

| | | | |
|----|-------------------------|-----|-----|
| 15 | | 194 | 201 |
| | Meter Change Record | | |
| 16 | | 216 | 222 |
| | Statement of Account | | |
| 17 | | 205 | 213 |
| | Usage Comparison Report | | |
| 18 | | 216 | 228 |
| | Customer Contacts | | |

DLC EXHIBIT NO. 12
REDACTED

Meter Test Report

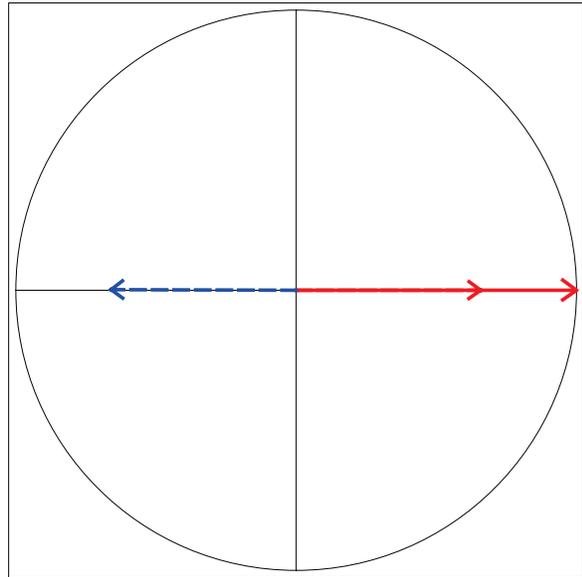
| Device Information | | | |
|---------------------------|------------------------------------|------------------------------|---|
| Model: DTS-2990 | Software Version: 3.1.8r | Serial Number: [REDACTED] | Calibration Date: Nov-11-2025 8:59 AM |

| Meter Information | | | | |
|-------------------------------------|----------------------|---------------------------------|---|--------------------------------|
| Model: C2S0D | | Manufacturer: CENTRON | | |
| Meter SN: [REDACTED] 0114 | Catalog #: | | Form: 2S | Kh/Kt: 1.000 / 1.000 |
| TA: 30.00 A | Class: 200 | Multiplier: 1.00 | Voltage: 240.00 V | Accuracy Class: 0.50 |
| Utility Serial: 74510114 | Comm Serial: | | Capabilities: <input type="checkbox"/> Bidirectional <input type="checkbox"/> KYZ <input type="checkbox"/> Demand <input type="checkbox"/> Vec. Arithmetic | |

| Test Session Information | | | | |
|---|---------------------------------|---------------------------|---|--|
| Service: SP 3-Wire, Residential | | | Sequence Name: DEFAULT SEQ FL, LL, PF ACCURACY - SP | |
| Socket Serial #: DTS-00000024 | | Tech: JOEG | | Test Date: Dec-04-2025 3:44 PM |
| Tolerance: 0.50 % | Weighted Avg: 100.080 | Pass/Fail: PASS | Test Reason: As Found | |
| User Notes: | | | | |
| Post-Test Notes: | | | | |

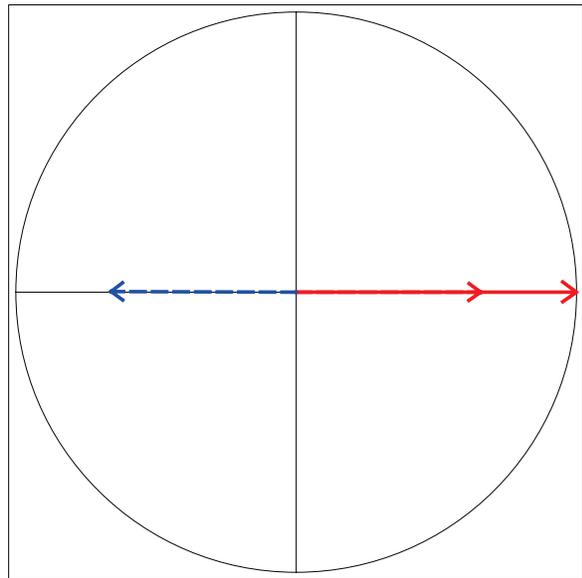
FL ACC Meter Accuracy Test 1-1

| | |
|------------------|---------|
| Pass/Fail: | PASS |
| Registration: | 100.09 |
| % Error: | 0.09 |
| Meter Measured: | 5.00 Wh |
| Actual Measured: | 5.00 Wh |
| Pulses: | 5 |
| Tolerance: | 0.5% |
| Weight: | 3.0 |



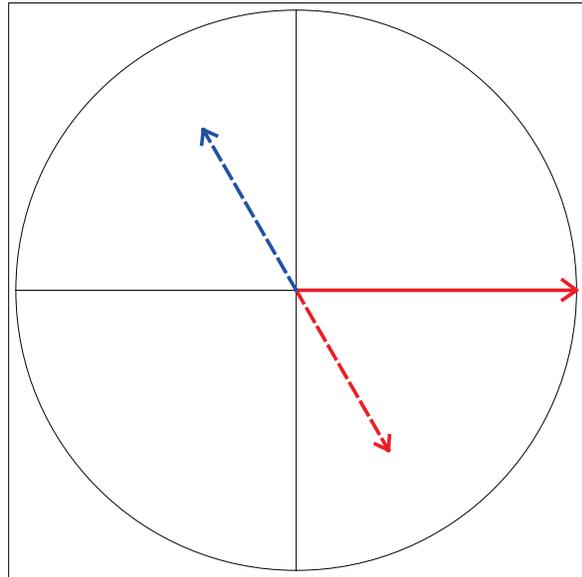
LL ACC Meter Accuracy Test 2-1

| | |
|------------------|---------|
| Pass/Fail: | PASS |
| Registration: | 100.11 |
| % Error: | 0.11 |
| Meter Measured: | 1.00 Wh |
| Actual Measured: | 1.00 Wh |
| Pulses: | 1 |
| Tolerance: | 0.5% |
| Weight: | 1.0 |



PF ACC Meter Accuracy Test 3-1

| | |
|------------------|---------|
| Pass/Fail: | PASS |
| Registration: | 100.04 |
| % Error: | 0.04 |
| Meter Measured: | 3.00 Wh |
| Actual Measured: | 3.00 Wh |
| Pulses: | 3 |
| Tolerance: | 0.5% |
| Weight: | 1.0 |



DLC EXHIBIT NO. 13

REDACTED

[REDACTED]

From: [REDACTED]@mincin-insulation.com>
Sent: Monday, December 8, 2025 4:00 PM
To: [REDACTED]; [REDACTED]@mincin-insulation.com; [REDACTED]
Cc: [REDACTED]
Subject: [EXTERNAL] RE: Energy Audit for PUC complaint

Warning:

This email message did not originate from Duquesne Light and is from an external organization. DO NOT CLICK links or attachments unless you recognize the sender and are certain the content is safe. If this message is suspicious, PLEASE CLICK THE REPORT SUSPICIOUS BUTTON IN THIS BANNER.

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Good afternoon all.

So I went to visit this customer today.

Alexandra Vena
[REDACTED]

I looked at her usage before I went and saw summer and winter usage in a predictable pattern. Ramping up towards the coldest and hottest months.

This is a town house middle unit. She claimed to be trying to keep her bills down by keeping the thermostat on 66.

Customer denied having any space heaters when I got there. She claimed all other units in that building are around \$100 a month. I asked about Air conditioning and she said she has Central Ac and only keeps the thermostat around 76 degrees. She said she had no other AC window units. Then I pointed out the electric fireplace in her livingroom and that is really just a space heater. She says she doesn't use it.

Continuing my investigation, I went down to the basement and garage. There is an 8 ft electric baseboard heater set on 66 in garage. It was 24 degrees outside today.

I advised her not to use that and again she denied using it much. She said just turned it on but I know that wasn't true because it was quite warm in the garage.

I asked about the attic, and she said there was no attic. So, I offered to scan the 2nd floor ceiling with my thermal imager. Right in the hallway was another space heater (I did not get a photo of this one) It wasn't plugged in while in the hall but was still warm.

Outside I took a few pictures and noticed the front bedroom window was open and what looks to be the exhaust from a floor unit AC. She had her dog in that room so I wasn't able to confirm that but it sure looks like it's an additional AC.

Wrapping up I advised her turning the thermostat for the furnace up from 66 and not relying on space heaters is a better strategy. Again, she just denied using them much.

Photos below. Hope this helps.

[REDACTED]

From: [REDACTED]@duqlight.com>
Sent: Wednesday, November 19, 2025 2:24 PM
To: [REDACTED]@mincin-insulation.com; [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: RE: Energy Audit for PUC complaint

Good afternoon,

I wanted to check in to see if this customer was scheduled for an energy audit?

Thanks,
Stephanie

From: [REDACTED]
Sent: Thursday, November 13, 2025 12:01 PM
To: [REDACTED]
Cc: [REDACTED] <DDefide@duqlight.com>
Subject: Energy Audit for PUC complaint

Hi [REDACTED]

[REDACTED]. CLEAResult previously completed a baseload audit at this home in 2020 and noted space heat was in use. The customer now states there is no space heat and that her furnace is functioning properly. Mitchell's will be visiting tomorrow to assess the situation.

We would like to schedule your most experienced auditor to perform a comprehensive audit at this home. Please ensure the auditor:

- Takes a full inventory of all electric appliances and electronics that could contribute to high usage.
- Provides any additional insights or findings that could help us resolve this complaint.

Additionally, has your team ever conducted or heard of a washer and dryer consumption analysis? If so, any details or recommendations would be greatly appreciated.

Customer information:

Name: Alexandra Vena

Address: [REDACTED]

Phone: [REDACTED]

All information your team can provide will be extremely helpful in addressing this issue. Please let us know availability and next steps.

Thanks,

[REDACTED]
[REDACTED]
[REDACTED]@duqlight.com
Phone: [REDACTED]

Duquesne Light Company
411 7th Ave. Pittsburgh, PA 15219
DuquesneLight.com



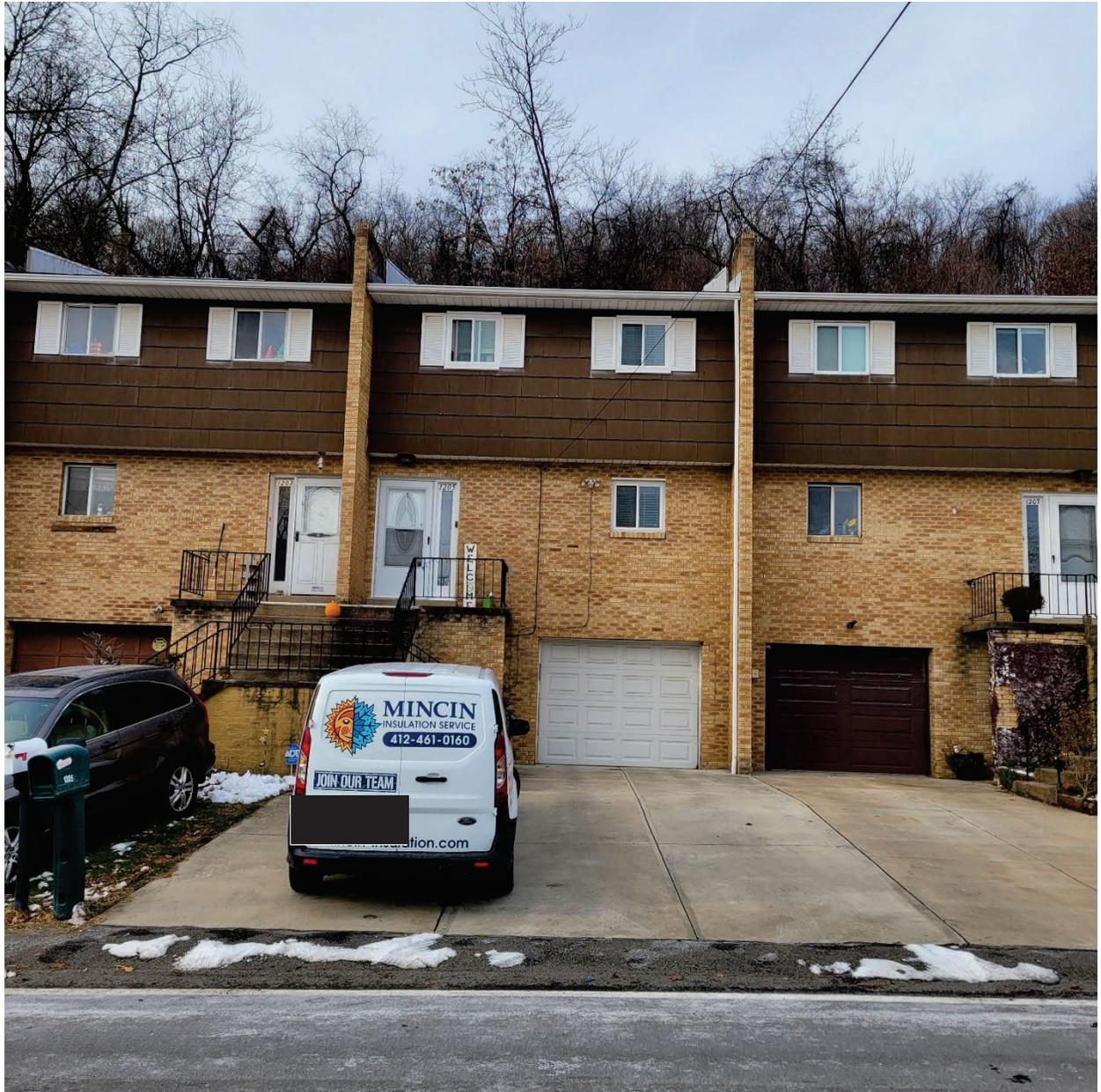






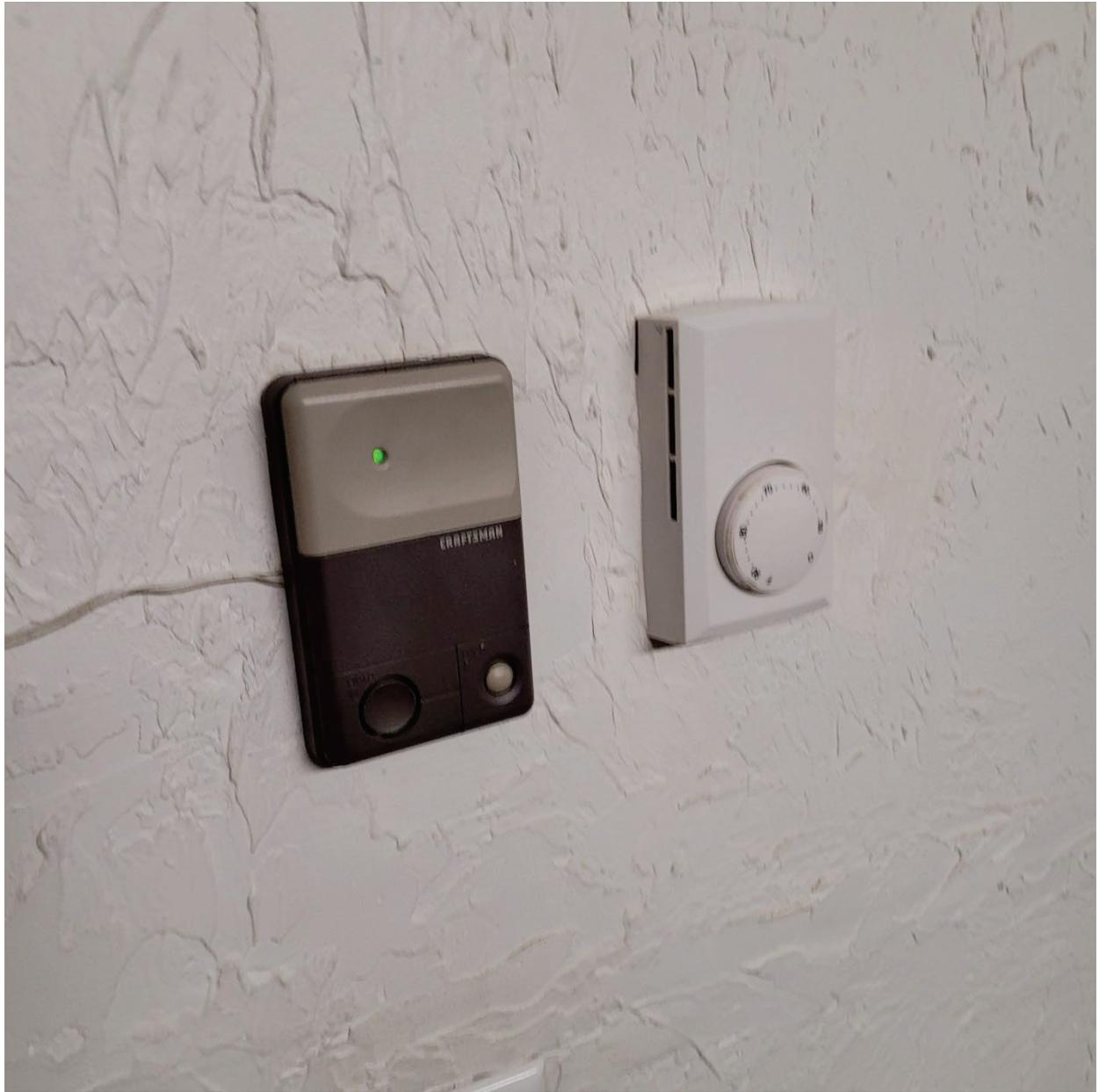










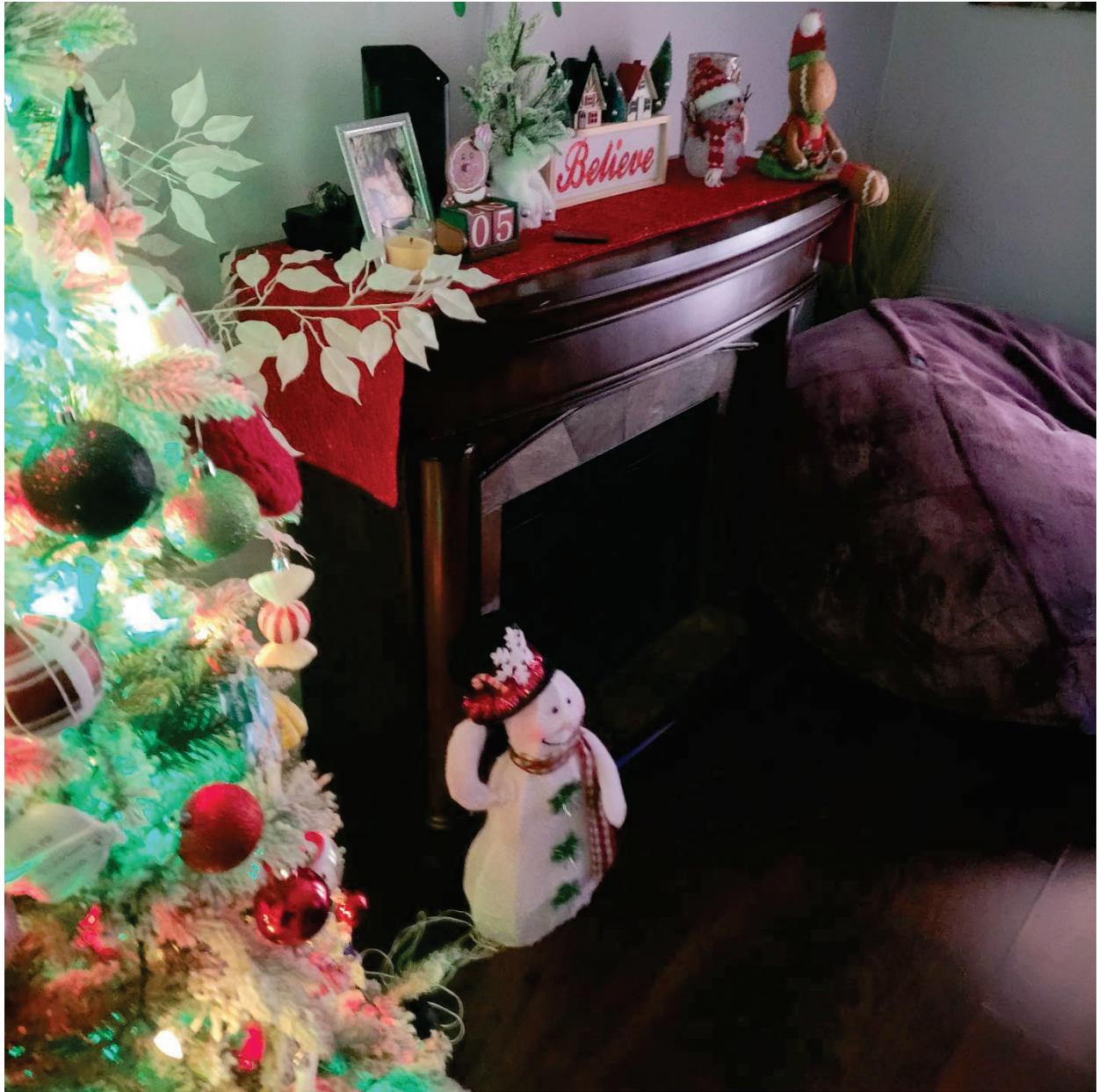


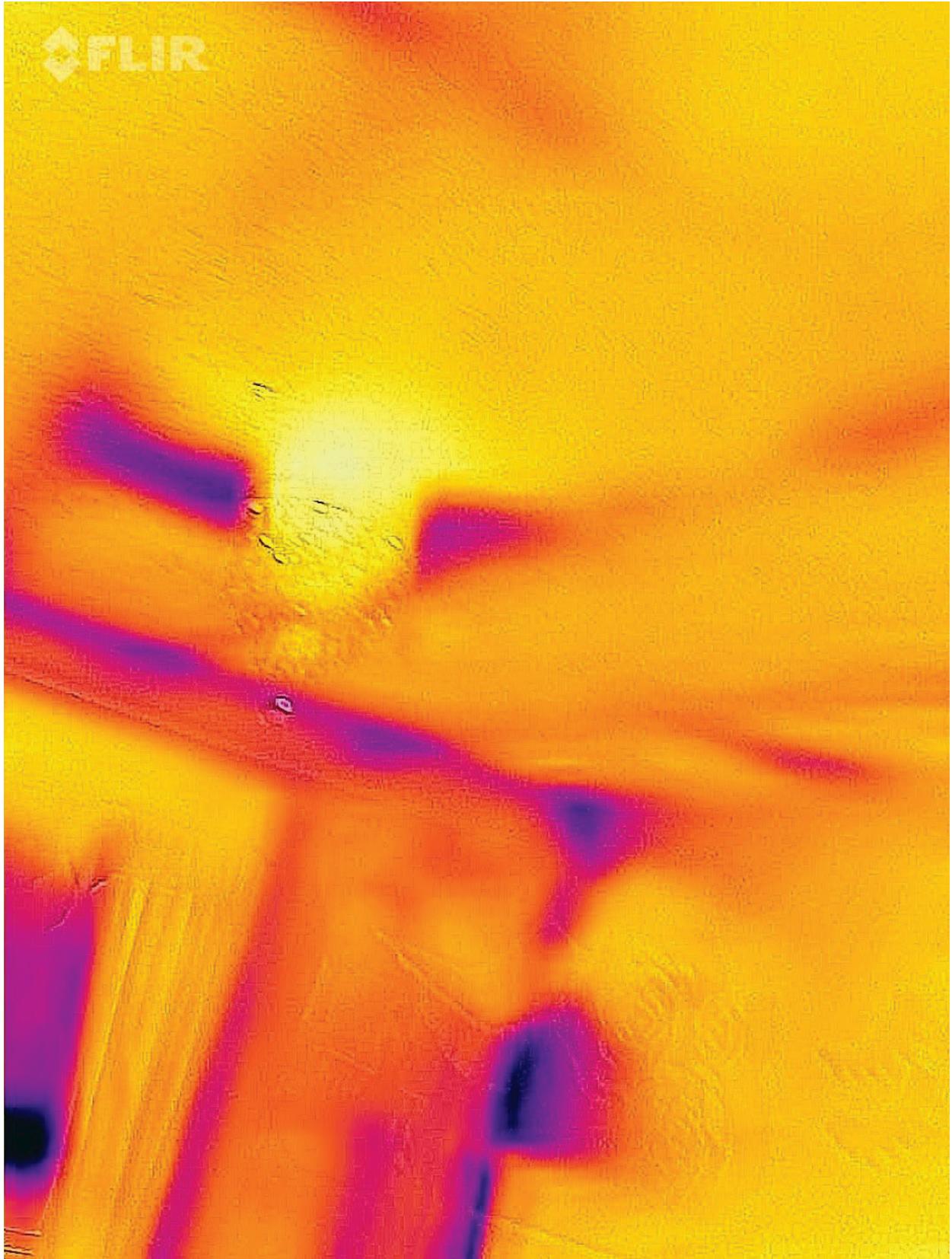


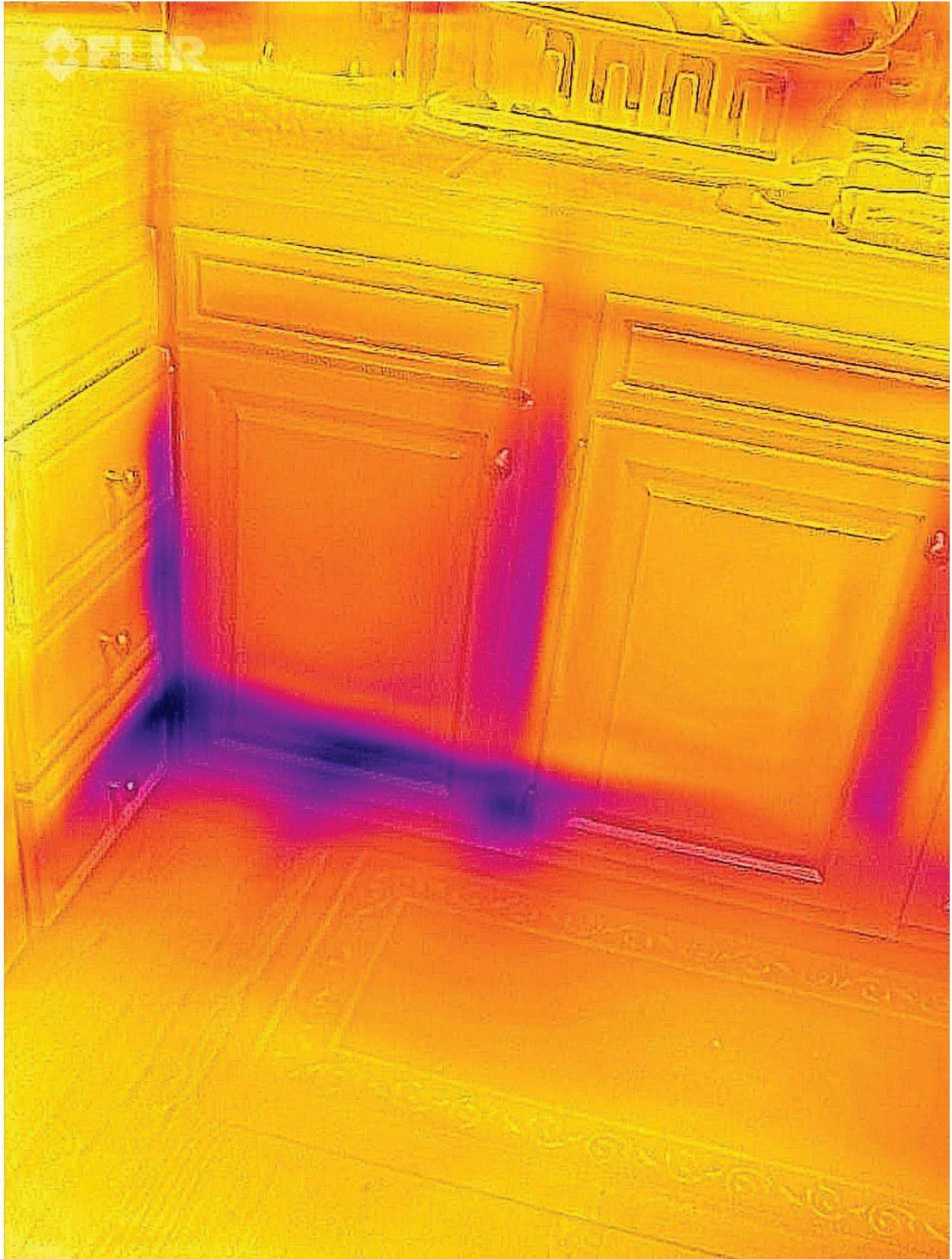






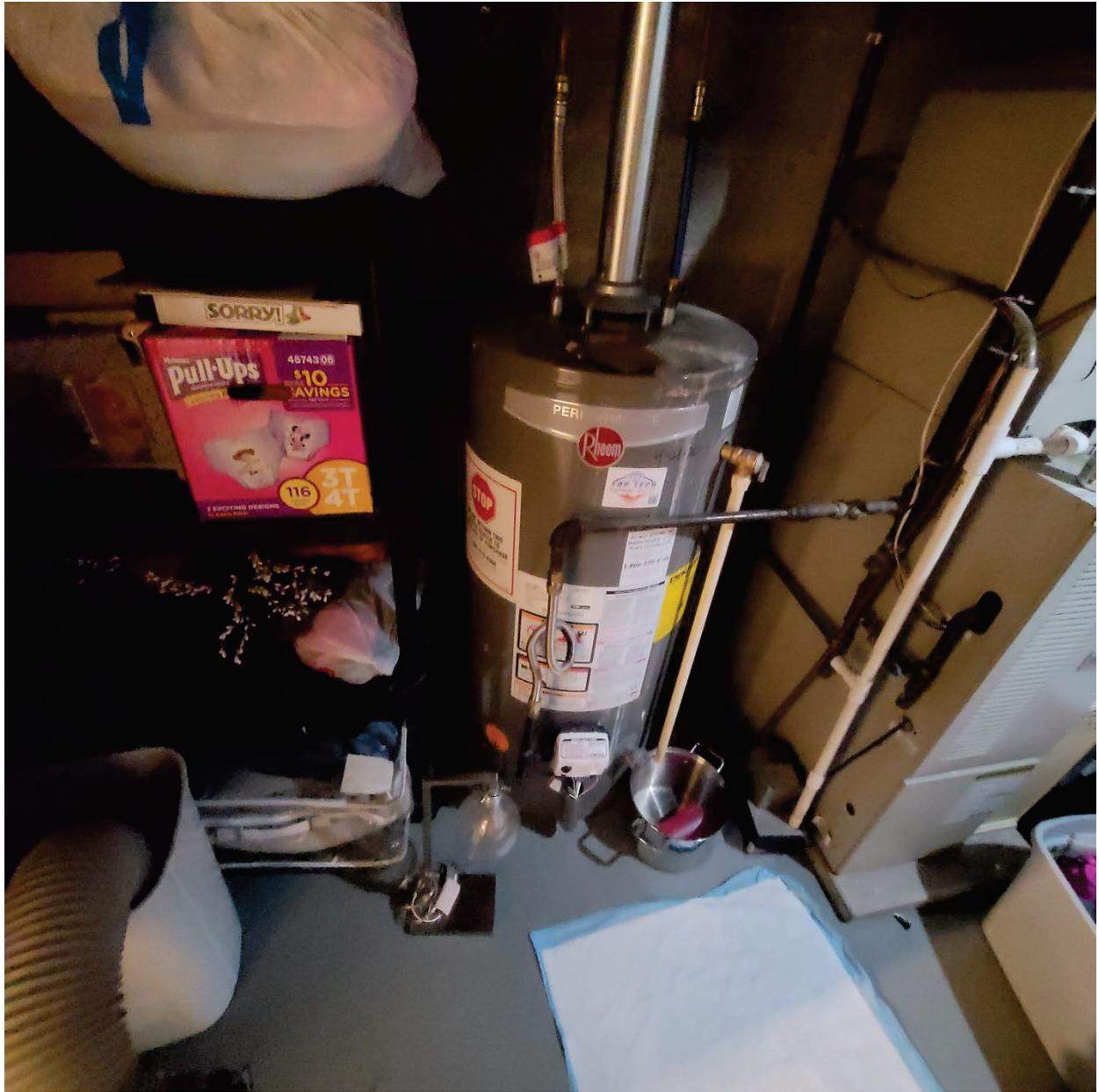


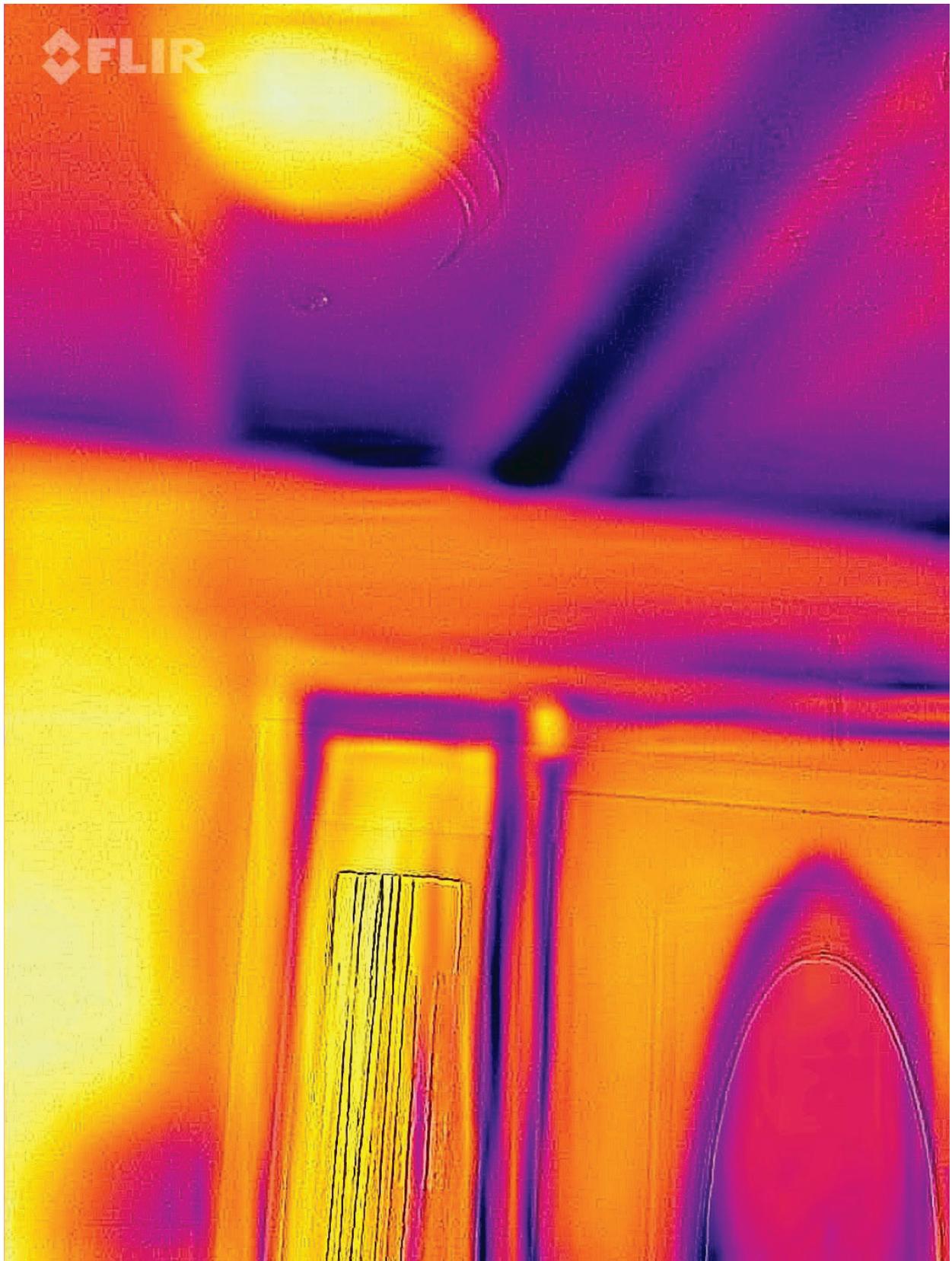


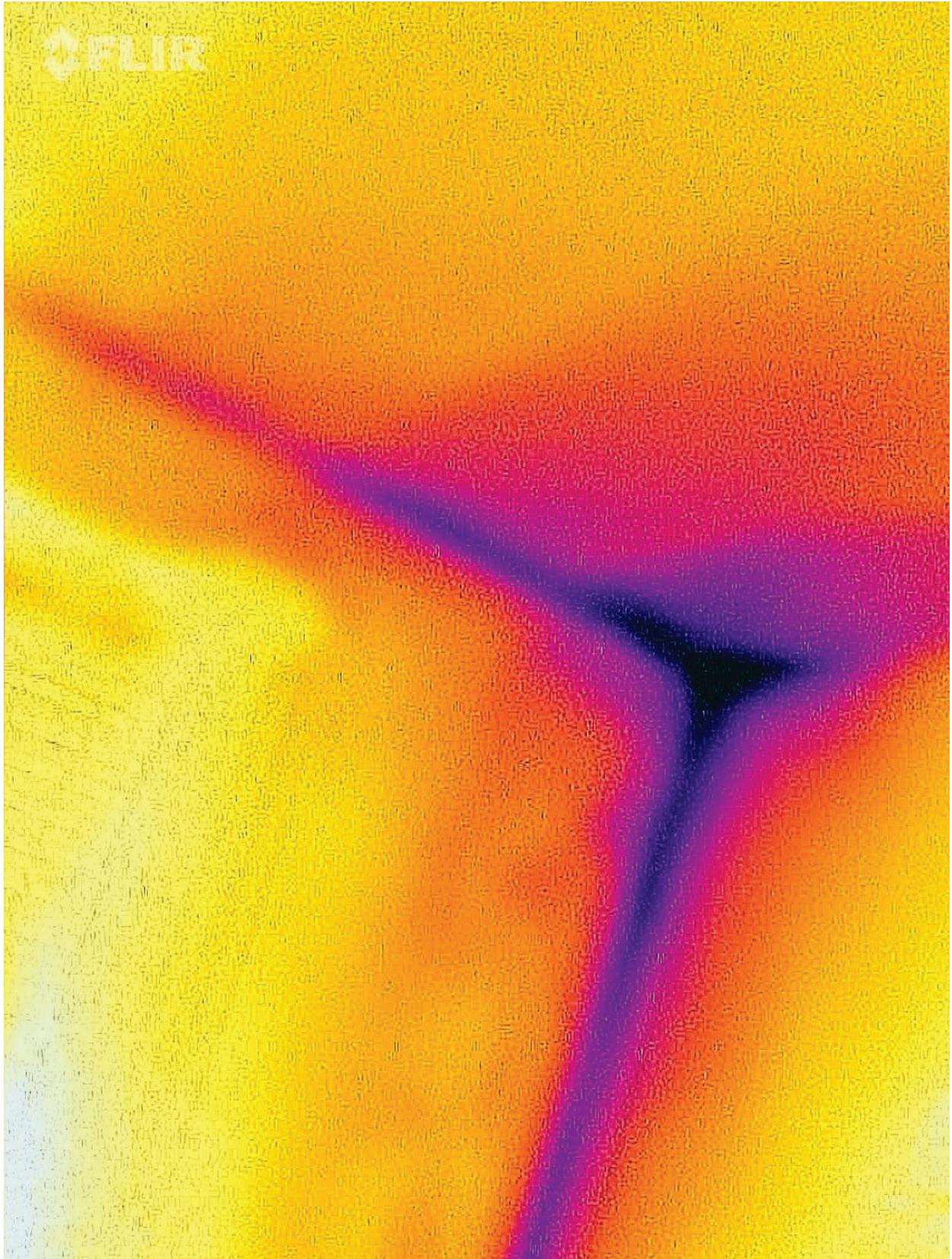












DLC EXHIBIT NO. 14
REDACTED

[REDACTED]

From: [REDACTED]@mitchellplumbing.com>
Sent: Wednesday, November 19, 2025 10:53 AM
To: [REDACTED]
Subject: [EXTERNAL] Alexandra Vena
Attachments: Vena - Electric basebaord in hallway.jpg; Vena - Electric dial on baseboard for garage.jpg; Vena - Old Dirty Condenser.jpg; Vena - Radiator in Garage.jpg

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Stephanie,

Attached are my technician notes - There is high usage due to the following items:

- 1: A 120 volt, 8' electric baseboard which is heating the garage
- 2: An electric fireplace in the living room
- 3: An electric radiator in the hallway on the 2nd floor
- 4: An older (Lower SEER) and dirty air conditioning condenser which is most likely pulling high amps.

Attached are pictures as well.

[REDACTED]
General Manager
Mitchell Plumbing Heating & Cooling
1-888-99-MITCH









DLC EXHIBIT

NO. 15

REDACTED

Field Activity

[Main](#) | [Steps](#) | [Characteristics/Remarks](#) | [Field Activity Portal](#) | [Log](#)

Field Activity 120/240V - 1PH 3W Self Contained, On-line User, Meter Change - Complex, Completed, Scheduled 12-01-2025 12:00AM

Service Point ID [redacted] 120/240V - 1PH 3W Self Contained/Monthly Mtr Read Cyc - Day 12/ [redacted]

Field Activity Type **MCCMTRCH** Meter Change - Complex
Created on 11-28-2025 02:02PM by user [redacted]

Schedule Date/Time 12-01-2025 / 12:00AM

Field Activity Status **Completed**

Field Activity Priority Priority 50 Eligible for Dispatch

Dispatch Group 182000 [redacted]

Field Order ID [redacted] No Field Order Information

External ID [redacted] Intermediate Status [dropdown]

Instructions
METER TO BE CHANGE BY [redacted], ON MONDAY, DEC 1ST, 2025 AT 1:00PM. LOAD CHECK NEEDS PERFORMED BEFORE CHANGE AND ALSO ONLY WITH FURNACE ON AND THEN WITH ONLY A/C ON, BEFORE CHANGING METER. SO THREE LOAD CHECKS AND THEN CHANGE THE METER. PUT METER ON MY DESK SO CHARLES S. CAN TAKE METER AND SEND IT TO OFF-SITE TESTING FACILITY.

Comments
Exchanged [redacted] 546, read 10014, new [redacted] 646, upon arrival 912W, asked customer to turn on heat 904W, asked customer to turn on AC 2446W, customer verified power went off when meter was removed, customer was sick, I did not enter the residence, 12-1-25 CO [redacted]

Additional Info

FA Actions **Complete** [Cancel](#) [Hold](#) [Pend](#)

Field Activity - 120/240V - 1PH 3W Self Contained, On-line User, Meter Change - Complex, Completed, Scheduled 12-01-2025 12:00AM

Meter/Item Search

Main

Search Type: All

Person Name:

Account ID: VENA,ALEXANDRA, Residential, \$1,013.42,

SA ID:

SP ID:

Premise ID:

Address: City: Postal:

Badge Number:

SP Geo Type/Value:

Meter ID Type / Number:

| Meter/Item Information | SP Information | Account Information | SA Information |
|--|--|--|--|
| Meter - <input type="text"/> 37 - Retired - Scrapped meters, 04-29-1997 - 02-09-2016 | 120/240V - 1PH 3W Self Contained/Monthly Mtr Read Cyc - <input type="text"/> | VENA,ALEXANDRA, Residential, \$1,013.42, <input type="text"/> Acct. <input type="text"/> | Residential Service Master SA, Active, <input type="text"/> |
| Meter - <input type="text"/> 546 - Active - Installed, 12-01-2025 | 120/240V - 1PH 3W Self Contained/Monthly Mtr Read Cyc - <input type="text"/> | VENA,ALEXANDRA, Residential, \$1,013.42, <input type="text"/> Acct. <input type="text"/> | Residential Service Master SA, Active, <input type="text"/> |
| <input type="text"/> 114 - Active - Meter Shop, 02-09-2016 - 12-01-2025 | 120/240V - 1PH 3W Self Contained/Monthly Mtr Read Cyc - <input type="text"/> | VENA,ALEXANDRA, Residential, \$1,013.42, <input type="text"/> Acct. <input type="text"/> | Residential Service Master SA, Active, <input type="text"/> |

DLC EXHIBIT NO. 16
REDACTED



Duquesne Light Company - Statement Of Account

Prepared: December 29, 2025

Page: 1 of 9

Account #: 1289159995
Name: VENA,ALEXANDRA

Paid Deposit Amount: \$0.00
Disputed Amount: \$2,960.07

Premise ID [REDACTED] Service Address [REDACTED]

| Residential | | | | | | | | | | | | |
|------------------|---------------|--------------------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 08/19/21 | 08/19/21 | Bill - Actual | [REDACTED] | 09/09/21 | 08/19/21 | 29 | 49,977.35 | 1,269.00 | \$189.41 | \$189.41 | \$189.41 | \$489.88 |
| 08/19/21 | 08/19/21 | CAP Billing Credits | | | | | | | -\$116.41 | \$73.00 | -\$116.41 | \$373.47 |
| 09/09/21 | 09/20/21 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$300.47 |
| 09/09/21 | 09/20/21 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$282.79 |
| 09/20/21 | 09/20/21 | Bill - Actual | [REDACTED] | 10/11/21 | 09/20/21 | 32 | 51,283.81 | 1,306.46 | \$194.63 | \$194.63 | \$194.63 | \$477.42 |
| 09/20/21 | 09/20/21 | CAP Billing Credits | | | | | | | -\$121.63 | \$73.00 | -\$121.63 | \$355.79 |
| 10/12/21 | 10/19/21 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$282.79 |
| 10/12/21 | 10/19/21 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$265.11 |
| 10/19/21 | 10/19/21 | Bill - Actual | [REDACTED] | 11/09/21 | 10/19/21 | 29 | 51,915.74 | 631.93 | \$100.94 | \$100.94 | \$100.94 | \$366.05 |
| 10/19/21 | 10/19/21 | CAP Billing Credits | | | | | | | -\$27.94 | \$73.00 | -\$27.94 | \$338.11 |
| 11/09/21 | 11/17/21 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$265.11 |
| 11/09/21 | 11/17/21 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$247.43 |
| 11/17/21 | 11/17/21 | Bill - Actual | [REDACTED] | 12/08/21 | 11/17/21 | 29 | 52,547.86 | 632.13 | \$100.96 | \$100.96 | \$100.96 | \$348.39 |
| 11/17/21 | 11/17/21 | CAP Billing Credits | | | | | | | -\$27.96 | \$73.00 | -\$27.96 | \$320.43 |
| 12/08/21 | 12/19/21 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$247.43 |
| 12/08/21 | 12/19/21 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$229.75 |



Duquesne Light Company - Statement Of Account

Prepared: December 29, 2025

Page: 2 of 9

| Residential | | | | | | | | | | | | |
|------------------|---------------|--------------------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 12/19/21 | 12/19/21 | Bill - Actual | | 01/10/22 | 12/19/21 | 32 | 53,820.29 | 1,272.43 | \$194.21 | \$194.21 | \$194.21 | \$423.96 |
| 12/19/21 | 12/19/21 | CAP Billing Credits | | | | | | | -\$121.21 | \$73.00 | -\$121.21 | \$302.75 |
| 01/10/22 | 01/20/22 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$229.75 |
| 01/10/22 | 01/20/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$212.07 |
| 01/20/22 | 01/20/22 | Bill - Actual | | 02/10/22 | 01/20/22 | 32 | 54,960.00 | 1,139.71 | \$176.09 | \$176.09 | \$176.09 | \$388.16 |
| 01/20/22 | 01/20/22 | CAP Billing Credits | | | | | | | -\$103.09 | \$73.00 | -\$103.09 | \$285.07 |
| 02/10/22 | 02/20/22 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$212.07 |
| 02/10/22 | 02/20/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$194.39 |
| 02/20/22 | 02/20/22 | Bill - Actual | | 03/14/22 | 02/20/22 | 31 | 56,582.82 | 1,622.82 | \$259.58 | \$259.58 | \$259.58 | \$453.97 |
| 02/20/22 | 02/20/22 | CAP Billing Credits | | | | | | | -\$186.58 | \$73.00 | -\$186.58 | \$267.39 |
| 03/14/22 | 03/21/22 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$194.39 |
| 03/14/22 | 03/21/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$176.71 |
| 03/21/22 | 03/21/22 | Bill - Actual | | 04/11/22 | 03/21/22 | 29 | 57,509.61 | 926.79 | \$153.61 | \$153.61 | \$153.61 | \$330.32 |
| 03/21/22 | 03/21/22 | CAP Billing Credits | | | | | | | -\$80.61 | \$73.00 | -\$80.61 | \$249.71 |
| 04/11/22 | 04/20/22 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$176.71 |
| 04/11/22 | 04/20/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$159.03 |
| 04/20/22 | 04/20/22 | Bill - Actual | | 05/11/22 | 04/20/22 | 30 | 58,120.43 | 610.82 | \$105.47 | \$105.47 | \$105.47 | \$264.50 |
| 04/20/22 | 04/20/22 | CAP Billing Credits | | | | | | | -\$32.47 | \$73.00 | -\$32.47 | \$232.03 |
| 05/11/22 | 05/19/22 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$159.03 |
| 05/11/22 | 05/19/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$141.35 |



Duquesne Light Company - Statement Of Account

Prepared: December 29, 2025

Page: 3 of 9

| Residential | | | | | | | | | | | | |
|------------------|---------------|--------------------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 05/19/22 | 05/19/22 | Bill - Actual | | 06/09/22 | 05/19/22 | 29 | 58,749.47 | 629.04 | \$108.24 | \$108.24 | \$108.24 | \$249.59 |
| 05/19/22 | 05/19/22 | CAP Billing Credits | | | | | | | -\$35.24 | \$73.00 | -\$35.24 | \$214.35 |
| 06/09/22 | 06/20/22 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$141.35 |
| 06/09/22 | 06/20/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$123.67 |
| 06/20/22 | 06/20/22 | Bill - Actual | | 07/11/22 | 06/20/22 | 32 | 60,103.51 | 1,354.04 | \$230.29 | \$230.29 | \$230.29 | \$353.96 |
| 06/20/22 | 06/20/22 | CAP Billing Credits | | | | | | | -\$45.68 | \$184.61 | -\$45.68 | \$308.28 |
| 07/11/22 | 07/20/22 | Payment | | | | | | | -\$184.61 | \$0.00 | -\$184.61 | \$123.67 |
| 07/11/22 | 07/20/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$105.99 |
| 07/20/22 | 07/20/22 | Bill - Actual | | 08/10/22 | 07/20/22 | 30 | 61,784.15 | 1,680.64 | \$291.54 | \$291.54 | \$291.54 | \$397.53 |
| 07/20/22 | 07/20/22 | CAP Billing Credits | | | | | | | -\$218.54 | \$73.00 | -\$218.54 | \$178.99 |
| 08/10/22 | 08/18/22 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$105.99 |
| 08/10/22 | 08/18/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$88.31 |
| 08/18/22 | 08/18/22 | Bill - Actual | | 09/08/22 | 08/18/22 | 29 | 63,317.08 | 1,532.93 | \$267.02 | \$267.02 | \$267.02 | \$355.33 |
| 08/18/22 | 08/18/22 | CAP Billing Credits | | | | | | | -\$194.02 | \$73.00 | -\$194.02 | \$161.31 |
| 09/08/22 | 09/20/22 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$88.31 |
| 09/08/22 | 09/20/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$70.63 |
| 09/20/22 | 09/20/22 | Bill - Actual | | 10/11/22 | 09/20/22 | 33 | 64,624.98 | 1,307.90 | \$229.65 | \$229.65 | \$229.65 | \$300.28 |
| 09/20/22 | 09/20/22 | CAP Billing Credits | | | | | | | -\$156.65 | \$73.00 | -\$156.65 | \$143.63 |
| 10/11/22 | 10/19/22 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$70.63 |
| 10/11/22 | 10/19/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$52.95 |



Duquesne Light Company - Statement Of Account

Prepared: December 29, 2025

Page: 4 of 9

| Residential | | | | | | | | | | | | |
|------------------|---------------|--------------------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 10/19/22 | 10/19/22 | Bill - Actual | | 11/09/22 | 10/19/22 | 29 | 65,101.97 | 476.99 | \$91.68 | \$91.68 | \$91.68 | \$144.63 |
| 10/19/22 | 10/19/22 | CAP Billing Credits | | | | | | | -\$18.68 | \$73.00 | -\$18.68 | \$125.95 |
| 11/09/22 | 11/17/22 | Payment | | | | | | | -\$73.00 | \$0.00 | -\$73.00 | \$52.95 |
| 11/09/22 | 11/17/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$0.00 | -\$17.68 | \$35.27 |
| 11/18/22 | 11/17/22 | Bill - Actual | | 12/08/22 | 11/17/22 | 29 | 65,402.93 | 300.96 | \$62.47 | \$62.47 | \$62.47 | \$97.74 |
| 11/18/22 | 11/17/22 | CAP Write-Off Frozen Arrearage | | | | | | | \$0.00 | \$62.47 | -\$35.27 | \$62.47 |
| 12/08/22 | 12/19/22 | Payment | | | | | | | -\$62.47 | \$0.00 | -\$62.47 | \$0.00 |
| 12/19/22 | 12/19/22 | Bill - Actual | | 01/09/23 | 12/19/22 | 32 | 66,272.05 | 869.12 | \$166.05 | \$166.05 | \$166.05 | \$166.05 |
| 12/19/22 | 12/19/22 | CAP Billing Credits | | | | | | | -\$93.05 | \$73.00 | -\$93.05 | \$73.00 |
| 12/28/22 | 01/22/23 | Payment - Grant LIHEAP Cash | | | | | | | -\$300.00 | -\$227.00 | -\$300.00 | -\$227.00 |
| 01/22/23 | 01/22/23 | Bill - Actual | | 02/13/23 | 01/21/23 | 33 | 67,627.39 | 1,355.34 | \$263.11 | \$36.11 | \$263.11 | \$36.11 |
| 01/22/23 | 01/22/23 | CAP Billing Credits | | | | | | | -\$190.11 | -\$154.00 | -\$190.11 | -\$154.00 |
| 02/20/23 | 02/20/23 | Bill - Actual | | 03/13/23 | 02/20/23 | 30 | 68,823.19 | 1,195.80 | \$233.58 | \$79.58 | \$233.58 | \$79.58 |
| 02/20/23 | 02/20/23 | CAP Billing Credits | | | | | | | -\$128.95 | -\$49.37 | -\$128.95 | -\$49.37 |
| 03/01/23 | 03/21/23 | Payment - Grant LIHEAP Suppl | | | | | | | -\$150.00 | -\$199.37 | -\$150.00 | -\$199.37 |
| 03/21/23 | 03/21/23 | Bill - Actual | | 04/11/23 | 03/21/23 | 29 | 69,850.14 | 1,026.95 | \$202.35 | \$2.98 | \$202.35 | \$2.98 |
| 04/20/23 | 04/20/23 | Bill - Actual | | 05/11/23 | 04/20/23 | 30 | 70,636.21 | 786.07 | \$157.90 | \$160.88 | \$157.90 | \$160.88 |
| 05/21/23 | 05/21/23 | Bill - Actual | | 06/12/23 | 05/21/23 | 31 | 71,467.31 | 831.10 | \$166.24 | \$327.12 | \$166.24 | \$327.12 |
| 05/29/23 | 06/20/23 | Payment | | | | | | | -\$160.88 | \$166.24 | -\$160.88 | \$166.24 |
| 06/20/23 | 06/20/23 | Bill - Actual | | 07/11/23 | 06/20/23 | 30 | 72,401.64 | 934.33 | \$186.40 | \$352.64 | \$186.40 | \$352.64 |
| 06/27/23 | 07/20/23 | Payment | | | | | | | -\$50.00 | \$302.64 | -\$50.00 | \$302.64 |



Duquesne Light Company - Statement Of Account

Prepared: December 29, 2025

Page: 5 of 9

| Residential | | | | | | | | | | | | |
|------------------|---------------|------------------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 06/28/23 | 07/20/23 | Payment | | | | | | | -\$116.00 | \$186.64 | -\$116.00 | \$186.64 |
| 07/20/23 | 07/20/23 | Bill - Actual | | 08/10/23 | 07/20/23 | 30 | 73,859.49 | 1,457.85 | \$286.37 | \$473.01 | \$286.37 | \$473.01 |
| 07/20/23 | 07/20/23 | CAP Billing Credits | | | | | | | -\$266.37 | \$206.64 | -\$266.37 | \$206.64 |
| 07/31/23 | 08/20/23 | Payment | | | | | | | -\$187.00 | \$19.64 | -\$187.00 | \$19.64 |
| 08/04/23 | 08/20/23 | Payment - Cancel Transaction | | | | | | | \$187.00 | \$206.64 | \$187.00 | \$206.64 |
| 08/04/23 | 08/20/23 | Non-sufficient Funds Charge | | | | | | | \$20.00 | \$226.64 | \$20.00 | \$226.64 |
| 08/15/23 | 08/20/23 | Payment | | | | | | | -\$206.64 | \$20.00 | -\$206.64 | \$20.00 |
| 08/20/23 | 08/20/23 | Bill - Actual | | 09/11/23 | 08/20/23 | 31 | 75,495.95 | 1,636.46 | \$319.89 | \$339.89 | \$319.89 | \$339.89 |
| 08/20/23 | 08/20/23 | CAP Billing Credits | | | | | | | -\$299.89 | \$40.00 | -\$299.89 | \$40.00 |
| 09/05/23 | 09/19/23 | Payment | | | | | | | -\$40.00 | \$0.00 | -\$40.00 | \$0.00 |
| 09/19/23 | 09/19/23 | Bill - Actual | | 10/10/23 | 09/19/23 | 30 | 76,870.77 | 1,374.82 | \$270.77 | \$270.77 | \$270.77 | \$270.77 |
| 09/19/23 | 09/19/23 | CAP Billing Credits | | | | | | | -\$250.77 | \$20.00 | -\$250.77 | \$20.00 |
| 10/18/23 | 10/18/23 | Bill - Actual | | 11/08/23 | 10/18/23 | 29 | 77,759.08 | 888.31 | \$180.59 | \$200.59 | \$180.59 | \$200.59 |
| 10/18/23 | 10/18/23 | CAP Billing Credits | | | | | | | -\$160.59 | \$40.00 | -\$160.59 | \$40.00 |
| 11/16/23 | 11/16/23 | Bill - Actual | | 12/07/23 | 11/16/23 | 29 | 78,607.14 | 848.06 | \$172.97 | \$212.97 | \$172.97 | \$212.97 |
| 11/16/23 | 11/16/23 | CAP Billing Credits | | | | | | | -\$152.97 | \$60.00 | -\$152.97 | \$60.00 |
| 12/18/23 | 12/18/23 | Bill - Actual | | 01/08/24 | 12/18/23 | 32 | 79,868.02 | 1,260.88 | \$244.30 | \$304.30 | \$244.30 | \$304.30 |
| 12/18/23 | 12/18/23 | CAP Billing Credits | | | | | | | -\$224.30 | \$80.00 | -\$224.30 | \$80.00 |
| 01/08/24 | 01/21/24 | Payment | | | | | | | -\$40.00 | \$40.00 | -\$40.00 | \$40.00 |
| 01/21/24 | 01/21/24 | Bill - Actual | | 02/12/24 | 01/21/24 | 34 | 81,345.21 | 1,477.20 | \$277.96 | \$317.96 | \$277.96 | \$317.96 |



Duquesne Light Company - Statement Of Account

Prepared: December 29, 2025

Page: 6 of 9

| Residential | | | | | | | | | | | | |
|------------------|---------------|---------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 01/21/24 | 01/21/24 | CAP Billing Credits | | | | | | | -\$257.96 | \$60.00 | -\$257.96 | \$60.00 |
| 02/15/24 | 02/19/24 | Payment | | | | | | | -\$30.00 | \$30.00 | -\$30.00 | \$30.00 |
| 02/19/24 | 02/19/24 | Bill - Actual | | 03/11/24 | 02/19/24 | 29 | 82,563.51 | 1,218.30 | \$252.02 | \$282.02 | \$252.02 | \$282.02 |
| 03/19/24 | 03/19/24 | Bill - Actual | | 04/09/24 | 03/19/24 | 29 | 83,527.03 | 963.51 | \$202.00 | \$484.02 | \$202.00 | \$484.02 |
| 03/29/24 | 04/18/24 | Payment Arrangement | | | | | | | -\$434.02 | \$50.00 | \$0.00 | \$484.02 |
| 03/29/24 | 04/18/24 | Payment | | | | | | | -\$50.00 | \$0.00 | -\$50.00 | \$434.02 |
| 04/18/24 | 04/18/24 | Bill - Actual | | 05/09/24 | 04/18/24 | 30 | 84,320.96 | 793.93 | \$219.14 | \$219.14 | \$169.14 | \$603.16 |
| 05/19/24 | 05/19/24 | Bill - Actual | | 06/10/24 | 05/19/24 | 31 | 85,700.90 | 1,379.94 | \$334.42 | \$553.56 | \$284.42 | \$887.58 |
| 05/20/24 | 06/19/24 | Payment | | | | | | | -\$30.00 | \$523.56 | -\$30.00 | \$857.58 |
| 05/25/24 | 06/19/24 | Payment | | | | | | | -\$200.00 | \$323.56 | -\$200.00 | \$657.58 |
| 06/19/24 | 06/19/24 | Bill - Actual | | 07/10/24 | 06/19/24 | 31 | 87,290.91 | 1,590.01 | \$377.07 | \$700.63 | \$327.07 | \$984.65 |
| 06/30/24 | 07/18/24 | Payment | | | | | | | -\$80.00 | \$620.63 | -\$80.00 | \$904.65 |
| 07/08/24 | 07/18/24 | Payment | | | | | | | -\$247.00 | \$373.63 | -\$247.00 | \$657.65 |
| 07/18/24 | 07/18/24 | Bill - Actual | | 08/08/24 | 07/18/24 | 29 | 89,525.65 | 2,234.74 | \$505.44 | \$879.07 | \$455.44 | \$1,113.09 |
| 07/29/24 | 08/18/24 | Payment | | | | | | | -\$76.00 | \$803.07 | -\$76.00 | \$1,037.09 |
| 08/06/24 | 08/18/24 | Payment | | | | | | | -\$180.00 | \$623.07 | -\$180.00 | \$857.09 |
| 08/08/24 | 08/18/24 | Payment Arrangement | | | | | | | -\$551.07 | \$72.00 | \$0.00 | \$857.09 |
| 08/08/24 | 08/18/24 | Payment | | | | | | | -\$200.00 | -\$128.00 | -\$200.00 | \$657.09 |
| 08/18/24 | 08/18/24 | Bill - Actual | | 09/09/24 | 08/18/24 | 31 | 91,624.33 | 2,098.67 | \$494.49 | \$366.49 | \$428.49 | \$1,085.58 |
| 08/22/24 | 09/18/24 | Payment | | | | | | | -\$61.00 | \$305.49 | -\$61.00 | \$1,024.58 |
| 09/18/24 | 09/18/24 | Bill - Actual | | 10/09/24 | 09/18/24 | 31 | 92,944.25 | 1,319.93 | \$340.30 | \$645.79 | \$274.30 | \$1,298.88 |
| 09/22/24 | 10/17/24 | Payment | | | | | | | -\$200.00 | \$445.79 | -\$200.00 | \$1,098.88 |



Duquesne Light Company - Statement Of Account

Prepared: December 29, 2025

Page: 7 of 9

| Residential | | | | | | | | | | | | |
|------------------|---------------|------------------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 09/26/24 | 10/17/24 | Payment | | | | | | | -\$150.00 | \$295.79 | -\$150.00 | \$948.88 |
| 10/04/24 | 10/17/24 | Payment - Cancel Transaction | | | | | | | \$200.00 | \$495.79 | \$200.00 | \$1,148.88 |
| 10/04/24 | 10/17/24 | Non-sufficient Funds Charge | | | | | | | \$20.00 | \$515.79 | \$20.00 | \$1,168.88 |
| 10/17/24 | 10/17/24 | Meter Inspection Fee | | | | | | | \$20.00 | \$535.79 | \$20.00 | \$1,188.88 |
| 10/17/24 | 10/17/24 | Bill - Actual | | 11/07/24 | 10/17/24 | 29 | 93,971.05 | 1,026.80 | \$293.57 | \$829.36 | \$227.57 | \$1,416.45 |
| 10/22/24 | 11/18/24 | Payment | | | | | | | -\$100.00 | \$729.36 | -\$100.00 | \$1,316.45 |
| 10/28/24 | 11/18/24 | Payment - Cancel Transaction | | | | | | | \$100.00 | \$829.36 | \$100.00 | \$1,416.45 |
| 10/28/24 | 11/18/24 | Non-sufficient Funds Charge | | | | | | | \$20.00 | \$849.36 | \$20.00 | \$1,436.45 |
| 11/18/24 | 11/18/24 | Bill - Actual | | 12/09/24 | 11/18/24 | 32 | 94,716.31 | 745.26 | \$237.14 | \$1,086.50 | \$171.14 | \$1,607.59 |
| 11/22/24 | 12/23/24 | Payment Arrangement | | | | | | | -\$1,086.50 | \$0.00 | \$0.00 | \$1,607.59 |
| 12/08/24 | 12/23/24 | Payment | | | | | | | -\$25.00 | -\$25.00 | -\$25.00 | \$1,582.59 |
| 12/18/24 | 12/23/24 | Bill - Actual | | 01/13/25 | 12/18/24 | 30 | 95,690.49 | 974.18 | \$301.10 | \$276.10 | \$231.63 | \$1,814.22 |
| 01/10/25 | 01/23/25 | Payment | | | | | | | -\$25.00 | \$251.10 | -\$25.00 | \$1,789.22 |
| 01/21/25 | 01/23/25 | Bill - Actual | | 02/13/25 | 01/21/25 | 34 | 97,668.03 | 1,977.54 | \$437.86 | \$688.96 | \$486.71 | \$2,275.93 |
| 02/18/25 | 02/23/25 | Payment | | | | | | | -\$25.00 | \$663.96 | -\$25.00 | \$2,250.93 |
| 02/19/25 | 02/23/25 | Late Payment Charge | | | | | | | \$8.31 | \$672.27 | \$8.31 | \$2,259.24 |
| 02/19/25 | 02/23/25 | Bill - Actual | | 03/17/25 | 02/19/25 | 29 | 99,509.55 | 1,841.53 | \$418.81 | \$1,091.08 | \$454.64 | \$2,713.88 |
| 02/26/25 | 03/24/25 | Payment | | | | | | | -\$1,000.00 | \$91.08 | -\$1,000.00 | \$1,713.88 |
| 03/20/25 | 03/24/25 | Bill - Actual | | 04/14/25 | 03/20/25 | 29 | 1,023.87 | 1,514.32 | \$333.13 | \$424.21 | \$336.30 | \$2,050.18 |
| 03/24/25 | 03/24/25 | Late Payment Charge | | | | | | | \$1.14 | \$425.35 | \$1.14 | \$2,051.32 |
| 04/03/25 | 04/22/25 | Payment | | | | | | | -\$25.00 | \$400.35 | -\$25.00 | \$2,026.32 |



Duquesne Light Company - Statement Of Account

Prepared: December 29, 2025

Page: 8 of 9

| Residential | | | | | | | | | | | | |
|------------------|---------------|--|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|-------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 04/21/25 | 04/22/25 | Late Payment Charge | | | | | | | \$5.00 | \$405.35 | \$5.00 | \$2,031.32 |
| 04/21/25 | 04/22/25 | Bill - Actual | | 05/13/25 | 04/21/25 | 32 | 1,982.12 | 958.25 | \$284.39 | \$689.74 | \$219.16 | \$2,250.48 |
| 04/24/25 | 05/21/25 | Payment | | | | | | | -\$50.00 | \$639.74 | -\$50.00 | \$2,200.48 |
| 04/26/25 | 05/21/25 | Payment | | | | | | | -\$400.00 | \$239.74 | -\$400.00 | \$1,800.48 |
| 05/19/25 | 05/21/25 | Late Payment Charge | | | | | | | \$2.96 | \$242.70 | \$2.96 | \$1,803.44 |
| 05/20/25 | 05/21/25 | Late Payment Charge - Cancel Transaction | | | | | | | -\$2.96 | \$239.74 | -\$2.96 | \$1,800.48 |
| 05/20/25 | 05/21/25 | Bill - Actual | | 06/11/25 | 05/20/25 | 29 | 2,625.79 | 643.68 | \$258.26 | \$498.00 | \$161.59 | \$1,962.07 |
| 06/02/25 | 06/23/25 | Dispute | | | | | | | -\$1,974.80 | -\$1,476.80 | \$0.00 | \$1,962.07 |
| 06/02/25 | 06/23/25 | Current w/payoff balance | | | | | | | \$1,476.80 | \$0.00 | \$0.00 | \$1,962.07 |
| 06/02/25 | 06/23/25 | Payment | | | | | | | -\$240.00 | -\$240.00 | -\$240.00 | \$1,722.07 |
| 06/22/25 | 06/23/25 | Bill - Actual | | 07/14/25 | 06/22/25 | 33 | 3,752.89 | 1,127.10 | \$314.15 | \$74.15 | \$292.66 | \$2,014.73 |
| 07/17/25 | 07/22/25 | Payment | | | | | | | -\$74.15 | \$0.00 | -\$74.15 | \$1,940.58 |
| 07/21/25 | 07/22/25 | Dispute - Cancel Transaction | | | | | | | \$1,974.80 | \$1,974.80 | \$0.00 | \$1,940.58 |
| 07/21/25 | 07/22/25 | Current w/payoff balance | | | | | | | -\$1,476.80 | \$498.00 | \$0.00 | \$1,940.58 |
| 07/21/25 | 07/22/25 | Late Payment Charge | | | | | | | \$6.21 | \$504.21 | \$6.21 | \$1,946.79 |
| 07/21/25 | 07/22/25 | Bill - Actual | | 08/12/25 | 07/21/25 | 29 | 5,558.57 | 1,805.68 | \$514.01 | \$1,018.22 | \$533.13 | \$2,479.92 |
| 07/30/25 | 08/20/25 | Meter Inspection Fee | | | | | | | \$20.00 | \$1,038.22 | \$20.00 | \$2,499.92 |
| 08/18/25 | 08/20/25 | Late Payment Charge | | | | | | | \$12.63 | \$1,050.85 | \$12.63 | \$2,512.55 |
| 08/19/25 | 08/20/25 | Bill - Actual | | 09/10/25 | 08/19/25 | 29 | 7,114.70 | 1,556.13 | \$436.28 | \$1,487.13 | \$434.79 | \$2,947.34 |
| 08/25/25 | 09/18/25 | Dispute | | | | | | | -\$2,960.07 | -\$1,472.94 | \$0.00 | \$2,947.34 |



Duquesne Light Company - Statement Of Account

Prepared: December 29, 2025

Page: 9 of 9

| Residential | | | | | | | | | | | | |
|------------------|---------------|------------------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 08/25/25 | 09/18/25 | Current w/payoff balance | | | | | | | \$1,472.94 | \$0.00 | \$0.00 | \$2,947.34 |
| 09/18/25 | 09/18/25 | Bill - Actual | | 10/09/25 | 09/18/25 | 30 | 7,908.85 | 794.15 | \$319.00 | \$319.00 | \$190.91 | \$3,138.25 |
| 10/15/25 | 10/19/25 | Late Payment Charge | | | | | | | \$3.99 | \$322.99 | \$3.99 | \$3,142.24 |
| 10/19/25 | 10/19/25 | Bill - Actual | | 11/10/25 | 10/19/25 | 31 | 8,676.69 | 767.84 | \$319.00 | \$641.99 | \$185.02 | \$3,327.26 |
| 11/07/25 | 11/17/25 | Payment | | | | | | | -\$100.00 | \$541.99 | -\$100.00 | \$3,227.26 |
| 11/17/25 | 11/17/25 | Late Payment Charge | | | | | | | \$6.72 | \$548.71 | \$6.72 | \$3,233.98 |
| 11/17/25 | 11/17/25 | Bill - Actual | | 12/08/25 | 11/17/25 | 29 | 9,408.29 | 731.60 | \$319.00 | \$867.71 | \$176.89 | \$3,410.87 |
| 12/05/25 | 12/18/25 | Payment | | | | | | | -\$120.00 | \$747.71 | -\$120.00 | \$3,290.87 |
| 12/12/25 | 12/18/25 | Payment - Cancel Transaction | | | | | | | \$120.00 | \$867.71 | \$120.00 | \$3,410.87 |
| 12/12/25 | 12/18/25 | Non-sufficient Funds Charge | | | | | | | \$20.00 | \$887.71 | \$20.00 | \$3,430.87 |
| 12/15/25 | 12/18/25 | Late Payment Charge | | | | | | | \$10.71 | \$898.42 | \$10.71 | \$3,441.58 |
| 12/18/25 | 12/18/25 | Bill - Actual | | 01/08/26 | 12/18/25 | 31 | 915.80 | 1,521.51 | \$275.00 | \$1,173.42 | \$364.87 | \$3,806.45 |
| 12/22/25 | | Payment | | | | | | | -\$100.00 | \$1,073.42 | -\$100.00 | \$3,706.45 |
| 12/26/25 | | Payment | | | | | | | -\$60.00 | \$1,013.42 | -\$60.00 | \$3,646.45 |

DLC EXHIBIT NO. 17
REDACTED

Usage Comparison Report

| | | | |
|-----------------------|----------------|-----------------------|------------------------|
| Account ID | | BCS Case # | C-2025-3057033 |
| Service Name | VENA,ALEXANDRA | Account Status | Active |
| Service Street | | Rate | RS |
| City/State/Zip | | Period Covered | 8/19/2021 to 7/20/2023 |

| Date | Days | KWH | Avg | | Date | Days | KWH | Avg |
|----------------------|------------|------------------|--------------|--|----------------------|------------|------------------|--------------|
| 06/20/23 to 07/20/23 | 30 | 1,457.85 | 48.59 | | 07/20/22 to 06/20/22 | 30 | 1,680.64 | 56.02 |
| 05/21/23 to 06/20/23 | 30 | 934.33 | 31.14 | | 06/20/22 to 05/19/22 | 32 | 1,354.04 | 42.31 |
| 04/20/23 to 05/21/23 | 31 | 831.10 | 26.81 | | 05/19/22 to 04/20/22 | 29 | 629.04 | 21.69 |
| 03/21/23 to 04/20/23 | 30 | 786.07 | 26.20 | | 04/20/22 to 03/21/22 | 30 | 610.82 | 20.36 |
| 02/20/23 to 03/21/23 | 29 | 1,026.95 | 35.41 | | 03/21/22 to 02/20/22 | 29 | 926.79 | 31.96 |
| 01/21/23 to 02/20/23 | 30 | 1,195.80 | 39.86 | | 02/20/22 to 01/20/22 | 31 | 1,622.82 | 52.35 |
| 12/19/22 to 01/21/23 | 33 | 1,355.34 | 41.07 | | 01/20/22 to 12/19/21 | 32 | 1,139.71 | 35.62 |
| 11/17/22 to 12/19/22 | 32 | 869.12 | 27.16 | | 12/19/21 to 11/17/21 | 32 | 1,272.43 | 39.76 |
| 10/19/22 to 11/17/22 | 29 | 300.96 | 10.38 | | 11/17/21 to 10/19/21 | 29 | 632.13 | 21.80 |
| 09/20/22 to 10/19/22 | 29 | 476.99 | 16.45 | | 10/19/21 to 09/20/21 | 29 | 631.93 | 21.79 |
| 08/18/22 to 09/20/22 | 33 | 1,307.90 | 39.63 | | 09/20/21 to 08/19/21 | 32 | 1,306.46 | 40.83 |
| 07/20/22 to 08/18/22 | 29 | 1,532.93 | 52.86 | | 08/19/21 to 07/21/21 | 29 | 1,269.00 | 43.76 |
| Total | 365 | 12,075.34 | 33.08 | | | 364 | 13,075.81 | 35.92 |

Key
 Date: The billing period
 KWH: The kilowatt hours (kWh) measured in the billing period
 Days: Number of days in the billing period
 Average: Average kWh for the billing period

Usage Comparison Report

| | | | |
|-----------------------|----------------|-----------------------|------------------------|
| Account ID | | BCS Case # | C-2025-3057033 |
| Service Name | VENA,ALEXANDRA | Account Status | Active |
| Service Street | | Rate | RS |
| City/State/Zip | | Period Covered | 8/20/2023 to 7/21/2025 |

| Date | Days | KWH | Avg | | Date | Days | KWH | Avg |
|----------------------|------------|------------------|--------------|--|----------------------|------------|------------------|--------------|
| 06/22/25 to 07/21/25 | 29 | 1,805.68 | 62.26 | | 07/18/24 to 06/19/24 | 29 | 2,234.74 | 77.06 |
| 05/20/25 to 06/22/25 | 33 | 1,127.10 | 34.15 | | 06/19/24 to 05/19/24 | 31 | 1,590.01 | 51.29 |
| 04/21/25 to 05/20/25 | 29 | 643.68 | 22.20 | | 05/19/24 to 04/18/24 | 31 | 1,379.94 | 44.51 |
| 03/20/25 to 04/21/25 | 32 | 958.25 | 29.95 | | 04/18/24 to 03/19/24 | 30 | 793.93 | 26.46 |
| 02/19/25 to 03/20/25 | 29 | 1,514.32 | 52.22 | | 03/19/24 to 02/19/24 | 29 | 963.51 | 33.22 |
| 01/21/25 to 02/19/25 | 29 | 1,841.53 | 63.50 | | 02/19/24 to 01/21/24 | 29 | 1,218.30 | 42.01 |
| 12/18/24 to 01/21/25 | 34 | 1,977.54 | 58.16 | | 01/21/24 to 12/18/23 | 34 | 1,477.20 | 43.45 |
| 11/18/24 to 12/18/24 | 30 | 974.18 | 32.47 | | 12/18/23 to 11/16/23 | 32 | 1,260.88 | 39.40 |
| 10/17/24 to 11/18/24 | 32 | 745.26 | 23.29 | | 11/16/23 to 10/18/23 | 29 | 848.06 | 29.24 |
| 09/18/24 to 10/17/24 | 29 | 1,026.80 | 35.41 | | 10/18/23 to 09/19/23 | 29 | 888.31 | 30.63 |
| 08/18/24 to 09/18/24 | 31 | 1,319.93 | 42.58 | | 09/19/23 to 08/20/23 | 30 | 1,374.82 | 45.83 |
| 07/18/24 to 08/18/24 | 31 | 2,098.67 | 67.70 | | 08/20/23 to 07/20/23 | 31 | 1,636.46 | 52.79 |
| Total | 368 | 16,032.94 | 43.57 | | | 364 | 15,666.16 | 43.04 |

Key
 Date: The billing period
 KWH: The kilowatt hours (kWh) measured in the billing period
 Days: Number of days in the billing period
 Average: Average kWh for the billing period

Usage Comparison Report

| | | | |
|-----------------------|----------------|-----------------------|-------------------------|
| Account ID | [REDACTED] | BCS Case # | C-2025-3057033 |
| Service Name | VENA,ALEXANDRA | Account Status | Active |
| Service Street | [REDACTED] | Rate | RS |
| City/State/Zip | [REDACTED] | Period Covered | 1/21/2024 to 12/18/2025 |

| Date | Days | KWH | Avg | | Date | Days | KWH | Avg |
|----------------------|------------|------------------|--------------|--|----------------------|------------|------------------|--------------|
| 11/17/25 to 12/18/25 | 31 | 1,521.51 | 49.08 | | 12/18/24 to 11/18/24 | 30 | 974.18 | 32.47 |
| 10/19/25 to 11/17/25 | 29 | 731.60 | 25.23 | | 11/18/24 to 10/17/24 | 32 | 745.26 | 23.29 |
| 09/18/25 to 10/19/25 | 31 | 767.84 | 24.77 | | 10/17/24 to 09/18/24 | 29 | 1,026.80 | 35.41 |
| 08/19/25 to 09/18/25 | 30 | 794.15 | 26.47 | | 09/18/24 to 08/18/24 | 31 | 1,319.93 | 42.58 |
| 07/21/25 to 08/19/25 | 29 | 1,556.13 | 53.66 | | 08/18/24 to 07/18/24 | 31 | 2,098.67 | 67.70 |
| 06/22/25 to 07/21/25 | 29 | 1,805.68 | 62.26 | | 07/18/24 to 06/19/24 | 29 | 2,234.74 | 77.06 |
| 05/20/25 to 06/22/25 | 33 | 1,127.10 | 34.15 | | 06/19/24 to 05/19/24 | 31 | 1,590.01 | 51.29 |
| 04/21/25 to 05/20/25 | 29 | 643.68 | 22.20 | | 05/19/24 to 04/18/24 | 31 | 1,379.94 | 44.51 |
| 03/20/25 to 04/21/25 | 32 | 958.25 | 29.95 | | 04/18/24 to 03/19/24 | 30 | 793.93 | 26.46 |
| 02/19/25 to 03/20/25 | 29 | 1,514.32 | 52.22 | | 03/19/24 to 02/19/24 | 29 | 963.51 | 33.22 |
| 01/21/25 to 02/19/25 | 29 | 1,841.53 | 63.50 | | 02/19/24 to 01/21/24 | 29 | 1,218.30 | 42.01 |
| 12/18/24 to 01/21/25 | 34 | 1,977.54 | 58.16 | | 01/21/24 to 12/18/23 | 34 | 1,477.20 | 43.45 |
| Total | 365 | 15,239.33 | 41.75 | | | 366 | 15,822.47 | 43.23 |

Key
 Date: The billing period
 KWH: The kilowatt hours (kWh) measured in the billing period
 Days: Number of days in the billing period
 Average: Average kWh for the billing period

DLC EXHIBIT NO. 18
REDACTED

Person ID   VENA,ALEXANDRA - Primary Phone:

Account ID  

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Recertificaton (RCRT)

Comments VENA,ALEXANDRA. RECERTIFICATION COMPLETE. VERIFIED HH 2. SCANNED POI.
CR

Person ID   VENA,ALEXANDRA

Account ID   VENA,ALEXANDRA, Residential, \$747.71,

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  General Customer Contact

Comments VIEW FOR EBILL BOUNCE BACK. CALLED CUS. LEFT VM. SENT PAPER COPY OF BILL IF CUS CALLS IN. PLEASE VERIFY EMAIL AND UPDATE IF NEEDED.

Person ID   VENA,ALEXANDRA - Primary Phone: ()

Account ID   VENA,ALEXANDRA, Residential, \$747.71,

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Billing Inquiries

Comments ALEXANDRA RQST BILL COPY EMAILED TO CS

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: (4 [redacted])
Account ID [redacted] VENA,ALEXANDRA, Residential, \$747.71, [redacted]
Premise ID [redacted]
Preferred Contact Method [redacted]
Contact Date/Time 12-15-2022 / 11:25AM
Contact Class General Customer Contact
Contact Type GCC General Customer Contact
Comments [redacted] ALEXANDRIA REQ TO CANCEL AUTOPAY.. C/S

Person ID [redacted] VENA,ALEXANDRA - Primary Phone [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$747.71, [redacted]
Premise ID [redacted]
Preferred Contact Method [redacted]
Contact Date/Time 05-18-2023 / 12:06AM
Contact Class Credit and Collection Contacts
Contact Type ARTERM10 10 Day Termination Notice - Residential

Person ID [redacted] VENA,ALEXANDRA - [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$747.71, [redacted]
Premise ID [redacted]
Preferred Contact Method [redacted]
Contact Date/Time 05-29-2023 / 04:26PM
Contact Class Web Self Service
Contact Type EXTERNALPMT External Payment
Comments PAYMENTUS REAL-TIME PAYMENT RECEIVED IN THE AMOUNT OF \$160.88 ON 05/29/2023 FOR ACCOUNT NO [redacted] CONFIRMATION NO: 1 [redacted]

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$747.71, [redacted]
Premise ID [redacted]
Preferred Contact Method [redacted]
Contact Date/Time 06-18-2023 / 12:19AM
Contact Class Universal Services
Contact Type CAPRECRT24 CAP Recertification Letter - 24 Months

Person ID   VENA,ALEXANDRA - Primary Phone:

Account ID   VENA,ALEXANDRA, Residential, \$747.71,

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  10 Day Termination Notice - Residential

Person ID   VENA,ALEXANDRA - Primary Phone:

Account ID 

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Payment Arrangement - Ineligible

Comments

Person ID   VENA,ALEXANDRA - Primary Phone:

Account ID 

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Recertificaton (RCRT)

Comments

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Credit and Collection Contacts/10 Day Termination Notice - Residential, Contacted 07-18-2023

Open User ID SYSUSER System, English

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID VENA,ALEXANDRA, Residential, \$747.71,

Premise ID

Preferred Contact Method

Contact Date/Time 07-18-2023 / 12:05AM

Contact Class Credit and Collection Contacts

Contact Type ARTERM10 10 Day Termination Notice - Residential

Comments

Related Records Linked to Collection Process Event 010 (Generate Residential 10 Day Te)

Letter Information 10 Day Termination Letter - ARTERM10 (ARTERM10) was printed on 07-19-2023 12:52AM.

Reprint Letter

Customer Contact Info VENA,ALEXANDRA, ROCKS, Universal Services/Universal Service Inquiry, Contacted 07-26-2023

Open User ID

Person ID 5618172900 VENA,ALEXANDRA - Primary Phone: (412) 520-4222

Account ID 1289159995 VENA,ALEXANDRA, Residential, \$747.71,

Premise ID 1328950104

Preferred Contact Method

Contact Date/Time 07-26-2023 / 04:28PM

Contact Class Universal Services

Contact Type USINQ Universal Service Inquiry

Comments 8 VENA,ALEXANDRA-RETURNED CALL AND ADVISED PAYMENTS GOING FORWARD REDUCED TO \$20 BUT CURRENT DUE...ALSO ADVISED TO UPDATE IN 6 MONTHS..

Related Records

Letter Information

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Web Self Service/One-Time Payment,
Contacted 07-30-2023

Open User ID SYSUSER System, English

Person ID  VENA,ALEXANDRA - Primary Phone: ()

Account ID 

Premise ID 

Preferred Contact Method

Contact Date/Time 07-30-2023 / 12:43PM

Contact Class Web Self Service

Contact Type ONETIMEPAY One-Time Payment

Comments ONE-TIME PAYMENT SCHEDULED ON 7/30/2023 12:43:21 PM IN THE AMOUNT OF \$187.00 TO BE PAID ON 7/31/2023 12:00:00 AM TO ACCOUNT NO. CONFIRMATION NO:

Related Records

Letter Information

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, General Customer Contact/General
Customer Contact, Contacted 07-31-2023

Open User ID

Person ID  VENA,ALEXANDRA -

Account ID  VENA,ALEXANDRA, Residential, \$747.71

Premise ID 

Preferred Contact Method

Contact Date/Time 07-31-2023 / 04:42PM

Contact Class General Customer Contact

Contact Type GCC General Customer Contact

Comments ALEXANDRA VENA Inbound Call // Reason for Call: CONFIRM PAYMENT RECEIVED // Verified First/Last name of caller // Verified Name on the account // Verified Service address // Verified Last 4 of Social Security Number // Current balance: \$206.64 /INFORMED WE RECEIVED PAYMENT OF \$187.00/ Asked for satisfaction question // Customer Satisfied //

Person ID  VENA,ALEXANDRA -

Account ID  VENA,ALEXANDRA, Residential, \$641.99,

Premise ID 

Preferred Contact Method

Contact Date/Time 08-04-2023 / 06:07PM

Contact Class Credit and Collection Contacts

Contact Type NSFRC Return Check Letter

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Web Self Service/External Payment,
Contacted 08-15-2023

Open User ID SYSUSER System, English

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID VENA,ALEXANDRA, Residential, \$747.71,

Premise ID

Preferred Contact Method

Contact Date/Time 08-15-2023 / 01:20PM

Contact Class Web Self Service

Contact Type EXTERNALPMT External Payment

Comments PAYMENTUS REAL-TIME PAYMENT RECEIVED IN THE AMOUNT OF \$206.64 ON 08/15/2023 FOR

Related Records

Letter Information

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Web Self Service/External Payment,
Contacted 09-05-2023

Open User ID SYSUSER System, English

Person ID VENA,ALEXANDRA -

Account ID VENA,ALEXANDRA, Residential, \$747.71,

Premise ID

Preferred Contact Method

Contact Date/Time 09-05-2023 / 06:18PM

Contact Class Web Self Service

Contact Type EXTERNALPMT External Payment

Comments PAYMENTUS REAL-TIME PAYMENT RECEIVED IN THE AMOUNT OF \$40.00 ON 09/05/2023 FOR

Related Records

Letter Information

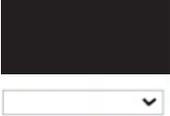
Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Credit and Collection Contacts/Past Due Letter, Contacted 12-14-2023

Open User ID SYSUSER System, English

Person ID   VENA,ALEXANDRA - Primary Phone: 

Account ID   VENA,ALEXANDRA, Residential, \$747.71, 

Premise ID  

Preferred Contact Method

Contact Date/Time 12-14-2023 / 12:06AM

Contact Class Credit and Collection Contacts

Contact Type ARTER10C  Past Due Letter

Comments

Related Records Linked to Collection Process -  Event 010 (Generate Dunning Letter)

Letter Information Past Due Letter - ARTER10C (ARTER10C) was printed on 12-15-2023 12:47AM.

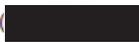
Reprint Letter

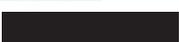
Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, 
 Universal Services/Universal Service Inquiry, Contacted 12-27-2023

Open User ID 

Person ID   VENA,ALEXANDRA - Primary Phone: ()

Account ID   VENA,ALEXANDRA, Residential, \$747.71, 

Premise ID  

Preferred Contact Method

Contact Date/Time 12-27-2023 / 10:19AM

Contact Class Universal Services

Contact Type USINQ  Universal Service Inquiry

Comments  VENA,ALEXANDRA RC NO ANSWER, LVM. ARS

Related Records

Letter Information

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99, [redacted]
Premise ID [redacted]
Preferred Contact Method [redacted]
Contact Date/Time 01-08-2024 / 10:26AM
Contact Class Universal Services
Contact Type PCRECERT Phone call regarding recertification
Comments [redacted] VENA,ALEXANDRA SPOKE WITH R/P GAVE REMINDER. ARS

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99, [redacted]
Premise ID [redacted]
Preferred Contact Method [redacted]
Contact Date/Time 01-08-2024 / 10:31AM
Contact Class General Customer Contact
Contact Type GCC General Customer Contact
Comments [redacted] VENA VERIFIED LAST 4 DIGITS OF SOCIAL SECURITY NUMBER CURRENT BALANCE IS 80.00 01/08 WILL PAY 40.00\$ 01/08 XFER TO PAYMENTUS. LIHEAP REFERAL. C.S

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99, [redacted]
Premise ID [redacted]
Preferred Contact Method [redacted]
Contact Date/Time 02-02-2024 / 06:31PM
Contact Class Universal Services
Contact Type CAPDFLT CAP Default

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Credit and Collection Contacts/10 Day Termination Notice - Residential, Contacted 03-18-2024

Open User ID SYSUSER System, English

Person ID VENA,ALEXANDRA - Primary Phone: [REDACTED]

Account ID VENA,ALEXANDRA, Residential, \$74 [REDACTED]

Premise ID

Preferred Contact Method

Contact Date/Time 03-18-2024 / 12:41AM

Contact Class Credit and Collection Contacts

Contact Type ARTERM10 10 Day Termination Notice - Residential

Comments

Related Records Linked to Collection Process [REDACTED] Event 010 (Generate Residential 10 Day Te)

Letter Information 10 Day Termination Letter - ARTERM10 (ARTERM10) was printed on 03-19-2024 01:31AM.

Customer Contact

Prev

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Credit and Collection Contacts/Contact generated after PA creation through C&C Portal, Contacted 03-29-2024

| | Characteristic Type | Characteristic Value |
|----------------------------|--|---|
| + <input type="checkbox"/> | C1-ACCT Account Id | [REDACTED] VENA,ALEXANDRA, Residential, \$747.71, [REDACTED] |
| + <input type="checkbox"/> | C1-SA Service Agreement | [REDACTED] Chapter14 Payment Arrangement, Closed, 03-29-2024 - 08-08-2024, \$0.00, [REDACTED] |
| + <input type="checkbox"/> | PACRDATE PA Creation Date | 2024-03-29 |
| + <input type="checkbox"/> | PAMININS PA Minimum Installment Amount | 41.00 |
| + <input type="checkbox"/> | MINPAYNW PA Minimum Upfront payment amount | 41.00 |
| + <input type="checkbox"/> | PAPAYNOW PA Upfront Amount | 50.0 |
| + <input type="checkbox"/> | PAINSAMT PA Installment Amount | 50 |
| + <input type="checkbox"/> | PAINSMNT PA Installment Months | 9 |
| + <input type="checkbox"/> | PAORGBAL PA Original Balance | 434.02 |
| + <input type="checkbox"/> | PACRUSER PA Created by User | SYSUSER System, English |
| + <input type="checkbox"/> | CURBUD Current Budget Amount | 0 |

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Web Self Service/Payment Arrangement - Accepted, Contacted 03-29-2024

Open User ID SYSUSER System, English

Person ID

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 03-29-2024 / 01:37PM

Contact Class Web Self Service

Contact Type PAACCEPT Payment Arrangement - Accepted

Comments Person: Alexandra Vena Accepted the agreement.

Related Records

Letter Information

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Web Self Service/External Payment, Contacted 03-29-2024

Open User ID SYSUSER System, English

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID VENA,ALEXANDRA, Residential, \$747.71,

Premise ID

Preferred Contact Method

Contact Date/Time 03-29-2024 / 01:54PM

Contact Class Web Self Service

Contact Type EXTERNALPMT External Payment

Comments PAYMENTUS REAL-TIME PAYMENT RECEIVED IN THE AMOUNT OF \$50.00 ON 03/29/2024 FOR ACCOUNT NO CONFIRMATION NO:

Related Records

Letter Information

Open User ID SYSUSER System, English

Person ID VENA,ALEXANDRA -

Account ID VENA,ALEXANDRA, Residential, \$641.99,

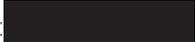
Premise ID

Preferred Contact Method

Contact Date/Time 05-17-2024 / 12:05AM

Contact Class Credit and Collection Contacts

Contact Type ARTERM10 10 Day Termination Notice - Residential

Person ID    VENA,ALEXANDRA - Primary Phone: 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 

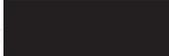
Premise ID   

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  10 Day Termination Notice - Residential

Person ID    VENA,ALEXANDRA - Primary Phone: 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 

Premise ID   

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Paperless Unenrollment

Comments  has selected to opt-out from paperless.

Person ID    VENA,ALEXANDRA - Primary Phone: 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  General Customer Contact

Comments  ALEXANDRA VENA:  VENA,ALEXANDRA, RESIDENTIAL, \$700.63 WILL PAY THE 80.00 ON THE FIRST. GAVE HER CAP, 211. RED MED RIGHTS. C/S

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]

Account ID [redacted] VENA,ALEXANDRA, Residential, \$641 [redacted]

Premise ID [redacted]

Preferred Contact Method [dropdown]

Contact Date/Time 06-24-2024 / 09:26AM

Contact Class Universal Services [dropdown]

Contact Type USINQ Universal Service Inquiry

Comments [redacted] 8 VENA,ALEXANDRA, CAP ONLINE REINSTATEMENT \$897.50; RP DENIED DUE TO CAP C/U; REFERRED TO DLC; JB

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, [redacted] ROCKS, Auto Dialer/72 Hour Call, Contacted 06-28-2024

Open [checkbox] User ID SYSUSER System, English

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: (412) [redacted]

Account ID [redacted] VENA,ALEXANDRA, Residential, \$747.71, [redacted]

Premise ID [redacted]

Preferred Contact Method [dropdown]

Contact Date/Time 06-28-2024 / 12:45AM

Contact Class Auto Dialer [dropdown]

Contact Type 72HR CALL 72 Hour Call

Comments [text area]

Related Records Linked to Severence Process [redacted] Event 005 (72HR NOTICE)

Letter Information

| | | | Create Date/Time | Created by | Log Entry | Reminder | Send To | Trigger Date |
|--|--|--|--------------------|-----------------|--|------------|---------|--------------|
| | | | 07-03-2024 01:50AM | System, English | 72 hour autodialer call -2ND attempt. Call Result Code: Answered. Campaign Code: | [dropdown] | | |
| | | | 07-03-2024 12:59AM | System, English | 72 hour autodialer call -2ND attempt. Call Result Code: Answered. Campaign Code: | [dropdown] | | |
| | | | 07-01-2024 11:29PM | System, English | 72 hour autodialer call - Call Result Code: ANSWERING MACHINE. Campaign Code: | [dropdown] | | |
| | | | 07-01-2024 10:32PM | System, English | 72 hour autodialer call - Call Result Code: ANSWERING MACHINE. Campaign Code: | [dropdown] | | |

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, General Customer Contact/General Customer Contact, Contacted 07-08-2024

Open User ID APPPROD app-ulpath-prod1, SERVICE ACCOUNT

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID VENA,ALEXANDRA, Residential, \$747.71,

Premise ID

Preferred Contact Method

Contact Date/Time 07-08-2024 / 07:44AM

Contact Class General Customer Contact

Contact Type GCC General Customer Contact

Comments ATTEMPTED TO SEND DAY-OF 'READY' TERMINATION EMAIL/TEXT AT APPROXIMATELY 7:15 AM ON 07/08/2024 FOR TERMINATION AMT: \$323.56.

Related Records

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID VENA,ALEXANDRA, Residential, \$641

Premise ID

Preferred Contact Method

Contact Date/Time 07-08-2024 / 08:39AM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments Customer received - 10 day term date 2024-07-02 - Required payment amount \$193.56, Is Customer P2P hold eligible: true

Person ID VENA,ALEXANDRA - Primary Phone: (412)

Account ID VENA,ALEXANDRA, Residential, \$641.99,

Premise ID

Preferred Contact Method

Contact Date/Time 07-08-2024 / 08:39AM

Contact Class Holds

Contact Type PROMISETOPAY Promise to Pay

Comments | HOLD: PROMISETOPAY | DAYS: 10 | DAY_TYPE: Calendar | HOLD_START: 2024-07-08 | HOLD_END: 2024-07-18 | TERM_NOTICE_START: 2024-06-17 | TERM_NOTICE_END: 2024-08-16 | STATUS: Severance

Person ID    VENA,ALEXANDRA - Primary Phone: (412) 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 1 

Premise ID   

Preferred Contact Method 

Contact Date/Time /

Contact Class 

Contact Type  One-Time Payment

Comments PA UPFRONT PAYMENT SCHEDULED ON 7/8/2024 12:10:51 PM IN THE AMT OF \$194 TO BE PAID ON 7/8/2024 TO PAYMENT OPTION: PAY WITH PAYMENTUS. CSR: DSTACKH

Person ID    VENA,ALEXANDRA - Primary Phone: 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 

Premise ID  

Preferred Contact Method 

Contact Date/Time /

Contact Class 

Contact Type  General Customer Contact

Comments  CS  ALEXANDRA VENA COLL/CANCEL SERVERANCE. REFD TO CAP. ADVISED PAYMENT. 10-DAY HOLD. CUST SAT.

VENA,ALEXANDRA, [REDACTED]

Customer Contact Info [REDACTED] General Customer Contact/General Customer Contact, Contacted 07-08-2024

Open User ID [REDACTED]

Person ID [REDACTED] VENA,ALEXANDRA - Primary Phone: [REDACTED]

Account ID [REDACTED] VENA,ALEXANDRA, Residential, \$747 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 07-08-2024 / 12:18PM

Contact Class General Customer Contact

Contact Type GCC General Customer Contact

Comments [REDACTED] // ALEXANDERIA NVENA // [REDACTED] VER ACCT CUSTOMER RECEIVED TERM NOTICE PAYING 193.56 TODAY ADVISED BALANCE DUE 7/10/2024 GAVE MED RIGHTS CAP AND 211 INFO PREVIOUS DECLINE PAPERLESS TRANS TO PAYMENTUS CS //

Related Records

Person ID [REDACTED] VENA,ALEXANDRA - Primary Phone: [REDACTED]

Account ID [REDACTED] VENA,ALEXANDRA, Residential, \$641 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 07-18-2024 / 12:06AM

Contact Class Credit and Collection Contacts

Contact Type ARTERM10 10 Day Termination Notice - Residential

Person ID [REDACTED] VENA,ALEXANDRA - Primary Phone: [REDACTED]

Account ID [REDACTED] VENA,ALEXANDRA, Residential, \$641 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 07-29-2024 / 02:28PM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments Customer received - 10 day term date 2024-08-01 - Required payment amount \$297.63, Is Customer P2P hold eligible: true

Person ID    VENA,ALEXANDRA - Primary Phone: (412 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 

Premise ID    

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Promise to Pay

Comments  HOLD: PROMISETOPAY | DAYS: 10 | DAY_TYPE: Calendar | HOLD_START: 2024-07-29 | HOLD_END: 2024-08-08 | TERM_NOTICE_START: 2024-07-17 | TERM_NOTICE_END: 2024-09-15 | STATUS: Severance

Person ID    VENA,ALEXANDRA - Primary Phone: ()

Account ID 

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Contact generated after PA creation through C&C Portal

Customer Contact

[Previous Item](#)

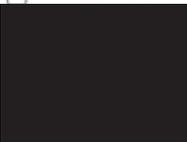
[Main](#) | [Log](#) | [Characteristics](#) | [Customer Contact Portal](#)

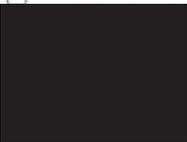
Customer Contact Info VENA,ALEXANDRA, Credit and Collection Contacts/Contact generated after PA creation through C&C Portal, Contacted 08-08-2024

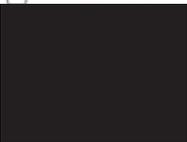
Cus

| | Characteristic Type | Characteristic Value |
|---|--|--|
|  |  CT-ACCT  Account Id |   VENA,ALEXANDRA, Residential, \$747.71,  |
|  |  C1-SA  Service Agreement |   Change in Income Pay Arrangement, Closed, 08-08-2024 - 11-22-2024, \$0.00,  |
|  |  PACRDATE  PA Creation Date | 2024-08-08  |
|  |  PAMININS  PA Minimum Installment Amount | 72.00  |
|  |  MINPAYNW  PA Minimum Upfront payment amount | 72.00  |
|  |  PAPAYNOW  PA Upfront Amount | 72  |
|  |  PAINSAMT  PA Installment Amount | 66  |
|  |  PAINSMNT  PA Installment Months | 12  |
|  |  PAORGBAL  PA Original Balance | 785.09  |
|  |  PACRUSER  PA Created by User |  SYSUSER  System, English  |
|  |  CURBUD  Current Budget Amount | 264.00  |

Open User ID SYSUSER System, English

Person ID    VENA,ALEXANDRA - Primary Phone: 

Account ID    VENA,ALEXANDRA, Residential, \$747.71, 

Premise ID   

Preferred Contact Method

Contact Date/Time /

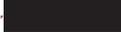
Contact Class

Contact Type  General Customer Contact

Comments  CSR:  ALEXANDRA VENA ACCEPTED THE AGREEMENT. RECAPPED PA TERMS. MED RIGHTS. REFD TO CAP. CUST SAT.

Related Records
Letter Information

Person ID    VENA,ALEXANDRA - Primary Phone: (412) 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 

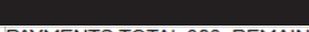
Premise ID 

Preferred Contact Method Primary Phone: 

Contact Date/Time /

Contact Class

Contact Type  General Customer Contact

Comments  // VENA,ALEXANDRA // 10 DAY PAY ARR OPTIONS- OFFERED RESOURCES ADV CX ACT PA ON ACCT. NEW TERMS 73 BY 8/18 AND USAGE PLUS PAAMT 66 MVG FWD- CX WILL APPLY FOR CAP //  FOR PAYMENT OF 80 MADE TODAY- 256 IN PAYMENTS RECEIVED- PENDING PAYMENTS TOTAL 380, REMAINING BAL IN NEW PA // BALANCE \$623.07 // DUE DATE: 8/8/24 // OFFERED E-BILL : CUSTOMER DECLINED // TERMINATION AMOUNT: \$373.63 // TERMINATION DATE: 8/1/24 // ENERGY ASSISTANCE PROGRAMS (CAP) // OFFERED MEDICAL RIGHTS // ASKED FOR SATISFACTION QUESTION // CS //

Person ID    VENA,ALEXANDRA - Primary Phone: 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 

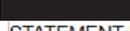
Premise ID    

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Universal Service Inquiry

Comments  VENA,ALEXANDRA, ONLINE CAP APPLICATION MARKED AS COMPLETED. POI FROM BANK STATEMENT RECEIVED. NO GROSS AMOUNT OR NAME, DATE ECT. CALLED, SPOKE WITH CUSTOMER. WILL REAPPLY ONCE HER SUPERVISOR HAS RETURNED FROM VACATION. HH OF 2. BI WEEKLY PAY; LMB

Person ID    VENA,ALEXANDRA - Primary Phone: 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  PUC Complaint / Issue

Comments  PAR COMPLAINT CASE 4009378 FILED 08/12/2024 BY ALEXANDRA VENA

Person ID    VENA,ALEXANDRA - Primary Phone: (412) 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Customer went through PA Detail call flow

Comments Customer received - PA Setup date 2024-08-08, Monthly Installment amount \$66, Total Number of Installments: 12, Total PA balance amount \$785.09

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Credit and Collection Contacts/10 Day Termination Notice - Residential, Contacted 09-17-2024

Open User ID SYSUSER System, English

Person ID    VENA,ALEXANDRA - Primary Phone: (412) 

Account ID    VENA,ALEXANDRA, Residential, \$747.71, 

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  10 Day Termination Notice - Residential

Comments

Related Records [Linked to Collection Process !\[\]\(96b9e4ae187dc0aad2739f5eac3f2576_img.jpg\) Event 010 \(Generate Residential 10 Day Te\)](#)

Letter Information [10 Day Termination Letter - ARTERM10 \(ARTERM10\) was printed on 09-17-2024 01:13AM.](#)

Customer Contact

[Main](#) [Log](#) [Characteristics](#) [Customer Contact Portal](#)

Customer Contact Info **VENA,ALEXANDRA, Web Self Service/Payment Arrangement - Ineligible, Contacted 09-30-2024**

Open User ID **SYSUSER** System, English

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time **09-30-2024 / 11:01AM**

Contact Class **Web Self Service**

Contact Type **PAINELIG** Payment Arrangement - Ineligible

Comments
Payment Arrangement Ineligible:
Active Dispute : To best assist you, please contact us at 412
Active payment arrangement exists : Based on your existing payment arrangement, you are not eligible for a new payment arrangement. Please pay the amount due on your present payment arrangement.

Related Records

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID VENA,ALEXANDRA, Residential, \$641.99,

Premise ID

Preferred Contact Method

Contact Date/Time **10-04-2024 / 06:06PM**

Contact Class **Credit and Collection Contacts**

Contact Type **NSFRC** Return Check Letter

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID VENA,ALEXANDRA, Residential, \$641.99,

Premise ID

Preferred Contact Method

Contact Date/Time **10-07-2024 / 12:05AM**

Contact Class **Credit and Collection Contacts**

Contact Type **ARTERM10** 10 Day Termination Notice - Residential

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, [REDACTED]
[REDACTED] Auto Dialer/72 Hour Call, Contacted 10-17-2024

Open User ID SYSUSER System, English

Person ID [REDACTED] VENA,ALEXANDRA - Primary Phone: [REDACTED]

Account ID [REDACTED] VENA,ALEXANDRA, Residential, \$747.71, [REDACTED]

Premise ID [REDACTED] [REDACTED]

Preferred Contact Method

Contact Date/Time 10-17-2024 / 12:09AM

Contact Class Auto Dialer

Contact Type 72HR CALL 72 Hour Call

Comments

Related Records Linked to Severence Proces [REDACTED] Event 005 (72HR NOTICE)

Letter Information

| | | | Create Date/Time | Created by | Log Entry | Reminder | Send To |
|--|--|--|--------------------|-----------------|--|----------------------|---------|
| | | | 10-17-2024 10:31PM | System, English | 72 hour autodialer call – Call Result Code: Answered. Campaign Code: RESIDENTIAL DAY CAMPAIGN, Dial Attempt Datetime : 2024-10-17T10:11:28 | <input type="text"/> | |

Person ID [REDACTED] VENA,ALEXANDRA - Primary Phone: [REDACTED]

Account ID [REDACTED] VENA,ALEXANDRA, Residential, \$641.99, [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method Phone Primary Phone: [REDACTED]

Contact Date/Time 10-17-2024 / 04:10PM

Contact Class General Customer Contact

Contact Type GCC General Customer Contact

Comments [REDACTED] SW ALEXANDRA, CURR BAL 515.79 DUE 10/09, CURR PA IS USAGE+66, CUST HAD INCONSISTENT PAYMENTS MADE ON ACCT NOT PAYING THE FULL, TRANSFERED TO BILLING TO ASSIST WITH POSSIBLE METER READ THINKS BILL IS WRONG

Person ID [redacted] VENA,ALEXANDRA - Primary Phone [redacted]
Account ID [redacted] [redacted]
Premise ID [redacted] [redacted]
Preferred Contact Method Phone Primary Phone: [redacted]
Contact Date/Time 10-17-2024 / 04:28PM
Contact Class General Customer Contact
Contact Type GCC General Customer Contact
Comments [redacted] spoke w/ Alexandra.. cus went over bill and high usage..(high in summer) wanted to do a meter inspection.. moved money to dispute s/a.. held act for 30 days, updated fpi.. called for appyt.. secured 11-15 at 11am, cs

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99, [redacted]
Premise ID [redacted]
Preferred Contact Method Phone Primary Phone: [redacted]
Contact Date/Time 10-24-2024 / 04:21PM
Contact Class General Customer Contact
Contact Type GCC General Customer Contact
Comments [redacted] SP W/ ALEXANDRA RE STATUS OF ACCT/BILL;; CURR BAL \$729.36 DUE 11/7;; STATED SHE'D MADE PYMNT FROM WRONG ACCT AND PYMT WOULD BE REVERSED FROM BANK & DIDN'T WANT NSF CHARGE;; REVIEWED ACCT & PYMT POSTED 10/22- NO CXL TO DATE;; CUST SAT

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99, [redacted]
Premise ID [redacted]
Preferred Contact Method [redacted]
Contact Date/Time 10-28-2024 / 06:06PM
Contact Class Credit and Collection Contacts
Contact Type NSFRC Return Check Letter

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99, [redacted]
Premise ID [redacted]
Preferred Contact Method [dropdown]
Contact Date/Time 11-15-2024 / 11:57AM
Contact Class Field Work
Contact Type FWINFO Field Work Informational
Comments [redacted] METER INSPECTION COMPLETED, METER NUMBER [redacted] 114, ADDRESS [redacted]
[redacted] READING AT TIME OF INSPECTION 94663 KWH, FULL LOAD 100 LIGHT LOAD 100 LOAD AT TIME OF
INSPECTION 615 WATTS, METER AND SOCKET SEALED , ASSIGNMENT NOT VERIFIED, METER
TWIST/FOREIGN LOAD/CUT IN ERROR NO, CUSTOMER NOT PRESENT , METER WORKING CORRECTLY, WILL
SEND UR AND SOA AFTER BILL PRINTS

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641 [redacted]
Premise ID [redacted]
Preferred Contact Method Phone Primary Phone: (412) 520-4222
Contact Date/Time 11-15-2024 / 12:05PM
Contact Class General Customer Contact
Contact Type GCC General Customer Contact
Comments [redacted] SPOKE W ALEXANDRA W/ PARENTS ADV BAL \$849.36 DUE 11/7 DECLINE PAPERLESS,
SAYS NO ONE CAME FOR METER INSPECT, ADV WAS COMPLETED TODAY, METER TEST IS GOOD,
SAYS WANTS IT RESCHED, REFER TO WHOLE HOME AUDIT CUST SAT

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$64 [redacted]
Premise ID [redacted]
Preferred Contact Method [dropdown]
Contact Date/Time 11-19-2024 / 10:31AM
Contact Class General Customer Contact
Contact Type GCC General Customer Contact
[redacted] -SENT METER INSPECTION UR AND SOA

Person ID    VENA,ALEXANDRA - Primary Phone: 

Account ID    VENA,ALEXANDRA, Residential, \$641.99, 

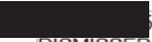
Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  PUC Complaint / Issue

Comments  BCS CASE #4009378 CLOSED 11/21/24. DECISION ISSUED: THIS INFORMAL COMPLAINT IS DISMISSED IN PART AND GRANTED IN PART. THE CUSTOMER'S BILLING DISPUTE IS DISMISSED. THE CUSTOMER'S REQUEST FOR A PAYMENT ARRANGEMENT IS GRANTED. LEVEL 1 PUC PAR ISSUED: BUDGET + \$27.00 BEGINNING JAN 2025 DUE DATE.

Person ID    VENA,ALEXANDRA - Primary Phone: 

Account ID    VENA,ALEXANDRA, Residential, \$747 

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Customer went through PA Detail call flow

Comments Customer received - PA Setup date 2024-11-22, Monthly Installment amount \$27, Total Number of Installments: 60, Total PA balance amount \$1607.59

Person ID    VENA,ALEXANDRA - Primary Phone: 

Account ID    VENA,ALEXANDRA, Residential, \$64 

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Supplier Enrollment Letter

Customer Contact

[Main](#) [Log](#) [Characteristics](#) [Customer Contact Portal](#)

Customer Contact Info **VENA,ALEXANDRA, Credit and Collection Contacts/Past Due Letter, Contacted 01-22-2025**

Open User ID SYSUSER System, English

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID VENA,ALEXANDRA, Residential, \$747.71,

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type Past Due Letter

Comments

Related Records [Linked to Collection Process 1289381495,Event 010 \(Generate Dunning Letter\)](#)

Letter Information [Past Due Letter - ARTER10C \(ARTER10C\) was printed on 01-22-2025 12:46AM.](#)

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID VENA,ALEXANDRA, Residential, \$641

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type Supplier Enrollment Letter

Person ID VENA,ALEXANDRA - Primary Phone:

Account ID VENA,ALEXANDRA, Residential, \$641

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type 10 Day Termination Notice - Residential

Person ID   VENA,ALEXANDRA - Primary Phone:

Account ID   VENA,ALEXANDRA, Residential, \$64

Premise ID  

Preferred Contact Method  Primary Phone:

Contact Date/Time /

Contact Class 

Contact Type  General Customer Contact

Comments

Person ID   VENA,ALEXANDRA - Primary Phone:

Account ID   VENA,ALEXANDRA, Residential, \$64

Premise ID  

Preferred Contact Method 

Contact Date/Time /

Contact Class 

Contact Type  10 Day Termination Notice - Residential

Person ID   VENA,ALEXANDRA - Primary Phone:

Account ID   VENA,ALEXANDRA, Residential, \$64

Premise ID  

Preferred Contact Method  Primary Phone:

Contact Date/Time /

Contact Class 

Contact Type  General Customer Contact

Comments

Person ID    VENA,ALEXANDRA - Primary Phone: ()

Account ID    VENA,ALEXANDRA, Residential, \$641.99, ()

Premise ID    

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  General Customer Contact

Comments  ALEXANDRA CLD RE HIGH BILLS RECVD...REV'D 04/22 BILL FOR \$689.74... ADV'D ON BUDGET...HIGH USAGE IN WINTER & SUMMER...(RS)...STATED RARELY USES SPACE HEATERS...ADV'D PEAK WINTER USAGE IN 2025 1978 KWH; 2024 1477 KWH...FATHER H/O & SHE DOESN'T KNOW AGE OF APPLIANCES...REFERRED TO WEBSITE FOR USAGE DETAILS TO SCHEDULE ENERGY AUDIT...UPD INC...LVL1...REFERRED TO CAP/DEF...ADV'D OF 04/21 10 DAY S/O NOTICE FOR \$400.35 DUE BY 05/06...STATED PD \$50 TODAY...CS

Person ID    VENA,ALEXANDRA - Primary Phone: ()

Account ID    VENA,ALEXANDRA, Residential, \$641.99, ()

Premise ID    

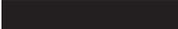
Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Universal Service Inquiry

Comments  VENA,ALEXANDRA, CAP ONLINE CLOSED; SPOKE TO RP WILL BE REAPPLY LISTING ALL HH MEMBERS (HH2) AND CORRECT POI; JB

Person ID    VENA,ALEXANDRA - Primary Phone: ()

Account ID    VENA,ALEXANDRA, Residential, \$641.99, ()

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  10 Day Termination Notice - Residential

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$64 [redacted]
Premise ID [redacted]
Preferred Contact Method Phone Primary Phone: [redacted]
Contact Date/Time 06-02-2025 / 03:34PM
Contact Class General Customer Contact
Contact Type GCC General Customer Contact
Comments [redacted] SPOKE TO THOMAS, TERM AMT \$239.74, ACTIVE DISPUTE ADV PAYOFF BAL \$1,962.07, DISCUSSED CURRENT SUPPLIER N THERM AND RATE, REF CAP/DEF, MED RIGHTS, XFER PAYMENTUS, NOT SAT, UR

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: ([redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99, [redacted]
Premise ID [redacted]
Preferred Contact Method [redacted]
Contact Date/Time 06-03-2025 / 12:52PM
Contact Class Universal Services
Contact Type USINQ Universal Service Inquiry
Comments [redacted] 8 VENA,ALEXANDRA ONLINE CAP APPLICATION MARKED AS NO POI. LEFT VM REQUESTING CUSTOMER RETURN TO PORTAL & WHAT IS REQUIRED; LMB

Customer Contact

Main Log Characteristics Customer Contact Portal

VENA,ALEXANDRA, [redacted]
Customer Contact Info [redacted] General Customer Contact/General Customer Contact, Contacted 06-17-2025

Open User ID [redacted]

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: [redacted]
Account ID [redacted] VENA,ALEXANDRA, Residential, \$74 [redacted]
Premise ID [redacted]
Preferred Contact Method [redacted]
Contact Date/Time 06-17-2025 / 12:54PM
Contact Class General Customer Contact
Contact Type GCC General Customer Contact
Comments ck 2844 \$250 rejected 6/11, customer is not permitted to pay by check

Related Records

Person ID   VENA,ALEXANDRA - Primary Phone: 

Account ID   VENA,ALEXANDRA, Residential, \$641 

Premise ID  

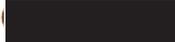
Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  PUC Complaint / Issue

Comments  - PUC CASE 4067850 CASE DISMISSED. CUSTOMER DEFAULTED ON PRIOR PUC PAR. CUSTOMER DID NOT RESPOND TO REQUEST TO VERIFY CII.

Person ID   VENA,ALEXANDRA - Primary Phone: 

Account ID   VENA,ALEXANDRA, Residential, \$641 

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  10 Day Termination Notice - Residential

Person ID   VENA,ALEXANDRA - Primary Phone: 

Account ID   VENA,ALEXANDRA, Residential, \$641 

Premise ID  

Preferred Contact Method Primary Phone: 

Contact Date/Time /

Contact Class

Contact Type  General Customer Contact

Comments  // VENA,ALEXANDRA // CX IS COMPLAINING OF HIGH BILL ON THE ACCOUNT AND REQUESTING FOR VISITING AND METER REPLACEMENT//TRANSFER TO BILLING AS PER SME //UPDATE THE FPI//PROVIDE EAP AND MED RIGHTS // BALANCE \$1018.22 // TERMINATION AMOUNT: \$498 // TERMINATION DATE: 08/05/2025 // ENERGY ASSISTANCE PROGRAMS (LIHEAP, UNITED WAY/211) // OFFERED MEDICAL RIGHTS // SATISFACTION QUESTION NOT ASKED // REASON : TRANSFER CALL //

Person ID  [REDACTED]  VENA,ALEXANDRA - Primary Phone: [REDACTED]

Account ID  [REDACTED]  VENA,ALEXANDRA, Residential, \$641 [REDACTED]

Premise ID  [REDACTED] 

Preferred Contact Method Phone  Primary Phone: [REDACTED]

Contact Date/Time 07-30-2025 / 03:27PM

Contact Class Customer Choice 

Contact Type CUST CAN  Customer Cancellation

Comments [REDACTED] ALEXANDRA VENA VERIFIED ACCOUNT- DROP SUPPLIER N THERM LLC- HIGH BILL INQUIRY- @SENIOR REP PLEASE TRANSFER AMOUNT DUE TO DISPUTE AND HOLD ON TERM- EXPLAINED TO CUST BILL HIGH DUE TO USAGE AND HEAT CUST INSISTENT ON US CHANGING HER METER- CUST AGREED TO METER INSPECTION AND CHARGED 20 DOLLAR METER FEE- ADV MEDICALS ASSISTANCE-SAT CALL YES

Person ID  [REDACTED]  VENA,ALEXANDRA - Primary Phone: [REDACTED]

Account ID  [REDACTED]  VENA,ALEXANDRA, Residential, \$641 [REDACTED]

Premise ID  [REDACTED] 

Preferred Contact Method 

Contact Date/Time 07-31-2025 / 09:40AM

Contact Class Customer Choice 

Contact Type DROPSUPP  Supplier/Customer Cancel/Drop

Person ID  [REDACTED]  VENA,ALEXANDRA - Primary Phone: [REDACTED]

Account ID  [REDACTED]  VENA,ALEXANDRA, Residential, \$641 [REDACTED]

Premise ID  [REDACTED] 

Preferred Contact Method 

Contact Date/Time 08-01-2025 / 12:14PM

Contact Class Field Work 

Contact Type FWINFO  Field Work Informational

Comments [REDACTED] METER INSPECTION COMPLETED 7/31/2025 FOR [REDACTED] THE CUSTOMER WAS NOT PRESENT. THE METER REGISTERED CORRECTLY. [REDACTED] 114 READ 06190, FULL LOAD 100.101, LIGHT LOAD 100.113. THE LOAD AT INSPECTION TIME WAS 546. TECHNICIAN MARKED NO FOR ASSIGNMENT VERIFIED.

Person ID  [REDACTED]  VENA,ALEXANDRA - Primary Phone: ([REDACTED])

Account ID  [REDACTED]  VENA,ALEXANDRA, Residential, \$641 ([REDACTED])

Premise ID  [REDACTED]  [REDACTED]

Preferred Contact Method 

Contact Date/Time /

Contact Class 

Contact Type  Billing Inquiries

Comments [REDACTED]-MLD AND EMAILED MI UR TO ALEXANDRA VENA. MTR OF 1: [REDACTED]
[REDACTED] REGISTERED CORRECTLY.

Person ID  [REDACTED]  VENA,ALEXANDRA - Primary Phone: ([REDACTED])

Account ID  [REDACTED]  VENA,ALEXANDRA, Residential, \$641 ([REDACTED])

Premise ID  [REDACTED]  [REDACTED]

Preferred Contact Method  Primary Phone: [REDACTED]

Contact Date/Time /

Contact Class 

Contact Type  General Customer Contact

Comments [REDACTED] SPOKE TO ALEXANDRA, CUST INQ ABOUT HIGH BILLS AND TO SEE WHY HER ONLINE BALANCE
SHOWS \$0, ADV NO CB DUE TO PUC COMPLAINT, ADV PAYOFF BAL \$2,947.34, DISCUSSED USAGE AND
RATES, CS

Person ID  [REDACTED]  VENA,ALEXANDRA - Primary Phone: ([REDACTED])

Account ID  [REDACTED]  VENA,ALEXANDRA, Residential, \$641 ([REDACTED])

Premise ID  [REDACTED]  [REDACTED]

Preferred Contact Method 

Contact Date/Time /

Contact Class 

Contact Type  PUC Complaint / Issue

Comments [REDACTED] SW ALEXANDRA VENA REGARDING FORMAL COMPLAINT - SCHEDULED METER
TWIST 09/04/25 @ 11 WITH MOTHER [REDACTED] - PHONE [REDACTED]

Customer Contact

[Main](#) [Log](#) [Characteristics](#) [Customer Contact Portal](#)

Customer Contact Info **VENA,ALEXANDRA, IVR/Customer went through CAP STATUS call flow, Contacted 11-03-2025**

Open User ID SYSUSER System, English

Person ID  [VENA,ALEXANDRA - Primary Phone: \(](#) 

Account ID  [VENA,ALEXANDRA, Residential, \\$747](#) 

Premise ID

Preferred Contact Method

Contact Date/Time 11-03-2025 / 08:12AM

Contact Class IVR

Contact Type CAP [Customer went through CAP STATUS call flow](#)

Comments

Related Records

Letter Information

Customer Contact

[Main](#) [Log](#) [Characteristics](#) [Customer Contact Portal](#)

Customer Contact Info **VENA,ALEXANDRA, Credit and Collection Contacts/Past Due Letter, Contacted 11-18-2025**

Open User ID SYSUSER System, English

Person ID  [VENA,ALEXANDRA - Primary Phone: \(](#) 

Account ID  [VENA,ALEXANDRA, Residential, \\$747](#) 

Premise ID

Preferred Contact Method

Contact Date/Time 11-18-2025 / 12:09AM

Contact Class Credit and Collection Contacts

Contact Type ARTER10C [Past Due Letter](#)

Comments

Related Records [Linked to Collection Process 1262726219,Event 010 \(Generate Dunning Letter\)](#)

Letter Information [Past Due Letter - ARTER10C \(ARTER10C\) was printed on 11-18-2025 12:39AM.](#)

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, [REDACTED]
[REDACTED] Field Work/Field Work Informational, Contacted
11-19-2025

Open User ID [REDACTED]

Person ID VENA,ALEXANDRA - Primary Phone: ([REDACTED])

Account ID VENA,ALEXANDRA, Residential, \$747([REDACTED])

Premise ID [REDACTED]

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type Field Work Informational

Comments

Related Records

Letter Information

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, IVR/Customer went through CAP STATUS
call flow, Contacted 12-01-2025

Open User ID SYSUSER System, English

Person ID VENA,ALEXANDRA - Primary Phone: ([REDACTED])

Account ID VENA,ALEXANDRA, Residential, \$74([REDACTED])

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type Customer went through CAP STATUS call flow

Comments

Related Records

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, [REDACTED]
General Customer Contact/General Customer Contact, Contacted 12-01-2025

Open User ID [REDACTED]

Person ID [REDACTED] VENA,ALEXANDRA - Primary Phone: ([REDACTED])

Account ID [REDACTED] VENA,ALEXANDRA, Residential, \$747 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method

Contact Date/Time 12-01-2025 / 02:25PM

Contact Class General Customer Contact

Contact Type GCC General Customer Contact

Comments [REDACTED] ALEXANDRA, ADV PAST DUE BAL \$541.99 AND \$325.72 DUE 12/08. NOT ELIGIBLE FOR NEW P/A. REF TO CAP, LIHEAP, DEF AND UNITED WAY. CS

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info VENA,ALEXANDRA, Web Self Service/External Payment,
Contacted 12-05-2025

Open User ID SYSUSER System, English

Person ID [REDACTED] VENA,ALEXANDRA - Primary Phone: [REDACTED]

Account ID [REDACTED] VENA,ALEXANDRA, Residential, \$1,0 [REDACTED]

Premise ID

Preferred Contact Method

Contact Date/Time 12-05-2025 / 10:27AM

Contact Class Web Self Service

Contact Type EXTERNALPMT External Payment

Comments PAYMENTUS REAL-TIME PAYMENT RECEIVED IN THE AMOUNT OF \$120.00 ON 12/05/2025 FOR ACCOUNT NO [REDACTED] CONFIRMATION NO: [REDACTED]

Related Records

Customer Contact

[Main](#) | [Log](#) | [Characteristics](#) | [Customer Contact Portal](#)

Customer Contact Info VENA,ALEXANDRA, Credit and Collection Contacts/Return Check Letter, Contacted 12-12-2025

Open User ID SYSUSER System, English

Person ID   VENA,ALEXANDRA - Primary Phone:

Account ID   VENA,ALEXANDRA, Residential, \$1,0

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Return Check Letter

Comments

Related Records

Letter Information Return Check Letter - NSFRC (NSFRC) was printed on 12-15-2025 12:23AM.

Customer Contact

[Main](#) | [Log](#) | [Characteristics](#) | [Customer Contact Portal](#)

Customer Contact Info VENA,ALEXANDRA, Customer Choice/Supplier Enrollment Letter, Contacted 12-22-2025

Open User ID SYSUSER System, English

Person ID   VENA,ALEXANDRA - Primary Phone:

Account ID   VENA,ALEXANDRA, Residential, \$1,0

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Supplier Enrollment Letter

Comments

Related Records

Letter Information New Supplier - NEWSUPP (NEWSUPP) was printed on 12-23-2025 01:10AM.