

Kathy J. Kolich
Senior Attorney

2008 JUL -3 AM 9:51

330-384-4580
Fax: 330-384-3875

PUCO

July 2, 2008

Ms. Renee J. Jenkins
Director, Administration Department
Secretary to the Commission
Docketing Division
The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

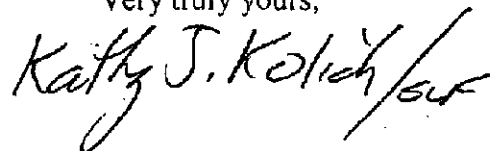
Dear Ms. Jenkins:

**Re: Ohio Edison Company's Motion to Dismiss or Alternatively
to Set a Minimum Payment Schedule During the Pendency
of This Proceeding
Case No. 08-428-EL-CSS**

Enclosed for filing, please find the original and twelve (12) copies of *Ohio Edison Company's Motion to Dismiss or Alternatively to Set a Minimum Payment Schedule During the Pendency of This Proceeding* regarding the above-referenced case. Please file the enclosed *Motion*, time-stamping the two extras and returning them to me in the enclosed envelope.

Thank you for your assistance in this matter. Please contact me if you have any questions.

Very truly yours,



kag
Enclosures

cc: Parties of Record

BEFORE THE
PUBLIC UTILITIES COMMISSION OF OHIO

Thomas E. Merchant,

Complainant,

vs.

Ohio Edison Company,

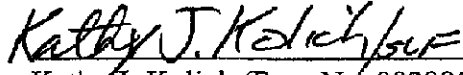
Respondent.

CASE NO. 08-428-EL-CSS

**OHIO EDISON COMPANY'S MOTION TO DISMISS OR ALTERNATIVELY
TO SET A MINIMUM PAYMENT SCHEDULE DURING THE PENDENCY OF
THIS PROCEEDING**

Pursuant to Rule 4901-1-12 of the Ohio Administrative Code and for the reasons more fully discussed in the attached memorandum in support, Respondent, Ohio Edison Company respectfully requests that the instant action be dismissed with prejudice and the stay currently in effect be lifted for Complainant's failure to abide by a Commission Entry. In the event that this request is denied, Ohio Edison, again for reasons more fully discussed in the attached, asks that the Commission establish a minimum payment schedule during the pendency of this proceeding consistent with the requirements of the Ohio Administrative Code.

Respectfully submitted,


Kathy J. Kolich (Reg. No. 0038855)
Senior Attorney
FirstEnergy Service Company
76 South Main Street
Akron, Ohio 44308
Phone: 330-384-4580
Fax: 330-384-3875

On behalf of Ohio Edison Company

MEMORANDUM IN SUPPORT OF MOTION

I. INTRODUCTION

On or about April 2, 2008, Complainant, Thomas E. Merchant, filed a complaint against Ohio Edison Company ("Company" or "Ohio Edison") alleging various causes of action and requesting that "a 'Stay' be issued, upon receipt of [his] Formal Complaint ...", in an effort to prevent Ohio Edison from disconnecting service while the complaint is pending. (Complaint at unnumbered page 5.) In her Entry of May 14, 2008, the Attorney Examiner assigned to this matter noted that Rules 4901-9-01[D] and 4901:1-10-19 of the Ohio Administrative Code authorized her to prevent the disconnection of service provided that "the customer pays either the undisputed portion of the bill or the amount paid for the same billing period in the previous year." (May, 14, 2008 Entry, pp. 2-3.) Complainant is doing neither. Because Complainant is alleging qualification under a residential rate, rather than the commercial rate under which he is currently being billed, the attorney examiner granted a temporary stay until a prehearing conference could be held to determine the undisputed portion of the bill. (Id. at 3.) In this same Entry, a prehearing conference was scheduled for June 3, 2008. (Id.) On June 1, 2008, via a voice mail to the Attorney Examiner, Complainant requested that the prehearing conference be rescheduled, originally asking for a date in "mid-July." The parties agreed to hold a prehearing teleconference on June 25, 2008. The teleconference occurred and the hearing date is tentatively scheduled for mid-September.

On or about June 3, the parties tentatively entered into a minimum payment schedule during the pendency of this proceeding. Complainant was asked to review the agreement in which the terms and conditions of the arrangement were documented and to

provide any comments to Company's counsel. No response was received after three weeks and as a result of events more fully discussed below, the Company withdrew its offer of a minimum payment arrangement prior to Complainant's acceptance.

On or about June 6, 2008, Ohio Edison served upon Complainant certain discovery requests, including a request for access to Complainant's premises. Upon receipt of such discovery requests, Complainant contacted counsel for the Company indicating his objection to the request for access to the premises and the parties agreed to arrange a teleconference with the attorney examiner assigned to this matter in order to resolve their differences. Said teleconference was held on June 20, 2008 wherein the attorney examiner concluded that Ohio Edison was entitled to access and ordered Complainant to make arrangements for the same. Complainant orally informed the hearing examiner that he would not provide such access and confirmed this in writing in an email, a copy of which is attached as Exhibit A. Moreover, during the prehearing teleconference, Complainant assured counsel for the Company that responses to the interrogatories that were due on June 26, 2008 would be received by counsel no later than June 30, 2008. To date, counsel has not received said responses and Complainant has not returned counsel's calls.

Complainant should not be rewarded for his lack of respect for the regulatory process and this Commission's authority. Accordingly, for the reasons more fully discussed below, Ohio Edison asks (1) that this matter be dismissed with prejudice; (2) that the stay from disconnection that is currently in place be immediately lifted; and (3) that Ohio Edison be authorized to proceed with its collection and, if necessary, disconnection procedures consistent with the provisions of the Ohio Administrative Code

and the Company's Commission approved tariff, PUCO No. 11. In the event that the Commission does not dismiss this matter, Ohio Edison asks in the alternative that a minimum payment arrangement consistent with the provisions of the Ohio Administrative Code be put into effect during the pendency of this proceeding.

II. ARGUMENT

A. The Attorney Examiner Was Correct in Finding that Ohio Edison Was Entitled to Access to Complainant's Premises.

In the Complaint, Complainant alleges discrimination because Ohio Edison does not offer a three phase residential rate. (Complaint, unnumbered page 1.) A central issue in this case is the nature of the premises in which Complainant allegedly resides. In order to determine the exact nature of the premises a visual inspection is necessary. Complainant claims that the Company already had an opportunity to visit the premises (Exhibit A.) However, such a visit was conducted by a service representative, *prior to the bringing of this action*, for the single purpose of determining whether or not the premises had a bed and a kitchen. Inasmuch as the service representative is not an attorney, nor is she familiar with the laws, rules and regulations surrounding the characterization of a facility as residential or commercial for purposes of litigation, Respondent is entitled to a visual inspection of the facility as permitted by Section 4901-1-20 of the Ohio Administrative Code¹ in order to properly prepare its defense. Moreover, the investigation by the service representative was conducted more than five months ago and as attached Exhibit B indicates, the nature of the facility appears to have

¹ This section of the Code provides in pertinent part: "...any party may serve upon any other party a written request to: ... (3) Permit entry upon designated land or other property for the purpose of inspecting, measuring, surveying photographing, testing or sampling the property or any designated object or operation thereon."

changed. Finally, as indicated on attached Exhibit C, Complainant has accused Company counsel of not having any first hand information surrounding this matter. Such an inspection would provide counsel with such information. In light of the foregoing, the attorney examiner was correct to find that Ohio Edison is entitled to access to Complainant's premises.

B. The Ohio Supreme Court Has Allowed Dismissal With Prejudice When Certain Conditions Surrounding a Party's Failure to Abide by a Court Order are Met.

The Ohio Supreme Court has indicated that when determining whether a dismissal is an appropriate discovery sanction, courts should remember "the tenet that disposition of cases on their merits is favored in the law." *Quonset Hut, Inc. v. Ford Motor Co.* (1997), 80 Ohio St.3d 46, 48, 684 N.E.2d 319, quoting *Jones v. Hartranft* (1997), 78 Ohio St.3d 368, 371, 678 N.E.2d 530. The Court therefore advised that courts should exercise their discretion in granting dismissals "on purely procedural grounds" in a "careful" and "cautious" manner. *Id.* The Court however went on to say that a reviewing court "will not hesitate to affirm the dismissal of an action when 'the conduct of a party is so negligent, irresponsible, contumacious or dilatory as to provide substantial grounds for a dismissal with prejudice for a failure to * * * obey a court order.'" *Quonset Hut, Inc., supra*, at 48, 684 N.E.2d 319, quoting *Tokles & Son, Inc. v. Midwestern Indemn. Co.* (1992), 65 Ohio St.3d 621, 632, 605 N.E.2d 936. (internal quotation omitted). In *Jones v. Hartranft*, the Court described the factors a court should consider when determining if dismissal is an appropriate sanction for a discovery violation: "Proper factors for consideration in a ... dismissal with prejudice include the drawn-out history of the litigation, including a plaintiff's failure to respond to interrogatories until

threatened with dismissal, and other evidence that a plaintiff is deliberately proceeding in dilatory fashion or has done so in a previously filed, and voluntarily dismissed, action. See *Link v. Wabash RR. Co.* (1962), 370 U.S. 626, 633-635, 82 S.Ct. 1386, 1390-1391, 8 L.Ed.2d 734, 740-741; *Indus. Risk Insurers v. Lorenz Equip. Co.* (1994), 69 Ohio St.3d 576, 635 N.E.2d 14, syllabus." Jones, *supra*, at 372.

C. Complainant's Actions Justify Dismissal With Prejudice.

Three months ago, Complainant requested a stay from disconnection during the pendency of this proceeding, which has been granted. (May, 14, 2008 Entry, pp. 2-3.) To date, Complainant has canceled the prehearing initially scheduled on June 3, 2008, rescheduling it more than three weeks later. Moreover, Complainant is allegedly not available at any time prior to September 11, 2008 for the hearing. And now Complainant is precluding Ohio Edison from gathering information critical to the preparation of its defense by refusing to answer interrogatories and ignoring a Commission directive to provide the Company access to his premises. In the interim, Complainant is in essence receiving free electricity, given that he has not made a payment on his account since November, 2007, accruing more than a \$10,000 arrearage. Moreover, as indicated on attached Exhibits D and E, Complainant has a history of "gaming the system" in order to avoid disconnection of his electric service, having filed at least eight bankruptcies, resulting in discharge twice and the write off by Ohio Edison's wholly owned subsidiary, Pennsylvania Power Company, of almost \$50,000 for unpaid electric bills. In addition to the bankruptcy filings, as Exhibit D demonstrates, Complainant also sought medical certifications until no more could be had, applied for low income assistance and being terminated from the program for failing to make minimum payments and filed complaints

with the public service commissions in the states in which he resides. Clearly Complainant's actions in this proceeding, as well as previously filed and then dismissed bankruptcy and other legal proceedings over the past six years indicates his propensity to draw out a legal proceeding with the goal of postponing disconnection for nonpayment of services for as long as possible. In light of the foregoing, Complainant's dilatory and contumacious actions justify the dismissal with prejudice of this proceeding.

D. Alternatively, a Minimum Payment Arrangement Consistent with the Ohio Administrative Code Should be Established.

If the Commission does not believe that dismissal at this juncture is warranted, Ohio Edison alternatively requests that a minimum payment arrangement consistent with the provisions of the Ohio Administrative Code be established. Section 4901-9-01(D) of the Ohio Administrative Code provides in pertinent part:

If a person filing a complaint against a public utility is facing termination for service by the public utility, the person may request, in writing , that the commission provide assistance to prevent the termination of service during the pendency of the complaint. The person must explain why he or she believes that service is about to be terminated and why the person believes that the service should not be terminated. *A person making a request for assistance must agree to pay during the pendency of the complaint all amounts to the utility that are not in dispute.* [italics added.]

Similarly, Section 4901:1-10-19(C) of the Code provides in pertinent part:

Where the customer has ... filed a formal complaint with the commission which reasonably asserts a bona fide dispute, the EDU cannot disconnect service *when the customer pays either the undisputed portion of the bill or the amount paid for the same billing period in the previous year.* [italics added.]

In light of the foregoing, the Ohio Administrative Code *requires* a complainant to pay, at a minimum, either the undisputed portion of the bill, or the amount in the same billing period in the previous year. The hearing examiner concluded that the amount in

dispute could not be determined. Inasmuch as Complainant is asking to be billed under a residential rate, the Company has no objection to Complainant being required to pay the amount as calculated under the Company's residential rate during the pendency of this proceeding. Based on Complainant's consumption history, he would be billed under Residential Rate 10A.

E. The Tentative Minimum Payment Agreement is Null and Void.

The parties attempted to enter into a minimum payment agreement in which Complainant would pay \$100 per month while this matter was pending, with the first payment coming due on July 20, 2008. This amount was agreed to in part because Complainant alleges that he only receives \$195 per month in income and that his consumption would be reduced to a level that would amount to approximately \$100 per month in electricity costs as also alleged in his complaint (Complaint, last sentence on bottom of page 1.) Since tentatively entering into this agreement, Complainant has refused to provide the Company access to his premises as directed by the Attorney Examiner, Complainant has failed to respond to interrogatories in a timely manner, Complainant has run up an electric bill in June of more than \$800 by consuming more than 4,000 kWh, and the Company has discovered that as of at least 2004, Complainant has been doing business through at least six different entities² (see Exhibit E). Additionally, the Company discovered Complainant recently purchased the commercial establishment in which he allegedly resides. Clearly, such a purchase could not have been based on \$195 per month income.

² The Company cannot get any more current information on this issue because Complainant has refused to participate in the discovery process, failing to respond to interrogatories.

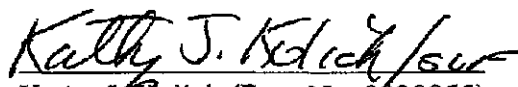
The Company entered into the tentative agreement based on the assumption that Complainant was acting in good faith and would attempt to resolve this matter in a timely manner. His actions of blocking the Company from preparing its defense, his blatant representations, and his prolonging procedurally this matter for as long as he can have demonstrated that this assumption was in error. Moreover, as a condition of the minimum payment arrangement becoming binding, it was to be reduced to writing and executed by Complainant. After three weeks of non-action by Complainant and his recent activities during the discovery process, the Company revoked the agreement, notifying Complainant of this fact on June 23, 2008. Inasmuch as the agreement was revoked before it became effective, the tentative agreement no longer exists and the Commission is free to establish a minimum payment arrangement consistent with the requirements of the Ohio Administrative Code. Complainant should not be rewarded for his dilatory actions by requiring the Company to be bound by the terms tentatively agreed upon and subsequently revoked.

III. SUMMARY

In sum, Complainant's actions amount to nothing more than him "thumbing his nose" at the regulatory process in general and the Commission's authority in particular. While this case is pending, Complainant is protected from disconnection for nonpayment by virtue of the stay that has been granted in the instant action and, during such time, Complainant as of the date of this filing has received electric service since the end of 2007 for which he has not paid. Every day that this proceeding continues is another day Complainant is receiving free electric service. He should not be rewarded for his actions and, accordingly, the Complaint in this matter should be dismissed with prejudice, the

stay be immediately lifted and Ohio Edison be authorized to proceed with its collection and, if necessary, disconnection procedures consistent with the Ohio Administrative Code and its Commission-approved tariff, PUCO No. 11. Or alternatively, if the Commission does not dismiss this matter, the Commission, at a minimum, should order the Complainant to pay an amount equal to that which he would be billed under the Company's residential rate during the pendency of this proceeding.

Respectfully submitted,

A handwritten signature in cursive script, reading "Kathy J. Kolich" followed by a flourish.

Kathy J. Kolich (Reg. No. 0038855)

Senior Attorney

FirstEnergy Service Company

76 South Main Street

Akron, Ohio 44308


Phone: 330-384-4580

Fax: 330-384-3875

On behalf of Ohio Edison Company

CERTIFICATE OF SERVICE

THIS IS TO CERTIFY that a copy of the foregoing Motion to Dismiss or Alternatively to Set a Minimum Payment Schedule and the related Memorandum in Support was served upon Thomas E. Merchant, 808 Brookfield Ave. S.E., Masury, Ohio 44438, by overnight delivery service, postage prepaid, this 2nd day of July, 2008.


Kathy J. Kolich, Esquire

Merchant v. Ohio Edison Company
Case No 08-428-EL-CSS
MTD (07-02-08) Exhibit A



"Thomas E. Merchant"
<thomasmerchant@hotmail.com>

06/20/2008 03:59 PM

To Greta See <greta.see@puc.state.oh.us>

cc <kjkolich@firstenergycorp.com>

bcc

Subject Request for Ohio Edison to Enter My Property.....

History: This message has been forwarded.

Dear Miss See:

As we discussed both sides of the issue regarding the above subject matter, I **WILL NOT** permit anyone entry into my residence/property located at 808 Brookfield Avenue, SE Masury, OH 44438. Should there be a problem, I will not hesitate to call the police or to file criminal charges for harassment. I stand by my position that this is just another game the company is trying to play. Ohio Edison has already inspected by building and it was determined by their representative that I met the qualifications necessary for residential service.

Thomas E. Merchant

Earn cashback on your purchases with Live Search - the search that pays you back! [Learn More](#)



Merchant v. Ohio Edison

Case No. 08-428-EL-CSS

Motion to Dismiss (07.02.08) Exhibit B

Merchant v. Ohio Edison company
Case No. 08-428-EL-CSS
Exhibit C - 07-02-08 MTD

Dear Attorney Kolich,

I gave you permission to email me the Payment Agreement. Please IMMEDIATELY STOP sending me any other emails. You DO NOT, NOR have you ever ask my permission to email me any other documents. This is an example of how Ohio Edison operates. They do whatever it is they so desire. If need be and if you continue without my express written permission to send me emails I will be forced to block your email address. I DO NOT wish to play your games. The problem here is very simple. Ohio Edison screwed up, misleading me into believing something that was no true. Ohio Edison does not offer residential rates for customers with 3 phase service. Under such rates my bill would be much less. It was Ohio Edison's own representative that made the statement to me that residential rates are about a 1/4 to a 1/3 of what commercial rates are. Is this just another lie and false misrepresentation on the part of Ohio Edison? Your answers to my Complaint are a joke and even laughable. YOU were never once a party to any of the conversations I had with any representative, nor were you present at the time the young lady came to inspect my building, so you have no first hand knowledge of anything that was discussed. The PUCO representative that took my complaint said that the company admitted that they dropped the ball in my case. YOU have never once been present, a party to any telephone conversations or personal one on one meeting or meetings. YOU DO NOT KNOW WHAT YOU ARE TALKING ABOUT! These filings of yours are only a joke and another scam on the part of Ohio Edison for their errors and mistakes. It has been suggested to me that Ohio Edison may need to be forced to establish residential 3 phrase rates. I suggest that the companies records are flawed with errors and mistakes. I truly believe the company doesn't know what they are doing. My position is that your answers are false and misleading. That the commission is being mislead, intentionally or otherwise by the content of your answers with information that YOU do not personally know to be the truth or not. I have a legal right to the process. Your games regarding settlement I find amusing. You are speaking out two sides of your mouth. You apparently only agreed with Miss See to make it appear that you were putting your best foot forward and to make it appear that you were willing to be agreeable. As I see it you're only making a fool of yourself by your so called change of heart through these stupid, ridiculous filings. As for the floodlight. Your company disconnected the electric service years ago at 8236 Ulp Street, and admitted that that failed to also disconnect the two floodlights. However, one of the floodlights was wired directly to my electric service, how did that happen? Can you or anyone from Ohio Edison prove my claim otherwise. The answer is NO! None of you, the company or yourself were ever personally a witness to my claim, so you DO NOT know truthfully, or honestly and cannot dispute my claim. Did you personally accompany the representative to my building the day the young lady came to inspect it? The answer is once again NO! Do you personally know first hand what the conversation consisted of. Under the circumstance would the young lady lie when questioned if it meant that her job might somehow become involved. Do I really need to answer that. Of course she would in addition to the company telling her to lie and what she should say or not say. I am 55 years old and know from personal experience that people will lie if need be or if they think their employer want them to say something which would benefit the company especially in a situation such as this where there is a complaint of wrong doing, etc.. Instead of you jerking me around and filing all of your ridiculous claims why don't you and Ohio Edison find some way of establishing residential 3 phrase service rates. As for my bill, the issue of residential rates, etc. I could have applied for (HeatShare, PIPP, Energy Assistance and Winter Crisis) and most likely received benefits under various low income programs, while if need be make payment arrangements not afforded to me

under commercial rates. I realize this is all a game to you and the company. YOUR representative came to my building to inspect it and she did. I see absolutely no reason another person, representative or even yourself needs to enter my building again. As for my pets, ie dogs what are they any of your business, or Ohio Edison's? I have no bank accounts, checking or savings. I have no other financial assets such as stocks or bonds, etc.. As for the cars located at 808 Brookfield Avenue. I think you are crazy. You could be in for a huge surprise. I couldn't begin to tell you what cars have ever been at my property. Friends and neighbors have parked their cars at my building when they were trying to sell them. My friends personal business is NONE of yours or Ohio Edison's. If you want to get into a pissing match with respect to the wrong doings of Ohio Edison, I'm game. YOUR employer SCREWED UP and now as always with such situations YOU and the company are trying your best to make me out to be the bad guy. I am more than willing to challenge your answers to my complaint because YOU DO NOT know what YOU are talking about. As for cutting the line at the pole. Do you know that the company has not done this? When the service at 8236 Ulp Street was disconnected, was the line cut at the pole when the service was disconnected? Regarding a vacant commercial property located at 759 Brookfield Avenue. Has the service been disconnected to that establishment? If it has, at the time it was disconnected was the service cut at the pole? You need to go back and review the records for 808 Brookfield Avenue, SE and YOU will see a track record that reflects at the time of disconnection, the service was always cut at the pole. I have checked with others who were involved with the building in the past and they confirmed that Ohio Edison ALWAYS cut the service at the pole when the service was disconnected. Does Tony Delgros or Jeff Sirianni owe Ohio Edison a bill for 759 Brookfield Avenue? You don't have to answer that, but has the service been cut at the pole whether they do or not. Tony hasn't paid anyone. He was involved years ago with this building in trying to buy it from the man I did and was thrown out for none payment of \$60,000.00 plus dollars. So my question is and will be regarding service being cut at the pole, is it routine or only for certain customers? Is this policy and if it is I would like to see it, and if it isn't why then has the company routinely cut the service at the pole at 808 Brookfield Avenue? Also regarding vehicles. I DO NOT PERSONALLY OWN ANY VEHICLES. I have no income tax returns. I have not filed in years. I receive Public Assistance and do not have to file a return. As for you trying to enter my building. I feel that it is an invasion of my privacy just as I do you taking it upon yourself to begin sending me emails that you never ask my permission to send me. You had my permission to send me ONE email, nothing more. SO PLEASE STOP!!! IMMEDIATELY!!! If you need to send me something, send it by mail or by whatever delivery means you so desire. DO NOT SEND SOMEONE, a personal messenger to my residence. Use the mail service, etc.. As for my income. I receive \$97.50 every couple of weeks along with medical benefits and food stamps in the amount of \$162.00 a month. I COMPLETELY OBJECT TO YOUR REQUEST TO GO STRAIGHT TO A HEARING. This is just another foolish ploy on the part of Ohio Edison. I will ask Miss See to deny the companies request. When the payment agreement was discussed the other day, your exact words were based on my income my offer of \$100.00 was a good faith effort considering that the \$100.00 was more than half of my income. So now it's a different story and has become "let the games begin." Let's go straight to hearing. I have a legal right to due process through the Commission. Oh, and by the way I thought you had allot of nerve showing up at my residence. My question is, just who do you think you are? Your employer screws up and I am the one that is being abused, emotionally and financially. YOUR COMPANY needs to file the proper tariffs, etc. for residential 3 phase service. If the company does not offer customers these kind of rates then who's fault is it and is it not discrimination? I sure think so and so do others such as the PUCO. Your employer has made mistake after mistake after mistake. The company's record keeping is flawed. No one knows what they are talking about and has no first hand knowledge of what I am saying one way or another. Ohio Edison needs to get their house in order.

I wish you would read your most recent filing. Why not make it easy on yourself. You keep repeating yourself over and over and over again with respect to your position and request. Sad, really sad. It's a waste of everyone's time. You need to stop thinking your GOD!

Thomas E. Merchant

Merchant v. Ohio Edison
Case No. 08-428-EL-CSS
Exhibit D (MTD)
Customer Contact Summary

Interaction Center Call Telephony Callback Agent System Help

Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

Object Key
Business Partner 080
Contract Account 111
Phone Number 0000044397
Contract 012683462
Callation 07002457
Contract 013083520
Callation 07002457

	No answer at property. Sent call me letter. Please see remarks on IP deactivated contact for information. JAgosto		
06/26/2008	10:11	CIC Contacts	ALERT! Sensitive Account 6/26/2007-3day notice left at residence w/note to contact of office-BP given IP on 6/25-doesn't qual for IP (had CAP & then IP 6/2007).note on 3day indicates recent arrangement not va
			110037182620 Kathy J Heckathorne
06/16/2008	12:17	General	General Inquiry web req 02-061108-031558 from THOMAS E MERCHANT wanting his info released to different suppliers, already set that way, kds
			110053222342 Kimberly D Salzwinner
06/10/2008	08:25	Contract Account	Contract Account Changed Extended durning lock due to stay requested by PUCO - next prehearing scheduled for 6/25.
			110053222342 Deborah L Reinhart
06/03/2008	14:19	General	ALERT! Sensitive Account Formal PUCO complaint - conference call scheduled for 6/3/08. Stay from disconnect with customer making minimum monthly payment of \$100 starting in July. Next prehearing scheduled 6/25.
			110053222342 Deborah L Reinhart
05/20/2008	16:36	New Service	Removal of Service / Pending Move-Out STAND ALONE NOTIFICATION CREATED FOR WORKTYPE RUS Customer was satisfied.
			Catherine W Rainone
05/20/2008	16:32	CIC Contacts	General Inquiry s/w THOMAS E MERCHANT...bp#0801724160...calling about a disconnect at the pole of prem#0000044397...bp verified...trans to ns...tpagan
			110053222342 C6059
05/20/2008	16:32	CIC Contacts	General Inquiry s/w THOMAS E MERCHANT...bp#0801724160...calling
			110005473738 C6059

CIC0 sappr0at INS

Start 1:37 PM

Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

ject Key

Press Parinet 080

tract Account 111

mise 0000044387

tract 0126834623

tallation 07002457

tract 0130835203

tallation 07002457

Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

02/29/2008	16:07	General	ALERT! Sensitive Account Left vm for Mr. Merchant to contact me regarding PUCO investigation.	110053222342	Deborah L Reinhart
02/23/2008	11:57	CIC Contacts	General Inquiry CWS REVIEW. 2/23/08	110037162620	OSI-Justin Stoddard
02/21/2008	08:42	General	ALERT! Sensitive Account Had collector stop by on 2/20 to attempt to make contact and obtain names of individuals living at 808 Brookfield.....No answer . Collector obtained 2 numbers listed as emergency contact numbers.	110053222342	Deborah L Reinhart
02/19/2008	09:13	General	General Inquiry Left vm for Mr. Merchant to contact me. Need names of individuals living at this location and whether they are paying rent (if so to whom) Accurant shows owner of building Dennis McKinnis	110053222342	Deborah L Reinhart
02/15/2008	09:57	General Complaint	Supervisor Call per compliance dept, this issue was investigated in nov 2006 for prior party who is affiliated with Thomas Merchant. This service is commercial, must be converted to single phase to be eligible for	110053222342	Kimberly K Vujas
02/15/2008	09:32	General Complaint	PUC/BPU Complaint-Verbal Customer contacted PUCO - states account should be residential. This was investigated in Nov 2006 under the name of Daniel McKinnis (prev occupant). Mr. McKinnis aware of what needed to be done. (FYI -	110053222342	Deborah L Reinhart
02/15/2008	09:17	General Complaint	Supervisor Call I tried to call thomas merchant and both ph# on act, both are out of service. If he calls in please advs i reviewed this act with Credit agr (K. tobias), per agr thomas merchant has 30 days (until 3/15/08) to	110053222342	Kimberly K Vujas

CIC0 sapproa1 INS

Customer Interaction Center

Navigation Application End Contact			
Menu	System	Choose	Sort Ascending Sort Descending New Period
02/14/2008 16:41	General Complaint	PUC/BPU Complaint-Verbal	110053222342 Mary P Dawes
pucco/sherry called - adv looks like cut at pole cancelled, allow time for bp to get contractor to make chg			
02/14/2008 16:23	Disconnection	Dunning Disconnection Document Created	110053222342 Debra S McGiffin
reversed cut at pole per kim vujas, super			
02/14/2008 16:12	General Complaint	Supervisor Call	110053222342 Kimberly K Vujas
spoke with thomas merchant expl acct still considered commercial, e xpl needs to convert to single phase per notes on acct, this is residence he says, he says he is low income, expl i will contact credit mgr to see if			
02/14/2008 16:11	CIC Contacts	General Inquiry	110053222342 Theo J Akili
thomas merchant cild offc to setup payment arrangements on acct customer was infromc and it was verified that this is res identical acct, but rate changed could be completed due to cu			
02/14/2008 15:56	CIC Contacts	ALERT! Sensitive Account	110053222342 Debra S McGiffin
Per BZIEGLER/LNENTWICK/KKLEESE this is 3 phase 4 wire. Customer CAN NOT go to residential rate unless they have upgrade and change everything			
02/14/2008 15:39	CIC Contacts	General Inquiry	110053222342 OSI-Heidi Ryan
sw thomas calling because he has talked to 3 diff people tod ay. spoke with cust serv was txf to cic to set up pynt arran gements. still considered non resi not able to set up 1P spo			
02/14/2008 15:35	General Complaint	Supervisor Call	110053222342 OSI-Susan Grover
call from heidi ..veiwed acct w her ..adv per notes on acct ...this is a non residential acct bp will need re-wired for phase 1 ..we can not offer 1p due to..phase3 acct..			

Customer Interaction Center

Navigation Application End Contact

Menu	System	Choose	Sort Ascending	Sort Descending	New Period
02/14/2008	15:23	CIC Contacts	General Inquiry	110053222342	Yolanda R Kelker
Thomas is stating that he has residential and not comm advised that there is a 3phase and would need to have a single phase for residential, and have it					
02/14/2008	15:11	CIC Contacts	General Inquiry	110053222342	Lebra Harris
osi rep was transfring cust to me and he was lost somehow...i wnt to sprvcr to inq if this prem can actually be put onto res rate since verif on 12/21. per auditors site prem still					
02/14/2008	15:15	Contract Account	Create Dunning Lock	110053222342	Lebra Harris
Created dunning lock until 03/15/2008					
02/14/2008	15:04	CIC Contacts	General Inquiry	110053222342	45333
hazel from osi was going to transfer tom to me because of the res/nres issue on his acct. he never made it over to me?!!					
02/14/2008	15:04	CIC Contacts	General Inquiry	110053222342	OSI-Hazel Hrelec
sp/s thomas trans to o/s should be res acct. ext 4181					
02/14/2008	14:55	CIC Contacts	General Inquiry	110053222342	OSI-Leanne Nassung
sw THOMAS E MERCHANT tran to ver to cust service ext 3179					
02/14/2008	14:38	Disconnection	Dunning Disconnection Document Created	110053222342	Debra S McGiffin
issued 3 phase cut at pole for 2/15, w/nd 2042.21+rec+dep, rf/dsm					
01/28/2008	20:56	Form Letters	Disconnection Notice - OH Non-Residenti	110053222342	CCSBILL96
01/17/2008	13:08	Billed & Invoiced	Single Bill/Invoice Generated	110053222342	Marni A Watkins
Per RZIEGLER/LNENIWICK/KKLEESE this is 3 phase 4 wire. Customer CAN NOT					

CICD sapproa1 INS

Customer Interaction Center

Navigation Application End Contact				
Menu System Choose Sort Ascending Sort Descending New Period				
<p>Key go to residential rate unless they have upgrade and change everything over to single phase service - NO RATE CHANGE at this time ... I</p>				
01/17/2008	07:45	CIC Contacts	General Inquiry	110053222342 Patricia R Harrah
45 day no bill report-bill blocked for meter ex				
12/21/2007	12:33	Master Data Change	Contract Changed	110053222342 Marni A Watkins
BLOCKED from billing until meter is exchanged from GS to RS. Per field verification this is RESIDENCE - new				
12/21/2007	12:35	Meter	Meter-Exchange	110053222342 Marni A Watkins
12/21/2007	12:29	Billed & Invoiced	Multiple Bills/Invoices Generated	110053222342 Marni A Watkins
12/21/2007	12:23	Billed & Invoiced	Multiple Bills/Invoices Generated	110053222342 Marni A Watkins
12/21/2007	12:17	Bill/Inv Reversal	Rate Change Adjustment	110053222342 Marni A Watkins
Cancel/Rebill back to open date adjusting from GS21 to RS10a per field verification this is a RESIDENTIAL SERVICE - rebilled to open date as customer courtesy - telememo requested - new				
12/13/2007	14:30	Employee Correspond.	Telememo Employee Correspondence	Workflow General Purpos
"Rebilling / Wrong Rate-Change, LT 6 mon				
11/29/2007	17:09	CIC Contacts	General Inquiry	110053222342 Amy H Paliga
tom merchant called to rescdle metr read for 12/06/07 btwn 12-3pm, sent email to eastern metr srvc				
11/29/2007	15:45	Meter	Meter-Other	110053222342 Robert L Maddox
11/29/2007	15:37	Meter	Customer Supplied Reading	Robert L Maddox
put in tom merchant reading of 1216 with a load of 20 to correct for the misread				
11/29/2007	15:25	CIC Contacts	General Inquiry	110053222342 OSI-Kemeke Davis
sw thomas wanted to be transferred to cs spoke to				

Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

Select Key

Press Path: 080

Press Account: 111

Press 0000044392

Press 012693462

Press 07002457

Press 013083520

Press 07002457

		another rep and was discon before the trans. could go through...		
11/29/2007	15:21	CIC Contacts General Inquiry sw Thomas wanted info on epp, ip and PIPP adv epp budget of evy bills ip divides rem bal into monthly payment+cc+1.5lpc and PIPP is govern program where winter bills set according	110053222342	OSI-Karen Watts
11/20/2007	09:13	CIC Contacts General Inquiry Manually wrote off supplier money for Jul 2007 to 10/1 fml billing, cust has not paid & so 248 can be sent to FES	110037182620	Joyce V Russell
11/16/2007	13:15	CIC Contacts General Inquiry sw Thomas. set up 6 mo. IP for \$102.00 for 7 installments. stops pending disconnection satisfied x4111	110053222342	OSI-Robert Goodall
11/15/2007	13:12	Installment Plan 6 Month Payment - IP set up IP of \$102.00 for 7 installments x4111	110053222342	OSI-Robert Goodall
11/08/2007	23:23	Form Letters Finalized Dunning Letter	110037182620	CCSBILL96
10/29/2007	23:23	Form Letters Disconnection Notice - OH Non-Residenti	110053222342	CCSBILL97
10/11/2007	00:36	Move Out Auto Move-Out / Disconnected for Non-Pa	110037182620	Workflow General Purpos
10/07/2007	19:35	Website Register for Website Thomas Merchant thomasmmerchant@hotmail.com		EALOGINWME6
10/01/2007	09:38	Credit & Collections Service Disconnected 10/1 SONP @ 9:30AM FOR \$15514.73+4232 DEP+RF, NO P/C, RD 07732, 11.0, LOCKED TN/jac	110037182620	Julie A Colatruccio
10/01/2007	09:38	Form Letters PA Residential Post Term	110037182620	Julie A Colatruccio

CICU sapproat INS

Navigation Application End Contact

Business Partner 080
Contract Account 11
Invoice 0000044397
Contract 012683462
Allocation 07002457
Contract 013083520
Allocation 07002457

Menu	System	Choose	Sort Ascending	Sort Descending	New Period	
		Enter past due amount. - 15,514.73 Enter the Security Deposit - 232.00 Enter Reconnection Fee - 30.00 Enter the Total Amt requested - 15,776.73 Reason for disconnection -				
10/01/2007	09:04	CIC Contacts	ALERT! Sensitive Account	110037182620	Kathy J Heckathorne acct being worked for disc monday 10/1..cust has exhausted all options-does not qualify for add'l med certs-already had dispute rights.do not grant extension!	
09/27/2007	23:18	Form Letters	Disconnection Notice - OH Non-Resident	110053222342	JOBSCHED-David Etzel	
09/27/2007	14:04	CIC Contacts	General Inquiry	110037182620	USI-Debra Hareza LORI FROM DR HENWOODS OFFICE CALLED ADVISED NOT ELIGIBLE FOR ANOTHER MED CERT. ADVISED #1 MED 4/3/07 #2 MED 7/9/07 #3 MED 8/28/07.	
09/27/2007	13:13	Contract Account	Medical Certificate	110037182620	USI-Debra Hareza 08/28/2007 TO 09/27/2007 RECEIVED #3 SIGNED med cert (on 8/30/07 by am) for Thomas (self) 4/13/52, resides in home, for CAD and Heart Condition (no known medical equipment) (30days) Sw Linda (me) Dr is willing to	
09/25/2007	09:08	CIC Contacts	ALERT! Sensitive Account	110037182620	Dennis J Schotsch please read the notes.....do not refer this customer to comm unity action for capp...he is not eligible until next Februa ry.....and if we do let him back on the program early, there	
09/24/2007	10:35	CIC Contacts	General Inquiry	110037182620	Charne White sw thomas merchant..called for cap info.. referred to community action partnership of mercer cty..white	
09/20/2007	09:18	CIC Contacts	General Inquiry	110037182620	Linda D Behary attempted to call customer - no answer - no answering machine - wanted to know date he could be back on cap - if	

Customer Interaction Center

Navigation Application End Contact

Menu Back Cancel System

ject Key
Business Partner 000
Trade Account 111
Phone Number 0000044397
Contact 0126834623
Callation 07002457
Contact 0130835203
Callation 07002457

- 1 -

16215 09/25/2007 E Contact information
please read the notes.....do not refer this customer to comm
unity action for cepp...he is not eligible until next Februa
ry.....and if we do let him back on the program early, there
is still a catchup amount of over \$3400 that MUST be paid f
irst.....refer to supervisor or credit manager....no payments
since last December!!!

Customer Interaction Center

Navigation	Application	End Contact
Menu	System	Choose Sort Ascending Sort Descending New Period

ect Key	customer pays \$3,480 by October 3 he can be reinstated early					
Business Partner 090	09/19/2007	17:48	General Complaint	Supervisor Call	110037182620	OSI-Roberta Stevens
Contract Account 11	SW REP JEFF — 3 MED CERTS USED — 2 BROKEN ARRANGEMENTS — BP ALREADY ADVISED REP OF MONTHLY INCOME OF 195.00 — ADVISED TO OFFER CAP & PROJECT REACH OR WOULD NEED TO CONTACT THE PUC AGAIN — CON COLL					
Phone 0000044397	09/19/2007	17:38	General	General Inquiry	110037182620	OSI-Jeffrey Caye
Contract 012683462	sw thomas PUC told him to try and work something out before getting back to them..all out of options, adv him to get back to PUC					
Callation 07002457	09/19/2007	17:07	CIC Contacts	General Inquiry	110037182620	Tanishia L Bickley
Contract 013083520	THOMAS E MERCHANT called in xfered to pa					
Callation 07002457	09/19/2007	17:03	CIC Contacts	General Inquiry	110037182620	Dawn M States
	THOMAS E MERCHANT calling to acct # 110037182620, want arrangements, transferred to PA					
	09/07/2007	02:20	Form Letters	Finalized Dunning Letter	110053095540	JOBSCHED-Michael Fenwic
	09/06/2007	11:18	CIC Contacts	General Inquiry	110037182620	Bertha M Frees
	THOMAS E MERCHANT bp calling to see if we got the med from dr adv him yes that is in effect for 30 days and ends 9/30/07 bp sat bikes					
	08/30/2007	09:47	Contract Account	Create Dunning Lock	110037182620	OSI-Amy Hosholder
	Created dunning lock until 09/29/2007					
	08/28/2007	16:45	Credit & Collections	Agency Referral Letter Sent	110037182620	CS General Purpose Bato
	08/28/2007	16:45	Credit & Collections	Agency Referral Letter Sent	110037182620	CS General Purpose Bato
	08/28/2007	13:05	General	General Inquiry	110037182620	OSI-Roger Littleberry
	S/W Thomas asked for number for med cert - provided number 866-596-1783 - bp stated that Dr Jennifer Chiambotti cild on 08272007 and has not					

Navigation Application End Contact

ject Key
Business Partner 090
Contract Account 111
Contract 0000044397
Contract 0126834623
Callation 07002457
Contract 0130835203
Callation 07002457

Customer Interaction Center

Navigation Application End Contact				
Menu System Choose Sort Ascending Sort Descending New Period				
45404 UNABLE TO VER ID PH # 7243463921 ALEVESQUE				
08/06/2007	13:34	Move In	Service Denied!!	110053095540 Kasey N Martin
SSN Used for Inquiry: 183-72-7715 * ** Unable to Verify Identity ** sw cory digman was going to deny for service at premise..for id.. but then she sa / id that she was not 18 advised her that needs				
08/06/2007	12:28	CIC Contacts	General Inquiry	110053095540 43913
s/w cory digman ssn 183727715 phone 7243463921 bp is calling about starting service at premise 0000045404 no hit pos id tranferred to applications mwise				
08/06/2007	12:22	CIC Contacts	General Inquiry	110053095540 Kortnee K Wilson
sw kori digman, calling to start serv. at this property, unable to get further info. call was disconnected. kwilson				
07/27/2007	00:21	Form Letters	Disconnection Notice - OH Non-Residenti	110053222342 JOBSCHED-Michael Fenwic
07/20/2007	08:21	General Complaint	PUC/BPU Complaint-Written	110037182620 Laura M Bednar
Removed dispute date due to PUC dismissing case. Customer not eligible for PUC IP due to CAP arrears in the balance. Case# 2261739 closed 7/18/2007. lmbdnar				
07/12/2007	19:39	Budget Billing	Calculation	110037182620 JOBSCHED-David Etzel
C/A 110037182620 Contract 0126834623 Budget amt calculated for period ending 07/12/07 = \$ 104.00 Open editor for detail				
07/12/2007	13:37	Form Letters	Written Utility Report	110037182620 Helen M Miller
07/12/2007	13:25	Form Letters	Written Utility Report	110037182620 Helen M Miller
07/09/2007	16:14	Contract Account	Contract Account Changed	110037182620 OSI-Sherita M Vail
received signed med cert, changed 7 day hold to 30 day hold				

Customer Interaction Center

Navigation Application End Contact

Display Text: Notes

Menu Back Cancel System

ject Key
Business Partner 080
Xract Account 111
mise 0000044397
Xract 012683462
callation 07002457
Xract 0130835208
callation 07002457

- 1 -

44003 08/06/2007 E Contact information
SSN Used for Inquiry: 183-72-7715 * ** Unable to Verify
Identity ** sw cory digman was going to deny for service
at premise..for id.. but then she sa / id that she was not 18
advised her that needs to be 18..she asked about her
husband putting in his name..advised we would need to talk with
him..this is for service at premise0000045404..her dad got on the
phone and asked about how many services at prop..advised two
separate services.. he mentioned previous acct holder
here..advised i cant give that info away..said he has someof
his stuff..did not give info away..bp sats. bkeller

Customer Interaction Center

Navigation		Application		End Contact	
Menu	System	Choose	Sort Ascending	Sort Descending	New Period
07/09/2007 15:36	Form Letters	Form Letter	110037182620	Pamela T Jordan	
Form PUC Complaint - notice of possible term. for undisputed bills (PUCCOMPL) was sent.					
07/09/2007 15:36	General Complaint	PUC/BPU Complaint-Written	110037182620	Pamela T Jordan	
PUC stay on termination					
07/09/2007 08:57	CIC Contacts	General Inquiry	110037182620	C5420	
s/w thomas advised him to call the puc since he has already contacted the PUC can not pay anything cont coll satisfied and agreed 2038					
07/09/2007 08:44	CIC Contacts	General Inquiry	110037182620	Corina Witmeyer	
s/w tom merchant bp#0801724160. stated he faxed in med cert to stop disconnect gave me fax #866-596-1783. said he has 10 day letter stating we wouldn't turn him off if he gave us a ca					
07/06/2007 18:53	Credit & Collections	General Inquiry/Other	110037182620	43913	
s/w THOMAS E MERCHANT bp wanted to know if we got med cert from doctor advised bp no we have not recieved med cert from doctor bp states he gave doctor med cert number advised bp she has					
06/29/2007 14:04	General Complaint	Supervisor Call	110037182620	Helen H Miller	
i called thomas back at 724-347-7580 left message that we were able to deactivate the ip that joe had set him up on and that i could not guarantee service to remain on i also left him know that he would need					
06/28/2007 16:45	Credit & Collections	Agency Referral Letter Sent	110037182620	CS General Purpose Batt	
06/28/2007 13:55	General Complaint	Supervisor Call	110037182620	Helen H Miller	
spoke with thomas took call as supervisor call there was conflicting stories as to whether or not thomas should be on an ip or not joe agosto put him on an ip and then joe removed the ip per compliance this was					

Customer Interaction Center

Navigation		Application		End Contact	
Menu	System	Choose	Sort Ascending	Sort Descending	New Period
06/28/2007	13:12	CIC Contacts	ALERT! Sensitive Account		110037182620 OSI-William Menke
DO NOT ARRANGE NEW IP ON ACCOUNT UNLESS BP PAYS 50% OF TOTAL BALANCE 15,552.74, WHICH IS 7,776.37. WAS ISSUED UR AND OPTIONS WERE GIVEN. GAVE MEDCERT OPTION, REFUSED. 2089					
06/28/2007	13:08	Credit & Collections	Utility Report Issued		110037182620 OSI-William Menke
Utility Report Issued 06/28/2007 COMPANY POSITION: CUSTOMER IS SCHEDULED FOR DISC ON 6/27/07 FOR \$					
06/28/2007	13:08	Credit & Collections	Financial Summary Process Cancelled		110037182620 OSI-William Menke
06/28/2007	13:07	Credit & Collections	Financial Summary Review		110037182620 OSI-William Menke
1 adult, thomas, level 1, no drop, 06/28/07					
06/28/2007	09:19	CIC Contacts	Dunning Explanation		110037182620 C4487
5/28-3DAY N/A FOR 14,917.55 FOR DISC 7-2 (IF DISC S/D - 232.00). *****UNDER NO CIRCUMSTANCES—NO EXTENSIONS, INSTALLMENT PLANS OR POSTDATED READYPAYS***** TAN/LJB					
06/28/2007	07:41	Billed & Invoiced	Single Bill/Invoice Generated		110053222342 Felicia L McCain
06/27/2007	13:44	Billing Error	Correct Implausible		110053222342 Roseann T Vadesz
Implausible-removed lock-acct active					
06/26/2007	16:08	Form Letters	Call Me Letter		110037182620 Joseph L Agosto
Enter premise number - 0000044397 Enter address of premise - 90 5 IRVINE AVE SHARON PA 16146					
06/26/2007	15:47	Form Letters	Special Agreement Letter		110037182620 JOBSCHED-Larry E Buchte
06/26/2007	13:38	Dunning	IP Deactivated		Joseph L Agosto
Deactivated IP as per compliance. There was no change in Income Level - still level A - recently dismissed from CAP - no payments since 12/06 -					

Customer Interaction Center

<input type="checkbox"/> Navigation <input checked="" type="checkbox"/> Application <input type="checkbox"/> End Contact																																																																																	
<input type="button" value="Menu"/> <input type="button" value="System"/> <input type="button" value="Choose"/> <input type="button" value="Sort Ascending"/> <input type="button" value="Sort Descending"/> <input type="button" value="New Period"/>																																																																																	
Test Key Business Partner 080 Direct Account 111 Mile 0000044397 Direct 012683452 Callation 07002457 Direct 013063520 Callation 07002457	<p>and an IP was just set up on 6/4. Customer was not eligible for new</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">06/25/2007</td> <td style="width: 15%;">16:55</td> <td style="width: 35%;">Contract Account Promise To Pay</td> <td style="width: 15%;">110037182620</td> <td style="width: 20%;">Joseph L Agosto</td> </tr> <tr> <td colspan="5">PTP \$81.00 by 06/29/2007 s/w Tom. will make payment by check over the phone. satisfied JAGosto</td> </tr> <tr> <td>06/25/2007</td> <td>16:54</td> <td>Installment Plan PA Payment - IP</td> <td>110037182620</td> <td>Joseph L Agosto</td> </tr> <tr> <td colspan="5">s/w Tom. set up 60 month IP. Provided information for med cert and advised of assistance programs. Does not qualify for CAPP due to dismissal. Explained local churches provide assistance as well.</td> </tr> <tr> <td>06/25/2007</td> <td>16:38</td> <td>CIC Contacts General Inquiry</td> <td>110037182620</td> <td>Lois E Moll</td> </tr> <tr> <td colspan="5">sw thomas merchant, ver acct 110037182620, calling re shut off notice, wants to know why for full amt, when on plan, also states questions about the med cert, lmoll</td> </tr> <tr> <td>06/21/2007</td> <td>17:06</td> <td>Credit & Collections Disconnection Phone Attempt - Unsuccess</td> <td>110037182620</td> <td>CS General Purpose Batt</td> </tr> <tr> <td colspan="5">Unsuccessful phone attempt 04 - No Answer</td> </tr> <tr> <td>06/20/2007</td> <td>09:31</td> <td>Credit & Collections Disconnection Phone Attempt - Unsuccess</td> <td>110037182620</td> <td>CS General Purpose Batt</td> </tr> <tr> <td colspan="5">Unsuccessful phone attempt 04 - No Answer</td> </tr> <tr> <td>06/13/2007</td> <td>02:05</td> <td>Form Letters Disconnection Notice - PA Residential</td> <td>110037182620</td> <td>JOBSCHEID-Thomas Kermode</td> </tr> <tr> <td>06/08/2007</td> <td>08:49</td> <td>Contract Account Create Dunning Lock</td> <td>110037182620</td> <td>Kathy J Heckathorne</td> </tr> <tr> <td colspan="5">Created dunning lock until 06/08/2007-fast tract to generate notice.</td> </tr> <tr> <td>06/06/2007</td> <td>15:24</td> <td>CIC Contacts General Inquiry</td> <td>110053222342</td> <td>Susan D Kollai</td> </tr> <tr> <td colspan="5">email to christine irwin,, 8236 ULP ST MASURY OH 44438 connection object 100001133328 per thomas merchant, There is a flood light at side of this building. This light has been going</td> </tr> <tr> <td>06/02/2007</td> <td>08:22</td> <td>Contract Account Transfer Posting</td> <td>110053222342</td> <td>Matthew R Harrison</td> </tr> </table>	06/25/2007	16:55	Contract Account Promise To Pay	110037182620	Joseph L Agosto	PTP \$81.00 by 06/29/2007 s/w Tom. will make payment by check over the phone. satisfied JAGosto					06/25/2007	16:54	Installment Plan PA Payment - IP	110037182620	Joseph L Agosto	s/w Tom. set up 60 month IP. Provided information for med cert and advised of assistance programs. Does not qualify for CAPP due to dismissal. Explained local churches provide assistance as well.					06/25/2007	16:38	CIC Contacts General Inquiry	110037182620	Lois E Moll	sw thomas merchant, ver acct 110037182620, calling re shut off notice, wants to know why for full amt, when on plan, also states questions about the med cert, lmoll					06/21/2007	17:06	Credit & Collections Disconnection Phone Attempt - Unsuccess	110037182620	CS General Purpose Batt	Unsuccessful phone attempt 04 - No Answer					06/20/2007	09:31	Credit & Collections Disconnection Phone Attempt - Unsuccess	110037182620	CS General Purpose Batt	Unsuccessful phone attempt 04 - No Answer					06/13/2007	02:05	Form Letters Disconnection Notice - PA Residential	110037182620	JOBSCHEID-Thomas Kermode	06/08/2007	08:49	Contract Account Create Dunning Lock	110037182620	Kathy J Heckathorne	Created dunning lock until 06/08/2007-fast tract to generate notice.					06/06/2007	15:24	CIC Contacts General Inquiry	110053222342	Susan D Kollai	email to christine irwin,, 8236 ULP ST MASURY OH 44438 connection object 100001133328 per thomas merchant, There is a flood light at side of this building. This light has been going					06/02/2007	08:22	Contract Account Transfer Posting	110053222342	Matthew R Harrison
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06/02/2007	08:22	Contract Account Transfer Posting	110053222342	Matthew R Harrison																																																																													

Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

Select Key

Business Partner 080

Contract Account 111

Invoice 0000044397

Contract 012683462

Callation 07002457

Contract 013083520

Callation 07002457

Created Automatically. See the Business Objects tab for more information.

06/02/2007	08:22	Contract Account	Transfer Posting	110052179956	Matthew R Morrison
05/29/2007	16:17	Contract Account	Transfer Posting	110053222342	Michael B Cranston
Created Automatically. See the Business Objects tab for more information.					
05/29/2007	16:07	Contract Account	Transfer Posting	110052179956	Michael B Cranston
xfr 16.00 to new pending account 110053222342					
05/29/2007	16:15	Move In	Move-In / Advised of Service Charge	110053222342	Michael B Cranston
Move In Date: 06/05/2007					
mip 6/5/07 so that deposit balance can post 6/4/07					
Advised Breakers Off:No					
05/29/2007	16:15	General	Literature Request	110053222342	Michael B Cranston
Add: Customer Rights & Obligations					
OE01 Code 005 Qty 00001 Mail Date 07/05/2007					
05/29/2007	16:16	Credit & Collections	Ready Pay Create	110052179956	Michael B Cranston
No 3653737 - \$200.00 06/04/2007 per Tomas E Merchant					
05/29/2007	14:44	CIC Contacts	General Inquiry	110052179956	Heidi A Koxner
0801724160 paying deposit tom merchant also said taht					
service was cut at pole this is for premise 1560551 xferd					
to ohio edison queue. hkorner					
05/29/2007	14:35	Move In	Move-In / Advised of Service Charge and	110052179956	C5242
Thomas Merchant is on the phone about move in for premise #0001560551					
transferred to advance move in ncare					
05/25/2007	20:23	Contract Account	Transfer Posting	110053095540	CS General Purpose Batc
Reversed write-off and transferred balance of \$ 11.34					

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Customer Interaction Center

Navigation		Application		End Contact	
Menu	System	Choose	Sort Ascending	Sort Descending	New Period
<p>From C/A 110049466243 (Address: 204 CEDAR AVE FL 1) To C/A 110053095540 (Address: 204 CEDAR AVE FL 2)</p>					
05/21/2007	01:01	Form Letters	Move In Letter (Deregulation)	110053095540	JOBSCHEG-Larry E Buchte
05/20/2007	00:09	Move In	Move-In / Advised of Service Charge	110053095540	Andrea Heffner
<p>Move In Date: 05/21/2007 PP-051907-032518, and Heffner New Move In Premise Phone Number: (724)347-7576</p>					
05/12/2007	18:06	Budget Billing	Calculation	110037182620	JOBSCHEG-David Etzel
<p>C/A 110037182620 Contract 0126834623 Budget amt calculated for period ending 05/11/07 = \$ 152.00 Open editor for detail</p>					
05/09/2007	13:13	Credit & Collections	Ready Pay Create	110052179956	Carol Myers
<p>No 3731516 - \$16.00 05/10/2007 per thomas merchant. unable to start ebill acct until deposit paid in full and acct started. satisf. payers</p>					
05/08/2007	16:45	Credit & Collections	Agency Referral Letter Sent	110037182620	CS General Purpose Batc
05/08/2007	12:28	Credit & Collections	Disconnection Phone Attempt - Successfu	110037182620	OSI-Brian Stultz
05/08/2007	12:26	Installment Plan	PA Payment - IP	110037182620	OSI-Brian Stultz
<p>Thomas set on EPP + \$247 for 60 months, level A. Gave all options. Declined CAP phone #. Agreed & satisfied. 2078</p>					
05/08/2007	12:26	Credit & Collections	Financial Summary Review	110037182620	OSI-Brian Stultz
<p>Thomas 55.....today is 5-8-07.....level A.....2078</p>					
05/07/2007	10:33	CIC Contacts	Dunning Explanation	110037182620	Loretta J Bosiljcic
<p>5/7/07 3DAY N/A FOR 14,868.89 FOR DISC 5/11/07 **NO EXTENSIONS** TKS</p>					
05/03/2007	09:44	Contract Account	Medical Certificate	110037182620	OSI-Lisa Devenport

Customer Interaction Center

Navigation	Application	End Contact
Menu	System	Choose SortAscending SortDescending New Period
ject Key Business Partner 080 Contract Account 111 Contract 0000044397 Contract 012683462 Contract 07002457 Contract 013083620 Contract 07002457	<p>***04/03/07 MED CERT #1 RECEIVED SIGNED AND COMPLETED...lkd***04/03/07-05/03/07***#1 med cert**open balance 14,450.39***verbal med cert for Thomas, BP, 4/13/52, permanent resident (heart problems, chronic veinous i</p>	
04/17/2007	15:56 Budget Billing	Budget Billing Plan Simulated\Created 110037182620 Rosa Espinoza sw thomas set up on epp review over 3 months and true up year thomas satisfied with epp.respinoza
04/17/2007	15:55 Budget Billing	Calculation 110037182620 Rosa Espinoza C/A 110037182620 Contract 0126834623 A new monthly average amount has been calculated - \$ 334.00 Open editor for detail
04/17/2007	15:59 Credit & Collections	Utility Report Issued 110037182620 Rosa Espinoza Utility Report Issued 04/17/2007 COMPANY POSITION:sw THOMAS E MERCHANT
04/17/2007	15:50 Budget Billing	Calculation 110037182620 Rosa Espinoza C/A 110037182620 Contract 0126834623 A new monthly average amount has been calculated - \$ 334.00 Open editor for detail
04/17/2007	15:27 Budget Billing	Calculation 110037182620 Rosa Espinoza C/A 110037182620 Contract 0126834623 A new monthly average amount has been calculated - \$ 334.00 Open editor for detail
04/16/2007 04/05/2007	20:19 Operating-DHC 13:58 General	Lights-None General Inquiry 110037182620 42562 Lisa M Dorman Advised Thomas Merchant that we had rc'd the medical certificate from his doctor and that will be in effect until 5/3/07...satisfied..l dorman

Customer Interaction Center

Navigation
Application
End Contact

Menu
System
Choose
Sort Ascending
Sort Descending
New Period

04/05/2007	04:00			CS General Purpose Batc
04/04/2007	18:14	Credit & Collections	Disconnection Phone Attempt - Unsuccess	110037182620 CS General Purpose Batc
Unsuccessful phone attempt 05 - AND Detected - Left Message				
04/04/2007	18:01	Form Letters	Penn Power Enroll Letter	110037182620 JOBSCHED-Larry E Buchte
04/04/2007	12:02	Deregulation	Enrollment Request (Accepted)	110037182620 CS General Purpose Batc
04/03/2007	08:50	Credit & Collections	Disconnection Phone Attempt - Unsuccess	110037182620 CS General Purpose Batc
Unsuccessful phone attempt 05 - AND Detected - Left Message				
03/25/2007	00:16	Form Letters	Disconnection Notice - PA Residential	110037182620 JOBSCHED-Scharon Mullis
03/23/2007	10:31	Move In	Service Denied!!	Tonya V Gulley
Security deposit required for 216.00				
CSR negotiated amount 216.00/ adv Thomas E. Merchant				
OE-032207-040514 need dep				
03/09/2007	01:14	Form Letters	CAP - Dismissal Notice	110037182620 JOBSCHED-Thomas Kernode
02/13/2007	03:40	Form Letters	CAP - Dismissal Warning Notice	110037182620 JOBSCHED-Frank Sima
01/15/2007	10:16	CAP	Reverification	BATCH
01/11/2007	01:10	Form Letters	CAP Past Due - First Notice	110037182620 JOBSCHED-David Etzel
12/31/2006	09:47	CIC Contacts	ALERT! Sensitive Account	110037182620 Kathy J Heckathorne
5/3/2007financial info & IP needs to be taken! if cust req add'l med cert, still needs to be set up on IP !				
12/11/2006	17:13	CIC Contacts	General Inquiry	110037182620 Artease Gibson
spoke to dan accannis friend calling about payment advd				
that cannot stop advd to put money in acct asap agibson				
12/08/2006	17:00	Credit & Collections	Ready Pay Create	110037182620 C3273
No 2815345 - \$190.75 12/12/2006 s/w dan friend pd thomas bill...did not discuss account...stop coll.agreed..satisfied..2086				

Start
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Customer Interaction Center

Navigation	Application	End Contact
Menu	System	Choose Sort Ascending Sort Descending New Period
11/10/2006 01:39	Form Letters	CAP Past Due - First Notice
11/02/2006 13:37	Credit & Collections	Ready Pay Create
No 2619396 - \$ 152.11 - 11/03/2006		110037182620 JOBSCHED-Richard Daughe
		110037182620 EALLOGINW6
10/11/2006 03:48	Form Letters	CAP Past Due - First Notice
10/02/2006 15:51	Credit & Collections	Disconnection Phone Attempt - Successfu
3 day attempt successful daniel mckinnis (friend) did ready pay for \$197.31 stoppea ctivity 2016		110037182620 JOBSCHED-Richard Daughe
		110037182620 OSI-Janet Roth
10/02/2006 15:51	Credit & Collections	Ready Pay Create
No 2517828 - \$197.31 - Deduction Date and Lock Set 10/04/2006		110037182620 OSI-Janet Roth
09/08/2006 04:35	Form Letters	CAP Past Due - First Notice
08/14/2006 15:46	Credit & Collections	Ready Pay Create
No 2360380 - \$ 286.03 - 08/16/2006		110037182620 JOBSCHED-Erik Poling
		110037182620 EALLOGINW6
08/10/2006 17:59	CIC Contacts	General Inquiry
s/w Don(friend) will ch later today to do xp for 110.00.... 2106		110037182620 C3274
08/10/2006 05:45	Form Letters	CAP Past Due - First Notice
07/19/2006 15:31	Credit & Collections	Ready Pay Create
No 2280716 - \$75.00 - 07/21/2006 by rp		110037182620 JOBSCHED-Erik Poling
		110037182620 C4161
07/19/2006 15:30	Contract Account	Promise To Pay
PTP \$75.00 by 07/21/2006 by rp, sw dan, friend,did xp of 75.00, not cust cont, agreed satisfied, 7/19/06...2075		110037182620 C4161
07/17/2006 08:27	CIC Contacts	General Inquiry
left msg for tom about making only a partial pmt on capp acct....he knows the agreement we had to keep this up to date.....has had more opportunity than most to keep service		110037182620 Dennis J Schetsch



Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

Tool Key

Business Partner 080

Contract Account 111

Miss 0000044397

Contract 012683462

Relation 07002457

Contract 013083520

Relation 07002457

07/12/2006	16:41	General	General Inquiry	110037182620	C4019
sw dan, friend of bp, took xp cbp 61.34, I offered no info and did not discuss acct. agreed sats x2099					
07/12/2006	16:38	Credit & Collections	Ready Pay Create	110037182620	C4019
No 2260509 - \$61.34 - 07/14/2006					
06/27/2006	13:55	CIC Contacts	General Inquiry	110037182620	Dennis J Schotsch
tom calling me back...told needs to pay 246.34 by july 10 due to rebills....even tho due date is 7-17, want payment before he goes thru billing again.....mr says will pay and					
06/27/2006	08:33	CIC Contacts	General Inquiry	110037182620	Dennis J Schotsch
customer has been reset on capp...per previous contacts, was told if paid appropriate catchup amount would be reset...he s used up all capp savings dollars, so will be billed at full					
06/27/2006	08:21	Billed & Invoiced	Single Bill/Invoice Generated	110037182620	Dennis J Schotsch
06/27/2006	08:19	Billed & Invoiced	Single Bill/Invoice Generated	110037182620	Dennis J Schotsch
06/27/2006	08:17	Billed & Invoiced	Single Bill/Invoice Generated	110037182620	Dennis J Schotsch
06/27/2006	08:15	Billed & Invoiced	Single Bill/Invoice Generated	110037182620	Dennis J Schotsch
06/27/2006	08:10	Billed & Invoiced	Single Bill/Invoice Generated	110037182620	Dennis J Schotsch
06/27/2006	07:58	Billed & Invoiced	Single Bill/Invoice Generated	110037182620	Dennis J Schotsch
06/27/2006	07:56	CAP	Enrolled Into Program	110037182620	Dennis J Schotsch
reset capp					
06/27/2006	07:34	Bill/Inv Reversal	Billing Error	110037182620	Dennis J Schotsch
to reset capp...cust paid arrears as discussed in previous contact notes					
06/26/2006	10:55	General	ALERT! Sensitive Account	110037182620	OSI-Catherine Wilkinson
DO NOT MAKE ANY ARRANGEMENTS ON THIS ACCOUNT WITHOUT READING ALL NOTES					

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Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

ject Key

ress Partner 080

ract Account 11

mise 0000044397

ract 012683462

allation 07002457

ract 013083520

allation 07002457

06/09/2006	13:16	Credit & Collections	Agency Commitment (not referral) PTP \$270.00 by 07/09/2006 Marta from Sharon S. A.	110037182620	Linda D Behary
06/09/2006	11:17	Information Request	Message left for Physician 6/6/2006 to 6/9/2006 "recieved customer request" for #1 verbal med certfor thomas (54 bp) for illness,duration,machines unknown tt kelly * medical secretary" she does not know if dr is willing to sign and she	110037182620	OSI-Kellie Gerlach
06/07/2006	15:43	General	ALERT! Sensitive Account AS PER COMPLIANCE, THOMAS ONLY HAS UNTIL 06/07/06 TO MAKE ARRANGEMENTS EITHER PYMT OF 1270.28 OR 1348 FOR CAPP C/U AMOUNT- DENNIS S. PROVIDED A date of 06/12/06 TO BE REINSTATED INTO CAP. THE CUSTOMER HAS BEEN	110037182620	OSI-Amenda Neys
06/06/2006	16:12	CIC Contacts	General Inquiry advised thomas, ver acct #, that there is a hold on this acct til 6/8/06, and 2 ready pays totaling \$450.00 were made today. customer satisfied.aburke	110037182620	All131
06/06/2006	15:57	Contract Account	Promise To Pay PTP \$450.00 by 06/08/2006 sw dan, friend of bp thomas, took 2 separate ready pay cbp , one for 90.00 and one for 360.00; I offered no informatibut the caller was aware of the amounts needed on the acct; see	110037182620	C4019
06/06/2006	15:52	Credit & Collections	Ready Pay Create No 2155563 - \$360.00 - 06/08/2006	110037182620	C4019
06/06/2006	15:50	Credit & Collections	Ready Pay Create No 2155557 - \$90.00 - 06/08/2006	110037182620	C4019
06/06/2006	15:18	CIC Contacts	General Inquiry tom calling again...says dad will give him \$450 toward	110037182620	Dermis J Schotsch

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Customer Interaction Center

Navigation		Application		End Contact	
Menu		System		Choose	
Sort Ascending		Sort Descending		New Period	

ject Key

Business Partner 000

Contract Account 111

Contract 012683462

Callation 07002457

Contract 013083520

Callation 07002457

balance...with that and \$600 commitment from EA plus a potential commitment from project reach, may be enough to			
06/06/2006	11:23	Contract Account	Contract Account Changed
06/06/2006	10:41	CIC Contacts	General Inquiry
<p>Tom calling me again....he was told that I made a mistake by another rep in that I gave him until 6-12-06 to pay capp c/uthat is still true....I am not asking agreement to stop</p>			
06/06/2006	09:33	CIC Contacts	General Inquiry
<p>returned Tom's voice message...got his v/m</p>			
06/05/2006	16:32	General Complaint	Supervisor Call
<p>attempted to contact bp thomas to discuss result of reviewed call- pls apologize to Thomas, and advs that the supervisor was referring to a representative from another office.... Amanda Mays, Team Lead,</p>			
06/05/2006	16:46	Credit & Collections	Agency Referral Letter Sent
06/05/2006	16:13	CIC Contacts	General Inquiry
<p>SW THOMAS WANTED TO HAVE MED CERT FORM FAXED OVER-ADVISED HIM THAT HE WOULD NEED TO HAVE DR CALL IN TO HAVE FORM FAXED-GAVE MED CERT#. 2639</p>			
06/05/2006	15:44	General Complaint	Supervisor Call
<p>sw Thomas, issued complaint on previous supervisor- advs will listen to call and call him back regarding results of the review. Customer asked about termination date- advs as per our compliance department, he has a</p>			
06/05/2006	15:32	CIC Contacts	General Inquiry
<p>sw thomas who wanted to speak to beth sup-i talked to bp in march and offered crisis ip but bp was supposed to ch to ge t set up -which he says he was aware of-regouted amt that</p>			

Customer Interaction Center

Navigation Application End Contact

Menu System Choose SortAscending SortDescending NewPeriod

ject Key	06/05/2006	15:16	Budget Billing	Budget Billing Plan Simulated\Created	110037182620	C3333
Business Partner 080	06/05/2006	15:16	Budget Billing	Calculation		C3333
Contract Account 111			C/A 110037182620 Contract 0126834623			
Invoice 0000044397			A new monthly average amount has been calculated = \$ 235.00			
Contract 0126834623			Open editor for detail			
Callation 07002457	06/05/2006	14:46	CIC Contacts	General Inquiry	110037182620	Dennis J Schotsch
Contract 013083520			Please note that Penn Power has a 12 month stay out			
Callation 07002457			provision on capp, not 6 months.....Human Services is the			
			only area that can override those options.....but please			
	06/05/2006	14:12	CIC Contacts	General Inquiry	110037182620	Dennis J Schotsch
			Tom calling on acct....wants to know options.....told him ei			
			ther pay what was already told by rep to get a new agreement			
			, or pay \$1345 capp c/u by 6-12-06 in order to reset capp ac			
	06/05/2006	13:55	General Complaint	Supervisor Call	110037182620	OSI-Elizabeth Stasko
			s/w BP, advsd \$1270.28 is REQUIRED to set up new arrangements, then \$235			
			epp plus \$215 ip amnt, advsd his tn date is 6/7. He will call CAP and I			
			did advs they normally do not accept clients until 6 mnths has passed			
	06/05/2006	13:40	General	General Inquiry	110037182620	C4162
			sv thomas... alert sensitive on acct connected with beth ext 2212	2097		
	06/05/2006	13:38	Budget Billing	Budget Billing Plan Simulated\Created	110037182620	OSI-Elizabeth Stasko
			\$235 epp...2212			
	06/05/2006	13:38	Budget Billing	Calculation		OSI-Elizabeth Stasko
			C/A 110037182620 Contract 0126834623			
			A new monthly average amount has been calculated = \$ 235.00			
			Open editor for detail			

Customer Interaction Center

Navigation Application End Contact

Menu System Choose SortAscending SortDescending New Period

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ress Pailnei 080

ract Account 111

mise 0000044397

tract 0126834620

allation 07002457

tract 0130835200

allation 07002457

06/05/2006	13:30	General	ALERT! Sensitive Account 1270.28 good faith payment to create budget plus installment plan (60 months max). per sup. 2071	110037182620	C4281
06/05/2006	13:12	Credit & Collections	Financial Summary Review 1 adult in home (thomas). level 1.	110037182620	C4281
06/01/2006	17:32	Credit & Collections	Disconnection Phone Attempt - Unsuccess 3 Day attempt unsuccessful mm cont coll 2108	110037182620	C3161
05/31/2006	08:46	Credit & Collections	Disconnection Phone Attempt - Unsuccess 3 Day attempt unsuccessful lmm cc 2103	110037182620	C2250
05/24/2006	03:38	Form Letters	Disconnection Notice - PA Residential	110037182620	JOBSCHED-Michael Fenwic
04/12/2006	15:04	Contract Account	Create Dunning Lock Created dunning lock until 05/12/2006--e/a committing \$600	110037182620	A1091
04/12/2006	15:03	Credit & Collections	Agency Commitment (not referral) Mrs. Byers from Mercer County assistance office called to see what's needed to stop term. I told her no term due to him being referred to Crisis but he is past \$14,294.26. They are committing \$600. Mrs. Byers	110037182620	A1091
04/10/2006	00:09	Website	Paperless Bill Enrollment Enrolled in EBPP		EALLOGIN
03/15/2006	14:35	CIC Contacts	General Inquiry thomas merchant, calling for emerg hardship funds. gave him ph no. ralli	110037182620	Ralli L Melnyk
03/15/2006	14:47	Credit & Collections	Agency Commitment (not referral) Created dunning lock until 03/29/2006 Mercer Co liheap 2054	110037182620	OSI-Donna Keene

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Customer Interaction Center

Navigation Application End Contact

Display Text: Notes

Menu Back Cancel System

Object Key
Business Partner 080
Contract Account 111
Invoice 0000044397
Contract 012693462
Callation 07002457
Contract 013083520
Callation 07002457

- 1 -

A1091 04/12/2006 E Contact information
Mrs. Byers from Mercer County assistance office called to see
what's needed to stop term. I told her no term due to him being
referred to Crisis but he is past \$14,294.26. They are
committing \$600. Mrs. Byers satisfied.. Her ph# 724 983-5046—

Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

ject Key
iness Partner 080
lied Account 11
mise 0000044397
tract 0126834623
allation 07002457
tract 013033520
allation 07002457

03/15/2006	14:43	Credit & Collections	Disconnection Phone Attempt - Successfu	110037182620	OSI-Donna Keene
sw Thomas Mercer Co liheap 03/17/2006 gave Dollar Energy dismissed from cap satisfied and agree 2054					
03/07/2006	14:35	Budget Billing	Budget Billing Plan Simulated\Created	110037182620	C3333
03/07/2006	14:34	Budget Billing	Calculation		C3333
C/A 110037182620 Contract 0126834623 A new monthly average amount has been calculated - \$ 278.00 Open editor for detail					
03/07/2006	14:33	Credit & Collections	Financial Summary Review	110037182620	C3333
adult thomas level a-3/7/06 2091					
03/07/2006	14:26	Credit & Collections	Disconnection Phone Attempt - Successfu	110037182620	C3333
sw thomas gave options—took fs level a—referred to crisis/liheap dops and project reach sharon salvation army mercer county—approved 15.00ip—refused app 8 this time—advised if denied to cb to set up					
03/02/2006	17:32	Credit & Collections	Message Left-Machine	110037182620	C3753
Left message machine, cont col. 2039					
03/01/2006	09:25	Credit & Collections	Disconnection Phone Attempt - Unsuccess	110037182620	C3694
3 Day attempt unsuccessful, hung up, 2016					
02/22/2006	01:51	Form Letters	Disconnection Notice - PA Residential	110037182620	JOBSCHED-James Jackson
02/15/2006	14:03	Deregulation	Dereg General Inquiry	110037182620	B0236
thomas merchant called for a list of alt generation suppliers...provided web site..satisfied..tFlemming					
02/05/2006	01:25	Form Letters	CAP - Dismissal Notice	110037182620	JOBSCHED-Bryan Kiko
01/05/2006	06:52	Form Letters	ReadyPay Authorization Letter	110037182620	C5 General Purpose Batc

Navigation Application End Contact

Menu	System	Choose	Sort Ascending	Sort Descending	New Period
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		Date payment to be deducted - 01/05/06 Amount of debit authorized - 307.11 Confirmation number - 1719369		
01/04/2006	14:58	Credit & Collections Ready Pay Create No 1719369 - \$ 307.11 - 01/05/2006	110037182620	EALOGINWH6
12/29/2005	13:04	Contract Account Create Dunning Lock Created dunning lock until 01/28/2006---holding from capp delete...cust in contact with me about acct	110037182620	Dennis J Schotsch
12/29/2005	14:04	CIC Contacts General Inquiry tom calling to say will be making a payment on his capp acct...likely first of week....will work with since cust has been in touch	110037182620	Dennis J Schotsch
12/13/2005	02:54	Form Letters CAP - Dismissal Warning Notice	110037182620	JOBSCHED-Joseph Nivert
11/26/2005	06:41	Form Letters ReadyPay Authorization Letter Date payment to be deducted - 11/28/05 Amount of debit authorized - 300.00 Confirmation number - 1614383	110037182620	CS General Purpose Bate
11/22/2005	20:52	Credit & Collections Ready Pay Create No 1614383 - \$ 300.00 - 11/28/2005	110037182620	EALOGINWH6
11/22/2005	12:33	Contract Account Create Dunning Lock Created dunning lock until 12/06/2005---tom to pay \$300 on 11-23 and bal on dec 3	110037182620	Dennis J Schotsch
11/22/2005	11:41	CIC Contacts General Inquiry tom calledwill pay \$300 on 11-23 and balance by dec 3	110037182620	Dennis J Schotsch
11/21/2005	14:19	CIC Contacts General Inquiry called tom about capp arrears...left msg	110037182620	Dennis J Schotsch



Customer Interaction Center

































Navigation	Application	End Contact			
Menu	System	Choose	Sort Ascending	Sort Descending	New Period
11/10/2005 01:41	Form Letters	CAP Past Due - First Notice	110037182620	JOBSCHEID-David Etzel	
10/28/2005 15:39	Contract Account	Bankruptcy	110037183412	18116	
Chill bankruptcy was filed 08/17/04 case 04-12128. On 10/18/04 the bankruptcy was dismissed. According to PACER web site every bankruptcy filed by Thomas E. Merchant since the 80's(except one case in 2000) has					
10/05/2005 13:12	CIC Contacts	General Inquiry	110037182620	Dennis J Schotsch	
called tom to update on capp reinstate....mr understood, but feels will likely have difficulty paying					
10/04/2005 07:46	Billed & Invoiced	Single Bill/Invoice Generated	110037182620	Dennis J Schotsch	
10/04/2005 07:46	Billed & Invoiced	Single Bill/Invoice Generated	110037182620	Dennis J Schotsch	
10/04/2005 07:43	CAP	Enrolled Into Program	110037182620	Dennis J Schotsch	
reset capp...cust paid as promised					
10/04/2005 07:39	Bill/Inv Reversal	Billing Error	110037182620	Dennis J Schotsch	
to reset capp					
10/03/2005 14:18	Credit & Collections	Ready Pay Create	110037182620	C2016	
No 1472171 - \$180.00 - 10/04/2005 sw thomas took up for previous rep array stop coll6506 declined ip offered satisfied					
09/30/2005 11:51	Credit & Collections	Ready Pay Create	110037182620	C0056	
No 1465073 - \$300.00 - 10/03/2005 sw bp did up for amt promised per prev doc cust agrees stop coll...2061					
09/19/2005 13:32	Contract Account	Create Dunning Lock	110037182620	Dennis J Schotsch	
Created dunning lock until 10/03/2005—working with cust to get capp restored....has made ptp on sept 30 and oct 3...already knows if does not pay, will be subject to disco with no further notice					

Customer Interaction Center

<input type="button" value="Navigation"/> <input type="button" value="Application"/> <input type="button" value="End Contact"/>																																																																																																	
ject Key Business Partner 080 Contract Account 111 Sales Order 0000044397 Contract 012683462 Callation 07002457 Contract 0130835206 Callation 07002457	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">Menu</th> <th style="text-align: left;">System</th> <th style="text-align: left;">Choose</th> <th style="text-align: left;">Sort Ascending</th> <th style="text-align: left;">Sort Descending</th> <th style="text-align: left;">New Period</th> </tr> <tr> <td>09/19/2005</td> <td>13:32</td> <td>CIC Contacts</td> <td>General Inquiry</td> <td>110037182620</td> <td>Dennis J Schotsch</td> </tr> <tr> <td colspan="6"> spoke at length with tom about acct....have agreed that tom will pay \$300 on sept 30, \$180 on oct 3..he will call me with receipts paid at shop and save....will then rebill last t </td> </tr> <tr> <td>09/15/2005</td> <td>01:33</td> <td>Form Letters</td> <td>Disconnection Notice - PA Residential</td> <td>110037182620</td> <td>JOBSCHEG-Erik Poling</td> </tr> <tr> <td>09/12/2005</td> <td>13:00</td> <td>Contract Account</td> <td>Promise To Pay</td> <td>110037182620</td> <td>C2539</td> </tr> <tr> <td colspan="6"> s/w bp tom..he said that he will pay the 480.03 req to get back on cap asap..He is aware of termination process starting again tomorrow cont coll...2062 </td> </tr> <tr> <td>09/08/2005</td> <td>08:14</td> <td>General Complaint</td> <td>PUC/BPU Complaint-Written</td> <td>110037182620</td> <td>Karen G McFeaters</td> </tr> <tr> <td colspan="6"> *** puc decision dated 09/07/05 dismissed case/bp was directed to contact co to make payment arrangements — any disputes re the dismissed bankruptcy may be referred to legal/kgm compliance *** </td> </tr> <tr> <td>09/07/2005</td> <td>16:56</td> <td>CIC Contacts</td> <td>Explanation of Charges</td> <td>110037182620</td> <td>OSI-Steven Showp</td> </tr> <tr> <td colspan="6"> s/w thomas, verified med cert phone#, satisfied/agreed...cont coll...2056 </td> </tr> <tr> <td>09/07/2005</td> <td>15:39</td> <td>CIC Contacts</td> <td>General Inquiry</td> <td>110037182620</td> <td>Lucy A Torres</td> </tr> <tr> <td colspan="6"> thomas merchant request for kathy hofacre in legal dept/bankruptcy dept told bp to ask for kathy hofacre (3-925-2457) aware voice message will come/bp will leave </td> </tr> <tr> <td>09/07/2005</td> <td>15:26</td> <td>CIC Contacts</td> <td>General Inquiry</td> <td>110037182620</td> <td>MM348</td> </tr> <tr> <td colspan="6"> Tom wanted the Legal Department - please read notes slowly: re: the Bankruptcy - transferred to C/S; x2000 </td> </tr> <tr> <td>09/07/2005</td> <td>15:26</td> <td>Contract Account</td> <td>Contract Account Changed</td> <td>110037182620</td> <td>19672</td> </tr> <tr> <td colspan="6"> spoke w/ mr merchant per mr merchant was adv that he had been speaking </td> </tr> </table>	Menu	System	Choose	Sort Ascending	Sort Descending	New Period	09/19/2005	13:32	CIC Contacts	General Inquiry	110037182620	Dennis J Schotsch	spoke at length with tom about acct....have agreed that tom will pay \$300 on sept 30, \$180 on oct 3..he will call me with receipts paid at shop and save....will then rebill last t						09/15/2005	01:33	Form Letters	Disconnection Notice - PA Residential	110037182620	JOBSCHEG-Erik Poling	09/12/2005	13:00	Contract Account	Promise To Pay	110037182620	C2539	s/w bp tom..he said that he will pay the 480.03 req to get back on cap asap..He is aware of termination process starting again tomorrow cont coll...2062						09/08/2005	08:14	General Complaint	PUC/BPU Complaint-Written	110037182620	Karen G McFeaters	*** puc decision dated 09/07/05 dismissed case/bp was directed to contact co to make payment arrangements — any disputes re the dismissed bankruptcy may be referred to legal/kgm compliance ***						09/07/2005	16:56	CIC Contacts	Explanation of Charges	110037182620	OSI-Steven Showp	s/w thomas, verified med cert phone#, satisfied/agreed...cont coll...2056						09/07/2005	15:39	CIC Contacts	General Inquiry	110037182620	Lucy A Torres	thomas merchant request for kathy hofacre in legal dept/bankruptcy dept told bp to ask for kathy hofacre (3-925-2457) aware voice message will come/bp will leave						09/07/2005	15:26	CIC Contacts	General Inquiry	110037182620	MM348	Tom wanted the Legal Department - please read notes slowly: re: the Bankruptcy - transferred to C/S; x2000						09/07/2005	15:26	Contract Account	Contract Account Changed	110037182620	19672	spoke w/ mr merchant per mr merchant was adv that he had been speaking					
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Customer Interaction Center

Navigation Application End Contact

Display Text: Notes

Menu Back Cancel System

ject Key
Business Partner 080
Direct Account 111
Case 0000044397
Direct 012683462
Callation 07002457
Direct 013083520
Callation 07002457

- 1 -

18116 09/07/2005 E Contact information
Chll bankruptcy was filed 08/17/04 case 04-12128. On 10/18/04 the
bankruptcy was dismissed. According to PACER web site every
bankruptcy filed by Thomas E. Merchant since the 80's (except one
case filed in 2000) has been dismissed. The following amounts
have been transferred here from the following accounts. Mr.
Merchant is responsible to pay this balance. Please be VERY
cautious when making payment arrangements.
\$175.29 from 110031521054
\$1184.95 from 110005473829
\$152.01 from 110035431235

Customer Interaction Center

Navigation Application End Contact

Menu	System	Choose	Sort Ascending	Sort Descending	New Period
		with our legal dep (kathy hofacre) cust adv tried to make arrangements was trans to my voicemail after review of the acct and discussed with			
09/07/2005	14:50	Employee Correspond.	Telememo Employee Correspondence		Workflow General Purpos
		BANKRUPTCY COMPLAINT			
09/07/2005	14:15	Credit & Collections	General Inquiry/Other	110037182620	41084
		per Thomas - states per PUC he is to make a verbal "PUC COMPLAINT" regarding the bankruptcy that has been filed on his prior accounts - Thomas states that he filed bankruptcy for his accounts along with a			
09/07/2005	13:19	CIC Contacts	ALERT! Sensitive Account	110037182620	Dennis J Schotsch
		if cust calls about arrangements, minimum offer is for him to pay the full capp arrears of 480.03 before sept 12 to be reinstated in the capp program.....otherwise, will be			
09/07/2005	08:02	CIC Contacts	ALERT! Sensitive Account	110037182620	Dennis J Schotsch
		NOTE.....need to look back at history on this acct...prev notes says mr is trying to get a med cert....this will be number 3.....please be aware this is to be his last!!!!!!			
09/02/2005	16:01	General Complaint	PUC/BPU Complaint-Written	110037182620	Karen G McFeaters
		*** puc par -- bcs 1973225/kgm compliance ***			
09/02/2005	11:21	Credit & Collections	Utility Report Issued	110037182620	C2963
		Utility Report Issued 09/02/2005 COMPANY POSITION:COMPANY POSITION: CUSTOMER IS SCHEDULED FOR DISC			
09/02/2005	11:14	Credit & Collections	Disconnection Phone Attempt - Successfu	110037182620	C3273
		s/w thomas wanted to see if we could put him on in ip stated to him even with setting him up and only getting 200.00 a month and steet him ip it			

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Customer Interaction Center

Navigation Application End Contact

Object Key
 Address Partner 080
 Object Account 111
 Mike 0000044397
 Object 012683462
 Callation 07002457
 Object 0130835203
 Callation 07002457

- 1 -

41084 09/07/2005 E Contact information
 per Thomas - states per PUC he is to make a verbal "PUC COMPLAINT" regarding the bankruptcy that has been filed on his prior accounts - Thomas states that he filed bankruptcy for his accounts along with a co-debtor by the name of Earl Chifino - Account # 110037582720 - on 05/03/2001 - Case # for Thomas to be 00-10916-WVB - claims debt discharged by Judge Warren Bentz 05/14/2003, information obtained has also been sent to Bankruptcy department for review - Thomas states Earl Chifino's case # is 00-11505-WB - also discharged by the same Judge. Transferred Thomas to Pamela Leigh's voicemail at 3-824-8688 in Bankruptcy department.

Customer has also discussed payment arrangements on balances - advised per documentation on account the capp catch up balance of \$480.03 would be required for him to be re-instated to the capp program - advised without the capp program the maximum amount of time to repay this debt would be 60 months on level A - or a payment of \$225.79 towards past balance + Current bill or budget amount which would be about \$288.00 a month - for a total monthly payment of about \$513.79- customer states income is \$195.00 a month and it is going to be difficult for him to make the initial payment of \$480.03 required to catch up the account and be reinstated for capp program . customer will try to pay \$480.03 by termination date to avoid termination and go back on capp program - advised once re-instated to capp program payment would need to be received by the due date monthly to avoid being removed from the program. -- satisfied - rlessig

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Customer Interaction Center

Navigation

Application

End Contact

Menu

System

Choose

Sort Ascending

Sort Descending

New Period

ject Key

Business Partner 080

Contract Account 111

Business 0000044397

Contract 012683462

Callation 07002457

Contract 013083520

Callation 07002457

would be 226.00 a month plus monthly bill...stated that he did file a			
09/01/2005	09:52	Credit & Collections	Disconnection Phone Attempt - Unsuccess
3 Day attempt unsuccessful,.....left mess on ans mach,.....cc.....2559		110037182620	C1375
08/25/2005	01:48	Form Letters	Disconnection Notice - PA Residential
08/08/2005	13:38	CIC Contacts	ALERT! Sensitive Account
NO NEW AGREEMENTS PLEASE....cust has had multiple agreements on prior accts, then bankruptcies were dismissed...wasenro lled into capp and failed that....cust must pay full capp ar		110037182620	JOBSCHEG-Joseph Cronin
		110037182620	Dennis J Schotsch
08/07/2005	00:28	Form Letters	CAP - Dismissal Notice
07/13/2005	02:25	Form Letters	CAP - Dismissal Warning Notice
06/28/2005	13:33	CIC Contacts	General Inquiry
tom called and said will pay full capp arrears on july 5		110037182620	JOBSCHEG-James Jackson
		110037182620	JOBSCHEG-James Jackson
		110037182620	Dennis J Schotsch
06/28/2005	13:06	CIC Contacts	General Inquiry
left ar message about being behind on capp acct.....had been working to get him on program, and now is not even making an effort to pay!!		110037182620	Dennis J Schotsch
06/14/2005	01:18	Form Letters	CAP Past Due - First Notice
05/19/2005	19:01	CIC Contacts	General Inquiry
s/w thomas reversed the 155.00 s/d is aware of remaining balance..bcarsen		110037182620	JOBSCHEG-James Jackson
		110037182620	41078
05/19/2005	18:56	Billing	High Bill Inquiry - Transfer
s/w Thomas Merchant-- request waive \$155.00 sec dep.. on cap . understands ob amt \$261.32.. transf call to Penn Power rep/ 05075..skdaniel		110037182620	Sandra K Deniel
05/19/2005	16:52	General	General Inquiry
		110037182620	C2391

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1:41 PM

Customer Interaction Center

Navigation Application End Contact

Display Text: Notes

Menu Back Cancel System

ject Key
line: Parini 080
tract Account: 111
mise 0000044397
tract 012683462
allation 07002457
tract 013083520
allation 07002457

- 1 -

16215 06/09/2005 E Contact information
NO NEW AGREEMENTS PLEASE....cust has had multiple agreements
on prior accts, then bankruptcies were dismissed...was enro
lled into capp and failed that....cust must pay full capp ar
rears of 480.03 at a very minimum to retain service and be r
eset on capp....else, should go to disconnect.....talked wit
h bruce back in compliance about this—agrees that CAP is a
good agreement

Navigation Application End Contact



ject Key
Business Partner 080
Contract Account 111
Invoice 0000044397
Contract 0126834623
Allocation 07002457
Contract 0130835203
Allocation 07002457

Customer Interaction Center

Navigation	Application	End Contact
Menu	System	Choose Sort Ascending Sort Descending New Period
ject Key ress Partner 080 ruct Account 111 ruct 0000044397 ruct 012683462 ruct 07002457 ruct 013083520 ruct 07002457	<p>s/w thomas merchant, ver info, calling to see if crisis called us yet, advised no after reviewing contacts, xpearson</p>	
03/18/2005	15:46	CIC Contacts General Inquiry 110037182620 Dennis J Schotsch
Tom on phone...says was approved for \$300 crisis grant....told him we do not have authorization noted as of yet....he is calling EA back to find out why not been		
03/17/2005	08:33	Credit & Collections Disconnection Phone Attempt - Unsuccess 110037182620 EM246
3 Day attempt unsuccessful hang up 2104		
03/15/2005	14:04	Credit & Collections Disconnection Phone Attempt - Unsuccess 110037182620 C0236
3 Day attempt unsuccessful lnn cont coll.....2033		
03/15/2005	11:02	CIC Contacts General Inquiry 110037182620 C1343
8888 inv dated 02-25-05, inv# 90230534625 has been corrected (bal due \$11,980.37, by March 28, 2005), typed and mailed on 03-15-05.		
03/14/2005	15:59	Disconnection Dunning Disconnection Document Created 110037183412 Debra S Mcgiffin
sonp, rdg 14967 w/nd 433.07+rec, rf/dsa		
03/17/2005	08:48	CIC Contacts General Inquiry 110037182620 Dennis J Schotsch
left msg for mr to call me about crisis application...was to take a term notice to ea for crisis, since gas is off and i s using space heaters in home!!!!—says would direct crisi		
03/08/2005	02:41	Form Letters Disconnection Notice - PA Residential 110037182620 JOBSCHED-Scharon Nullis
02/17/2005	23:56	Form Letters Disconnection Notice - OH Residential 110037183412 JOBSCHED-David Etzel
02/11/2005	19:13	Credit & Collections Disconnection Phone Attempt - Unsuccess 110037182620 C0032
3 Day attempt unsuccessful, left nmesag machine.....2045		

Customer Interaction Center

Navigation Application End Contact

 **Display Text: Notes** 


Menu Back Cancel System

ject Key
Business Partner 080
Contract Account 011
Invoice 0000044397
Contract 0126834625
Callation 07002457
Contract 0130835205
Callation 07002457

- 1 -

C1343 03/15/2005 E Contact information
8888 inv dated 02-25-05, inv# 90230534625 has been corrected
(bal due \$11,980.37, by March 28, 2005), typed and mailed
on 03-15-05.

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Start  1:10 PM



Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

02/10/2005	10:32	Credit & Collections	Disconnection Phone Attempt - Unsuccess	110037182620	C1375
3 Day attempt unsuccessful.....left mess on ans mech,.....cc.....1375					
02/08/2005	13:57	CIC Contacts	General Inquiry	110037182620	B0767
S/W JERRY MEDVEY, LIHEAP SUPERVISOR, CALLING IN REF TO THIS ACCT. HE VERIFIED ALL INFO. ADVISED BALANCE FROM DISMISSED BANKRUPTCIES. D IMPINK					
02/08/2005	13:21	Returned Mail	Returned to Sender - Attempt not known	110037186035	HN728
37 day TM returned unclaimed					
02/03/2005	01:06	Form Letters	Disconnection Notice - PA Residential	110037182620	JOBSCHED-David Etzel
01/27/2005	12:23	CIC Contacts	General Inquiry	110037182620	Dennis J Schotsch
tom left me a message that he was at EA on 1-26-05 and is supposedly getting \$824 in CASH assistance.....but they will not accept his term notice yet for CRISIS....will need to h					
01/19/2005	23:07	Form Letters	Disconnection Notice - OH Residential	110037183412	JOBSCHED-David Etzel
01/17/2005	16:52	Contract Account	Transfer Posting	110037186035	41078
01/17/2005	16:50	Move Out	Move-Out Created by Move-In	110037186035	41078
Move out created from Move in : 000004013569					
01/13/2005	17:15	Credit & Collections	Disconnection Phone Attempt - Successful	110037182620	OSI-Leslie Danley
3 day attempt successful- sw Tom: \$ 730.00 to reinstate CAP - received Med Cert # - cont coll -2105					
01/13/2005	12:54	General	General Inquiry	110037182620	OSI-Diane Scuvatti
bp called to ask about med cert; gave him # for doctor to call - also said he was low income and understood that he could not be shut off because of that but did not want to do an F5 at this time because he's					

CIC0 sapprca1 INS

Customer Interaction Center

Navigation		Application		End Contact	
Menu	System	Choose	Sort Ascending	Sort Descending	New Period
01/19/2005	11:52	CIC Contacts	General Inquiry	110037182620	Dennis J Schotsch
mt on phone...still wanted on capp—did not follow thru the last time.....told him will need \$730 up front by 1-27- 05 for capp reinstate—no other options—will not put					
01/21/2005	13:16	CIC Contacts	General Inquiry	110037182620	C2254
8888 inv dated 12/22/04, inv # 93800672812 has been corrected (bal due \$10,461.08, by Jan 30, 2005), typed and mailed on 01/11/05					
01/11/2005	11:45	General	General Inquiry	110037186035	MM728
37 day TN (disc. date 2/24/05), mailed out certified - returned receipt requested - dv					
01/08/2005	22:49	Form Letters	Disconnection Notice - PA Landlord/Tena	110037186035	JOBSCHED-David Etzel
01/06/2005	00:40	Form Letters	Disconnection Notice - PA Residential	110037182620	JOBSCHED-David Etzel
12/31/2004	09:49	CIC Contacts	ALERT! Sensitive Account	110035555546	Dennis J Schotsch
DO NOT refer this account to capp—was on capp, filed bankr uptry—was reset on capp and then failed the program for not paying at all—then filed bankruptcy yet another time—ne					
12/30/2004	08:39	CIC Contacts	General Inquiry	110037183412	Victoria M Shirey
reviewed account per 0 usage report.vms					
12/28/2004	22:02	Credit & Collections	Disconnection Phone Attempt - Unsuccess		CS General Purpose Batc
12/27/2004	22:01	Credit & Collections	Disconnection Phone Attempt - Unsuccess		CS General Purpose Batc
12/22/2004	14:36	Billed & Invoiced	Single Bill/Invoice Generated	110037182620	18116
12/22/2004	14:31	Contract Account	Bankruptcy	110037182620	18116
ch7 bankruptcy filed 05/26/2000 was discharged 05/16/2003. xfrd the following balances back to their original accounts. \$4412.81 back to 110000116969					

Customer Interaction Center

Navigation Application End Contact

Display Text: Notes

Menu Back Cancel System

- 1 -

16215 01/13/2005 E Contact information
mr on phone...still wanted on capp—did not follow thru
the last time.....told him will need \$730 up front by 1-27-
05 for capp reinstate—no other options—will not put
hold on acct either—will accept authorization from Energy
Assistance as payment—mr said is using space heaters now
because gas is shut off—told him he cant do that and expect to
stay in capp—

Test Key
Business Partner 080
Direct Account 111
Phone 0000044397
Direct 0126834622
Callation 07002457
Direct 0130835205
Callation 07002457

CICD sappra01 INS

Customer Interaction Center

Navigation Application End Contact

Menu	System	Choose	Sort Ascending	Sort Descending	New Period
12/18/2004 23:02	Form Letters	Disconnection Notice - PA Residential	110037182620	JOBSCHED-David Etzel	
12/16/2004 10:15	Contract Account	Contract Account Changed	110037182620	Dawn E Hicks	
	Fast tracked				
12/05/2004 11:09	CIC Contacts	General Inquiry	110037182620	C0930	
	6888 invoice dated 11-24-04 has not been corrected. This account is in bankruptcy, invoice has been mailed to the bankruptcy department.				
11/15/2004 22:52	Form Letters	Disconnection Notice - OH Residential	110037183412	JOBSCHED-David Etzel	
11/02/2004 09:01	All-Connect	Customer decline (Allconnect)	110037183412	18116	
10/28/2004 15:28	Contract Account	Transfer Posting	110037182620	18116	
	Created Automatically. See the Business Objects tab for more information.				
10/28/2004 15:27	Contract Account	Transfer Posting	110037182620	18116	
	Created Automatically. See the Business Objects tab for more information.				
10/28/2004 15:25	Contract Account	Transfer Posting	110037182620	18116	
	Created Automatically. See the Business Objects tab for more information.				
10/28/2004 15:23	Contract Account	Transfer Posting	110037182620	18116	
	Created Automatically. See the Business Objects tab for more information.				
10/28/2004 15:16	Contract Account	Transfer Posting	110037182620	18116	
	Created Automatically. See the Business Objects tab for more information.				
10/28/2004 14:53	Contract Account	Transfer Posting	110037182620	18116	
	Created Automatically. See the Business Objects tab for more information.				
10/28/2004 14:24	Contract Account	Transfer Posting	110037182620	18116	
	Created Automatically. See the Business Objects tab for more information.				

ject Key
Business Partner: 080
Contract Account: 111
Invoice: 0000044397
Contract: 012683452
Callation: 07002457
Contract: 013083520
Callation: 07002457

CICU sapproa1 INS

Start

1:42 PM

Customer Interaction Center

Navigation Application End Contact			
Menu	System	Choose	Sort Ascending Sort Descending New Period
10/28/2004	13:51	Contract Account Created Automatically.	Transfer Posting 110037182620 18116 See the Business Objects tab for more information.
10/28/2004	13:47	Contract Account Created Automatically.	Transfer Posting 110037183412 18116 See the Business Objects tab for more information.
10/28/2004	12:57	Contract Account Created Automatically.	Transfer Posting 110037182620 18116 See the Business Objects tab for more information.
10/28/2004	12:54	Contract Account Created Automatically.	Transfer Posting 110037182620 18116 See the Business Objects tab for more information.
10/28/2004	12:50	Contract Account Created Automatically.	Transfer Posting 110037182620 18116 See the Business Objects tab for more information.
10/28/2004	12:48	Contract Account Created Automatically.	Transfer Posting 110037182620 18116 See the Business Objects tab for more information.
10/28/2004	12:38	Contract Account Created Automatically.	Transfer Posting 110037182620 18116 See the Business Objects tab for more information.
10/28/2004	12:21	Contract Account Created Automatically.	Transfer Posting 110037182620 18116 See the Business Objects tab for more information.
10/28/2004	12:16	Contract Account Created Automatically.	Transfer Posting 110037182620 18116 See the Business Objects tab for more information.
10/28/2004	11:19	Contract Account Created Automatically.	Transfer Posting 110037182620 18116 See the Business Objects tab for more information.
10/28/2004	11:11	Contract Account Created Automatically.	Transfer Posting 110037182620 18116 See the Business Objects tab for more information.

Navigation Application End Contact

Menu	System	Choose	SortAscending	SortDescending	New Period
10/28/2004	11:05	Contract Account Created Automatically.	Transfer Posting	110037183412	18116
10/28/2004	11:02	Contract Account Created Automatically.	Transfer Posting	110037183412	18116
10/28/2004	10:59	Contract Account Created Automatically.	Transfer Posting	110037186035	18116
10/28/2004	10:58	Contract Account Created Automatically.	Transfer Posting	110037186035	18116
10/28/2004	10:49	Contract Account Created Automatically.	Transfer Posting	110037186035	18116
10/28/2004	10:47	Contract Account chll bankruptcy filed 08/17/04 case 04-12128 dismissed 10/18/04	Contract Account Changed	110005473738	18116
10/28/2004	10:46	Contract Account Created Automatically.	Transfer Posting	110037182620	18116
10/28/2004	10:46	Contract Account chll bankruptcy filed 08/17/04 case 04-12128 dismissed 10/18/04 xfrd bal to 110037182620	Transfer Posting	110005473738	18116
10/28/2004	10:46	Contract Account	Write-Off Reversed	110005473738	18116
10/28/2004	10:43	Contract Account chll bankruptcy filed 08/17/04 case 04-12128 dismissed 10/18/04 xfrd bal 1371.12 to acct 110037182620	Bankruptcy	110035555546	18116
10/28/2004	10:43	Contract Account	Transfer Posting	110037182620	18116

Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

Created Automatically. See the Business Objects tab for more information.

ject Key

Business Partner 080

Contract Account 111

Case 0000044397

Contract 012683462

Callation 07002457

Contract 013083520

Callation 07002457

Business Partner 080

Contract Account 111

Case 0000044397

Contract 012683462

Callation 07002457

Contract 013083520

Callation 07002457

10/28/2004	10:42	Contract Account	Transfer Posting	110035555546	18116
chll bankruptcy filed 08/17/04 case 04-12128 dismissed 10/18/04					
10/28/2004	10:41	Contract Account	Write-Off Reversed	110035555546	18116
10/24/2004	13:52	General	General Inquiry	110037182620	Geraldine Jones
added m/a 90 s irvine to this account only....address is fixed gjonas					
10/20/2004	09:28	CIC Contacts	General Inquiry	110037182620	Kristen L Hutt
spoke to kathy whipple, acting director for Q and A at nati onal fuel and gas, wanted to know if we can give her info on our legal stance with the multiple bankruptcies and then di					
10/14/2004	10:10	CIC Contacts	General Inquiry	110037182620	Dennis J Schotsch
mr called about msg I left—called him back left msg— needs to pay the full sec dep before I will reset capp					
10/12/2004	08:36	CIC Contacts	General Inquiry	110037182620	Dennis J Schotsch
left msg for mr merchant—still have not received deposit check as per agreement					
10/04/2004	16:13	Master Data Change	Personal Data Changed		Linda L Buttery
THOMAS E MERCHANT updated mailing addr					
09/30/2004	10:52	Contract Account	Bankruptcy	110035555546	18116
DO NOT PUT ANY MORE DUNNING LOCKS ON THIS ACCOUNT CH11 BANKRUPTCY FILED 08/17/04 CASE 04-12128. LAST 3 BANKRUPTCIES FILED BY BP WERE DISMISSED. ACCORDING TO DOCKET REPORT ON PACER THIS CASE HAS A HEARING					
09/28/2004	10:56	All-Connect	Customer decline (Allconnect)	110037182620	18116
09/28/2004	10:55	All-Connect	Customer decline (Allconnect)	110037186035	18116

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Customer Interaction Center

Navigation	Application	End Contact
Menu	System	Choose
Sort Ascending	Sort Descending	New Period
09/27/2004 13:51	CIC Contacts	General Inquiry
spoke with mr merchant...he is sending me a check for \$155 f or sec deposit amt on this acct—told him would then proce ss the payment and reset on capp—reminded him of rules for		110037182620 Dennis J Schotsch
09/24/2004 08:47	Billed & Invoiced	Single Bill/Invoice Generated
09/24/2004 08:42	Form Letters	Form Letter
Form Bankruptcy Deposit (BNKRDEP) was sent. Enter Bankruptcy Chapter No. - 11		110037183412 18116 110037186035 18116
09/24/2004 08:42	Contract Account	Security Deposit Created
charged \$40.00 post petition deposit		110037186035 18116
09/24/2004 08:41	Billed & Invoiced	Single Bill/Invoice Generated
09/24/2004 08:32	Form Letters	Form Letter
Form Bankruptcy Deposit (BNKRDEP) was sent. Enter Bankruptcy Chapter No. - 11		110037186035 18116 110037182620 18116
09/24/2004 08:36	Billed & Invoiced	Single Bill/Invoice Generated
09/24/2004 08:36	Contract Account	Security Deposit Created
charged \$155 post petition deposit		110037182620 18116 110037182620 18116
09/24/2004 08:35	Billed & Invoiced	Single Bill/Invoice Generated
09/24/2004 08:31	Billed & Invoiced	Single Bill/Invoice Generated
09/24/2004 08:30	Move In	Move-In / Advised of Service Charge
Move In Date: 08/18/2004		110037183412 18116
09/24/2004 08:29	Move In	Move-In / Advised of Service Charge
Move In Date: 08/18/2004		110037186035 18116

Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

lect Key
ress Partner 080
ract Account 11
miss 0000044397
tract 012683462
ellation 07002457
tract 013083520
ellation 07002457

09/24/2004	09:25	Move In	Move-In / Advised of Service Charge	110037182620	18116
Move In Date: 08/18/2004					
09/24/2004	09:25	Move Out	Move-Out Created by Move-In	110035555546	18116
Move out created from Move in : 000003783361					
09/22/2004	11:53	CIC Contacts	General Inquiry	110035555546	Dennis J Schotsch
tom called again—says hearing has been cancelled —asked judge to recuse himself from new hearing....told him we still need capp c/u for reinstate based on info on acct at					
09/16/2004	16:56	CIC Contacts	Status of Existing Notification	110035555546	OSI-Bonnie Dehn
thoams phn, adv we did receive case number for bankruptcy, wanted to know if dennis noted acct regarding capp c/u...adv yes, adv of 945.00 cu by 9/30 including 195.00					
09/16/2004	09:38	CIC Contacts	General Inquiry	110035555546	Dennis J Schotsch
verbal to tom merchant...needs \$945 capp c/u including \$195 sec dep...by sept 30, 2004—this may change pending outcome of bankruptcy filing notes—but at this time,					
09/14/2004	17:50	CIC Contacts	General Inquiry	110035555546	Lori E Phillips
s/w thomas, called regarding capp referral. i advised per dennis' documentation we can not refer him until a pynt history is established or until jan of 2005. He requested					
09/14/2004	17:43	CIC Contacts	General Inquiry	110035555546	Lori E Phillips
s/w thomas, he asked that i contact dennis s to find out why he received a letter stating he will be eligible in 6 month s for reinstatement. i advised he was dismissed from capp in					

Customer Interaction Center

Navigation Application End Contact

Display Text: Notes

Menu Back Cancel System

ject Key

Business Partner 080

Contract Account 11

File 0000044397

Contract 012683462

Callation 07002457

Contract 013083520

Callation 07002457

- 1 -

18116 09/14/2004 E Contact information
DO NOT PUT ANY MORE DUNNING LOCKS ON THIS ACCOUNT CH11
BANKRUPTCY FILED 08/17/04 CASE 04-12128. LAST 3 BANKRUPTCIES
FILED BY SP WERE DISMISSED. ACCORDING TO DOCKET REPORT ON PACER
THIS CASE HAS A HEARING SCHEDULED 09/27/04 TO DISMISS THIS
CURRENT BANKRUPTCY ALSO. PLACED DUNNING LOCK ON ACCOUNT UNTIL
09/30/04. CHANCES ARE THIS WILL ALSO BE DISMISSED. WILL NOT WORK
BANKRUPTCY UNTIL DISMISSAL HEARING.

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Customer Interaction Center

Navigation		Application		End Contact	
Menu	System	Choose	Sort Ascending	Sort Descending	New Period
06/27/2004	14:04	Employee Correspond.	Telememo Employee Correspondence		Workflow General Purpos
Bankruptcy					
06/27/2004	13:37	Contract Account	Contract Account Changed		110035555546 All131
i placed a 4 month dunning lock on acct because Thomas filed bankruptcy.....aburke					
06/27/2004	13:17	Master Data Change	Personal Data Changed		C0862
06/23/2004	11:46	Form Letters	Sales Tax Exemption Letter/Form - Resid		110035555546 June L Gilmer
06/16/2004	13:16	Contract Account	Transfer Posting		110035555546 18116
Created Automatically. See the Business Objects tab for more information.					
06/16/2004	09:56	Contract Account	Transfer Posting		110035555546 18116
Created Automatically. See the Business Objects tab for more information.					
06/16/2004	09:55	Contract Account	Transfer Posting		110031521187 18116
xfrd dismissed bankruptcy bal to 110035555546					
06/05/2004	01:02	Form Letters	Disconnection Notice - PA Residential		110035555546 JOBSCHED-Chris Bilbrey
06/29/2004	08:10	Billed & Invoiced	Multiple Bills/Invoices Generated		18116
06/29/2004	08:10	Form Letters	Form Letter		110035555546 18116
Form Bankruptcy Deposit (BMRDEP) was sent. Enter Bankruptcy Chapter No. - 13					
06/29/2004	08:09	Contract Account	Security Deposit Created		110035555546 18116
charged \$195 post petition deposit					
06/29/2004	08:06	Billed & Invoiced	Single Bill/Invoice Generated		18116
06/29/2004	08:00	Move In	Move-In / Advised of Service Charge		110035555546 18116
Move In Date: 05/11/2004					

Customer Interaction Center

Navigation Application End Contact

Display Text: Notes

Menu Back Cancel System

ject Key
Business Partner 080
Direct Account 111
mise 0000044397
Direct 012683452
tallation 07002457
Direct 013083520
tallation 07002457

- 1 -

15215 06/29/2004 E Contact information
DO NOT refer this account to capp—was on capp, filed bankr
uptcy—was reset on capp and then failed the program for not
paying at all—then filed bankruptcy yet another time—ne
eds to pay his full security deposit and develop some paymen
t history for any future consideration, but at the very mini
mum will be January of 2005 before would be eligible for a r
einstate

Customer Interaction Center

Navigation Application End Contact

Menu	System	Choose	Sort Ascending	Sort Descending	New Period
06/29/2004	08:00	Move Out	Move-Out Created by Move-In	110031521187	18116
Move out created from Move in : 000003475100					
06/21/2004	15:08	Contract Account	Bankruptcy	110031521187	18116
ch13 filed 05/10/04 case 04-42264—locked account					
06/21/2004	14:31	Contract Account	Promise To Pay	110031521187	Amy J Brandt
PTP by 06/26/2004..s/v thomas ..he said that he faxed a copy of the bankruptcy to the attention of Pat regarding case # 0442264.. which states that his chapter 13 originally filed for 09/29/03 should be till					
06/21/2004	14:24	CIC Contacts	General Inquiry	110031521187	C0036
Trans to cs for bnkrpty.					
06/08/2004	00:25	Form Letters	Disconnection Notice - PA Residential	110031521187	Job Scheduler ID
05/13/2004	15:01	CIC Contacts	General Inquiry	110031521187	Angela E Anderson
spoke with Thomas Merchant, 500 S Irvine Ave Sharon PA , unsure if meter is there or not, will call back.. srvc removed for 3+ yrs ago.. Angela					
04/21/2004	13:42	Form Letters	Sales Tax Exemption Letter/Form - Resid	110031521187	Christina L Heffner
sales tax report - cust has more than 1 property					
04/09/2004	19:16	CIC Contacts	General Inquiry	110031521187	C0035
thomas to see if was going to get shut off whuch the agency was help for 30 days the acc was suppose to be on hold which it is					
04/07/2004	00:13	Form Letters	Disconnection Notice - PA Residential	110031521187	Job Scheduler ID
03/30/2004	15:50	Contract Account	Contract Account Changed	110031521187	OSI-Sue Lewton
ms turner for mercer cnty energy asst called w/ py 300.00 crisis on acct ,tom was there adv him to cl and get on a pymt plan,put on 3					

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Start

1:43 PM

Customer Interaction Center

Navigation		Application		End Contact	
Menu	System	Choose	Sort Ascending	Sort Descending	New Period
ject Key	03/15/2004	14:11	Credit & Collections	Disconnection Phone Attempt - Unsuccess	110031521187 OSI-Sue Lewton
press Partner 080			1st att \$677.70 1st msg	em ***3312	
Next Account 11	03/06/2004	22:07	Form Letters	Disconnection Notice - PA Residential	110031521187 Job Scheduler ID
rise 0000044397	03/01/2004	14:33	CIC Contacts	Dunning Explanation	110031521187 18636
Next 012683462			n/a 3d for ea TKS		
Callation 07002457	02/04/2004	23:31	Form Letters	Disconnection Notice - PA Residential	110031521187 Job Scheduler ID
Next 013083520	01/27/2004	12:36	CIC Contacts	ALERT! Sensitive Account	110031521187 Dennis J Schotsch
Callation 07002457			Customer was reset on capp for post-bankrupt acct—never even has made payment on sec dep—capp is a legitimate form of payment arrangement—please do not offer any other agreeeme		
	01/26/2004	22:54	Form Letters	CAP - Dismissal Notice	110031521187 Job Scheduler ID
	12/24/2003	00:16	Form Letters	CAP - Dismissal Warning Notice	110031521187 Job Scheduler ID
	11/22/2003	23:04	Form Letters	CAP Past Due - First Notice	110031521187 Job Scheduler ID
	10/29/2003	14:01	General	ALERT! Sensitive Account	110031521187 Dennis J Schotsch
	please note—this cust will call about the bill he received—it was billed incorrectly for a post-bankrupt acct—the system carried the capp deficiency from his old acct forward—I corrected the buckets and				
	10/29/2003	13:57	Master Data Change	Installation Changed	Dennis J Schotsch
	removed capp deficiency info due to post b/r acct needing to be set to zero				
	10/29/2003	13:52	Bill/Inv Reversal	Billing Error	110031521187 Dennis J Schotsch
	billed incorrectly—needs to be at full capp savings—post bankrupt acct system error				
	10/26/2003	15:29	Contract Account	Bankruptcy	110037182620 18116
	Chll bankruptcy was filed 08/17/04 case 04-12128. On 10/18/04 the				

Customer Interaction Center

Navigation Application End Contact

Menu Back Cancel System

ject Key
Business Partner 080
Contract Account 111
Case 0000044397
Contract 012683462
Callation 07002457
Contract 013083520
Callation 07002457

- 1 -

16215 01/27/2004 E Contact information
Customer was reset on ccpp for post-bankrupt acct—never eve
n has made payment on sec dep—ccpp is a legitimate form of
payment arrangement—please do not offer any other agreeme
nts on this account—take a look at his loooooong history of
not paying at all—let him go to the BCS

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Start 12:55 PM

Customer Interaction Center

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

bankruptcy was dismissed. According to PACER web site every bankruptcy
filed by Thomas L. Merchant since the 60's has been dismissed. The

10/23/2003	08:14	Contract Account	Security Deposit Created Charged 135.00 Sec. deposit....JGood\team1	110031521187	Justin S Good
10/20/2003	06:38	CAP	Enrolled Into Program reset capp post bankrupt acct	110031521187	Dennis J Schotsch
10/09/2003	06:22	Contract Account	Contract Account Changed placed hold on account until 11/09 due to bankruptcy....jgood	110005473738	Justin S Good
10/08/2003	16:05	Billed & Invoiced	Single Bill/Invoice Generated	110005473738	18116
10/08/2003	15:58	Move In	Move-In / Advised of Service Charge Move In Date: 09/30/2003	110031521187	18116
10/08/2003	15:59	Move Out	Move-Out Created by Move-In Move out created from Move in : 000002722684	110005473738	18116
10/08/2003	15:57	Contract Account	Bankruptcy ch13 filed 09/29/03 #03-44945 / filed proof of claim	110005473738	18116
10/03/2003	15:20	Employee Correspond.	Telememo Employee Correspondence Chapter 11 bankruptcy.		Workflow General Purpos
10/03/2003	15:15	General Complaint	Supervisor Call S/W Thomas He called about dismissal letter from CAPP but advised that he still to this time should be able to pay his current charges and remain on the	110005473738	Justin S Good
10/03/2003	15:09	CIC Contacts	General Inquiry	110005473738	A0442

Customer Interaction Center

Navigation		Application		End Contact	
Menu		System		Choose	
		Sort Ascending		Sort Descending	
				New Period	

<p>ject Key</p> <p>Business Partner 000</p> <p>tract Account 11</p> <p>mise 0000044397</p> <p>tract 012683462</p> <p>callation 07002457</p> <p>tract 013083520</p> <p>callation 07002457</p>	<p>thomas called about inquiry on 10/01/03, i advised per dennis remarks that stated that he needed to pay catch up or would be removed from cap , he then stated he filed bankruptcy on</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">10/03/2003</td> <td style="width: 15%;">14/35</td> <td style="width: 40%;">CIC Contacts</td> <td style="width: 20%;">General Inquiry</td> <td style="width: 10%;">110005473738</td> <td style="width: 10%;">A0442</td> </tr> <tr> <td colspan="6">thomas called 09/29/03 chapter 13 northern district of ohio, 03-44945, customer</td> </tr> <tr> <td>10/03/2003</td> <td>14/12</td> <td>CIC Contacts</td> <td>ALERT! Sensitive Account</td> <td>110005473738</td> <td>Carla D Speaks</td> </tr> <tr> <td colspan="6">S/W THOMAS...INQ THAT CAPP DID NOT RETURN HIS CALL...(PER TELEM 700916968) I ADVISED THOMAS NO ONE FROM CAPP WILL BE CALLING HIM, HE NEEDS TO PAY HIS BILL...CSPEAKS</td> </tr> <tr> <td>10/01/2003</td> <td>14/47</td> <td>Employee Correspond.</td> <td>Telememo Employee Correspondence</td> <td></td> <td>Workflow General Purpos</td> </tr> <tr> <td colspan="6">cap issues</td> </tr> <tr> <td>10/01/2003</td> <td>14/25</td> <td>General</td> <td>General Inquiry</td> <td>110005473738</td> <td>OSI-Marie Thompson</td> </tr> <tr> <td colspan="6">THOMAS PH'D FOR CAP REINSTATE WL CL CAP X-3308</td> </tr> <tr> <td>10/01/2003</td> <td>14/03</td> <td>General</td> <td>General Inquiry</td> <td>110005473738</td> <td>NMS973</td> </tr> <tr> <td colspan="6">spoke to bp adv sent first notice as of 8/25 x3305</td> </tr> <tr> <td>10/01/2003</td> <td>13/05</td> <td>CIC Contacts</td> <td>General Inquiry</td> <td>110005473738</td> <td>Rosalyn E Strassner</td> </tr> <tr> <td colspan="6">ALERT: Received call from Kathy at National Fuel Gas Compan y. She gave us a heads up that this customer is filingBank ruptcy. Not sure how she got my name and number. Did not d</td> </tr> <tr> <td>10/01/2003</td> <td>05/34</td> <td>Migration Pending</td> <td>Migration Data Incomplete</td> <td>110005473738</td> <td>HG3551</td> </tr> <tr> <td colspan="6">ALERT! This account will not bill because migration data is incomplete. You must forward a telememo to Distribution list Name DATATEAM to have the problem(s) corrected ASAP.</td> </tr> </table>	10/03/2003	14/35	CIC Contacts	General Inquiry	110005473738	A0442	thomas called 09/29/03 chapter 13 northern district of ohio, 03-44945, customer						10/03/2003	14/12	CIC Contacts	ALERT! Sensitive Account	110005473738	Carla D Speaks	S/W THOMAS...INQ THAT CAPP DID NOT RETURN HIS CALL...(PER TELEM 700916968) I ADVISED THOMAS NO ONE FROM CAPP WILL BE CALLING HIM, HE NEEDS TO PAY HIS BILL...CSPEAKS						10/01/2003	14/47	Employee Correspond.	Telememo Employee Correspondence		Workflow General Purpos	cap issues						10/01/2003	14/25	General	General Inquiry	110005473738	OSI-Marie Thompson	THOMAS PH'D FOR CAP REINSTATE WL CL CAP X-3308						10/01/2003	14/03	General	General Inquiry	110005473738	NMS973	spoke to bp adv sent first notice as of 8/25 x3305						10/01/2003	13/05	CIC Contacts	General Inquiry	110005473738	Rosalyn E Strassner	ALERT: Received call from Kathy at National Fuel Gas Compan y. She gave us a heads up that this customer is filingBank ruptcy. Not sure how she got my name and number. Did not d						10/01/2003	05/34	Migration Pending	Migration Data Incomplete	110005473738	HG3551	ALERT! This account will not bill because migration data is incomplete. You must forward a telememo to Distribution list Name DATATEAM to have the problem(s) corrected ASAP.					
10/03/2003	14/35	CIC Contacts	General Inquiry	110005473738	A0442																																																																																
thomas called 09/29/03 chapter 13 northern district of ohio, 03-44945, customer																																																																																					
10/03/2003	14/12	CIC Contacts	ALERT! Sensitive Account	110005473738	Carla D Speaks																																																																																
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10/01/2003	14/47	Employee Correspond.	Telememo Employee Correspondence		Workflow General Purpos																																																																																
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THOMAS PH'D FOR CAP REINSTATE WL CL CAP X-3308																																																																																					
10/01/2003	14/03	General	General Inquiry	110005473738	NMS973																																																																																
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10/01/2003	05/34	Migration Pending	Migration Data Incomplete	110005473738	HG3551																																																																																
ALERT! This account will not bill because migration data is incomplete. You must forward a telememo to Distribution list Name DATATEAM to have the problem(s) corrected ASAP.																																																																																					

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Customer Interaction Center

Navigation		Application		End Contact							
Menu		System		Choose		Sort Ascending		Sort Descending		New Period	
10/01/2003		05:54		Migration Pending		Migration Data Incomplete		110005473738		HG3551	
Alert Key		ALERT! This account will not bill because migration data is incomplete. You must forward a telememo to Distribution List Name DATATEAM to have the problem(s) corrected ASAP.									
09/24/2003		23:18		Form Letters		CAP - Dismissal Notice		110005473738		Job Scheduler ID	
08/25/2003		22:49		Form Letters		CAP Past Due - First Notice		110005473738		Job Scheduler ID	
07/16/2003		16:46		Contract Account		Payment Posted				19677	
		Check Lot Number:200307171222									
05/16/2003		14:59		General		General Inquiry				DATALOAD02	
		NARPD MR ON PHN...WILL PAY CAP ARREARS ON MONDAY 5/19 IN NEW CASTLE OFFICE—DJS									
05/12/2003		15:11		General		General Inquiry				DATALOAD02	
		PHIPOL ACTIVE.DPW.....LDB									
05/06/2003		15:57		General		General Inquiry				DATALOAD02	
		PHTPKP CONTD—TO KEEP CAP-EXPLD-SATSF-SYS HE MAY TLK W/DJS 5-7-PY									
05/06/2003		15:57		General		General Inquiry				DATALOAD02	
		PHTPKP TOM PH TO SPEAK W/DJS(GONE FOR DAY)TOOK CARE OF HIM INSTEAD-EXPLD NO EXTS ON CAP-INCOM 200/1-RIGHTS-NOTING ONLY-MR OFRD PAY 183.69 5-12 MON IN NC OFC-HE GOT DISC NOTC FOR 5-6 FOR 183.69 &									
05/06/2003		14:47		General		General Inquiry				DATALOAD02	
		H73280 TOM PHN QSTN DIFFERENT DATES ON TERM NTC AND DATE ON CAP NTC. EXPLND LETTERS TELLING HIM DIFFERENT THINGS- ONE SAYS WHAT DATE ACCT WLD BE TURNED OFF, OTHER SAYS DATE HE WLD BE DROPPED FROM									
04/28/2003		09:06		General		General Inquiry				DATALOAD02	
		PHIPOL SENT FINAL REMINDER RE CAP LDB									

Start

Navigation Application End Contact

Menu System Choose Sort Ascending Sort Descending New Period

10/01/2003 05:54 Migration Pending Migration Data Incomplete 110005473738 HG3551

Alert Key

ALERT! This account will not bill because migration data is incomplete. You must forward a telememo to Distribution List Name DATATEAM to have the problem(s) corrected ASAP.

09/24/2003 23:18 Form Letters CAP - Dismissal Notice 110005473738 Job Scheduler ID

08/25/2003 22:49 Form Letters CAP Past Due - First Notice 110005473738 Job Scheduler ID

07/16/2003 16:46 Contract Account Payment Posted 19677

Check Lot Number:200307171222

05/16/2003 14:59 General General Inquiry DATALOAD02

NARPD MR ON PHN...WILL PAY CAP ARREARS ON MONDAY 5/19 IN NEW CASTLE OFFICE—DJS

05/12/2003 15:11 General General Inquiry DATALOAD02

PHIPOL ACTIVE.DPW.....LDB

05/06/2003 15:57 General General Inquiry DATALOAD02

PHTPKP CONTD—TO KEEP CAP-EXPLD-SATSF-SYS HE MAY TLK W/DJS 5-7-PY

05/06/2003 15:57 General General Inquiry DATALOAD02

PHTPKP TOM PH TO SPEAK W/DJS(GONE FOR DAY)TOOK CARE OF HIM INSTEAD-EXPLD NO EXTS ON CAP-INCOM 200/1-RIGHTS-NOTING ONLY-MR OFRD PAY 183.69 5-12 MON IN NC OFC-HE GOT DISC NOTC FOR 5-6 FOR 183.69 &

05/06/2003 14:47 General General Inquiry DATALOAD02

H73280 TOM PHN QSTN DIFFERENT DATES ON TERM NTC AND DATE ON CAP NTC. EXPLND LETTERS TELLING HIM DIFFERENT THINGS- ONE SAYS WHAT DATE ACCT WLD BE TURNED OFF, OTHER SAYS DATE HE WLD BE DROPPED FROM

04/28/2003 09:06 General General Inquiry DATALOAD02

PHIPOL SENT FINAL REMINDER RE CAP LDB

CICD approval INS

1:43 PM

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PHIPOL SENT LATE NOTICE RE CAP LDB		
09/27/2002	12/36	General General Inquiry DATALOAD02
NA3PKC TOM PH FOR BAL,TOLD 144.79 DUE FOR SEPT ON CAP & 123.02 DUE 10/16,HASNT RECD NEW BILL,??'D AMT HE PAID COMP TO WHAT SHOWN ON BILL,CSWE...CN		
09/10/2002	13/18	General General Inquiry DATALOAD02
PP7PKS THOMAS MERCHANT PD \$122.16 CASH SHN. 3LC		
08/21/2002	09/39	General General Inquiry DATALOAD02
PHIPOL SENT LATE NOTICE RE CAP LDB		
07/29/2002	09/08	General General Inquiry DATALOAD02
PHIPOL SENT LATE NOTICE RE CAP LDB		
05/30/2002	22/51	General General Inquiry DATALOAD02
CUSTOMER ASSISTANCE PROGRAM ADD		
01/14/2002	11/13	General General Inquiry DATALOAD02
PMFPGK COMPANY RECEIVED COPY OF LETTER MAILED TO MR MERCHANT FROM PUC STATE DECISION OF BCS HAS BECOME FINAL SINCE THE CUST DID NOT FILE A FORMAL COMPLAINT WITH THE COMMISSION IN TIME GJ		
11/29/2001	13/43	General General Inquiry DATALOAD02
PMFPGK CUST APPEALING PUC DECISION HAS UNTIL 12/11 TO RETURN PAPERSTO PUC GJ		
11/08/2001	13/26	General General Inquiry DATALOAD02

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Contract Account 111

Phone 0000044397

Contract 012683462

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Callation 07002457

Partner	Date	Time	Class	Action	Cont Account	User
8012241601				THOMAS E. MERCHANT 77008 BROOKFIELD AVE 77008 MASURY OH 44444		
				Contract Text		
12/31/9999	08:44	General		ALERT! Sensitive Account NOT ELIGIBLE FOR ANOTHER MED CERT UNTIL BALANCE OF FIRST MED CERT IS PAID OFF (#1 med 4/3/07 #3 med 7/9/07 #3 med 8/28/07) BAL: ON FIRST MEDICAL 14.450.39 CORRECTED DATES OF MEDICALS...DPH	110037182620	OSI-Amy Hosholder
10/28/9999	15:38	Contract Account	Bankruptcy	Ch11 bankruptcy was filed 08/17/04 case 04-12128. On 10/18/04 the bankruptcy was dismissed. According to PACER web site every bankruptcy filed by Thomas E. Merchant since the 80's (except one case filed in	110037186035	18116
09/24/9999	08:31	Contract Account	Bankruptcy	ch11 bankruptcy filed 08/17/04 case 04-12128	110035555546	18116
08/28/9999	12:36	Credit & Collections	Financial Summary Review	8/28/07 Thomas 54, level 1, ...2212 no changes	110037182620	OSI-Elizabeth Stasko
08/16/9999	09:56	Contract Account	Bankruptcy	ch13 bankruptcy case 04-42264 dismissed 08/05/04. balance is collectable.	110031521187	18116
05/29/9999	08:05	Contract Account	Bankruptcy	ch13 bankruptcy filed 05/10/04 case 04-42264	110031521187	18116
06/26/9999	18:11	CIC Contacts		ALERT! Sensitive Account Attempted to contact Thomas again in regards to IP on acct.	110037182620	Joseph L Agosto

CIC0 saproa1 IN8

Merchant v. Ohio Edison Company
Case No. 08-428-EL-CSS
MTD - Exhibit E

03-44945-kw Thomas E. Merchant
Case type: bk Chapter: 13 Asset: No Vol: v Judge: KAY WOODS
Date filed: 09/29/2003
Date terminated: 11/29/2005 Date of last filing: 03/20/2006

93-23006-JKF Thomas E. Merchant
Case type: bk Chapter: 7 Asset: No Vol: v Judge: Judith K. Fitzgerald
Date filed: 08/26/1993

Date terminated: 09/13/1993 Date of last filing: 09/13/1993

04-12864-JKF Thomas E. Merchant
Case type: bk Chapter: 7 Asset: No Vol: v Judge: Judith K. Fitzgerald
Date filed: 10/29/2004
Date terminated: 12/22/2004 Date of last filing: 12/24/2004

99-11518-WWB Thomas E. Merchant
Case type: bk Chapter: 13 Asset: Yes Vol: v Judge: Warren W. Bentz
Date filed: 09/24/1999
Date terminated: 11/10/1999 Date of last filing: 12/03/1999

00-10916-WWB Thomas E. Merchant*
Case type: bk Chapter: 7 Asset: No Vol: v Judge: Warren W. Bentz
Date filed: 05/26/2000 Date discharged: 05/16/2003
Date terminated: 11/18/2003 Date of last filing: 11/18/2003

04-12128-JKF Thomas E. Merchant
Case type: bk Chapter: 11 Asset: Yes Vol: v Judge: Judith K. Fitzgerald
Date filed: 08/17/2004
Date terminated: 12/22/2004 Date of last filing: 12/24/2004

92-23154-JKF Thomas Edwin Merchant
Case type: bk Chapter: 7 Asset: No Vol: v Judge: Judith K. Fitzgerald
Date filed: 07/14/1992
Date terminated: 07/30/1992 Date of last filing: 07/30/1992

96-23501-MBM Thomas Edwin Merchant *
Case type: bk Chapter: 7 Asset: No Vol: v Judge: M. Bruce McCullough
Date filed: 07/08/1996 Date discharged: 12/30/1996
Date terminated: 12/31/1996 Date of last filing: 01/03/1997

* These cases were discharged in bankruptcy and according to Company records, almost \$50,000 of unpaid electric bills were written off.

U.S. Bankruptcy Court
Western District of Pennsylvania (Erie)
Bankruptcy Petition #: 04-12128-JKF

Assigned to: Judge Judith K. Fitzgerald
Chapter 11
Voluntary
Asset

Date Filed
Date Ter
Date Dis

Thomas E. Merchant
90 S. Irvine Avenue
Sharon, PA 16146-1263
SSN: xxx-xx-1400

represented

Debtor

dba

Shenango Valley Estates

dba

Josh & Sarah Kirkland and Company

dba

The Winlei-Sterling Property Management Conglomertae, et al.

dba

The Winlei-Sterling Property Management Group

dba

The Winlei-Sterling Property Management Group of OH

dba

The Winlei-Sterling Property Management Group of PA
