

{Redacted}
{Redacted}
{Redacted}
{Redacted}

Service Initiated 5/1/09

Bill Date	Current Bill	Gas Charges	Bill Amount	Total Due	Customer Payment	LIHEAP Payment	Unpaid Balance	Notes
	{Redacted}			{Redacted}	{Redacted}		{Redacted}	{Redacted}
05/19/2009								{Redacted}
06/17/2009						{Redacted}		LIHEAP payment received 6/10/09
07/20/2009								
08/18/2009								
09/16/2009								
10/16/2009								
11/17/2009								
12/17/2009								Pay plan kept
01/17/2010								Pay plan broken
02/18/2010								
03/21/2010								
04/20/2010								3/22/10 no payment; pay plan broken

12/29/09 15-day notice sent

{Redacted}
{Redacted}
{Redacted}
{Redacted}

- 3/22/10 No payment made; pay plan broken**
- 3/26/10 15-day notice sent**
- 4/8/10 48-hour notice sent**
- 4/9/10 48-hour notice phone call to customer**
- 4/16/10 Final call to customer**