

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
06/15/2019 12:40:56	06/15/2019	110129069909	EAILOGINWM7	Ready Pay Create
No 69948995 - \$ 139.21 - 06/15/2019 Russell Enyart russell.enyart@gmail.com				
05/20/2019 10:02:11	05/20/2019	110129069909	EAILOGINWM7	Ready Pay Create
No 69305026 - \$ 162.47 - 05/20/2019 Russell Enyart russell.enyart@gmail.com				
05/20/2019 10:01:25	05/20/2019	110129069909	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: russell.enyart@gmail.com				
05/20/2019 10:01:24	05/20/2019	110129069909	EAILOGINWM7	Account Added to Website Profile
Added Account 110129069909				
04/24/2019 10:33:18	04/24/2019		Cathy A Carmichael	Personal Data Changed
Old BP Phone:(916)770-5121 New BP Phone:(916)524-9733 Created By: Cathy A Carmichael				
03/30/2019 19:59:49	03/30/2019	110129069909	CS General Purpose Batch	Disconnection Notice - OH Non-Residential
02/02/2019 19:53:16	02/02/2019	110129069909	CS General Purpose Batch	Disconnection Notice - OH Non-Residential
12/31/2018 13:24:04	12/31/2018	110129069909	Kristi C Martin	Update Comments to Power On
Reported By: GEORGE POMPSON, contractor Work Type: VPLV Storm Mode: Non-Storm Mode ERT Type: SYS ERT Time Quoted: 12/31/18 04:00 PM Script Read: Yes Notification Instructions: Please contact enroute or contact on site. George Pompton (contractor) would like to show you where the problem is. Created By: Kristi C Martin				
12/31/2018 13:22:15	12/31/2018	110129069909	Kristi C Martin	Voltage Problem - Low Voltage
Reported By: RUSSELL ENYART Reported By Phone: (800)829-2400 Storm Mode: Non-Storm Mode ERT Type: SYS ERT Time Quoted: 12/31/18 04:00 PM Script Read: Yes Notification Instructions: contractor, George Pompson (800)829-2400 believes that it is a voltage problem. Not getting enough power to power the pumphouse. Xst Baker ST. Created By: Kristi C Martin				
12/31/2018 13:18:29	12/31/2018	110129069909	Kristi C Martin	General Inquiry
Response to last ctt 749273934 - No Outage; issue unknown Good voltage at 3 meter locations at this address. There are two meters and they need power for the pump house. The contractor wld like to speak to someone about Russell Enyart for contact to contractor, George Pompson (800)829-2400. Asked if he needed a separate meter install for the pump house - says no, contractor believes that it is a voltage problem. Adv will enter new ctt.				

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11/29/2018 19:53:50	11/29/2018	110129069909	CS General Purpose Batch	Disconnection Notice - OH Non-Residential
10/26/2018 09:50:46	10/26/2018	110129069909	Mile J Hamilton	Lights-None
Reported By: RUSSELL ENYART Reported By Phone: (916)524-9733 Storm Mode: Non-Storm Mode ERT Type: SYS Neighbors Out: No/Unknown Breakers Checked: Yes Restoration callback requested: (916)524-9733 ERT Time Quoted: 10/26/18 12:30 PM Script Read: Yes Notification Instructions: Breakers checked: Yes: Created By: Mile J Hamilton				
08/01/2018 19:50:48	08/01/2018	110129069909	CS General Purpose Batch	Disconnection Notice - OH Non-Residential
06/30/2018 19:43:08	06/30/2018	110129069909	CS General Purpose Batch	Disconnection Notice - OH Non-Residential
05/01/2018 19:39:59	05/01/2018	110129069909	CS General Purpose Batch	Disconnection Notice - OH Non-Residential
03/12/2018 10:08:08	03/12/2018	110129069909	Miranda A Mack	General Inquiry
sw RUSSELL ENYART requested dupe bill to be sent to russell.enyart@gmail.com				
03/12/2018 10:06:49	03/12/2018	110129069909	EAILOGINWM7	Temporary Online Profile Cancelled
Miranda Mack Temporary Online Profile CancelledoszDFj3x7qtcVPd				
03/12/2018 10:06:49	03/12/2018	110129069909	EAILOGINWM7	Paperless Bill Cancelled
Miranda Mack - Paperless Removed on Account 110129069909				
02/01/2018 13:52:36	02/01/2018	110129069909	Dennyyelle Kenee	ALERT! Sensitive Account
meter wkr May verified this meter has been turned on previously. this meter is not blocked current read 87491-there is a meter of # L10856089 at property that is not turned on, if customer is requesting service at the meter will need to apply.				
02/01/2018 13:16:56	02/01/2018	110129069909	C50626	General Inquiry
S/W: RUSSELL ENYART / called because saying we disco the meter instead of reconnecting. same-day due to company error and put in claim				
02/01/2018 13:13:29	02/01/2018	110129069909	Jeffrey M Bertleff	Company Error: Move in error
Disc Doc Reason: Vacant status disconnection Activity: Reconnection order Activity Date: 02/01/2018 Work Type: MRUB Remote: No Disconnection Type: Meter (Manual) Company Error Reason: Move in error Supv Jeff B -- assisting with DTRT process generating same day order customers confirmed meter nbr still yellow tagged despite unblock order saying worked 01/29 Created By: Bertleff,Jeffrey M				
02/01/2018 13:10:46	02/01/2018	110129069909	Jeffrey M Bertleff	Change Customer Requested Disconnect/Reconnect
Disc Doc Reason: Vacant status disconnection Activity: Reverse reconnection order				

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Contact Date	Created Date	Contract Acct	Created By	Description
Remote: No				
Created By: Bertleff,Jeffrey M				
02/01/2018 13:03:40	02/01/2018	110129069909	C50626	Claim-Customer
S/W: RUSSELL ENYART Russell.enyart@gmail.com 01/31/2018, morning time we shut off the meter and that caused the pipes to freeze and bust, he now has to get them reestablished 916-770-5121 and 916-524-9733				
02/01/2018 12:40:25	02/01/2018	110129069909	C50941	General Inquiry/Other
s/w RUSSELL ENYART - 110129069909 vai Power was on and then turned off causing pipes to burst transferred to mipmop				
01/26/2018 13:54:35	01/26/2018	110129069909	Workflow General Purpose Batch	Optional Payment Programs
E-Bill Selection: Yes, CSR Signed Up				
01/26/2018 13:54:30	01/26/2018	110129069909	C52562	Move-In / Advised of Service Charge
Move In Date: 01/29/2018 Property Owner: Yes Dog moving In: No Alternate contact phone: (916)770-5121 Customer Contact: john randall (partner) Reconnect Fee: 0.00 Ebill:Yes Email Address: russell.enyart@gmail.com Closed Active Account: No Summary Script Read - Yes sw: Russell enyart wont be in the building to turn off breakers New Move In Premise Phone Number: (916)524-9733 Advised Breakers Off: Yes Bills will be mailed to: special mailing address Advised Security Deposit:Yes Created By: Eva Delvalle				
01/26/2018 13:49:31	01/26/2018	110129069909	EALOGINWM7	Temporary Online Profile Created
Eva Delvalle - Temporary Site Registration 110129069909 Acct enrolled in eBill--Ts<(>&<)>Cs accepted.				

This foregoing document was electronically filed with the Public Utilities

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in

Case No(s). 18-1734-EL-CSS

Summary: Exhibit Ohio Edison Exhibit 2

Customer Contact History electronically filed by Mr. Ken Spencer on behalf of Armstrong & Okey, Inc. and Cunningham, Cindy