

FILE

BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

124  
RECEIVED-DOCKETING DIV  
2012 DEC 21 PM 3:29  
PUCO

MARCENA UPP

Complainant,

v.

THE TOLEDO EDISON COMPANY,

Respondent.

Case No. 11-5427-EL-CSS

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**THE TOLEDO EDISON COMPANY'S MEMORANDUM CONTRA MOTION TO STAY  
DISCONNECTION AND TO REFRAIN FROM ESTIMATED METER READING**

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On December 6, 2012, Complainant Marcena Upp ("Complainant") filed a Motion requesting two forms of relief. First, she asked the Commission to "enforce a previous cease and desist order staying disconnection of service during the pendency of the formal hearing process." (Compl.'s Mot. p. 1.) Second, she asked the Commission to require The Toledo Edison Company ("Toledo Edison") to refrain from using estimated meter reading. (*Id.*)

With respect to the first requested form of relief, no cease and desist order has been issued in this case. Moreover, Toledo Edison has properly pursued disconnection for non-payment after Complainant missed a monthly payment in October 2012. With respect to the second form of relief, Toledo Edison has complied with the Commission's meter reading rules. *See* O.A.C. Rule 4901:1-10-05(I). In fact, Toledo Edison actually read Complainant's meter six times in 2012. For all of those reasons, Complainant's Motion should be denied.

**I. BACKGROUND**

Complainant's Toledo Edison bill payments have been chronically late or absent. In fact, Complainant did not make any payments to Toledo Edison from January to May 2012. *See*

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Detailed Statement of Account (attached hereto as Exhibit A). As a result, Toledo Edison pursued disconnection for non-payment in the summer of 2012. Complainant received notice of disconnection via her Toledo Edison bill dated June 16, 2012. *See* Customer Contact Log (attached hereto as Exhibit B), entry dated June 16, 2012. Toledo Edison attempted to disconnect service on June 20, 2012, but was unable to do so because of lack of access to the meter. Toledo Edison posted a notice of disconnection. *See* Customer Contact Log, entry dated June 20, 2012. Toledo Edison also contacted Complainant by telephone on June 28, 2012, to inform Complainant that, although her total balance was \$6,071.99, she could make a payment of \$551.35 in order to avoid disconnection. *See* Customer Contact Log, entry dated June 28, 2012.

Complainant initiated a \$551.35 payment on June 29, 2012. *See* Customer Contact Log, entry dated June 29, 2012. The day before, June 28, 2012, she had filed a Motion to Stay Disconnection During the Formal Hearing Process. Complainant asserted that Toledo Edison was required to refrain from disconnecting service while this case is pending under Ohio Administrative Code Rule 4901-9-01(E). That provision states:

If a person filing a complaint against a public utility is facing termination of service by the public utility, the person may request, in writing, that the commission provide assistance to prevent the termination of service during the pendency of the complaint. The person must explain why he or she believes that service is about to be terminated and why the person believes that the service should not be terminated. A person making a request for assistance must agree to pay during the pendency of the complaint all amounts to the utility that are not in dispute. The commission, legal director, deputy legal director, or an attorney examiner will issue a ruling on the request.

Toledo Edison responded on July 12, 2012, by pointing out that Complainant was not entitled to relief under Rule 4901-9-01(E) because she was not paying amounts not in dispute during the pendency of her case. (Toledo Edison's July 12, 2012, Response to Mot. to Stay Disconnection at 1.) Toledo Edison stated that the \$551.35 payment Complainant made on June 29, 2012,

satisfied her payment obligations for January-April 2012. Complainant owed an additional \$360.34 for May and June 2012. Toledo Edison agreed to defer that payment until after the conclusion of this case. As long as Complainant timely paid her “July bill and all future monthly bills that arrive prior to resolution of this matter” Toledo Edison also agreed not to disconnect service. In the event of non-payment, Toledo Edison reserved disconnection rights. (*Id.* at 1–2.)

On July 26, 2012, the Attorney Examiner issued an Entry that addressed Complainant’s Motion. He found that “[i]n view of Toledo Edison’s response to the complainant’s motion for stay, the complainant’s motion appears, in overall effect, moot.” (Entry dated July 26, 2012, at p. 2.) He further found that “. . . the complainant should abide by the terms set forth in Toledo Edison’s response. Specifically, the complainant should pay her July bill and future undisputed bills. Otherwise, the complainant will be subject to disconnection pursuant to the Commission’s rules.” (*Id.*) The Attorney Examiner did not issue a cease and desist order. (*See id.*)

Complainant paid her monthly bills in July, August, and September, 2012. *See* Detailed Statement of Account. Complainant did not, however, pay her October bill. As a result, Toledo Edison provided notice of disconnection via Complainant’s November 13, 2012, monthly bill. *See* Customer Contact Log, entry dated November 13, 2012; (Compl.’s Mot. Ex. A.) Complainant received an additional notice at her home dated December 3, 2012. (Compl.’s Mot. Ex. A.) To date, Complainant has not paid her October 2012 bill. Instead, she has filed the pending Motion, which challenges Toledo Edison’s ability to disconnect and suggests that her bills are disputed because Toledo Edison has used estimated meter reading. (*Id.* at 1–3.)

## **II. ARGUMENT**

### **A. Toledo Edison’s Efforts to Disconnect Are Appropriate.**

Complainant makes several arguments in an effort to establish that Toledo Edison may not disconnect her electric service, but none are meritorious. First, she claims that the

Commission has issued a cease and desist order that prevents disconnection. (Compl.'s Mot. p. 1.) That is not the case. Instead, the Commission issued an Entry stating that "the complainant should pay her July bill and future undisputed bills. Otherwise, the complainant will be subject to disconnection pursuant to the Commission's rules." (Entry dated July 26, 2012.)

Second, Complainant claims that she has made all of her bill payments. (Compl.'s Mot. p. 3.) That is also untrue. As the Detailed Statement of Account attached to this Memorandum demonstrates, Complainant never paid her October 2012 monthly bill. A payment Complainant made on October 20, 2012, was a late payment on her \$209.37 bill from September 2012.

Detailed Statement of Account. Complainant indicates in her Motion that she was confused because she received two bills in October and was not sure which to pay. Complainant's October 2012 bill was originally issued on the 16<sup>th</sup> based on an estimated meter read. Detailed Statement of Account. After Complainant called in an actual meter read, the bill was adjusted and re-issued on the 18<sup>th</sup>. *Id*; Customer Contact Log, entry dated October 23, 2012.

Complainant contacted Toledo Edison to ask which bill to pay and was advised to pay the bill issued on the 18<sup>th</sup>. Customer Contact Log, entry dated October 23, 2012. Despite clear instructions from Toledo Edison, Complainant never paid the bill issued on the 18<sup>th</sup>.

Third, Complainant suggests that she was not required to pay her October and November bills because they are disputed. She explains that she called Toledo Edison to provide actual meter reads, but her calls were disregarded. (Compl.'s Mot. p. 2-3.) Once again, Complainant's assertion is not accurate. As noted above, her actual meter read provided by telephone in October prompted Toledo Edison to issue a new bill. Detailed Statement of Account; Customer Contact Log, entry dated October 23, 2012. Complainant provided an actual meter read (14,231 KWH) by telephone again on November 13, 2012. Customer Contact Log, entry dated

November 13, 2012. That actual meter read was used to generate her November bill. Detailed Statement of Account. In short, Complainant's October and November bills are not in dispute.

For all of those reasons, Toledo Edison's efforts to disconnect electric service at Complainant's home are appropriate. Toledo Edison has been informed, however, that Complainant's home has been foreclosed and that she must vacate the premises by December 29, 2012. (Compl.'s Mem. Opp. Mot. to Dismiss. p. 2.) Toledo Edison does not plan to disconnect service prior to that date. Complainant should be aware, however, that she is not automatically entitled to service at a new residence located in Toledo Edison's service territory. Toledo Edison's tariff explicitly states that Toledo Edison "may refuse to provide electric service, consistent with Ohio law, including without limitation, for those reasons specified in Chapters 4901:1-10 and 4901:1-18 of the Ohio Administrative Code." Tariff Sheet 4, § II(D). Ohio Administrative Code Rules 4901:1-10-19(C) and 4901:1-18-10(C) make clear that Toledo Edison may refuse service unless Complainant pays amounts that are not in "bona fide dispute." At minimum, that means she must pay the \$116.77 she owes for October and the \$105.87 that is due December 28, 2012. *See* Detailed Statement of Account. Before service may be provided, she may also be required to establish credit by paying a security deposit of up to 130 percent of her estimated average monthly bill for regulated services or furnishing a creditworthy guarantor. *See* O.A.C. Rule 4901:1-10-14; Tariff Sheet 4, § III(A)-(B).

**B. Toledo Edison Is Permitted To Utilize Estimated Meter Reading.**

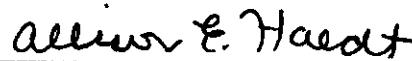
Complainant also asserts that Toledo Edison should be ordered to refrain from using estimated meter reading. She explains that a "remote reader practice is being utilized in her neighborhood." (Compl. Mot. p. 3.) Complainant is correct that an Automated Meter Reading ("AMR") meter was installed at her home approximately one year ago. When an AMR meter is installed, a meter reader is able to use a handheld to pick up a wireless read as he or she walks

past a meter. In other words, a meter reader still must travel his or her route to obtain a read. Although Toledo Edison strives to obtain as many actual meter reads as possible, actual reads are not obtained every month. During months when a metering route is not read, Toledo Edison utilizes an estimated read. *See* Tariff Sheet 4, § VI(G) (“The Company attempts to read meters on a regular basis, but there are occasions when it is impractical or impossible to do so. In such instances the Company will render an estimated bill based upon past use of service.”) The Commission’s rules generally require actual meter readings once each calendar year. O.A.C. Rule 4901:1-10-05(I)(1). Upon a customer’s request, a meter may be read two additional times per year. O.A.C. Rule 4901:1-10-05(I)(2). In any event, Toledo Edison is in full compliance with the applicable rules because Complainant’s meter has been read six times in 2012. Toledo Edison may continue to utilize estimated reading under Ohio Administrative Code Rule 4901:1-10-05(I).

### III. CONCLUSION

For all of the above reasons, disconnection need not be stayed. Moreover, Toledo Edison may utilize estimated billing pursuant to Ohio Administrative Code Rule 4901:1-10-05(I). Toledo Edison respectfully requests that Complainant’s Motion be denied.

Dated: December 21, 2012



Allison E. Haedt (0082243)

(Counsel of Record)

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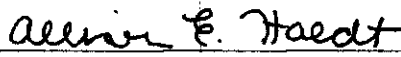
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ATTORNEYS FOR RESPONDENT

## CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was delivered to the following persons by first class mail, postage prepaid, this 21st day of December, 2012:

Marcena Upp  
4801 Imperial Drive  
Toledo, OH 43623



Allison E. Haedt  
An Attorney For Respondent



# **EXHIBIT A**

# DETAILED STATEMENT OF ACCOUNT

Customer Name: MARCENA UPP Account Number: 110076714101

Service Address:  
4801 IMPERIAL DR  
TOLEDO OH 43623

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
01/11/12	01/11/12	KWH	1,105	1,105	27	41	Act	155.19	155.19	155.19		01/26/12				11,943.44
02/02/12	12/15/11	KWH	7,248	94	3	31	Act									
02/11/12	02/10/12	KWH	2,333	1,228	30	41	Est	157.83	157.83	157.83		02/27/12		12.00	DFC	11,955.44
03/14/12	03/14/12	KWH	3,219	886	33	27	Act	115.04	115.04	115.04		03/29/12				12,113.27
04/14/12	04/13/12	KWH	4,074	855	30	29	Act	111.28	111.28	111.28		04/30/12				12,228.31
05/15/12	05/15/12	KWH	5,092	1,018	32	32	Act	130.24	130.24	130.24		05/30/12				12,339.59
05/18/12														35.00	RF	12,469.83
06/16/12	06/15/12	KWH	6,609	1,517	31	49	Est	195.10	195.10	195.10		07/02/12	-551.35			12,504.83
06/29/12																12,699.93
07/16/12	07/16/12	KWH	8,231	1,622	31	52	Est	213.30	213.30	213.30		07/31/12	-213.30			12,148.58
07/31/12																12,361.88
08/15/12	08/15/12	KWH	10,812	2,581	30	86	Act	333.18	333.18	333.18		08/30/12	-333.18			12,148.58
09/08/12																12,481.76
09/15/12	09/14/12	KWH	12,474	1,662	30	55	Act	209.37	209.37	209.37		10/01/12				12,148.58
10/16/12	10/16/12	KWH	13,991	1,517	32	47	Est	184.03	184.03	184.03		10/31/12				12,357.95
10/18/12								Bill reversed on 10/18/2012.								12,541.98
10/18/12														-184.03	REV	12,357.95
10/18/12	10/16/12	KWH	13,424	950	32	30	Est	116.77	116.77	116.77		11/02/12				12,474.72
10/20/12																12,265.35
11/13/12	11/13/12	KWH	14,231	807	28	29	Est	99.47	99.47	99.47		11/28/12	-209.37			12,364.82
12/04/12																12,376.82
12/08/12																12,277.35
12/13/12	12/13/12	KWH	15,092	861	31	28	Est	105.87	105.87	105.87		12/28/12	-99.47			12,383.22

# **EXHIBIT B**

Partner	800625759	MARCENA UPP / 4801 IMPERIAL DR / TOLEDO OH 43623				
Date	Time	Class	Action	Cont Account	User	
Contact Text						
11/05/2013	24:00	Form Letters	Meter Obstruction - No Access	110076714101	Douglas J Kigar	
LS: Meter Obstruction - No Access - Locked privacy fence / Dogs / Line Department reports not able to cut at pole first reported 06/20/2012						
11/05/2013	23:00	Meter	Notif - Company Use Only	110076714101	Douglas J Kigar	
This is an ongoing formal complaint while pending the customer is to pay current bills. Deborah L. Reinhart is reviewing this account on a regular basis and I will block for nonpay pay when she requests.						
12/18/2012	11:34	General	General Inquiry	110076714101	Deborah L Reinhart	
Home is being foreclosed - customer has to be out as of 12/29. Closed open disconnect notice.						
12/14/2012	11:41	CIC Contacts	General Inquiry	110076714101	Nelson L Rodriguez	
per MARCENA UPP, will call back when new address when ready to xfer service						
12/14/2012	11:40	Meter	Customer Supplied Reading	110076714101	Nelson L Rodriguez	
per Marcena Upp, called in reading of 15185. No rebill needed						
12/14/2012	11:27	General	General Inquiry	110076714101	Carolyn A Zerbe	
s/w Marcena Upp calling in her meter reading - trans to billing czerbe						
11/13/2012	20:04	Form Letters	Disconnection Notice - OH Residential	110076714101	CCSBILL95	
11/13/2012	10:30	Meter	Customer Supplied Reading	110076714101	Jody E McMahan	
bp called in meter read today of 14231						
11/13/2012	10:23	CIC Contacts	General Inquiry	110076714101	C12477	
spoke with Marcena Upp verified info premise # 110076714101 customer calling in meter reading transferred to billing						
10/23/2012	16:12	CIC Contacts	Explanation of Charges	110076714101	LaNesha L Jackson	
MARCENA UPP calling to see the reason for est and the reason adv that est can happen dueto access issues or a emergency to where they cant read the meter adv acct est in july and june and was report as a excess issues but since then has been getting reads cust said bill est in oct then called in with read						
10/23/2012	15:55	CIC Contacts	How much Owed/ Was Payment Received	110076714101	LaNesha L Jackson	
MARCENA UPP called to see to what bill to pay adv 10 /19 bill because bill was rebilled						
10/23/2012	15:48	Credit & Collections	General Inquiry/Other	110076714101	Magaly Rivera	
sw MARCENA UPP inquiring which bil she is suppose to pay trans to billing mriviera						
10/22/2012	16:41	CIC Contacts	General Inquiry	110076714101	Theresa M Gilmore	
S/W MARCENA UPP PAID 209.37 AT CHECKSMART REC# 28239504810						
10/18/2012	19:39	Form Letters	Disconnection Notice - OH Residential	110076714101	CCSBILL96	
10/16/2012	19:44	Form Letters	Disconnection Notice - OH Residential	110076714101	CCSBILL95	
09/27/2012	18:12	Dunning -Auto Dial	Listened to entire msg-correct household	110076714101	CS General Purpose Batc	
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed						
09/18/2012	16:24	CIC Contacts	General Inquiry	110076714101	Tammy Jo Leigh	
marcena upp cing w/reading 12490-adv we read at 12474-our read correct-tjleigh						
09/15/2012	18:18	Form Letters	Disconnection Notice - OH Residential	110076714101	CCSBILL95	
09/10/2012	11:08	CIC Contacts	General Inquiry	110076714101	Mary E Vibbard	
marcena upp pd 333.18 090812 at krogers rcpt 252510010112						
08/28/2012	14:44	CIC Contacts	Explanation of Charges	110076714101	Andrea M Debagio	
Spoke to Marcena Upp regarding estimated reads. She has filed formal complaint with PUCO & supposed to be paying current charges since 12/12/11 meter read. She said she can not pay the current bill of 333.18 until 9/7/12. Discussed how remote read meter can still be estimated. She said she took a read in June & July & will call back to get an idea of what was used each month. **After hanging up I realized that acct is not current since Dec. As of May read she needed 681.58. The 551.35 that was paid was for service up to April & May 130.24 & June 195.10 payments are missing						
07/31/2012	17:02	Contract Account	Create Dunning Lock	110076714101	Tara J Costa-Martin	
Created dunning lock until 08/30/2012 MARCENA UPP has hearing pending with PUCO customer reported payment \$213.30 rcpt# 22275251461						
07/31/2012	17:01	General Complaint	Supervisor Call	110076714101	Tara J Costa-Martin	
RES SPEC MARCENA UPP Acct Nbr 110076714101 reported payment \$213.30 rcpt# 22275251461 adv is suppose to pay actual amt each month. Sent email to Carrie in legal to contact customer regarding additional payments and when PUCO hearing is scheduled.						
07/31/2012	16:29	CIC Contacts	General Inquiry	110076714101	Barbara J Fragiskatos	
REQUES SUPER.... marcena upp 110076714101 VFD says there is an agreement from the puco letter she received to pay 213.30 to stop disc. xferd to res spec						
07/31/2012	16:23	CIC Contacts	General Inquiry	110076714101	Nyesha T Blasingame	
MARCENA UPP cldd to report pymt in disc status transfrd credit..ntb						
07/19/2012	06:41	Operating-DMC	Lights-None	110076714101	Ashantia Jordon S	
07/16/2012	19:37	Form Letters	Disconnection Notice - OH Residential	110076714101	CCSBILL95	
07/13/2012	15:32	Contract Account	Contract Account Changed	110076699930	Richard E Schroth	
07/13/2012	14:31	CIC Contacts	ALERT! Sensitive Account	110019485314	Rebecca J Giltz	
per Tim O (planner) service will be restored today,						

crew on it's way 07/13/2011				
07/13/2012 14:30	CIC Contacts	ALERT! Sensitive Account	110076699930	Rebecca J Giltz
per Tim O. (planner) service will be restored here today. crew on their way now 07/13/2011				
06/29/2012 16:42	Contract Account	Create Dunning Lock	110076714101	C11004
Created dunning lock until 07/02/2012 MARCENA UPP paid 551.35 to stop the disco per the notes on the account. Put hold on account. AMA # 18717120274				
06/29/2012 16:35	CIC Contacts	General Inquiry	110076714101	Melvin Butler Jr
marcena upp call about past due bal on acct 110076714101, verified				
06/28/2012 10:34	CIC Contacts	Dunning Explanation	110076714101	Jordan D Jones
sw MARCENA UPP-adv current bill 6071.99 -disc amt 5733.89 due 7/2/12 -faxed med cert to 419-841-6338 attempted to give hotline numbe she stated she already had it -adv with dispute was quoted needed to pay \$551.35 by legal for PUCO dispute				
06/28/2012 10:00	Dunning -Auto Dial	Listened to entire msg-correct household	110076714101	CS General Purpose Batc
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/20/2012 24:00	Credit & Collections	Disconnection Notice	110076714101	Douglas J Kigar
LS: Disconnection Notice here today 06/20/2012. Past Due \$ 551.35 ( NO ACCESS ) SPOKE WITH GREG SNYDER LINE DEPT CANNOT CUT AT POLE. 06/26/2012				
06/20/2012 11:17	CIC Contacts	Dunning Explanation	110076714101	Shannon L Smith
s/w MARCENA UPP-bp, ver last 4 of ss#, [Redacted] -daughter-[Redacted], DR. SHURTZ F-419-841-6338, RVND ACCT & NOTES & CDL'S ON ACCT, W/SUP, BP HAS 1 MED CERT AVAIL, READ MED CERT SCRIPT, SSMITH				
06/20/2012 11:05	CIC Contacts	ALERT! Sensitive Account	110076714101	17762
per Carrie Dunn, legal, cust needs to pay \$551.35 (Jan, Feb, March & Apr 2012 bills), PUCO formal complaint filed 10/11/11, cust mtr exchanged 12/16/11, under formal complaint ruling, cust must pay current monthly charges from filing date (in this case legal is using meter ex date) to prevent disconnect, per legal, Carrie Dunn yb				
06/20/2012 10:55	CIC Contacts	General Inquiry	110076714101	47767
Marcena Upp 110076714101 needs med cert faxed to dr. Verif... Trnsfd to credit.				
06/20/2012 10:36	General Complaint	Supervisor Call	110076714101	Valerie A Maione
marcena upp said that we can't shut her off because of formal hearing that is scheduled with puco next month. i provided med cert info p/yvonne brawley's recent note and sent info to Carrie Dunn for follow up as necessary. offered to call cust back after researching, but she stated she isn't supposed to talk to the utility.				
06/20/2012 10:25	CIC Contacts	General Inquiry	110076714101	Christopher L Taylor
MARCENA UPP is calling to sp w/ supervisor is calling about medcert , said she is at hearing w/puco , tran to valerie maione				
06/18/2012 09:02	CIC Contacts	Dunning Explanation	110076714101	17762
left Marcena Upp vm regarding #2 med cert expired 6/17/12, advised cust needs to contact cust serv asap to maintain elec serv and med cert eligibility yb				
06/17/2012 11:43	Contract Account	Medical Certificate	110076714101	C11103
Medical Certificate 3 2 ESPIRES 06/17/2012				
06/16/2012 18:40	Form Letters	Disconnection Notice - OH Residential	110076714101	CCSBILL95
06/16/2012 15:12	CIC Contacts	General Inquiry	110076714101	Kimberly E Urbach
MARCENA UPP called regardin outage. She is only one out. advised will be there between now and 4:30. also explained how to check breakers.				
06/16/2012 14:19	Operating-DMC	Lights-None	110076714101	EALOGINWM6
ERT: 06/16/12 04:30 PM				
05/21/2012 13:06	Meter	Meter-Exchange	110076714101	Shirley Rittichier
05/18/2012 23:26	CIC Contacts	General Inquiry	110076714101	Tammy L Krasuna
per tman on upon arrival				
05/18/2012 17:27	CIC Contacts	Status of Existing Notification	110076714101	Dustin R Valentine
sw steve from rdo - adv just needs meter put in - they were unabl to block at pole - gave ext within the hour- passed this information on to Mike Yonkura from PUCO - was calling to get restoral time.				
05/18/2012 17:18	Disconnection	Dunning Disconnection Document Created	110076714101	Dustin R Valentine
per sup barb thompson same day				
05/18/2012 17:08	CIC Contacts	General Inquiry	110076714101	Sharmba L Varner
tran mike puco to credit calling about med cert on acct# 110076714101				
05/18/2012 12:40	CIC Contacts	Status of Existing Notification	110076714101	Douglas J Kigar
NEEDS A METER SENT TO WESTERN METER SERVICES TO UNBLOCK				
05/18/2012 12:14	Credit & Collections	Reconnection Process-Recon started	110076714101	C11103
Reconnect at Pole will be created for reconnection on 05/18/2012 . Medical Condition				
Reconnection amount negotiated for			35.00	
Disconnect amount negotiated for			5603.65	
CSR negotiated amount			5638.65	
Advised Breakers Off:No				
RCVD SIGNED MED CERT BEFORE CUTOFF-UNABLE TO REACH BP TO ADV TO TURN OFF				
BREAKERS-PLCD SAME DAY RECONN-LP				
Created By: La Toya Pursley				

11:44	Contract Account	Med Cert Paperwork Received	110076714101	C11103
Medical Certificate Paperwork Received-05/18/12-06/17/12-RCVD #2 SIGNED MED CERT- STATUS (#1 MED CERT 07/12/2011)-CLLD BP TO ADV, LFT MSG ON VM-PLCD SAME DAY RECONN-LP				
05/18/2012 10:42	Credit & Collections	General Inquiry/Other	110076714101	Michele Raser
MARCENA UPP - verf info..called to have medical cert sent to a 2nd doctor - she stated that she did not know which doctor would sing the form - i adv her she needs to contact her doctors office and figure out which one will sign the form - adv she has until 330..mraser				
05/18/2012 10:23	CIC Contacts	General Inquiry	110076714101	Bonnie L Head
MARCENA UPP faxed med certificate for child [Redacted] faxed to 4198416338 read script				
05/17/2012 20:34	CIC Contacts	General Inquiry	110076714101	Yolanda R Gibbons
MARCENA UPP...upset claim that she shouldn't be shut off at all because she has a claim attorney for first energy is Haet e sd that this is a serious issue ...advised that she was suppose to make pmts on the account and that is why she was disconnected she is not paying current bills which are not in legal dispute per rep Yvonne L Brawley notes...she wanted to sw a supervisor because she claim that her child will die if her service isn't on advised can take her # and a supervisor can call her back then she sd that she did not have a phone because service is off and that she is using someones phone asked for a supervisors number advised that we do not give supervisors # we can take a contact phone# to have a supervisor to give her a call back, suggest to either call 911 or take child to the hospital if needed ..she sd that she will not do that she need to be at her own home...she sd that she will call the police right now and say they stole meter sd making report now and hung up				
05/17/2012 20:11	Master Data Change	Personal Data Changed		Yolanda R Gibbons
MARCENA UPP updated phne#(419)245-2922				
05/17/2012 13:47	Meter	Meter-Remove	110076714101	Douglas J Kigar
Meter-Remove must be turned on by Western Meter Services				
05/17/2012 13:47	Credit & Collections	Service Disconnected	110076714101	Douglas J Kigar
Service blocked at meter was removed. Disconnect R-05173. Needed \$440.06 past due + \$35 R/C = \$475.06 Total				
05/17/2012 11:22	CIC Contacts	ALERT! Sensitive Account	110076714101	17762
per Carrie Dunn, legal, cust needs to pay \$440.06 (Jan, Feb & March 2012 bills), PUCO formal complaint filed 10/11/11, cust mtr exchanged 12/16/11, under formal complaint ruling, cust must pay current charges from filing date to prevent disconnect, per legal, Carrie Dunn, customer needs to pay current charges from meter ex date to prevent disconnect, \$440.06, total balance cust owes from mtr ex date \$681.58 yb				
05/16/2012 00:00	Credit & Collections	Service Disconnected	110076714101	BA Jeffery A Ling
Not able to block at pole				
05/15/2012 19:57	Form Letters	Disconnection Notice - OH Residential	110076714101	CCSBILL95
05/14/2012 07:25	CIC Contacts	Dunning Explanation	110076714101	17762
sent email to Jeff Ling requesting cut at pole be issued for asap per Allison Haedt & Carrie Dunn, legal dept **customer not paying current bills which are not in legal dispute** yb				
05/14/2012 07:15	Contract Account	Contract Account Changed	110076714101	17762
deleted dunning lock per Allison Haedt & Carrie Dunn, legal dept, disconnection can now be worked per legal dept, hearing to take place sometime this summer also yb				
04/18/2012 11:11	CIC Contacts	ALERT! Sensitive Account	110076714101	17762
dunning lock til 5/18/12 PUCO formal complaint issue, tentative settlement agreement per Allison Haedt, legal dept yb				
04/14/2012 18:21	Form Letters	Disconnection Notice - OH Residential	110076714101	CCSBILL95
02/08/2012 15:39	Contract Account	Contract Account Changed	110076714101	17762
60 day legal lock per Deb Reinhart, compliance yb				
01/26/2012 10:02	PIPP / PAC	Provide Program Information	110076714101	Michele K Figueroa
pulled 12/16/11 HEAP file, only rcvd PIPL Drop --did not rcv a PIPL apprvl				
01/24/2012 15:31	Credit & Collections	Disconnection Phone Attempt - Unsuccess	110076714101	CS General Purpose Batc
Phone attempt 05 - AMD Detected - Left Message				
01/11/2012 19:26	Form Letters	Disconnection Notice - OH Residential	110076714101	CCSBILL95