing Order were eServed to Complainant in the ordinary course of the Commission's business to the email address she registered with the Commission.¹ Neither the Hearing Notice nor the Prehearing Order were returned to the Commission as undeliverable.

On November 15, 2023 at 1:30 p.m., the hearing convened as scheduled. Attorney Margaret A. Morris appeared on behalf of Respondent ready to proceed along with her witness, Alison Walker – Advanced Customer Service Compliance Specialist. Ms. Walker sponsored the following five exhibits: Respondent's Exhibit 4 – Payment Arrangement History, Respondent's Exhibit 5 – Bureau of Consumer Services Decision, Respondent's Exhibit 8 – PCAP Enrollment Letter, Respondent's Exhibit 10 – Cover Letter and Certificate of Satisfaction for Docket No. C-2023-3039663, and Respondent's Exhibit 11 – West Penn Power Billing Statement with Due Date of November 9, 2023.

Complainant failed to appear for the hearing. The hearing was delayed for approximately 15 minutes to allow time for Complainant to call in, but neither Complainant nor anyone representing Complainant appeared. (Tr. 4-5). As such, the hearing proceeded in Complainant's absence.

During the hearing, Attorney Morris noted her contact attempts with Complainant and made verbal motions to dismiss with prejudice for lack of Commission jurisdiction to issue a PAR while Complainant is in PCAP and for failure of Complainant to appear and prosecute her Complaint. The motions were taken under advisement. Complainant never contacted the Office of Administrative Law Judge to explain why her absence from the hearing was unavoidable.

The record closed on November 29, 2023 when the 29-page transcript was filed with the Commission.

¹ In her complaint, Complainant selected the option to receive all communications from the Commission via eService through an eFiling account she created and registered with the Commission. (Complaint ¶ 2).

FINDINGS OF FACT

1. Complainant is Kristen Flaherty, who receives electric service at 3998 Millers Run Road, McDonald, PA 15057 (“service property”). (Tr. 5).
2. Respondent is West Penn Power Company, who provides electric service to Complainant. (Tr. 5).
3. On July 26, 2023, Complainant filed the complaint at issue against Respondent.
4. On August 16, 2023, Respondent filed its answer and new matter, which included a notice to plead.
5. The new matter asserted that the Commission lacks authority to direct a PAR because Complainant is in PCAP and that Complainant was abusing the Commission’s complaint process by filing the current complaint to avoid a lawful termination. (Answer and New Matter ¶¶ 13, 15)
6. Complainant did not respond to the new matter.
7. On September 26, 2023, a Hearing Notice was eServed scheduling an initial telephonic hearing on November 15, 2023 at 1:30 p.m.
8. On September 26, 2023, a Prehearing Order was eServed reminding the parties of the date and time of the scheduled hearing.
9. Both the Hearing Notice and the Prehearing Order provided information on how to call into the hearing as well as rules that would govern the proceeding, including how to request a continuance and the consequences of failing to appear at the hearing and present evidence including the dismissal of the complaint.

10. Neither the Hearing Notice nor the Prehearing Order were returned to the Commission as undeliverable.

11. On November 15, 2023, Complainant failed to appear and participate in the scheduled hearing.

12. Complainant failed to contact the undersigned or the Office of Administrative Law Judge to explain why her failure to appear at the hearing was unavoidable.

13. Alison Walker is a customer service compliance specialist for First Energy Company, who has worked for that company for 26 years with 11 years in the current position, which requires her to review, investigate and respond to Commission complaints and testify at hearings. (Tr. 13).

14. In August 2019, Complainant received a PAR from the Bureau of Consumer Services (“BCS”) at BCS number 372799 that required her to pay her budget bill plus \$58 beginning September 12, 2019. (Tr. 23; Respondent’s Exhibits 4 and 5).

15. Complainant did not appeal the PAR at BCS number 372799 thereby allowing it to become a Commission PAR. (Tr. 23).

16. Complainant defaulted on the PAR issued at BCS number 372799 based on non-payment. (Tr. 23).

17. Complainant was enrolled in Respondent’s PCAP effective April 15, 2022 and remained in PCAP as of the date of the hearing. (Tr. 16; Respondent’s Exhibit 8).

18. Complainant’s PCAP enrollment set aside her account balance at the time of enrollment with the purpose of reducing the balance over time with the application of forgiveness credits. (Respondent’s Exhibit 8).

19. Complainant owes \$256.99 in PCAP arrearages. (Tr. 19).

20. In 2023, Complainant filed a prior Formal Complaint listed as *Kristen Flaherty v. West Penn Power Company*, Docket No. C-2023-3039663 wherein she requested a Commission PAR while enrolled in PCAP. (Tr. 19-20; Respondent's Exhibit 10).

21. The case at Docket No. C-2023-3039663 was resolved by Certificate of Satisfaction with acknowledgment by Complainant that her account was not eligible for a Commission PAR while enrolled in PCAP. (Tr. 19; Respondent's Exhibit 10).

22. Complainant filed the current complaint 41 days after she received the Certificate of Satisfaction for Docket No. C-2023-3039663. (Tr. 19).

DISCUSSION

Burden of Proof

As a matter of law, to establish a legally sufficient claim, a Complainant must show that the named utility is responsible or accountable for the problem described in the complaint in order to prevail. *Patterson v. Bell Tel. Co. of Pa.*, 72 Pa.P.U.C. 196 (1990). The offense must also be a violation of the Public Utility Code, a Commission regulation or order or a violation of a Commission-approved tariff. 66 Pa.C.S. § 701.

Section 332(a) of the Public Utility Code (Code) provides that a Complainant, as the party seeking affirmative relief from the Commission, has the burden of proof by a preponderance of the evidence. 66 Pa.C.S. § 332(a); *Samuel J. Lansberry, Inc. v. Pa. Pub. Util. Comm'n*, 578 A.2d 600 (Pa. Cmwlth. 1990). A preponderance of the evidence is evidence that is more convincing, by even the smallest amount, than that presented by the opposing party. *Se-Ling Hosiery, Inc. v. Margulies*, 70 A.2d 854 (Pa. 1950).

Additionally, this Commission's decision must be supported by substantial evidence in the record. 2 Pa.C.S. § 704. "Substantial evidence" is such relevant evidence that a reasonable mind might accept as adequate to support a conclusion. The pertinent inquiry is

whether substantial evidence exists to support the Commission's findings. *Elliot Co. v. Workers' Comp. Appeal Bd. (Shipley)*, 785 A.2d 480 (Pa. Cmwlth. 2002). More is required than a mere trace of evidence or a suspicion of the existence of a fact sought to be established. *Norfolk & W. Ry. Co. v. Pa. Pub. Util. Comm'n*, 413 A.2d 1037 (Pa. 1980); *Murphy v. Pa. Dep't of Pub. Welfare, White Haven Ctr.*, 480 A.2d 382 (Pa. Cmwlth. 1984).

Motion to Dismiss for Lack of Jurisdiction

Ms. Flaherty filed a complaint seeking a new payment arrangement from West Penn. During the hearing, West Penn made a verbal motion to dismiss the complaint for lack of Commission jurisdiction to award a payment arrangement based on Ms. Flaherty being in PCAP. Thus, Chapter 14 of the Code, the Responsible Utility Customer Protection Act, 66 Pa.C.S. § 1401–1419 applies. Specifically, section 1405 of the statute provides, in pertinent part, as follows:

§ 1405. Payment arrangements.

(a) General rule. – The commission is authorized to investigate complaints regarding payment disputes between a public utility, applicants and customers. The commission is authorized to establish payment arrangements between a public utility, customers and applicants within the limits established by this chapter.

(c) Customer assistance programs. – Customer assistance program rates shall be timely paid and shall not be the subject of payment arrangements negotiated or approved by the commission.

66 Pa.C.S. § 1405.

In support of its motion to dismiss for lack of jurisdiction, West Penn presented uncontradicted testimony from Ms. Walker, a customer service compliance specialist, as well as documentation providing that Ms. Flaherty was enrolled in West Penn's PCAP on April 15, 2022 and that she is still currently enrolled in PCAP. (Tr. 13, 16; Respondent's Exhibit 8). Ms. Walker also testified that Ms. Flaherty owes \$256.99 in PCAP arrearages. (Tr. 19).

Documentation from the hearing also indicated that Ms. Flaherty was aware that she could not seek a Commission PAR for the PCAP arrearages based on a prior Certificate of Satisfaction she accepted in *Kristen Flaherty v. West Penn Power Company*, Docket No. C-2023-3039663, which was 41 days prior to filing the complaint at issue.² (Tr. 19; Respondent’s Exhibit 10).

The statute is clear that the Commission is prohibited from issuing a payment arrangement for amounts owed by a customer while in PCAP. 66 Pa.C.S. § 1405. As such, the Commission has no authority to grant Ms. Flaherty a payment arrangement for the \$256.99 in PCAP arrearages.

Accordingly, Respondent’s motion to dismiss for lack of jurisdiction will be granted regarding the \$256.99 in PCAP arrearages.

Motion to Dismiss for Failure to Appear

As previously stated, Ms. Flaherty filed a complaint seeking a new payment arrangement from West Penn. Although the Commission is prohibited from granting a PAR for the PCAP portion of Ms. Flaherty’s arrearages, that does not preclude the Commission from issuing a PAR for the non-PCAP portion of her arrearages. *Hewitt v. PECO Energy Co.*, Docket No. F-2011-2273271 (Opinion and Order entered Sept. 12, 2013). Thus, West Penn also made a verbal motion to dismiss those claims with prejudice for failure to appear.

Administrative agencies, such as the Commission, are required to provide due process to the parties appearing before them. *Schneider v. Pa. Pub. Util. Comm’n*, 479 A.2d 10 (Pa. Cmwlth. 1984) (“*Schneider*”). This due process requirement is satisfied when the parties are provided notice and the opportunity to be heard. *Id.* As the proponent of any request for relief, the Complainant bears the burden of proof by a preponderance of the evidence. 66 Pa.C.S. § 332(a); *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950). Additionally, the Commission’s decision must be supported by substantial evidence. 2 Pa.C.S. § 704.

² Ms. Flaherty was not present for the hearing and failed to provide any evidence contrary to the evidence West Penn provided.

The Commission is required to fix the time and place of a hearing in a Complaint proceeding and serve notice thereof upon the parties in interest. 66 Pa.C.S. § 703(a)-(b). Service on interested persons is sufficient to provide notice. 52 Pa. Code § 5.61(a). As the Commission explained, “[i]t is well-established law that once timely notice of a hearing and the opportunity to be heard have been provided, it is the responsibility of the parties to be present and participate in the hearing.” *Mumma v. UGI Elec. Utils. Corp.*, Docket No. C-00014869 at 3 (Opinion and Order entered Jan. 28, 2002) (citing *Schneider*).

On September 26, 2023, the Commission issued and served a Hearing Notice and Prehearing Order for the November 15, 2023 hearing on both parties. The Hearing Notice and Prehearing Order informed the parties of: (a) the date and time of the hearing; (b) how to call in for the hearing; (c) how to request a continuance if needed and (d) the consequences of failing to appear at the hearing and present evidence including the dismissal of the complaint. The Hearing Notice and Prehearing Order were eServed on Complainant at the email address registered by Complainant with the Commission.³ Neither the Hearing Notice nor the Prehearing Order were returned to the Commission as undelivered. Accordingly, it must be presumed that the document sent to Complainant was received by Complainant. *Hu v. PECO Energy Co.*, Docket No. C-2019-3012075 (Order entered Dec. 19, 2019); *Zirkel v. Phila. Gas Works*, Docket No. C-2016-2561176 (Final Order entered Apr. 7, 2017); *Morella v. PECO Energy Co.*, Docket No. C-2016-2553416 (Final Order entered Jan. 31, 2017).

Both the Public Utility Code and the Commission’s regulations provide that, after being notified, a party who fails to appear at a scheduled hearing shall be deemed to have waived the opportunity to participate in the hearing, not be permitted thereafter to reopen the disposition of the matter accomplished at the hearing, and not be permitted to recall excused witnesses. 66 Pa.C.S. § 332(f), 52 Pa. Code § 5.245(a). However, neither of these provisions apply if the presiding officer determines that the failure to be represented was unavoidable and that the interests of the other parties and of the public would not be prejudiced by permitting the reopening or further examination. 66 Pa.C.S. § 332(f), 52 Pa. Code § 5.245(b).

³ See n.1 supra.

In the instant case, Complainant failed to appear for the hearing despite receiving notice and despite the undersigned allowing additional time for Complainant to appear. The party who failed to appear at the hearing has the burden of explaining why his/her failure to appear was unavoidable. 66 Pa.C.S. § 332(a); *Herr v. West Penn Power Co.*, Docket No. C-2021-3028202 (Opinion and Order entered Sept. 15, 2022). To date, Complainant has not communicated with the undersigned or the Office of Administrative Law Judge to explain why her failure to appear at the hearing was unavoidable. Therefore, I find that Complainant waived the opportunity to participate in a hearing on the matters raised in the complaint and Complainant's absence was not unavoidable. Thus, by her failure to appear, Complainant did not meet her burden of proof.

Consequently, it is appropriate to dismiss the complaint. As the Commission has explained, where a Complainant fails to appear for a scheduled hearing without good cause, the public interest is prejudiced by the wasteful use of the agency's and the Respondent's time and resources. *See, e.g., Elliott v. Pa. Elec. Co.*, No. F-2018-3003502 (Opinion and Order entered Feb. 6, 2020). When there are no facts in the record that the party's failure to appear was unavoidable, the complaint may be dismissed with prejudice. *Brown v. PECO Energy Co.*, Docket No. C-2019-3009486 (Opinion and Order entered Apr. 22, 2022); *Little v. Pittsburgh Water & Sewer Auth.*, Docket No. F-2021-3027107 (Opinion and Order entered Feb. 7, 2022); *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered Mar. 14, 2019); *Jefferson v. UGI Utils., Inc.*, Docket No. Z-00269892 (Opinion and Order entered Dec. 26, 1995); 66 Pa. C.S. § 332(f); 52 Pa. Code § 5.245(a).

Accordingly, Respondent's motion to dismiss the complaint for failure to appear will be granted.

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the subject matter of and the parties to this proceeding. 66 Pa.C.S. § 701.

2. Customer assistance program debt rates shall be timely paid and shall not be the subject of payment arrangements negotiated or approved by the commission. 66 Pa.C.S. § 1405(c).

3. The Commission is required to provide due process to the parties appearing before them and this due process requirement is satisfied when the parties are provided notice and the opportunity to be heard. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984).

4. After being notified, a party who fails to appear at a scheduled hearing shall be deemed to have waived the opportunity to participate in the hearing, not be permitted thereafter to reopen the disposition of the matter accomplished at the hearing, and not be permitted to recall excused witnesses. 66 Pa.C.S. § 332(f), 52 Pa. Code § 5.245(a).

5. If the presiding officer determines that the failure to be represented was unavoidable and that the interests of the other parties and of the public would not be prejudiced by permitting the reopening or further examination, the presiding officer may find that a party did not waive the opportunity to participate in the hearing. 66 Pa.C.S. § 332(f), 52 Pa. Code § 5.245(b).

6. Notice eServed to a party with no notification that service failed is presumed received. *Hu v. PECO Energy Co.*, Docket No. C-2019-3012075 (Order entered Dec. 19, 2019); *Zirkel v. Phila. Gas Works*, Docket No. C-2016-2561176 (Final Order entered Apr. 7, 2017); *Morella v. PECO Energy Co.*, Docket No. C-2016-2553416 (Final Order entered Jan. 31, 2017).

7. Complainant's due process rights have been fully preserved and Complainant's failure to appear was not unavoidable. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984); 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a).

8. As the party seeking relief, Complainant bears the burden of proof by a preponderance of the evidence. 66 Pa.C.S. § 332(a), *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950).

9. The Complainant has failed to meet her burden of proof in this proceeding. 66 Pa.C.S. § 332(a).

ORDER

THEREFORE,

IT IS ORDERED:

1. That West Penn Power Company's Motion to Dismiss the Complaint of Kristen Flaherty for lack of jurisdiction in Kristen Flaherty v. West Penn Power Company at Docket No. C-2023-3041914 is granted in regard to the delinquent \$256.99 she incurred while in the Pennsylvania Customer Assistance Program.

2. That West Penn Power Company's Motion to Dismiss the Complaint of Kristen Flaherty for failure to appear in Kristen Flaherty v. West Penn Power Company at Docket No. C-2023-3041914 is granted.

3. That the Formal Complaint of Kristen Flaherty in Kristen Flaherty v. West Penn Power Company at Docket No. C-2023-3041914 is dismissed.

4. That the matter at Docket No. C-2023-3041914 be marked closed.

Date: February 23, 2024

/s/
Chad L. Allensworth
Administrative Law Judge



PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265

Kristen Flaherty

v.

FirstEnergy Pennsylvania Electric Company

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⋮
⋮
⋮

C-2024-3048396

FINAL ORDER

In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Administrative Law Judge Emily I. DeVoe dated November 6, 2024, has become final without further Commission action;

THEREFORE,

IT IS ORDERED:

1. That West Penn Power Company's motion to dismiss, with prejudice, the Formal Complaint of Kristen Flaherty at Docket No. C-2024-3048369 is granted.
2. That the Complaint of Kristen Flaherty filed in Kristen Flaherty v. FirstEnergy Pennsylvania Electric Company at Docket No. C-2024-3048396 is dismissed with prejudice.
3. That the Secretary's Bureau shall mark Docket No. C-2024-3048396 as closed.

BY THE COMMISSION,

A handwritten signature in blue ink that reads "Rosemary Chiavetta".

Rosemary Chiavetta
Secretary

(SEAL)

ORDER ENTERED: December 9, 2024



COMMONWEALTH OF PENNSYLVANIA
 PENNSYLVANIA PUBLIC UTILITY COMMISSION
 COMMONWEALTH KEYSTONE BUILDING
 400 NORTH STREET
 HARRISBURG, PENNSYLVANIA 17120

IN REPLY PLEASE
 REFER TO OUR FILE

November 6, 2024

Kristen Flaherty *Exceptions due 11/26* C-2024-3048396
 v. *Reply Exceptions due 12/06*
FirstEnergy Pennsylvania Electric Company

TO ALL PARTIES:

Enclosed is a copy of the Initial Decision of the Office of Administrative Law Judge.

If you do not agree with any part of this decision, you may send written comments (called Exceptions) to the Commission. Your signed Exceptions to the decision, if any, must be: 1) **filed** with the Secretary of the Commission, and 2) **within twenty (20) days** of the date of this letter.

Exceptions must be efiled with the Secretary of the Commission by opening an efilng account through the Commission's website and accepting eservice at <http://www.puc.state.pa.us/efiling/default.aspx>. If your filing contains confidential material, you are required to file by overnight delivery to ensure the timely filing of your submission.

In addition to filing your Exceptions with the Secretary of the Commission, a courtesy copy of your Exceptions should be e-mailed to the Commission's Office of Special Assistants (OSA) at ra-OSA@pa.gov. Your filing should not be larger than 10mb.

Replies to Exceptions, if any, must be **filed** with the Secretary of the Commission and **served** on each party of record and the Commission's OSA, in the manner described above. **They are due within ten (10) days of the date when Exceptions are due.**

It is your responsibility to serve all the parties with your Exceptions and Replies to Exceptions. Failure to do so may render your filing unacceptable. A certificate of service (see format in 52 Pa. Code §1.58) shall be attached to the filed Exceptions or Replies to Exceptions.

Exceptions and Replies to Exceptions shall follow 52 Pa. Code §§5.533 and 5.535 particularly the 40-page limit for Exceptions and the 25-page limit for Replies to Exceptions. Exceptions should clearly be labeled as "EXCEPTIONS OF (name of party) - (protestant, complainant, staff, etc.)". Any reference to specific sections of the Administrative Law Judge's Initial Decision shall include the page number(s) of the cited section of the decision.

If no Exceptions are received, the decision of the Administrative Law Judge could become final without further Commission action. You will receive written notification if this occurs. However, even if no exceptions are received, the Commission may review and change the decision pursuant to Section 332(h) of the Public Utility Code, 66 Pa. C.S. § 332(h).

Sincerely,

 Rosemary Chiavetta
 Secretary

Decision attached

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kristen Flaherty

v.

FirstEnergy Pennsylvania Electric Company

:
:
:
:
:
:

C-2024-3048396

INITIAL DECISION

Before
Emily I. DeVoe
Administrative Law Judge

INTRODUCTION

This decision dismisses the Formal Complaint due to Complainant’s failure to appear at the evidentiary hearing and prosecute the Complaint.

HISTORY OF THE PROCEEDINGS

On April 15, 2024, Kristen Flaherty (Complainant or Ms. Flaherty) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission) against FirstEnergy Pennsylvania Electric Company (FE PA, Company, or Respondent) regarding her electric service at her residence at 3998 Millers Run Road, McDonald, Pennsylvania (service location). Ms. Flaherty checked boxes on the complaint form, indicating the utility was threatening to shut off her service and requesting a payment arrangement (PAR). Regarding “Methods of Communication by

the Commission,” Ms. Flaherty selected eService, checking the box next to this option on her Complaint. Complaint ¶ 9.

On May 6, 2024, FE PA filed an answer and new matter. FE PA admitted that it provides service to the service location under an account in Complainant’s name. It avers it issued a 10-day termination notice dated April 8, 2024, due to non-payment, but did so consistent with the Company’s Commission-approved Tariff, the Pennsylvania Public Utility Code (Code), and Commission regulations and orders. Respondent argues that the Commission lacks authority to award a PAR for the arrears on Complainant’s account. The Company explains that the account has been enrolled in its low-income customer assistance program (PCAP) since March 17, 2022, and is also enrolled budget billing. FE PA notes that the current budget amount is \$156.00 but avers Complainant does not pay her bills in full or by the due date. FE PA argues that the only good customer payment to post in the last 24 months was to restore service after lawful termination. The Company avers that, since the account was established, Complainant defaulted on two Company PARs and a Level 2¹ Commission PAR awarded in 2019. Respondent avers the Account was properly billed, all bills are correct as rendered, and the account balance as of April 17, 2024, is \$3,587.04.

In its new matter, Respondent argues Complainant has abused the complaint process and as a result, she should be barred from the filing of any complaint until the balance is paid in full. FE PA further argues Complainant’s account is enrolled in PCAP and the Code does not authorize the Commission to direct a PAR while the Account is enrolled in PCAP. *See* 66 Pa.C.S. § 1405(c).

¹ Level 2 is defined as a household with gross monthly income level not exceeding 250% of the Federal poverty level. 66 Pa.C.S. § 1405(b)(2).

The answer and new matter included a notice to plead which notified Ms. Flaherty that she should file a response to the new matter within 20 days from service thereof. Ms. Flaherty did not file a response to the new matter.

By hearing notice dated June 18, 2024, the Complaint was assigned to Administrative Law Judge Conrad A. Johnson (ALJ Johnson) and set for hearing on August 12, 2024. The hearing notice was eServed on Complainant consistent with her selection on her Complaint.

On June 18, 2024, the Commission issued a Judge Change Notice, reassigning this matter to me.

I issued a Prehearing Order on June 20, 2024, setting forth the procedures for the conduct of hearings, including the consequences of failing to appear as well as instructions for requesting a continuance. The Prehearing Order was eServed on Complainant consistent with her selection on her Complaint.

The hearing convened as scheduled on August 12, 2024. Ms. Margaret Morris, Esq., counsel for FE PA, was on the line. Complainant was not. On the record, Ms. Morris recounted her attempts to contact Complainant prior to the hearing and made a motion to dismiss the Complaint with prejudice due to Complainant's failure to appear at the hearing. Ms. Morris cited the Commission's recent decision in *Kristen Flaherty v. West Penn Power Company*, Docket No. C-2023-3041914 (Final Order dated Mar. 26, 2024) to support her request that this case be dismissed with prejudice.² Ms. Morris did

² On January 1, 2024, FirstEnergy's Pennsylvania operating companies (i.e., Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company, and West Penn Power Company) merged into FirstEnergy Pennsylvania Electric Company. Due to the merger transaction, the affected operating companies' tariffs were consolidated into a single tariff, with each former operating company's rates becoming its own rate district. As such, the customers of the former West Penn Power

not present any evidence with regard to the Company's argument that Ms. Flaherty be prohibited from filing additional complaints due to the alleged abuse of the administrative process. I took the motion to dismiss under advisement.

On August 12, 2024, the Transcript was filed. On August 26, 2024, I issued an Interim Order closing the record.

This matter is now ripe for disposition.

FINDINGS OF FACT

1. Complainant is Kristen Flaherty.
2. The Respondent, FirstEnergy Pennsylvania Electric Company, is a jurisdictional public utility.
3. On April 15, 2024, Kristen Flaherty filed a Formal Complaint against FE PA, requesting a PAR.
4. On the Complaint, under "Methods of Communication by the Commission," Ms. Flaherty selected eService, checking the box next to this option.
5. On May 6, 2024, FE PA filed an answer and new matter, alleging Complainant was ineligible for a PAR and should be prohibited from filing future complaints due to abusing the administrative process.

Company have their own separate and distinct rate district under FirstEnergy Pennsylvania Electric Company's tariff.

6. The answer and new matter included a notice to plead which notified Ms. Flaherty that she should file a response to the new matter within 20 days.

7. Ms. Flaherty did not file a response to the new matter.

8. By hearing notice dated June 18, 2024, the Complaint was assigned to ALJ Johnson and set for hearing on August 12, 2024.

9. The hearing notice was eServed on Complainant consistent with her selection on her Complaint.

10. On June 18, 2024, the Commission issued a Judge Change Notice, reassigning this matter to me.

11. A Prehearing Order was issued on June 20, 2024, setting forth the procedures for the conduct of hearings, including the consequences of failing to appear as well as instructions for requesting a continuance.

12. The Prehearing Order was eServed on Complainant consistent with her selection on her Complaint.

13. Ms. Flaherty did not appear at the evidentiary hearing.

14. Ms. Flaherty did not withdraw or settle this matter.

15. Ms. Flaherty did not request a continuance of this matter, nor has she contacted the Commission to explain why her failure to appear was unavoidable.

DISCUSSION

Section 332(a) of the Public Utility Code provides that a complainant, as the party seeking relief from the Commission, has the burden of proof. 66 Pa.C.S. § 332(a). To establish a sufficient case and satisfy the burden of proof, the complainant must show that the respondent public utility is responsible or accountable for the problem described in the complaint. *Patterson v. Bell Tel. Co. of Pa.*, 72 Pa.P.U.C. 196 (1990); *Feinstein v. Phila. Suburban Water Co.*, 50 Pa.P.U.C. 300 (1976). Such a showing must be by a preponderance of the evidence. *Samuel J. Lansberry, Inc. v. Pa. Pub. Util. Comm'n*, 578 A.2d 600 (Pa. Cmwlth. 1990). A preponderance of the evidence is established by presenting evidence more convincing, by even the smallest amount, than that presented by the other party. *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950). The offense must be a violation of the Public Utility Code, the Commission's regulations, or an outstanding order of the Commission. 66 Pa.C.S. § 701.

Administrative agencies, such as the Commission, are required to provide due process to the parties appearing before them. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984). This due process requirement is satisfied when the parties are afforded notice and the opportunity to be heard. *Id.*

The hearing notice and Prehearing Order were eServed upon Complainant consistent with her selected method of service by the Commission in the Complaint. Neither was returned to the Commission as undeliverable. Notice eServed to a party's registered email address with no notification that service failed is presumed to have been received. *Hu v. PECO Energy Co.*, Docket No. C-2019-3012075 (Order entered Dec. 19, 2019); *Zirkel v. Phila. Gas Works*, Docket No. C-2016-2561176 (Final Order entered Apr. 7, 2017); *Morella v. PECO Energy Co.*, Docket No. C-2016-2553416 (Final Order entered Jan. 31, 2017).

Ms. Flaherty filed the instant Complaint seeking a payment arrangement. Ms. Flaherty must prove that she is entitled to this relief from the Commission. 66 Pa.C.S. § 332. Ms. Flaherty was eServed with the notice scheduling the hearing for August 12, 2024. The hearing notice and Prehearing Order issued in this case gave clear instructions regarding how to request a continuance. Furthermore, Ms. Flaherty had an opportunity to appear at the hearing and voluntarily chose not to do so. Under the circumstances, the due process rights of Complainant have been fully protected.

Once a hearing is scheduled and the parties are duly notified by the Commission, it is the responsibility of the parties to appear and participate in the hearing. *Mumma v. PPL Elec. Utils. Corp.*, Docket No. C-00014869 (Opinion and Order entered Jan. 24, 2002). Both the Public Utility Code and the Commission's regulations provide that, after being notified, a party who fails to appear at a scheduled hearing shall be deemed to have waived the opportunity to participate in the hearing and shall not be permitted to later reopen the matter or be permitted to recall excused witnesses. 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a). However, these provisions in the Code and in the Commission's, regulations do not apply if the presiding officer determines that the party's failure to appear at the hearing was unavoidable and that the interests of the other parties and of the public would not be prejudiced by permitting the reopening or further examination. 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(b).

The party who failed to appear at the hearing has the burden of explaining why his/her failure to appear was unavoidable. 66 Pa.C.S. § 332(a); *Herr v. West Penn Power Co.*, Docket No. C-2021-3028202 (Opinion and Order entered Sept. 15, 2022). When there are no facts in the record that the party's failure to appear was unavoidable, the complaint should be dismissed with prejudice. *Brown v. PECO Energy Co.*, Docket No. C-2019-3009486 (Opinion and Order entered Apr. 22, 2022); *Little v. Pittsburgh Water & Sewer Auth.*, Docket No. F-2021-3027107 (Opinion and Order entered Feb. 7, 2022); *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order

entered Mar. 14, 2019); *Jefferson v. UGI Utils., Inc.*, Docket No. Z-00269892 (Opinion and Order entered Dec. 26, 1995); 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a).

Complainant failed to appear for the hearing despite receiving notice. To date, there has been no communication to the Office of Administrative Law Judge or me by, or on behalf of, Complainant explaining why Complainant's failure to appear at the hearing was unavoidable.

Consequently, I find that Complainant waived the opportunity to participate in a hearing on the matters raised in the Complaint and Complainant's absence was not unavoidable.

If there are no facts in the record that a party's failure to appear at a hearing was unavoidable, the complaint should be dismissed with prejudice. *Brown v. PECO Energy Co.*, Docket No. C-2019-3009486 (Opinion and Order entered Apr. 22, 2022); *Little v. Pittsburgh Water & Sewer Auth.*, Docket No. F-2021-3027107 (Opinion and Order entered Feb. 7, 2022); *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered Mar. 14, 2019); *Jefferson v. UGI Utils., Inc.*, Docket No. Z-00269892 (Opinion and Order entered Dec. 26, 1995).

As such, the Complaint is dismissed due to Complainant's failure to appear and prosecute the Complaint. Under the circumstances of this case, it is appropriate to dismiss the Complaint with prejudice.

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the parties and subject matter of this proceeding. 66 Pa.C.S. § 701.

2. The Commission is required to provide due process to the parties appearing before them; this due process requirement is satisfied when the parties are provided notice and the opportunity to be heard. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984).

3. Notice eServed to a party's registered email address with no notification that service failed to be delivered to that email address is presumed to have been received. *Hu v. PECO Energy Co.*, Docket No. C-2019-3012075 (Order entered Dec. 19, 2019); *Zirkel v. Phila. Gas Works*, Docket No. C-2016-2561176 (Final Order entered Apr. 7, 2017); *Morella v. PECO Energy Co.*, Docket No. C-2016-2553416 (Final Order entered Jan. 31, 2017).

4. The due process rights of Complainant have been fully protected in this proceeding and Complainant's failure to appear was not unavoidable. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984); 52 Pa. Code § 5.245(a).

5. By failing to appear for the hearing and proffer any evidence to support the Complaint, Complainant has failed to meet her burden of proving she is eligible for the relief she seeks from the Commission. 66 Pa.C.S. § 332(a); 52 Pa. Code § 5.245(a).

6. If there are no facts in the record that a party's failure to appear at a hearing was unavoidable, the complaint should be dismissed with prejudice. *Brown v. PECO Energy Co.*, Docket No. C-2019-3009486 (Opinion and Order entered Apr. 22, 2022); *Little v. Pittsburgh Water & Sewer Auth.*, Docket No. F-2021-3027107 (Opinion and Order entered Feb. 7, 2022); *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered Mar. 14, 2019); *Jefferson v. UGI Utils., Inc.*, Docket No. Z-00269892 (Opinion and Order entered Dec. 26, 1995).

ORDER

THEREFORE,

IT IS ORDERED:

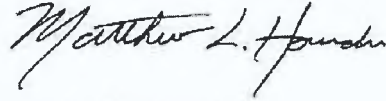
1. That West Penn Power Company's motion to dismiss, with prejudice, the Formal Complaint of Kristen Flaherty at Docket No. C-2024-3048369 is granted.
2. That the Complaint of Kristen Flaherty filed in Kristen Flaherty v. FirstEnergy Pennsylvania Electric Company at Docket No. C-2024-3048396 is dismissed with prejudice.
3. That the Secretary's Bureau shall mark Docket No. C-2024-3048396 as closed.

Date: November 6, 2024

/s/
Emily I. DeVoe
Administrative Law Judge

3. That the Secretary's Bureau shall mark Docket No. C-2025-3054497
as closed.

BY THE COMMISSION,



Matthew L. Homsher
Secretary

(SEAL)

ORDER ENTERED: August 19, 2025



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120

IN REPLY PLEASE
REFER TO OUR FILE

July 17, 2025

C-2025-3054497

Kristen Flaherty
v.
FirstEnergy Pennsylvania Electric Company

Exceptions due 8/6
Reply Exceptions due 8/18

TO ALL PARTIES:

Enclosed is a copy of the Initial Decision of the Office of Administrative Law Judge.

If you do not agree with any part of this decision, you may send written comments (called Exceptions) to the Commission. Your signed Exceptions to the decision, if any, must be: 1) **filed** with the Secretary of the Commission, **and 2) within twenty (20) days** of the date of this letter.

Exceptions must be efiled with the Secretary of the Commission by opening an efilng account through the Commission's website and accepting eservice at <http://www.puc.state.pa.us/efiling/default.aspx>. If your filing contains confidential material, you are required to file by overnight delivery to ensure the timely filing of your submission.

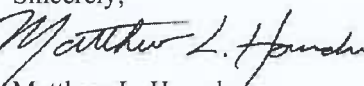
In addition to filing your Exceptions with the Secretary of the Commission, a courtesy copy of your Exceptions should be e-mailed to the Commission's Office of Special Assistants (OSA) at ra-OSA@pa.gov. Your filing should not be larger than 10mb.

Replies to Exceptions, if any, must be **filed** with the Secretary of the Commission and **served** on each party of record and the Commission's OSA, in the manner described above. **They are due within ten (10) days of the date when Exceptions are due.**

It is your responsibility to serve all the parties with your Exceptions and Replies to Exceptions. Failure to do so may render your filing unacceptable. A certificate of service (see format in 52 Pa. Code §1.58) shall be attached to the filed Exceptions or Replies to Exceptions.

Exceptions and Replies to Exceptions shall follow 52 Pa. Code §§5.533 and 5.535 particularly the 40-page limit for Exceptions and the 25-page limit for Replies to Exceptions. Exceptions should clearly be labeled as "EXCEPTIONS OF (name of party) - (protestant, complainant, staff, etc.)". Any reference to specific sections of the Administrative Law Judge's Initial Decision shall include the page number(s) of the cited section of the decision.

If no Exceptions are received, the decision of the Administrative Law Judge could become final without further Commission action. You will receive written notification if this occurs. However, even if no exceptions are received, the Commission may review and change the decision pursuant to Section 332(h) of the Public Utility Code, 66 Pa. C.S. § 332(h).

Sincerely,

Matthew L. Homshof
Secretary

Decision attached

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kristen Flaherty

v.

FirstEnergy Pennsylvania Electric Company

:
:
:
:
:
:

C-2025-3054497

INITIAL DECISION

Before
Emily I. DeVoe
Administrative Law Judge

INTRODUCTION

This decision dismisses the Formal Complaint without prejudice for the failure of Complainant to appear for the hearing and prosecute the Complaint.

HISTORY OF THE PROCEEDING

On April 9, 2025, Kristen Flaherty (Complainant) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission) against FirstEnergy Pennsylvania Electric Company (Respondent). The Complaint alleges that Respondent threatened to shut off or did shut off Complainant's service, and Complainant requested a payment arrangement.

In her Complaint, Complainant selected the option to receive all communications from the Commission via eService through an eFiling account she registered with the Commission. Complaint ¶ 9.

On April 29, 2025, the Respondent filed an Answer in which it denied the material allegations of fact in the Complaint and denied that Complainant was entitled to the relief requested. Respondent requested that the Complaint be dismissed.

On May 6, 2025, a Call-In Telephone Hearing Notice was served on the parties scheduling an initial telephonic hearing on June 26, 2025 at 10:00 a.m. and the case was assigned to me. The Hearing Notice provided the parties with the Toll-Free Bridge Number and the PIN to call and participate in the telephonic hearing. The Hearing Notice further stated as follows:

FAILURE TO APPEAR: You may lose the case if you do not take part in this hearing and present evidence on the issue(s) raised. Your case may be dismissed “with prejudice” which means that you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint.

CONTINUANCES. You may request a continuance of the hearing if you have a good reason. All continuances will be granted only for good cause. To request a continuance, you must submit a written request (a “motion”) at least five (5) days before the hearing. Your motion should include: 1) The case name, number, and hearing date; 2) The reason for the request; and 3) Whether the other party agrees (or if you do not know).

On May 6, 2025, a Prehearing Order was served on the parties which reminded the parties of the date and time of the hearing. The Prehearing Order also stated the potential consequences if a party failed to appear at the hearing. Additionally,

the Prehearing Order informed the parties about the applicable procedural rules and again included the procedure to follow for hearing continuances.

The Hearing Notice and Prehearing Order were eServed to the Complainant in the ordinary course of the Commission's business to the email address that was registered with the Commission by Complainant. Neither the Hearing Notice nor the Prehearing Order were returned to the Commission as undeliverable.

On June 26, 2025, I convened the hearing as scheduled. Margaret A. Morris, Esquire, appeared on behalf of Respondent along with one witness and was ready to proceed. The court reporter was also present. Complainant was not present at the start of the hearing. After allowing time for Complainant to appear, the hearing proceeded in Complainant's absence. No testimony was taken, and no exhibits were introduced into the record. At the hearing, Respondent moved to dismiss the Complaint for Complainant's failure to appear and prosecute her Complaint. I took this motion under advisement.

Complainant has not contacted the Commission to explain why her failure to appear at the hearing was unavoidable.

The record closed on June 26, 2025, at the conclusion of the hearing.

On July 3, 2025, the eleven-page Transcript (Tr.) was filed.

This decision grants the Respondent's motion and dismisses the Complaint without prejudice.

FINDINGS OF FACT

1. The Complainant is Kristen Flaherty.
2. The Respondent is FirstEnergy Pennsylvania Electric Company.
3. On April 9, 2025, Complainant filed a Formal Complaint against Respondent.
4. On April 29, 2025, Respondent filed an Answer to the Complaint.
5. On May 6, 2025, a Call-In Telephone Hearing Notice was served on Complainant scheduling an initial telephonic hearing on June 26, 2025, at 10:00 a.m.
6. On May 6, 2025, a Prehearing Order for Telephone Hearing was served on Complainant providing additional information to the parties regarding the hearing.
7. Both the Hearing Notice and Prehearing Order were served on Complainant by eService to the email address Complainant provided to and registered with the Commission.
8. Both the Hearing Notice and Prehearing Order provided the Complainant with the toll-free bridge telephone number and PIN to call and participate in the hearing, and, *inter alia*, the procedure for requesting a continuance and the possible consequences of failing to appear at the hearing.
9. Neither the Hearing Notice nor the Prehearing Order were returned to the Commission as undeliverable.

10. Complainant failed to appear and participate in the scheduled telephonic hearing on June 26, 2025.

11. The court reporter, Counsel for Respondent and its witness were present and prepared to proceed at the June 26, 2025 hearing.

12. Complainant has not contacted the Commission to explain why her failure to appear at the hearing was unavoidable.

DISCUSSION

Due Process and Notice

Administrative agencies, such as the Commission, are required to provide due process to the parties appearing before them. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984). This due process requirement is satisfied when the parties are provided notice and the opportunity to be heard. *Id.*

The record shows that Complainant was provided notice and the opportunity to be heard. First, on May 6, 2025, the Commission served the Complainant a Hearing Notice which advised the parties of the date and time of the hearing, and how to participate. Second, on May 6, 2025, the Commission served the Complainant a Prehearing Order which reminded the parties of the date and time of the hearing, and how to participate. Further, both documents advised the parties, *inter alia*, how to request a continuance prior to the hearing if needed. Finally, both documents advised Complainant that failure to appear may result in the dismissal of the Complaint with prejudice, which means that Complainant would be barred from filing another complaint raising the same claim(s) and issues(s) presented in the dismissed complaint.

Both the Hearing Notice and Prehearing Order were eServed to the Complainant at the email address she registered with the Commission. Neither was returned to the Commission as undeliverable. Notice eServed to a party's registered email address with no notification that service failed is presumed to have been received. *Hu v. PECO Energy Co.*, Docket No. C-2019-3012075 (Order entered Dec. 19, 2019); *Zirkel v. Phila. Gas Works*, Docket No. C-2016-2561176 (Final Order entered Apr. 7, 2017); *Morella v. PECO Energy Co.*, Docket No. C-2016-2553416 (Final Order entered Jan. 31, 2017).

Complainant had notice of the hearing and an opportunity to be heard in this proceeding. Therefore, Complainant's due process rights have been fully protected. *Sentner v. Bell Tel. Co. of Pa.*, Docket No. F-00161106 (Opinion and Order entered Oct. 25, 1993).

Failure to Appear, Waiver and the "Unavoidable" Standard

Once a hearing is scheduled and the parties are duly notified by the Commission, it is the responsibility of the parties to appear and participate in the hearing. *Mumma v. PPL Elec. Utils. Corp.*, Docket No. C-00014869 (Opinion and Order entered Jan. 28, 2002). Both the Public Utility Code and the Commission's regulations provide that, after being notified, a party who fails to appear at a scheduled hearing shall be deemed to have waived the opportunity to participate in the hearing and shall not be permitted to later reopen the matter or be permitted to recall excused witnesses. 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a). However, these provisions in the Code and in the Commission's regulations do not apply if the presiding officer determines that the party's failure to appear at the hearing was unavoidable and that the interests of the other parties and of the public would not be prejudiced by permitting the reopening or further examination. 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(b).

The party who failed to appear at the hearing has the burden of explaining why his/her failure to appear was unavoidable. 66 Pa.C.S. § 332(a); *Herr v. West Penn Power Co.*, Docket No. C-2021-3028202 (Opinion and Order entered Sept. 15, 2022). When there are no facts in the record that the party's failure to appear was unavoidable, the complaint should be dismissed with prejudice. *Brown v. PECO Energy Co.*, Docket No. C-2019-3009486 (Opinion and Order entered Apr. 22, 2022); *Little v. Pittsburgh Water & Sewer Auth.*, Docket No. F-2021-3027107 (Opinion and Order entered Feb. 7, 2022); *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered Mar. 14, 2019); *Jefferson v. UGI Utils., Inc.*, Docket No. Z-00269892 (Opinion and Order entered Dec. 26, 1995); 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a).

Complainant failed to appear for the hearing despite receiving notice and despite the undersigned allowing additional time for Complainant to appear. To date, there has been no communication to the Office of Administrative Law Judge or me by, or on behalf of, Complainant explaining why Complainant's failure to appear at the hearing was unavoidable.

Consequently, I find that Complainant waived the opportunity to participate in a hearing on the matters raised in the complaint, Complainant's absence was not unavoidable, and the Complaint should be dismissed with prejudice.

Burden of Proof and Dismissal of Complaint

Section 332(a) of the Public Utility Code provides that the party seeking relief from the Commission has the burden of proof. 66 Pa.C.S. § 332(a). To establish a sufficient case and satisfy the burden of proof, a complainant must show that the respondent public utility is responsible or accountable for the problem described in the complaint. *Patterson v. Bell Tel. Co. of Pa.*, 72 Pa.P.U.C. 196 (1990); *Feinstein v. Phila.*

Suburban Water Co., 50 Pa.P.U.C. 300 (1976). Such a showing must be by a preponderance of the evidence. *Samuel J. Lansberry, Inc. v. Pa. Pub. Util. Comm'n*, 578 A.2d 600 (Pa. Cmwlth. 1990). A preponderance of the evidence is established by presenting evidence more convincing, by even the smallest amount, than that presented by the other party. *Se-Ling Hosiery v. Margulies*, 70 A.2d 854 (Pa. 1950).

As the proponent of any request for relief, Complainant bears the burden of proof. By failing to participate and proffer any evidence to support the Complaint, Complainant has failed to meet this burden.

Commission precedent would support my dismissing the Complaint with prejudice. *See Brown v. PECO Energy Co.*, Docket No. C-2019-3009486 (Opinion and Order entered Apr. 22, 2022); *Williams v. PECO Energy Co.*, Docket No. C-2018-300734 (Opinion and Order entered Mar. 14, 2019) (citing *Jefferson v. UGI Utils., Inc.*, Docket No. Z-00269892 (Opinion and Order entered Dec. 26, 1995)). In this case, however, Respondent averred at the hearing that it believed Complainant would be eligible for a PAR “if she would attend [the hearing] or if she contacted BCS.” Tr. 7-8.

Accordingly, the Complaint is dismissed without prejudice, and the merits of the Complaint will not be addressed.

Respondent’s motion to dismiss will be granted.

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the subject matter of and the parties to this proceeding. 66 Pa.C.S. § 701.

2. The Commission is required to provide due process to the parties appearing before them; this due process requirement is satisfied when the parties are provided notice and the opportunity to be heard. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984).

3. Notice eServed to a party's registered email address with no notification that service failed to be delivered to that email address is presumed to have been received. *Hu v. PECO Energy Co.*, Docket No. C-2019-3012075 (Order entered Dec. 19, 2019); *Zirkel v. Phila. Gas Works*, Docket No. C-2016-2561176 (Final Order entered Apr. 7, 2017); *Morella v. PECO Energy Co.*, Docket No. C-2016-2553416 (Final Order entered Jan. 31, 2017).

4. After being notified, a party who fails to appear at a scheduled hearing shall be deemed to have waived the opportunity to participate in the hearing and shall not be permitted to later reopen the matter or be permitted to recall excused witnesses. 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a).

5. If there are no facts in the record that a party's failure to appear at a hearing was unavoidable, the complaint should be dismissed with prejudice. *Brown v. PECO Energy Co.*, Docket No. C-2019-3009486 (Opinion and Order entered Apr. 22, 2022); *Little v. Pittsburgh Water & Sewer Auth.*, Docket No. F-2021-3027107 (Opinion and Order entered Feb. 7, 2022); *Williams v. PECO Energy Co.*, Docket No. C-2018-3000734 (Opinion and Order entered Mar. 14, 2019); *Jefferson v. UGI Utils., Inc.*, Docket No. Z-00269892 (Opinion and Order entered Dec. 26, 1995).

6. Complainant's due process rights have been fully protected and Complainant's failure to appear was not unavoidable. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Cmwlth. 1984); 66 Pa.C.S. § 332(f); 52 Pa. Code § 5.245(a).

Docket No. C-2025-3057471
Kristen Flaherty v. FirstEnergy Pennsylvania Electric Company
Complaint History
August 2019 to Present



Complaint	Opened/Filed Closed	Issue	Resolution Reason
Informal #1 BCS # 3727299	8/19/19 -- 8/19/19 Bal: \$2,055.29	PAR Request	Level 2 PAR
Informal #2 BCS # 3781846	3/12/21 -- 4/5/21 Bal: \$3,959.04	PAR Request	COVID PAR
Informal # 3 BCS # 3809610	10/21/21 -- 10/26/21 Bal: \$4,903.01	PAR Request	Dismissed § 1405(d)
Formal # 1 C-2022-3031846	4/12/22 -- 9/13/22 Bal: \$4,317.43	PAR Request	CSAT
Formal # 2 C-2023-3039663	4/07/23 -- 6/15/23 Bal: \$4,914.12	PAR Request	CSAT

Docket No. C-2025-3057471
Kristen Flaherty v. FirstEnergy Pennsylvania Electric Company
Complaint History
August 2019 to Present

Formal #3 C-2023-3041914	7/27/23 -- 3/26/24 Bal: \$4,269.67	PAR Request	Dismissed (Failure to appear for scheduled hearing)
Formal # 4 C-2024-3048396	4/16/24 -- 12/9/24 Bal: \$3,546.91	PAR Request	Dismissed with prejudice
Formal # 5 C-2025-3054497	4/9/25 -- 8/19/25 Bal: \$5,043.46	PAR Request	Dismissed (No show)
Formal # 6 C-2025-3057471	9/17/25 -- \$6,032.93	PAR Request	Pending