

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
DANIEL TAYLOR, :
Complainant, : Docket No.:
vs. : C-2026-3060817
FIRSTENERGY PENNSYLVANIA :
ELECTRIC COMPANY, :
Respondent. :
-----*

Pages 1 through 29 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Tuesday, May 5, 2026
Met, pursuant to notice, at 10:06 a.m.

BEFORE: THE HONORABLE EMILY A. FARREN
Administrative Law Judge

EXHIBITS INDEX

| NUMBER | IN EVIDENCE |
|--|-------------|
| COMPLAINANT: | |
| NONE | |
| FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY: | |
| FEPA-1 (Statement of account) | 21 |
| FEPA-2 (Payment Arrangement history) | 21 |
| FEPA-3 (Medical certificate history) | 21 |
| FEPA-4 (BCS 4085105) | 21 |
| FEPA-5 (Customer contact history) | 21 |

Timothy K. McHugh, Esq.
(610) 301-9072
(330) 315-9263 (Fax)

April 27, 2026

VIA ELECTRONIC DELIVERY

Emily A. Farren, Administrative Law Judge
PA Public Utility Commission
301 Fifth Avenue, Suite 220
Pittsburgh, PA 15222
Efarren@pa.gov

**Re: Daniel Taylor v. FirstEnergy Pennsylvania Electric Company;
Docket No. C-2026-3060817**

Dear Honorable Farren:

In anticipation of an evidentiary hearing scheduled for Tuesday, May 5, 2026, at 10:00 a.m., I have enclosed copies of the proposed exhibits which FirstEnergy Pennsylvania Electric Company intends to present at the hearing regarding the above-referenced matter.

The Proposed Exhibits have been served on the Complainant as shown in the attached Certificate of Service.

Please contact me if you have any questions.

Very truly yours,



Timothy K. McHugh

TKM/dml

Enclosures

cc: Secretary Matthew Homsher (Cover letter and Certificate of Service only via e-filing)
Certificate of Service

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

DANIEL TAYLOR

v.

**FIRSTENERGY PENNSYLVANIA
ELECTRIC COMPANY**

:
:
:
:
:
:

Docket No. C-2026-3060817

CERTIFICATE OF SERVICE


I hereby certify that I have this day served a true copy of the proposed exhibits of FirstEnergy Pennsylvania Electric Company upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Service by electronic mail, as follows:

Daniel Taylor
Dltaylor03@comcast.net

Administrative Law Judge Emily A. Farren
efarren@pa.gov

Dated: April 27, 2026



Timothy K. McHugh
FirstEnergy Service Company
341 White Pond Drive
Akron, OH 44320
(610) 301-9072
tmchugh@firstenergycorp.com

Counsel for FirstEnergy Pennsylvania Electric
Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

DANIEL TAYLOR

v.

**FIRSTENERGY PENNSYLVANIA
ELECTRIC COMPANY**

:
:
:
:
:
:

Docket No. C-2026-3060817

**PROPOSED EXHIBITS OF
FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY**

1. Detailed Statement of Account (36 Months)
2. Payment Arrangement History
3. Medical Certificate History
4. Opening and Closing Reports, BCS Case No. 4085105
5. Customer Contacts (36 Months)



DETAILED STATEMENT OF ACCOUNT

Customer Name: Daniel L Taylor

Account Number: [REDACTED]

Service Address: 6444 Duffield Road
Chambersburg PA 17202

| Entry Date | Read Date | Cons Type | Meter Reading | Cons Usage | Nbr Days | Daily Average | Read Type | FE Billing Amt | Supplier Billing Amt | Total Billing Amt | Budget Billing Amt | Due Date | Payment Amt | Adj Amt | Adj Type | Account Balance |
|---|-----------|-----------|---------------|------------|----------|---------------|-----------|----------------|----------------------|-------------------|--------------------|----------|-------------|---------|----------|-----------------|
| 3/7/24 | 3/6/24 | KWH | 242,718 | 2,102 | 30 | 70 | Act | 319.89 | | 319.89 | 297.00 | 4/1/24 | | 12.93 | LPC | 1,696.03 |
| 3/8/24 | | | | | | | | | | | | | -600.00 | | | 1,096.03 |
| 3/9/24 | | | | | | | | | | | | | | 616.00 | SDREQ | 1,712.03 |
| Supplier Switch West Penn Power Company to 4 Choice Energy on 3/20/2024 | | | | | | | | | | | | | | | | |
| 3/31/24 | | | | | | | | | | | | | -600.00 | | | 1,112.03 |
| 4/8/24 | 4/4/24 | KWH | 244,453 | 1,735 | 29 | 60 | Act | 167.66 | 101.93 | 269.59 | 277.00 | 5/1/24 | | 4.46 | LPC | 1,386.08 |
| 5/8/24 | 5/6/24 | KWH | 245,601 | 1,148 | 32 | 36 | Act | 63.64 | 119.28 | 182.92 | 164.00 | 5/30/24 | | 10.14 | LPC | 1,579.14 |
| 5/10/24 | | | | | | | | | | | | | -308.00 | | | 1,271.14 |
| 6/8/24 | 6/5/24 | KWH | 247,177 | 1,576 | 30 | 53 | Act | 84.81 | 163.75 | 248.56 | 164.00 | 7/1/24 | | 14.39 | LPC | 1,534.09 |
| 6/8/24 | | | | | | | | | | | | | | -1.26 | SDINT | 1,531.93 |
| Installment plan started on 6/11/24 for budget + 110.00 | | | | | | | | | | | | | | | | |
| 7/9/24 | 7/7/24 | KWH | 249,847 | 2,670 | 32 | 83 | Act | 140.50 | 277.41 | 417.91 | 101.00 | 7/31/24 | | | | 1,949.84 |
| 7/9/24 | | | | | | | | | | | | | | -2.70 | SDINT | 1,947.14 |
| 8/8/24 | 8/6/24 | KWH | 252,683 | 2,836 | 30 | 95 | Act | 148.78 | 294.66 | 443.44 | 101.00 | 9/3/24 | | 7.29 | LPC | 2,397.87 |
| 8/8/24 | | | | | | | | | | | | | | -2.88 | SDINT | 2,394.99 |
| 9/10/24 | | | | | | | | | | | | | -1,000.00 | | | 1,394.99 |
| 9/10/24 | 9/8/24 | KWH | 254,860 | 2,177 | 33 | 66 | Act | 115.95 | 226.19 | 342.14 | 101.00 | 10/2/24 | | 14.83 | LPC | 1,751.96 |
| 9/10/24 | | | | | | | | | | | | | | -2.79 | SDINT | 1,749.17 |
| 10/9/24 | | | | | | | | | | | | | -400.00 | | | 1,349.17 |
| 10/9/24 | 10/7/24 | KWH | 256,293 | 1,433 | 29 | 49 | Act | 78.90 | 148.89 | 227.79 | 112.00 | 10/31/24 | | 9.53 | LPC | 1,586.49 |
| 10/9/24 | | | | | | | | | | | | | | -4.01 | SDINT | 1,582.48 |
| 11/9/24 | 11/6/24 | KWH | 257,294 | 1,001 | 30 | 33 | Act | 57.40 | 104.00 | 161.40 | 112.00 | 12/3/24 | | 9.26 | LPC | 1,753.14 |
| 11/9/24 | | | | | | | | | | | | | | -4.46 | SDINT | 1,748.68 |
| 12/10/24 | 12/8/24 | KWH | 259,588 | 2,294 | 32 | 72 | Act | 121.77 | 253.55 | 375.32 | 112.00 | 1/2/25 | | 14.08 | LPC | 2,138.08 |
| 12/10/24 | | | | | | | | | | | | | | -3.92 | SDINT | 2,134.16 |
| 1/11/25 | 1/8/25 | KWH | 262,756 | 3,168 | 31 | 102 | Act | 163.72 | 313.96 | 477.68 | 112.00 | 2/3/25 | | 21.16 | LPC | 2,633.00 |



DETAILED STATEMENT OF ACCOUNT

Customer Name: Daniel L Taylor

Account Number: [REDACTED]

Service Address: 6444 Duffield Road
Chambersburg PA 17202

| Entry Date | Read Date | Cons Type | Meter Reading | Cons Usage | Nbr Days | Daily Average | Read Type | FE Billing Amt | Supplier Billing Amt | Total Billing Amt | Budget Billing Amt | Due Date | Payment Amt | Adj Amt | Adj Type | Account Balance |
|------------|-----------|-----------|---------------|------------|----------|---------------|-----------|---|----------------------|-------------------|--------------------|----------|-------------|---------|----------|-----------------|
| 1/11/25 | | | | | | | | | | | | | | -4.23 | SDINT | 2,628.77 |
| 2/10/25 | 2/6/25 | KWH | 265,604 | 2,848 | 29 | 98 | Act | 168.25 | 295.91 | 464.16 | 112.00 | 3/4/25 | | 29.13 | LPC | 3,122.06 |
| 2/10/25 | | | | | | | | | | | | | | -3.42 | SDINT | 3,118.64 |
| 3/11/25 | 3/9/25 | KWH | 269,009 | 3,405 | 31 | 110 | Act | 199.39 | 353.78 | 553.17 | 112.00 | 4/2/25 | | 36.85 | LPC | 3,708.66 |
| 3/11/25 | | | | | | | | | | | | | | -3.42 | SDINT | 3,705.24 |
| 4/9/25 | 9/7/25 | KWH | 271,426 | 2,417 | 29 | 83 | Act | 144.23 | 251.13 | 395.36 | 179.00 | 5/1/25 | | 45.44 | LPC | 4,146.04 |
| 4/9/25 | | | | | | | | | | | | | | -3.42 | SDINT | 4,142.62 |
| 5/8/25 | 5/6/25 | KWH | 273,405 | 1,979 | 29 | 68 | Act | 119.87 | 337.02 | 456.89 | 179.00 | 6/2/25 | | 53.49 | LPC | 4,653.00 |
| 5/8/25 | | | | | | | | | | | | | | -3.66 | SDINT | 4,649.34 |
| 6/9/25 | 6/5/25 | KWH | 275,230 | 1,825 | 30 | 61 | Act | 112.01 | 310.80 | 422.81 | 179.00 | 7/1/25 | | 62.82 | LPC | 5,134.97 |
| 6/9/25 | | | | | | | | | | | | | | -3.54 | SDINT | 5,131.43 |
| 7/9/25 | 7/7/25 | KWH | 278,000 | 2,770 | 32 | 87 | Act | 170.56 | 471.73 | 642.29 | 131.00 | 7/31/25 | | 72.75 | LPC | 5,846.47 |
| 7/9/25 | | | | | | | | | | | | | | -3.54 | SDINT | 5,842.93 |
| 8/9/25 | 8/6/25 | KWH | 280,984 | 2,984 | 30 | 99 | Act | 185.01 | 508.18 | 693.19 | 131.00 | 9/2/25 | | 81.73 | LPC | 6,617.85 |
| 8/9/25 | | | | | | | | | | | | | | -3.78 | SDINT | 6,614.07 |
| 8/14/25 | | | | | | | | | | | | | | 15.00 | RF | 6,629.07 |
| | | | | | | | | Installment plan deactivated on 8/29/2025 – Installment plan in arrears | | | | | | | | |
| | | | | | | | | Installment plan started on 8/29/2025 for budget + 1,090.00 | | | | | | | | |
| 9/9/25 | 9/7/25 | KWH | 283,338 | 2,354 | 32 | 74 | Act | 153.81 | 400.89 | 554.70 | 131.00 | 10/1/25 | | | | 7,183.77 |
| 9/9/25 | | | | | | | | | | | | | | -3.54 | SDINT | 7,180.23 |
| 10/8/25 | 10/6/25 | KWH | 285,008 | 1,670 | 29 | 58 | Act | 111.90 | 284.40 | 396.30 | 144.00 | 10/30/25 | | 24.28 | LPC | 7,600.81 |
| 10/8/25 | | | | | | | | | | | | | | -3.42 | SDINT | 7,597.39 |
| 11/10/25 | 11/6/25 | KWH | 286,732 | 1,724 | 31 | 56 | Act | 115.24 | 293.60 | 408.84 | 144.00 | 12/3/25 | | 47.00 | LPC | 8,053.23 |
| 11/10/25 | | | | | | | | | | | | | | -4.02 | SDINT | 8,049.21 |
| 11/13/25 | | | | | | | | | | | | | -500.00 | | | 7,549.21 |
| 11/13/25 | | | | | | | | | | | | | | -47.00 | RLPC | 7,502.21 |



DETAILED STATEMENT OF ACCOUNT

Customer Name: Daniel L Taylor

Account Number: [REDACTED]

Service Address: 6444 Duffield Road
Chambersburg PA 17202

| Entry Date | Read Date | Cons Type | Meter Reading | Cons Usage | Nbr Days | Daily Average | Read Type | FE Billing Amt | Supplier Billing Amt | Total Billing Amt | Budget Billing Amt | Due Date | Payment Amt | Adj Amt | Adj Type | Account Balance |
|--|-----------|-----------|---------------|------------|----------|---------------|-----------|----------------|----------------------|-------------------|--------------------|----------|-------------|---------|----------|-----------------|
| Supplier Switch 4 Choice Energy to West Penn Power Company on 11/14/2025 | | | | | | | | | | | | | | | | |
| 11/15/25 | | | | | | | | | | | | | | -47.00 | RLPC | 7,455.21 |
| 11/22/25 | | | | | | | | | | | | | | 47.00 | REV | 7,502.21 |
| Reversal – Removing Late Payment Charges from the Account | | | | | | | | | | | | | | | | |
| 12/10/25 | 12/8/25 | KWH | 289,040 | 2,308 | 32 | 72 | Act | 344.90 | 80.04 | 424.94 | 144.00 | 1/2/26 | | | | 7,927.15 |
| 12/10/25 | | | | | | | | | | | | | | -3.42 | SDINT | 7,923.73 |
| 1/10/26 | 1/8/26 | KWH | 291,481 | 2,441 | 31 | 79 | Act | 428.18 | 0.00 | 428.18 | 576.00 | 2/2/26 | | 81.90 | LPC | 8,433.81 |
| 1/10/26 | | | | | | | | | | | | | | -3.78 | SDINT | 8,430.03 |
| 2/9/26 | 2/8/26 | KWH | 294,566 | 3,085 | 31 | 100 | Act | 542.02 | 0.00 | 542.02 | 576.00 | 3/3/26 | | | | 8,972.05 |
| 2/9/26 | | | | | | | | | | | | | | -3.42 | SDINT | 8,968.63 |
| 3/10/26 | 3/9/26 | KWH | 297,161 | 2,595 | 29 | 89 | Act | 457.36 | 0.00 | 457.36 | 579.00 | 4/1/26 | | | | 9,425.99 |
| 3/10/26 | | | | | | | | | | | | | | -3.42 | SDINT | 9,422.57 |
| 3/20/26 | | | | | | | | | | | | | -700.00 | | | 8,722.57 |
| 4/8/26 | 4/7/26 | KWH | 299,002 | 1,841 | 29 | 63 | Act | 327.21 | 0.00 | 327.21 | 419.00 | 4/30/26 | | | | 9,049.78 |
| 4/8/26 | | | | | | | | | | | | | | -3.42 | SDINT | 9,046.36 |

**FIRST ENERGY
HIERARCHY OF PAYMENT ARRANGEMENTS**

Name: Daniel L. Taylor

Account Number: [REDACTED]

Address: 6444 Duffield Road
Chambersburg PA 17202

| Type of Arrangement | Date | Arrangement Amount | Income | Arrangement Terms/Remarks |
|----------------------|------------|--------------------|------------|---|
| CO PA | 11/27/2023 | \$978.88 | \$4,940.00 | Budget bill + \$326.00, beginning 1/2/2024 |
| CO PA | 6/11/2024 | \$1,326.55 | \$0.00 | Budget bill + \$110.00 + EGS charges, beginning 7/31/2024 |
| BCS Case No. 4085105 | 8/29/2025 | \$6,520.50 | \$5,000.00 | Budget bill + \$1,090.00 + EGS charges, beginning 10/1/2025 |

Remarks:

BCS – Bureau of Consumer Services Payment Arrangement
CO PA – Company Payment Arrangement

Daniel L. Taylor
6444 Duffield Road
Chambersburg PA 17202

Account No. [REDACTED]

Medical Certificate History

Display Medical Certificate History

Business Partner 805496146 DANIEL L TAYLOR
Contract Account [REDACTED]

| Date | Time | Activity | Start Date | End Date | Cert Date | Disc Stat | Paper Stat | Account Balance |
|------------|----------|-----------|------------|------------|-----------|-----------|------------|-----------------|
| 01/12/2026 | 10:23:01 | Maintain | 01/12/2026 | 02/11/2026 | | Active | Received | 8430.03 |
| 01/12/2026 | 10:22:32 | New Entry | 01/12/2026 | 02/11/2026 | | Active | No Answer | 8430.03 |
| 11/20/2025 | 13:03:35 | Maintain | 11/20/2025 | 12/20/2025 | | Active | Received | 7455.21 |
| 11/20/2025 | 13:02:51 | New Entry | 11/20/2025 | 12/20/2025 | | Active | No Answer | 7455.21 |
| 08/14/2025 | 14:03:46 | Maintain | 08/14/2025 | 09/13/2025 | | Disc | Received | 6614.07 |
| 08/14/2025 | 14:02:42 | New Entry | 08/14/2025 | 09/13/2025 | | Disc | No Answer | 6614.07 |

Holds

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist

Cox, Cindy L

Customer Information

Case Number

4085105

Account Number

[REDACTED]

First Name

DANIEL

Last Name

TAYLOR

Service Address

Address1

6444 BURFFIELD RD

Address2

Service City

CHAMBERSBURG

Service State

PA

Service Zip

17202-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

1

Children

0

Age

Adults

1

General

PUC Date Opened

8/14/2025

PUC Date Prepared

8/14/2025

Received Date

8/14/2025

PUC Date Closed

8/28/2025

Case Information

Prior Case Number

0

Term Date

8/14/2025

Arrearage

5127

Case Origin Universal Service
TELEPHONE No
Source Business Name

Income
AD WAGES - \$5000

Reason For Contact

OFF NOW ON – 82 ORIGINAL CODE (#96)

Case Problem

Company Position

08/14/2025 CUSTOMER MUST PAY \$500 DOWN TO RESTORE SERVICE AND QUALIFY FOR A COMPANY PAR

Related Information

82 – SERVICE IS OFF. NO DISPUTE. SERVICE TERMINATED/SUSPENDED. PAYMENT ARRANGEMENT NEEDED. - RELIEF SOUGHT - RESTORATION OF SERVICE AND PAR THE CELL PHONE NUMBER (223) 345 - 1704 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS DLTAYLOR03@COMCAST.NET HAS BEEN ALLOWED TO BE SHARED.

Misc. Info.

Hot Issue

PUC Investigator / Intaker

| Investigator First Name | Investigator Last Name | Investigator Phone |
|-------------------------|------------------------|--------------------|
| BCS | CASE POOL | (717) |
| Intaker First Name | Intaker Last Name | |
| AMY | FREEBURN | |

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

4085105

Customer First Name

DANIEL

Customer Last Name

TAYLOR

Account Number

[REDACTED]

Service Address

Address 1

6444 DUFFIELD RD

Address 2

City

CHAMBERSBURG

Service State

PA

Zip

17202

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

1

Family Size

1

Children

0

Age

General

PUC Date Opened

8/14/2025

PUC Sent Date

8/28/2025

PUC Date Closed

8/28/2025

Case Type

Offcase - On Within 5 Days

Assigned To

Assigned Specialist

Cox, Cindy L

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

8/15/2025

Head Date

8/29/2025

| | | |
|-----------------------|-----------------------------|---------------------------|
| Bill Date | PUC Service Continue Date | |
| Total Balance | PUC Service Restored Pay | PUC Special Budget Amount |
| 6535.50 | 0.00 | 1221.00 |
| Regular Budget Amount | PUC Service Continue Amount | Arrears Payment Plus |
| 131.00 | 0.00 | 1090.00 |
| Final Monthly Payment | Current Monthly Payment | End Monthly Payment |
| 0.00 | 0.00 | 0.00 |
| Reconnect Amount | Pay Amount | |
| 0.00 | 0.00 | |

PUC Terms

OCTOBER 2025 DUE DATE

Letter Description

Resolution

DECISION ISSUED - THE COMPANY RESTORED SERVICE ON 8/14/2025 WITH A VALID MEDICAL CERTIFICATE. THE CUSTOMER IS ELIGIBLE FOR A PUC PAYMENT ARRANGEMENT THEREFORE THE PUC WILL EXERCISE ITS AUTHORITY AND ESTABLISH THE PAYMENT ARRANGEMENT AS FOLLOWS: LEVEL 4, BUDGET 131.00 + 1090.00 = 1221.00 BEGINNING OCT 2025 DUE DATE. THE CUSTOMER HAS AN ELECTRIC GENERATION SUPPLIER OTHER THAN WEST PENN POWER AND IS RESPONSIBLE FOR THE SUPPLIER CHARGES MONTHLY. THIS INFORMAL COMPLAINT IS SUSTAINED.

Has Decision Issue

Response Time

Other Information

Investigator First Name

EARLENE

Investigator Last Name

THOMAS

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

AMY

Intaker Last Name

FREEBURN

Status

Is SAP Completed



SAP Completion Date

8/29/2025

History

Click To Expand



Customer: DANIEL L TAYLOR / 805496146
 Contract Acct: [REDACTED]
 Service Address: 6444 DUFFIELD RD, CHAMBERSBURG PA 17202

Created On: 04/27/2026
 Date Range: 04/27/2023 to 04/27/2026

Exhibit FE PA-5

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description | | | | | | | | | | | | | | | | |
|---|--------------|---------------|--------------------------|---------------------------|-----------------------|---------|--|--------|----------------------|---------|--|---------|--|--------|--------------------------------------|--------|-------------------|-------|----------------------|--------|
| 03/03/9999 10:48:18 | 03/03/2026 | [REDACTED] | Laurie Parker | PUC/BPU Complaint-Written | | | | | | | | | | | | | | | | |
| PA PUC Formal Complaint Docket No. C-2026-3060817 (request for lower PAR) received. | | | | | | | | | | | | | | | | | | | | |
| 04/16/2026 16:43:12 | 04/16/2026 | [REDACTED] | Rahilah Salam | General Inquiry/Other | | | | | | | | | | | | | | | | |
| Answering Machine - Message Left Satisfied Not Applicable: Reason - Other - Answering Machine - Message Left | | | | | | | | | | | | | | | | | | | | |
| 03/20/2026 03:08:25 | 03/20/2026 | [REDACTED] | B2BEAIOGIN | Real Time Payment Pending | | | | | | | | | | | | | | | | |
| Payment Date: 03/20/2026 Payment Time: 03:06:06 Payment Amount: 700.00 Payment Type: Debit Vendor ID: AC Receipt Number: 56420647 | | | | | | | | | | | | | | | | | | | | |
| 03/19/2026 10:55:14 | 03/19/2026 | [REDACTED] | Laurie Parker | PUC/BPU Complaint-Written | | | | | | | | | | | | | | | | |
| <p>Mr. Taylor called (Pa PUC Formal Complainant) to ask me to explain his current bill. I provided account balance, past due and current charges. Reminded him he is to pay current charges during the pendency of the instant formal complaint. I explained that the Company is requiring the balance be paid to below \$5K and we would discuss a new PAR. He stated trying to get a loan, behind on other bills too since his gf moved out. We completed a CBA and I provided the summary. I gave him the phone no. for FEPAs free energy audit. I also explained the difference between an Informal complaint (filed with the BCS/an entity w/in the PaPUC) v. a Formal complaint (which is what we are speaking to now that will go to a hearing before an ALJ). He stated he feels much better now that he has spoken with me, I offered great information. Customer was satisfied.</p> | | | | | | | | | | | | | | | | | | | | |
| 03/10/2026 18:26:14 | 03/10/2026 | [REDACTED] | CS General Purpose Batch | Calculation | | | | | | | | | | | | | | | | |
| <p>C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 03/09/26 = \$ 419.00 Open editor for detail</p> <table border="0"> <tr> <td>1. 12 Mth Factor Amt:</td> <td>5488.65</td> </tr> <tr> <td>2. Current Delta: 2508.98 - 2553.00 + 0.00</td> <td>44.02-</td> </tr> <tr> <td>3. Remaining Amount:</td> <td>1256.21</td> </tr> <tr> <td>4. Diff + Remain Amt: 44.02- + 1256.21</td> <td>1212.19</td> </tr> <tr> <td>5. New BBP Amount: 1212.19 / 88 x 30.4</td> <td>419.00</td> </tr> <tr> <td>* Dollar Difference: 419.00 - 576.00</td> <td>157.00</td> </tr> <tr> <td>* Pct Difference:</td> <td>27.26</td> </tr> <tr> <td>* System BBP Amount:</td> <td>419.00</td> </tr> </table> | | | | | 1. 12 Mth Factor Amt: | 5488.65 | 2. Current Delta: 2508.98 - 2553.00 + 0.00 | 44.02- | 3. Remaining Amount: | 1256.21 | 4. Diff + Remain Amt: 44.02- + 1256.21 | 1212.19 | 5. New BBP Amount: 1212.19 / 88 x 30.4 | 419.00 | * Dollar Difference: 419.00 - 576.00 | 157.00 | * Pct Difference: | 27.26 | * System BBP Amount: | 419.00 |
| 1. 12 Mth Factor Amt: | 5488.65 | | | | | | | | | | | | | | | | | | | |
| 2. Current Delta: 2508.98 - 2553.00 + 0.00 | 44.02- | | | | | | | | | | | | | | | | | | | |
| 3. Remaining Amount: | 1256.21 | | | | | | | | | | | | | | | | | | | |
| 4. Diff + Remain Amt: 44.02- + 1256.21 | 1212.19 | | | | | | | | | | | | | | | | | | | |
| 5. New BBP Amount: 1212.19 / 88 x 30.4 | 419.00 | | | | | | | | | | | | | | | | | | | |
| * Dollar Difference: 419.00 - 576.00 | 157.00 | | | | | | | | | | | | | | | | | | | |
| * Pct Difference: | 27.26 | | | | | | | | | | | | | | | | | | | |
| * System BBP Amount: | 419.00 | | | | | | | | | | | | | | | | | | | |
| 03/03/2026 09:52:19 | 03/03/2026 | [REDACTED] | Elizabeth Cottrill | PUC/BPU Complaint-Written | | | | | | | | | | | | | | | | |
| <p>Dunning Lock Reason: Utility Commission Dispute Start Date: 03/03/2026 End Date: 04/02/2026 We received a VM from Pa PUC Secretary's Bureau to report they processed Formal Complaint at Docket No.C-2026-3060817 Created By: Elizabeth Cottrill</p> | | | | | | | | | | | | | | | | | | | | |
| 03/02/2026 09:11:49 | 03/02/2026 | [REDACTED] | INTV IVR | Automated Call Summary | | | | | | | | | | | | | | | | |
| REASON: Daniel Taylor contacted regarding a 48-hour shut-off | | | | | | | | | | | | | | | | | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|---|--------------|---------------|--------------------------|--|
| <p>notice and unaffordable payment plan.##AGENT ACTIONS:#- Verified caller's identity and service address.#- Confirmed power status and account balance.#- Informed caller about medical certificate eligibility.#- Suggested assistance programs (LIHEAP, PCAP).#- Provided PUC complaint phone number.##RESOLUTION: Caller to file a complaint with PUC for an affordable payment plan.##NEXT STEPS: Caller to contact PUC at 1-800-692-7380.##CUSTOMER SENTIMENT: Initially frustrated, later neutral.##KEY INFORMATION:#- Address: 6444 Duffield Road, Chambersburg, PA, 17202.#- Name: Daniel Taylor.#- Account balance: \$8,894.01.#- Past due: \$7,247.51. Call taken by Jalisa Crooks-Hamilton. AI-generated Content.</p> | | | | |
| 03/02/2026 09:04:58 | 03/02/2026 | [REDACTED] | Jalisa Crooks-Hamilton | Negotiation Tool - Service On |
| <p>Spoke with: DANIEL L TAYLOR Created By: Jalisa Crooks-Hamilton Payment Options provided: Offered - Pay Curr Bill Amt of: \$8894.01 Offered - Pay Past Due Amt of: \$7247.51 ***** PA Final Wrap-up Customer was not satisfied. Rights provided to customer. Summary Script Read: Yes Balances quoted from script: You have an actual account balance of \$8968.63, which includes the past due amount of \$7247.51.</p> | | | | |
| 02/13/2026 18:05:00 | 02/13/2026 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 02/12/2026 10:02:00 | 02/12/2026 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 04 - No Answer | | | | |
| 01/15/2026 10:22:33 | 01/12/2026 | [REDACTED] | Lori Klapp | Medical Certificate |
| Medical Certificate | | | | |
| 01/12/2026 11:00:04 | 01/12/2026 | [REDACTED] | CS General Purpose Batch | Med Cert Received Email Communication |
| 01/12/2026 11:00:02 | 01/12/2026 | [REDACTED] | CS General Purpose Batch | Med Cert Accepted Email Communication |
| 01/12/2026 10:23:02 | 01/12/2026 | [REDACTED] | Lori Klapp | Med Cert Paperwork Received |
| <p>Medical Certificate Paperwork Received signed by michael adu for bp med cert valid 01/12/26-02/11/26 called bp at phone 223-345-1704, left message. LK/CBO</p> | | | | |
| 01/07/2026 18:05:00 | 01/07/2026 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 01/07/2026 06:01:02 | 01/07/2026 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Collections Notice | | | | |
| 01/06/2026 10:01:00 | 01/06/2026 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 12/29/2025 22:18:59 | 12/29/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 12/10/2025 18:40:02 | 12/10/2025 | [REDACTED] | CS General Purpose Batch | Calculation |
| <p>C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 12/08/25 = \$ 576.00 Open editor for detail</p> | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|--|--------------|---------------|--------------------------|---|
| <p>1. 12 Mth Factor Amt: 5835.83 2. Current Delta: 1081.42 - 719.00 + 0.00 362.42 3. Remaining Amount: 3030.95 4. Diff + Remain Amt: 362.42 + 3030.95 3393.37 5. New BBP Amount: 3393.37 / 179 x 30.4 576.00 * Dollar Difference: 576.00 - 144.00 432.00 * Pct Difference: 300.00 * System BBP Amount: 576.00</p> | | | | |
| 12/10/2025 14:19:41 | 12/10/2025 | [REDACTED] | Timothy Franks | Contract Account Changed |
| <p>REMOVED Z PAYMENT LOCK TO ALLOW NEW AUTOPAY ENROLLMENT IN FUTURE, PERFORMING CLEANUP FOR AKRON CONTROLS</p> | | | | |
| 11/25/2025 13:02:52 | 11/20/2025 | [REDACTED] | Sierra Dixon | Medical Certificate |
| <p>Medical Certificate SIGNED BY MICHAEL ADE FOR PATIENT BP MED CERT #2 11/20/2025 - 12/20/2025 SDD/CBO</p> | | | | |
| 11/20/2025 14:00:22 | 11/20/2025 | [REDACTED] | CS General Purpose Batch | Med Cert Received Email Communication |
| 11/20/2025 14:00:18 | 11/20/2025 | [REDACTED] | CS General Purpose Batch | Med Cert Accepted Email Communication |
| 11/20/2025 13:03:36 | 11/20/2025 | [REDACTED] | Sierra Dixon | Med Cert Paperwork Received |
| <p>Medical Certificate Paperwork Received</p> | | | | |
| 11/19/2025 11:27:28 | 11/19/2025 | [REDACTED] | INTV IVR | Automated Call Summary |
| <p>An Error occurred retrieving the AutoSummary Result for this contact ID 687658479528. If a summary exists you may view i t in contact history reporting. Call taken by Kya Cherry. AI -generated Content.</p> | | | | |
| 11/19/2025 11:26:24 | 11/19/2025 | [REDACTED] | Kya Cherry | General Inquiry |
| <p>s/w DANIEL L TAYLOR customer called to inquire about medical cert process Customer was satisfied.</p> | | | | |
| 11/19/2025 11:25:20 | 11/19/2025 | [REDACTED] | Kya Cherry | Negotiation Tool - Service On |
| <p>Spoke with: DANIEL L TAYLOR Created By: Kya Cherry Med Cert options used. Customer would like to use the Med Cert option to stop disconnection: Yes Provided Med Cert Webform URL: No Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their medical professional: No</p> | | | | |
| 11/19/2025 10:33:47 | 11/19/2025 | [REDACTED] | INTV IVR | Self-Serve Credit Interaction |
| <p>Pmt Options Provided: • Pay Disc Amt: 6545.43 • Pay Min Amt: 1114.93</p> | | | | |
| 11/15/2025 13:37:35 | 11/15/2025 | [REDACTED] | Kristen Delle Donne | Reverse Late Payment Charge |
| <p>REVERSED LPC DUE TO LIHEAP DELAYS CAUSED BY THE FEDERAL GOVERNMENT SHUTDOWN.</p> | | | | |
| 11/15/2025 01:19:19 | 11/15/2025 | [REDACTED] | CS General Purpose Batch | West Penn Power Inbound Drop Letter |
| 11/14/2025 17:30:23 | 11/14/2025 | [REDACTED] | CS General Purpose Batch | Current Contract Termination Request (Accepted) |
| 11/13/2025 12:37:52 | 11/13/2025 | [REDACTED] | Karlee Smith | Reverse Late Payment Charge |
| <p>REVERSED LPC DUE TO LIHEAP DELAYS CAUSED BY THE FEDERAL GOVERNMENT SHUTDOWN.</p> | | | | |
| 11/13/2025 10:58:50 | 11/13/2025 | [REDACTED] | INTV IVR | Automated Call Summary |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|---------------------|--------------|---------------|---------------|--|
| | | | | <p>REASON: Caller, Daniel Taylor, contacted regarding setting up a payment plan to get electric service back on track.##AGENT ACTIONS: #- Reviewed account details and eligibility for a payment plan.#- Gathered financial information including household size, employment details, and income.#- Informed caller about the existing PC agreement and its implications.#- Explained the additional charges from a third-party energy supplier.#- Provided a 10-day extension and reduced the installment amount.#- Advised caller to contact the choice department to remove the third-party supplier.##RESOLUTION: Caller received a 10-day extension and a reduced installment amount. Caller was advised to contact the choice department to remove additional charges.##NEXT STEPS: Caller needs to contact the choice department to cancel the third-party energy supplier.##KEY INFORMATION:#- Caller: Daniel Taylor#- Address: 6444 Field Road, Chambersburg, PA 17202#- Account Number: Last four digits 7805#- Original due amount: \$7,045.43#- Reduced installment amount: \$1,114.93#- Third-party supplier: Choice Energy#- Additional charge: \$293.60##CUSTOMER SENTIMENT : Initially frustrated, the caller became more cooperative and appreciative as the agent provided solutions. Call taken by Lydia Bates. AI-generated Content.</p> |
| 11/13/2025 10:56:37 | 11/13/2025 | | INTV IVR | Automated Call Summary |
| | | | | <p>REASON: Caller, Daniel Taylor, contacted regarding setting up a payment plan to get electric service back on track.##AGENT ACTIONS: #- Reviewed account details and eligibility for a payment plan.#- Gathered financial information including household size, employment details, and income.#- Informed caller about the existing PC agreement and its implications.#- Explained the additional charges from a third-party energy supplier.#- Provided a 10-day extension and reduced the installment amount.#- Advised caller to contact the choice department to remove the third-party supplier.##RESOLUTION: Caller received a 10-day extension and a reduced installment amount. Caller was advised to contact the choice department to remove additional charges.##NEXT STEPS: Caller needs to contact the choice department to cancel the third-party energy supplier.##KEY INFORMATION:#- Caller: Daniel Taylor#- Address: 6444 Field Road, Chambersburg, PA 17202#- Account Number: Last four digits 7805#- Original due amount: \$7,045.43#- Reduced installment amount: \$1,114.93#- Third-party supplier: Choice Energy#- Additional charge: \$293.60##CUSTOMER SENTIMENT : Initially frustrated, the caller became more cooperative and appreciative as the agent provided solutions. Call taken by Lydia Bates. AI-generated Content.</p> |
| 11/13/2025 10:55:15 | 11/13/2025 | | Lydia M Bates | Utility Report Issued |
| | | | | <p>Spoke with: DANIEL L TAYLOR Created By: Lydia M Bates Dispute Rights Dunning lock created - Lock date: 11/23/2025</p> |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|---------------------|--------------|---------------|---------------|--|
| | | | | <p>Company Position: ISSUED DISPUTE RIGHTS/ COMPANIES POSITION PROVIDED The Pennsylvania Public Utility Commission: 1-800-692-7380 ADV OF new Termination Date(on or after)=> 11/24/2025 ADV TO PAY Disc Amt of \$1114.93 BY 11/23/2025</p> <p>Customer Position: S/W DANIEL L TAYLOR / [REDACTED] scheduled for termination on or after 11/12/2025 for \$7045.43</p> <p>f/s LEVEL D</p> <p>Disc Amt of: \$7045.43 Pay Curr Bill Amt of: \$4743.19 Pay Past Due Amt of: \$3168.59 Pay IP Min Amt of: \$1114.93 **CX PAID 500.00 ONLINE CONF # 41290042</p> <p>ISSUED DISPUTE RIGHTS/ COMPANIES POSITION PROVIDED The Pennsylvania Public Utility Commission: 1-800-692-7380 ADV OF new Termination Date(on or after)=> 11/24/2025 ADV TO PAY Disc Amt of \$1114.93 BY 11/23/2025</p> |
| 11/13/2025 10:52:14 | 11/13/2025 | [REDACTED] | Lydia M Bates | Negotiation Tool - Service On |
| | | | | <p>Spoke with: DANIEL L TAYLOR Created By: Lydia M Bates Financial Summary Option Used. FS Reviewed Only - No Changes needed, existing FS in last 90 days. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: No ***** Payment Options provided: Offered - Pay Disc Amt of: \$6545.43 Offered - Pay Curr Bill Amt of: \$4743.19 Offered - Pay Past Due Amt of: \$2668.59 Offered - Pay IP Min Amt of: \$1114.93 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes S/W DANIEL L TAYLOR / [REDACTED] scheduled for termination on or after 11/12/2025 for \$7045.43 f/s LEVEL D</p> |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|--|--------------|---------------|---------------|-------------------------------|
| <p>Disc Amt of: \$7045.43 Pay Curr Bill Amt of: \$4743.19 Pay Past Due Amt of: \$3168.59 Pay IP Min Amt of: \$1114.93 **CX PAID 500.00 ONLINE CONF # 41290042 ISSUED DISPUTE RIGHTS/ COMPANIES POSITION PROVIDED The Pennsylvania Public Utility Commission: 1-800-692-7380 ADV OF new Termination Date(on or after)=> 11/24/2025 ADV TO PAY Disc Amt of \$1114.93 BY 11/23/2025</p> | | | | |
| 11/13/2025 10:52:14 | 11/13/2025 | [REDACTED] | Lydia M Bates | Financial Summary Review |
| <p>Spoke with: DANIEL L TAYLOR Created By: Lydia M Bates FS Reviewed Only - No Changes needed, existing FS in last 90 days.</p> | | | | |
| 11/13/2025 10:51:44 | 11/13/2025 | [REDACTED] | B2BEAIOGIN | Real Time Payment Pending |
| <p>Payment Date: 11/13/2025 Payment Time: 10:47:25 Payment Amount: 500.00 Payment Type: Credit Vendor ID: AC Receipt Number: 41290042</p> | | | | |
| 11/13/2025 10:45:19 | 11/13/2025 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| <p>Contact Person: Account Holder Offered All Options</p> | | | | |
| 11/13/2025 10:42:11 | 11/13/2025 | [REDACTED] | INTV IVR | Automated Call Summary |
| <p>An Error occurred retrieving the AutoSummary Result for this contact ID 687192995659. If a summary exists you may view it in contact history reporting. Call taken by Lydia Bates. AI-generated Content.</p> | | | | |
| 11/13/2025 10:42:02 | 11/13/2025 | [REDACTED] | INTV IVR | Automated Call Summary |
| <p>An Error occurred retrieving the AutoSummary Result for this contact ID 687192995659. If a summary exists you may view it in contact history reporting. Call taken by Lydia Bates. AI-generated Content.</p> | | | | |
| 11/13/2025 10:41:06 | 11/13/2025 | [REDACTED] | INTV IVR | Automated Call Summary |
| <p>An Error occurred retrieving the AutoSummary Result for this contact ID 687192995659. If a summary exists you may view it in contact history reporting. Call taken by Lydia Bates. AI-generated Content.</p> | | | | |
| 11/13/2025 10:40:56 | 11/13/2025 | [REDACTED] | INTV IVR | Automated Call Summary |
| <p>An Error occurred retrieving the AutoSummary Result for this contact ID 687192995659. If a summary exists you may view it in contact history reporting. Call taken by Lydia Bates. AI-generated Content.</p> | | | | |
| 11/13/2025 10:30:54 | 11/13/2025 | [REDACTED] | Lydia M Bates | Negotiation Tool - Service On |
| <p>Spoke with: DANIEL L TAYLOR Created By: Lydia M Bates Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used.</p> | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|---|--------------|---------------|--------------------------|---|
| <p>Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Disc Amt of: \$7045.43 Offered - Pay Curr Bill Amt of: \$4743.19 Offered - Pay Past Due Amt of: \$3168.59 Offered - Pay IP Min Amt of: \$1614.93 ***** Payment Options provided: Offered - Pay Disc Amt of: \$7045.43 Offered - Pay Curr Bill Amt of: \$4743.19 Offered - Pay Past Due Amt of: \$3168.59 Offered - Pay IP Min Amt of: \$1614.93</p> | | | | |
| 11/13/2025 10:30:54 | 11/13/2025 | [REDACTED] | Lydia M Bates | Financial Summary Review |
| <p>Spoke with: DANIEL L TAYLOR Created By: Lydia M Bates BP Fed and Reg Inc Levels updated.</p> | | | | |
| 11/13/2025 09:24:00 | 11/13/2025 | [REDACTED] | INTV IVR | Self-Serve Credit Interaction |
| <p>Pmt Options Provided: • Pay Disc Amt: 7045.43 • Pay Min Amt: 1614.93</p> | | | | |
| 11/07/2025 07:34:16 | 11/07/2025 | [REDACTED] | CS General Purpose Batch | EML-Retracted from Collection Email Communication |
| <p>Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity.</p> | | | | |
| 11/06/2025 18:11:00 | 11/06/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| <p>Phone attempt 05 - AMD Detected - Left Message</p> | | | | |
| 11/06/2025 06:07:11 | 11/06/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| <p>Digital Collections Notice</p> | | | | |
| 11/05/2025 10:05:00 | 11/05/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt -Invalid Unsuccessful |
| <p>Phone attempt 09 - Sit Tone/Invalid Phone Number</p> | | | | |
| 10/28/2025 22:20:42 | 10/28/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 10/03/2025 05:38:09 | 10/03/2025 | [REDACTED] | CS General Purpose Batch | EML-Initial Collection Email Communication |
| <p>This account is part of a Rev Ops digital collection email initiative. Follow normal state specific negotiation process for residential customers. These emails are not part of the dunning process and do not include standard dunning language.</p> | | | | |
| 09/28/2025 10:14:10 | 09/28/2025 | [REDACTED] | CS General Purpose Batch | Automatic Enroll Attempted - Storm Email Alert |
| <p>Contact: dltaylor03@comcast.net</p> | | | | |
| 09/28/2025 02:24:25 | 09/28/2025 | [REDACTED] | CS General Purpose Batch | Premise Information Changed |
| <p>New Premise Phone: (223)345-1704 Text Capable: Yes Created by: Automated Process</p> | | | | |
| 09/19/2025 00:36:57 | 09/19/2025 | [REDACTED] | EAILOGINWM7 | Application Expired |
| <p>[REDACTED]: Customer did not complete PCAP WARM application, and it has now expired/canceled. If the</p> | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|---------------------|--------------|---------------|--------------------------|---|
| | | | | customer wishes to enroll, they must complete a new application |
| 09/19/2025 00:36:57 | 09/19/2025 | | EAILOGINWM7 | Application Expired |
| | | | | ██████████: Customer did not complete WARM application, and it has now expired/canceled. If the customer wishes to enroll, they must complete a new application. |
| 09/13/2025 14:02:49 | 08/14/2025 | ██████████ | Shawn Prater | Medical Certificate |
| | | | | Medical Certificate paperwork received signed m adu for bp med cert valid 8/14/25 - 9/13/25 called s/w bp adv of valid dates, breakers and recon. srp.cbo |
| 09/09/2025 18:39:09 | 09/09/2025 | ██████████ | CS General Purpose Batch | Calculation |
| | | | | C/A ██████████ Contract 0016051482 Budget amt calculated for period ending 09/07/25 = \$ 144.00 Open editor for detail 1. 12 Mth Factor Amt: 1674.92 2. Current Delta: 509.38 - 393.00 + 0.00 116.38 3. Remaining Amount: 1165.54 4. Diff + Remain Amt: 116.38 + 1165.54 1281.92 5. New BBP Amount: 1281.92 / 270 x 30.4 144.00 * Dollar Difference: 144.00 - 131.00 13.00 * Pct Difference: 9.92 * System BBP Amount: 144.00 |
| 09/08/2025 03:41:45 | 09/08/2025 | | EAILOGINWM7 | Incomplete PCAP WARM Application |
| | | | | ██████████: PCAP WARM Application started. Email sent to customer to complete application. |
| 09/08/2025 03:22:32 | 09/08/2025 | | EAILOGINWM7 | Incomplete PCAP WARM Application |
| | | | | ██████████: PCAP WARM Application started. Email sent to customer to complete application. |
| 08/29/2025 07:20:18 | 08/29/2025 | ██████████ | Cindy Cox | PA PUC Plan - IP |
| 08/29/2025 07:19:14 | 08/29/2025 | ██████████ | Cindy Cox | PUC/BPU Complaint-Written |
| | | | | PUC Case # 4085105 decision issued DECISION ISSUED - THE COMPANY RESTORED SERVICE ON 8/14/2025 WITH A VALID MEDICAL CERTIFICATE. THE CUSTOMER IS ELIGIBLE FOR A PUC PAYMENT ARRANGEMENT THEREFORE THE PUC WILL EXERCISE ITS AUTHORITY AND ESTABLISH THE PAYMENT ARRANGEMENT AS FOLLOWS: LEVEL 4, BUDGET 131.00 + 1090.00 = 1221.00 BEGINNING OCT 2025 DUE DATE. THE CUSTOMER HAS AN ELECTRIC GENERATION SUPPLIER OTHER THAN WEST PENN POWER AND IS RESPONSIBLE FOR THE SUPPLIER CHARGES MONTHLY. THIS INFORMAL COMPLAINT IS SUSTAINED. |
| 08/29/2025 03:07:51 | 08/29/2025 | | EAILOGINWM7 | Incomplete PCAP WARM Application |
| | | | | ██████████ PCAP WARM Application started. Email sent to customer to complete application. |
| 08/14/2025 15:00:13 | 08/14/2025 | ██████████ | CS General Purpose Batch | Med Cert Received Email Communication |
| 08/14/2025 15:00:05 | 08/14/2025 | ██████████ | CS General Purpose Batch | Med Cert Accepted Email Communication |
| 08/14/2025 14:23:29 | 08/14/2025 | ██████████ | Cindy Cox | PUC/BPU Complaint-Written |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|---|--------------|---------------|--------------------------------|---|
| PUC case# 4085105 received on 08/14/25 regarding a dunning termination. Cindy Cox | | | | |
| 08/14/2025 14:04:30 | 08/14/2025 | [REDACTED] | Shawn Prater | Reconnection Process-Recon started |
| Remote Reconnect will be created for reconnection on 08/14/2025. Medical Condition Considered all factors and provided all options Reconnection amount negotiated for 15.00 Disconnect amount negotiated for 5127.89 CSR negotiated amount 5142.89 Advised Breakers Off: No Created By: Prater,Shawn | | | | |
| 08/14/2025 14:03:47 | 08/14/2025 | [REDACTED] | Shawn Prater | Med Cert Paperwork Received |
| Medical Certificate Paperwork Received | | | | |
| 08/14/2025 13:00:12 | 08/14/2025 | [REDACTED] | CS General Purpose Batch | Med Cert Confirmation Email Communication |
| 08/14/2025 12:31:18 | 08/14/2025 | [REDACTED] | Workflow General Purpose Batch | Fax Form Sent via BOT |
| Medical Fax Form Sent via BOT: DR ADU (717)749-3191 | | | | |
| 08/14/2025 12:24:02 | 08/14/2025 | [REDACTED] | Sherron T Hickernell | Reconnection Process-Inquiry |
| 08/14/2025 12:23:39 | 08/14/2025 | [REDACTED] | Sherron T Hickernell | Utility Report Issued |
| Spoke with: DANIEL L TAYLOR Created By: Sherron T Williams Company Position: PROVIDE BALANCES FS LEVEL D OFFERED MED CERT IP EPP \$131 + IP \$545 = \$676 DP \$521.64+ \$15 reconnection OFFERED HS ISSUED DISPUTE RIGHT Customer Position: UNABLE TO MAKE A PAYMENT IN THE AMOUNT REQUIRED | | | | |
| 08/14/2025 12:12:51 | 08/14/2025 | [REDACTED] | Sherron T Hickernell | Negotiation Tool - Service Off |
| Spoke with: DANIEL L TAYLOR Created By: Sherron T Williams Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services Options used. Provided PCAP and Other Assistance Information. OFFERED HS ***** *PA Service Off - Addl Questions:* Does medical condition exist?: Yes Does PFA Exist? No Willing to provide income for PCAP/Agency Asst: Yes ***** Med Cert options used. Provided Med Cert Webform URL: No | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|---|--------------|---------------|--------------------------|--|
| <p>Provided Med Cert Hotline number: No Customer requests Med Cert form faxed to their medical professional: Yes, Script Read Medical Professional's Name:DR ADU Medical Professional's Fax:(717)749-3191 Patient First Name:DANIEL Patient Last Name:TAYLOR Relationship to BP:Business Partner Email dltaylor03@comcast.net subscribed for email updates Med Cert form faxed to their medical professional ***** Dispute Rights Issued Option Used. ***** Negotiated Amounts: - Disconnection Amount: \$5127.89 (Customer Offered) - Standard Reconnection Fee: \$15.00 Reconnect Amt Due: \$5142.89 Payment Status: Save Reconnection Info Only Reconnecting Service: No Considered the 4 Factors Final Wrap-up Script Read: Yes PROVIDE BALANCES FS LEVEL D OFFERED MED CERT IP EPP \$131 + IP \$545 = \$676 DP \$521.64+ \$15 reconnection OFFERED HS ISSUED DISPUTE RIGHT</p> | | | | |
| 08/14/2025 12:12:51 | 08/14/2025 | ██████████ | Sherron T Hickernell | Financial Summary Review |
| <p>Spoke with: DANIEL L TAYLOR Created By: Sherron T Williams BP Fed and Reg Inc Levels updated.</p> | | | | |
| 08/14/2025 11:07:06 | 08/14/2025 | ██████████ | PILOGXP1 PILOGXP1 | Service Disconnected |
| <p>DISC,Non-Pay, ,Total Arrears \$ 5799.59 + Sec Dep \$ 0.00 + Rec Fee. (Left Post Term)</p> | | | | |
| 08/14/2025 11:02:01 | 08/14/2025 | ██████████ | Eailogon | Digital Post Termination Email |
| 08/05/2025 18:08:00 | 08/05/2025 | ██████████ | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| <p>Phone attempt 05 - AMD Detected - Left Message</p> | | | | |
| 08/05/2025 06:02:20 | 08/05/2025 | ██████████ | CS General Purpose Batch | Disconnection Notice |
| <p>Digital Collections Notice</p> | | | | |
| 08/04/2025 10:05:00 | 08/04/2025 | ██████████ | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| <p>Phone attempt 05 - AMD Detected - Left Message</p> | | | | |
| 07/26/2025 20:12:20 | 07/26/2025 | ██████████ | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 06/09/2025 18:36:49 | 06/09/2025 | ██████████ | CS General Purpose Batch | Calculation |
| <p>C/A ██████████ Contract 0016051482 Budget amt calculated for period ending 06/05/25 = \$ 131.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1570.77 * System BBP Amount: 131.00</p> | | | | |
| | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|---|--------------|---------------|--------------------------|---|
| 06/04/2025 18:06:00 | 06/04/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 06/04/2025 06:03:49 | 06/04/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Collections Notice | | | | |
| 06/03/2025 10:04:00 | 06/03/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 05/24/2025 20:18:35 | 05/24/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 04/04/2025 18:06:00 | 04/04/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 04/03/2025 10:03:00 | 04/03/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 03/26/2025 22:22:01 | 03/26/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 03/11/2025 19:21:29 | 03/11/2025 | [REDACTED] | CS General Purpose Batch | Calculation |
| <p>C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 03/09/25 = \$ 179.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1510.77 2. Current Delta: 1194.66 - 975.00 + 0.00 219.66 3. Remaining Amount: 316.11 4. Diff + Remain Amt: 219.66 + 316.11 535.77 5. New BBP Amount: 535.77 / 91 x 30.4 179.00 * Dollar Difference: 179.00 - 112.00 67.00 * Pct Difference: 59.82 * System BBP Amount: 179.00</p> | | | | |
| 03/11/2025 10:06:00 | 03/11/2025 | [REDACTED] | CS General Purpose Batch | AMD Detected-Message left by Vendor |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 02/25/2025 22:19:18 | 02/25/2025 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Low Income - No Disc |
| 02/10/2025 10:19:00 | 02/10/2025 | [REDACTED] | CS General Purpose Batch | AMD Detected-Message left by Vendor |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 12/10/2024 18:34:22 | 12/10/2024 | [REDACTED] | CS General Purpose Batch | Calculation |
| <p>C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 12/08/24 = \$ 112.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1298.89 2. Current Delta: 663.30 - 639.00 + 0.00 24.30 3. Remaining Amount: 635.59 4. Diff + Remain Amt: 24.30 + 635.59 659.89 5. New BBP Amount: 659.89 / 182 x 30.4 110.00 * Dollar Difference: 110.00 - 112.00 2.00 * Pct Difference: 1.79 * System BBP Amount: 112.00</p> | | | | |
| 11/08/2024 08:12:20 | 11/08/2024 | [REDACTED] | CS General Purpose Batch | EML-Retracted from Collection Email Communication |
| Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity. | | | | |
| 11/06/2024 18:09:00 | 11/06/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 11/06/2024 06:07:34 | 11/06/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|---|--------------|---------------|--------------------------|--|
| Digital Collections Notice | | | | |
| 11/05/2024 10:06:00 | 11/05/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 10/28/2024 22:19:21 | 10/28/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 10/09/2024 05:37:07 | 10/09/2024 | [REDACTED] | CS General Purpose Batch | EML-Initial Collection Email Communication |
| <p>This account is part of a Rev Ops digital collection email initiative. Follow normal state specific negotiation process for residential customers. These emails are not part of the dunning process and do not include standard dunning language.</p> | | | | |
| 10/09/2024 04:42:27 | 10/09/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Receipt | | | | |
| 10/09/2024 02:15:38 | 10/09/2024 | [REDACTED] | B2BEALOGIN | Real Time Payment Pending |
| <p>Payment Date: 10/09/2024 Payment Time: 02:10:43 Payment Amount: 400.00 Payment Type: Credit Vendor ID: AC Receipt Number: 3505448</p> | | | | |
| 10/04/2024 18:06:00 | 10/04/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 10/04/2024 06:04:09 | 10/04/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Collections Notice | | | | |
| 10/03/2024 10:03:00 | 10/03/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 09/25/2024 22:25:17 | 09/25/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 09/10/2024 18:30:32 | 09/10/2024 | [REDACTED] | CS General Purpose Batch | Calculation |
| <p>C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 09/08/24 = \$ 112.00 Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1301.84 2. Current Delta: 405.23 - 303.00 + 0.00 102.23 3. Remaining Amount: 896.61 4. Diff + Remain Amt: 102.23 + 896.61 998.84 5. New BBP Amount: 998.84 / 272 x 30.4 112.00 * Dollar Difference: 112.00 - 101.00 11.00 * Pct Difference: 10.89 * System BBP Amount: 112.00</p> | | | | |
| 09/10/2024 05:02:41 | 09/10/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Receipt | | | | |
| 09/10/2024 03:05:38 | 09/10/2024 | [REDACTED] | B2BEALOGIN | Real Time Payment Pending |
| <p>Payment Date: 09/10/2024 Payment Time: 03:02:17 Payment Amount: 1,000.00 Payment Type: Debit Vendor ID: AC Receipt Number: 2784129</p> | | | | |
| 09/10/2024 02:59:52 | 09/10/2024 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| <p>Contact Person: Account Holder Offered All Options</p> | | | | |
| 09/05/2024 18:06:00 | 09/05/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 09/05/2024 06:02:45 | 09/05/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Collections Notice | | | | |
| 09/04/2024 10:04:00 | 09/04/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|--|--------------|---------------|--------------------------|--|
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 08/27/2024 22:35:02 | 08/27/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 07/05/2024 18:08:00 | 07/05/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 07/04/2024 06:01:45 | 07/04/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Collections Notice | | | | |
| 07/03/2024 10:05:00 | 07/03/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 06/25/2024 22:52:08 | 06/25/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 06/11/2024 15:19:38 | 06/11/2024 | [REDACTED] | Jaime L Miller | Installation Plan Created |
| Repay Pln: PA00 Instlm: \$ 110.00 Instlm: # 012 | | | | |
| 06/11/2024 15:11:34 | 06/11/2024 | [REDACTED] | Jaime L Miller | Financial Summary Review |
| <p>Spoke with: DANIEL L TAYLOR Created By: Jaime E Miller BP Fed and Reg Inc Levels updated. Low income letter will be sent.</p> | | | | |
| 06/11/2024 15:11:34 | 06/11/2024 | [REDACTED] | Jaime L Miller | Negotiation Tool - Service On |
| <p>Spoke with: DANIEL L TAYLOR Created By: Jaime E Miller Financial Summary Option Used. BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Human Services Options used. Provided PCAP and Other Assistance Information. Gave DEF and PCAP information ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$1531.93 (includes Sec Dep) Offered - Pay Past Due Amt of \$1189.79 (includes Sec Dep) Offered - Pay Disconnection Amt of: \$977.72 (includes Sec Dep) ***** Installment Plan Option used - Level A - PA IP #1 with budget amt of \$101.00 No downpayment requested Estimated Mo Amt: 110.00 for 12 months Script Read: Yes, customer understands terms s/w DANIEL L TAYLOR set up IP of \$110.00/month for 12 months ***** PA Final Wrap-up Considered 4 factors: Yes Customer was satisfied. Adv SDIP option Confirmed Income Security Deposit waiver option provided</p> | | | | |
| 06/11/2024 15:08:30 | 06/11/2024 | [REDACTED] | Jaime L Miller | Premise Information Changed |
| Old Premise Phone:(717)491-9703 | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|--|--------------|---------------|--------------------------|--|
| New Premise Phone:(223)345-1704 s/w DANIEL L TAYLOR Updated phn number per cust request Created By: Jaime E Miller | | | | |
| 06/08/2024 18:35:29 | 06/08/2024 | [REDACTED] | CS General Purpose Batch | Calculation |
| C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 06/05/24 = \$ 101.00 Open editor for detail 1. 12 Mth Factor Amt: 1214.14 * System BBP Amount: 101.00 | | | | |
| 06/04/2024 18:07:00 | 06/04/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt -Invalid Unsuccessful |
| Phone attempt 09 - Sit Tone/Invalid Phone Number | | | | |
| 06/04/2024 06:05:21 | 06/04/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Collections Notice | | | | |
| 06/03/2024 10:04:00 | 06/03/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt -Invalid Unsuccessful |
| Phone attempt 09 - Sit Tone/Invalid Phone Number | | | | |
| 05/22/2024 22:29:19 | 05/22/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 05/10/2024 13:08:55 | 05/10/2024 | [REDACTED] | B2BEALOGIN | Real Time Payment Pending |
| Payment Date: 05/10/2024 Payment Time: 13:08:55 Payment Amount: 308.00 Payment Type: Credit Vendor ID: CT Receipt Number: 29674259051024 | | | | |
| 05/10/2024 13:07:58 | 05/10/2024 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| Contact Person: Account Holder Offered All Options | | | | |
| 05/05/2024 07:18:21 | 05/05/2024 | [REDACTED] | CS General Purpose Batch | EML-Retracted from Collection Email Communication |
| Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity. | | | | |
| 05/03/2024 18:05:00 | 05/03/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt -Invalid Unsuccessful |
| Phone attempt 09 - Sit Tone/Invalid Phone Number | | | | |
| 05/03/2024 06:03:36 | 05/03/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Collections Notice | | | | |
| 05/02/2024 10:02:00 | 05/02/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt -Invalid Unsuccessful |
| Phone attempt 09 - Sit Tone/Invalid Phone Number | | | | |
| 04/24/2024 22:27:06 | 04/24/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 04/09/2024 17:18:34 | 04/09/2024 | [REDACTED] | Ashley Roa | General Inquiry |
| left vm Satisfied Not Applicable: Reason - Manual work | | | | |
| 04/09/2024 16:39:45 | 04/09/2024 | [REDACTED] | INTV IVR | Account Balance Inquiry |
| (IVR_BillAnI) FACTR_CT = 2 BDGT_CHG = Q + N SUP_CHG = S FA CTR_PL = factorMessagePlayed | | | | |
| 04/09/2024 16:38:01 | 04/09/2024 | [REDACTED] | INTV IVR | Account Balance Inquiry |
| 04/09/2024 16:33:00 | 04/09/2024 | [REDACTED] | CS General Purpose Batch | Listened to entire msg-correct household confirmed |
| Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed | | | | |
| 04/08/2024 18:36:43 | 04/08/2024 | [REDACTED] | CS General Purpose Batch | Calculation |
| C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 04/04/24 = \$ 164.00 Open editor for detail 1. 12 Mth Factor Amt: 1166.68 | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|--|--------------|---------------|--------------------------|---|
| 2. Current Delta: 3161.09 - 2933.00 + 0.00 228.09 3. Remaining Amount: 100.99 4. Diff + Remain Amt: 228.09 + 100.99 329.08 5. New BBP Amount: 329.08 / 61 x 30.4 164.00 * Dollar Difference: 164.00 - 277.00 113.00 * Pct Difference: 40.79 * System BBP Amount: 164.00 | | | | |
| 04/08/2024 10:07:00 | 04/08/2024 | [REDACTED] | CS General Purpose Batch | AMD Detected-Message left by Vendor |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 04/08/2024 05:34:35 | 04/08/2024 | [REDACTED] | CS General Purpose Batch | EML-Initial Collection Email Communication |
| This account is part of a Rev Ops digital collection email initiative. Follow normal state specific negotiation process for residential customers. These emails are not part of the dunning process and do not include standard dunning language. | | | | |
| 03/31/2024 17:18:09 | 03/31/2024 | 100090451798 | B2BEALOGIN | Real Time Payment Pending |
| Payment Date: 03/31/2024 Payment Time: 17:18:09 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 28736647033124 | | | | |
| 03/25/2024 22:33:37 | 03/25/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 03/21/2024 01:15:11 | 03/21/2024 | [REDACTED] | CS General Purpose Batch | West Penn Power Consolidated Bill Enroll Letter |
| 03/20/2024 12:01:37 | 03/20/2024 | [REDACTED] | CS General Purpose Batch | Data Change Request (Accepted) |
| METER INTERVAL IND. CHANGED | | | | |
| 03/20/2024 12:01:36 | 03/20/2024 | [REDACTED] | CS General Purpose Batch | Enrollment Request (Accepted) |
| 03/11/2024 20:14:40 | 03/09/2024 | [REDACTED] | BATCH | Security Deposit Created |
| Security Deposit warning process: \$ 616.00 deposit billed on 03/11/24 | | | | |
| 03/09/2024 04:33:34 | 03/09/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Receipt | | | | |
| 03/08/2024 12:13:32 | 03/08/2024 | [REDACTED] | B2BEALOGIN | Real Time Payment Pending |
| Payment Date: 03/08/2024 Payment Time: 12:13:32 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 28258445030824 | | | | |
| 03/08/2024 12:12:04 | 03/08/2024 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| Contact Person: Account Holder Offered All Options | | | | |
| 03/07/2024 18:37:00 | 03/07/2024 | [REDACTED] | CS General Purpose Batch | Calculation |
| C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 03/06/24 = \$ 277.00 Open editor for detail 1. 12 Mth Factor Amt: 3632.71 2. Current Delta: 2993.43 - 2805.00 + 0.00 188.43 3. Remaining Amount: 639.28 4. Diff + Remain Amt: 188.43 + 639.28 827.71 5. New BBP Amount: 827.71 / 91 x 30.4 277.00 * Dollar Difference: 277.00 - 297.00 20.00 * Pct Difference: 6.73 * System BBP Amount: 277.00 | | | | |
| 03/05/2024 18:06:00 | 03/05/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|---|--------------|---------------|--------------------------|---|
| 03/05/2024 14:45:41 | 03/05/2024 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| Contact Person: Account Holder Offered All Options | | | | |
| 03/05/2024 06:01:10 | 03/05/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Collections Notice | | | | |
| 03/04/2024 10:02:00 | 03/04/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt -Invalid Unsuccessful |
| Phone attempt 09 - Sit Tone/Invalid Phone Number | | | | |
| 02/24/2024 20:15:47 | 02/24/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 02/22/2024 12:51:04 | 02/22/2024 | [REDACTED] | Brittany Frankenberry | Provide Program Information |
| OUTBOUND EMAIL TO PROVIDE INFORMATION ON: LIHEAP CASH | | | | |
| 02/08/2024 13:36:25 | 02/08/2024 | [REDACTED] | B2BEALOGIN | Real Time Payment Pending |
| Payment Date: 02/08/2024 Payment Time: 13:36:24 Payment Amount: 100.00 Payment Type: Credit Vendor ID: CT Receipt Number: 27584373020824 | | | | |
| 02/08/2024 13:33:16 | 02/08/2024 | [REDACTED] | B2BEALOGIN | Real Time Payment Pending |
| Payment Date: 02/08/2024 Payment Time: 13:33:16 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 27584335020824 | | | | |
| 02/08/2024 13:31:26 | 02/08/2024 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| Contact Person: Account Holder Offered All Options | | | | |
| 02/07/2024 07:49:23 | 02/07/2024 | [REDACTED] | CS General Purpose Batch | EML-Retracted from Collection Email Communication |
| Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity. | | | | |
| 02/02/2024 18:05:00 | 02/02/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 02/02/2024 06:03:19 | 02/02/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice |
| Digital Collections Notice | | | | |
| 02/01/2024 10:01:00 | 02/01/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 01/24/2024 22:18:59 | 01/24/2024 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 01/10/2024 05:47:20 | 01/10/2024 | [REDACTED] | CS General Purpose Batch | EML-Initial Collection Email Communication |
| This account is part of a Rev Ops digital collection email initiative. Follow normal state specific negotiation process for residential customers. These emails are not part of the dunning process and do not include standard dunning language. | | | | |
| 01/08/2024 22:15:59 | 01/08/2024 | [REDACTED] | CS General Purpose Batch | Security Deposit Review |
| Security Deposit Warning Process. Letter sent 01/09/2024 | | | | |
| 12/07/2023 19:50:07 | 12/07/2023 | [REDACTED] | CS General Purpose Batch | Calculation |
| C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 12/06/23 = \$ 297.00 Open editor for detail | | | | |
| 1. 12 Mth Factor Amt: 3692.13 2. Current Delta: 1928.50 - 1914.00 + 0.00 14.50 3. Remaining Amount: 1763.63 4. Diff + Remain Amt: 14.50 + 1763.63 1778.13 5. New BBP Amount: 1778.13 / 182 x 30.4 297.00 | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|--|--------------|---------------|--------------------------|--|
| 11/24/2023 16:46:29 | 11/24/2023 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| Contact Person: Account Holder Offered All Options | | | | |
| 11/20/2023 18:05:00 | 11/20/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 11/17/2023 10:01:00 | 11/17/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 11/16/2023 15:31:43 | 11/16/2023 | [REDACTED] | CS General Purpose Batch | Return Check Letter |
| 11/16/2023 13:24:31 | 11/16/2023 | [REDACTED] | Deborah Polos | Resume Disconnection - Return Check |
| Resume disconnection process for return payment of \$ 338.00 Disconnection Date: 11/27/2023 | | | | |
| 11/13/2023 04:49:08 | 11/13/2023 | [REDACTED] | EAILOGINWM7 | Ready Pay Create |
| No 101632812 - \$ 338.00 - 11/13/2023 dltaylor03 dltaylor03@comcast.net | | | | |
| 11/07/2023 18:08:00 | 11/07/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 11/06/2023 10:06:00 | 11/06/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 10/28/2023 20:18:32 | 10/28/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 10/13/2023 13:40:33 | 10/13/2023 | [REDACTED] | B2BEALOGIN | Real Time Payment Pending |
| Payment Date: 10/13/2023 Payment Time: 13:40:33 Payment Amount: 331.00 Payment Type: Credit Vendor ID: CT Receipt Number: 25050806101323 | | | | |
| 10/13/2023 13:39:38 | 10/13/2023 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| Contact Person: Account Holder Offered All Options | | | | |
| 10/12/2023 09:02:43 | 10/12/2023 | [REDACTED] | Katherine Eneix | Utility Report Issued |
| Spoke with: DANIEL L TAYLOR Created By: Katherine Eneix Dispute Rights Dunning lock created - Lock date: 10/22/2023 Company Position: \$330.86 due by Termination Date => 10/23/2023 OFFERED ALL OPTIONS TO STOP DISCONNECTION Customer Position: CUST COULDNT SATISFY OPTION TO STOP TERM cust didn't want to set up IP | | | | |
| 10/12/2023 08:59:04 | 10/12/2023 | [REDACTED] | Katherine Eneix | Negotiation Tool - Service On |
| Spoke with: DANIEL L TAYLOR Created By: Katherine Eneix Financial Summary Option Used. BP Fed and Reg Inc Levels updated. ***** Human Services option used. Customer's income level is ineligible for Agency Assistance. ***** *PA Disconnection Notice (Service On):* Does medical condition exist?: No Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|--|--------------|---------------|--------------------------|---|
| Offered - Pay Acct Balance of: \$1016.51 Offered - Pay Past Due Amt of \$668.29 Offered - Pay Disconnection Amt of: \$330.86 ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes | | | | |
| 10/12/2023 08:59:04 | 10/12/2023 | [REDACTED] | Katherine Eneix | Financial Summary Review |
| Spoke with: DANIEL L TAYLOR Created By: Katherine Eneix BP Fed and Reg Inc Levels updated. | | | | |
| 10/11/2023 12:44:46 | 10/11/2023 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| Contact Person: Account Holder Offered All Options | | | | |
| 10/05/2023 18:06:00 | 10/05/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 10/04/2023 10:03:00 | 10/04/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 09/26/2023 22:34:07 | 09/26/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 09/12/2023 19:30:03 | 09/12/2023 | [REDACTED] | B2BEALOGIN | Real Time Payment Pending |
| Payment Date: 09/12/2023 Payment Time: 19:30:02 Payment Amount: 370.00 Payment Type: Credit Vendor ID: CT Receipt Number: 24330543091223 | | | | |
| 09/12/2023 19:27:20 | 09/12/2023 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| Contact Person: Account Holder Offered All Options | | | | |
| 09/10/2023 07:19:13 | 09/10/2023 | [REDACTED] | CS General Purpose Batch | EML-Retracted from Collection Email Communication |
| Account has been recalled from Rev Ops digital collection email initiative due to payment, request to unenroll or other action to remove them from the activity. | | | | |
| 09/09/2023 18:39:40 | 09/09/2023 | [REDACTED] | CS General Purpose Batch | Calculation |
| C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 09/07/23 = \$ 311.00 Open editor for detail 1. 12 Mth Factor Amt: 3764.90 2. Current Delta: 1058.46 - 981.00 + 0.00 77.46 3. Remaining Amount: 2706.44 4. Diff + Remain Amt: 77.46 + 2706.44 2783.90 5. New BBP Amount: 2783.90 / 272 x 30.4 311.00 * Dollar Difference: 311.00 - 327.00 16.00 * Pct Difference: 4.89 * System BBP Amount: 311.00 | | | | |
| 09/06/2023 18:06:00 | 09/06/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 09/05/2023 10:08:00 | 09/05/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 08/28/2023 22:17:33 | 08/28/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| | | | | |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|--|--------------|---------------|--------------------------|--|
| 08/19/2023 16:18:47 | 08/19/2023 | [REDACTED] | B2BEALOGIN | Real Time Payment Pending |
| Payment Date: 08/19/2023 Payment Time: 16:18:46 Payment Amount: 300.00 Payment Type: Credit Vendor ID: CT Receipt Number: 23818783081923 | | | | |
| 08/10/2023 15:31:35 | 08/10/2023 | [REDACTED] | CS General Purpose Batch | Return Check Letter |
| 08/08/2023 10:08:00 | 08/08/2023 | [REDACTED] | CS General Purpose Batch | AMD Detected-Message left by Vendor |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 08/08/2023 05:36:17 | 08/08/2023 | [REDACTED] | CS General Purpose Batch | EML-Initial Collection Email Communication |
| This account is part of a Rev Ops digital collection email initiative. Follow normal state specific negotiation process for residential customers. These emails are not part of the dunning process and do not include standard dunning language. | | | | |
| 08/05/2023 14:07:52 | 08/05/2023 | [REDACTED] | EAILOGINWM7 | Change Profile |
| dltaylor03 dltaylor03@comcast.net Changed FirstName from DANIEL L Changed LastName from TAYLOR Changed Email from taylor73@comcast.net | | | | |
| 08/05/2023 14:03:17 | 08/05/2023 | [REDACTED] | EAILOGINWM7 | Ready Pay Create |
| No 99175726 - \$ 302.88 - 08/05/2023 dltaylor03 taylor73@comcast.net | | | | |
| 08/05/2023 14:01:59 | 08/05/2023 | [REDACTED] | EAILOGINWM7 | Self-Serve Credit Interaction |
| Contact Person: Account Holder Offered All Options | | | | |
| 08/04/2023 18:07:00 | 08/04/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 08/03/2023 10:05:00 | 08/03/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Phone Attempt - Unsuccessful |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 07/26/2023 22:24:57 | 07/26/2023 | [REDACTED] | CS General Purpose Batch | Disconnection Notice - PA Residential |
| 06/28/2023 19:22:13 | 06/28/2023 | [REDACTED] | CS General Purpose Batch | Calculation |
| C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 06/06/23 = \$ 327.00 Open editor for detail 1. 12 Mth Factor Amt: 3923.81 * System BBP Amount: 327.00 | | | | |
| 06/27/2023 23:25:56 | 06/27/2023 | [REDACTED] | Timothy Franks | ALERT! Sensitive Account |
| CUSTOMER WAS REBILLED DUE TO THE DISTRIBUTION SYSTEM IMPROVEMENT CHARGE (DSIC) NOT BEING CHARGED | | | | |
| 06/07/2023 18:35:58 | 06/07/2023 | [REDACTED] | CS General Purpose Batch | Calculation |
| C/A [REDACTED] Contract 0016051482 Budget amt calculated for period ending 06/06/23 = \$ 327.00 Open editor for detail 1. 12 Mth Factor Amt: 3921.98 * System BBP Amount: 327.00 | | | | |
| 06/06/2023 10:10:00 | 06/06/2023 | [REDACTED] | CS General Purpose Batch | AMD Detected-Message left by Vendor |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 05/08/2023 10:07:00 | 05/08/2023 | [REDACTED] | CS General Purpose Batch | AMD Detected-Message left by Vendor |
| Phone attempt 05 - AMD Detected - Left Message | | | | |
| 04/28/2023 08:59:57 | 04/28/2023 | [REDACTED] | EAILOGINWM7 | Ready Pay Create |

Customer Contact History

| Contact Date | Created Date | Contract Acct | Created By | Description |
|--------------|--------------|---------------|------------|--|
| | | | | No 96741873 - \$ 250.00 - 04/28/2023 dltaylor03 taylor73@comcast.net |