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**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

C. RICHARD SMITH,

Complainant,

V.

Case No. 10-340-EL-CSS

OHIO EDISON COMPANY,

Respondent.

**DIRECT TESTIMONY OF
CARLOS VIDAL
ON BEHALF OF
OHIO EDISON COMPANY**

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1 **I. INTRODUCTION**

2 **Q1. Please state your name, occupation and business address.**

3 A1. My name is Carlos Vidal. I am employed as an Advanced Business Analyst for
4 FirstEnergy Service Corp. ("FirstEnergy"). My business address is 76 South Main Street,
5 Akron, Ohio 44308.

6 **Q2. Please describe your work experience and educational background.**

7 A2. I have worked for FirstEnergy since 1999. During that time, I have held several positions
8 in FirstEnergy's contact centers and have earned experience in nearly every aspect of the
9 contact center function. Prior to my current position, I was a supervisor in FirstEnergy's
10 Ohio contact center for approximately one year. In this position, I supervised the
11 personnel who field incoming phone calls from customers. Prior to that, I worked for
12 approximately one year as a quality monitor in the Reading call center. In this position, I
13 assisted supervisors in ensuring that contact center personnel handled customer calls
14 appropriately and in accordance with our procedures. Prior to that, I worked for two
15 years as a team lead in the Pennsylvania contact center of FirstEnergy's predecessor
16 company. In 1999, I started as a call taker in the Reading contact center. Before coming
17 to FirstEnergy, I worked in several capacities, from call taker to Vice President, at an
18 automotive manufacturing company in New Jersey. I have completed business
19 coursework at Rutgers University in New Jersey.

20 **Q3 What is the contact center?**

21 A3 The contact center is the location where FirstEnergy representatives answer incoming
22 calls and other communications from customers.

1 **Q4. What are your job responsibilities as Advanced Business Analyst?**

2 A4. My job responsibilities consist of a variety of oversight and process improvement
3 functions in FirstEnergy's Ohio contact center, which serves the customers of Ohio
4 Edison Company ("Ohio Edison") and the other FirstEnergy Ohio operating utilities. For
5 example, the legislative and regulatory requirements governing how Ohio Edison
6 operates are constantly evolving, and I am responsible for ensuring that the procedures
7 followed by our contact center representatives reflect those requirements, as well as any
8 new business decisions or initiatives implemented by the Ohio operating utilities. I
9 review and revise the materials that are used to train contact center personnel to ensure
10 that those materials accurately reflect the applicable procedures. I frequently consult
11 with contact center agents and supervisors regarding those procedures, and I regularly
12 assist them with questions regarding the proper way to handle specific calls, especially
13 where an unusual issue or question arises.

14 I often handle the contact center portion of investigations of damages claims submitted
15 by customers of the Ohio operating utilities, including Ohio Edison. As part of this
16 function, I review the notes of our contacts with customers that were made by our contact
17 center personnel, listen to recordings of underlying phone calls between customers and
18 the contact center, and speak with the employees involved in the claim. As part of this
19 process, I determine whether the contact center procedures were followed. In my time at
20 FirstEnergy, I have worked on approximately 100 such investigations.

21 A large part of my job responsibilities also include working to improve the quality and
22 efficiency of contact center operations. I frequently review the functionality of the
23 contact center computer systems in order to identify ways in which the computer

1 processes can be improved, and I work with FirstEnergy's information technology
2 personnel to implement these improvements. For example, I recently implemented a
3 change to the order of computer "prompts"—the automatic messages that appear on the
4 computer screen to guide representatives through calls—that are used to handle incoming
5 calls from 911 emergency dispatchers. As part of my process improvement
6 responsibilities, I also review the results of customer satisfaction surveys taken by
7 customers who call the contact center. Where a customer rates his or her experience as
8 less than satisfactory, I will review the recordings of the underlying calls and work with
9 the corresponding contact center representative to identify ways to improve performance.

10 **Q5. You mentioned that you review notes of phone calls with customers. Do contact**
11 **center representatives create written records of phone calls with customers?**

12 **A5. Yes.** Our representatives are trained to create an entry in a customer's contact log every
13 time the customer contacts us, whether by phone, e-mail, fax, letter or via our website.
14 The contact log thus reflects any action taken by contact center representatives while on
15 the phone with the customer, such as updates to a customer's phone number or other
16 information, or whether the call was transferred to another part of the contact center.
17 These logs are easily accessible by customer name, account number, business partner
18 number or address. I frequently review these logs as part of my job responsibilities, for
19 example, to investigate claims submitted to the claims department or to identify possible
20 improvements in our procedures. Further, every time a customer calls the contact center,
21 the call is automatically recorded and retained for a period of two years. I also frequently
22 review recordings of phone calls as part of my investigation and process improvement
23 responsibilities.

1 **Q6. Have you ever testified before the Commission?**

2 A6. Yes. I offered live testimony in *Locker v. Ohio Edison*, No. 05-1469-EL-CSS, regarding
3 Ohio Edison's systems and processes for documenting customer contacts and regarding
4 *Ohio Edison's log of contacts with the complainant in that case.*

5 **Q7. Are you familiar with the facts of the instant case?**

6 A7. Yes. I was asked to investigate communications between Complainant and our contact
7 center representatives and the facts underlying Complainant's dispute. To do this, I
8 gathered and reviewed several documents and materials available on FirstEnergy's online
9 database, including the contact log for the property at issue, which is 1930 Mahoning
10 Avenue in Warren, Ohio. I reviewed the Amended Complaint and the Answer to the
11 Amended Complaint. I reviewed the contact center procedures and other materials that
12 govern residential new service requests. I also listened to recordings of several phone
13 calls between Complainant and contact center representatives. I understand that
14 Complainant is disputing the removal of the meter at the 1930 Mahoning Avenue
15 property in January 2009 because he believes that he applied for and established
16 residential service with Ohio Edison prior to that date.

17 **Q8. What is the purpose of your testimony?**

18 A8. The purpose of my testimony is to discuss the procedures that apply to initiation of new
19 residential electric service and the type of information required to be submitted in
20 connection with electric service applications. I also will testify regarding the
21 communications between Complainant and contact center representatives regarding
22 service at 1930 Mahoning Avenue in Warren, Ohio.

II. OHIO EDISON'S PROCEDURES FOR INITIATION OF NEW RESIDENTIAL SERVICE

Q9. You previously mentioned that you are responsible for ensuring that contact center procedures reflect the latest legislative, regulatory and business requirements.

What are these procedures?

A9. Contact center representatives are required to follow certain procedures in handling calls from customers. Because those representatives field calls regarding a variety of inquiries, problems, questions and other issues, there are a variety of procedures that our representatives must know and follow.

Q10. Does Ohio Edison have procedures that govern the processing of applications for new residential service?

A10. Yes. Under Section II of Ohio Edison's tariff, in order for Ohio Edison to establish service with a customer, the customer must first make an application for service, which must then be accepted by Ohio Edison. These applications typically are processed by the contact center, and there are several procedures that must be followed in processing such applications. Specifically, the general procedures for handling new residential service applications are contained in a document titled "Procedure Form Title: Move In Existing Residential And Non-Residential Business Partners – NJ, NY, OH, PA," which is attached to my testimony as Ohio Edison Exhibit B.

There are additional procedures that apply to more specific scenarios that contact center representatives may encounter when dealing with new residential service inquiries. For example, where a customer requests service at a location where there has been unauthorized usage, the applicable procedures are contained in a document titled

1 "Procedure Form Title: Consumption / Use on Vacant Accounts – NJ, NY, OH, PA,"
2 which is attached to my testimony as Ohio Edison Exhibit C. Where a customer requests
3 residential service at a location where there has been no active service account for longer
4 than one year, the contact center representatives refer to the procedures contained in a
5 document titled "General Procedure: New Service Type Calls – NJ, NY, OH, PA" and
6 follow the step-by-step procedures outlined in the document titled "AFS – Create a
7 Reinstallation Notification." Those two new service procedure documents are attached to
8 my testimony collectively as Exhibit D.

9 **Q11. What is a "reinstallation notification?"**

10 A11. A reinstallation notification refers to the re-initiation of service at a particular location.
11 For example, if an active account is closed and service at a property is disconnected and
12 remains off for over a year, a customer who subsequently moves into that property must
13 re-apply for service, and a reinstallation notification is required. By contrast, where a
14 new customer moves into a property but service was not disconnected from the previous
15 resident, a reinstallation notification is not required.

16 **Q12. You mentioned that if there has been no service and no active account at a location**
17 **for longer than one year, an electrical inspection is required before service can be**
18 **initiated. Where is that requirement reflected in these procedures?**

19 A12. In Ohio Edison Exhibit B, on the document labeled "OE 84," it states that "[i]f the meter
20 has been inactive (vacant) for 13 months or longer, the call needs to be transferred to
21 New Service/New Install. New Service/New Install will create a DR for an upgrade
22 because the meter will require an inspection."
23

1 **Q13. What is "New Service/New Install?"**

2 A13. Because of the variety of types of calls the contact center receives, some of our
3 representatives receive special training in order to handle particular types of inquiries and
4 activities. For example, "New Service/New Install" refers to the group of contact center
5 representatives who are trained to process new service requests. Thus, the procedures
6 described above require that calls regarding new service requests be transferred to one of
7 the individuals trained to handle those calls. Sometimes there are unusual complications
8 that arise in an application for new service, such as where there has been meter tampering
9 or unauthorized usage, or where the contact center representative is unable to verify the
10 identify of the caller. Those calls are handled by another specially-trained group of
11 representatives, who are part of the "Advanced Move-In" team.

12 **Q14. What is an "upgrade?"**

13 A14. An "upgrade" refers to the notification created by the contact center that initiates service
14 in response to a customer's application. When an upgrade is created, the customer is
15 assigned a unique account number for the property, and an Ohio Edison crew will
16 reconnect service to the location. In short, by issuing an upgrade notification, Ohio
17 Edison accepts the customer's application for service, and service is initiated.

18 **Q15. What must a customer do in order to apply for new service at a location where there**
19 **has been no service for longer than one year?**

20 A15. In order to apply for new service at a location where there has been no service for longer
21 than one year, a customer must do two things. First, as noted above, the customer must
22 obtain an electrical inspection of the property. Second, the customer must provide certain

1 information to the contact center regarding the expected load and type of service at that
2 location.

3 **Q16. What is that information?**

4 A16. *That information is set forth in Ohio Edison Exhibit D. Specifically, the customer must*
5 *provide (i) the voltage of the service required for that location; (ii) the amps for the*
6 *service; (iii) the phase of the service (i.e., one or three phases); (iv) the kind of hot water*
7 *source at the property (e.g., gas or electric); (v) the size of the hot water source or tank;*
8 *(vi) the heating source at the property and the associated load (e.g., the type of furnace);*
9 *(vii) the type of cooling source at the property and the associated load (e.g., the type of*
10 *air conditioner); and (viii) a description of the major electrical appliances at the property.*
11 *Once the customer provides this information, the contact center personnel can issue an*
12 *upgrade order, which initiates service at the property.*

13 **Q17. Why does Ohio Edison require this information as part of a customer's application**
14 **for new service?**

15 A17. In order for Ohio Edison to safely re-establish and provide power to a location where
16 there has been no service for an extended period of time, Ohio Edison must know what
17 kind of service the customer requires and what the load is expected to be. This allows
18 Ohio Edison to ensure the adequacy and safe operation of the transformers and other
19 equipment that will service the new location.

20 **III. BACKGROUND REGARDING SERVICE AT THE 1930 MAHONING AVENUE**
21 **PROPERTY**

22 **Q18. Is there currently an active service account at 1930 Mahoning Avenue in Warren?**

1 A18. No. The most recent active service account at 1930 Mahoning Avenue was in the name
2 of Joseph Page. That account was final billed and closed at the request of Mr. Page's
3 wife in April 2005. A true and accurate copy of screenshots from Ohio Edison's system
4 that reflect the closed account and date is attached to my testimony as Ohio Edison
5 Exhibit E.

6 **Q19. Has Complainant established a residential service account at 1930 Mahoning**
7 **Avenue?**

8 A19. No. As I explain below, although Complainant called Ohio Edison to inquire regarding
9 service on several occasions beginning in September 2008, he never provided our contact
10 center with the information required to make an application for new service. Moreover,
11 as I explain below, although Complainant was told by Ohio Edison in January 2009 that
12 an electrical inspection was required following the discovery of a broken meter base at
13 the 1930 Mahoning Avenue property, to Ohio Edison's knowledge, Complainant has
14 never obtained this inspection.

15 **IV. COMPLAINANT'S COMMUNICATIONS WITH OHIO EDISON**

16 **Q20. Did Ohio Edison and the contact center make a record of Complainant's**
17 **communications regarding service at 1930 Mahoning Avenue?**

18 A20. Yes. Ohio Edison retained both the written notes made by contact center representatives
19 regarding Complainant's phone calls and recordings of several of the phone calls
20 themselves. The contact log of those phone calls is attached to my testimony as Ohio
21 Edison Exhibit F. A compact disc containing audio files of those calls is being submitted
22 with my testimony as Ohio Edison Exhibit G. I have reviewed those contact log notes
23 and listened to the phone calls.

1 **Q21. When did Complainant begin calling the contact center regarding service at the**
2 **1930 Mahoning Avenue property?**

3 A21. Complainant began calling regarding service at 1930 Mahoning Avenue in September
4 2008.

5 **Q22. What was the nature of the first call?**

6 A22. Complainant's first call regarding service at 1930 Mahoning Avenue was on September
7 10, 2008. The notes regarding this call are included in Ohio Edison Exhibit F on the page
8 labeled "OE 26."

9 During that call, Complainant inquired regarding service at 1930 Mahoning Avenue and
10 told the representative that the electricity was on at that property. At that time however,
11 and as discussed by Ohio Edison witness Rick Padovan, there was no record of any
12 metered usage at the property. Because the last active account at 1930 Mahoning Avenue
13 was closed in April 2005, it was necessary for Complainant to obtain an inspection of the
14 property before service could be initiated. After explaining this to Complainant, and
15 recognizing that Complainant was requesting new service, the representative transferred
16 the call to another representative trained to handle new service requests. This is reflected
17 by the comment in the log, "trnsfrd to new srvc."

18 Following the transfer, the new service representative again explained that Complainant
19 would need to obtain an inspection before service could be initiated. The new service
20 representative offered to initiate an upgrade order for Complainant, but Complainant
21 declined and indicated that he would call back later.

22 **Q23. Did Ohio Edison initiate service at 1930 Mahoning Avenue for Complainant as a**
23 **result of this call?**

1 A23. No. Because Complainant still needed to obtain an electrical inspection of the property,
2 and because Complainant had not provided the specific information required to initiate
3 new service, Ohio Edison did not issue an upgrade notification order, and service was not
4 initiated.

5 **Q24. Did Complainant obtain an electrical inspection of 1930 Mahoning Avenue?**

6 A24. Yes. Ohio Edison received a copy of an inspection release form from the City of Warren
7 for 1930 Mahoning Avenue on September 26, 2008. In order to establish service,
8 however, Complainant still needed to provide the specific load and service-type
9 information for that property.

10 **Q25. What did Ohio Edison do in response to receiving the inspection release form?**

11 A25. Because Complainant had not completed an application for service, and because Ohio
12 Edison thus had not issued an upgrade order for the service, there was no new customer
13 of record at 1930 Mahoning Avenue. Consequently, Ohio Edison did not send a service
14 crew to initiate service at the property. Instead, Ohio Edison personnel noted in the
15 contact log that the inspection had been received so that if Complainant applied for
16 service, the contact center representative would know that the inspection had taken place.

17 **Q26. When did Complainant next contact Ohio Edison?**

18 A26. Complainant called Ohio Edison again on November 5, 2008.

19 **Q27. What was the nature of this call?**

20 A27. Complainant called to indicate that he had obtained an inspection of the 1930 Mahoning
21 Avenue property. Notes of these calls are reflected on the page labeled OE 28 in Ohio
22 Edison Exhibit F. Because the call related to new service, the representative attempted to
23 transfer the call to a new service representative, but instead the call was transferred to an

1 advanced move-in representative. When the second representative attempted to transfer
2 Complainant to a new service representative, it appears that Complainant hung up
3 without completing the transfer. This conclusion is based both on the way in which the
4 call recording ended and the fact that no further notes appear on the contact log.

5 **Q28. Did Ohio Edison extend a "contractor's courtesy" to Complainant during this call?**

6 A28. No. There is no record of a "contractor's courtesy" being extended to Complainant,
7 either in the notes of the November 5, 2008 call or in any other calls. Moreover, I have
8 never heard of a "contractor's courtesy," generally.

9 **Q29. Did Ohio Edison initiate service at 1930 Mahoning Avenue for Complainant as a**
10 **result of this call?**

11 A29. No. Again, because Complainant had not provided the specific information required to
12 initiate new service, Ohio Edison did not issue an upgrade notification, and service was
13 not initiated.

14 **Q30. What happened next?**

15 A30. As described by Ohio Edison witness Rick Padovan, Ohio Edison began recording usage
16 through the meter at 1930 Mahoning Avenue in October 2008. Because there was no
17 active service account at that property during that time, the usage was unauthorized, and
18 Ohio Edison witness Rick Padovan removed the meter on January 27, 2009. As further
19 explained by Mr. Padovan, when he removed the meter, he discovered that the meter base
20 was broken, likely as the result of prior tampering with the meter.

21 **Q31. Was Complainant informed in advance that power to the 1930 Mahoning Avenue**
22 **was going to be disconnected?**

1 A31. Yes. On January 7, 2009, Ohio Edison sent Complainant a "Dear Occupant" letter
2 indicating that electric service was being used at the property but that no one had applied
3 for service there. The letter indicated that Complainant had until January 21, 2009 to
4 contact Ohio Edison or else Ohio Edison would initiate termination of service. The letter
5 was sent to 1930 Mahoning Avenue. Because over two years have passed since this letter
6 was sent, Ohio Edison no longer has a copy of the letter. However, Ohio Edison Exhibit
7 H is the form that was used for that letter. Contact log notes reflecting the mailing of this
8 letter and the deadline for Complainant's response are reflected on the page labeled OE
9 28 in Ohio Edison Exhibit F.

10 **Q32. When was the next time Complainant contacted Ohio Edison?**

11 A32. The next time Complainant contacted Ohio Edison was on January 30, 2009. In fact,
12 Complainant made multiple calls to Ohio Edison on that day. As both the contact notes
13 and call recordings indicate, on each occasion, Complainant indicated that power had
14 been disconnected to 1930 Mahoning Avenue. And each time, the contact center
15 representative explained that the reason for the disconnection was unauthorized usage at
16 the property. Additionally, the representatives explained that Complainant would need to
17 pay charges assessed as a result of the tampering and that, because the meter base was
18 broken, Complainant would have to replace the meter base and obtain an additional
19 inspection before service could be initiated.

20 **Q33. Did Complainant contact Ohio Edison again?**

21 A33. Yes. Complainant called Ohio Edison's contact center again on February 11, February
22 24 and March 2, 2009 to complain about the service disconnection. The representatives
23 explained that service was disconnected because of unauthorized usage and that

1 Complainant would have to pay for the unbilled usage as well as tampering charges
2 before service could be initiated.

3 On February 12, 2009, Ohio Edison received a fax detailing his dispute. Based on my
4 investigation of this communication, it appears that although the individual responsible
5 for processing this fax properly filed it, he did not note our receipt of it on the customer
6 contact log. However, on March 5, 2009, Ohio Edison received a mailed version of that
7 document. In it, Complainant continued to refuse to make the payment required to
8 initiate service at the property.

9 **Q34. Is Ohio Edison currently insisting on payment of tampering charges in order for**
10 **Complainant to initiate service at 1930 Mahoning Avenue?**

11 A34. No. Ohio Edison will not charge Complainant for tampering charges.

12 **Q35. Is Ohio Edison currently providing service to 1930 Mahoning Avenue?**

13 A35. No.

14 **Q36. Why not?**

15 Q36. As I describe above, where service at a location has been off for over a year, there are
16 two items that a customer seeking new residential service must do: (i) the customer must
17 obtain an electrical inspection of the property; and (ii) the customer must provide load
18 and service information to Ohio Edison. Although Complainant obtained an electrical
19 inspection in September 2008, he did not provide the necessary load and service
20 information to Ohio Edison and therefore did not make an application for residential
21 service. Moreover, to Ohio Edison's knowledge Complainant has not obtained an
22 electrical inspection reflecting the replacement of the meter base, as Complainant was


1 advised by Ohio Edison. Until Complainant obtains this inspection, Ohio Edison cannot
2 initiate new service for Complainant at 1930 Mahoning Avenue.

3 **Q37. Does this conclude your testimony?**

4 A37. Yes.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was sent by first class mail, postage prepaid,
and email to the following person on this 16th day of February, 2011:



Grant W. Garber
Attorney for Respondent Ohio Edison Company

Bruce M. Broyles
Bruce M. Broyles, Co.
164 Griswold Drive
Boardman, Ohio 44512
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OE Exhibit B



**Procedure Form Title: Move In Existing Residential and
Non-Residential Business Partner's - NJ, NY, OH, PA**

PURPOSE

This process will guide representatives through the move-in process for existing residential and non residential business partner's.

DEFINITIONS

COVA - Consumption on Vacant Accounts. For further information on COVA, click on the link [\[A\]](#).

Existing Business Partner - Somebody that has existing service established in their name.

Experian - The agency used to verify identity through an applicant's social security number. This agency also provides credit-related information.

PROCEDURE

RESIDENTIAL

NJ

- The move-in can be performed by speaking with the business partner, spouse, builder, Realtor, or Attorney. The caller must verify the last 4 digits of the ss#, in order to obtain service at another address.
- Searching for the business partner by social security number will be completed within the move in process. All legal names provided by Experian **MUST** be used when creating the business partner. If the result of the search presents accounts with an outstanding balance, follow the POSID procedure [\[A\]](#).
- When a social security number needs to be added to an account or the social security screen is presented during the move in process:
 1. Do not add the social security number
 2. The Advanced move in follow-up group will verify and add the social security number to the account.
 3. Send an email to Move-In Application Follow-Up. Include the social security number and the customer's name.
- There is not a shared metering rule. Advise the business partner of the shared metering listed under the Edgerton Rule [\[A\]](#) and that the situation must be resolved between the landlord and the tenant.
- If the existing business partner is calling because they received a 10 day occupancy notice, follow the 10 day occupancy notice procedure [\[A\]](#).

- If somebody is calling about an Estate of or Executor of, see the Deceased Business Partner procedure [A].
- If a pop up box "Check on Disconnection/Notification" appears, verify the date located next to "Requested Start Date" is within the last 12 months.
 1. If the date has been active within the last 12 months, continue with the move in.
 2. If the meter has been inactive (vacant) for 13 months or longer, the call needs to be transferred to New Service/New Install. New Service/New Install will create a DR for an upgrade because the meter will require an inspection.
- When performing a move in on a premise with a block order in "LOAD FNET" status complete the following steps:
 1. **DO NOT** offer same day reconnect.
 2. Advise the business partner the service is scheduled to be shut off today and it will be turned off. The service will be turned back on by the end of the next business day.
 3. If the business partner insists on the service being turned on today, inform them of the same day reconnect fee [A] and that it must be paid prior to service being turned on. Payments can be made by Ready Pay, Credit card or IPS (The business partner **MUST** call back with a receipt number to confirm payment has been made).
- If an alert for Disconnect for Non-payment where the business partner will be moving in is presented follow the POSID procedure.
- If a COVA alert is presented, follow the COVA procedure [A].
- If there is an OAL attached at the property, follow the OAL procedure [A].
- If there is a no access situation, follow the No Access procedure [A].
- If the business partner has questions in reference to PowerGuard, follow the PowerGuard procedure [A].
- If presented with a security deposit, see the Security Deposit, Request, Review and Release procedure [A].
- If an RS TOD meter exists at the premise, explain to the business partner the difference in load rates and the monthly charges.
- If an RS TOD meter does not exist at the premise and the business partner requests TOD:
 1. Go to Notification Tab > METR - Meter Work Notification > MRXR - Meter Exchange/Rate Change
 2. Change the new rate category by clicking the drop down box, click on the line - Rate Category and enter the first 6 characters of the information followed by an * (EX/ PN_RS_*), click the green check and double click on the correct rate
- If the business partner has existing service and is calling for service at a new location, verify if they want the service turned off at the existing location. If the business partner does not want the existing service turned off at this time, document what will be happening to the existing service.
- Place a note (using CCC) on the account with the first and last name of the person that called and any other details pertaining to the call.
- The **ONLY** time a move-in will be completed by an apartment complex is when they mail or fax the

"Service Transfer Notice" (Authorizes Apt Complex Mgr to put service in tenant's name) located in the SAP Fulfillment Center. To access the Fulfillment Center through SAP, click on FCR-Processing a Fulfillment Center Request.

- The business partner may start service via phone, website (www.firstenergycorp.com), or correspondence.
- When a move in is being completed using correspondence and the business partner does not specify if their information should be released to alternate suppliers, restrict the information in the box "Deregulation items" by selecting yes or no. The business partner's information should never be released without their permission.

NY

- The move-in can be performed by speaking with the business partner or an authorized landlord/owner [A]. The caller must verify the last 4 digits of the SS#, in order to obtain service at another address.
- Searching for the business partner by social security number will be completed within the move in process. All legal names provided by Experian **MUST** be used when creating the business partner. If the result of the search presents accounts with an outstanding balance, follow the POSID procedure [A].
- When a social security number needs to be added to an account or the social security screen is presented during the move in process:
 1. Do not add the social security number
 2. The Advanced move in follow-up group will verify and add the social security number to the account.
 3. Send an email to Move-In Application Follow-Up. Include the social security number and the customer's name
- Where shared metering exists, the service must stay in the name of the property owner. Follow the procedure for shared metering [A].
- If the existing business partner is calling because they received a 10 day occupancy notice, follow the 10 day occupancy notice procedure [A].
- If somebody is calling about an Estate of or Executor of, see the Deceased Business Partner procedure [A].
- If a pop up box "Check on Disconnection/Notification" appears, verify the date located next to "Requested Start Date" is within the last 12 months.
 1. If the date has been active within the last 12 months, continue with the move in.
 2. If the meter has been inactive (vacant) for 13 months or longer, the call needs to be transferred to New Service/New Install. New Service/New Install will create a DR for an upgrade because the meter will require an inspection.
- When performing a move in on a premise with a block order in "LOAD FNET" status complete the following steps:
 1. **DO NOT** offer same day reconnect.
 2. Advise the business partner the service is scheduled to be shut off today and it will be turned off. The service will be turned back on by the end of the next business day.
- If an alert for Disconnect for Non-payment where the business partner will be moving in is presented

follow the POSID procedure.

- If a COVA alert is presented, follow the COVA procedure [2].
- If there is an OAL attached at the property, follow the OAL procedure [2].
- If there is a no access situation, follow the No Access procedure [2].
- If presented with a security deposit, see the Security Deposit, Request, Review and Release procedure [2].
- If an RS TOD meter exists at the premise, explain to the business partner the difference in load rates and the monthly charges.
- If an RS TOD meter does not exist at the premise and the business partner requests TOD:
 1. Go to Notification Tab > METR - Meter Work Notification > MRXR - Meter Exchange/Rate Change
 2. Change the new rate category by clicking the drop down box, click on the line - Rate Category and enter the first 6 characters of the information followed by an * (EX/ PN_RS_*), click the green check and double click on the correct rate
- If the business partner has existing service and is calling for service at a new location, verify if they want the service turned off at the existing location. If the business partner does not want the existing service turned off at this time, document what will be happening to the existing service.
- Place a note (using CCC) on the account with the first and last name of the person that called and any other details pertaining to the call.
- The ONLY time a move-in will be completed by an apartment complex is when they mail or fax the "Service Transfer Notice" (Authorizes Apt Complex Mgr to put service in tenant's name) located in the SAP Fulfillment Center or if they are an authorized landlord/owner [2]. To access the Fulfillment Center through SAP, click on FCR-Processing a Fulfillment Center Request.
- The business partner may start service via phone, website (www.firstenergycorp.com), or correspondence.
- When a move in is being completed using correspondence and the business partner does not specify if their information should be released to alternate suppliers, restrict the information in the box "Deregulation Items" by selecting yes or no. The business partner's information should never be released without their permission.

OH

- The move-in can be performed by speaking with the business partner, customer contact, spouse or relative. The caller must verify the last 4 digits of the ss#, in order to obtain service at another address. If there is doubt as to the validity of the person calling to request a move in, additional information may be requested before performing the move in. Appropriate remarks are needed detailing the reason the caller is required to provide additional details. The details need to provide guidance for the next agent to be able to proceed with the move in, if the caller complies with the requirement.
- Existing Business Partners, who have not had active service for 2 years, will be run through Experian, to determine the need for a deposit. The system determines the need to query Experian.

- Searching for the business partner by social security number will be completed within the move in process. All legal names provided by Experian **MUST** be used when creating the business partner. If the result of the search presents accounts with an outstanding balance, follow the POSID procedure [2].
- When a social security number needs to be added to an account or the social security screen is presented during the move in process:
 1. Do not add the social security number
 2. The Advanced move in follow-up group will verify and add the social security number to the account.
 3. Send an email to Ohio Application Follow-Up. Include the social security number and the customer's name
- Where shared metering exists, the service must stay in the name of the property owner.
- If the existing business partner is calling because they received a 10 day occupancy notice, follow the 10 day occupancy notice procedure [2].
- If somebody is calling about an Estate of or Executor of, see the Deceased Business Partner procedure [2].
- If a pop up box "Check on Disconnection/Notification" appears, verify the date located next to "Requested Start Date" is within the last 12 months.
 1. If the date has been active within the last 12 months, continue with the move in.
 2. If the meter has been inactive (vacant) for 13 months or longer, the call needs to be transferred to New Service/New Install. New Service/New Install will create a DR for an upgrade because the meter will require an inspection.
- When performing a move in on a premise with a block order in "LOAD FNET" status complete the following steps:
 1. **DO NOT** offer same day reconnect.
 2. Advise the business partner the service is scheduled to be shut off today and it will be turned off. The service will be turned back on by the end of the next business day.
 - If the customer indicates that an unusual circumstance exists and requests a same day reconnection between the hours of 8:00am - 3:00pm Monday thru Friday:
 1. Advise the customer of the same day fee (\$35.00), which will be billed if meter services is able to honor the request.
 2. Consult a Contact Center Supervisor to obtain approval to contact meter services
 3. Contact meter services via telephone to determine if a meter person is available to reconnect the meter for a fee
 4. If meter services agrees to reconnect the meter:
 1. Process a same day move in - enter the appropriate fee during the move in process
 2. The system will automatically print the same day order to meter services
 3. Edit the same day order to add remarks
 4. Send a telememo to the appropriate meter services department, including the notification number, confirming that a same day unblock for a fee has been issued.
 5. If meter services DOES NOT agree to reconnect the meter:
 1. Process the move in for the next business day (no fee).
 - If the customer indicates that an unusual circumstance exists and requests a same day

reconnection between the hours of 3:00pm-6:00pm Monday thru Friday:

1. Advise the customer of the same day fee (\$35.00), which will be billed if the RDO is able to honor the request.
 2. Consult a Contact Center Supervisor to obtain approval to contact RDO
 3. Contact RDO via telephone to determine if a crew is available to reconnect the meter for a fee
 4. If the dispatcher agrees to send a crew to reconnect the meter:
 1. Process a same day move in - enter the appropriate fee during the move in process
 2. The system will automatically print the same day order to RDO
 3. Edit the same day order to add remarks
 4. Force print the order with remarks to RDO
 5. If the dispatcher DOES NOT agree to reconnect the meter:
 1. Process the move in for the next business day (no fee).
- If an alert for Disconnect for Non-payment where the business partner will be moving in is presented follow the POSID procedure.
 - If a COVA alert is presented, follow the COVA procedure [a].
 - If there is an OAL attached at the property, follow the OAL procedure [a].
 - If there is a no access situation, follow the No Access procedure [a].
 - If presented with a security deposit, see the Security Deposit, Request, Review and Release procedure [a].
 - If the business partner has existing service and is calling for service at a new location, verify if they want the service turned off at the existing location. If the business partner does not want the existing service turned off at this time, document what will be happening to the existing service.
 - Place a note (using CCC) on the account with the first and last name of the person that called and any other details pertaining to the call.
 - The **ONLY** time a move-in will be completed by an apartment complex is when they mail or fax the "Service Transfer Notice" (Authorizes Apt Complex Mgr to put service in tenant's name) located in the SAP Fulfillment Center. To access the Fulfillment Center through SAP, click on FCR-Processing a Fulfillment Center Request.
 - The business partner may start service via phone, website (www.firstenergycorp.com), or correspondence.

PA

- The move-in can be performed by speaking with the business partner or an authorized landlord/owner [a]. The caller must verify the last 4 digits of the ss#, in order to obtain service at another address.
- Searching for the business partner by social security number will be completed within the move in process. All legal names provided by Experian **MUST** be used when creating the business partner. If the result of the search presents accounts with an outstanding balance, follow the POSID procedure [a].
- When a social security number needs to be added to an account or the social security screen is

presented during the move in process:

1. Do not add the social security number
 2. The Advanced move in follow-up group will verify and add the social security number to the account.
 3. Send an email to Move-In Application Follow-Up. Include the social security number and the customer's name
- Where shared metering exists, the service must stay in the name of the property owner. Follow the procedure for shared metering [A].
 - If the existing business partner is calling because they received a 10 day occupancy notice, follow the 10 day occupancy notice procedure [A].
 - If somebody is calling about an Estate of or Executor of, see the Deceased Business Partner procedure [A].
 - If a pop up box "Check on Disconnection/Notification" appears, verify the date located next to "Requested Start Date" is within the last 12 months.
 1. If the date has been active within the last 12 months, continue with the move in.
 2. If the meter has been inactive (vacant) for 13 months or longer, the call needs to be transferred to New Service/New Install. New Service/New Install will create a DR for an upgrade because the meter will require an inspection.
 - When performing a move in on a premise with a block order in "LOAD FNET" status complete the following steps:
 1. **DO NOT** offer same day reconnect.
 2. Advise the business partner the service is scheduled to be shut off today and it will be turned off. The service will be turned back on by the end of the next business day.
 3. If the business partner insists on the service being turned on today, see a Supervisor.
 - If an alert for Disconnect for Non-payment where the business partner will be moving in is presented follow the POSID procedure.
 - If a COVA alert is presented, follow the COVA procedure [A].
 - If there is an OAL attached at the property, follow the OAL procedure [A].
 - If there is a no access situation, follow the No Access procedure [A].
 - If the business partner has questions in reference to PowerGuard, follow the PowerGuard procedure [A].
 - If presented with a security deposit, see the Security Deposit, Request, Review and Release procedure [A].
 - If an RS TOD meter exists at the premise, explain to the business partner the difference in load rates and the monthly charges.
 - If an RS TOD meter does not exist at the premise and the business partner requests TOD:
 1. Go to Notification Tab > METR - Meter Work Notification > MRXR - Meter Exchange/Rate Change
 2. Change the new rate category by clicking the drop down box, click on the line - Rate Category and enter the first 6 characters of the information followed by an * (EX/ PN_RS_*).

click the green check and double click on the correct rate

- If the business partner has existing service and is calling for service at a new location, verify if they want the service turned off at the existing location. If the business partner does not want the existing service turned off at this time, document what will be happening to the existing service.
- Place a note (using CCC) on the account with the first and last name of the person that called and any other details pertaining to the call.
- The **ONLY** time a move-in will be completed by an apartment complex is when they mail or fax the "Service Transfer Notice" (Authorizes Apt Complex Mgr to put service in tenant's name) located in the SAP Fulfillment Center or if they are an authorized landlord/owner [2]. To access the Fulfillment Center through SAP, click on FCR-Processing a Fulfillment Center Request.
- The business partner may start service via phone, website (www.firstenergycorp.com), or correspondence.
- When a move in is being completed using correspondence and the business partner does not specify if their information should be released to alternate suppliers, restrict the information in the box "Deregulation Items" by selecting yes or no. The business partner's information should never be released without their permission.

NON-RESIDENTIAL

NJ

- Searching for the business partner by tax id with a t behind the number or social security number will be completed within the move in process. Example of a tax id number: 12345678T
- **DO NOT** offer same day reconnect.
- If the account is a seasonal account such as fairs, festivals, private cottages, etc., see the procedure Seasonal or Move In's within 12 months [2].
- If a pop up box "Check on Disconnection/Notification" appears, verify the date located next to "Requested Start Date" is within the last 12 months.
 1. If the date has been active within the last 12 months, continue with the move in.
 2. If the meter has been inactive (vacant) for 13 months or longer, the call needs to be transferred to New Service/New Install. New Service/New Install will create a DR for an upgrade because the meter will require an inspection.
- If a COVA alert is presented, follow the COVA procedure [2].
- If there is an OAL attached at the property, follow the OAL procedure [2].
- If there is a no access situation, follow the No Access procedure [2].
- If the business partner has questions in reference to PowerGuard, follow the PowerGuard procedure [2].
- If presented with a security deposit, see the Security Deposit, Request, Review and Release procedure [2].

- If the business partner has existing service and is calling for service at a new location, verify if they want the service turned off at the existing location. If the business partner does not want the existing service turned off at this time, document what will be happening to the existing service.
- Place a note (using CCC) on the account with the first and last name of the person who called, title or relationship to the organization, and the phone number if it is different than the phone number listed on the account.
- The business partner may start service via phone, website (www.firstenergycorp.com), or correspondence.
- When a move in is being completed using correspondence and the business partner does not specify if their information should be released to alternate suppliers, restrict the information in the box "Deregulation Items" by selecting yes or no. The business partner's information should never be released without their permission.

NY

- Searching for the business partner by tax id with a t behind the number or social security number will be completed within the move in process. Example of a tax id number: 12345678T
- DO NOT offer same day reconnect.
- If the account is a seasonal account such as fairs, festivals, private cottages, etc., see the procedure Seasonal or Move In's within 12 months [A].
- If a pop up box "Check on Disconnection/Notification" appears, verify the date located next to "Requested Start Date" is within the last 12 months.
 1. If the date has been active within the last 12 months, continue with the move in.
 2. If the meter has been inactive (vacant) for 13 months or longer, the call needs to be transferred to New Service/New Install. New Service/New Install will create a DR for an upgrade because the meter will require an inspection.
- If a COVA alert is presented, follow the COVA procedure [A].
- If there is an OAL attached at the property, follow the OAL procedure [A].
- If there is a no access situation, follow the No Access procedure [A].
- If presented with a security deposit, see the Security Deposit, Request, Review and Release procedure [A].
- If the business partner has existing service and is calling for service at a new location, verify if they want the service turned off at the existing location. If the business partner does not want the existing service turned off at this time, document what will be happening to the existing service.
- Place a note (using CCC) on the account with the first and last name of the person who called, title or relationship to the organization, and the phone number if it is different than the phone number listed on the account.
- The business partner may start service via phone, website (www.firstenergycorp.com), or correspondence.

- When a move in is being completed using correspondence and the business partner does not specify if their information should be released to alternate suppliers, restrict the information in the box "Deregulation Items" by selecting yes or no. The business partner's information should never be released without their permission.

OH

- Searching for the business partner by tax id with a t behind the number or social security number will be completed within the move in process. Example of a tax id number: 12345678T
- **DO NOT** offer same day reconnect.
 - If the customer indicates that an unusual circumstance exists and requests a same day reconnection between the hours of 8:00am - 3:00pm Monday thru Friday:
 1. Advise the customer of the same day fee (\$35.00), which will be billed if meter services is able to honor the request.
 2. Consult a Contact Center Supervisor to obtain approval to contact meter services
 3. Contact meter services via telephone to determine if a meter person is available to reconnect the meter for a fee
 4. If meter services agrees to reconnect the meter:
 1. Process a same day move in - enter the appropriate fee during the move in process
 2. The system will automatically print the same day order to meter services
 3. Edit the same day order to add remarks
 4. Send a telememo to the appropriate meter services department, including the notification number, confirming that a same day unblock for a fee has been issued.
 5. If meter services DOES NOT agrees to reconnect the meter:
 1. Process the move in for the next business day (no fee).
 - If the customer indicates that an unusual circumstance exists and requests a same day reconnection between the hours of 3:00pm-6:00pm Monday thru Friday:
 1. Advise the customer of the same day fee (\$35.00), which will be billed if the RDO is able to honor the request.
 2. Consult a Contact Center Supervisor to obtain approval to contact RDO
 3. Contact RDO via telephone to determine if a crew is available to reconnect the meter for a fee
 4. If the dispatcher agrees to send a crew to reconnect the meter:
 1. Process a same day move in - enter the appropriate fee during the move in process
 2. The system will automatically print the same day order to RDO
 3. Edit the same day order to add remarks
 4. Force print the order with remarks to RDO
 5. If the dispatcher DOES NOT agrees to reconnect the meter:
 1. Process the move in for the next business day
- If the account is a seasonal account such as fairs, festivals, private cottages, etc., see the procedure Seasonal or Move In's within 12 months [2].
- If a pop up box "Check on Disconnection/Notification" appears, verify the date located next to "Requested Start Date" is within the last 12 months.
 1. If the date has been active within the last 12 months, continue with the move in.
 2. If the meter has been inactive (vacant) for 13 months or longer, the call needs to be transferred to New Service/New Install. New Service/New Install will create a DR for an upgrade because the meter will require an inspection.
- If a COVA alert is presented, follow the COVA procedure [2].

- If there is an OAL attached at the property, follow the OAL procedure [A].
- If there is a no access situation, follow the No Access procedure [A].
- If presented with a security deposit, see the Security Deposit, Request, Review and Release procedure [A].
- If the business partner has existing service and is calling for service at a new location, verify if they want the service turned off at the existing location. If the business partner does not want the existing service turned off at this time, document what will be happening to the existing service.
- Place a note (using CCC) on the account with the first and last name of the person who called, title or relationship to the organization, and the phone number if it is different than the phone number listed on the account.
- The business partner may start service via phone, website (www.firstenergycorp.com), or correspondence.

PA

- Searching for the business partner by tax id with a t behind the number or social security number will be completed within the move in process. Example of a tax id number: 12345678T
- **DO NOT** offer same day reconnect.
- If the account is a seasonal account such as fairs, festivals, private cottages, etc., see the procedure Seasonal or Move In's within 12 months [A].
- If a pop up box "Check on Disconnection/Notification" appears, verify the date located next to "Requested Start Date" is within the last 12 months.
 1. If the date has been active within the last 12 months, continue with the move in.
 2. If the meter has been inactive (vacant) for 13 months or longer, the call needs to be transferred to New Service/New Install. New Service/New Install will create a DR for an upgrade because the meter will require an inspection.
- If a COVA alert is presented, follow the COVA procedure [A].
- If there is an OAL attached at the property, follow the OAL procedure [A].
- If there is a no access situation, follow the No Access procedure [A].
- If presented with a security deposit, see the Security Deposit, Request, Review and Release procedure [A].
- If the business partner has existing service and is calling for service at a new location, verify if they want the service turned off at the existing location. If the business partner does not want the existing service turned off at this time, document what will be happening to the existing service.
- Place a note (using CCC) on the account with the first and last name of the person who called, title or relationship to the organization, and the phone number if it is different than the phone number listed on the account.
- The business partner may start service via phone, website (www.firstenergycorp.com), or

correspondence.

- When a move in is being completed using correspondence and the business partner does not specify if their information should be released to alternate suppliers, restrict the information in the box "Deregulation Items" by selecting yes or no. The business partner's information should never be released without their permission.

REPORTS

APPROVALS

Manager Approval: Scott Lindsey, James Rey

Approval Date: 07/27/2007

Cust. Serv. Systems Approval: Cust Service Systems

Approval Date: 07/31/2007

Latest Changes: 3-4-08--under all states removed > 2. Disregard the message "YOU MUST CALL THE BUSINESS OFFICE AND CONFIRM THE STATUS". 3. Always check the radio button next to the message "Meter is Blocked/Create MRUB Meter Unblock for:" under when a notification is in LOAD FNET status 9-19-08...under OH Res, removed the bullets pertaining to TOD since it is no longer offered. 9-22-08...under PA > bullet 8 > #3--replaced charging a fee for same day service to SEE A SUPERVISOR & under all states added the link to the POSID procedure. 12-29-08---The bullet items under Res and Non Res that said "Document the customer contact with...." have been changed to "Place a note (using COC) on the account with...." 6-7-10...Per Carlos...no changes for OH. Corrected attachments to POSID 8-16-10...added "Existing Business Partners, who have not had active service for 2 years, will be run through Experian, to determine the need for a deposit. The system determines the need to query Experian." 1-7-11...added "The caller must verify the last 4 digits of the ss#, in order to obtain service at another address."

Created: 08/16/2000

Coordinator:

Lisa M Weller/FirstEnergy

Last Modified: 01/10/2011

Sub Process:

Customer Interaction Center

Sub Process Manager(s):

Scott L. Lindsey/FirstEnergy,

Modified by: Renee R. Schaw

Review Date:

James S. Rey/FirstEnergy

Procedure No: 519442E6DEDPD138525693D
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07/10/2011 10:24:28 AM

[Print Procedure](#)

1202/08/2011 Move In Existing Residential and Non-Residential Business Partners - NJ, NY, OH, PA Procedure

0E 000000091

OE Exhibit C



Procedure Form Title: Consumption/Use on Vacant Accounts - NJ, NY, OH, PA

PURPOSE

This Procedure is designed to outline how to identify and bill a Customer for usage and to recoup revenue for the usage consumed but not previously billed. Use on vacant accounts are generally identified as a result of working Implausibles Validation Point Z196. (Customer Accounting)

Additional scenarios related to COVA accounts can be found within the POSID procedure.

DEFINITIONS

COVA - Consumption on vacant account. A premise that shows kilowatt usage after the account is final billed.

Implausibles - A validity check done by SAP/CCS of all actual meter readings called Implausible Processing. Implausible processing takes place once the actual usage information from the field, both periodic (on cycle) and Non-periodics (off cycle) is uploaded into CCS, but before the account is billed. This check is performed in order to prevent billing errors.

VACB Notification - Vacant/Blocked - Meter shows use when the service was blocked and is now unblocked.

VUOM Notification - Vacant use on meter - Unbilled usage when the meter may or may not have been blocked.

Validation Point Z196 - Occurs when consumption registers on a disconnected meter or inactive (vacant) account. This error indicates that consumption of over 51 kWh has registered on a disconnected meter or an inactive (vacant) account. The usage may have registered on a blocked meter or a disconnected Installation (cut at pole). In the case of a vacant account, there is no active Business Partner.

PROCEDURE

Customer Contact Center Routine:

- Consumption on Vacant Account red alert will appear during the move in process.
- View the OMR (Meter Reading Overview) screen for usage.
- Appliances that may have been used in a vacant home or apartment:
 1. Electric heat or the blower on a gas furnace
 2. Electric water heater
 3. Refrigerator or freezer
 4. Air Conditioning/fans

5. Dehumidifier or humidifier

- Ask the new occupant questions to determine who is responsible for the unbilled service:
 1. What date did they move into the property? Were they responsible for service earlier?
 2. Was anybody working (painting, repairs, etc) in the house/apartment before they actually moved in?
 3. What date did the lease or deed become effective?
- If the unbilled usage is 100 kWh and higher for residential or 200 kWh and higher for commercial and the new party is unwilling to accept the responsibility, deny the new party service - MIP - Deny Service for Consumption on a Vacant Account. Advise the new party, usage has been showing at that premise and they need to verify when they moved into the property before service will be placed into their name. Ask the new party to fax a lease, deed or mortgage for verification of their occupancy date.

Fax numbers - NJ, NY, PA - 610-939-8672

All of OH - 877-289-6374

Click here for EUP -

- If an account was vacant for more than 12 months with a disconnection date but the meter was never physically blocked, an inspection is NOT required. Issue a move in.
- If an account was vacant for more than 12 months with a disconnection date and the meter was blocked, an inspection IS required. Do not issue a move in!

Back Dated Move-In with COVA

- If it cannot be determined whether the lights are on or off, assume the lights are off. If the service is off, the service will be turned on the next business day.
- When a back dated move in is created, the system determines what initial reading should be used.
- If there is a pending VUOM notification on the account, the system will complete the notification when the move in is created.
- The system will identify when the usage began, the last read date and the total kilowatt consumption.
NOTE: If there are 2 premises, the consumption displayed during the move in is for the first premise only.
- If the initial read is estimated, advise the business partner of the estimated reading.
- Enter contact information such as: who called, why the account is being back dated, was customer satisfied, etc.
- To create a back dated move in, follow the process - MIP - Backdating a Move In With or Without Field Notification in SAP.

Back Dated Move-In with COVA Notification in Load Status

- Ask if the business partner's service is off.
 - Yes/Unknown - The system creates an unblock notification.
 - No - Displays the VACB notification is in LOAD status. Contact the appropriate field office.
- If the field office cannot confirm if the block has been canceled, select Meter is blocked/Create MRUB meter unblock for move in date.
- Advise the business partner if the service is already off, an unblock will take place the next business day.
- To create a back dated move in that is in load status, follow the process - Backdated Move-In with COVA Notification in Load Status

Future Dated Move-In with COVA

- Attempt to have the new party (owner or tenant) accept responsibility for any unbilled consumption.
- If the new party is unwilling to accept responsibility for the consumption, the move in can be processed if:
 - The usage is less than 100 kWh for residential service
 - The usage is less than 200 kWh for commercial service
 - The consumption is old and there was no usage for 3 or more months
- Ask if the business partner's service is off.
 - Yes/Unknown - Make this selection if the business partner is unsure if the service is on or off. The system will create an MRUB/Unblock notification.
 - No - A read notification is created. A pending VACB or VOUM notification will automatically be completed by the system.
- A reading and/or unblock will be taken on the next business day.
- To create a future dated move in with COVA, follow the process - MIP - Future Dating a Move In With or Without Field Notification in SAP.

Future Dated Move-In with Cova Notification in Load Status

- Attempt to have the new party (owner or tenant) accept responsibility for any unbilled consumption.
- If the new party is unwilling to accept responsibility for the consumption, the move in can be processed if:
 - Residential service - The usage is less than 100 kWh
 - Commercial service - The usage is less than 200 kWh
 - The consumption is very old and there was no usage for a long period of time - seek a Supervisor for assistance if necessary
- Ask if the business partner's service is off.
 - Yes/Unknown - The system will create an MRUB/Unblock notification.
 - No - The system will create an MRUB/Unblock notification. Advise the business partner the service may be shut off today.
- A reading and/or unblock will be taken on the next business day.
- To create a future dated move in with COVA in load status, follow the process - Future Dated Move-In with COVA in Load Status.

Meter Services:

In order to comply with the PUC regulations, provide good customer service and capture any outstanding revenue, the following guidelines will be used when handling PA accounts with use on vacant and final blocks.

When working a final block order MBMR, if it appears that someone is living at the premise, service personnel will leave a 72 hour notice and will manually follow-up. (Will be requesting system follow-up similar to the 10 day occupant notice)

After the 3rd attempt to block a meter and it is unable to be blocked due to access, and if this is an ERT meter, service personnel will note in comments: "ERT-No Blk".

VACB or VOUM notifications will be handled in accordance with Senate Bill 677 in a consistent manner at Meted, Panelec and Penn Power.

- VACB - block and install high integrity seal
- VUOM - leave a 72 hour notice for occupant to apply for service. Block the meter if application is not made

Note: OH does not have to leave a 72 hour notice

Regional Follow-up:

When meter services and customer accounting are unable to resolve "use on vacant accounts" due to access, hazardous conditions, etc., the account information will be forwarded to a regional designee (TBD) for follow up and appropriate action.

Customer Accounting Routine:

AFSO:

(Afsa now known as FieldNet)

If service personnel is unable to block meter, change notification from block to read, cancel the disconnection document and final the account.

Disconnected Meter Active Business Partner:

- Check the Disconnection Date and the Move In Date on the OBP screen in SAP. If the Disconnection Date is prior to or the same date as the Move In Date, check the Disconnection Reason. If the reason is '02', Vacant Status Disconnection, Enter Reconnection.
- Check the Disconnection Date and the Move In Date on the OBP. If the Disconnection Date is after the Move In Date, check the Disconnection Reason. If the reason is '01', Disconnection Dunning Level has been Reached, check for payments/payment arrangements on or about the Disconnection Date. If found, enter Reconnection. If there are no payments/payment arrangements, issue a telememo to REVPROT-JC telememo distribution box. Note the County that the customer lives in on the title line of the telememo. Put the date the service was cut for nonpayment and the amount of usage shown from the periodic reading on the telememo also.
- If you need to speak to one of the CSRs regarding a notification, call 732-714-2819 (3-262-2819) for Central Jersey. This dispatch line is manned from 6:30 a.m. to 9:00p.m. Monday thru Friday. If there is a notification that is high priority contact John Shields at 732-714-2827 (3-262-2827) and he will arrange to have it worked. Contact Laurie Woods in North Jersey for assistance with notifications

Release the implausible:

Reminder!! A transformer rated service can not be blocked at the meter. This type of service must be cut at the pole. Seek the assistance of a Supervisor or Senior before creating any notifications.

- Check meter indexes for possible misreads or wrap around. If there is an error with a meter reading(s), correct the Implausible meter reading using the appropriate Meter Reading Type Code. If there is an error with a previous meter reading, correct the meter reading using Click on this Hotspot for EL29 TXN Implausible correction

- Check for prorated/estimated/incorrect 'Move-Out' meter reading. If the move out reading was incorrectly estimated/prorated/read as determined by the Implausible, back out for rebilling, correct plausible meter readings and issue a corrected final bill.
- Check the OMR (Meter Reading Overview Screen). Verify that the Move Out meter reading is posted to the screen. If not, update the Move Out meter reading.
- Check premise for Owner Allocation. If there is Owner Allocation and the system did not move the owner in, Move in the owner, Maintain Owner Allocation and activate the Event, create Billing Orders and bill the Customer.
- Check the premise for Owner Information. If there is an owner attached to the premise without Owner Allocation, contact the owner to determine who should be paying for the consumption. If you are unable to contact the customer by phone, send the owner a Dear Occupant letter.
- Check premise remarks for information regarding any customers who may have been denied service for Failing POS ID.
Click here to see the NJ and Ohio PosID Information--> NJ OH
Click here to see the PA and NY PosID Information--> PA/NY
- Check Premise remarks for an existing open Revenue Protection Case. If there is an open case number assigned, it would be located in the text remarks on the premise. If a case number already exists, no action is necessary, unless there is still consumption on a meter that was re-blocked by revenue protection. In that case send an email to the appropriate Revenue Protection Department indicating "more usage on meter that was re-blocked".
- Check for Shared Metering/NJ Edgerton. If shared metering is involved, follow the procedure in C-Net.
Click here to see the procedure for Penelec and Met-Ed--> [a]
Click here for the JCP&L procedure--> [a]
- Check the OBP for the last Business Partner at the premise and review the Meter Block Notification:
 - 1 - If a Meter Block notification was issued and the Company was unable to block the meter due to a hazardous or other condition, attempt to contact the owner.
 - To determine the owner's name: Contact the Tax Office or the Internet website; for Apartment Complexes try reviewing the MRS screen for the Name of the Owner.
 - Contact the owner by phone: If you are unable to speak directly to the owner, leave a message to have the owner contact the company and update the information on the Premise. Follow up by sending the owner a Dear Occupant letter and create Owner Allocation (no CSC) (Link to instructions on Creating Owner Allocation in SAP)
 - While working COVA's if a PA customer has failed-POSID and not responded within 10 days, it is ok to send a block to the field. A block can be issued immediately in NJ for those customers that failed POSID. Make sure the remarks on the notification reads "Must Block Meter, Cust did not show lease and ID" Note: follow proper winter moratorium procedure

If you are unable to obtain the name and address of the owner, send a Dear Occupant Letter. For the first month the letter should only be sent if the usage exceeds 200 kWh for the month or more than 20 kWh per day.

- 2 - If a Meter Block notification was worked and there is consumption on the meter, attempt to contact

the owner.

To determine the owner's name: Contact the Tax Office; for Apartment Complexes, try reviewing the MRS screen for the Name of the Owner; contact the owner by phone. If you are unable to speak directly to the owner, leave a message to have them contact the company and update the information on the Premise. Follow up by sending the owner a Dear Occupant letter. Create Owner Allocation (no CSC) (Link to instructions on Creating Owner Allocation In SAP)

If you are unable to obtain the name and address of the owner:

For New Jersey/Ohio: Issue Notification VACB. In the Job Information area note: "Obtain customer name and phone number or **BLOCK** and install Barrel Lock" (no barrel lock in OH), Customer finalized __/__/__, use on VACANT.

For Pennsylvania: Issue Notification VACB and note "block and install high integrity seal

3 - If a Meter Block notification was worked and there are notes indicating that the service was left on, update the DTRT order and take appropriate action. For example:

- If meter was not blocked due to weather conditions issue a VUOM notification
- If meter was not blocked due to access, bushes, etc: Issue a tele-memo to the appropriate business office to issue the customer the appropriate GUI letter

4 - If the meter was blocked as a result of Dunning and the Move Out was an Automatic Move Out, check for payments/payment arrangements on or about the Disconnection Date. If either exists, do back-out for rebilling of the final bill, reverse the Move Out, enter Reconnection, create billing orders and bill the account.

5 - If the meter was blocked as a result of Dunning and the Move Out was an Automatic Move Out, check for payments/payment arrangements on or about the Disconnection Date. If there are no payments/payment arrangements, issue a telememo to REVPROT-JC telememo distribution box. Note the County that the customer lives in on the title line of the telememo. Put the date the service was cut for nonpayment and the amount of usage shown from the periodic reading on the telememo also. If you need to speak to one of the CSRs regarding a notification, call 732-714-2819 (3-262-2819) for Central Jersey. This dispatch line is manned from 6:30 a.m. to 9:00p.m. Monday thru Friday. If there is a notification that is high priority contact John Shields at 732-714-2827 (3-262-2827) and he will arrange to have it worked. Contact Laurie Woods in North Jersey for assistance with notifications

[Click here to display how to create a tele-memo](#)

INBOX - DISTRIBUTION LIST FOR PA & NJ : REV PROTECT
INBOX - DISTRIBUTION LIST FOR OHIO: REVPROT-CE, REVPROT-OE, OR
REVPROT-TE

- Check for incomplete New Service work. Search for a 'DR' notification.

Moratorium Procedure for NJ and PA only

- Continue to send Dear Occupant letters and notifications as appropriate. When creating VACB's and VUOM's please note: "Obtain customer info for billing - do not block"
- Revenue Protection will determine if a block is required. All block orders for COVA will be issued and worked under the Revenue Protection umbrella.
- If you suspect theft, issue a MRRP notification to Revenue Protection.

Release the Implausible!

Reminder!! Transformer rated service can not be blocked at the meter; This type of service must be cut at the pole. Seek the assistance of a Supervisor or Senior before creating any notifications.

Active Meter no Business Partner:

- Check meter indexes for possible misreads or wrap around. If there is an error with a meter reading(s), correct the Implausible meter readings using the appropriate Meter Reading Type Code. If there is an error with a previous meter reading, correct the meter reading using Transaction EL29
- Check for prorated/estimated/incorrect 'Move-Out' meter reading. If the move out reading was incorrectly estimated/prorated/read as determined by the Implausible, back out for rebilling, correct plausible meter readings and issue a corrected final bill.
- Check the Meter Reading Overview Screen, verify that the Move Out meter reading is posted to the screen and if not, update the Move Out meter reading.
- Check premise for Owner Allocation. If Owner Allocation exists and the system did not automatically move the owner in, Move-in the owner, Maintain Owner Allocation and activate the Event, create Billing Orders and bill the Customer.
- Check the premise for Owner Information. If there is an owner attached to the premise without Owner Allocation, contact the owner to determine who should be paying for the consumption. If you are unable to contact the customer by phone, send the owner a Dear Occupant letter.
- Check premise remarks for information regarding any customers who may have been denied service for failing POS ID. Click here to see the NJ and Ohio PosID Information. Click here to see the PA and NY PosID Information.
- Check Premise remarks for an existing Open Revenue Protection Case. If there is an open case number assigned, it would be located in the text remarks on the premise. If a case number already exists, no action is necessary.
- Check for Shared Metering/NJ Edgerton. If shared metering is involved, follow the procedure in C-Net. Click here to see the procedure for Penelec and Met-Ed-->[a]. Click here for the JCP&L procedure-->[a]
- Check the OBP for the last Business Partner at the premise and review Contacts and Notifications.
 - 1 - If the Move Out was created by a Move In, check the OMR. If the Move Out and Move In are not posted, update the Indexes.
 - 2 - If the Move Out was created by a Move In, check the OMR. If the Move Out is posted and not the Move In, check the Move In Document, if it was reversed and there are no contacts indicating the previous customer contacted us to confirm they were moving, back out the final bill, reverse the Move Out, create billing orders and bill the account.
 - 3 - If a Meter Block Notification was created and never worked and it is greater than five days from the date requested, cancel the order and create notification VUOM. Enter into the Information area, "the original Meter Block Notification Number requested for ___/___/___ was never worked." Prorate a Move Out Meter Reading and bill the customer.
- Check for Incomplete New Service work. Search for a 'DR' notification.

Reminder!! Transformer rated service can not be blocked at the meter. This type of service must be cut at the pole. Seek the assistance of a Supervisor or Senior before creating any notifications.

Release the implausible!

Billing Related:

All accounts are to be billed and invoiced monthly. If a customer is to be billed for more than 60 days, outsort the bills to be forwarded to the customer. Issue the make up bill letter, and code the account disputed for 30 days using the CDL transaction. This will give the customer a chance to contact the Company for payment arrangements (if necessary) without any dunning being performed on the customer's account.

COVA EMMA Cases Replace Tele-memo Process for Move In and Move Out

The EMMA now replaces tele-memo's that were sent to Back Office Billing when a backdated COVA Move In has occurred.

- Case Type MIMO, Move In or Move Out Estimation Fail
- Case Category ZCME, COVA MI Estimation Fail
- Case Category ZCMI, COVA MI Required Reverse/Re-Creation of MR Orders

New Billing Block Reasons Added to BLIN Transaction

When a COVA EMMA case is produced, the contracts are now blocked from billing with new billing block reason 16 (COVA Backdated Move In). If a bill block reason of 16 is identified, the Rebill Invoice (BLIN) process will not continue to bill and invoice the account. If billing block reason 17 (Meter Audit) is identified, the BLIN process will not continue to bill and invoice the contract account, billing blocks will need to be removed manually after the correction has been made to the account.

REPORTS

APPROVALS

Manager Approval: Kelly Goehring, Scott Lindsey
06/03/2009

Approval Date: 03/29/2004,

Cust. Serv. Systems Approval: Lisa Weller

Approval Date: 06/03/2009

Latest Changes: 3/21/06 changed several notifications from cut at pole to disconnect meter, changed outsourcing routine, bills no longer returned to CSR, added New Billing Error Information provided by Workforce Development.

added Moratorium procedure for customer accounting 12/7/06 gwen

5-11-07—corrected links to learning library for back dated and future dated move in's...lmw

6/22/07 changed procedure under billing related to use CDL for creating dunning lock not MCA...dek; on 1/8/08 reviewed & corrected bad links for failed POSID Info-LGran...on 1/9/08 corrected printer number for rev prot..gprlaster

2/28/08 corrected learning library links Corrected links to FE Learning Library (K. Arula)

4/24/09 reviewed for Customer Accounting - no changes at this time ML Clough

5-28-09--Under Customer Contact Center section > added the bullets that advise what to do if an account

802/08/2011Consumption/Use on Vacant Accounts - NJ, NY, OH, PA Procedure

was vacant for more than 12 months and the meter was and was not blocked.. lweller
11/18/09: Removed 330-384-4754 & 330-384-4796 as per email from David Mills. Semi-Annual Review -
No changes -KS. 7/7/2010 reviewed for Customer Accounting - no changes at this time ML Clough

Created:	04/16/2003	Coordinator:	agorris@firstenergycorp.com, ksheridan@firstenergycorp.com, dkennedy@firstenergycorp.com,
		Sub Process:	Customer Accounting, Customer Interaction Center
Last Modified:	07/07/2010	Sub Process Manager(s):	Kelly E. Goehring/FirstEnergy, Scott L. Lindsey/FirstEnergy
Modified by:	Mary Lou Clough	Review Date:	01/07/2011 04:21:30 PM
Procedure No:	580024B978EAD4C985256D0A 006C224F		

[Print Procedure](#)

OE Exhibit D



General Procedure: New Service Type Calls - NJ, NY, OH, PA

GENERAL INFORMATION

- If somebody is requesting to apply for new construction or an [upgrade](#) by fax, fax the Builder Install Request form from the electronic forms database.
 - 1. **JCP&L, Met-Ed, Penelec and Penn Power** - the fax number is 877-445-6369
 - 2. **CEI, OE & TE** - the fax number is 877-289-6374
- New construction of any type including mobile homes
- Upgrades of service (ex/100 to 200 amps)
- Relocating the service coming to the building - moving meter base location
- Meter base needs to be replaced (no matter what the reason is)
- Replacement of entrance cable (*cable that runs down the side of the home into the meter base*)
- If the meter was pulled or blocked due to any emergency situation, such as a fire, and the meter must be re-installed:
 - before the meter can be installed, an inspection must be obtained unless it is determined by field personnel that an inspection is not necessary
- No meter in base for more than 12 months, meter is blocked (vacant) for more than 12 months, if the timeframe is not known a DR# should be created and the designer can cancel it if he/she feels no inspection is needed.
 - 1. If an account was vacant for more than 12 months with a disconnection date but the meter was never physically blocked, an inspection is NOT required. Issue a move in.
 - 2. If an account was vacant for more than 12 months with a disconnection date and the meter was blocked, an inspection IS required. Issue an upgrade notification.
- Customer's service was pulled from the home and damaged (ex/entrance cable needs to be replaced)
- Customer is having a generator installed
- Customer is going from a fuse box to a breaker box
- If a customer is calling to have their service removed (meaning: they will never need service to that property again. ex/home being demolished) **no inspection is required**
- Any work that needs to be done in the panel box (**Penelec Only**)
- Point of attachment - For further details, click on the attached procedure [\[link\]](#)

NOTE: Follow the disconnect/reconnect procedure [\[link\]](#) for the appropriate Company when the above types of phone calls are received.

- **NJ, NY and PA - A-Base/Metal Back Meters** - For further details, click on the attached procedure [\[link\]](#) and look under the Upgrades section.

Reason Inspection is Needed: Anytime a customer has the above information completed (except for having service removed), an Electrical Inspector must inspect the work the Electrician did to be sure there is no fire hazard from the work that was done. We must receive an inspection card from the Inspector before we can energize the customer's service.

OH - To determine if an inspection is required, click on the link to see a list of inspection and non inspection territories [\[link\]](#).

APPROVALS

APPROVALS

Manager Approval: Scott Lindsey, James Rey

Approval Date: 06/03/2009

Cust. Serv. Systems Approval: Business Services

Approval Date: 06/03/2009

Latest Changes: Per Wendy Sanderson and Nick Vass---bullet 8....removed--or meter is active with no usage or minimal usage (5 kwh) for more than 12 months

06-09-08---no changes

12-19-08....no changes

5-28-09...under the 8th bullet added 1 & 2 for accnts that are vacant for more than 12 months.

7-29-29---combined Ohio companies to be directed to one local and one toll free fax number

11/18/09: removed 330-384-4754 & 330-384-4796 as per email from David Mills

07-12-10...No changes needed per Carlos and Renee

1-26-22...no changes per Carlos and Renee

Created: 04/27/2000

Coordinator:

Lisa M Weller/FirstEnergy

Last Modified: 01/26/2011

Sub Process:

Customer Interaction Center

Modified by:

Lisa M Weller

Review Date:

Scott L. Lindsey/FirstEnergy,

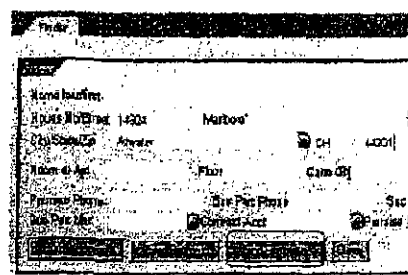
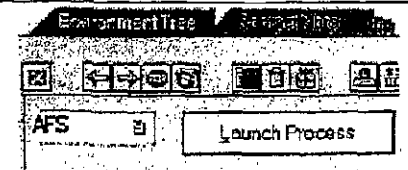
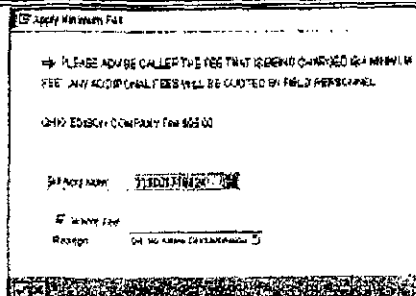
Procedure No:

15F3FB6DBC483216852568CE
004500AA

James S. Rey/FirstEnergy
07/26/2011 17:53:34

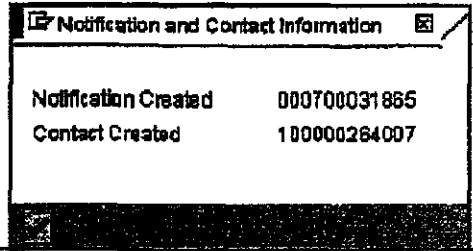
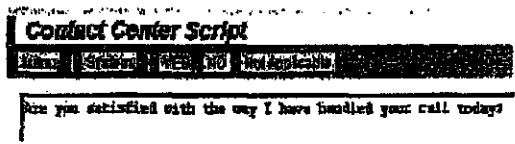
Print Procedure

AFS - Create a Reinstallation Notification

Step	Action	View in SAP																																
1	From the Finder screen, enter House No Street City Then click the Find Premise button.																																	
2	Enter AFS in the Call Code box on the Environment Tree tab and click the Launch Process button.																																	
3	Click the appropriate upgrade Work Type: RESU RESL COMU INDU	<table border="1"> <thead> <tr> <th>Work Type</th><th>Name</th></tr> </thead> <tbody> <tr><td>COMD</td><td>Commercial Development</td></tr> <tr><td>COMC</td><td>Commercial</td></tr> <tr><td>COMU</td><td>Commercial Upgrade</td></tr> <tr><td>INDD</td><td>Industrial Development</td></tr> <tr><td>INDC</td><td>Industrial</td></tr> <tr><td>INDU</td><td>Industrial Upgrade</td></tr> <tr><td>REL1</td><td>Relocate - Check Facilities</td></tr> <tr><td>REL2</td><td>Relocate Service</td></tr> <tr><td>RES1</td><td>Residential Development</td></tr> <tr><td>RES2</td><td>Residential Upgrade - No Load Addition</td></tr> <tr><td>RES3</td><td>Residential</td></tr> <tr><td>RES4</td><td>Residential Upgrade</td></tr> <tr><td>INST</td><td>Install Temporary Service</td></tr> <tr><td>MUN1</td><td>Municipal Transfer to FE</td></tr> <tr><td>RES5</td><td>Residential Upgrade - Revamp</td></tr> </tbody> </table>	Work Type	Name	COMD	Commercial Development	COMC	Commercial	COMU	Commercial Upgrade	INDD	Industrial Development	INDC	Industrial	INDU	Industrial Upgrade	REL1	Relocate - Check Facilities	REL2	Relocate Service	RES1	Residential Development	RES2	Residential Upgrade - No Load Addition	RES3	Residential	RES4	Residential Upgrade	INST	Install Temporary Service	MUN1	Municipal Transfer to FE	RES5	Residential Upgrade - Revamp
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MUN1	Municipal Transfer to FE																																	
RES5	Residential Upgrade - Revamp																																	
4	For Ohio Only Select the Waive Fee box and the reason code of No Active Contract Account. Click the Continue button.																																	
5	Enter the following information in the Contact Persons box. Reported By																																	

	Tel	
	Contact Person (Electrician)	
	Tel	
6	Enter the Business Partner Number in the Rate Payer field.	Rate Payer <input type="text"/>
7	Enter the closest cross street or the pole number in the X-St/Pole field.	X-St/Pole <input type="text"/>
8	Update the Connection Type if applicable:	Connection Type <input type="text" value="0011"/>
9	Click the Goto Equipment Details button.	Goto Equipment Details <input type="button" value="Goto Equipment Details"/>
10	Place a check mark in the Follow Up Req radio button <i>only</i> if the customer requests a follow-up call.	Follow Up Req <input type="checkbox"/>
11	Enter the voltage in the Voltage field: 01-120 02-120/240 03-120/208 04-240/480	Voltage <input type="text"/>
12	Enter the amperage in the Amps field: 1-100 Amps 2-200 Amps 3-400 Amps 4-600 Amps 5-800 Amps	Amps <input type="text"/>
13	Enter the phase in the Phase field: 1-Single Phase 3-Three Phase	Phase <input type="text"/>
14	Update the Hot Water Source, Hot Water Type, and Size.	Hot Water Source <input type="text"/> Hot Water Type <input type="text"/> Size (Gallons) <input type="text"/>
15	Update the Heating Source, Heating Type, and Heat Load.	

		<div> <div>Heating Source</div> <div>Heating Type</div> <div>Heat Load</div> </div>
16	Update the Cooling Source, Cooling Type, and Cool Load.	<div> <div>Cooling Source</div> <div>Cooling Type</div> <div>Cool Load</div> </div>
17	Note any additional large Appliances if known.	<div> <div>Appliance</div> <div>Add on heat pump</div> </div>
18	Enter Remarks : Who called? What was requested? Advised inspection needed? Ohio Only: Also indicate that you waived the minimum service fee because the customer is requesting a reinstallation.	<div> <div>Remarks</div> <div>Kara Amedeo called to re-establish serv-adv inspection required- waived fee due to re-installing meter</div> </div>
19	Click the Summary Screen button.	<div> <div>Summary Screen</div> </div>
20	Click the check box in the Customer Contact Required field, if the customer requests a phone call. Verify the information and then click the Save button.	<div> <div> New Service Call Parameter Screen Menu Back Cancel System Summary Screen </div> <div> <div>Summary Screen for Appli</div> <div>Date Service Req06610009/09/2008</div> <div>Customer Contact Required</div> </div> </div>
21	Answer Yes or No to the Question for Move-In. Answering yes will turn service on in the Rate Payer's name once the meter is set. Answering no to the question means the meter will be set blocked.	<div> <div> Question for Move-In Will a Move-In be required? Yes No </div> </div>
22	Enter the appropriate Customer Class and click the Continue button.	<div> <div>Customer Class</div> <div>RESI</div> <div> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> </div>
23	Provide the customer with the Notification Created number, and then click the Continue button.	

		 <p>Notification and Contact Information</p> <p>Notification Created 000700031865</p> <p>Contact Created 100000264007</p>
24	PA Companies Only Ask the customer the scripting and select either the Yes, No or Not Applicable button based on their response.	 <p>Contact Center Script</p> <p>Are you satisfied with the way I have handled your call today?</p>

OE Exhibit E

JOSEPH C PAGE 8101 0802518527

Service Address Mailing Address

1930 MAHONING AVE NW 5099 RIDGE DR NW
WARREN OH 44483 NEWTON FALLS OH 44444

Acct Nbr 110013939837 BP Phone (330)469-8369

Meter Nbr 110013939837 Acct Status FINL

Rate OE-RSF Move-In Dt 09/15/1999

Acct Class REVP Type GEN

Acct Summar Inv Pnt Out

Accd Name
Comp Contact
Cust Contact CANDY
Site Reg Cust

St Rsn

Coll Strategy OR OH Residential

Dun Proc F0 Finalized Account - No LPC

Dun Lock

Pay Terms 15DY Nat Due in 15 Days

HS Amt 0.00

Risk Score 7872

24 Mo Cr 00000011111212223342323

Alt Dun Rec

Pay Plan

Avg Bill Amt

Income Guidelines

Fed Reg

High Bill Inq/Dispute

Usage / Billing Overview

View Bill

Sched MR 07/30/2010 Sched Bill Dt 05/06/2005

Acct Bal Overview

Account Balance

Key Amount Status

Bill History

Post Date Amount Due Date

Payment Pmts

Regulatory Pmts

Customer Payments

OE Exhibit F



08/14/2008	21 39 Operating-DMC	No Lights - Wire Down	110040187616	Alternate SAP CCS CPIC
09/10/2008	14 56 CIC Contacts	General Inquiry	110013839837	Tilwana N Jennings
	C Richard Smith new owner cild about service exp'n inspection bp sid he will call back. tnj			
09/10/2008	14 48 CIC Contacts	General Inquiry	110013839837	46388
	C RICHARD SMITH 0802771078 cllng for svcs at 1930 MAHONING AVE NW-needs inspection sd electricity is on trnsfrd to new svcs			
08/02/2008	08 41 General	IVR Survey	110040187616	INTV IVR
	Survey ID: 9. IVR Self-Service: Pay By Phone			
09/02/2008	08 39 Credit & Collections	Ready Pay Create	110040187616	EAIL0GINW16
	No 7086476 - \$ 279.9 - 09/03/2008			
09/02/2008	08 37 General	Account Balance Inquiry	110040187616	INTV IVR
08/05/2008	08 11 Credit & Collections	Ready Pay Create	110040187616	EAIL0GINW16
	No 8879442 - \$ 134.00 - 08/08/2008			
07/31/2008	15 32 Contract Account	Promise To Pay	110040187616	NCO-Karen Watkins
	PTP \$133.80 by 08/05/2008; sp w/ candy; hld acct 8/5 past due amt; pay ph ck; adv cur end aug ; n/b 18th; declined help; sat #4077			
07/31/2008	15 32 Installment Plan	IP Deact./IP, CR or FS Displayed	110040187616	NCO-Karen Watkins
07/22/2008	13 64 Dunning -Auto Dial	AND Detected-Message left by Vendor	110040187616	CS General Purpose Batc
	Phone attempt 05 - AND Detected - Left Message			
07/12/2008	21 33 Form Letters	Disconnection Notice - OH Residential	110040187616	CCSBILL99
06/19/2008	11 27 Credit & Collections	Ready Pay Create	110040187616	C6526
	No 6541263 - \$124.89 08/30/2008 sw wife remain bal 133.80 no commt agency asst declined ext 4078			

11/05/2008	09/27/08	CIC Contacts C RICHARD SMITH calling regarding inspection for 110013939837. transferred to new service.	General Inquiry	110013939837	Dawn M Partello
11/05/2008	09/27/08	CIC Contacts c richard smith called about this service needs to have it turned on notes say inspection was received transferred to new service due to no electric in years	General Inquiry	110013939837	Kathleen M Fox
10/31/2008	10/22/08	CIC Contacts I RECEIVED ON 9-26 FROM CITY OF WARREN A 100A R/C INSP OK FOR MR. SMITH (NO ELECT) BUT NO APPLICATION WAS MADE. PUT IN CREWS THE UNASSIGN INSP.	ALERT! Sensitive Account	110013939837	William J Giese
10/30/2008	09/37/08	Contract Account PTP \$140.00 by 10/31/2008	Promise To Pay	110040187616	Judy Powers
10/30/2008	09/36/08	Master Data Change update Phn. #	Premise Information Changed	110040187616	Judy Powers
10/30/2008	09/35/08	Credit & Collections No 7539099 - \$140.00 10/31/2008- Candy Page	Ready Pay Create	110040187616	Judy Powers
10/20/2008	10/38/08	Dunning -Auto Dial Phone attempt 04 - No Answer	No answer	110040187616	CS General Purpose Satc
10/09/2008	22/28/08	Form Letters	Disconnection Notice - OH Residential	110040187616	CCS8ILL96
09/14/2008	21/39/08	Operating-DMC	No Lights - Wire Down	110040187616	Alternate SAP CCS CPIC
09/10/2008	14/56/08	CIC Contacts c richard smith new owner clld about service expln inspection bp sid he will call back..tnj	General Inquiry	110013939837	Tilwana N Jennings

Menu		Exit	System	Choose	Sort Ascending	Sort Descending	New Period	3-line	Text or Full Text	
01/23/2009	15:55	Meter		Vacant-Use on Meter				110013939837	Molly S Auchter	
01/23/2009	15:33	Dunning -Auto Dial		No answer				110040187616	CS General Purpose Batc	
		Phone attempt 04 - No Answer								
01/10/2009	09:02	Form Letters		Disconnection Notice - OH Residential				110040187616	CCSBILL96	
01/07/2009	09:58	Form Letters		Dear Occupant Letter				110013939837	Molly S Auchter	
		Enter 10 days from today - 01/21/2009		Premise ID - 0000932759						
12/31/2008	09:41	Credit & Collections		Ready Pay Create				110040187616	EAILOGINWM6	
		No 7989556 - \$ 135.32 - 01/02/2009								
12/10/2008	20:32	Form Letters		Disconnection Notice - OH Residential				110040187616	CCSBILL96	
12/02/2008	08:36	Credit & Collections		Ready Pay Create				110040187616	EAILOGINWM6	
		No 7786867 - \$ 83.57 - 12/03/2008								
11/19/2008	15:02	Dunning -Auto Dial		Phone out of order				110040187616	CS General Purpose Batc	
		Phone attempt 09 - Sit Tone/Invalid Phone Number								
11/11/2008	20:47	Form Letters		Disconnection Notice - OH Residential				110040187616	CCSBILL96	
11/05/2008	09:50	CIC Contacts		General Inquiry				110013939837	Dawn M Partello	
		C RICHARD SMITH bp # 0802771078 calling regarding inspection for 110013939837. transferred to new service.								
11/05/2008	09:47	CIC Contacts		General Inquiry				110013939837	Dawn M Partello	
		C RICHARD SMITH calling regarding inspection for 110013939837. transferred to new service.								
11/05/2008	09:47	CIC Contacts		General Inquiry				110013939837	Kathleen M Fox	
		c richard smith called about this service needs to have it turned on notes say inspection was received transferred to new service due to no electric in years								

01/30/2009	16:26	CIC Contacts	General Inquiry	110013939837	Nelson L Rodriguez
per C RICHARD SMITH, advised looks like notif 716204040 was worked today. he can check to see if cut at pole. He states he has been here since september, using the electricity. He wanted to clear rev pro so I xferred him to advanced move ins.					
01/30/2009	08:48	Credit & Collections	Ready Pay Create	110040187616	EALOGINWNG
No 8230710 - \$ 100.00 - 02/02/2009					
01/30/2009	08:27	CIC Contacts	General Inquiry	110013939837	42542
c richard smith/owner phed in to inq on why the serv was turned off- advs bp of the tampering and will trans serv to mip JJJ					
01/28/2009	15:03	Dunning -Auto Dial	Phone out of order	110040187616	CS General Purpose Batc
Phone attempt 09 - Sit Tone/Invalid Phone Number					
01/27/2009	09:01	CIC Contacts	ALERT! Sensitive Account	110013939837	Karen L Laslow
meter dept R.Padovan here 1/27 found yellow seal cut, meter running read 64556, removed meter due to bad socket, sent to line for cut taps, referred to M.Kraz					
01/23/2009	15:55	Meter	Vacant-Use on Meter	110013939837	Molly S Auchter
01/23/2009	15:33	Dunning -Auto Dial	No answer	110040187616	CS General Purpose Batc
Phone attempt 04 - No Answer					

03/02/2009	09:10	Credit & Collections	Ready Pay Create	110040187616	EALOGINWM6
02/26/2009	15:30	Dunning -Auto Dial	Phone out of order	110040187616	CS General Purpose Batc
		Phone attempt 09 - Sft Tone/Invalid Phone Number			
02/11/2009	10:06	CIC Contacts	General Inquiry	110013939837	18409
		Spk with Richard Smith new owner, advised of tampering info, customer is going to fax proof of ownership and he is disputing tampering charges, does not want to pay charges just purchased property in Sept.			
02/11/2009	09:48	CIC Contacts	General Inquiry	110013939837	Robert F Marchesani
		bp 0802771078..pr 00009327591.trans to rev pr			
02/09/2009 01/30/2009	22:26 16:48	Form Letters General	Disconnection Notice - OH Residential ALERT! Sensitive Account	110040187616 110013939837	CCS8ILL96 Deborah A Jones
		advd c richard smith will need to pay tampering fees before service can be restored, advd mr fees are 306.44 gv mr agency to make pymt, mr says he didn't tamper, advd mr will have rev protection supv call him at 330 876 7984, sent email to m mraz to contact mr smith. mr says once the service is on, he will write a letter to puco stating what a lousey job we are doing, advd mr that is his choice, mr hung up			
01/30/2009	16:26	CIC Contacts	General Inquiry	110013939837	Nelson L Rodriguez
		per C RICHARD SMITH, advised looks like notif 716204040 was worked today. he can check to see if cut at pole. He states he has been here since september, using the electricity. He wanted to clear rev pro so I xferred him to advanced move ins.			

01/30/1999	08:54	General	ALERT! Sensitive Account	110013939837	Alicia M Allen
<p>c richard smith bp 802771078 clld to find out what was needed to have serv turned back on, said he received letter that meter base needs to be replaced, explained that is homeowners responsibility tried contact planner ray prest to see if meterbase was available, cust did call when he purchased property to say serv was on & was informed inspection was needed, inspection received 9-26-09, cust was transferred to new service several times but never stayed on line to speak to someone to have upgrade order entered, acct now has tampering & yellow seal was cut, tried to explain tampering to cust & he did not want to discuss & said vagrants were living here prior to him purchasing property. order still needs to be put in for inspection & tampering needs to be cleared, cust said he was going to replace meterbase, informed him notes on acct that taps will be cut, cust said he wanted a rush put on taps being cut, said if he gets electrocuted his wife will know why, explained company will not be responsible if the replaces meterbase w/o verifying serv is off at pole. cust said he will contact PUCO & i explained that is his choice. entered notif # 716236707 for c richard smith. ama</p>					
01/27/1999	10:11	Contract Account	Revenue Protection	110013939837	Loretta J Bosiljic
<p>REV PROT 1st Trip 01/27/2009 Case 09-OEE-0096 **Total: \$321.44 CASH ONLY -\$46.44 FOR 387 KWH UNBILLED (4/14/2005 TO 1/27/2009) 64556 Kwh actual reading + \$115 DEPOSIT + \$35 RECON + (1) REV PROT FEE \$125 **CUSTOMER MUST HAVE SERVICE INSPECTED BEFORE ISSUING RECONNECTION **CALL CENTER: When payment is made or Turn On is taken— Enter back-dated Move In to pick up unbilled kwh, apply deposit & recon fee, and email Acct# and amount paid (or name of new party if Turn On) to Mike Mraz. BP MOVED OUT AND METER WAS BLOCKED ON 4/14/2005 WITH READING=64169. ON 1/6/09 READING=64427. METERMAN HERE ON 1/27/09, FOUND YELLOW RING SEAL CUT, METER RUNNING, READING=64556. HE REMOVED THE METER DUE TO BAD SOCKET. HAVING SERVICE CUT AT THE POLE, NOTIF# 716204040. SOCKET WILL NEED REPLACED AND INSPECTED BEFORE RECONNECTION. MM/LJB</p>					

02/24/2009	16-111	General Complaint	PUC/BPU Complaint-Verbal	1100633333501	Deborah L Reinhart
		Mr. Smith contacted PUCO - trying to get service started.....delayed do to tampering states sent all necessary proof.			
01/30/2009	16-47	General	ALERT! Sensitive Account	1100633333501	Deborah A Jones
		advd c richard smith will need to pay tampering fees before service can be restored, advd mr fees are 306.44 gv mr agecny to make pymt, mr says he didn't tamper, advd mr will have rev protection supv call him at 330 876 7984			
01/30/2009	08-59	New Service	Residential Upgrade Request	1100633333501	Alicia M Allen
		STAND ALONE NOTIFICATION CREATED FOR WORKTYPE RESU			
09/10/2008	14-48	CIC Contacts	General Inquiry	110016574300	46388
		C RICHARD SMITH 0802771078 cllng for srvc at 1930 MAHONING AVE NW-needs inspection trnsfrd to new srvc			

05/28/2009	23:45	Operating-DMC	Lights-None	110016574300	EA1LOGINWMS
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 05/23/09 01:00 AM					
06/02/2009	16:23	CTC Contacts	ALERT! Sensitive Account	110063333501	Anna L Rodriguez
C RICHARD SMITH 286-34-8862***-**-8862 0802771078 concerni ng rev prot at 1930 Mahoning ave new warren prem 0000932759- said had faxed in documents that we needed on 2/12/09 and has conf# from son's fax that it went thru and we had advice d him takes 24-48 hrs to process and we would call him and s till no service/tr's to amip/alr					
06/24/2009	16:11	General Complaint	PUC/BPU Complaint-Verbal	110063333501	Deborah L Reinhart
Mr. Smith contacted PUCO - trying to get service started.....delayed do to tampering states sent all necessary proof.					
06/30/2009	16:24	General	ALERT! Sensitive Account	110063333501	Deborah A Jones
advd c richard smith will need to pay tampering fees before service can be restored, advd mr fees are 306.44 gv mr agencny to make pymt, mr says he didn't tamper, advd mr will have rev protection supv call him at 330 876 7984					
06/30/2009	08:59	New Service	Residential Upgrade Request	110063333501	Alicia M Allen
STAND ALONE NOTIFICATION CREATED FOR WORKTYPE RESU					

Customer Contacts

Menu Exit System Choose Sort Ascending Sort Descending New Period 3-line Text or Full Text

03/26/2009	15:32	Dunning -Auto Dial	Phone out of order Phone attempt 09 - Sit Tone/Invalid Phone Number	*10040167616	CS General Purpose Batc
03/16/2009 03/05/2009	21:21 11:00	Form Letters CIC Contacts	Disconnection Notice - ON Residential ALERT! Sensitive Account Received copy of deed from sheriff's sale dated 6-7-08 for C Richard Smith. Tampering started after 9-5-08 therefore fees must be paid. He states in letter that he refuses to pay as previous rep had told him.	*10040167616 *10013939337	CCSBI1196 18264
03/04/2009	15:31	Dunning -Auto Dial	Phone out of order Phone attempt 09 - Sit Tone/Invalid Phone Number	*10040167616	CS General Purpose Batc
03/02/2009	16:24	Move In	Pos ID Follow-up C RICHARD SMITH 266-34-8862 CALLED FAXED INFO 02/12, NOTHING NOTD. ADVD TO REFAX HE WANTED TO MAIL CERTIFIED GAVE ADDRESS 76 S MAIN ST ATTEM CUSTOMER CONTAT CENTER	*10013939337	Kendra Gatter
03/02/2009	16:10	CIC Contacts	General Inquiry C RICHARD SMITH 266-34-8862*****6362 0502771076 concerning rev prot at 1835 waboning ave new warren prew 093 0932759—said had faxed in documents that we needed on 2/12 /09 and has confa from son's fax that it went thru and we ha d advised him takes 24-48 hrs to process and we would call h im and still no service/tr'd to auto'air	*10013939337	Anna L Rodriguez
03/02/2009	09:10	Credit & Collections	Ready Pay Create No 2580067 - \$ 179.00 - 03/03/2009	*10040167616	EALDGINW6
02/26/2009	15:30	Dunning -Auto Dial	Phone out of order Phone attempt 09 - Sit Tone/Invalid Phone Number	*10040167616	CS General Purpose Batc

OE Exhibit H

Error! Filename not specified.

«RTN_ADDR_1»
«RTN_ADDR_2»
«RTN_ADDR_3»
«RTN_ADDR_4»
«RTN_ADDR_5»
«RTN_ADDR_6»

«LETTER_DATE»

«RCPNT_NAME_1»
«RCPNT_NAME_2»
«RCPNT_ADDR_1»
«RCPNT_ADDR_2»
«RCPNT_ADDR_3»

Dear Resident:

Our records show that electric service is being used at «SERV_ADDR»; however, no one has applied for electric service.

To apply for service, call a Customer Service Representative at the toll-free number shown above. You may also apply for service using our Web site: www.firstenergycorp.com. If you do not apply for service by «APPLY_DATE», we will have to initiate termination of service.

Please refer to the premise number, meter number and service address listed below when applying for service.

Premise: «PREMISE»
Meter Number: «METER_NBR»
Service Address: «SERV_ADDR»

Your prompt attention to this matter will be greatly appreciated.

Sincerely,

«COMPANY_LONGNAME»
«COMPANY_QUALIFIER»