

[REDACTED]

Issue Number	114987 ✓	Submitted On	09/11/2013
Priority	Routine	Submitted At	11:26:50
Status	Closed	Last Edited On	09/13/2013
Submitted By	[REDACTED]	Last Edited At	14:23:01
Assignees	Analysts: [REDACTED]		

Description

Entered on 09/13/2013 at 14:23:01 EDT (GMT-0400) by [REDACTED]:
consumer:

advised cons of same; cons understands; thanked me; advised wld have [REDACTED] call cons and discuss her time of use meter before 4PM today; thanked me; closing.

Entered on 09/12/2013 at 15:39:27 EDT (GMT-0400) by [REDACTED]:

From: [REDACTED] [mailto:[REDACTED]]

Sent: Thursday, September 12, 2013 3:29 PM

To: [REDACTED]

Subject: RE: mail delay resulting in late fees

I reviewed the customer's account and cleaned up her payment history, so it doesn't reflect any late payments. She was affected by our payment posting delay fiasco, but hopefully we've got a handle of that now.

Entered on 09/11/2013 at 16:15:27 EDT (GMT-0400) by [REDACTED]:
email sent to PE re cons concerns.

Entered on 09/11/2013 at 11:52:49 EDT (GMT-0400) by [REDACTED]:
consumer:

trailer on acct, guesthouse: [REDACTED]; has lived at add for 28 yrs, trailer acct abt 10 yrs ago; cons does not recall having late pymts on her acct during all these years; 7/05 pymt didn't go through on time; rcvd a notice saying they wld waive the charge; bank did not process her pymt on time again in aug; her pymts have never taken this long to process on the acct; sent ck on 8/20, due 9/05, ck didn't process until 9/04; cons doesn't understand why it is taking so long to process the checks; sending bills to add that is included in the envelope; doesn't look up the address herself; post office said a ck shld get to charlotte w/n 1-2 days; it shldnt take this long for the pymts to post.

Entered on 09/11/2013 at 11:26:50 EDT (GMT-0400) by [REDACTED]:
[no Description entered]

Customer Account	[REDACTED]	How Received	Telephone
Assistant Referral	Analyst	Primary Phone	[REDACTED]
Spanish	No	Industry	Electric
Company	Progress Energy	Category	Billing
Sub Category	Late Payment Charge	Service Address	[REDACTED]
Service City	[REDACTED]	Contacted Company	Yes
Reminder Sent	Off	Escalated	Off
Call Back	Off	Verify Phone	Yes
Verify Name	Yes		