

Exhibit No. ___ (VE-3)
Docket U-110808
Witness: Vicki Elliott

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY, INC.,

Respondent.

DOCKET U-110808

**EXHIBIT TO
TESTIMONY OF**

Vicki Elliott

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

UTC Account Analysis

July 6, 2012

ACCOUNT B

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			855.80	855.80	855.80	0.00	855.80	PSE recds included entries beg 7/14/09; UTC began analysis 10/1/09
2	10/5/09		10/20/09	Urgent notice for \$848.56			855.80	855.80	855.80	0.00	855.80	
3	10/13/09	10/13/09		Usage charges		130.65	986.45	986.45	986.45	0.00	986.45	
4	10/13/09		11/2/09	Bill sent for \$986.45			986.45	986.45	986.45	0.00	986.45	
5	10/15/09	11/11/09		Late fee		1.32	987.77	987.77	987.77	0.00	987.77	
6	10/16/09	11/11/09		Late fee		4.87	992.64	992.64	992.64	0.00	992.64	
7	10/16/09		10/23/09	Final notice for \$848.56			992.64	992.64	992.64	0.00	992.64	
8	10/19/09	11/11/09		Late fee		2.30	994.94	994.94	994.94	0.00	994.94	
9	10/26/09			Disconnected for \$848.56			994.94	146.38	994.94	848.56	994.94	Current balance should not include prior obligation of \$848.56
10	10/26/09			Offered prior obligation			994.94	146.38	994.94	848.56	994.94	
11	10/28/09			Reconnected service			994.94	146.38	994.94	848.56	994.94	
12	10/28/09	11/11/09		Reconnect fee		37.00	1,031.94	183.38	1,031.94	848.56	1,031.94	
13	10/28/09	11/11/09		Deposit		245.00	1,276.94	428.38	1,276.94	848.56	1,276.94	
14	11/11/09	11/11/09		Usage charges		125.48	1,402.42	553.86	1,402.42	848.56	1,402.42	
15	11/11/09		12/3/09	Bill sent for \$1,402.42			1,402.42	553.86	1,402.42	848.56	1,402.42	
16	11/18/09	12/11/09		Payment - pledge	878.00		524.42	(324.14)	524.42	848.56	524.42	Pledge amount may not be applied toward prior obligation
17	11/25/09	12/11/09		Payment	524.42		0.00	(324.14)	0.00	324.14	0.00	-0- PSE bal; assume cust reqstd pymt to prior even though notes do not say
18	11/17/09	12/11/09		Late fee		1.08	1.08	(323.06)	1.08	324.14	1.08	
19	12/11/09	12/11/09		Usage charges		104.78	105.86	(218.28)	105.86	324.14	105.86	
20	12/11/09		1/4/10	Bill sent for \$105.86			105.86	(218.28)	105.86	324.14	105.86	
21	1/1/10	1/13/10		Deposit interest	0.02		105.84	(218.30)	105.84	324.14	105.84	
22	1/13/10	1/13/10		Usage charges		138.31	244.15	(79.99)	244.15	324.14	244.15	
23	1/13/10		2/3/10	Bill sent for \$244.15			244.15	(79.99)	244.15	324.14	244.15	
24	1/20/10	2/11/10		Late fee		1.06	245.21	(78.93)	245.21	324.14	245.21	
25	2/11/10	2/11/10		Usage charges		119.81	365.02	40.88	365.02	324.14	365.02	
26	2/12/10		3/4/10	Bill sent for \$365.02			365.02	40.88	365.02	324.14	365.02	
27	2/19/10	3/15/10		Late fee		2.44	367.46	43.32	367.46	324.14	367.46	
28	3/4/10	3/15/10		Payment (collected @ visit)	260.00		107.46	(216.68)	107.46	324.14	107.46	
29	3/4/10	3/15/10		Disconnect visit charge		13.00	120.46	(216.68)	120.46	324.14	107.46	Improper disconnect visit charge (no notice); not credited back

ACCOUNT B

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30	3/15/10	3/15/10		Usage charges		151.81	272.27	(64.87)	272.27	324.14	259.27	
31	3/16/10		4/2/10	Bill sent for \$272.27			272.27	(64.87)	272.27	324.14	259.27	Bill should be for \$259.27
32	4/13/10	4/13/10		Usage charges		180.35	452.62	115.48	452.62	324.14	439.62	
33	4/13/10	5/13/10	5/4/10	Bill sent for \$452.62		0.09	452.62	115.48	452.62	324.14	439.62	Bill should be for \$439.62
34	4/19/10	5/13/10		Late fee			452.71	115.57	452.71	324.14	439.71	
35	5/11/10	5/13/10		Payment - pledge	263.00		189.71	(147.43)	189.71	324.14	176.71	Pledge amount may not be applied toward prior obligation
36	5/13/10	5/13/10		Usage charges		215.51	405.22	68.08	405.22	324.14	392.22	
37	5/13/10		6/3/10	Bill sent for \$405.22			405.22	68.08	405.22	324.14	392.22	Bill should be for \$392.22
38	5/18/10	6/14/10		Late fee		0.09	405.31	68.17	405.31	324.14	392.31	
39	5/19/10	6/14/10		Late fee		1.80	407.11	69.97	407.11	324.14	394.11	
40	6/1/10	6/14/10		Payment	202.61		204.50	(132.64)	204.50	324.14	191.50	
41	6/14/10	6/14/10		Usage charges		171.12	375.62	38.48	375.62	324.14	362.62	
42	6/14/10		7/2/10	Sent bill for \$375.62			375.62	38.48	375.62	324.14	362.62	Bill should be for \$362.62
43	6/18/10	7/14/10		Late fee		2.03	377.65	40.51	377.65	324.14	364.65	
44	7/6/10			Urgent notice for \$375.62			377.65	40.51	377.65	324.14	364.65	Improper notice-Notice shd be for \$40.51 (may not include prior amt)
45	7/14/10	7/14/10		Usage charges		125.65	503.30	166.16	503.30	324.14	490.30	
46	7/14/10		8/3/10	Sent bill for \$503.30			503.30	166.16	503.30	324.14	490.30	Bill should be for \$490.30
47	7/16/10		7/26/10	Final notice for \$375.62			503.30	166.16	503.30	324.14	490.30	Improper notice-Notice shd be for \$40.51 (may not include prior amt)
48	7/20/10	8/12/10		Late fee		3.76	507.06	169.92	507.06	324.14	494.06	
49	8/2/10			Disconnected for \$375.62			507.06	169.92	507.06	324.14	494.06	Improper disconnect because of improper notice
50	8/2/10			Offered prior obligation			507.06	129.41	507.06	364.65	494.06	Current balance should not include prior obligation of \$40.51
51	8/3/10			Prior obligation of \$261.49			507.06	129.41	507.06	364.65	494.06	Prior obligation should be \$40.51 + 1st prior of \$324.14 total \$364.65
52	8/3/10			Reconnected service			507.06	129.41	507.06	364.65	494.06	
53	8/3/10	8/12/10		Reconnect fee		37.00	544.06	129.41	544.06	364.65	494.06	Reconnect fee in error because disconn was improper; credited 5/31/11
54	8/3/10	8/12/10		Payment	178.00		366.06	(48.59)	366.06	364.65	316.06	
55	8/3/10	8/12/10		Deposit		281.00	647.06	232.41	647.06	364.65	597.06	
56	8/3/10	8/12/10		Deposit interest	0.57		646.49	231.84	646.49	364.65	596.49	
57	8/3/10	8/12/10		Deposit application	245.00		401.49	(13.16)	401.49	364.65	351.49	
58	8/12/10	8/12/10		Usage charges		119.73	521.22	106.57	521.22	364.65	471.22	

ACCOUNT B

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59	8/12/10		9/2/10	Bill sent for \$521.22			521.22	106.57	521.22	364.65	471.22	Bill should be for \$471.22
60	9/14/10	9/14/10		Usage charges		163.89	685.11	270.46	685.11	364.65	635.11	
61	9/20/10	10/13/10		Late fee		1.20	686.31	271.66	686.31	364.65	636.31	
62	10/6/10	10/13/10		Disconnect visit charge		13.00	559.31	271.66	559.31	364.65	636.31	Improper disconnect visit chg (no notice); credited 5/31/11 + entry shows debit of \$13.00, but PSE added a credit of \$127.00 to the acct
63	10/6/10	10/13/10		Payment (collected @ visit)	140.00		546.31	131.66	546.31	364.65	496.31	Entry shows credit of \$140.00, but PSE added a credit of \$13.00 to the acct
64	10/13/10	10/13/10		Usage charges		172.65	731.96	304.31	731.96	364.65	668.96	Entry shows debit of \$172.65, but PSE added a debit of \$185.65 to the acct
65	10/13/10	11/2/10		Bill sent for \$731.96			731.96	304.31	731.96	364.65	668.96	Bill should be for \$668.96
66	10/26/10	11/12/10		Late fee		2.58	737.38	306.89	737.38	364.65	671.54	Entry shows debit of \$2.58, but PSE added a debit of \$5.42 to the acct
67	10/26/10	11/12/10		Late fee		2.84	734.80	309.73	734.80	364.65	674.38	Entry shows debit of \$2.84, but PSE added a credit of \$2.58 to the acct
68	10/29/10			24-hour notice			734.80	309.73	734.80	364.65	674.38	Improper notice-No 1st urgent notice prior to 24 hour notice
69	10/29/10	11/12/10		Disconnect visit charge		13.00	747.80	309.73	747.80	364.65	674.38	Improper disconnect visit charge (no notice); credited 5/31/11
70	11/3/10			Urgent notice for \$470.47			747.80	309.73	747.80	364.65	674.38	Improper notice-Notice shd be for \$304.31 (may not include prior amt)
71	11/12/10	11/12/10		Usage charges		162.65	910.45	472.38	910.45	364.65	837.03	
72	11/12/10		12/6/10	Bill sent for \$913.03			910.45	472.38	910.45	364.65	837.03	Bill should be for \$837.03
73	11/16/10		11/24/10	Final notice for \$470.47			910.45	472.38	910.45	364.65	837.03	Improper notice-Notice shd be for \$304.31 (may not include prior amt)
74	11/18/10	12/13/10		Late fee		1.87	912.32	474.25	912.32	364.65	838.90	
75	11/29/10	12/13/10		Late fee		2.84	915.16	477.09	915.16	364.65	841.74	
76	11/29/10	12/13/10		Late fee		2.58	917.74	479.67	917.74	364.65	844.32	
77	12/3/10			Disconnected for \$470.47			917.74	479.67	917.74	364.65	844.32	Improper disconnect because of improper notice
78	12/7/10			Reconnected service			917.74	175.36	917.74	668.96	844.32	Current balance should not include prior obligation of \$304.31
79	12/7/10	12/13/10		Reconnect fee		37.00	954.74	175.36	954.74	668.96	844.32	Reconnect fee in error because disconnect was improper
80	12/7/10	12/13/10		Deposit		307.00	1,261.74	482.36	1,261.74	668.96	1,151.32	
81	12/7/10	12/13/10		Deposit interest	0.24		1,261.50	482.12	1,261.50	668.96	1,151.08	
82	12/7/10	12/13/10		Deposit application	281.00		980.50	201.12	980.50	668.96	870.08	
83	12/13/10	12/13/10		Usage charges		185.20	1,165.70	386.32	1,165.70	668.96	1,055.28	
84	12/13/10		1/4/11	Bill sent for \$1,168.28			1,165.70	386.32	1,165.70	668.96	1,055.28	Bill should be for \$1,055.28
85	1/13/11	1/13/11		Usage charges		180.97	1,346.67	567.29	1,346.67	668.96	1,236.25	
86	1/13/11		2/3/11	Bill sent for \$1,349.25			1,346.67	567.29	1,346.67	668.96	1,236.25	Bill should be for \$1,236.25

ACCOUNT B

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
87	1/14/11	2/11/11		Payment - pledge	266.00		1,080.67	301.29	1,080.67	668.96	970.25	Pledge amount may not be applied toward prior obligation
88	2/11/11	2/11/11		Usage charges		177.42	1,258.09	478.71	1,258.09	668.96	1,147.67	
89	2/11/11		3/4/11	Bill sent for \$1,260.67			1,258.09	478.71	1,258.09	668.96	1,147.67	Bill should be for \$1,147.67
90	2/28/11	3/15/11		Late fee		3.68	1,261.77	482.39	1,261.77	668.96	1,151.35	
91	2/28/11	3/15/11		Late fee		2.58	1,264.35	484.97	1,264.35	668.96	1,153.93	
92	3/1/11	3/15/11		Payment - pledge	1,000.00		264.35	(515.03)	264.35	668.96	153.93	Pledge amount may not be applied toward prior obligation
93	3/15/11	3/15/11		Usage charges		199.01	463.36	(316.02)	463.36	668.96	352.94	
94	3/15/11		4/4/11	Bill sent for \$465.94			463.36	(316.02)	463.36	668.96	352.94	Bill should be for \$352.94
95	3/29/11	4/13/11		Late fee		3.68	467.04	(312.34)	467.04	668.96	356.62	
96	4/13/11	4/13/11		Usage charges		146.24	613.28	(166.10)	613.28	668.96	502.86	
97	4/13/11		5/3/11	Bill sent for \$615.86			613.28	(166.10)	613.28	668.96	502.86	Bill should be for \$502.86
98	5/12/11	5/12/11		Usage charges		153.88	767.16	(12.22)	767.16	668.96	656.74	
99	5/12/11		6/2/11	Sent bill for \$769.74			767.16	(12.22)	767.16	668.96	656.74	Bill should be for \$656.74
100	5/19/11			Pend corr-Pull back bad debt			767.16	(12.22)	767.16	668.96	656.74	
101	5/31/11			Usage-14 debits; 14 credits	2,082.39	2,082.39	767.16	(12.22)	767.16	668.96	656.74	
102	5/31/11	8/12/10		Reconnection fee credit	37.00		730.16	(12.22)	730.16	668.96	656.74	
103	5/31/11			Payment	878.00	878.00	730.16	(12.22)	730.16	668.96	656.74	
104	5/31/11			Late fee credits	36.20		693.96	(48.42)	693.96	668.96	620.54	
105	5/31/11	11/12/10		Disconnect visit credit	13.00		680.96	(48.42)	680.96	668.96	620.54	
106	5/31/11	10/13/10		Disconnect visit credit	13.00		667.96	(48.42)	667.96	668.96	620.54	Called to offer installmt on past due amt; no answer and no voice mail
107	5/31/11			Prior oblig correction			667.96	(48.42)	667.96	668.96	620.54	Bill should be for \$620.54
108	5/31/11		6/20/11	Bill sent for \$670.54			667.96	(48.42)	667.96	668.96	620.54	Unclear what letter said or did
109	6/9/11			Sent prior oblig corr letter			667.96	(48.42)	667.96	668.96	620.54	
110	6/13/11	6/13/11		Usage charges		163.98	831.94	115.56	831.94	668.96	784.52	
111	6/13/11		7/1/11	Bill sent for \$834.52			831.94	115.56	831.94	668.96	784.52	Bill should be for \$784.52
112	7/1/11	7/13/11		Late fee		6.41	838.35	121.97	838.35	668.96	790.93	
113	7/5/11		7/20/11	Urgent notice for \$163.98			838.35	121.97	838.35	668.96	790.93	Improper notice-Notice shd be for \$115.56
114	7/5/11			Prior obligation of \$29.44			838.35	121.97	838.35	668.96	790.93	\$29.44 prior obligation amount is incorrect; Correct amt is \$668.96
115	7/6/11	7/13/11		Late fee		0.29	838.64	122.26	838.64	668.96	791.22	

ACCOUNT B

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116	7/13/11	7/13/11		Usage charges		136.88	975.52	259.14	975.52	668.96	928.10	
117	7/13/11		8/2/11	Bill sent for \$978.10			975.52	259.14	975.52	668.96	928.10	Bill should be for \$928.10
118	7/15/11		7/25/11	Final notice for \$163.98			975.52	259.14	975.52	668.96	928.10	Improper notice-Notice shd be for \$115.56
119	7/19/11	8/12/11		Late fee		1.64	977.16	260.78	977.16	668.96	929.74	
120	7/27/11	8/12/11		Disconnect visit charge		13.00	990.16	273.78	990.16	668.96	942.74	
121	7/27/11	8/12/11		Payment (collected @ visit)	164.00		826.16	109.78	826.16	668.96	778.74	
122	8/2/11	8/12/11		Late fee		6.41	832.57	116.19	832.57	668.96	785.15	
123	8/3/11		8/18/11	Urgent notice for \$136.86			832.57	116.19	832.57	668.96	785.15	Improper notice-Notice shd be for \$96.78 (\$260.78 bill less \$164.00 pymt)
124	8/4/11	8/12/11		Late fee		0.29	832.86	116.48	832.86	668.96	785.44	
125	8/12/11	8/12/11		Deposit application	307.00		525.86	(190.52)	525.86	668.96	478.44	
126	8/12/11	8/12/11		Deposit interest	0.36		525.50	(190.88)	525.50	668.96	478.08	
127	8/12/11	8/12/11		Usage charges		82.40	607.90	(108.48)	607.90	668.96	560.48	
128	8/12/11		9/1/11	Bill sent for \$610.48			607.90	(108.48)	607.90	668.96	560.48	Bill should be for \$560.48
129	8/31/11	9/13/11		Late fee		5.68	613.58	(102.80)	613.58	668.96	566.16	
130	9/2/11	9/13/11		Late fee		0.29	613.87	(102.51)	613.87	668.96	566.45	
131	9/13/11		10/3/11	Bill sent for \$616.45			613.87	(102.51)	613.87	668.96	566.45	Bill should be for \$566.45
132	9/16/11	10/3/11		Billing initiation charge		6.10	619.97	(96.41)	619.97	668.96	572.55	
133	9/16/11	10/3/11		Deposit		310.00	929.97	213.59	929.97	668.96	882.55	
134	9/16/11			Usage charges		39.42	969.39	253.01	969.39	668.96	921.97	
135	9/21/11			Usage charges			929.97	213.59	929.97	668.96	882.55	
136	9/24/11	10/3/12		Usage charges		65.47	995.44	279.06	995.44	668.96	948.02	
137	9/30/11	10/3/11		Late fee		5.68	1,001.12	284.74	1,001.12	668.96	953.70	
138	10/3/11	10/3/11		Usage charges		75.09	1,076.21	359.83	1,076.21	668.96	1,028.79	
139	10/3/11		10/21/11	Bill sent for \$1,078.79			1,076.21	359.83	1,076.21	668.96	1,028.79	Bill should be for \$1,028.79
140	10/4/11	11/2/11		Late fee		0.29	1,076.50	360.12	1,076.50	668.96	1,029.08	
141	10/4/11			\$591.82 to collection agency			1,076.50	360.12	1,076.50	668.96	1,029.08	
142	10/4/11			\$30.60 to collection agency			1,076.50	360.12	1,076.50	668.96	1,029.08	
143	10/21/11			Payment	152.34		924.16	207.78	924.16	668.96	876.74	
144	10/24/11		11/8/11	Urgent notice for \$146.66			924.16	207.78	924.16	668.96	876.74	

ACCOUNT B

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COL E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COL I UTC Curr Balance	COL J PSE Total Owed	COL K Prior Amt-UTC	COL L Tot Amt Owed-UTC	COL M UTC Comments
145	10/24/11		11/8/11	Urgent notice for \$157.66			924.16	207.78	924.16	668.96	876.74	
146	11/2/11	11/2/11		Usage charges		111.85	1,036.01	319.63	1,036.01	668.96	988.59	
147	11/2/11		11/23/11	Bill sent for \$1,038.59			1,036.01	319.63	1,036.01	668.96	988.59	Bill should be for \$988.59
148	11/3/11		11/14/11	Final notice for \$146.66			1,036.01	319.63	1,036.01	668.96	988.59	
149	11/3/11		11/14/11	Final notice for \$157.66			1,036.01	319.63	1,036.01	668.96	988.59	
150	11/7/11	12/5/11		Late fee		1.47	1,037.48	321.10	1,037.48	668.96	990.06	
151	11/15/11	12/5/11		Payment	146.66		890.82	174.44	890.82	668.96	843.40	
152	11/30/11	12/5/11		Payment	157.66		733.16	16.78	733.16	668.96	685.74	

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	733.16	733.16
10/26/09 \$848.56 Prior shd not be included (Line 9)		
Less 11/25/09 \$524.42 payment to prior (Line 17)	(324.14)	
3/4/10 Improper disconnect visit fee (Line 29)	(13.00)	(13.00)
8/2/10 Prior oblig should not be included (Line 49)	(40.51)	
8/3/10 Improper disconnect fee (Line 53)	(37.00)	(37.00)
10/26/10 PSE addition errors (Lines 66 and 67)	2.58	2.58
12/3/10 Prior oblig should not be included (Line 78)	(304.31)	
Reconciled to UTC balances	16.78	685.74

ACCOUNT C

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curt Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			664.09	664.09	664.09	0.00	664.09	PSE recds included entries beginning 4/1/09; UTC began analysis 10/1/09
2	10/1/09	10/1/09		Usage charges		86.44	750.53	750.53	750.53	0.00	750.53	
3	10/1/09		10/21/09	Bill sent for \$750.53			750.53	750.53	750.53	0.00	750.53	
4	10/5/09		10/13/09	Final notice for \$657.62			750.53	750.53	750.53	0.00	750.53	
5	10/6/09	10/30/09		Late fee		2.48	753.01	753.01	753.01	0.00	753.01	
6	10/7/09	10/30/09		Late fee		0.84	753.85	753.85	753.85	0.00	753.85	
7	10/9/09	10/30/09		Late fee		3.26	757.11	757.11	757.11	0.00	757.11	
8	10/21/09			Disconnected for \$657.62			757.11	757.11	757.11	0.00	757.11	
9	10/21/09			Cust rst to pay prior oblig			757.11	757.11	757.11	0.00	757.11	
10	10/22/09			Reconnected service			757.11	757.11	757.11	0.00	757.11	
11	10/22/09	10/30/09		Reconnect fee		37.00	794.11	794.11	794.11	0.00	794.11	
12	10/22/09	10/30/09		Deposit		274.00	1,068.11	1,068.11	1,068.11	0.00	1,068.11	
13	10/30/09	10/30/09		Usage charges		138.46	1,206.57	1,206.57	1,206.57	0.00	1,206.57	
14	10/30/09		11/19/09	Bill sent for \$1,206.57			1,206.57	1,206.57	1,206.57	0.00	1,206.57	
15	11/13/09	12/2/09		Payment	124.00		1,082.57	1,082.57	1,082.57	0.00	1,082.57	
16	11/18/09	12/2/09		Payment - pledge	964.00		118.57	118.57	118.57	0.00	118.57	
17	12/2/09	12/2/09		Usage charges		177.37	295.94	295.94	295.94	0.00	295.94	
18	12/2/09		12/22/09	Bill sent for \$295.94			295.94	295.94	295.94	0.00	295.94	
19	12/7/09	12/31/09		Payment	150.00		145.94	145.94	145.94	0.00	145.94	
20	12/31/09	12/31/09		Usage charges		206.06	352.00	352.00	352.00	0.00	352.00	
21	12/31/09		1/22/10	Bill sent for \$352.00			352.00	352.00	352.00	0.00	352.00	
22	1/1/10			Deposit interest	0.03		351.97	351.97	351.97	0.00	351.97	
23	1/8/10	2/1/10		Late fee		1.45	353.42	353.42	353.42	0.00	353.42	
24	1/11/10	2/1/10		Payment	100.00		253.42	253.42	253.42	0.00	253.42	
25	1/26/10	2/1/10		Payment	200.00		53.42	53.42	53.42	0.00	53.42	
26	2/1/10	2/1/10		Usage charges		216.50	269.92	269.92	269.92	0.00	269.92	
27	2/1/10		2/22/10	Bill sent for \$269.92			269.92	269.92	269.92	0.00	269.92	
28	2/8/10	3/3/10		Late fee		0.52	270.44	270.44	270.44	0.00	270.44	
29	3/3/10	3/3/10		Usage charges		219.58	490.02	490.02	490.02	0.00	490.02	

ACCOUNT C

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	3/3/10		3/23/10	Bill sent for \$490.02			490.02	490.02	490.02	0.00	490.02	
31	3/5/10	4/1/10		Payment	270.44		219.58	219.58	219.58	0.00	219.58	
32	4/1/10	4/1/10		Usage charges		183.70	403.28	403.28	403.28	0.00	403.28	
33	4/1/10		4/1/10	Bill sent for \$403.28			403.28	403.28	403.28	0.00	403.28	
34	4/6/10	5/3/10		Payment	201.64		201.64	201.64	201.64	0.00	201.64	
35	4/26/10	5/3/10		Late fee		0.18	201.82	201.82	201.82	0.00	201.82	
36	5/3/10	5/3/10		Usage charges		185.21	387.03	387.03	387.03	0.00	387.03	
37	8/3/10		5/21/10	Bill sent for \$387.03			387.03	387.03	387.03	0.00	387.03	
38	5/19/10	6/2/10		Payment - pledge	815.00		(427.97)	(427.97)	(427.97)	0.00	(427.97)	
39	6/2/10	6/2/10		Usage charges		135.92	(292.05)	(292.05)	(292.05)	0.00	(292.05)	
40	6/2/10		6/22/10	Bill sent-credit of \$292.05			(292.05)	(292.05)	(292.05)	0.00	(292.05)	
41	7/1/10	7/1/10		Usage charges		104.52	(187.53)	(187.53)	(187.53)	0.00	(187.53)	
42	7/1/10		7/22/10	Bill sent-credit of \$187.53			(187.53)	(187.53)	(187.53)	0.00	(187.53)	
43	8/2/10	8/2/10		Usage charges		85.39	(102.14)	(102.14)	(102.14)	0.00	(102.14)	
44	8/2/10		8/20/10	Bill sent-credit of \$102.14			(102.14)	(102.14)	(102.14)	0.00	(102.14)	
45	9/1/10	9/1/10		Usage charges		90.91	(11.23)	(11.23)	(11.23)	0.00	(11.23)	
46	9/1/10		9/22/10	Bill sent-credit of \$11.23			(11.23)	(11.23)	(11.23)	0.00	(11.23)	
47	10/1/10	10/1/10		Usage charges		100.80	89.57	89.57	89.57	0.00	89.57	
48	10/1/10		10/21/10	Bill sent for \$89.57			89.57	89.57	89.57	0.00	89.57	
49	11/1/10	11/1/10		Usage charges		141.58	231.15	231.15	231.15	0.00	231.15	
50	11/1/10		11/22/10	Bill sent for \$231.15			231.15	231.15	231.15	0.00	231.15	
51	11/5/10	12/2/10		Late fee		0.90	232.05	232.05	232.05	0.00	232.05	
52	12/2/10	12/2/10		Usage charges		241.35	473.40	473.40	473.40	0.00	473.40	
53	12/2/10		12/22/10	Bill sent for \$473.40			473.40	473.40	473.40	0.00	473.40	
54	12/13/10	1/3/11		Payment - pledge	1,000.00		(526.60)	(526.60)	(526.60)	0.00	(526.60)	
55	1/1/11	1/3/11		Deposit interest	0.93		(527.53)	(527.53)	(527.53)	0.00	(527.53)	
56	1/3/11	1/3/11		Usage charges		228.12	(299.41)	(299.41)	(299.41)	0.00	(299.41)	
57	1/3/11	1/24/11		Bill sent-credit of \$299.41			(299.41)	(299.41)	(299.41)	0.00	(299.41)	
58	2/1/11	2/1/11		Usage charges		254.22	(45.19)	(45.19)	(45.19)	0.00	(45.19)	

ACCOUNT C

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COL E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COL I UTC Curr Balance	COL J PSE Total Owed	COL K Prior Amt- UTC	COL L Tot Amt Owed-UTC	COL M UTC Comments
59	2/1/11	2/22/11		Bill sent-credit of \$45.19			(45.19)	(45.19)	(45.19)	0.00	(45.19)	
60	3/3/11	3/3/11		Usage charges		244.50	199.31	199.31	199.31	0.00	199.31	
61	3/3/11		3/23/11	Bill sent for \$199.31			199.31	199.31	199.31	0.00	199.31	
62	4/1/11	4/1/11		Usage charges		190.52	389.83	389.83	389.83	0.00	389.83	
63	4/18/11	5/2/11		Payment - pledge	862.00		(472.17)	(472.17)	(472.17)	0.00	(472.17)	
64	5/2/11	5/2/11		Usage charges		175.02	(297.15)	(297.15)	(297.15)	0.00	(297.15)	
65	5/2/11		5/20/11	Bill sent-credit of \$297.15			(297.15)	(297.15)	(297.15)	0.00	(297.15)	
66	5/17/11			Usage-20 debits; 20 credits	3,406.17	3,406.17	(297.15)	(297.15)	(297.15)	0.00	(297.15)	
67	5/17/11			Late fee credits	3.05		(300.20)	(300.20)	(300.20)	0.00	(300.20)	
68	5/17/11			Prior obligation processed			(300.20)	(300.20)	(300.20)	0.00	(300.20)	
69	5/17/11			Prior obligation correction			(300.20)	(300.20)	(300.20)	0.00	(300.20)	
70	5/17/11	6/1/11		Deposit		332.00	31.80	31.80	31.80	0.00	31.80	
71	5/17/11	6/1/11		Deposit interest	0.36		31.44	31.44	31.44	0.00	31.44	
72	5/17/11	6/1/11		Deposit application	274.00		(242.56)	(242.56)	(242.56)	0.00	(242.56)	
73	6/1/11	6/1/11		Usage charges		118.56	(124.00)	(124.00)	(124.00)	0.00	(124.00)	
74	6/1/11	6/1/11		Bill sent-credit of \$124.00			(124.00)	(124.00)	(124.00)	0.00	(124.00)	
75	6/1/11			Prior obligation follow-up			(124.00)	(124.00)	(124.00)	0.00	(124.00)	
76	6/7/11			Payment - pledge	3,641.00	3,641.00	(124.00)	(124.00)	(124.00)	0.00	(124.00)	
77	6/9/11			Sent prior oblig correction ltr			(124.00)	(124.00)	(124.00)	0.00	(124.00)	Unclear what letter said or did
78	6/30/11	6/30/11	7/21/11	Usage charges		85.50	(38.50)	(38.50)	(38.50)	0.00	(38.50)	
79	6/30/11		7/21/11	Bill sent-credit of \$38.50			(38.50)	(38.50)	(38.50)	0.00	(38.50)	
80	7/5/11	7/5/11		Usage charges		8.65	(29.85)	(29.85)	(29.85)	0.00	(29.85)	
81	7/5/11	7/5/11		Deposit application	332.00		(361.85)	(361.85)	(361.85)	0.00	(361.85)	
82	7/5/11	7/5/11		Deposit interest	0.07		(361.92)	(361.92)	(361.92)	0.00	(361.92)	
83	7/5/11		7/25/11	Bill sent-credit of \$361.92			(361.92)	(361.92)	(361.92)	0.00	(361.92)	

RECONCILIATION:

	Current Balance	Total Owed
PSE and UTC balances are the same	(361.92)	(361.92)

ACCOUNT D

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			1,372.67	1,372.67	1,372.67	0.00	1,372.67	PSE recds included entries beg 3/11/09; UTC began analysis 10/1/09
2	10/5/09	10/5/09		Usage charges		164.10	1,536.77	1,536.77	1,536.77	0.00	1,536.77	
3	10/5/09		10/23/09	Bill sent for \$1,536.77			1,536.77	1,536.77	1,536.77	0.00	1,536.77	
4	10/7/09		10/15/09	Final notice for \$1,360.33			1,536.77	1,536.77	1,536.77	0.00	1,536.77	
5	10/7/09	11/3/09		Late fee		3.49	1,540.26	1,540.26	1,540.26	0.00	1,540.26	
6	10/8/09	11/3/09		Late fee		4.23	1,544.49	1,544.49	1,544.49	0.00	1,544.49	
7	10/9/09	11/3/09		Late fee		5.88	1,550.37	1,550.37	1,550.37	0.00	1,550.37	
8	10/28/09			Disconnected for \$1,360.33			1,550.37	190.04	1,550.37	0.00	1,550.37	
9	10/29/09			Reconnected service			1,550.37	190.04	1,550.37	1,360.33	1,550.37	Current balance should not include prior obligation of \$1,360.33
10	10/29/09	11/3/09		Reconnect fee		37.00	1,587.37	227.04	1,587.37	1,360.33	1,587.37	
11	10/29/09	11/3/09		Payment	360.33		1,227.04	(133.29)	1,227.04	1,360.33	1,227.04	
12	10/29/09	11/3/09		Deposit		401.00	1,628.04	267.71	1,628.04	1,360.33	1,628.04	
13	11/3/09	11/3/09		Usage charges		261.31	1,889.35	529.02	1,889.35	1,360.33	1,889.35	
14	11/3/09		11/23/09	Bill sent for \$1,889.35			1,889.35	529.02	1,889.35	1,360.33	1,889.35	
15	11/9/09	12/4/09		Late fee		1.76	1,891.11	530.78	1,891.11	1,360.33	1,891.11	
16	11/12/09	12/4/09		Payment - pledge	1,000.00		891.11	(469.22)	891.11	1,360.33	891.11	Pledge amount may not be applied toward prior obligation
17	12/4/09	12/4/09		Usage charges		316.02	1,207.13	(153.20)	1,207.13	1,360.33	1,207.13	
18	12/4/09		12/24/09	Bill sent for \$1,207.13			1,207.13	(153.20)	1,207.13	1,360.33	1,207.13	
19	12/10/09	1/5/10		Late fee		4.88	1,212.01	(148.32)	1,212.01	1,360.33	1,212.01	
20	12/28/09	1/5/10		Disconnect visit charge		13.00	1,225.01	(148.32)	1,225.01	1,360.33	1,212.01	Improper disconnect visit charge (no notice); not credited back
21	1/1/10	1/5/10		Deposit interest	1.14		1,223.87	(149.46)	1,223.87	1,360.33	1,210.87	
22	1/5/10	1/5/10		Usage charges		371.78	1,595.65	222.32	1,595.65	1,360.33	1,582.65	
23	1/5/10		1/26/10	Bill sent for \$1,595.65			1,595.65	222.32	1,595.65	1,360.33	1,582.65	Bill should be for \$1,582.65
24	1/27/10	2/3/10		Late fee		8.05	1,603.70	230.37	1,603.70	1,360.33	1,590.70	
25	2/3/10	2/3/10		Usage charges		284.62	1,888.32	514.99	1,888.32	1,360.33	1,875.32	
26	2/3/10		2/24/10	Bill sent for \$1,888.32			1,888.32	514.99	1,888.32	1,360.33	1,875.32	Bill should be for \$1,875.32
27	2/10/10	3/5/10		Late fee		3.90	1,892.22	518.89	1,892.22	1,360.33	1,879.22	
28	2/19/10	3/5/10		Payment - pledge	1,000.00		892.22	(481.11)	892.22	1,360.33	879.22	
29	2/25/10	3/5/10		Payment	206.00		686.22	(687.11)	686.22	1,360.33	673.22	

ACCOUNT D

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	3/5/10	3/5/10		Usage charges		284.62	970.84	(402.49)	970.84	1,360.33	957.84	
31	3/5/10		3/25/10	Bill sent for \$970.84			970.84	(402.49)	970.84	1,360.33	957.84	Bill should be for \$957.84
32	3/11/10	4/5/10		Late fee		2.85	973.69	(399.64)	973.69	1,360.33	960.69	
33	3/12/10	4/5/10		Late fee		3.72	977.41	(395.92)	977.41	1,360.33	964.41	
34	3/12/10	4/5/10		Late fee		0.13	977.54	(395.79)	977.54	1,360.33	964.54	
35	4/5/10	4/5/10		Usage charges		263.88	1,241.37	(131.96)	1,241.37	1,360.33	1,228.37	
36	4/5/10	4/5/10	4/23/10	Bill sent for \$1,241.37			1,241.37	(131.96)	1,241.37	1,360.33	1,228.37	Bill should be for \$1,228.37
37	4/26/10	5/5/10		Late fee		9.71	1,251.08	(122.25)	1,251.08	1,360.33	1,238.08	
38	4/29/10	5/5/10		Payment	1,241.37		9.71	(1,363.62)	9.71	1,360.33	(3.29)	
39	5/5/10	5/5/10		Usage charges		261.92	271.63	(1,101.70)	271.63	1,360.33	258.63	
40	5/5/10	5/5/10	5/25/10	Bill sent for \$271.63			271.63	(1,101.70)	271.63	1,360.33	258.63	Bill should be for \$258.63
41	6/4/10	6/4/10		Usage charges		194.39	466.02	(907.31)	466.02	1,360.33	453.02	
42	6/4/10		6/24/10	Bill sent for \$466.02			466.02	(907.31)	466.02	1,360.33	453.02	Bill should be for \$453.02
43	6/10/10	7/6/10		Late fee		2.72	468.74	(904.59)	468.74	1,360.33	455.74	
44	6/30/10	7/6/10		Payment	500.00		(31.26)	(1,404.59)	(31.26)	1,360.33	(44.26)	
45	7/6/10	7/6/10		Usage charges		149.89	118.63	(1,254.70)	118.63	1,360.33	105.63	
46	7/6/10		7/26/10	Bill sent for \$118.63			118.63	(1,254.70)	118.63	1,360.33	105.63	Bill should be for \$105.63
47	8/4/10	8/4/10		Usage charges		207.98	326.61	(1,046.72)	326.61	1,360.33	313.61	
48	8/4/10		8/25/10	Bill sent for \$326.61			326.61	(1,046.72)	326.61	1,360.33	313.61	Bill should be for \$313.61
49	8/10/10	9/3/10		Late fee		1.19	327.80	(1,045.53)	327.80	1,360.33	314.80	
50	9/3/10	9/3/10		Usage charges		211.08	538.88	(834.45)	538.88	1,360.33	525.88	
51	9/3/10		9/24/10	Bill sent for \$538.88			538.88	(834.45)	538.88	1,360.33	525.88	Bill should be for \$525.88
52	9/9/10	10/5/10		Late fee		1.19	540.07	(833.26)	540.07	1,360.33	527.07	
53	9/10/10	10/5/10		Late fee		2.08	542.15	(831.18)	542.15	1,360.33	529.15	
54	10/5/10	10/5/10		Usage charges		206.95	749.10	(624.23)	749.10	1,360.33	736.10	
55	10/5/10		10/25/10	Bill sent for \$749.10			749.10	(624.23)	749.10	1,360.33	736.10	Bill should be for \$736.10
56	10/8/10	11/3/10		Late fee		1.19	750.29	(623.04)	750.29	1,360.33	737.29	
57	10/11/10	11/3/10		Late fee		4.20	754.49	(618.84)	754.49	1,360.33	741.49	
58	10/13/10	11/3/10		Payment	755.00		(0.51)	(1,373.84)	(0.51)	1,360.33	(13.51)	

ACCOUNT D

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	11/3/10	11/3/10		Usage charges		225.37	224.86	(1,148.47)	224.86	1,360.33	211.86	
60	11/3/10		11/24/10	Bill sent for \$224.86			224.86	(1,148.47)	224.86	1,360.33	211.86	Bill should be for \$211.86
61	12/6/10	12/6/10		Usage charges		378.36	603.22	(770.11)	603.22	1,360.33	590.22	
62	12/6/10		12/27/10	Bill sent for \$603.22			603.22	(770.11)	603.22	1,360.33	590.22	Bill should be for \$590.22
63	12/13/10	1/5/11		Late fee		2.25	605.47	(767.86)	605.47	1,360.33	592.47	
64	12/20/10			Payment	610.00		(4.53)	(1,377.86)	(4.53)	1,360.33	(17.53)	
65	1/1/11			Deposit interest	0.52		(5.05)	(1,378.38)	(5.05)	1,360.33	(18.05)	
66	1/1/11			Deposit interest	1.03		(6.08)	(1,379.41)	(6.08)	1,360.33	(19.08)	
67	1/5/11	1/5/11		Usage charges		434.02	427.94	(945.39)	427.94	1,360.33	414.94	
68	1/5/11		1/26/11	Bill sent for \$427.94			427.94	(945.39)	427.94	1,360.33	414.94	Bill should be for \$414.94
69	2/3/11	2/3/11		Usage charges		368.81	796.75	(576.58)	796.75	1,360.33	783.75	
70	2/3/11		2/24/11	Bill sent for \$796.75			796.75	(576.58)	796.75	1,360.33	783.75	Bill should be for \$783.75
71	2/10/11	3/7/11		Late fee		4.28	801.03	(572.30)	801.03	1,360.33	788.03	
72	3/7/11	3/7/11		Usage charges		411.29	1,212.32	(461.01)	1,212.32	1,360.33	1,199.32	
73	3/7/11		3/25/11	Bill sent for \$1,212.32			1,212.32	(461.01)	1,212.32	1,360.33	1,199.32	Bill should be for \$1,199.32
74	3/11/11	4/5/11		Late fee		3.69	1,216.01	(457.32)	1,216.01	1,360.33	1,203.01	
75	3/14/11	4/5/11		Late fee		4.28	1,220.29	(453.04)	1,220.29	1,360.33	1,207.29	
76	4/5/11	4/5/11		Usage charges		346.45	1,566.74	193.41	1,566.74	1,360.33	1,553.74	
77	4/5/11		4/25/11	Bill sent for \$1,566.74			1,566.74	193.41	1,566.74	1,360.33	1,553.74	Bill should be for \$1,553.74
78	4/11/11	5/4/11		Late fee		7.84	1,574.58	201.25	1,574.58	1,360.33	1,561.58	
79	4/12/11	5/4/11		Late fee		4.28	1,578.86	205.53	1,578.86	1,360.33	1,565.86	
80	5/4/11	5/4/11		Usage charges		280.09	1,858.95	485.62	1,858.95	1,360.33	1,845.95	
81	5/4/11		5/24/11	Bill sent for \$1,858.95			1,858.95	485.62	1,858.95	1,360.33	1,845.95	Bill should be for \$1,845.95
82	5/17/11			Prior obligation correction								
83	5/17/11			Usage-20 debits; 20 credits	5,622.88							
84	5/17/11	9/3/10		Refund		391.30	2,250.25	876.92	2,250.25	1,360.33	2,237.25	
85	5/17/11			Late fee credits		74.06	2,176.19	802.86	2,176.19	1,360.33	2,163.19	
86	5/17/11			Deposit		569.00	2,745.19	1,371.86	2,745.19	1,360.33	2,732.19	
87	5/17/11			Deposit interest	0.19		2,745.00	1,371.67	2,745.00	1,360.33	2,732.00	

ACCOUNT D

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	5/17/11			Deposit interest	0.52		2,744.48	1,371.15	2,744.48	1,360.33	2,731.48	
89	5/17/11			Deposit application	151.00		2,593.48	1,220.15	2,593.48	1,360.33	2,580.48	
90	5/17/11			Deposit application	401.00		2,192.48	819.15	2,192.48	1,360.33	2,179.48	
91	6/1/11			Prior oblig correct follow-up			2,192.48	819.15	2,192.48	1,360.33	2,179.48	
92	6/1/11			Payment	1,000.00	1,000.00	2,192.48	819.15	2,192.48	1,360.33	2,179.48	
93	6/2/11			Prior oblig correct follow-up			2,192.48	819.15	2,192.48	1,360.33	2,179.48	
94	6/2/11			Balance transfer	1,000.00	1,000.00	2,192.48	819.15	2,192.48	1,360.33	2,179.48	
95	6/3/11			Usage charges		183.45	2,375.93	1,002.60	2,375.93	1,360.33	2,362.93	
96	6/9/11			Sent prior oblig correction ltr			2,375.93	1,002.60	2,375.93	1,360.33	2,362.93	Unclear what letter said or did
97	7/5/11			Usage charges		133.87	2,509.80	1,136.47	2,509.80	1,360.33	2,496.80	
98	7/18/11			Late fee		10.00	2,519.80	1,146.47	2,519.80	1,360.33	2,506.80	
99	8/3/11			Usage charges		145.22	2,665.02	1,291.69	2,665.02	1,360.33	2,652.02	
100	8/16/11			Late fee		10.00	2,675.02	1,301.69	2,675.02	1,360.33	2,662.02	
101	9/2/11			Usage charges		128.70	2,803.72	1,430.39	2,803.72	1,360.33	2,790.72	
102	9/15/11			Late fee		10.00	2,813.72	1,440.39	2,813.72	1,360.33	2,800.72	
103	10/4/11			Usage charges		123.47	2,937.19	1,563.86	2,937.19	1,360.33	2,924.19	
104	10/14/11			Late fee		10.00	2,947.19	1,573.86	2,947.19	1,360.33	2,934.19	
105	11/3/11			Usage charges		204.11	3,151.30	1,777.97	3,151.30	1,360.33	3,138.30	
106	11/15/11			Late fee		10.00	3,161.30	1,787.97	3,161.30	1,360.33	3,148.30	

	Balance	Owed
PSE Balance	3,161.30	3,161.30
10/29/09 Prior oblig should not be included (Line 9)	(1,360.33)	
12/28/09 Improper disconnect visit fee (Line 20)	(13.00)	(13.00)
Reconciled to UTC balances	1,787.97	3,148.30

Account E

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COL E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COL I UTC Curr Balance	COL J PSE Total Owed	COL K Prior Amt- UTC	COL L Tot Amt Owed-UTC	COL M UTC Comments
1				Balance Forward			576.73	576.73	576.73	0.00	576.73	PSE recds included entries beg 3/12/09; UTC began analysis 10/1/09
2	10/6/09	10/6/09		Usage charges		131.58	708.31	708.31	708.31	0.00	708.31	
3	10/6/09		10/26/09	Bill sent for \$708.31			708.31	708.31	708.31	0.00	708.31	
4	10/8/09		10/16/09	Final notice for \$572.27			708.31	708.31	708.31	0.00	708.31	(Urgent notice 9/28/09)
5	10/9/09	11/4/09		Late fee		2.89	711.20	711.20	711.20	0.00	711.20	
6	10/12/09	11/4/09		Late fee		2.83	714.03	714.03	714.03	0.00	714.03	
7	10/20/09			Disconnected for \$572.27			714.03	141.76	714.03	572.27	714.03	Current balance should not include prior obligation of \$572.27
8	10/21/09			Reconnected			714.03	141.76	714.03	572.27	714.03	
9	10/21/09	11/4/09		Reconnect fee		37.00	751.03	178.76	751.03	572.27	751.03	
10	10/21/09	11/4/09		Deposit		50.00	801.03	228.76	801.03	572.27	801.03	
11	10/29/09	11/4/09		Payment	572.27		228.76	228.76	228.76	0.00	228.76	Pd disconn amt; assume cust registed pymt to prior; acct notes do not say
12	11/4/09	11/4/09		Usage charges		114.04	342.80	342.80	342.80	0.00	342.80	
13	11/4/09		11/24/09	Bill sent for \$342.80			342.80	342.80	342.80	0.00	342.80	
14	11/10/09	12/7/09		Late fee		1.36	344.16	344.16	344.16	0.00	344.16	
15	12/7/09	12/7/09		Usage charges		143.75	487.91	487.91	487.91	0.00	487.91	
16	12/7/09		12/28/09	Bill sent for \$487.91			487.91	487.91	487.91	0.00	487.91	
17	12/10/09	1/6/10		Payment	150.00		337.91	337.91	337.91	0.00	337.91	
18	12/11/09	1/6/10		Late fee		1.43	339.34	339.34	339.34	0.00	339.34	
19	12/18/09	1/6/10		Disconnect visit charge		13.00	352.34	339.34	352.34	0.00	339.34	Improper disconnect visit charge (no notice); credited 6-2-11
20	12/21/09	1/6/10		Payment	150.00		202.34	189.34	202.34	0.00	189.34	
21	1/1/10	1/6/10		Deposit interest	0.18		202.16	189.16	202.16	0.00	189.16	
22	1/1/10	1/6/10		Deposit interest	1.43		200.73	187.73	200.73	0.00	187.73	
23	1/6/10	1/6/10		Usage charges		212.10	412.83	399.83	412.83	0.00	399.83	Bill should be for \$399.83
24	1/6/10		1/27/10	Bill sent for \$412.83			412.83	399.83	412.83	0.00	399.83	
25	1/13/10	2/4/10		Late fee		1.44	414.27	401.27	414.27	0.00	401.27	
26	1/28/10	2/4/10		Disconnect visit charge		13.00	427.27	401.27	427.27	0.00	401.27	Improper disconnect visit charge (no notice); credited 6-2-11
27	1/29/10	2/4/10		Payment	141.00		286.27	260.27	286.27	0.00	260.27	
28	2/4/10	2/4/10		Usage charges		151.82	438.09	412.09	438.09	0.00	412.09	Bill should be for \$412.09
29	2/4/10		2/25/10	Bill sent for \$438.09			438.09	412.09	438.09	0.00	412.09	

Account E

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	2/11/10	3/8/10		Late fee		2.27	440.36	414.36	440.36	0.00	414.36	
31	2/12/10	3/8/10		Late fee		0.03	440.39	414.39	440.39	0.00	414.39	
32	2/19/10	3/8/10		Payment	230.00		210.39	184.39	210.39	0.00	184.39	
33	2/19/10	3/8/10		Disconnect visit charge		13.00	223.39	184.39	223.39	0.00	184.39	Improper disconnect visit charge (no notice); not credited back
34	3/8/10	3/8/10		Usage charges		155.78	379.17	340.17	379.17	0.00	340.17	
35	3/8/10		3/26/10	Bill sent for \$379.17			379.17	340.17	379.17	0.00	340.17	Bill should be for \$340.17
36	3/12/10	4/6/10		Late fee		1.66	380.83	341.83	380.83	0.00	341.83	
37	3/23/10	4/6/10		Reconnect fee		37.00	417.83	341.83	417.83	0.00	341.83	Improper reconnect fee; not disconnected
38	3/23/10	4/6/10		Payment	167.00		250.83	174.83	250.83	0.00	174.83	
39	4/6/10	4/6/10		Usage charges		195.05	445.88	369.88	445.88	0.00	369.88	
40	4/6/10		4/27/10	Bill sent for \$445.88			445.88	369.88	445.88	0.00	369.88	Bill should be for \$369.88
41	4/12/10	5/6/10		Late fee		2.12	448.00	372.00	448.00	0.00	372.00	
42	4/30/10	5/6/10		Disconnect visit charge		13.00	461.00	372.00	461.00	0.00	372.00	Improper disconnect visit charge (no notice); credited 6-2-11
43	5/3/10	5/6/10		Payment (collected @ visit)	200.00		261.00	172.00	261.00	0.00	172.00	
44	5/6/10	5/6/10		Usage charges		182.26	443.26	354.26	443.26	0.00	354.26	
45	5/6/10		5/26/10	Bill sent for \$443.26			443.26	354.26	443.26	0.00	354.26	Bill should be for \$354.26
46	5/11/10	6/7/10		Late fee		0.12	443.38	354.38	443.38	0.00	354.38	
47	5/12/10	6/7/10		Late fee		2.34	445.72	356.72	445.72	0.00	356.72	
48	5/25/10	6/7/10		Disconnect visit charge		13.00	458.72	356.72	458.72	0.00	356.72	Improper disconnect visit charge (no notice); credited 6-2-11
49	5/26/10	6/7/10		Payment (collected @ visit)	246.00		212.72	110.72	212.72	0.00	110.72	
50	6/7/10	6/7/10		Usage charges		195.26	407.98	305.98	407.98	0.00	305.98	
51	6/7/10		6/25/10	Bill sent for \$407.98			407.98	305.98	407.98	0.00	305.98	Bill should be for \$305.98
52	6/11/10	7/7/10		Late fee		1.97	409.95	307.95	409.95	0.00	307.95	
53	7/7/10	7/7/10		Usage charges		171.70	581.65	479.65	581.65	0.00	479.65	
54	7/7/10		7/27/10	Bill sent for \$581.65			581.65	479.65	581.65	0.00	479.65	Bill should be for \$479.65
55	7/13/10	8/5/10		Late fee		4.08	585.73	483.73	585.73	0.00	483.73	
56	7/22/10			Payment (collected @ visit)	200.00		385.73	283.73	385.73	0.00	283.73	
57	7/22/10	8/5/10		Disconnect visit charge		13.00	398.73	283.73	398.73	0.00	283.73	Improper disconnect visit charge (no notice); credited 6-2-11
58	7/28/10			Urgent notice for \$381.65			398.73	283.73	398.73	0.00	283.73	

Account E

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	8/5/10	8/5/10		Usage charges		167.70	566.43	451.43	566.43	0.00	451.43	
60	8/5/10		8/26/10	Bill sent for \$566.43			566.43	451.43	566.43	0.00	451.43	Bill should be for \$451.43
61	8/9/10			Final notice for \$381.65			566.43	451.43	566.43	0.00	451.43	
62	8/11/10	9/7/10		Late fee		3.82	570.25	455.25	570.25	0.00	455.25	
63	8/27/10			Disconnected for \$381.65			570.25	455.25	570.25	0.00	455.25	
64	8/27/10			Prior obligation of \$307.63			570.25	455.25	570.25	0.00	455.25	Prior obligation should be \$381.65
65	8/27/10			Reconnected service			570.25	73.60	570.25	0.00	455.25	Current balance should not include prior obligation of \$381.65
66	8/27/10	9/7/10		Reconnect fee		37.00	607.25	110.60	607.25	0.00	492.25	
67	8/27/10	9/7/10		Payment	200.00		407.25	(89.40)	407.25	0.00	292.25	
68	8/27/10	9/7/10		Deposit		325.00	732.25	235.60	732.25	0.00	617.25	
69	8/27/10	9/7/10		Deposit interest	0.06		732.19	235.54	732.19	0.00	617.19	
70	8/27/10	9/7/10		Deposit interest	0.07		732.12	235.47	732.12	0.00	617.12	
71	8/27/10	9/7/10		Deposit interest	0.49		731.63	234.98	731.63	0.00	616.63	
72	8/27/10	9/7/10		Deposit application	23.00		708.63	211.98	708.63	0.00	593.63	
73	8/27/10	9/7/10		Deposit application	50.00		658.63	161.98	658.63	0.00	543.63	
74	8/27/10	9/7/10		Deposit application	189.00		469.63	(27.02)	469.63	0.00	354.63	
75	9/7/10	9/7/10		Usage charges		168.76	638.39	141.74	638.39	0.00	523.39	Bill should be for \$523.39
76	9/7/10		9/27/10	Bill sent for \$638.39			638.39	141.74	638.39	0.00	523.39	Bill should be for \$700.66
77	10/6/10	10/6/10		Usage charges		177.27	815.66	319.01	815.66	0.00	700.66	Bill should be for \$700.66
78	10/6/10		10/26/10	Bill sent for \$815.66			815.66	319.01	815.66	0.00	700.66	
79	10/12/10	11/4/10		Late fee		1.69	817.35	320.70	817.35	0.00	702.35	
80	11/4/10	11/4/10		Usage charges		171.72	989.07	492.42	989.07	0.00	874.07	Bill should be for \$874.07
81	11/4/10		11/29/10	Bill sent for \$989.07			989.07	492.42	989.07	0.00	874.07	
82	11/10/10	12/7/10		Late fee		3.46	992.53	495.88	992.53	0.00	877.53	
83	11/18/10	12/7/10		Late fee		3.04	995.57	498.92	995.57	0.00	880.57	
84	11/18/10	12/7/10		Disconnect visit charge		13.00	1,008.57	498.92	1,008.57	0.00	880.57	Improper disconnect visit charge (no notice); credited 6-2-11
85	11/19/10	12/7/10		Payment (collected @ visit)	346.03		662.54	152.89	662.54	0.00	534.54	
86	12/7/10	12/7/10		Usage charges		149.30	811.84	302.19	811.84	0.00	683.84	
87	12/7/10		12/28/10	Bill sent for \$811.84			811.84	302.19	811.84	0.00	683.84	Bill should be for \$683.84

Account E

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLIM H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	12/9/10	1/6/11		Returned NSF check fee		16.00	827.84	318.19	827.84	0.00	699.84	
89	12/9/10	12/7/10		Reverse NSF payment		346.03	1,173.87	664.22	1,173.87	0.00	1,045.87	
90	12/9/10	1/6/11		Payment (collected @ visit)	180.00		993.87	484.22	993.87	0.00	865.87	
91	12/9/10	1/6/11		Disconnect visit charge		13.00	1,006.87	484.22	1,006.87	0.00	865.87	Improper disconnect visit charge (no notice); credited 6-2-11
92	12/14/10	1/6/11		Late fee		5.01	1,011.88	489.23	1,011.88	0.00	870.88	
93	12/21/10	1/6/11		Late fee		3.04	1,014.92	492.27	1,014.92	0.00	873.92	
94	1/1/11	1/6/11		Deposit interest	0.14		1,014.78	492.13	1,014.78	0.00	873.78	
95	1/3/11	1/6/11		24 hour disconnect notice			1,014.78	492.13	1,014.78	0.00	873.78	
96	1/3/11	1/6/11		Disconnect visit charge		13.00	1,027.78	492.13	1,027.78	0.00	873.78	Improper disconnect visit charge (no notice); credited 6-2-11
97	1/6/11	1/6/11		Usage charges		168.05	1,195.83	660.18	1,195.83	0.00	1,041.83	Bill should be for \$1,041.83
98	1/6/11	1/27/11		Bill sent for \$1,195.83			1,195.83	660.18	1,195.83	0.00	1,041.83	
99	1/13/11	2/4/11		Late fee		1.66	1,197.49	661.84	1,197.49	0.00	1,043.49	
100	1/14/11	2/4/11		Late fee		5.01	1,202.50	666.85	1,202.50	0.00	1,048.50	
101	1/21/11			\$313.71 to collection agency			1,202.50	666.85	1,202.50	0.00	1,048.50	
102	1/27/11	2/4/11		Payment (collected @ visit)	360.00		842.50	306.85	842.50	0.00	688.50	
103	1/27/11	2/4/11		Disconnect visit charge		13.00	855.50	306.85	855.50	0.00	688.50	Improper disconnect visit charge (no notice); credited 6-2-11
104	2/4/11	2/4/11		Usage charges		170.62	1,026.12	477.47	1,026.12	0.00	859.12	
105	2/4/11		2/25/11	Bill sent for \$1,026.12			1,026.12	477.47	1,026.12	0.00	859.12	Bill should be for \$859.12
106	2/9/11			24 hour disconnect notice			1,026.12	477.47	1,026.12	0.00	859.12	
107	2/11/11	3/8/11		Late fee		2.15	1,028.27	479.62	1,028.27	0.00	861.27	
108	2/14/11	3/8/11		Late fee		1.66	1,029.93	481.28	1,029.93	0.00	862.93	
109	2/15/11	3/8/11		Late fee		1.41	1,031.34	482.69	1,031.34	0.00	864.34	
110	2/16/11	3/8/11		Disconnect visit charge		13.00	1,044.34	482.69	1,044.34	0.00	864.34	Improper disconnect visit charge (no notice); credited 6-2-11
111	2/17/11	3/8/11		Payment (collected @ visit)	300.00		744.34	182.69	744.34	0.00	564.34	
112	3/8/11	3/8/11		Usage charges		150.79	895.13	333.48	895.13	0.00	715.13	
113	3/8/11		3/28/11	Bill sent for \$895.13			895.13	333.48	895.13	0.00	715.13	Bill should be for \$715.13
114	3/14/11	4/6/11		Late fee		1.90	897.03	335.38	897.03	0.00	717.03	
115	3/15/11	4/6/11		Late fee		2.15	899.18	337.53	899.18	0.00	719.18	
116	3/16/11	4/6/11		Late fee		0.07	899.25	337.60	899.25	0.00	719.25	

Account E

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
117	3/24/11	4/6/11		Payment	150.00		749.25	187.60	749.25	0.00	569.25	
118	3/24/11			24 hour disconnect notice			749.25	187.60	749.25	0.00	569.25	
119	3/24/11	4/6/11		Disconnect visit charge		13.00	762.25	187.60	762.25	0.00	569.25	Improper disconnect visit charge (no notice); not credited back
120	3/28/11	4/6/11		Payment (collected @ visit)	200.00		562.25	(12.40)	562.25	0.00	369.25	
121	3/28/11	4/6/11		Disconnect visit charge		13.00	575.25	(12.40)	575.25	0.00	369.25	Improper disconnect visit charge (no notice); not credited back
122	4/6/11	4/6/11		Usage charges		156.97	732.22	144.57	732.22	0.00	526.22	
123	4/6/11		4/26/11	Bill sent for \$732.22			732.22	144.57	732.22	0.00	526.22	Bill should be for \$526.22
124	4/12/11	5/5/11		Late fee		2.31	734.53	146.88	734.53	0.00	528.53	
125	5/5/11	5/5/11		Usage charges		169.90	904.43	316.78	904.43	0.00	698.43	
126	5/5/11		5/25/11	Bill sent for \$904.43			904.43	316.78	904.43	0.00	698.43	Bill should be for \$698.43
127	5/17/11			\$313.71 Back from coll agcy			904.43	316.78	904.43	0.00	698.43	
128	6/2/11			Prior obligation correction			904.43	316.78	904.43	0.00	698.43	
129	6/2/11			Usage-10 debits; 10 credits	3,304.42	3,304.42	904.43	316.78	904.43	0.00	698.43	
130	6/2/11			Reconnect charge and credit	37.00	37.00	904.43	316.78	904.43	0.00	698.43	
131	6/2/11			Payment and reversal	572.27	572.27	904.43	316.78	904.43	0.00	698.43	
132	6/2/11			Late fee credits	57.20		847.23	259.58	847.23	0.00	641.23	
133	6/2/11	5/6/10		Disconnect visit credit	13.00		834.23	259.58	834.23	0.00	641.23	
134	6/2/11	1/6/11		Disconnect visit credit	13.00		821.23	259.58	821.23	0.00	641.23	Date should read 1/6/10, not 1/6/11
135	6/2/11	2/4/11		Disconnect visit credit	13.00		808.23	259.58	808.23	0.00	641.23	
136	6/2/11	8/5/10		Disconnect visit credit	13.00		795.23	259.58	795.23	0.00	641.23	
137	6/2/11	12/7/10		Disconnect visit credit	13.00		782.23	259.58	782.23	0.00	641.23	
138	6/2/11	2/4/10		Disconnect visit credit	13.00		769.23	259.58	769.23	0.00	641.23	
139	6/2/11	1/6/11		Disconnect visit credit	13.00		756.23	259.58	756.23	0.00	641.23	
140	6/2/11	3/8/11		Disconnect visit credit	13.00		743.23	259.58	743.23	0.00	641.23	
141	6/2/11	6/7/10		Disconnect visit credit	13.00		730.23	259.58	730.23	0.00	641.23	
142	6/2/11	1/6/10		Disconnect visit credit	13.00		717.23	259.58	717.23	0.00	641.23	
143	6/2/11			Deposit charge and credit	3.00	3.00	717.23	259.58	717.23	0.00	641.23	
144	6/6/11			Usage charges		147.67	864.90	407.25	864.90	0.00	788.90	
145	7/5/11			Payment - pledge	415.00		449.90	(7.75)	449.90	0.00	373.90	

Account E

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
146	7/5/11			Payment - pledge	120.00		329.90	(127.75)	329.90	0.00	253.90	
147	7/6/11			Usage charges		152.97	482.87	25.22	482.87	0.00	406.87	
148	7/18/11			Late fee		5.47	488.34	30.69	488.34	0.00	412.34	
149	5/4/11			Usage charges		141.26	629.60	171.95	629.60	0.00	553.60	
150	8/16/11			Late fee		5.47	635.07	177.42	635.07	0.00	559.07	
151	9/6/11			Usage charges		184.93	820.00	362.35	820.00	0.00	744.00	
152	9/15/11			Late fee		5.47	825.47	367.82	825.47	0.00	749.47	
153	9/16/11			Payment - pledge	135.00		690.47	232.82	690.47	0.00	614.47	
154	10/5/11			Usage charges		162.48	852.95	395.30	852.95	0.00	776.95	
155	10/14/11			Late fee		5.47	858.42	400.77	858.42	0.00	782.42	
156	11/4/11			Usage charges		117.22	975.64	517.99	975.64	0.00	899.64	
157	11/15/11			Late fee		5.47	981.11	523.46	981.11	0.00	905.11	

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	981.11	981.11
2/19/10 Improper disconnect visit fee (Line 33)	(13.00)	(13.00)
3/23/10 Improper reconnect fee (Line 37)	(37.00)	(37.00)
8/27/10 Prior oblig should not be included (Line 64)	(381.55)	0.00
3/24/11 Improper disconnect visit fee (Line 119)	(13.00)	(13.00)
3/28/11 Improper disconnect visit fee (Line 121)	(13.00)	(13.00)
Reconciled to UTC balances	523.46	905.11

Account G

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			723.57	723.57	723.57	0.00	723.57	PSE recds included entries beginning 6/8/08; UTC began analysis 10/1/09
2	10/16/09	10/29/09		Late fee		0.91	724.48	724.48	724.48	0.00	724.48	
3	10/17/09		10/15/09	Final notice for \$453.00			724.48	724.48	724.48	0.00	724.48	
4	10/27/09	10/29/09		Disconnect visit charge		13.00	737.48	737.48	737.48	0.00	737.48	
5	10/29/09	10/29/09		Usage charges		233.21	970.69	970.69	970.69	0.00	970.69	
6	10/29/09		11/18/09	Bill sent for \$970.69			970.69	970.69	970.69	0.00	970.69	
7	10/29/09			Disconnected for \$453.00			970.69	517.69	970.69	453.00	970.69	Current balance should not include prior obligation of \$453.00
8	11/4/09	12/1/09		Late fee		2.71	973.40	520.40	973.40	453.00	973.40	
9	11/5/09			Usage charges		10.28	983.68	530.68	983.68	453.00	983.68	
10	11/5/09	8/31/09		PSE waived deposit	453.00		530.68	77.68	530.68	453.00	530.68	
11	11/12/09			Reconnected service			530.68	77.68	530.68	453.00	530.68	
12	11/12/09			Usage charges (reverse 11/5)	10.28		520.40	67.40	520.40	453.00	520.40	
13	11/12/09	12/1/09		Reconnect fee		37.00	557.40	104.40	557.40	453.00	557.40	
14	11/12/09	12/1/09		Deposit		478.00	1,035.40	582.40	1,035.40	453.00	1,035.40	
15	11/16/09	12/1/09		Payment	61.00		974.40	521.40	974.40	453.00	974.40	
16	11/16/09	12/1/09		Payment	241.10		733.30	280.30	733.30	453.00	733.30	
17	11/16/09	12/1/09		Payment	339.00		394.30	(58.70)	394.30	453.00	394.30	
18	12/1/09	12/1/09		Usage charges		164.91	559.21	106.21	559.21	453.00	559.21	
19	12/1/09		12/21/09	Bill sent for \$559.21			559.21	106.21	559.21	453.00	559.21	
20	12/4/09	12/30/09		Balance transfer		868.40	1,427.61	974.61	1,427.61	453.00	1,427.61	Add \$868.40 from prior address
21	12/10/09	12/30/09		Payment - pledge	1,000.00		427.61	(25.39)	427.61	453.00	427.61	Pledge amount may not be applied toward prior obligation
22	12/30/09	12/30/09		Usage charges		291.75	719.36	266.36	719.36	453.00	719.36	
23	12/30/09		1/21/10	Bill sent for \$719.36			719.36	266.36	719.36	453.00	719.36	
24	1/1/10	1/29/10		Deposit interest	0.08		719.28	266.28	719.28	453.00	719.28	
25	1/29/10	1/29/10		Usage charges		280.94	1,000.22	547.22	1,000.22	453.00	1,000.22	
26	1/29/10		2/19/10	Bill sent for \$1,000.22			1,000.22	547.22	1,000.22	453.00	1,000.22	
27	2/5/10	3/2/10		Late fee		7.49	1,007.41	554.41	1,007.41	453.00	1,007.41	
28	3/2/10	3/2/10		Usage charges		231.18	1,238.59	785.59	1,238.59	453.00	1,238.59	
29	3/2/10		3/22/10	Bill sent for \$1,238.59			1,238.59	785.59	1,238.59	453.00	1,238.59	

Account G

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COL E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COL I UTC Curr Balance	COL J PSE Total Owed	COL K Prior Amt- UTC	COL L Tot Amt Owed-UTC	COL M UTC Comments
30	3/8/10	3/31/10		Late fee		2.81	1,241.40	788.40	1,241.40	453.00	1,241.40	
31	3/31/10	3/31/10		Usage charges		210.62	1,452.02	999.02	1,452.02	453.00	1,452.02	
32	3/31/10		4/20/10	Bill sent for \$1,452.02			1,452.02	999.02	1,452.02	453.00	1,452.02	
33	4/8/10	4/30/10		Late fee		12.39	1,464.41	1,011.41	1,464.41	453.00	1,464.41	
34	4/26/10	4/30/10		Payment - pledge	1,000.00		464.41	11.41	464.41	453.00	464.41	Pledge amount may not be applied toward prior obligation
35	4/30/10	4/30/10		Usage charges		289.32	753.73	300.73	753.73	453.00	753.73	
36	4/30/10		5/20/10	Bill sent for \$753.73			753.73	300.73	753.73	453.00	753.73	
37	5/5/10	6/1/10		Late fee		2.13	755.86	302.86	755.86	453.00	755.86	
38	5/7/10	6/1/10		Late fee		2.39	758.25	305.25	758.25	453.00	758.25	
39	6/1/10	6/1/10		Usage charges		62.44	820.69	367.69	820.69	453.00	820.69	
40	6/1/10		6/21/10	Bill sent for \$820.69			820.69	367.69	820.69	453.00	820.69	
41	6/4/10	6/30/10		Late fee		2.13	822.82	369.82	822.82	453.00	822.82	
42	6/7/10	6/30/10		Late fee		3.02	825.84	372.84	825.84	453.00	825.84	
43	6/8/10	6/30/10		Late fee		2.39	828.23	375.23	828.23	453.00	828.23	
44	6/30/10	6/30/10		Usage charges		76.44	904.67	451.67	904.67	453.00	904.67	
45	6/30/10		7/21/10	Bill sent for \$904.67			904.67	451.67	904.67	453.00	904.67	
46	7/6/10	7/21/10		Late fee		2.13	906.80	453.80	906.80	453.00	906.80	
47	7/7/10	7/21/10		Late fee		3.69	910.49	457.49	910.49	453.00	910.49	
48	7/8/10	7/21/10		Late fee		2.39	912.88	459.88	912.88	453.00	912.88	
49	7/21/10	7/21/12		Usage charges		42.49	955.37	502.37	955.37	453.00	955.37	
50	7/21/10	6/30/10		Usage charges	76.44		878.93	425.93	878.93	453.00	878.93	
51	7/21/10	7/21/10		Deposit interest	1.06		877.87	424.87	877.87	453.00	877.87	
52	7/21/10	7/21/10		Deposit application	478.00		399.87	(53.13)	399.87	453.00	399.87	
53	7/21/10		8/10/10	Bill sent for \$399.87			399.87	(53.13)	399.87	453.00	399.87	
54	7/30/10		8/19/10	Bill sent for \$399.87			399.87	(53.13)	399.87	453.00	399.87	
55	8/5/10	8/31/09		Late fee		3.42	403.29	(49.71)	403.29	453.00	403.29	
56	8/25/10	8/31/09		Late fee		0.58	403.87	(49.13)	403.87	453.00	403.87	
57	8/31/10		9/21/10	Bill sent for \$403.87			403.87	(49.13)	403.87	453.00	403.87	
58	9/3/10	9/30/10		Late fee		3.42	407.29	(45.71)	407.29	453.00	407.29	

Account G

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	9/24/10	9/30/10		Late fee		0.58	407.87	(45.13)	407.87	453.00	407.87	
60	9/30/10		10/20/10	Bill sent for \$407.87			407.87	(45.13)	407.87	453.00	407.87	
61	10/5/10	10/29/10		Late fee		3.42	411.29	(41.71)	411.29	453.00	411.29	
62	10/25/10	10/29/10		Late fee		0.58	411.87	(41.13)	411.87	453.00	411.87	
63	10/29/10		11/19/10	Bill sent for \$411.87			411.87	(41.13)	411.87	453.00	411.87	
64	11/9/10	12/1/10		Late fee		3.42	415.29	(37.71)	415.29	453.00	415.29	
65	11/24/10	12/1/10		Late fee		0.58	415.87	(37.13)	415.87	453.00	415.87	
66	11/24/10			\$415.87 to collection agency			415.87	(37.13)	415.87	453.00	415.87	
67	12/1/10		12/21/10	Bill sent for \$415.87			415.87	(37.13)	415.87	453.00	415.87	
68	12/30/10		1/21/11	Bill sent for \$415.87			415.87	(37.13)	415.87	453.00	415.87	
69	5/17/11			\$415.87 back from coll agcy			415.87	(37.13)	415.87	453.00	415.87	
70	6/3/11	6/3/11		10 Usage charges and credits	1,986.25	1,986.25	415.87	(37.13)	415.87	453.00	415.87	
71	6/3/11	6/3/11		Reconnection charge		37.00	452.87	(0.13)	452.87	453.00	452.87	
72	6/3/11	6/3/11		2 payments and reversals	2,000.00	2,000.00	452.87	(0.13)	452.87	453.00	452.87	
73	6/3/11			Late fee credits	61.37		391.50	(61.50)	391.50	453.00	391.50	
74	6/3/11	6/23/11		Bill sent for \$391.50			391.50	(61.50)	391.50	453.00	391.50	
75	6/3/11			Credit and debit	36.11	36.11	391.50	(61.50)	391.50	453.00	391.50	
76	6/3/11			Credit and debit	36.11	36.11	391.50	(61.50)	391.50	453.00	391.50	
77	6/29/11		7/20/11	Bill sent for \$391.50			391.50	(61.50)	391.50	453.00	391.50	
78	7/7/11			\$301.50 prior obligation			391.50	(61.50)	391.50	453.00	391.50	
79	6/29/11		7/20/11	Bill sent for \$391.50			391.50	(61.50)	391.50	453.00	391.50	
80	7/18/11	7/29/11		Late fee		3.92	395.42	(57.58)	395.42	453.00	395.42	
81	7/29/11		8/19/11	Bill sent for \$395.42			395.42	(57.58)	395.42	453.00	395.42	
82	8/30/11		9/20/11	Bill sent for \$395.42			395.42	(57.58)	395.42	453.00	395.42	
83	10/7/11			\$395.42 to collection agency			395.42	(57.58)	395.42	453.00	395.42	

Account G

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLMIN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
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RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	395.42	395.42
10/29/09 Prior oblig should not be included (Line 7)	(453.00)	0.00
Reconciled to UTC balances	(57.58)	395.42

Account H

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			397.16	397.16	397.16	0.00	397.16	PSE recds included entries beg 2/26/09; UTC began analysis 10/1/09
2	9/15/09			Urgent notice for \$136.22			397.16	397.16	397.16	0.00	397.16	
3	9/22/09	9/22/09		Usage charges		63.50	460.66	460.66	460.66	0.00	460.66	
4	9/22/09		10/12/09	Bill sent for \$460.66			460.66	460.66	460.66	0.00	460.66	
5	9/25/09		10/12/09	Final notice for \$136.22			460.66	460.66	460.66	0.00	460.66	
6	9/28/09	10/21/09		Late fee		0.22	460.88	460.88	460.88	0.00	460.88	
7	9/30/09	10/21/09		Late fee		1.14	462.02	462.02	462.02	0.00	462.02	
8	10/13/09		10/28/09	Urgent notice for \$274.86			462.02	462.02	462.02	0.00	462.02	
9	10/15/09			Disconnected for \$136.22			462.02	462.02	462.02	0.00	462.02	
10	10/16/09			Reconnected service			462.02	462.02	462.02	0.00	462.02	
11	10/16/09	10/21/09		Payment	136.22		362.80	325.80	362.80	0.00	325.80	Entry shows credit of \$136.22, but PSE added credit of \$102.42 to the acct
12	10/16/09	10/21/09		Reconnect fee		37.00	499.02	362.80	499.02	0.00	362.80	Entry shows debit of \$37.00, but PSE added a debit of \$136.22 to the acct
13	10/21/09	10/21/09		Usage charges		135.00	497.80	497.80	497.80	0.00	497.80	Entry shows debit of \$135.00, but PSE added a credit of \$1.22 to the acct
14	10/21/09		11/10/09	Bill sent for \$497.80			497.80	497.80	497.80	0.00	497.80	
15	10/23/09		11/2/09	Final notice for \$138.64			497.80	497.80	497.80	0.00	497.80	
16	10/27/09	11/19/09		Late fee		1.39	499.19	499.19	499.19	0.00	499.19	
17	11/4/09	11/19/09		Disconnect visit charge		13.00	462.19	512.19	462.19	0.00	512.19	Entry shows debit of \$13.00, but PSE added a credit of \$37.00 to the acct
18	11/4/09	11/19/09		Payment (collected @ visit)	50.00		449.19	462.19	449.19	0.00	462.19	Entry shows credit of \$50.00, but PSE added a credit of \$13.00 to the acct
19	11/11/09		11/30/09	Urgent notice for \$262.00			449.19	462.19	449.19	0.00	462.19	
20	11/19/09	11/19/09		Usage charges		232.92	695.11	695.11	695.11	0.00	695.11	Entry shows debit of \$232.92, but PSE posted a debit of \$245.92 to the acct
21	11/19/09		12/11/09	Sent bill for \$695.11			695.11	695.11	695.11	0.00	695.11	
22	12/21/09	12/21/09		Usage charges		369.59	1,064.70	1,064.70	1,064.70	0.00	1,064.70	
23	12/21/09		1/12/10	Sent bill for \$1,064.70			1,064.70	1,064.70	1,064.70	0.00	1,064.70	
24	1/1/10	1/21/10		Deposit interest	1.04		1,063.66	1,063.66	1,063.66	0.00	1,063.66	
25	1/12/10	1/21/10		Payment - pledge	1,000.00		63.66	63.66	63.66	0.00	63.66	
26	1/21/10	1/21/10		Usage charges		382.61	446.27	446.27	446.27	0.00	446.27	
27	1/21/10		2/10/10	Sent bill for \$446.27			446.27	446.27	446.27	0.00	446.27	
28	2/22/10	2/22/10		Usage charges		306.52	752.79	752.79	752.79	0.00	752.79	
29	3/2/10	3/23/10		Payment - pledge	909.00		(156.21)	(156.21)	(156.21)	0.00	(156.21)	

Account H

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	3/23/10	3/23/10		Usage charges		304.98	148.77	148.77	148.77	0.00	148.77	
31	3/24/10		4/12/10	Bill sent for \$148.77			148.77	148.77	148.77	0.00	148.77	
32	4/21/10	4/21/10		Usage charges		237.73	386.50	386.50	386.50	0.00	386.50	
33	4/21/10		5/12/10	Bill sent for \$386.50			386.50	386.50	386.50	0.00	386.50	
34	5/13/10		3/28/10	Urgent notice for \$201.74			386.50	386.50	386.50	0.00	386.50	
35	5/21/10	5/21/10		Usage charges		164.26	550.76	550.76	550.76	0.00	550.76	
36	5/21/10		6/11/10	Bill sent for \$550.76			550.76	550.76	550.76	0.00	550.76	
37	5/25/10		6/3/10	Final notice for \$201.74			550.76	550.76	550.76	0.00	550.76	
38	5/27/10	6/22/10		Late fee		2.02	552.78	552.78	552.78	0.00	552.78	
39	6/14/10		6/29/10	Urgent notice for \$366.00			552.78	552.78	552.78	0.00	552.78	
40	6/16/10	6/22/10		Payment (collected @ visit)	200.00		352.78	352.78	352.78	0.00	352.78	
41	6/16/10	6/22/10		Disconnect visit charge		13.00	365.78	352.78	365.78	0.00	352.78	Improper disconnect visit charge (no final notice)
42	6/22/10	6/22/10		Usage charges		127.17	492.95	479.95	492.95	0.00	479.95	
43	6/22/10		7/13/10	Bill sent for \$492.95			492.95	479.95	492.95	0.00	479.95	Bill should be for \$479.95
44	6/24/10		7/2/10	Final notice for \$166.00			492.95	479.95	492.95	0.00	479.95	
45	6/28/10	8/12/10		Late fee		1.66	494.61	481.61	494.61	0.00	481.61	
46	7/22/10	8/12/10		Usage charges		23.33	517.94	504.94	517.94	0.00	504.94	
47	7/22/10	8/12/10		Deposit interest	0.71		517.23	504.23	517.23	0.00	504.23	
48	7/22/10	8/12/10		Deposit application	317.00		200.23	187.23	200.23	0.00	187.23	
49	8/12/10		9/2/10	Bill sent for \$200.23			200.23	187.23	200.23	0.00	187.23	Bill should be for \$187.23
50	9/20/10	9/22/10		Late fee		0.15	200.38	187.38	200.38	0.00	187.38	
51	9/22/10		10/12/10	Bill sent for \$200.38			200.38	187.38	200.38	0.00	187.38	Bill should be for \$187.38
52	10/19/10	10/21/10		Late fee		0.15	200.53	187.53	200.53	0.00	187.53	
53	11/18/10	11/19/10		Late fee		0.15	200.68	187.68	200.68	0.00	187.68	
54	11/19/10		12/13/10	Bill sent for \$200.68			200.68	187.68	200.68	0.00	187.68	Bill should be for \$187.68
55	12/21/10	12/21/10		Late fee		0.15	200.83	187.83	200.83	0.00	187.83	
56	12/21/10		1/12/11	Bill sent for \$200.83			200.83	187.83	200.83	0.00	187.83	Bill should be for \$187.83
57	1/21/11		2/10/11	Bill sent for \$200.83			200.83	187.83	200.83	0.00	187.83	Bill should be for \$187.83
58	5/19/11	9/22/09		Reconnect fee credit	37.00		163.83	150.83	163.83	0.00	150.83	

Account H

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	5/19/11	10/21/09		Reconnect fee credit	37.00		126.83	113.83	126.83	0.00	113.83	
60	5/19/11			Late fee credits	19.92		106.91	93.91	106.91	0.00	93.91	
61	5/19/11			Usage-14 debits; 14 credits	2,451.58	2,451.58	106.91	93.91	106.91	0.00	93.91	
62	5/19/11		6/9/11	Bill sent for \$106.91			106.91	93.91	106.91	0.00	93.91	Bill should be for \$130.91
63	6/20/11	6/21/11		Late fee		1.08	107.99	94.99	107.99	0.00	94.99	
64	6/21/11		7/12/11	Bill sent for \$107.99			107.99	94.99	107.99	0.00	94.99	Bill should be for \$131.99
65	7/20/11	7/21/11		Late fee		0.74	108.73	95.73	108.73	0.00	95.73	
66	8/18/11	8/22/11		Late fee		0.74	109.47	96.47	109.47	0.00	96.47	
67	8/22/11		9/12/11	Bill sent for \$109.47			109.47	96.47	109.47	0.00	96.47	Bill should be for \$133.47
68	9/19/11	9/21/11		Late fee		0.74	110.21	97.21	110.21	0.00	97.21	
69	9/21/11		10/11/11	Bill sent for \$110.21			110.21	97.21	110.21	0.00	97.21	Bill should be for \$134.21
70	9/23/11			\$110.21 to collection agency			110.21	97.21	110.21	0.00	97.21	
71	10/20/11		11/10/11	Bill sent for \$110.21			110.21	97.21	110.21	0.00	97.21	Bill should be for \$134.21

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	110.21	110.21
6/16/10 Improper disconnect visit fee (Line 41)	(13.00)	(13.00)
Reconciled to UTC balances	97.21	97.21

Account J

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			0.00	0.00	0.00	0.00	0.00	PSE recds included entries beg 5/11/09; UTC began analysis 10/1/09
2	10/14/09		10/29/09	Urgent notice for \$204.46			0.00	0.00	0.00	0.00	0.00	
3	10/21/09	10/22/09		Disconnect visit charge		13.00	13.00	13.00	13.00	0.00	13.00	
4	10/21/09			24-hour notice			13.00	13.00	13.00	0.00	13.00	
5	10/22/09	10/22/09		Usage charges		43.19	56.19	56.19	56.19	0.00	56.19	
6	10/23/09		11/11/09	Bill sent for \$378.22			56.19	56.19	56.19	0.00	56.19	
7	10/28/09	11/20/09		Late fee		2.04	58.23	58.23	58.23	0.00	58.23	
8	10/29/09			Disconnected for \$157.26			58.23	58.23	58.23	0.00	58.23	
9	11/20/09	11/20/09		Usage charges		19.88	78.11	78.11	78.11	0.00	78.11	
10	11/20/09		12/14/09	Bill sent for \$400.14			78.11	78.11	78.11	0.00	78.11	
11	11/30/09	12/22/09		Late fee		2.62	80.73	80.73	80.73	0.00	80.73	
12	12/22/09	12/22/09		Usage charges		10.67	91.40	91.40	91.40	0.00	91.40	
13	12/22/09		1/13/09	Bill sent for \$413.43			91.40	91.40	91.40	0.00	91.40	
14	12/24/09	1/22/10		Usage charges		19.88	111.28	111.28	111.28	0.00	111.28	
15	12/24/09	12/22/09		Usage charges	10.67		100.61	100.61	100.61	0.00	100.61	
16	12/24/09	11/20/09		Usage charges	19.88		80.73	80.73	80.73	0.00	80.73	
17	12/24/09	5/22/09		Deposit waived	116.00		(35.27)	(35.27)	(35.27)	0.00	(35.27)	
18	12/30/09	1/22/10		Late fee		2.62	(32.65)	(32.65)	(32.65)	0.00	(32.65)	
19	1/22/10		2/11/10	Bill sent for \$289.38			(32.65)	(32.65)	(32.65)	0.00	(32.65)	
20	2/1/10	2/23/10		Late fee		2.62	(30.03)	(30.03)	(30.03)	0.00	(30.03)	
21	2/23/10		3/15/10	Bill sent for \$292.00			(30.03)	(30.03)	(30.03)	0.00	(30.03)	
22	3/1/10	3/24/10		Late fee		0.27	(29.76)	(29.76)	(29.76)	0.00	(29.76)	
23	3/3/10	3/24/10		Late fee		2.62	(27.14)	(27.14)	(27.14)	0.00	(27.14)	
24	3/24/10		4/13/10	Bill sent for \$294.89			(27.14)	(27.14)	(27.14)	0.00	(27.14)	
25	3/30/10	4/22/10		Late fee		0.27	(26.87)	(26.87)	(26.87)	0.00	(26.87)	
26	4/1/10	4/22/10		Late fee		2.62	(24.25)	(24.25)	(24.25)	0.00	(24.25)	
27	4/22/10		5/13/10	Bill sent for \$297.78			(24.25)	(24.25)	(24.25)	0.00	(24.25)	
28	4/28/10	5/24/10		Late fee		0.27	(23.98)	(23.98)	(23.98)	0.00	(23.98)	
29	4/30/10	5/24/10		Late fee		2.62	(21.36)	(21.36)	(21.36)	0.00	(21.36)	

Account J

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COL E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COL I UTC Curr Balance	COL J PSE Total Owed	COL K Prior Amt- UTC	COL L Tot Amt Owed-UTC	COL M UTC Comments
30	5/24/10		6/14/10	Bill sent for \$300.67			(21.36)	(21.36)	(21.36)	0.00	(21.36)	
31	5/27/10	6/23/10		Late fee		0.27	(21.09)	(21.09)	(21.09)	0.00	(21.09)	
32	5/27/10			\$300.94 sent to coll agency			(21.09)	(21.09)	(21.09)	0.00	(21.09)	
33	6/23/10		7/14/10	Bill sent for \$300.94			(21.09)	(21.09)	(21.09)	0.00	(21.09)	
34	7/24/10		8/12/10	Bill sent for \$300.94			(21.09)	(21.09)	(21.09)	0.00	(21.09)	

RECONCILIATION:

Current Balance	Total Owed
(21.09)	(21.09)

PSE and UTC balances are the same

ACCOUNT K

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			315.48	315.48	315.48	0.00	315.48	PSE recds included entries beg 6/3/09; UTC began analysis 10/1/09
2	9/30/09		10/6/09	Final notice for \$249.59			315.48	315.48	315.48	0.00	315.48	
3	10/2/09	10/28/09		Late fee		1.80	317.28	317.28	317.28	0.00	317.28	
4	10/5/09	10/28/09		Payment	68.00		249.28	249.28	249.28	0.00	249.28	
5	10/5/09	10/28/09		Late fee		0.70	249.98	249.98	249.98	0.00	249.98	
6	10/14/09			24 hour notice for \$249.59			249.98	249.98	249.98	0.00	249.98	
7	10/14/09	10/28/09		Disconnect visit charge		13.00	262.98	249.98	262.98	0.00	249.98	Disconn visit chg in err-24 hr notice visit, not disconn (see prior entry)
8	10/20/09		11/4/09	Urgent notice for \$247.48			262.98	249.98	262.98	0.00	249.98	
9	10/28/09	10/28/09		Usage charges		75.59	338.57	325.57	338.57	0.00	325.57	
10	10/28/09		11/17/09	Bill sent for \$338.57			338.57	325.57	338.57	0.00	325.57	Bill should be for \$325.57
11	10/29/09			Disconnected for \$181.59			338.57	143.98	338.57	181.59	325.57	(\$249.59-\$68.00 pymt) Curr bal shd not incl prior oblig of \$181.59
12	10/29/09		11/3/09	Final notice for \$247.48			338.57	143.98	338.57	181.59	325.57	
13	11/2/09	11/30/09		Late fee		1.12	339.69	145.10	339.69	181.59	326.69	
14	11/3/09			Reconnected service			339.69	145.10	339.69	181.59	326.69	
15	11/3/09	11/30/09		Reconnect fee		37.00	376.69	182.10	376.69	181.59	363.69	
16	11/3/09	11/30/09		Deposit		100.00	476.69	282.10	476.69	181.59	463.69	
17	11/30/09	11/30/09		Usage charges		90.51	567.20	372.61	567.20	181.59	554.20	Entry shows no dr/cr, PSE added debit of \$95.00; Bill shd be for \$554.20
18	11/30/09		12/18/09	Bill sent for \$662.20			662.20	372.61	662.20	181.59	554.20	Entry shows no dr/cr, PSE added debit of \$95.00; Bill shd be for \$554.20
19	12/10/09	12/29/09		Payment - pledge	640.00		(72.80)	(267.39)	(72.80)	181.59	(85.80)	Entry shows credit of \$640.00, but PSE added credit of \$735.00 to the acct + Pledge amount may not be applied toward prior obligation
20	12/21/09		1/7/10	Urgent notice \$195.00 (Dep)			(72.80)	(267.39)	(72.80)	181.59	(85.80)	
21	12/29/09	12/29/09		Usage charges		158.09	85.29	(109.30)	85.29	181.59	72.29	
22	12/29/09		1/20/10	Bill sent for \$180.29			85.29	(109.30)	85.29	181.59	72.29	Bill should be for \$72.29
23	1/28/10	1/28/10		Usage charges		118.93	204.22	9.63	204.22	181.59	191.22	
24	1/28/10		2/18/10	Bill sent for \$299.22			299.22	9.63	299.22	181.59	191.22	Entry shows no dr/cr, PSE added debit of \$95.00; Bill shd be for \$191.22
25	3/1/10	3/1/10		Usage charges		105.01	309.23	114.64	309.23	181.59	296.23	Entry shows debit of \$105.01, but PSE added debit of \$10.01 to the acct
26	3/1/10		3/19/10	Bill sent for \$404.23			309.23	114.64	309.23	181.59	296.23	Bill should be for \$296.23
27	3/5/10	3/30/10		Late fee		1.04	310.27	115.68	310.27	181.59	297.27	
28	3/22/10		4/6/10	Urgent notice for \$209.23			310.27	115.68	310.27	181.59	297.27	Improper notice-Notice shd be for \$115.68 (may not include prior amt)

ACCOUNT K

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr. Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
29	3/30/10	3/10/10		Usage charges		103.65	413.92	219.33	413.92	181.59	400.92	
30	3/30/10		4/19/10	Bill sent for \$508.92			413.92	219.33	413.92	181.59	400.92	Bill should be for \$400.92
31	4/2/10	4/29/10		Payment	100.00		313.92	119.33	313.92	181.59	300.92	
32	4/5/10	4/29/10		Late fee		2.09	316.01	121.42	316.01	181.59	303.01	
33	4/20/10		5/5/10	Urgent notice for \$313.92			316.01	121.42	316.01	181.59	303.01	Improper notice-Notice shd be for \$121.42 (may not include prior amt)
34	4/29/10	4/29/10		Usage charges		90.78	406.79	212.20	406.79	181.59	393.79	
35	4/29/10		5/19/10	Bill sent for \$501.79			406.79	212.20	406.79	181.59	393.79	Bill should be for \$393.79
36	4/30/10		5/10/10	Final notice for \$313.92			406.79	212.20	406.79	181.59	393.79	Improper notice-Notice shd be for \$121.42 (may not include prior amt)
37	5/4/10	5/28/10		Late fee		3.14	409.93	215.34	409.93	181.59	396.93	
38	5/20/10		6/7/10	Urgent notice for \$406.79			409.93	215.34	409.93	181.59	396.93	Improper notice-Notice shd be for \$212.20 (may not include prior amt)
39	5/28/10	5/28/10		Usage charges		73.11	483.04	288.45	483.04	181.59	470.04	
40	5/28/10		6/18/10	Bill for \$578.04			483.04	288.45	483.04	181.59	470.04	Bill should be for \$470.04
41	6/3/10	6/29/10		Late fee		3.14	486.18	291.59	486.18	181.59	473.18	
42	6/4/10	6/29/10		Late fee		0.93	487.11	292.52	487.11	181.59	474.11	
43	6/29/10	6/29/10		Usage charges		12.44	499.55	304.96	499.55	181.59	486.55	
44	6/29/10	6/29/10		Deposit interest	0.08		499.47	304.88	499.47	181.59	486.47	
45	6/29/10	6/29/10		Deposit application	100.00		399.47	204.88	399.47	181.59	386.47	
46	6/29/10		7/20/10	Bill sent for \$399.47			399.47	204.88	399.47	181.59	386.47	Bill should be for \$386.47
47	7/2/10	8/12/10		Late fee		2.14	401.61	207.02	401.61	181.59	388.61	
48	7/6/10	8/12/10		Late fee		1.69	403.30	208.71	403.30	181.59	390.30	
49	7/22/10	8/12/10		Deposit	130.00		533.30	338.71	533.30	181.59	520.30	
50	7/22/10	8/12/10		Billing initiation charge		6.10	539.40	344.81	539.40	181.59	526.40	
51	8/3/10	8/12/10		Late fee		2.14	541.54	346.95	541.54	181.59	528.54	
52	8/4/10	8/12/10		Late fee		1.86	543.40	348.81	543.40	181.59	530.40	
53	8/12/10	8/12/10		Usage charges		40.44	583.84	389.25	583.84	181.59	570.84	
54	8/12/10		9/2/10	Bill sent for \$583.84			583.84	389.25	583.84	181.59	570.84	Bill should be for \$570.84
55	9/1/10	9/14/10		Late fee		2.14	585.98	391.39	585.98	181.59	572.98	
56	9/2/10	9/14/10		Late fee		1.86	587.84	393.25	587.84	181.59	574.84	
57	9/3/10		9/21/10	Urgent notice \$130.00 (Dep)			587.84	393.25	587.84	181.59	574.84	

ACCOUNT K

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
58	9/14/10	9/14/10		Usage charges		62.23	650.07	455.48	650.07	181.59	637.07	
59	9/14/10		10/4/10	Bill sent for \$650.07			650.07	455.48	650.07	181.59	637.07	Bill should be for \$637.07
60	9/16/10		9/24/10	Final notice \$130.00 (Dep)			650.07	455.48	650.07	181.59	637.07	
61	9/20/10	10/13/10		Late fee		0.47	650.54	455.95	650.54	181.59	637.54	
62	10/1/10	10/13/10		Late fee		2.14	652.68	458.09	652.68	181.59	639.68	
63	10/4/10	10/13/10		Late fee		1.86	654.54	459.95	654.54	181.59	641.54	
64	10/7/10			Disconnected for \$130.00			654.54	329.95	654.54	311.59	641.54	Current balance should not include prior obligation of \$130.00
65	10/13/10			Reconnected service			654.54	329.95	654.54	311.59	641.54	
66	10/13/10	10/13/10		Usage charges		50.27	704.81	380.22	704.81	311.59	691.81	
67	10/13/10	10/13/10		Reconnect fee		37.00	741.81	417.22	741.81	311.59	728.81	Bill should be for \$728.81
68	10/13/10		11/2/10	Bill sent for \$741.81			741.81	417.22	741.81	311.59	728.81	
69	11/1/10	11/12/10		Late fee		2.14	743.95	419.36	743.95	311.59	730.95	
70	11/2/10	11/12/10		Late fee		1.86	745.81	421.22	745.81	311.59	732.81	
71	11/5/10	11/12/10		Balance transfer		419.30	1,165.11	840.52	1,165.11	311.59	1,152.11	
72	11/5/10	11/12/10		Balance transfer	419.30		745.81	421.22	745.81	311.59	732.81	Add \$419.30 from prior address
73	11/12/10	11/12/10		Usage charges		70.55	816.36	491.77	816.36	311.59	803.36	
74	11/12/10	11/12/10		Payment - pledge	389.00		427.36	102.77	427.36	311.59	414.36	Pledge amount may not be applied toward prior obligation
75	11/12/10		12/6/10	Bill sent for \$427.36			427.36	102.77	427.36	311.59	414.36	Bill should be for \$414.36
76	12/7/10		12/22/10	Urgent notice for \$427.36			427.36	102.77	427.36	311.59	414.36	Improper notice-Notice shd be for \$102.77 (may not include prior amt)
77	12/13/10	12/13/10		Usage charges		83.43	510.79	186.20	510.79	311.59	497.79	
78	12/13/10		1/4/11	Bill sent for \$510.79			510.79	186.20	510.79	311.59	497.79	Bill should be for \$497.79
79	12/17/10		12/28/10	Final notice for \$427.36			510.79	186.20	510.79	311.59	497.79	Improper notice-Notice shd be for \$102.77 (may not include prior amt)
80	12/21/10	1/13/11		Late fee		4.27	515.06	190.47	515.06	311.59	502.06	
81	1/1/11	1/13/11		Deposit interest	0.02		515.04	190.45	515.04	311.59	502.04	
82	1/13/11	1/13/11		Usage charges		98.21	613.25	288.66	613.25	311.59	600.25	
83	1/13/11		2/3/11	Bill sent for \$613.25			613.25	288.66	613.25	311.59	600.25	Bill should be for \$600.25
84	1/14/11		2/1/11	Urgent notice for \$510.77			613.25	288.66	613.25	311.59	600.25	Improper notice-Notice shd be for \$186.20 (may not include prior amt)
85	1/20/11	2/11/11		Late fee		0.83	614.08	289.49	614.08	311.59	601.08	
86	1/24/11	2/11/11		Late fee		4.27	618.35	293.76	618.35	311.59	605.35	

ACCOUNT K

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COL E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COL I UTC Curr Balance	COL J PSE Total Owed	COL K Prior Amt- UTC	COL L Tot Amt Owed-UTC	COL M UTC Comments
87	1/28/11		2/7/11	Final notice for \$222.77			618.35	293.76	618.35	311.59	605.35	Improper notice-Notice shd be for \$186.20
88	2/4/11		2/22/11	Urgent notice for \$325.25			618.35	293.76	618.35	311.59	605.35	Improper notice-Notice shd be for \$288.66
89	2/11/11	2/11/11		Usage charges		82.87	701.22	376.63	701.22	311.59	688.22	
90	2/11/11		3/4/11	Bill sent for \$701.22			701.22	376.63	701.22	311.59	688.22	Bill should be for \$688.22
91	2/18/11	3/15/11		Late fee		1.86	703.08	378.49	703.08	311.59	690.08	
92	2/18/11		3/1/11	Final notice for \$325.25			703.08	378.49	703.08	311.59	690.08	Improper notice-Notice shd be for \$288.66
93	3/1/11	3/15/11		Disconnect visit charge		13.00	716.08	378.49	716.08	311.59	690.08	Disconn visit chg in err-24 hr notice visit, not disconn (see next entry)
94	3/1/11			Left 24 hour notice			716.08	365.49	716.08	311.59	677.08	
95	3/7/11	3/15/11		Disconnect visit charge		13.00	729.08	378.49	729.08	311.59	690.08	Disconn visit chg in err-24 hr notice visit, not disconn (see next entry)
96	3/7/11			Left 24 hour notice			729.08	365.49	729.08	311.59	677.08	
97	3/7/11		3/22/11	Urgent notice for \$413.22			729.08	378.49	729.08	311.59	690.08	Improper notice-Notice shd be for \$376.63
98	3/15/11	3/15/11		Usage charges		102.23	831.31	480.72	831.31	311.59	792.31	
99	3/15/11		4/4/11	Bill sent for \$831.31			831.31	480.72	831.31	311.59	792.31	Bill should be for \$792.31
100	3/15/11		3/23/11	Final notice for \$325.25			831.31	480.72	831.31	311.59	792.31	Improper notice-Notice shd be for \$288.66
101	3/16/11	4/13/11		Disconnect visit charge		13.00	844.31	480.72	844.31	311.59	792.31	Disconn visit chg in err-24 hr notice visit, not disconn (see next entry)
102	3/16/11			Left 24 hour notice			844.31	467.72	844.31	311.59	779.31	
103	3/17/11		3/25/11	Final notice for \$413.22			844.31	480.72	844.31	311.59	792.31	Improper notice-Notice shd be for \$376.63 (may not include prior amt)
104	3/21/11	4/13/11		Late fee		2.27	846.58	482.99	846.58	311.59	794.58	
105	3/22/11	4/13/11		Late fee		1.86	848.44	484.85	848.44	311.59	796.44	
106	4/5/11		4/20/11	Urgent notice for \$543.31			848.44	484.85	848.44	311.59	796.44	Improper notice-Notice shd be for \$480.72 (may not include prior amt)
107	4/8/11	4/13/11		Disconnect visit charge		13.00	861.44	484.85	861.44	311.59	796.44	Disconn visit chg in err-24 hr notice visit, not disconn (see next entry)
108	4/8/11			Left 24 hour notice			861.44	471.85	861.44	311.59	783.44	
109	4/13/11	4/13/11		Usage charges		94.03	955.47	578.88	955.47	311.59	890.47	
110	4/13/11		5/3/11	Bill sent for \$955.47			955.47	578.88	955.47	311.59	890.47	Bill should be for \$890.47
111	4/15/11		4/25/11	Final notice for \$543.31			955.47	578.88	955.47	311.59	890.47	Improper notice-Notice shd be for \$480.72 (may not include prior amt)
112	4/18/11	5/12/11		Payment - pledge	288.00		667.47	290.88	667.47	311.59	602.47	Pledge amount may not be applied toward prior obligation
113	4/19/11	5/12/11		Late fee		3.57	671.04	294.45	671.04	311.59	606.04	
114	4/20/11	5/12/11		Late fee		1.86	672.90	296.31	672.90	311.59	607.90	
115	5/4/11			Urgent notice for \$667.47			672.90	296.31	672.90	311.59	607.90	Improper notice-Notice shd be for \$290.88 (may not include prior amt)

ACCOUNT K

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
116	5/4/11		5/19/11	Urgent notice for \$667.47			672.90	296.31	672.90	311.59	607.90	
117	5/5/11	5/12/11		Disconnect visit charge		13.00	685.90	296.31	685.90	311.59	607.90	Disconn visit chg in err - 24 hr notice visit, not disconn visit (see next entry)
118	5/5/11			Left 24 hour notice			685.90	283.31	685.90	311.59	594.90	
119	5/12/11	5/12/11		Usage charges		99.71	785.61	396.02	785.61	311.59	707.61	Bill should be for \$707.61
120	5/12/11		6/2/11	Bill sent for \$785.61			785.61	396.02	785.61	311.59	707.61	Improper notice-Notice shd be for \$290.88 (may not include prior amt)
121	5/16/11		5/24/11	Final notice for \$667.47			785.61	396.02	785.61	311.59	707.61	Improper notice-Notice shd be for \$290.88 (may not include prior amt)
122	5/16/11		5/24/11	Final notice for \$667.47			785.61	396.02	785.61	311.59	707.61	Improper notice-Notice shd be for \$290.88 (may not include prior amt)
123	5/18/11			Late fee		4.82	790.43	400.84	790.43	311.59	712.43	
124	5/19/11			Late fee		1.86	792.29	402.70	792.29	311.59	714.29	
125	5/25/11			Disconnected for \$667.47			792.29	402.70	792.29	311.59	714.29	Improper disconnect-Notice amount due in error
126	5/25/11			Prior obligation offered			792.29	402.70	792.29	311.59	714.29	
127	5/26/11			Explained prior obligation			792.29	402.70	792.29	311.59	714.29	
128	5/26/11			Cust stated w/pay prior amt			792.29	714.29	792.29	0.00	714.29	
129	5/26/11			Reconnected service			792.29	714.29	792.29	0.00	714.29	
130	5/26/11			Reconnect fee		37.00	829.29	714.29	829.29	0.00	714.29	Reconnect fee in error because disconnect was in error
131	5/26/11			Payment	120.00		709.29	594.29	709.29	0.00	594.29	
132	5/26/11			Deposit		160.00	869.29	754.29	869.29	0.00	754.29	
133	5/26/11			Deposit interest	0.18		869.11	754.11	869.11	0.00	754.11	
134	5/26/11			Deposit application	130.00		739.11	624.11	739.11	0.00	624.11	
135	6/3/11			Prior obligation correction			739.11	624.11	739.11	0.00	624.11	
136	6/3/11			Usage-9 debits; 9 credits	828.11	828.11	739.11	624.11	739.11	0.00	624.11	
137	6/3/11			Late fee credits	30.17		708.94	593.94	708.94	0.00	593.94	
138	6/4/11			Balance transfer	389.00	389.00	708.94	593.94	708.94	0.00	593.94	
139	6/10/11			Prior obligation correction			708.94	593.94	708.94	0.00	593.94	
140	6/10/11			Balance transfer	640.00	640.00	708.94	593.94	708.94	0.00	593.94	
141	6/13/11	6/13/11		Usage charges		83.06	792.00	677.00	792.00	0.00	677.00	
142	6/13/11		7/1/11	Bill sent for \$792.00			792.00	677.00	792.00	0.00	677.00	Bill should be for \$677.00
143	7/4/11			Prior oblig processed \$542.11			792.00	677.00	792.00	0.00	677.00	No prior obligation amount at this time
144	7/13/11	7/13/11		Usage charges		79.89	871.89	756.89	871.89	0.00	756.89	

ACCOUNT K

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt-UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
145	7/13/11		8/2/11	Bill sent for \$871.89			871.89	756.89	871.89	0.00	756.89	Bill should be for \$756.89
146	8/3/11		8/18/11	Urgent notice for \$138.46			871.89	756.89	871.89	0.00	756.89	
147	8/3/11	8/12/11		Late fee		0.59	872.48	757.48	872.48	0.00	757.48	
148	8/12/11	8/12/11		Usage charges		61.50	933.98	818.98	933.98	0.00	818.98	
149	8/12/11		9/1/11	Bill sent for \$933.98			933.98	818.98	933.98	0.00	818.98	Bill should be for \$818.98
150	8/15/11		8/23/01	Final notice for \$138.46			933.98	818.98	933.98	0.00	818.98	
151	8/17/11	9/7/11		Late fee		0.80	934.78	819.78	934.78	0.00	819.78	
152	8/23/11			Disconnected for \$138.46			934.78	819.78	934.78	0.00	819.78	
153	8/24/11	9/7/11		Late fee		0.87	935.65	820.65	935.65	0.00	820.65	
154	9/1/11	9/7/11		Late fee		0.59	936.24	821.24	936.24	0.00	821.24	
155	9/2/11		9/20/11	Urgent notice for \$200.55			936.24	821.24	936.24	0.00	821.24	
156	9/7/11	9/7/11		Usage charges		51.13	987.37	872.37	987.37	0.00	872.37	
157	9/7/11	9/7/11		Deposit application	160.00		827.37	712.37	827.37	0.00	712.37	
158	9/7/11	9/7/11		Deposit interest	0.12		827.25	712.25	827.25	0.00	712.25	
159	9/7/11		9/27/11	Bill sent for \$827.25			827.25	712.25	827.25	0.00	712.25	Bill should be for \$712.25
160	9/13/11		10/3/11	Bill sent for \$827.25			827.25	712.25	827.25	0.00	712.25	
161	9/19/11	10/12/11		Late fee		0.40	827.65	712.65	827.65	0.00	712.65	
162	9/19/11	10/12/11		Late fee		0.87	828.52	713.52	828.52	0.00	713.52	
163	9/19/11	10/12/11		Late fee		1.91	830.43	715.43	830.43	0.00	715.43	
164	9/19/11	10/12/11		Late fee		4.17	834.60	719.60	834.60	0.00	719.60	
165	9/19/11	10/12/11		Late fee		0.53	835.13	720.13	835.13	0.00	720.13	
166	10/12/11		11/2/11	Bill sent for \$835.13			835.13	720.13	835.13	0.00	720.13	Bill should be for \$720.13
167	10/18/11	11/14/11		Late fee		0.40	835.53	720.53	835.53	0.00	720.53	
168	10/24/11	11/14/11		Late fee		1.18	836.71	721.71	836.71	0.00	721.71	
169	10/31/11	11/14/11		Late fee		1.91	838.62	723.62	838.62	0.00	723.62	
170	10/31/11	11/14/11		Late fee		4.17	842.79	727.79	842.79	0.00	727.79	
171	11/10/11	11/14/11		Late fee		0.53	843.32	728.32	843.32	0.00	728.32	
172	11/14/11		12/6/11	Bill sent for \$843.32			843.32	728.32	843.32	0.00	728.32	Bill should be for \$728.32
173	11/17/11	12/13/11		Late fee		0.40	843.72	728.72	843.72	0.00	728.72	

ACCOUNT K

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt-UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
174	11/23/11	12/13/11		Late fee		1.18	844.90	729.90	844.90	0.00	729.90	

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	844.90	844.90
10/14/09 Improper disconnect visit fee (Line 7)	(13.00)	(13.00)
3/1/11 Improper disconnect visit fee (Line 93)	(13.00)	(13.00)
3/7/11 Improper disconnect visit fee (Line 95)	(13.00)	(13.00)
3/16/11 Improper disconnect visit fee (Line 101)	(13.00)	(13.00)
4/8/11 Improper disconnect visit fee (Line 107)	(13.00)	(13.00)
5/5/11 Improper disconnect visit fee (Line 117)	(13.00)	(13.00)
5/26/11 Improper reconnect fee (Line 130)	(37.00)	(37.00)
Reconciled to UTC balances	729.90	729.90

ACCOUNT L

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			229.66	229.66	229.66	0.00	229.66	PSE recds included entries beg 1/1/09; UTC began analysis 10/1/09
2	10/12/09	10/22/09		Disconnect visit charge		13.00	242.66	229.66	242.66	0.00	229.66	Improper disconn visit chg - PSE did not disconnect or collect at visit
3	10/14/09		10/29/09	Urgent notice for \$228.09			242.66	229.66	242.66	0.00	229.66	
4	10/19/09			Disconnected for \$156.50			242.66	73.16	242.66	156.50	229.66	(9/25/09 final for \$156.50); Curr bal shd not incl prior oblig of \$156.50
5	10/20/09		10/22/09	Payment	200.00		42.66	(126.84)	42.66	156.50	29.66	
6	10/21/09			Reconnected service			42.66	(126.84)	42.66	156.50	29.66	
7	10/21/09	10/22/09		Reconnect fee		37.00	79.66	(89.84)	79.66	156.50	66.66	
8	10/21/09	10/22/09		Deposit		259.00	338.66	169.16	338.66	156.50	325.66	
9	10/22/09	10/22/09		Usage charges		63.70	402.36	232.86	402.36	156.50	389.36	
10	10/23/09		11/11/09	Bill sent for \$402.36			402.36	232.86	402.36	156.50	389.36	Bill should be for \$389.36
11	10/28/09	11/20/09		Late fee		0.28	402.64	233.14	402.64	156.50	389.64	
12	11/19/09		12/8/09	Urgent notice for \$143.36			402.64	233.14	402.64	156.50	389.64	
13	11/19/09		12/8/09	Urgent notice \$259 (Deposit)			402.64	233.14	402.64	156.50	389.64	
14	11/20/09	11/20/09		Usage charges		107.29	509.93	340.43	509.93	156.50	496.93	
15	11/21/09		12/14/09	Bill sent for \$509.93			509.93	340.43	509.93	156.50	496.93	Bill should be for \$496.93
16	11/21/09	12/22/09		Late fee		1.43	511.36	341.86	511.36	156.50	498.36	
17	12/3/09		12/11/09	Final notice \$259 (Deposit)			511.36	341.86	511.36	156.50	498.36	
18	12/3/09		12/11/09	Final notice for \$143.36			511.36	341.86	511.36	156.50	498.36	
19	12/15/09		12/31/09	Urgent notice for \$250.93			511.36	341.86	511.36	156.50	498.36	
20	12/22/09	12/22/09		Usage charges		189.62	700.98	531.48	700.98	156.50	687.98	
21	12/23/09		1/13/10	Bill sent for \$700.98			700.98	531.48	700.98	156.50	687.98	Bill should be for \$687.98
22	12/29/09	1/19/10		Payment	144.00		556.98	387.48	556.98	156.50	543.98	
23	12/30/09	1/19/10		Late fee		2.23	559.21	389.71	559.21	156.50	546.21	
24	1/14/10		2/1/10	Urgent notice for \$413.98			559.21	389.71	559.21	156.50	546.21	
25	1/19/10	1/19/10		Usage charges		73.81	633.02	463.52	633.02	156.50	620.02	
26	1/19/10	1/19/10		Deposit interest	0.03		632.99	463.49	632.99	156.50	619.99	
27	1/19/10	1/19/10		Deposit application	259.00		373.99	204.49	373.99	156.50	360.99	
28	1/29/10	2/23/10		Late fee		1.91	375.90	206.40	375.90	156.50	362.90	
29	2/1/10	2/23/10		Late fee		1.07	376.97	207.47	376.97	156.50	363.97	

ACCOUNT L

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	2/23/10		3/15/10	Bill sent for \$376.97			376.97	207.47	376.97	156.50	363.97	Bill should be for \$363.97
31	2/24/10	3/24/10		Late fee		0.76	377.73	208.23	377.73	156.50	364.73	
32	3/2/10	3/24/10		Late fee		1.91	379.64	210.14	379.64	156.50	366.64	
33	3/3/10	3/24/10		Late fee		1.07	380.71	211.21	380.71	156.50	367.71	
34	3/24/10		4/13/10	Bill sent for \$380.71			380.71	211.21	380.71	156.50	367.71	Bill should be for \$367.71
35	3/25/10	4/22/10		Late fee		0.76	381.47	211.97	381.47	156.50	368.47	
36	3/31/10	4/22/10		Late fee		1.91	383.38	213.88	383.38	156.50	370.38	
37	4/1/10	4/22/10		Late fee		1.07	384.45	214.95	384.45	156.50	371.45	
38	4/22/10		5/13/10	Bill sent for \$384.45			384.45	214.95	384.45	156.50	371.45	Bill should be for \$371.45
39	4/23/10	5/24/10		Late fee		0.76	385.21	215.71	385.21	156.50	372.21	
40	4/29/10	5/24/10		Late fee		1.91	387.12	217.62	387.12	156.50	374.12	
41	4/30/10	5/24/10		Late fee		1.07	388.19	218.69	388.19	156.50	375.19	
42	5/24/10	5/24/10		Late fee		0.76	388.95	219.45	388.95	156.50	375.95	
43	5/24/10		6/14/10	Bill sent for \$388.95			388.95	219.45	388.95	156.50	375.95	Bill should be for \$375.95
44	5/24/10			\$388.95 to collection agency			388.95	219.45	388.95	156.50	375.95	
45	6/23/10		7/14/10	Bill sent for \$388.95			388.95	219.45	388.95	156.50	375.95	

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	388.95	388.95
10/12/09 Improper disconnect visit fee (Line 2)	(13.00)	(13.00)
10/19/09 Prior oblig should not be included (Line 4)	(156.50)	
Reconciled to UTC balances	219.45	375.95

ACCOUNT N

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			1,053.22	1,053.22	1,053.22	0.00	1,053.22	PSE recds included entries beg 4/30/09; UTC began analysis 10/1/09
2	10/2/09	10/29/09		Late fee		2.38	1,055.60	1,055.60	1,055.60	0.00	1,055.60	
3	10/2/09	10/29/09		Late fee		0.85	1,056.45	1,056.45	1,056.45	0.00	1,056.45	
4	10/5/09	10/29/09		Late fee		1.98	1,058.43	1,058.43	1,058.43	0.00	1,058.43	
5	10/5/09	10/29/09		Late fee		1.50	1,059.93	1,059.93	1,059.93	0.00	1,059.93	
6	10/5/09	10/29/09		Late fee		0.89	1,060.82	1,060.82	1,060.82	0.00	1,060.82	
7	10/5/09	10/29/09		Late fee		0.69	1,061.51	1,061.51	1,061.51	0.00	1,061.51	
8	10/6/09	10/29/09		Late fee		0.73	1,062.24	1,062.24	1,062.24	0.00	1,062.24	
9	10/13/09		10/20/09	Final notice for \$942.42			1,062.24	1,062.24	1,062.24	0.00	1,062.24	
10	10/23/09			Disconnected for \$942.42			1,062.24	119.82	1,062.24	942.42	1,062.24	Current balance should not include prior obligation of \$942.42
11	10/29/09	10/29/09		Usage charges		101.66	1,163.90	221.48	1,163.90	942.42	1,163.90	
12	10/29/09		11/18/09	Bill sent for \$1,163.90			1,163.90	221.48	1,163.90	942.42	1,163.90	
13	10/30/09			Reconnected service			1,163.90	221.48	1,163.90	942.42	1,163.90	
14	10/30/09	12/1/09		Reconnect fee		37.00	1,200.90	258.48	1,200.90	942.42	1,200.90	
15	10/30/09	12/1/09		Payment	100.00		1,100.90	158.48	1,100.90	942.42	1,100.90	
16	10/30/09	12/1/09		Deposit		269.00	1,369.90	427.48	1,369.90	942.42	1,369.90	
17	11/4/09	12/1/09		Late fee		0.44	1,370.34	427.92	1,370.34	942.42	1,370.34	
18	12/1/09	12/1/09		Usage charges		166.53	1,536.87	594.45	1,536.87	942.42	1,536.87	
19	12/1/09		12/21/09	Bill sent for \$1,536.87			1,536.87	594.45	1,536.87	942.42	1,536.87	
20	12/7/09	12/30/09		Late fee		1.55	1,538.42	596.00	1,538.42	942.42	1,538.42	
21	12/16/09	12/30/09		Payment - pledge	909.00		629.42	(313.00)	629.42	942.42	629.42	
22	12/30/09	12/30/09		Usage charges		206.84	836.26	(106.16)	836.26	942.42	836.26	
23	12/30/09		1/21/10	Bill sent for \$836.26			836.26	(106.16)	836.26	942.42	836.26	
24	1/7/10	1/29/10		Late fee		3.59	839.85	(102.57)	839.85	942.42	839.85	
25	1/29/10	1/29/10		Usage charges		162.15	1,002.00	59.58	1,002.00	942.42	1,002.00	
26	1/29/10		2/19/10	Bill sent for \$1,002.00			1,002.00	59.58	1,002.00	942.42	1,002.00	
27	2/2/10	3/2/10		Payment	360.00		642.00	(300.42)	642.00	942.42	642.00	
28	2/5/10	3/2/10		Late fee		2.08	644.08	(298.34)	644.08	942.42	644.08	
29	2/8/10	3/2/10		Late fee		2.04	646.12	(296.30)	646.12	942.42	646.12	

ACCOUNT N

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	3/2/10	3/2/10		Usage charges		160.93	807.05	(135.37)	807.05	942.42	807.05	
31	3/2/10		3/22/10	Bill sent for \$807.05			807.05	(135.37)	807.05	942.42	807.05	
32	3/8/10	3/31/10		Late fee		1.66	808.71	(133.71)	808.71	942.42	808.71	
33	3/9/10	3/31/10		Late fee		2.08	810.79	(131.63)	810.79	942.42	810.79	
34	3/10/10	3/31/10		Late fee		2.04	812.83	(129.59)	812.83	942.42	812.83	
35	3/31/10	3/31/10		Usage charges		133.04	945.87	3.45	945.87	942.42	945.87	
36	3/31/10		4/20/10	Bill sent for \$945.87			945.87	3.45	945.87	942.42	945.87	
37	4/6/10	4/30/10		Late fee		3.31	949.18	6.76	949.18	942.42	949.18	
38	4/7/10	4/30/10		Late fee		2.08	951.26	8.84	951.26	942.42	951.26	
39	4/8/10	4/30/10		Late fee		2.04	953.30	10.88	953.30	942.42	953.30	
40	4/27/10	4/30/10		Payment - pledge	443.00		510.30	(432.12)	510.30	942.42	510.30	
41	4/30/10	4/30/10		Usage charges		119.65	629.95	(312.47)	629.95	942.42	629.95	
42	4/30/10		5/20/10	Bill sent for \$629.95			629.95	(312.47)	629.95	942.42	629.95	
43	5/5/10	6/1/10		Late fee		4.70	634.65	(307.77)	634.65	942.42	634.65	
44	5/6/10	6/1/10		Late fee		0.33	634.98	(307.44)	634.98	942.42	634.98	
45	5/20/10	6/1/10		Payment	200.00		434.98	(507.44)	434.98	942.42	434.98	
46	6/1/10	6/1/10		Usage charges		92.80	527.78	(414.64)	527.78	942.42	527.78	
47	6/1/10		6/21/10	Bill sent for \$527.78			527.78	(414.64)	527.78	942.42	527.78	
48	6/4/10	6/30/10		Late fee		1.61	529.39	(413.03)	529.39	942.42	529.39	
49	6/4/10	6/30/10		Late fee		1.33	530.72	(411.70)	530.72	942.42	530.72	
50	6/7/10	6/30/10		Late fee		1.20	531.92	(410.50)	531.92	942.42	531.92	
51	6/30/10	6/30/10		Usage charges		79.98	611.90	(330.52)	611.90	942.42	611.90	
52	6/30/10		7/21/10	Bill sent for \$611.90			611.90	(330.52)	611.90	942.42	611.90	
53	7/6/10	7/6/10		Late fee		0.34	612.24	(330.18)	612.24	942.42	612.24	
54	7/6/10	7/6/10		Usage charges		15.17	627.41	(315.01)	627.41	942.42	627.41	
55	7/6/10	7/6/10		Deposit interest	0.33		627.08	(315.34)	627.08	942.42	627.08	
56	7/6/10	7/6/10		Deposit application	269.00		358.08	(584.34)	358.08	942.42	358.08	
57	7/6/10		7/26/10	Bill sent for \$358.08			358.08	(584.34)	358.08	942.42	358.08	
58	7/7/10	7/19/10		Late fee		2.25	360.33	(582.09)	360.33	942.42	360.33	

ACCOUNT N

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	7/19/10	7/19/10		Usage charges		44.02	404.35	(538.07)	404.35	942.42	404.35	
60	7/19/10	7/6/10		Usage charges	15.17		389.18	(553.24)	389.18	942.42	389.18	
61	7/19/10		8/6/10	Bill sent for \$389.18			389.18	(553.24)	389.18	942.42	389.18	
62	7/30/10		8/19/10	Bill sent for \$389.18			389.18	(553.24)	389.18	942.42	389.18	
63	8/2/10	8/2/10		Usage charges		31.32	420.50	(521.92)	420.50	942.42	420.50	
64	8/2/10	7/19/10		Usage charges	44.02		376.48	(565.94)	376.48	942.42	376.48	
65	8/2/10		8/20/10	Bill sent for \$376.48			376.48	(565.94)	376.48	942.42	376.48	
66	8/4/10	8/31/10		Late fee		0.34	376.82	(565.60)	376.82	942.42	376.82	
67	8/5/10	8/31/10		Late fee		3.09	379.91	(562.51)	379.91	942.42	379.91	
68	8/31/10		9/21/10	Bill sent for \$379.91			379.91	(562.51)	379.91	942.42	379.91	
69	9/2/10	9/30/10		Late fee		0.34	380.25	(562.17)	380.25	942.42	380.25	
70	9/3/10	9/30/10		Late fee		3.09	383.34	(559.08)	383.34	942.42	383.34	
71	9/7/10	9/30/10		Late fee		0.34	383.68	(558.74)	383.68	942.42	383.68	
72	9/30/10		10/20/10	Bill sent for \$383.68			383.68	(558.74)	383.68	942.42	383.68	
73	10/4/10	10/29/10		Late fee		0.34	384.02	(558.40)	384.02	942.42	384.02	
74	10/5/10	10/29/10		Late fee		3.09	387.11	(555.31)	387.11	942.42	387.11	
75	10/6/10	10/29/10		Late fee		0.34	387.45	(554.97)	387.45	942.42	387.45	
76	10/29/10		11/19/10	Bill sent for \$387.45			387.45	(554.97)	387.45	942.42	387.45	
77	11/2/10	12/1/10		Late fee		0.34	387.79	(554.63)	387.79	942.42	387.79	
78	11/3/10	12/1/10		Late fee		3.09	390.88	(551.54)	390.88	942.42	390.88	
79	11/4/10	12/1/10		Late fee		0.34	391.22	(551.20)	391.22	942.42	391.22	
80	12/1/10		12/21/10	Bill sent for \$391.22			391.22	(551.20)	391.22	942.42	391.22	
81	12/6/10	12/30/11		Late fee		0.34	391.56	(550.86)	391.56	942.42	391.56	
82	12/7/10	12/30/11		Late fee		3.09	394.65	(547.77)	394.65	942.42	394.65	
83	12/8/10	12/30/11		Late fee		0.34	394.99	(547.43)	394.99	942.42	394.99	
84	12/8/10			\$394.99 to collection agency			394.99	(547.43)	394.99	942.42	394.99	
85	12/30/10		1/21/11	Bill sent for \$394.99			394.99	(547.43)	394.99	942.42	394.99	
86	1/31/11		2/18/11	Bill sent for \$394.99			394.99	(547.43)	394.99	942.42	394.99	
87	6/4/11	12/1/09		Reconnect charge and credit	37.00	37.00	394.99	(547.43)	394.99	942.42	394.99	

ACCOUNT N

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	6/4/11			Payment credit and debit	909.00	909.00	394.99	(547.43)	394.99	942.42	394.99	
89	6/4/11			Late fee credits	53.18		341.81	(600.61)	341.81	942.42	341.81	
90	6/4/11			Usage-10 debits; 10 credits	1,315.67	1,315.67	341.81	(600.61)	341.81	942.42	341.81	
91	6/4/11	8/2/10		Usage charges	31.32		310.49	(631.93)	310.49	942.42	310.49	
92	6/4/11			Prior obligation correction			310.49	(631.93)	310.49	942.42	310.49	
93				Unapplied credit balance	204.76		105.73	(836.69)	105.73	942.42	105.73	
94	6/8/11			Account transfer		204.76	310.49	(631.93)	310.49	942.42	310.49	
95	6/8/11		6/24/11	Bill sent for \$310.49		31.32	310.49	(631.93)	310.49	942.42	310.49	
96	6/8/11	6/8/11		Usage charges			341.81	(600.61)	341.81	942.42	341.81	
97	6/8/11		6/28/11	Bill sent for \$341.81			341.81	(600.61)	341.81	942.42	341.81	
98	6/9/11			Sent prior oblig corr letter			341.81	(600.61)	341.81	942.42	341.81	
99	6/29/11		7/20/11	Bill sent for \$341.81			341.81	(600.61)	341.81	942.42	341.81	Unclear what letter said or did
100	7/6/11			\$515.25 prior oblig processed			341.81	(600.61)	341.81	942.42	341.81	
101	8/4/11	8/30/11		Late fee		3.42	345.23	(597.19)	345.23	942.42	345.23	
102	8/30/11		9/20/11	Bill sent for \$345.23			345.23	(597.19)	345.23	942.42	345.23	
103	9/2/11	9/29/11		Late fee		3.42	348.65	(593.77)	348.65	942.42	348.65	
104	9/29/11		10/19/11	Bill sent for \$348.65			348.65	(593.77)	348.65	942.42	348.65	
105	10/4/11	10/31/11		Late fee		3.42	352.07	(590.35)	352.07	942.42	352.07	
106	10/14/11			\$352.07 to collection agency			352.07	(590.35)	352.07	942.42	352.07	
107	10/31/11		11/21/11	Bill sent for \$352.07			352.07	(590.35)	352.07	942.42	352.07	

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	352.07	352.07
10/23/09 Prior oblig should not be included (Line 10)	(942.42)	
Reconciled to UTC balances	(590.35)	352.07

ACCOUNT O

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			399.27	399.27	399.27	0.00	399.27	PSE recds included entries beg 3/6/09; UTC began analysis 10/1/09
2	10/6/09	10/6/09		Usage charges		34.50	433.77	433.77	433.77	0.00	433.77	
3	10/6/09		10/16/09	Bill sent for \$433.77			433.77	433.77	433.77	0.00	433.77	
4	10/8/09		10/16/09	Final notice for \$395.51			433.77	433.77	433.77	0.00	433.77	(Urgent notice 9/28/09)
5	10/8/09	11/4/09		Late fee		2.22	435.99	435.99	435.99	0.00	435.99	
6	10/8/09		10/16/09	Final notice for \$395.51			435.99	435.99	435.99	0.00	435.99	
7	10/9/09	11/4/09		Late fee		0.18	436.17	436.17	436.17	0.00	436.17	
8	10/12/09	11/4/09		Late fee		0.36	436.53	436.53	436.53	0.00	436.53	
9	10/15/09	11/4/09		Late fee		1.19	437.72	437.72	437.72	0.00	437.72	
10	10/23/09			Disconnected for \$395.51			437.72	42.21	437.72	395.51	437.72	Current balance should not include prior obligation of \$395.51
11	10/26/09			Reconnected service			437.72	42.21	437.72	395.51	437.72	
12	10/26/09	11/4/09		Reconnect fee		37.00	474.72	79.21	474.72	395.51	474.72	
13	11/4/09	11/4/09		Usage charges		50.57	525.29	129.78	525.29	395.51	525.29	
14	11/4/09		11/24/09	Bill sent for \$525.29			525.29	129.78	525.29	395.51	525.29	
15	11/6/09	12/7/09		Payment - pledge	509.00		16.29	(379.22)	16.29	395.51	16.29	Pledge amount may not be applied toward prior obligation
16	12/7/09	12/7/09		Usage charges		91.39	107.68	(287.83)	107.68	395.51	107.68	
17	12/7/09		12/28/09	Bill sent for \$107.68			107.68	(287.83)	107.68	395.51	107.68	
18	12/11/09	1/6/10		Late fee		0.16	107.84	(287.67)	107.84	395.51	107.84	
19	1/1/10	1/6/10		Deposit interest	1.03		106.81	(288.70)	106.81	395.51	106.81	
20	1/6/10	1/6/10		Usage charges		105.95	212.76	(182.75)	212.76	395.51	212.76	
21	1/6/10		1/27/10	Bill sent for \$212.76			212.76	(182.75)	212.76	395.51	212.76	
22	2/4/10	2/4/10		Usage charges		69.68	282.44	(113.07)	282.44	395.51	282.44	
23	2/4/10		2/25/10	Bill sent for \$282.44			282.44	(113.07)	282.44	395.51	282.44	
24	2/10/10	3/8/10		Payment - pledge	239.00		43.44	(352.07)	43.44	395.51	43.44	Pledge amount may not be applied toward prior obligation
25	3/3/10	3/8/10		Payment	40.00		3.44	(392.07)	3.44	395.51	3.44	
26	3/8/10	3/8/10		Usage charges		70.83	74.27	(321.24)	74.27	395.51	74.27	
27	3/8/10		3/26/10	Bill sent for \$74.27			74.27	(321.24)	74.27	395.51	74.27	
28	3/12/10	4/6/10		Late fee		0.03	74.30	(321.21)	74.30	395.51	74.30	
29	4/6/10	4/6/10		Usage charges		74.45	148.75	(246.76)	148.75	395.51	148.75	

ACCOUNT O

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	4/6/10		4/27/10	Bill sent for \$148.75			148.75	(246.76)	148.75	395.51	148.75	
31	4/12/10	5/6/10		Late fee		0.74	149.49	(246.02)	149.49	395.51	149.49	
32	4/28/10		5/13/10	Urgent notice for \$148.75			149.49	(246.02)	149.49	395.51	149.49	
33	5/6/10	5/6/10		Usage charges		52.78	202.27	(193.24)	202.27	395.51	202.27	
34	5/6/10		5/26/10	Bill sent for \$202.27			202.27	(193.24)	202.27	395.51	202.27	
35	5/10/10		5/18/10	Final notice for \$148.75			202.27	(193.24)	202.27	395.51	202.27	
36	5/11/10	6/7/10		Late fee		0.74	203.01	(192.50)	203.01	395.51	203.01	
37	5/12/10	6/7/10		Late fee		0.74	203.75	(191.76)	203.75	395.51	203.75	
38	5/27/10		6/14/10	Urgent notice for \$202.27			203.75	(191.76)	203.75	395.51	203.75	
39	6/7/10	6/7/10		Usage charges		36.24	239.99	(155.52)	239.99	395.51	239.99	
40	6/7/10		6/25/10	Bill sent for \$239.99			239.99	(155.52)	239.99	395.51	239.99	
41	6/9/10		6/17/10	Final notice for \$202.27			239.99	(155.52)	239.99	395.51	239.99	
42	6/10/10	7/7/10		Late fee		0.74	240.73	(154.78)	240.73	395.51	240.73	
43	6/11/10	7/7/10		Late fee		1.28	242.01	(153.50)	242.01	395.51	242.01	
44	6/28/10		7/14/10	Urgent notice for \$239.99			242.01	(153.50)	242.01	395.51	242.01	
45	7/2/10		7/13/10	Final notice for \$202.27			242.01	(153.50)	242.01	395.51	242.01	
46	7/7/10	7/7/10		Usage charges		28.39	270.40	(125.11)	270.40	395.51	270.40	
47	7/7/10		7/27/10	Bill sent for \$270.40			270.40	(125.11)	270.40	395.51	270.40	
48	7/9/10		7/19/10	Final notice for \$239.99			270.40	(125.11)	270.40	395.51	270.40	
49	7/12/10	8/5/10		Late fee		0.74	271.14	(124.37)	271.14	395.51	271.14	
50	7/13/10	8/5/10		Late fee		1.66	272.80	(122.71)	272.80	395.51	272.80	
51	7/28/10		8/12/10	Urgent notice for \$270.40			272.80	(122.71)	272.80	395.51	272.80	Improper notice-Current amt due is a credit balance
52	8/5/10	8/5/10		Usage charges		10.67	283.47	(112.04)	283.47	395.51	283.47	
53	8/5/10		8/26/10	Bill sent for \$283.47			283.47	(112.04)	283.47	395.51	283.47	
54	8/9/10		8/17/10	Final notice for \$270.40			283.47	(112.04)	283.47	395.51	283.47	Improper notice-Current amt due is a credit balance at time of 1st notice
55	8/9/10		8/17/10	Final notice for \$270.40			283.47	(112.04)	283.47	395.51	283.47	Improper notice-Current amt due is a credit balance at time of 1st notice
56	8/10/10	9/7/10		Late fee		0.74	284.21	(111.30)	284.21	395.51	284.21	
57	8/11/10	9/7/10		Late fee		1.96	286.17	(109.34)	286.17	395.51	286.17	
58	8/25/10			Disconnected for \$270.40			286.17	(109.34)	286.17	395.51	286.17	Improper disconnect-Current amt due is a credit balance at time of notice

ACCOUNT O

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	8/27/10		9/14/10	Urgent notice for \$283.47			286.17	(109.34)	286.17	395.51	286.17	Improper notice-Current amt due is a credit balance
60	9/7/10	9/7/10		Usage charges		11.83	298.00	(97.51)	298.00	395.51	298.00	
61	9/7/10	9/7/10		Deposit interest	0.36		297.64	(97.87)	297.64	395.51	297.64	
62	9/7/10	9/7/10		Deposit application	137.00		160.64	(234.87)	160.64	395.51	160.64	
63	9/7/10		9/27/10	Bill sent for \$160.64			160.64	(234.87)	160.64	395.51	160.64	
64	9/10/10	10/6/10		Late fee		1.33	161.97	(233.54)	161.97	395.51	161.97	
65	9/13/10	10/6/10		Late fee		0.13	162.10	(233.41)	162.10	395.51	162.10	
66	10/6/10		10/26/10	Bill sent for \$162.10			162.10	(233.41)	162.10	395.51	162.10	
67	10/11/10	11/4/10		Late fee		1.33	163.43	(232.08)	163.43	395.51	163.43	
68	10/12/10			Late fee		0.28	163.71	(231.80)	163.71	395.51	163.71	
69	10/18/10			Reconnected service			163.71	(231.80)	163.71	395.51	163.71	
70	10/18/10	11/4/10		Reconnect fee		37.00	200.71	(231.80)	200.71	395.51	163.71	Reconnect fee in error-Improper disconnect
71	10/18/10			Late fee	0.28		200.43	(232.08)	200.43	395.51	163.43	
72	10/18/10	11/4/10		Usage charges		11.83	212.26	(220.25)	212.26	395.51	175.26	
73	10/18/10	11/4/10		Usage charges		10.66	222.92	(209.59)	222.92	395.51	185.92	
74	10/18/10	9/7/10		Usage charges	11.83		211.09	(221.42)	211.09	395.51	174.09	
75	10/18/10	11/4/10		Deposit		101.00	312.09	(120.42)	312.09	395.51	275.09	
76	11/4/10	11/4/10		Usage charges		35.81	347.90	(84.61)	347.90	395.51	310.90	
77	11/4/10		11/29/10	Bill sent for \$347.90			347.90	(84.61)	347.90	395.51	310.90	Bill should be for \$310.90
78	11/9/10	12/7/10		Payment - pledge	307.00		40.90	(391.61)	40.90	395.51	3.90	Pledge amount may not be applied toward prior obligation
79	12/7/10	12/7/10		Usage charges		93.97	134.87	(297.64)	134.87	395.51	97.87	
80	12/7/10		12/28/10	Bill sent for \$134.87			134.87	(297.64)	134.87	395.51	97.87	Bill should be for \$97.87
81	12/28/10	1/6/11		Payment - pledge	159.00		(24.13)	(456.64)	(24.13)	395.51	(61.13)	Pledge amount may not be applied toward prior obligation
82	1/1/11	1/6/11		Deposit interest	0.02		(24.15)	(456.66)	(24.15)	395.51	(61.15)	
83	1/6/11	1/6/11		Usage charges		101.45	77.30	(355.21)	77.30	395.51	40.30	
84	1/6/11		1/27/11	Bill sent for \$77.30			77.30	(355.21)	77.30	395.51	40.30	Bill should be for \$40.30
85	2/4/11	2/4/11		Usage charges		89.97	167.27	(265.24)	167.27	395.51	130.27	
86	2/4/11		2/25/11	Bill sent for \$167.27			167.27	(265.24)	167.27	395.51	130.27	Bill should be for \$130.27
87	2/11/11	3-8-114		Late fee		0.77	168.04	(264.47)	168.04	395.51	131.04	

ACCOUNT O

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	2/28/11		3/15/11	Urgent notice for \$167.27			168.04	(264.47)	168.04	395.51	131.04	Improper notice-Current amt due is a credit balance
89	3/8/11	3/8/11		Usage charges		121.96	290.00	(142.51)	290.00	395.51	253.00	
90	3/8/11		3/28/11	Bill sent for \$290.00			290.00	(142.51)	290.00	395.51	253.00	Bill should be for \$253.00
91	3/10/11		3/18/11	Final notice for \$167.27			290.00	(142.51)	290.00	395.51	253.00	Improper notice-Current amt due is a credit balance at time of 1st notice
92	3/14/11	4/6/11		Late fee		0.90	290.90	(141.61)	290.90	395.51	253.90	
93	3/15/11	4/6/11		Late fee		0.77	291.67	(140.84)	291.67	395.51	254.67	
94	3/29/11		4/13/11	Urgent notice for \$140.00			291.67	(140.84)	291.67	395.51	254.67	Improper notice-Current amt due is a credit balance
95	4/6/11	4/6/11		Payment - pledge	150.00		141.67	(290.84)	141.67	395.51	104.67	Pledge amount may not be applied toward prior obligation
96	4/6/11	4/6/11		Usage charges		73.93	215.60	(216.91)	215.60	395.51	178.60	
97	4/6/11		4/26/11	Bill sent for \$215.60			215.60	(216.91)	215.60	395.51	178.60	Bill should be for \$178.60.
98	4/8/11		4/18/11	Final notice for \$140.00			215.60	(216.91)	215.60	395.51	180.00	Improper notice-Current amt due is a credit balance at time of 1st notice
99	4/12/11	5/5/11		Late fee		1.40	217.00	(215.51)	217.00	395.51	180.00	
100	4/27/11		5/15/11	Urgent notice for \$215.60			217.00	(215.51)	217.00	395.51	180.00	Improper notice-Current amt due is a credit balance
101	5/2/11			Cust call; pymt arr on prior			217.00	(35.51)	217.00	215.51	180.00	Prior \$180.00 transferred to curr bal because cust made arrgmts to pay
102	5/2/11			24-hour notice			217.00	(35.51)	217.00	215.51	180.00	Improper notice-Current amt due is a credit balance at time of 1st notice
103	5/3/11	5/5/11		Payment	90.00		127.00	(125.51)	127.00	215.51	90.00	
104	5/5/11	5/5/11		Usage charges		64.94	191.94	(60.57)	191.94	215.51	154.94	Bill should be for \$154.94
105	5/5/11		5/25/11	Bill sent for \$191.94			191.94	(60.57)	191.94	215.51	154.94	
106	5/11/11			Late fee		0.74	192.68	(59.83)	192.68	215.51	155.68	
107	5/11/11			Late fee		0.50	193.18	(59.33)	193.18	215.51	156.18	
108	5/24/11		6/2/11	Final notice for \$125.60			193.18	(59.33)	193.18	215.51	156.18	Improper notice-Current amt due is a credit balance at time of 1st notice
109	5/26/11		6/13/11	Urgent notice for \$191.94			193.18	(59.33)	193.18	215.51	156.18	Improper notice-Current amt due is a credit balance
110	6/4/11			Prior obligation correction			193.18	(59.33)	193.18	215.51	156.18	
111	6/4/11			Refund		66.65	259.83	7.32	259.83	215.51	222.83	
112	6/4/11			Reconnect fee	37.00		259.83	7.32	259.83	215.51	222.83	
113	6/4/11			Payment - pledge	239.00		259.83	7.32	259.83	215.51	222.83	Pledge amount may not be applied toward prior obligation
114	6/4/11			Payment - pledge	150.00		259.83	7.32	259.83	215.51	222.83	Pledge amount may not be applied toward prior obligation
115	6/4/11			Payment - pledge	509.00		259.83	7.32	259.83	215.51	222.83	Pledge amount may not be applied toward prior obligation
116	6/4/11			Late fee credits	17.40		242.43	(10.08)	242.43	215.51	205.43	

ACCOUNT O

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
117	6/4/11			Usage-21 debits; 20 credits	1,229.97	1,275.75	288.21	(10.08)	288.21	215.51	205.43	\$45.78 included in debit usage chgs was not included in the cr usage chgs
118	6/4/11			Deposit		116.00	404.21	105.92	404.21	215.51	321.43	
119	6/4/11			Deposit interest	0.13		404.08	105.79	404.08	215.51	321.30	
120	6/4/11			Deposit application	101.00		303.08	4.79	303.08	215.51	220.30	
121	6/4/11			Balance transfer	466.00	466.00	303.08	4.79	303.08	215.51	220.30	
122	6/4/11			Refund	66.65		236.43	(61.86)	236.43	215.51	153.65	
123	6/7/11			Prior oblig corr completed			303.08	4.79	303.08	215.51	220.30	
124	6/9/11			Sent prior oblig corr letter			303.08	4.79	303.08	215.51	220.30	Unclear what letter said or did
125	7/6/11			Prior oblig processed \$861.00			303.08	4.79	303.08	215.51	220.30	Prior obligation amount should be \$215.51
126				Unapplied credit balance	624.57		(388.14)	(686.43)	(388.14)	215.51	(470.92)	
127	9/8/11			Acct transaction application		624.57	236.43	(61.86)	236.43	215.51	153.65	
128	7/6/11	8/30/11		Usage charges		11.91	248.34	(49.95)	248.34	215.51	165.56	
129	8/4/11	8/30/11		Usage charges		13.11	261.45	(36.84)	261.45	215.51	178.67	
130	8/4/11	8/30/11		Late fee		2.84	264.29	(34.00)	264.29	215.51	181.51	
131	8/30/11		9/20/11	Bill sent for \$264.29			264.29	(34.00)	264.29	215.51	181.51	Bill should be for \$181.51
132	9/2/11	9/6/11		Late fee		2.84	267.13	(31.16)	267.13	215.51	184.35	
133	9/6/11	9/6/11		Usage charges		13.11	280.24	(18.05)	280.24	215.51	197.46	
134	9/6/11		6/26/11	Bill sent for \$280.24			280.24	(18.05)	280.24	215.51	197.46	Bill should be for \$197.46
135	9/8/11	9/8/11		Deposit application	116.00		164.24	(134.05)	164.24	215.51	81.46	
136	9/8/11	9/8/11		Deposit interest	0.08		164.16	(134.13)	164.16	215.51	81.38	
137	9/8/11	9/8/11		Usage charges		10.67	174.83	(123.46)	174.83	215.51	92.05	
138	9/8/11		9/28/11	Bill sent for \$174.83			174.83	(123.46)	174.83	215.51	92.05	Bill should be for \$92.05
139	10/5/11	10/5/11		Late fee		1.72	176.55	(121.74)	176.55	215.51	93.77	
140	10/5/11		10/26/11	Bill sent for \$176.55			176.55	(121.74)	176.55	215.51	93.77	Bill should be for \$93.77
141	11/3/11	11/4/11		Late fee		1.72	178.27	(120.02)	178.27	215.51	95.49	
142	11/4/11		11/29/11	Bill sent for \$178.27			178.27	(120.02)	178.27	215.51	95.49	Bill should be for \$95.49

ACCOUNT O

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
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RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	178.27	178.27
10/23/09 Prior oblig should not be included (Line 10)	(395.51)	
10/18/10 Improper reconnect fee (Line 70)	(37.00)	(37.00)
5/2/11 Cust arrngmt on prior of \$180.00 (Line 101)	180.00	
6/4/11 Amt in dr usage chgs not in cr (Line 117)	(45.78)	(45.78)
Reconciled to UTC balances	(120.02)	95.49

ACCOUNT P

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			744.76	744.76	744.76	0.00	744.76	PSE recds incl entries beginning 3/3/09; UTC began analysis 10/1/09
2	10/1/09			Usage charges		74.39	819.15	819.15	819.15	0.00	819.15	
3	10/1/09		10/21/09	Bill sent for \$819.15			819.15	819.15	819.15	0.00	819.15	
4	10/2/09		10/8/09	Final notice for \$738.21			819.15	819.15	819.15	0.00	819.15	
5	10/5/09	10/30/09		Late fee		2.63	821.78	821.78	821.78	0.00	821.78	
6	10/6/09	10/30/09		Late fee		3.92	825.70	825.70	825.70	0.00	825.70	
7	10/7/10	10/30/09		Late fee		0.83	826.53	826.53	826.53	0.00	826.53	
8	10/20/10			Disconnected for \$738.21			826.53	88.32	826.53	738.21	826.53	Current balance should not include prior obligation of \$738.21
9	10/20/10			Reconnect service			826.53	88.32	826.53	738.21	826.53	
10	10/20/10	10/30/09		Reconnect fee		37.00	863.53	125.32	863.53	738.21	863.53	
11	10/20/10	10/30/09		Deposit		74.00	937.53	199.32	937.53	738.21	937.53	
12	10/30/09	10/30/09		Usage charges		88.57	1,026.10	287.89	1,026.10	738.21	1,026.10	
13	10/30/09		11/19/09	Bill sent for \$1,026.10			1,026.10	287.89	1,026.10	738.21	1,026.10	
14	11/5/09	12/2/09		Late fee		0.73	1,026.83	288.62	1,026.83	738.21	1,026.83	
15	11/18/09	12/2/09		Payment - pledge	746.00		280.83	(457.38)	280.83	738.21	280.83	Pledge amount may not be applied toward prior obligation
16	11/20/09		12/9/09	Urgent notice for \$206.10			280.83	(457.38)	280.83	738.21	280.83	Improper notice-Current amt due is a credit balance
17	12/2/09	12/2/09		Usage charges		130.66	411.49	(326.72)	411.49	738.21	411.49	
18	12/2/09		12/22/09	Bill sent for \$411.49			411.49	(326.72)	411.49	738.21	411.49	
19	12/4/09		12/14/09	Final notice for \$206.10			411.49	(326.72)	411.49	738.21	411.49	Improper notice-Current amt due is a credit balance at time of 1st notice
20	12/8/09	12/31/09		Late fee		2.06	413.55	(324.66)	413.55	738.21	413.55	
21	12/23/09		1/11/10	Urgent notice for \$337.49			413.55	(324.66)	413.55	738.21	413.55	Improper notice-Current amt due is a credit balance
22	12/31/09	12/31/09		Usage charges		88.25	501.80	(236.41)	501.80	738.21	501.80	
23	12/31/09		1/22/10	Bill sent for \$501.80			501.80	(236.41)	501.80	738.21	501.80	
24	1/1/10	2/1/10		Deposit interest	0.95		500.85	(237.36)	500.85	738.21	500.85	
25	1/6/10	2/1/10		Usage charges		9.96	510.81	(227.40)	510.81	738.21	510.81	
26	1/6/10	10/30/09		Deposit waived	74.00		436.81	(301.40)	436.81	738.21	436.81	
27	1/6/10	2/1/10		Deposit interest	0.06		436.75	(301.46)	436.75	738.21	436.75	
28	1/6/10	2/1/10		Deposit application	148.00		288.75	(449.46)	288.75	738.21	288.75	
29	1/8/10	2/1/10		Late fee		1.88	290.63	(447.58)	290.63	738.21	290.63	

ACCOUNT P

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	2/1/10		2/22/10	Bill sent for \$290.63			290.63	(447.58)	290.63	738.21	290.63	
31	2/8/10	3/3/10		Late fee		0.90	291.53	(446.68)	291.53	738.21	291.53	
32	2/9/10	3/3/10		Late fee		1.88	293.41	(444.80)	293.41	738.21	293.41	
33	3/3/10		3/23/10	Bill sent for \$293.41			293.41	(444.80)	293.41	738.21	293.41	
34	3/9/10	4/1/10		Late fee		0.12	293.53	(444.68)	293.53	738.21	293.53	
35	3/10/10	4/1/10		Late fee		0.90	294.43	(443.78)	294.43	738.21	294.43	
36	3/11/10	4/1/10		Late fee		1.88	296.31	(441.90)	296.31	738.21	296.31	
37	4/1/10		4/21/10	Bill sent for \$296.31			296.31	(441.90)	296.31	738.21	296.31	
38	4/7/10	5/3/10		Late fee		0.12	296.43	(441.78)	296.43	738.21	296.43	
39	4/8/09	5/3/10		Late fee		0.90	297.33	(440.88)	297.33	738.21	297.33	
40	4/9/09	5/3/10		Late fee		1.88	299.21	(439.00)	299.21	738.21	299.21	
41	5/3/10		5/21/10	Bill sent for \$299.21			299.21	(439.00)	299.21	738.21	299.21	
42	5/6/10	6/2/10		Late fee		0.12	299.33	(438.88)	299.33	738.21	299.33	
43	5/7/10	6/2/10		Late fee		0.90	300.23	(437.98)	300.23	738.21	300.23	
44	5/10/20	6/2/10		Late fee		1.88	302.11	(436.10)	302.11	738.21	302.11	
45	6/2/10		6/22/10	Bill sent for \$302.11			302.11	(436.10)	302.11	738.21	302.11	
46	6/7/10	7/1/10		Late fee		0.12	302.23	(435.98)	302.23	738.21	302.23	
47	6/7/10			\$302.23 to collection agency			302.23	(435.98)	302.23	738.21	302.23	
48	7/1/10		7/22/10	Bill sent for \$302.23			302.23	(435.98)	302.23	738.21	302.23	
49	8/2/10		8/20/10	Bill sent for \$302.23			302.23	(435.98)	302.23	738.21	302.23	
50	5/19/11			Prior obligation correction			302.23	(435.98)	302.23	738.21	302.23	
51	5/19/11			Usage-5 debits; 5 credits	391.83	391.83	302.23	(435.98)	302.23	738.21	302.23	
52	5/19/11			Late fee credits	16.27		285.96	(452.25)	285.96	738.21	285.96	
53	5/19/11		6/9/11	Bill sent for \$285.96			285.96	(452.25)	285.96	738.21	285.96	
54	5/27/11			Prior obligation correction			285.96	(452.25)	285.96	738.21	285.96	
55	6/1/11		6/21/11	Bill sent for \$285.96			285.96	(452.25)	285.96	738.21	285.96	
56	6/4/11	10/30/09		Reconnect fee	37.00	37.00	285.96	(452.25)	285.96	738.21	285.96	
57	6/4/11			Payment - pledge	746.00	746.00	285.96	(452.25)	285.96	738.21	285.96	
58	6/4/11			Prior obligation correction			285.96	(452.25)	285.96	738.21	285.96	

ACCOUNT P

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	6/7/11			Prior obligation correction			285.96	(452.25)	285.96	738.21	285.96	
60	6/9/11			Sent prior oblig corr letter			285.96	(452.25)	285.96	738.21	285.96	
61	6/28/11			\$285.96 prior oblig processed			285.96	(452.25)	285.96	738.21	285.96	Unclear what letter said or did
62	6/20/11	6/30/11		Late fee		2.78	288.74	(449.47)	288.74	738.21	288.74	
63	6/24/11	6/30/11		Late fee		0.08	288.82	(449.39)	288.82	738.21	288.82	
64	6/30/11		7/21/11	Bill sent for \$288.82			288.82	(449.39)	288.82	738.21	288.82	
65	7/20/11	8/1/11		Late fee		2.78	291.60	(446.61)	291.60	738.21	291.60	
66	7/26/11	8/1/11		Late fee		0.08	291.68	(446.53)	291.68	738.21	291.68	
67	8/1/11		8/21/11	Bill sent for \$291.68			291.68	(446.53)	291.68	738.21	291.68	
68	8/18/11	8/31/11		Late fee		2.78	294.46	(443.75)	294.46	738.21	294.46	
69	8/24/11	8/31/11		Late fee		0.08	294.54	(443.67)	294.54	738.21	294.54	
70	8/31/11		9/21/11	Bill sent for \$294.54			294.54	(443.67)	294.54	738.21	294.54	
71	9/19/11	9/30/11		Late fee		2.78	297.32	(440.89)	297.32	738.21	297.32	
72	9/23/11	9/30/11		Late fee		0.08	297.40	(440.81)	297.40	738.21	297.40	
73	9/23/11			\$297.40 to collection agency			297.40	(440.81)	297.40	738.21	297.40	
74	9/30/11		10/20/11	Bill sent for \$297.40			297.40	(440.81)	297.40	738.21	297.40	

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	297.40	297.40
10/20/10 Prior oblig should not be included (Line 8)	(738.21)	
Reconciled to UTC balances	(440.81)	297.40

ACCOUNT Q

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			1,300.46	1,300.46	1,300.46	0.00	1,300.46	PSE recds included entries beg 3-23-09; UTC began analysis 10/1/09
2	10/1/09	10/21/09		Late fee		6.48	1,306.94	1,306.94	1,306.94	0.00	1,306.94	
3	10/12/09	10/21/09		Payment	250.00		1,056.94	1,056.94	1,056.94	0.00	1,056.94	
4	10/22/09			Disconnected for \$982.35			1,056.94	1,056.94	1,056.94	0.00	1,056.94	
5	10/21/09	10/21/09		Usage charges		66.29	1,123.23	1,123.23	1,123.23	0.00	1,123.23	(9/25/09 final notice for \$1,242.77, less payment)
6	10/21/09		11/10/09	Bill sent for \$1,123.23			1,123.23	1,123.23	1,123.23	0.00	1,123.23	
7	10/26/09			Late fee		2.60	1,125.83	1,125.83	1,125.83	0.00	1,125.83	
8	10/27/09			Late fee		1.39	1,127.22	1,127.22	1,127.22	0.00	1,127.22	
9	10/30/09			Reconnected service			1,127.22	1,127.22	1,127.22	0.00	1,127.22	Current balance should not include prior obligation of \$982.35
10	10/30/09	11/19/09		Reconnect fee		37.00	1,164.22	1,164.22	1,164.22	982.35	1,164.22	
11	11/19/09	11/19/09		Usage charges		98.62	1,262.84	1,262.84	1,262.84	982.35	1,262.84	
12	11/19/09		12/11/09	Bill sent for \$1,262.84			1,262.84	1,262.84	1,262.84	982.35	1,262.84	
13	11/25/09	12/21/09		Late fee		1.23	1,264.07	1,264.07	1,264.07	982.35	1,264.07	
14	12/18/09	12/21/09		Payment - pledge	1,000.00		264.07	(718.28)	264.07	982.35	264.07	Pledge amount may not be applied toward prior obligation
15	12/21/09	12/21/09		Payment - pledge	1,000.00		(735.93)	(1,718.28)	(735.93)	982.35	(735.93)	Pledge amount may not be applied toward prior obligation
16	12/21/09	12/21/09		Usage charges		227.73	(508.20)	(1,490.55)	(508.20)	982.35	(508.20)	
17	12/21/09		1/12/10	Bill sent-credit of \$508.20			(508.20)	(1,490.55)	(508.20)	982.35	(508.20)	
18	1/13/10	1/21/10		Payment	72.72		(580.92)	(1,563.27)	(580.92)	982.35	(580.92)	
19	1/21/10	1/21/10		Usage charges		221.94	(358.98)	(1,341.33)	(358.98)	982.35	(358.98)	
20	1/21/10		2/10/10	Bill sent-credit of \$358.98			(358.98)	(1,341.33)	(358.98)	982.35	(358.98)	
21	2/22/10	2/22/10		Usage charges		155.25	(203.73)	(1,186.08)	(203.73)	982.35	(203.73)	
22	2/22/10		3/12/10	Bill sent-credit of \$203.73			(203.73)	(1,186.08)	(203.73)	982.35	(203.73)	
23	3/23/10	3/23/10		Usage charges		142.51	(61.22)	(1,043.57)	(61.22)	982.35	(61.22)	
24	3/23/10		4/12/10	Bill sent-credit of \$61.22			(61.22)	(1,043.57)	(61.22)	982.35	(61.22)	
25	4/21/10	4/21/10		Usage charges		176.39	115.17	(867.18)	115.17	982.35	115.17	
26	4/21/10		5/12/10	Bill sent for \$115.17			115.17	(867.18)	115.17	982.35	115.17	
27	5/21/10	5/21/10		Usage charges		180.83	296.00	(686.35)	296.00	982.35	296.00	
28	5/21/10		6/11/10	Bill sent for \$296.00			296.00	(686.35)	296.00	982.35	296.00	
29	5/27/10	6/22/10		Late fee		1.15	297.15	(685.20)	297.15	982.35	297.15	

ACCOUNT Q

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COL E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COL I UTC Curr Balance	COL J PSE Total Owed	COL K Prior Amt- UTC	COL L Tot Amt Owed-UTC	COL M UTC Comments
30	6/17/10			Urgent notice for \$296.00			297.15	(685.20)	297.15	982.35	297.15	Improper notice-Current amt due is a credit balance
31	6/22/10	6/22/10		Usage charges		145.76	442.91	(539.44)	442.91	982.35	442.91	
32	6/22/10		7/13/10	Bill sent for \$442.91			442.91	(539.44)	442.91	982.35	442.91	
33	6/23/10		6/29/10	Final notice for \$296.00			442.91	(539.44)	442.91	982.35	442.91	Improper notice-Current amt due is a credit balance at time of 1st notice
34	6/28/10	7/22/10		Late fee		2.96	445.87	(536.48)	445.87	982.35	445.87	
35	7/9/10			Disconnected for \$296.00			445.87	(536.48)	445.87	982.35	445.87	Improper disconnect-Current amt due is a credit balance at time of notice
36	7/12/10			Reconnected service			445.87	(536.48)	445.87	982.35	445.87	
37	7/12/10	7/22/10		Reconnect fee		37.00	482.87	(536.48)	482.87	982.35	445.87	Reconnect fee in error-Improper disconnect
38	7/13/10	7/22/10		Payment	333.00		149.87	(869.48)	149.87	982.35	112.87	
39	7/22/10	7/22/10		Usage charges		78.67	228.54	(790.81)	228.54	982.35	191.54	Bill should be for \$191.54
40	7/22/10		8/11/10	Bill sent for \$228.54			228.54	(790.81)	228.54	982.35	191.54	
41	7/28/10	8/20/10		Late fee		1.10	229.64	(789.71)	229.64	982.35	192.64	
42	8/20/10	8/20/10		Usage charges		47.00	276.64	(742.71)	276.64	982.35	239.64	
43	8/20/10		9/13/10	Bill sent for \$276.64			276.64	(742.71)	276.64	982.35	239.64	Bill should be for \$239.64
44	8/26/10	9/22/10		Late fee		2.29	278.93	(740.42)	278.93	982.35	241.93	
45	9/2/10	9/22/10		Payment	228.54		50.39	(968.96)	50.39	982.35	13.39	
46	9/22/10	9/22/10		Usage charges		76.14	126.53	(892.82)	126.53	982.35	89.53	
47	9/22/10		10/12/10	Bill sent for \$126.53			126.53	(892.82)	126.53	982.35	89.53	Bill should be for \$89.53
48	9/28/10	10/21/10		Late fee		0.48	127.01	(892.34)	127.01	982.35	90.01	
49	10/13/10			Urgent notice for \$126.53			127.01	(892.34)	127.01	982.35	90.01	Improper notice-Current amt due is a credit balance
50	10/21/10	10/21/10		Usage charges		100.06	227.07	(792.28)	227.07	982.35	190.07	
51	10/21/10		11/10/10	Bill sent for \$227.07			227.07	(792.28)	227.07	982.35	190.07	Bill should be for \$190.07
52	10/25/10		11/2/10	Final notice for \$126.53			227.07	(792.28)	227.07	982.35	190.07	Improper notice-Current amt due is a credit balance at time of 1st notice
53	10/27/10	11/19/10		Late fee		1.27	228.34	(791.01)	228.34	982.35	191.34	
54	11/4/10			Disconnected for \$126.53			228.34	(791.01)	228.34	982.35	191.34	Improper disconnect-Current amt due is a credit balance at time of notice
55	11/4/10			Reconnected service			228.34	(791.01)	228.34	982.35	191.34	
56	11/4/10	11/19/10		Reconnect fee		37.00	265.34	(791.01)	265.34	982.35	191.34	Reconnect fee in error-Improper disconnect
57	11/5/10	11/19/10		Payment	163.53		101.81	(954.54)	101.81	982.35	27.81	
58	11/19/10	11/19/10		Usage charges		101.51	203.32	(853.03)	203.32	982.35	129.32	

ACCOUNT Q

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	11/19/10		12/13/10	Bill sent for \$203.32			203.32	(853.03)	203.32	982.35	129.32	Bill should be for \$129.32
60	11/30/10	12/21/10		Late fee		0.64	203.96	(852.39)	203.96	982.35	129.96	
61	12/21/10	12/21/10		Usage charges		284.02	487.98	(568.37)	487.98	982.35	413.98	
62	12/21/10	1/21/11		Bill sent for \$487.98			487.98	(568.37)	487.98	982.35	413.98	Bill should be for \$413.98
63	12/29/10	1/21/11		Late fee		1.40	489.38	(566.97)	489.38	982.35	415.38	
64	12/30/10	1/21/11		Late fee		0.64	490.02	(566.33)	490.02	982.35	416.02	
65	1/1/11	1/21/11		Deposit interest	0.81		489.21	(567.14)	489.21	982.35	415.21	
66	1/13/11			Urgent notice for \$487.17			489.21	(567.14)	489.21	982.35	415.21	Improper notice-Current amt due is a credit balance
67	1/21/11	1/21/11		Usage charges		220.56	709.77	(346.58)	709.77	982.35	635.77	
68	1/21/11		2/10/11	Bill sent for \$709.77			709.77	(346.58)	709.77	982.35	635.77	Bill should be for \$635.77
69	1/28/11		2/4/11	Final notice for \$487.17			709.77	(346.58)	709.77	982.35	635.77	Improper notice-Current amt due is a credit balance at time of 1st notice
70	1/28/11	2/15/11		Late fee		2.85	712.62	(343.73)	712.62	982.35	638.62	
71	2/1/11	2/15/11		Late fee		1.40	714.02	(342.33)	714.02	982.35	640.02	
72	2/1/11	2/15/11		Late fee		0.63	714.65	(341.70)	714.65	982.35	640.65	
73	2/9/11			Disconnected for \$487.17			714.65	(341.70)	714.65	982.35	640.65	Improper disconnect-Current amt due is a credit balance at time of notice
74	2/11/11		3/1/11	Urgent notice for \$709.77			714.65	(341.70)	714.65	982.35	640.65	Improper notice-Current amt due is a credit balance
75	2/15/11	2/15/11		Usage charges		15.37	730.02	(326.33)	730.02	982.35	656.02	
76	2/15/11	2/15/11		Deposit interest	0.16		729.86	(326.49)	729.86	982.35	655.86	
77	2/15/11	2/15/11		Deposit application	250.00		479.86	(576.49)	479.86	982.35	405.86	
78	2/15/11		3/8/11	Bill sent for \$479.86			479.86	(576.49)	479.86	982.35	405.86	Bill should be for \$405.86
79	2/22/11		3/14/11	Bill sent for \$479.86			479.86	(576.49)	479.86	982.35	405.86	Bill should be for \$405.86
80	2/28/11	3/23/11		Late fee		2.23	482.09	(574.26)	482.09	982.35	408.09	
81	3/1/11	3/23/11		Late fee		2.37	484.46	(571.89)	484.46	982.35	410.46	
82	3/23/11	3/23/11		Late fee		0.20	484.66	(571.69)	484.66	982.35	410.66	
83	3/23/11		4/12/11	Bill sent for \$484.66			484.66	(571.69)	484.66	982.35	410.66	Bill should be for \$410.66
84	3/29/11	4/21/11		Late fee		2.23	486.89	(569.46)	486.89	982.35	412.89	
85	3/30/11	4/21/11		Late fee		2.37	489.26	(567.09)	489.26	982.35	415.26	
86	4/21/11	4/21/11		Late fee		0.20	489.46	(566.89)	489.46	982.35	415.46	
87	4/21/11		5/11/11	Bill sent for \$489.46			489.46	(566.89)	489.46	982.35	415.46	Bill should be for \$415.46

ACCOUNT Q

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt-UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	4/27/11	5/20/11		Late fee		2.23	491.69	(564.66)	491.69	982.35	417.69	
89	4/28/11	5/20/11		Late fee		2.37	494.06	(562.29)	494.06	982.35	420.06	
90	5/20/11	5/20/11		Late fee		0.20	494.26	(562.09)	494.26	982.35	420.26	
91	5/20/11	6/10/11		Bill sent for \$494.26			494.26	(562.09)	494.26	982.35	420.26	Bill should be for \$420.26
92	5/26/11			Late fee		2.23	496.49	(559.86)	496.49	982.35	422.49	
93	5/27/11			Late fee		2.37	498.86	(557.49)	498.86	982.35	424.86	
94	6/6/11			Prior obligation correction			498.86	(557.49)	498.86	982.35	424.86	
95	6/6/11			Refund		147.68	646.54	(409.81)	646.54	982.35	572.54	
96	6/7/11			Refund	147.68		498.86	(557.49)	498.86	982.35	424.86	
97	6/6/11			Payment - pledge	1,000.00	1,000.00	498.86	(557.49)	498.86	982.35	424.86	
98	6/6/11			Late fee credits	37.04		461.82	(594.53)	461.82	982.35	387.82	
99	6/6/11			Usage-30 debits; 30 credits	4,753.32	4,763.05	471.55	(594.53)	471.55	982.35	387.82	\$15.37 incl in credits not in debits; \$25.10 incl in debits not in credits
100	6/6/11			Balance transfer	1,000.00	1,000.00	471.55	(594.53)	471.55	982.35	387.82	
101	6/7/11			Prior \$134.93 corr completed			471.55	(594.53)	471.55	982.35	387.82	Amount of prior obligation should be \$982.35
102	6/7/11	6/27/11		Bill sent for \$471.55			471.55	(594.53)	471.55	982.35	387.82	Bill should be for \$387.82
103	6/21/11			Bill sent for \$471.55			471.55	(594.53)	471.55	982.35	387.82	Bill should be for \$387.82
104	8/8/11	8/22/11		Late fee		0.47	472.02	(594.06)	472.02	982.35	388.29	
105	5/5/11	8/22/11		Late fee		3.37	475.39	(590.69)	475.39	982.35	391.66	
106	8/22/11			Bill sent for \$475.39			475.39	(590.69)	475.39	982.35	391.66	Bill should be for \$391.66
107	9/7/11	9/21/11		Late fee		0.47	475.86	(590.22)	475.86	982.35	392.13	
108	9/7/11	9/21/11		Late fee		3.37	479.23	(586.85)	479.23	982.35	395.50	
109	9/21/11			Bill sent for \$479.23			479.23	(586.85)	479.23	982.35	395.50	Bill should be for \$395.50
110	10/6/11	10/20/11		Late fee		0.47	479.70	(586.38)	479.70	982.35	395.97	
111	10/6/11	10/20/11		Late fee		3.37	483.07	(583.01)	483.07	982.35	399.34	
112	10/11/11			\$346.73 to collection agency			483.07	(583.01)	483.07	982.35	399.34	
113	10/11/11			\$136.34 to collection agency			483.07	(583.01)	483.07	982.35	399.34	
114	10/20/11			Bill sent for \$483.07			483.07	(583.01)	483.07	982.35	399.34	Bill should be for \$399.34
115	11/21/11			Bill sent for \$483.07			483.07	(583.01)	483.07	982.35	399.34	Bill should be for \$399.34

ACCOUNT Q

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
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RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	483.07	483.07
8/27/10 Prior oblig should not be included (Line 92)	(982.35)	
7/12/10 Improper reconnect fee (Line 37)	(37.00)	(37.00)
11/4/10 Improper reconnect fee (Line 56)	(37.00)	(37.00)
6/6/11 Amt in cr usage chgs not in dr (Line 99)	15.37	15.37
6/6/11 Amt in dr usage chgs not in cr (Line 99)	(25.10)	(25.10)
Reconciled to UTC balances	(583.01)	399.34

ACCOUNT R

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			428.21	428.21	428.21	0.00	428.21	PSE recds included entries beg 3/10/09; UTC began analysis 10/1/09
2	10/8/09	10/8/09		Usage charges		52.53	480.74	480.74	480.74	0.00	480.74	
3	10/8/09		10/28/09	Bill sent for \$480.74			480.74	480.74	480.74	0.00	480.74	
4	10/12/09		10/20/09	Final notice for \$424.56			480.74	480.74	480.74	0.00	480.74	(Urgent notice sent 9/30/09)
5	10/13/09	11/6/09		Late fee		3.05	483.79	483.79	483.79	0.00	483.79	
6	10/14/09	11/6/09		Late fee		1.19	484.98	484.98	484.98	0.00	484.98	
7	10/21/09			Disconnected for \$424.56			484.98	60.42	484.98	424.56	484.98	Current balance should not include prior obligation of \$424.56
8	10/29/09			Reconnected service			484.98	60.42	484.98	424.56	484.98	
9	10/29/09	11/6/09		Reconnect fee		37.00	521.98	97.42	521.98	424.56	521.98	
10	11/6/09	11/6/09		Usage charges		70.83	592.81	168.25	592.81	424.56	592.81	
11	11/6/09		11/30/09	Bill sent for \$592.81			592.81	168.25	592.81	424.56	592.81	
12	12/9/09	12/9/09		Usage charges		165.05	757.86	333.30	757.86	424.56	757.86	
13	12/9/09		12/30/09	Bill sent for \$757.86			757.86	333.30	757.86	424.56	757.86	
14	12/15/09	1/8/10		Late fee		0.50	758.36	333.80	758.36	424.56	758.36	
15	1/1/10	1/8/10		Deposit interest	0.73		757.63	333.07	757.63	424.56	757.63	
16	1/1/10	1/8/10		Deposit interest	1.27		756.36	331.80	756.36	424.56	756.36	
17	1/7/10	1/8/10		Payment - pledge	543.00		213.36	(211.20)	213.36	424.56	213.36	Pledge amount may not be applied toward prior obligation
18	1/8/10	1/8/10		Usage charges		177.38	390.74	(33.82)	390.74	424.56	390.74	
19	1/8/10		1/29/10	Bill sent for \$390.74			390.74	(33.82)	390.74	424.56	390.74	
20	1/15/10	2/8/10		Late fee		2.13	392.87	(31.69)	392.87	424.56	392.87	
21	2/8/10	2/8/10		Usage charges		131.39	524.26	99.70	524.26	424.56	524.26	
22	2/8/10		3/1/10	Bill sent for \$524.26			524.26	99.70	524.26	424.56	524.26	
23	2/16/10	3/10/10		Late fee		1.78	526.04	101.48	526.04	424.56	526.04	
24	2/17/10	3/10/10		Late fee		2.13	528.17	103.61	528.17	424.56	528.17	
25	3/10/10	3/10/10		Usage charges		164.20	692.37	267.81	692.37	424.56	692.37	
26	3/10/10		3/30/10	Bill sent for \$692.37			692.37	267.81	692.37	424.56	692.37	
27	3/16/10	4/8/10		Late fee		1.34	693.71	269.15	693.71	424.56	693.71	
28	3/17/10	4/8/10		Late fee		1.78	695.49	270.93	695.49	424.56	695.49	
29	3/18/10	4/8/10		Late fee		2.13	697.62	273.06	697.62	424.56	697.62	

ACCOUNT R

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	3/22/10			\$282.91 to collection agency			697.62	273.06	697.62	424.56	697.62	
31	4/8/10	4/8/10		Usage charges		155.67	853.29	428.73	853.29	424.56	853.29	
32	4/8/10		4/29/10	Bill sent for \$853.29			853.29	428.73	853.29	424.56	853.29	
33	4/14/10	5/10/10		Late fee		2.26	855.55	430.99	855.55	424.56	855.55	
34	4/30/10			Urgent notice for \$387.29			855.55	430.99	855.55	424.56	855.55	
35	5/10/10	5/10/10		Usage charges		130.49	986.04	561.48	986.04	424.56	986.04	
36	5/10/10		5/28/10	Bill sent for \$986.04			986.04	561.48	986.04	424.56	986.04	
37	5/12/10		5/20/10	Final notice for \$387.29		2.26	988.30	563.74	988.30	424.56	988.30	
38	5/13/10	6/9/10		Late fee		1.61	989.91	565.35	989.91	424.56	989.91	
39	5/14/10	6/9/10		Late fee			989.91	178.06	989.91	811.85	989.91	
40	5/24/10			Disconnected for \$387.29			989.91	178.06	989.91	811.85	989.91	
41	5/25/10			Reconnect service		37.00	1,026.91	215.06	1,026.91	811.85	1,026.91	Current balance should not include prior obligation of \$387.29
42	5/25/10	6/9/10		Reconnect fee	137.29		889.62	77.77	889.62	811.85	889.62	
43	5/25/10	6/9/10		Payment	250.00		639.62	(172.23)	639.62	811.85	639.62	
44	5/25/10	6/9/10		Payment	466.00		173.62	(638.23)	173.62	811.85	173.62	Pledge amount may not be applied toward prior obligation
45	5/26/10	6/9/10		Payment - pledge		98.01	271.63	(540.22)	271.63	811.85	271.63	
46	6/9/10	6/9/10		Usage charges			271.63	(540.22)	271.63	811.85	271.63	
47	6/9/10		6/29/10	Bill sent for \$271.63			271.63	(540.22)	271.63	811.85	271.63	
48	6/15/10	7/9/10		Late fee		1.33	272.96	(538.89)	272.96	811.85	272.96	
49	7/9/10	7/9/10		Usage charges		91.92	364.88	(446.97)	364.88	811.85	364.88	
50	7/9/10		7/29/10	Bill sent for \$364.88			364.88	(446.97)	364.88	811.85	364.88	
51	7/15/10	8/9/10		Late fee		2.72	367.60	(444.25)	367.60	811.85	367.60	
52	7/21/10			Made payment arrangements			367.60	(444.25)	367.60	811.85	367.60	
53	8/9/10	8/9/10		Usage charges		96.39	463.99	(347.86)	463.99	811.85	463.99	
54	8/9/10		8/30/10	Bill sent for \$463.99			463.99	(347.86)	463.99	811.85	463.99	
55	8/13/10	9/9/10		Late fee		3.65	467.64	(344.21)	467.64	811.85	467.64	
56	8/31/10			Urgent notice for \$463.99			467.64	(344.21)	467.64	811.85	467.64	Improper notice-Current amt due is a credit balance
57	9/9/10	9/9/10		Usage charges		68.87	536.51	(275.34)	536.51	811.85	536.51	
58	9/9/10		9/29/10	Bill sent for \$536.51			536.51	(275.34)	536.51	811.85	536.51	

ACCOUNT R

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	9/13/10		9/21/10	Final notice for \$463.99			536.51	(275.34)	536.51	811.85	536.51	Improper notice-current amt due is a credit balance at time of 1st notice
60	9/14/10	10/8/10		Late fee		3.65	540.16	(271.69)	540.16	811.85	540.16	
61	9/15/10	10/8/10		Late fee		0.99	541.15	(270.70)	541.15	811.85	541.15	
62	9/29/10			Disconnected for \$463.99			541.15	(270.70)	541.15	811.85	541.15	Improper disconnect-current amt due is a credit balance at time of notice
63	10/8/10	10/8/10		Usage charges			583.41	(228.44)	583.41	811.85	583.41	
64	10/8/10		10/28/10	Bill sent for \$583.41			583.41	(228.44)	583.41	811.85	583.41	
65	10/13/10	10/13/10		Usage charges		42.27	625.68	(186.17)	625.68	811.85	625.68	
66	10/13/10	10/8/10		Usage charges	42.26		583.42	(228.43)	583.42	811.85	583.42	
67	10/13/10	10/13/10		Late fee		1.00	584.42	(227.43)	584.42	811.85	584.42	
68	10/13/10	10/13/10		Deposit interest	0.28		584.14	(227.71)	584.14	811.85	584.14	
69	10/13/10	10/13/10		Deposit interest	0.50		583.64	(228.21)	583.64	811.85	583.64	
70	10/13/10	10/13/10		Deposit application	96.00		487.64	(324.21)	487.64	811.85	487.64	
71	10/13/10	10/13/10		Deposit application	168.00		319.64	(492.21)	319.64	811.85	319.64	
72	10/13/10		11/2/10	Bill sent for \$319.64			319.64	(492.21)	319.64	811.85	319.64	
73	10/14/10			Late fee		1.72	321.36	(490.49)	321.36	811.85	321.36	
74	10/14/10			Reviewed prior oblig w/cust			321.36	(490.49)	321.36	811.85	321.36	Customer stated would call back to make arrangements on prior oblig
75	10/15/10			Processed prior of \$277.37			321.36	(490.49)	321.36	811.85	321.36	Prior obligation amount should be \$811.85
76	10/15/10			Reconnected service			321.36	(490.49)	321.36	811.85	321.36	
77	10/15/10	11/8/10		Usage charges		68.87	390.23	(421.62)	390.23	811.85	390.23	
78	10/15/10			Usage charges		42.26	432.49	(379.36)	432.49	811.85	432.49	
79	10/15/10	11/8/10		Usage charges		42.26	474.75	(337.10)	474.75	811.85	474.75	
80	10/15/10			Usage charges	42.26		432.49	(379.36)	432.49	811.85	432.49	
81	10/15/10	10/13/10		Usage charges	42.27		390.22	(421.63)	390.22	811.85	390.22	
82	10/15/10	9/9/10		Usage charges	68.87		321.35	(490.50)	321.35	811.85	321.35	
83	10/15/10	11/8/10		Reconnect fee	200.00	37.00	358.35	(490.50)	358.35	811.85	321.35	Reconnect fee in error-Improper disconnect
84	10/15/10	11/8/10		Payment			158.35	(690.50)	158.35	811.85	121.35	
85	10/15/10			Late fee	1.72		156.63	(692.22)	156.63	811.85	119.63	
86	10/15/10	11/8/10		Deposit		163.00	319.63	(529.22)	319.63	811.85	282.63	
87	11/8/10	11/8/10		Usage charges		65.40	385.03	(463.82)	385.03	811.85	348.03	

ACCOUNT R

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt-UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	11/8/10		12/1/10	Bill sent for \$453.03			453.03	(463.82)	453.03	811.85	348.03	No dr/cr but PSE added \$68 to acct + bill shd be for \$348.03
89	12/9/10	12/9/10		Usage charges		189.08	574.11	(274.74)	574.11	811.85	537.11	Entry shows a debit of \$189.08, but PSE added debit of \$121.08 to the acct
90	12/9/10		12/30/10	Bill sent for \$642.11			642.11	(274.74)	642.11	811.85	537.11	No dr/cr but PSE added \$68.00 debit to acct + bill shd be for \$537.11
91	12/16/10	1/10/11		Late fee		1.08	575.19	(273.66)	575.19	811.85	538.19	Entry shows a debit of \$1.08, but PSE added credit of \$66.92 to the acct
92	1/1/11	1/10/11		Deposit interest	0.07		575.12	(273.73)	575.12	811.85	538.12	
93	1/10/11	1/10/11		Usage charges		184.57	759.69	(89.16)	759.69	811.85	722.69	
94	1/10/11	1/10/11	1/31/11	Bill sent for \$827.69			827.69	(89.16)	827.69	811.85	722.69	No dr/cr but PSE added \$68.00 credit to the acct + bill shd be for \$722.69
95	1/18/11	2/8/11		Late fee		1.89	761.58	(87.27)	761.58	811.85	724.58	Entry shows a debit of \$1.89, but PSE added credit of \$66.11 to the acct
96	1/19/11	2/8/11		Late fee		1.08	762.66	(86.19)	762.66	811.85	725.66	
97	1/26/11	2/8/11		Late fee		2.77	765.43	(83.42)	765.43	811.85	728.43	
98	2/1/11	2/8/11		Urgent notice for \$482.32			765.43	(83.42)	765.43	811.85	728.43	Improper notice-Current amt due is a credit balance
99	2/2/11	2/8/11		Disconnect visit charge		13.00	778.43	(83.42)	778.43	811.85	728.43	Improper disconnect visit charge (no final notice)
100	2/3/11	2/8/11		Payment	200.00		578.43	(283.42)	578.43	811.85	528.43	
101	2/8/11	2/8/11		Usage charges		179.71	758.14	(103.71)	758.14	811.85	708.14	
102	2/8/11	2/8/11	3/1/11	Bill sent for \$826.14			826.14	(103.71)	826.14	811.85	708.14	No dr/cr but PSE added \$68.00 debit to the acct + bill shd be for \$708.14
103	2/11/11		2/22/10	Final notice for \$282.32			826.14	(103.71)	826.14	811.85	708.14	Improper notice-Current amt due is a credit balance at time of 1st notice
104	2/15/11	3/10/11		Late fee		1.86	760.00	(101.85)	760.00	811.85	710.00	Entry shows a debit of \$1.86 but PSE added credit of \$66.14 to the acct
105	2/16/11	3/10/11		Late fee		0.97	760.97	(100.88)	760.97	811.85	710.97	
106	2/25/11	3/10/11		Late fee		2.77	763.74	(98.11)	763.74	811.85	713.74	
107	3/4/11			Disconnected for \$282.32			763.74	(98.11)	763.74	811.85	713.74	Improper disconnect-Current amt due is a credit balance at time of notice
108	3/10/11			Cust will pay \$317.70 prior			763.74	219.59	763.74	494.15	713.74	
109	3/10/11			Reconnected service			763.74	(98.11)	763.74	811.85	713.74	
110	3/10/11	3/10/11		Usage charges		178.63	942.37	80.52	942.37	811.85	892.37	
111	3/10/11	3/10/11		Reconnect fee		37.00	979.37	80.52	979.37	811.85	892.37	Reconnect fee in error-improper disconnect
112	3/10/11	3/10/11		Payment	153.50		825.87	(72.98)	825.87	811.85	738.87	
113	3/10/11	3/10/11		Deposit		233.00	1,058.87	160.02	1,058.87	811.85	971.87	
114	3/10/11	3/10/11		Deposit interest	0.13		1,058.74	159.89	1,058.74	811.85	971.74	
115	3/10/11	3/10/11		Deposit application	163.00		895.74	(3.11)	895.74	811.85	808.74	
116	3/10/11	3/10/11	3/30/11	Bill sent for \$895.74			895.74	(3.11)	895.74	811.85	808.74	Bill should be for \$808.74

ACCOUNT R

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
117	4/8/11	4/8/11		Usage charges		168.80	1,064.54	165.69	1,064.54	811.85	977.54	
118	4/8/11		4/28/11	Bill sent for \$1,064.54			1,064.54	165.69	1,064.54	811.85	977.54	Bill should be for \$977.54
119	4/19/11			\$317.70 prior oblig. processed			1,064.54	165.69	1,064.54	811.85	979.33	
120	5/4/11	5/9/11		Late fee		1.79	1,066.33	167.48	1,066.33	811.85	979.33	
121	5/9/11	5/9/11		Usage charges		144.60	1,210.93	312.08	1,210.93	811.85	1,123.93	
122	5/9/11		5/27/11	Bill sent for \$1,210.93			1,210.93	312.08	1,210.93	811.85	1,123.93	Bill should be for \$1,123.93
123	5/13/11			Late fee		1.69	1,212.62	313.77	1,212.62	811.85	1,125.62	
124	5/21/11			Prior obligation correction			1,212.62	313.77	1,212.62	811.85	1,125.62	
125	5/21/11			Usage-12 debits; 12 credits	1,402.73	1,402.73	1,212.62	313.77	1,212.62	811.85	1,125.62	
126	5/21/11			Late fee credits	36.80		1,175.82	276.97	1,175.82	811.85	1,088.82	
127	6/1/11			Payment - pledge	254.00		921.82	22.97	921.82	811.85	834.82	Pledge amount may not be applied toward prior obligation
128	6/6/11			Payment - pledge	466.00	466.00	921.82	22.97	921.82	811.85	834.82	
129	6/6/11			Prior oblig corr follow-up			921.82	22.97	921.82	811.85	834.82	
130	6/7/11			\$496.91 Prior corr completed			921.82	22.97	921.82	811.85	834.82	Prior obligation amount should be \$811.85
131	6/7/11		6/27/11	Bill sent for \$921.82			921.82	22.97	921.82	811.85	834.82	Bill should be for \$834.82
132	6/8/11	6/8/11		Usage charges		114.14	1,035.96	137.11	1,035.96	811.85	948.96	
133	6/8/11		6/28/11	Bill sent for \$1,035.96			1,035.96	137.11	1,035.96	811.85	948.96	Bill should be for \$948.96
134	6/9/11			Prior oblig correction letter			1,035.96	137.11	1,035.96	811.85	948.96	Unclear what letter said or did
135	7/8/11	7/8/11		Usage charges		74.47	1,110.43	211.58	1,110.43	811.85	1,023.43	
136	7/8/11		7/28/11	Bill sent for \$1,110.43			1,110.43	211.58	1,110.43	811.85	1,023.43	Bill should be for \$1,023.43
137	7/18/11	8/9/11		Late fee		0.64	1,111.07	212.22	1,111.07	811.85	1,024.07	
138	7/18/11	8/9/11		Late fee		4.97	1,116.04	217.19	1,116.04	811.85	1,029.04	
139	7/27/11	8/9/11		Payment - pledge	692.00		424.04	(474.81)	424.04	811.85	337.04	Pledge amount may not be applied toward prior obligation
140	8/9/11	8/9/11		Usage charges		74.47	498.51	(400.34)	498.51	811.85	411.51	
141	8/9/11		8/29/11	Bill sent for \$498.51			498.51	(400.34)	498.51	811.85	411.51	Bill should be for \$411.51
142	8/16/11	9/8/11		Late fee		0.64	499.15	(399.70)	499.15	811.85	412.15	
143	8/16/11	9/8/11		Late fee		4.97	504.12	(394.73)	504.12	811.85	417.12	
144	9/8/11	9/8/11		Usage charges		88.78	592.90	(305.95)	592.90	811.85	505.90	
145	9/8/11		9/28/11	Bill sent for \$592.90			592.90	(305.95)	592.90	811.85	505.90	Bill should be for \$505.90

ACCOUNT R

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
146	9/15/11	10/7/11		Late fee		4.97	597.87	(300.98)	597.87	811.85	510.87	
147	10/7/11	10/7/11		Usage charges		94.19	692.06	(206.79)	692.06	811.85	605.06	
148	10/7/11		10/28/11	Bill sent for \$692.06			692.06	(206.79)	692.06	811.85	605.06	Bill should be for \$605.06
149	10/11/11			\$441.26 to collection agency			692.06	(206.79)	692.06	811.85	605.06	
150	10/13/11	11/8/11		Late fee		0.18	692.24	(206.61)	692.24	811.85	605.24	
151	10/13/11	11/8/11		Late fee		6.10	698.34	(200.51)	698.34	811.85	611.34	
152	10/25/11	11/8/11		Deposit application	233.00		465.34	(433.51)	465.34	811.85	378.34	
153	10/25/11	11/8/11		Deposit interest	0.26		465.08	(433.77)	465.08	811.85	378.08	
154	10/25/11	11/8/11		Deposit		163.00	628.08	(270.77)	628.08	811.85	541.08	
155	10/25/11	10/7/11		Usage charges	94.19		533.89	(364.96)	533.89	811.85	446.89	
156	10/25/11	11/8/11		Usage charges		14.07	547.96	(350.89)	547.96	811.85	460.96	
157	10/25/11	11/8/11		Usage charges		77.75	625.71	(273.14)	625.71	811.85	538.71	
158	11/8/11	11/8/11		Usage charges		117.95	743.66	(155.19)	743.66	811.85	656.66	
159	11/8/11		12/1/11	Bill sent for \$743.66			743.66	(155.19)	743.66	811.85	656.66	Bill should be for \$656.66

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	743.66	743.66
10/21/09 Prior oblig should not be included (Line 7)	(424.56)	
5/24/10 Prior oblig should not be included (Line 40)	(387.29)	
10/15/10 Improper reconnect fee (Line 83)	(37.00)	(37.00)
2/2/11 Improper disconnect visit fee (Line 99)	(13.00)	(13.00)
3/10/11 Improper reconnect fee (Line 111)	(37.00)	(37.00)
Reconciled to UTC balances	(155.19)	656.66

ACCOUNT S

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			458.02	458.02	458.02	0.00	458.02	PSE recds included entries beg 6/3/09; UTC began analysis 10/1/09
2	10/1/09	10/28/09		Late fee		1.05	459.07	459.07	459.07	0.00	459.07	
3	10/1/09		10/9/09	Final notice for \$409.58			459.07	459.07	459.07	0.00	459.07	
4	10/2/09	10/28/09		Late fee		2.65	461.72	461.72	461.72	0.00	461.72	(Urgent notice sent 9/21/09)
5	10/5/09	10/28/09		Late fee		0.40	462.12	462.12	462.12	0.00	462.12	
6	10/19/09			Disconnected for \$409.58			462.12	52.54	462.12	409.58	462.12	Current balance should not include prior obligation of \$409.58
7	10/20/09			Reconnected service			462.12	52.54	462.12	409.58	462.12	
8	10/20/09	10/28/09		Reconnect fee		37.00	499.12	89.54	499.12	409.58	499.12	
9	10/28/09	10/28/09		Usage charges		57.04	556.16	146.58	556.16	409.58	556.16	
10	10/28/09		11/17/09	Bill sent for \$556.16			556.16	146.58	556.16	409.58	556.16	
11	11/30/09	11/30/09		Usage charges		76.54	632.70	223.12	632.70	409.58	632.70	
12	11/30/09		12/18/09	Bill sent for \$632.70			632.70	223.12	632.70	409.58	632.70	
13	12/15/09	12/29/09		Payment - pledge	594.00		38.70	(370.88)	38.70	409.58	38.70	Pledge amount may not be applied toward prior obligation
14	12/18/09	12/29/09		Payment	38.70		(0.00)	(370.88)	(0.00)	370.88	(0.00)	-0- PSE bal; assume cust reqstd pymt of \$38.70 to prior even though notes do not say - no pledge amt may not be applied toward prior
15	12/29/09	12/29/93		Usage charges		111.85	111.85	(259.03)	111.85	370.88	111.85	
16	12/29/09		1/20/10	Bill sent for \$111.85			111.85	(259.03)	111.85	370.88	111.85	
17	1/1/10	1/28/10		Deposit interest	1.51		110.34	(260.54)	110.34	370.88	110.34	
18	1/28/10	1/28/10		Usage charges		85.18	195.52	(175.36)	195.52	370.88	195.52	
19	1/28/10		2/18/10	Bill sent for \$195.52			195.52	(175.36)	195.52	370.88	195.52	
20	2/4/10	3/1/10		Late fee		1.10	196.62	(174.26)	196.62	370.88	196.62	
21	3/1/10	3/1/10		Usage charges		80.48	277.10	(93.78)	277.10	370.88	277.10	
22	3/1/10		3/19/10	Bill sent for \$277.10			277.10	(93.78)	277.10	370.88	277.10	
23	3/5/10	3/30/10		Late fee		0.85	277.95	(92.93)	277.95	370.88	277.95	
24	3/8/10	3/30/10		Late fee		1.10	279.05	(91.83)	279.05	370.88	279.05	
25	3/30/10	3/30/10		Usage charges		70.94	349.99	(20.89)	349.99	370.88	349.99	
26	3/30/10		4/19/10	Bill sent for \$349.99			349.99	(20.89)	349.99	370.88	349.99	
27	4/5/10	4/29/10		Late fee		1.67	351.66	(19.22)	351.66	370.88	351.66	
28	4/26/10			Urgent notice for \$349.99			351.66	(19.22)	351.66	370.88	351.66	Improper notice-Current amt due is a credit balance

ACCOUNT S

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COL E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COL I UTC Curr Balance	COL J PSE Total Owed	COL K Prior Amt- UTC	COL L Tot Amt Owed-UTC	COL M UTC Comments
29	4/26/10	4/29/10		Late fee		1.10	352.76	(18.12)	352.76	370.88	352.76	
30	4/29/10	4/29/10		Usage charges		75.21	427.97	57.09	427.97	370.88	427.97	
31	4/29/10		5/19/10	Bill sent for \$427.97			427.97	57.09	427.97	370.88	427.97	
32	5/4/10	5/28/10		Late fee		2.40	430.37	59.49	430.37	370.88	430.37	
33	5/6/10		5/14/10	Final notice for \$349.99			430.37	59.49	430.37	370.88	430.37	Improper notice-Current amt due is a credit balance at time of 1st notice
34	5/20/10			Disconnected for \$349.99			430.37	59.49	430.37	370.88	430.37	Improper disconnect-Current amt due is a credit balance at time of notice
35	5/21/10			Reconnected service			430.37	59.49	430.37	370.88	430.37	
36	5/21/10	5/28/10		Reconnect fee		37.00	467.37	59.49	467.37	370.88	430.37	Reconnect fee in error-Improper disconnect; credited back 5/21/11
37	5/24/10	5/28/10		Reconnect fee		37.00	504.37	59.49	504.37	370.88	430.37	Reconnect fee in error-Improper disconnect; credited back 5/21/11
38	5/26/10	5/28/10		Payment	65.00		439.37	(5.51)	439.37	370.88	365.37	
39	5/28/10	5/28/10		Usage charges		53.85	493.22	48.34	493.22	370.88	419.22	Bill should be for \$419.22
40	5/28/10		6/18/10	Bill sent for \$493.22			493.22	48.34	493.22	370.88	419.22	
41	6/4/10	6/29/10		Late fee		0.48	493.70	48.82	493.70	370.88	419.70	
42	6/16/10	6/29/10		Payment - pledge	315.00		178.70	(266.18)	178.70	370.88	104.70	Pledge amount may not be applied toward prior obligation
43	6/29/10	6/29/10		Usage charges		46.09	224.79	(220.09)	224.79	370.88	150.79	
44	6/29/10		7/20/10	Bill sent for \$224.79			224.79	(220.09)	224.79	370.88	150.79	Bill should be for \$150.79
45	7/6/10	7/29/10		Late fee		1.78	226.57	(218.31)	226.57	370.88	152.57	
46	7/21/10			Urgent notice for \$224.79			226.57	(218.31)	226.57	370.88	152.57	Improper notice-Current amt due is a credit balance
47	7/29/10	7/29/10		Usage charges		34.18	260.75	(184.13)	260.75	370.88	186.75	
48	7/29/10		8/18/10	Bill sent for \$260.75			260.75	(184.13)	260.75	370.88	186.75	Bill should be for \$186.75
49	8/2/10		8/10/10	Final notice for \$224.79			260.75	(184.13)	260.75	370.88	186.75	Improper notice-Current amt due is a credit balance at time of 1st notice
50	8/4/10	8/23/10		Late fee		2.25	263.00	(181.88)	263.00	370.88	189.00	
51	8/12/10			Disconnected for \$224.79			263.00	(181.88)	263.00	370.88	189.00	Improper disconnect-Current amt due is a credit balance at time of notice
52	8/23/10	8/23/10		Usage charges		22.37	285.37	(159.51)	285.37	370.88	211.37	
53	8/24/10	8/23/10		Deposit interest	0.51		284.86	(160.02)	284.86	370.88	210.86	
54	8/24/10	8/23/10		Deposit application	200.00		84.86	(360.02)	84.86	370.88	10.86	
55	8/30/10		9/20/10	Bill sent for \$84.86			84.86	(360.02)	84.86	370.88	10.86	Bill should be for \$10.86
56	9/2/10	9/29/10		Late fee		0.60	85.46	(359.42)	85.46	370.88	11.46	
57	9/28/10	9/29/10		Late fee		0.25	85.71	(359.17)	85.71	370.88	11.71	

ACCOUNT 5

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
58	9/29/10		10/19/10	Bill sent for \$85.71			85.71	(359.17)	85.71	370.88	11.71	Bill should be for \$11.71
59	10/4/10	10/28/10		Late fee		0.60	86.31	(358.57)	86.31	370.88	12.31	
60	10/27/10			Reconnected service			86.31	(358.57)	86.31	370.88	12.31	
61	10/27/10	10/28/10		Reconnect fee		37.00	123.31	(358.57)	123.31	370.88	12.31	Reconnect fee in error-improper disconnect; credited back 5/21/11
62	10/27/10	9/29/10		Late fee	0.25		123.06	(358.82)	123.06	370.88	12.06	
63	10/27/10	10/28/10		Usage charges		22.37	145.43	(336.45)	145.43	370.88	34.43	
64	10/27/10	10/28/10		Usage charges		10.67	156.10	(325.78)	156.10	370.88	45.10	
65	10/27/10	10/28/10		Usage charges		10.67	166.77	(315.11)	166.77	370.88	55.77	
66	10/27/10	8/23/10		Usage charges	22.37		144.40	(337.48)	144.40	370.88	33.40	
67	10/27/10	10/28/10		Deposit		112.00	256.40	(225.48)	256.40	370.88	145.40	Bill should be for \$145.40
68	10/28/10		11/18/10	Bill sent for \$256.40			256.40	(225.48)	256.40	370.88	145.40	
69	10/29/10	11/30/10		Payment - pledge	505.00		(248.60)	(730.48)	(248.60)	370.88	(359.60)	Pledge amount may not be applied toward prior obligation
70	11/30/10	11/30/10		Usage charges		102.54	(146.06)	(627.94)	(146.06)	370.88	(257.06)	
71	11/30/10		12/20/10	Bill sent-credit of \$146.06			(146.06)	(627.94)	(146.06)	370.88	(257.06)	Bill should be for credit of \$257.06
72	12/22/10	12/29/10		Payment	112.00		(258.06)	(739.94)	(258.06)	370.88	(369.06)	
73	12/29/10	12/29/10		Usage charges		107.66	(150.40)	(632.28)	(150.40)	370.88	(261.40)	
74	12/29/10		1/20/11	Bill sent-credit of \$150.40			(150.40)	(632.28)	(150.40)	370.88	(261.40)	Bill should be for credit of \$261.40
75	1/28/11	1/28/11		Usage charges		101.69	(48.71)	(530.59)	(48.71)	370.88	(159.71)	
76	1/28/11		2/17/11	Bill sent-credit of \$48.71			(48.71)	(530.59)	(48.71)	370.88	(159.71)	Bill should be for credit of \$159.71
77	3/1/11	3/1/11		Usage charges		113.55	(64.84)	(417.04)	(64.84)	370.88	(46.16)	
78	3/1/11		3/21/11	Bill sent for \$64.84			(64.84)	(417.04)	(64.84)	370.88	(46.16)	Bill should be for credit of \$46.16
79	3/30/11	3/30/11		Usage charges		90.28	(155.12)	(326.76)	(155.12)	370.88	44.12	
80	3/30/11		4/19/11	Bill sent for \$155.12			(155.12)	(326.76)	(155.12)	370.88	44.12	Bill should be for \$44.12
81	4/5/11	4/28/11		Late fee	0.65		(155.77)	(326.11)	(155.77)	370.88	44.77	
82	4/20/11		5/5/11	Ugent notice for \$155.12			(155.77)	(326.11)	(155.77)	370.88	44.77	Improper notice-Current amt due is a credit balance
83	4/28/11	4/28/11		Usage charges		90.36	(246.13)	(235.75)	(246.13)	370.88	135.13	
84	4/28/11		5/18/11	Bill sent for \$246.13			(246.13)	(235.75)	(246.13)	370.88	135.13	Bill should be for \$135.13
85	5/2/11		5/10/11	Final notice for \$155.12			(246.13)	(235.75)	(246.13)	370.88	135.13	Improper notice-Current amt due is a credit balance at time of 1st notice
86	5/4/11			Late fee		1.55	(247.68)	(234.20)	(247.68)	370.88	136.68	

ACCOUNTS

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
87	5/19/11		6/6/11	Urgent notice for \$246.13			247.68	(234.20)	247.68	370.88	136.68	Improper notice-Current amt due is a credit balance
88	5/21/11			Prior obligation correction			247.68	(234.20)	247.68	370.88	136.68	
89	5/21/11			Refund		67.39	315.07	(166.81)	315.07	370.88	204.07	
90	5/21/11			Reconn fee credits (3 x \$37)	111.00		204.07	(166.81)	204.07	370.88	204.07	
91	5/21/11			Late fee credits	16.13		187.94	(182.94)	187.94	370.88	187.94	
92	5/21/11			Usage-33 debits; 33 credits	2,244.91	2,244.81	187.84	(182.94)	187.84	370.88	187.94	Amt of credits is \$0.10 higher than the amt of debits
93	5/21/11			Deposit		133.00	320.84	(49.94)	320.84	370.88	320.94	
94	5/21/11			Deposit		133.00	453.84	83.06	453.84	370.88	453.94	
95	5/21/11			Deposit waived	133.00		320.84	(49.94)	320.84	370.88	320.94	
96	5/21/11			Deposit interest	0.13		320.71	(50.07)	320.71	370.88	320.81	
97	5/21/11			Deposit application	112.00		208.71	(162.07)	208.71	370.88	208.81	
98	5/21/11			Refund	67.39		141.32	(229.46)	141.32	370.88	141.42	
99	5/27/41			Usage charges		81.28	222.60	(148.18)	222.60	370.88	222.70	
100	6/6/11			Prior oblig corr follow-up			222.60	(148.18)	222.60	370.88	222.70	
101	6/6/11			Payment - pledge	594.00	594.00	222.60	(148.18)	222.60	370.88	222.70	
102	6/6/11			Payment - pledge	315.00	315.00	222.60	(148.18)	222.60	370.88	222.70	
103	6/7/11			Prior obligation correction			222.60	(148.18)	222.60	370.88	222.70	
104	6/7/11		6/27/11	Bill sent for \$222.60			222.60	(148.18)	222.60	370.88	222.70	Bill should be for \$222.70
105	6/9/11			Sent prior oblig corr letter			222.60	(148.18)	222.60	370.88	222.70	Unclear what letter said or did
106	6/23/11	6/28/11		Payment - pledge	147.00		75.60	(295.18)	75.60	370.88	75.70	Pledge amount may not be applied toward prior obligation
107	6/28/11	6/28/11		Usage charges		75.24	150.84	(219.94)	150.84	370.88	150.94	
108	6/28/11	7/19/11		Bill sent for \$150.84			150.84	(219.94)	150.84	370.88	150.94	Bill should be for \$150.94
109	7/21/11	7/28/11		Late fee		0.76	151.60	(219.18)	151.60	370.88	151.70	
110	7/28/11	7/28/11		Usage charges		43.88	195.48	(175.30)	195.48	370.88	195.58	
111	7/28/11	8/18/11		Bill sent for \$195.48			195.48	(175.30)	195.48	370.88	195.58	Bill should be for \$195.58
112	8/3/11	8/29/11		Late fee		0.75	196.23	(174.55)	196.23	370.88	196.33	
113	8/19/11	8/29/11		Late fee		0.76	196.99	(173.79)	196.99	370.88	197.09	
114	5/29/11	8/29/11		Usage charges		40.08	237.07	(133.71)	237.07	370.88	237.17	
115	8/29/11		9/19/11	Bill sent for \$237.07			237.07	(133.71)	237.07	370.88	237.17	Bill should be for \$237.17

ACCOUNTS

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt-UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
116	9/1/11	9/28/11		Late fee		0.75	237.82	(132.96)	237.82	370.88	237.92	
117	9/2/11	9/28/11		Late fee		0.44	238.26	(132.52)	238.26	370.88	238.36	
118	9/20/11	9/28/11		Late fee		0.76	239.02	(131.76)	239.02	370.88	239.12	
119	9/20/11		10/5/11	Urgent notice for \$159.95			239.02	(131.76)	239.02	370.88	239.12	Improper notice-Current amt due is a credit balance
120	9/28/11	9/28/11		Usage charges		42.55	281.57	(89.21)	281.57	370.88	281.67	
121	9/28/11		10/18/11	Bill sent for \$281.57			281.57	(89.21)	281.57	370.88	281.67	Bill should be for \$281.67
122	9/30/11		10/10/11	Final notice for \$159.95			281.57	(89.21)	281.57	370.88	281.67	Improper notice-Current amt due is a credit balance at time of 1st notice
123	10/3/11	10/28/11		Late fee		0.75	282.32	(88.46)	282.32	370.88	282.42	
124	10/4/11	10/28/11		Late fee		0.85	283.17	(87.61)	283.17	370.88	283.27	
125	10/11/11			\$77.88 to collection agency			283.17	(87.61)	283.17	370.88	283.27	
126	10/19/11		11/3/11	Urgent notice for \$203.69			283.17	(87.61)	283.17	370.88	283.27	Improper notice-Current amt due is a credit balance
127	10/28/11	10/28/11		Usage charges		72.07	355.24	(15.54)	355.24	370.88	355.34	
128	10/28/11		11/18/11	Bill sent for \$355.24			355.24	(15.54)	355.24	370.88	355.34	Bill should be for \$355.34
129	10/31/11		11/8/11	Final notice for \$203.69			355.24	(15.54)	355.24	370.88	355.34	Improper notice-Current amt due is a credit balance at time of 1st notice
130	11/1/11	11/30/11		Late fee		0.75	355.99	(14.79)	355.99	370.88	356.09	
131	11/2/11	11/30/11		Late fee		1.28	279.39	(13.51)	279.39	370.88	279.49	Entry shows debit of \$1.28, but PSE added credit of \$76.60 to the account
132	11/2/11	11/30/11		Payment	77.88		278.11	(91.39)	278.11	370.88	279.49	Entry shows credit of \$77.88, but PSE added credit of \$1.28 to the account
133	11/9/11	11/30/11		Disconnect visit charge		13.00	292.39	(78.39)	292.39	370.88	292.49	Entry shows dr of \$13.00 but PSE added dr of \$14.28 to acct + improp disconn visit chg (no disconn, no pymt + notice was improper)
134	11/9/11			Pymt arrgmts on full balance			292.39	292.49	292.39	0.00	292.49	
135	11/11/11	11/30/11		Payment	203.69		88.70	88.80	88.70	0.00	88.80	
136	11/30/11	11/30/11		Usage charges		108.34	197.04	197.14	197.04	0.00	197.14	
137	11/30/11			Bill sent for \$197.04			197.04	197.14	197.04	0.00	197.14	Bill should be for \$197.14

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	197.04	197.04
5/21/11 debit amt is higher than credit amt (line 92)	0.10	0.10
Reconciled to UTC balances	197.14	197.14

ACCOUNT T

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			510.28	510.28	510.28	0.00	510.28	PSE recds included entries beg 3/3/09; UTC began analysis 10/1/09
2	10/1/09	10/1/09		Usage charges		48.98	559.26	559.26	559.26	0.00	559.26	
3	10/1/09		10/21/09	Bill sent for \$559.26			559.26	559.26	559.26	0.00	559.26	
4	10/5/09	10/30/09		Late fee		1.38	560.64	560.64	560.64	0.00	560.64	
5	10/5/09		10/13/09	Final notice for \$415.36			560.64	560.64	560.64	0.00	560.64	(Urgent notice sent 9/23/09)
6	10/6/09	10/30/09		Late fee		2.25	562.89	562.89	562.89	0.00	562.89	
7	10/7/09	10/30/09		Late fee		0.52	563.41	563.41	563.41	0.00	563.41	
8	10/21/09			Disconnected for \$415.36			563.41	148.05	563.41	415.36	563.41	Current balance should not include prior obligation of \$415.36
9	10/22/09			Reconnected service			563.41	148.05	563.41	415.36	563.41	
10	10/22/09	10/30/09		Reconnect fee		37.00	600.41	185.05	600.41	415.36	600.41	
11	10/28/09	10/30/09		Payment	71.00		529.41	114.05	529.41	415.36	529.41	
12	10/30/09	10/30/09		Usage charges		60.60	590.01	174.65	590.01	415.36	590.01	
13	10/30/09		11/19/09	Bill sent for \$590.01			590.01	174.65	590.01	415.36	590.01	
14	11/18/09	12/2/09		Payment - pledge	488.00		102.01	(313.35)	102.01	415.36	102.01	Pledge amount may not be applied toward prior obligation
15	11/20/09	12/2/09		Payment	102.01		(0.00)	(313.35)	0.00	313.35	(0.00)	-0- PSE bal; assume cust reqstd pymt of \$102.01 to prior even though notes do not say - no pledge amt may not be applied toward prior
16	12/2/09	12/2/09		Usage charges		98.51	98.51	(214.84)	98.51	313.35	98.51	
17	12/2/09	12/22/09		Bill sent for \$98.51			98.51	(214.84)	98.51	313.35	98.51	
18	12/31/09	12/31/09		Usage charges		132.31	230.82	(82.53)	230.82	313.35	230.82	
19	12/31/10		1/22/10	Bill sent for \$230.82			230.82	(82.53)	230.82	313.35	230.82	
20	1/1/10	2/1/10		Deposit interest	1.22		229.60	(83.75)	229.60	313.35	229.60	
21	1/8/10	2/1/10		Late fee		0.97	230.57	(82.78)	230.57	313.35	230.57	
22	2/1/10	2/1/10		Usage charges		97.55	328.12	14.77	328.12	313.35	328.12	
23	2/1/10	2/1/10	2/22/10	Bill sent for \$328.12			328.12	14.77	328.12	313.35	328.12	
24	2/8/10	3/3/10		Late fee		1.32	329.44	16.09	329.44	313.35	329.44	
25	2/17/10	3/3/10		Late fee		0.97	330.41	17.06	330.41	313.35	330.41	
26	3/3/10	3/3/10		Usage charges		99.62	430.03	116.68	430.03	313.35	430.03	
27	3/3/10		3/23/10	Bill sent for \$430.03			430.03	116.68	430.03	313.35	430.03	
28	3/9/10	4/1/10		Late fee		0.99	431.02	117.67	431.02	313.35	431.02	

ACCOUNT T

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
29	3/10/10	4/1/10		Late fee		1.32	432.34	118.99	432.34	313.35	432.34	
30	3/11/10	4/1/10		Payment	100.00		332.34	18.99	332.34	313.35	332.34	
31	4/1/10	4/1/10		Usage charges		56.75	389.09	75.74	389.09	313.35	389.09	
32	4/1/10		4/21/10	Bill sent for \$389.09			389.09	75.74	389.09	313.35	389.09	
33	4/26/10	5/3/10		Late fee		3.30	392.39	79.04	392.39	313.35	392.39	
34	5/3/10	5/3/10		Usage charges		88.54	480.93	167.58	480.93	313.35	480.93	
35	5/3/10		5/21/10	Bill sent for \$480.93			480.93	167.58	480.93	313.35	480.93	
36	5/6/10	6/2/10		Late fee		0.59	481.52	168.17	481.52	313.35	481.52	
37	5/24/10			Urgent notice for \$480.93			481.52	168.17	481.52	313.35	481.52	Improper notice-Notice shd be for \$168.17 (may not include prior amt)
38	5/25/10	6/2/10		Late fee		3.30	484.82	171.47	484.82	313.35	484.82	
39	6/2/10	6/2/10		Usage charges		59.42	544.24	230.89	544.24	313.35	544.24	
40	6/2/10		6/22/10	Bill sent for \$544.24			544.24	230.89	544.24	313.35	544.24	
41	6/4/10		6/14/10	Final notice for \$480.93			544.24	230.89	544.24	313.35	544.24	Improper notice-Notice shd be for \$168.17 (may not include prior amt)
42	6/7/10	7/1/10		Late fee		0.59	544.83	231.48	544.83	313.35	544.83	
43	6/8/10	7/1/10		Late fee		0.92	545.75	232.40	545.75	313.35	545.75	
44	6/24/10			Disconnect for \$480.93			545.75	232.40	545.75	313.35	545.75	Improper disconnect because of improper notice
45	6/24/10	7/1/10		Late fee		3.30	549.05	235.70	549.05	313.35	549.05	
46	7/1/10			Cust w/pay prior of \$157.93			549.05	393.63	549.05	155.42	549.05	
47	7/1/10			Reconnected service			549.05	393.63	549.05	155.42	549.05	
48	7/1/10	7/1/10		Usage charges		59.42	608.47	453.05	608.47	155.42	608.47	
49	7/1/10	7/1/10		Usage charges		46.05	654.52	499.10	654.52	155.42	654.52	
50	7/1/10	6/2/10		Usage charges			595.10	439.68	595.10	155.42	595.10	
51	7/1/10			Reconnect fee		37.00	632.10	439.68	632.10	155.42	595.10	Reconnect fee in err because disconn was improper; credited back 6/7/11
52	7/1/10	7/1/10		Reconnect fee		37.00	632.10	439.68	632.10	155.42	595.10	
53	7/1/10	7/1/10		Payment	157.93		474.17	281.75	474.17	155.42	437.17	
54	7/1/10	7/1/10		Deposit		220.00	694.17	501.75	694.17	155.42	657.17	
55	7/1/10			Deposit		152.00	846.17	653.75	846.17	155.42	809.17	
56	7/1/10			Deposit waived			694.17	501.75	694.17	155.42	657.17	
57	7/1/10	7/1/10		Deposit interest	0.45		693.72	501.30	693.72	155.42	656.72	

ACCOUNT T

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
58	7/1/10	7/1/10		Deposit application	220.00		473.72	281.30	473.72	155.42	436.72	
59	7/1/10			Connection charge	24.00	24.00	473.72	281.30	473.72	155.42	436.72	
60	7/1/10		7/22/10	Bill sent for \$473.72			473.72	281.30	473.72	155.42	436.72	Bill should be for \$436.72
61	7/15/10	8/2/10		Payment - pledge	323.00		150.72	(41.70)	150.72	155.42	113.72	Pledge amount may not be applied toward prior obligation
62	8/2/10	8/2/10		Usage charges		32.28	183.00	(9.42)	183.00	155.42	146.00	
63	8/2/10		8/20/10	Bill sent for \$183.00			183.00	(9.42)	183.00	155.42	146.00	Bill should be for \$146.00
64	8/6/10	9/1/10		Late fee		1.51	184.51	(7.91)	184.51	155.42	147.51	
65	9/1/10	9/1/10		Usage charges		73.29	257.80	65.38	257.80	155.42	220.80	
66	9/1/10		9/22/10	Bill sent for \$257.80			257.80	65.38	257.80	155.42	220.80	Bill should be for \$220.80
67	9/2/10	10/1/10		Payment	75.00		182.80	(9.62)	182.80	155.42	145.80	
68	9/7/10	10/1/10		Late fee		1.08	183.88	(8.54)	183.88	155.42	146.88	
69	9/23/10		10/8/10	Urgent notice for \$182.80			183.88	(8.54)	183.88	155.42	146.88	Improper notice-Current amt due is a credit balance
70	10/1/10	10/1/10		Usage charges		66.68	250.56	58.14	250.56	155.42	213.56	
71	10/1/10		10/21/10	Bill sent for \$250.56			250.56	58.14	250.56	155.42	213.56	Bill should be for \$213.56
72	10/5/10		10/13/10	Final notice for \$182.80			250.56	58.14	250.56	155.42	213.56	Improper notice-Current amt due is a credit balance at time of 1st notice
73	10/6/10	11/1/10		Late fee		1.08	251.64	59.22	251.64	155.42	214.64	
74	10/7/10	11/1/10		Late fee		0.75	252.39	59.97	252.39	155.42	215.39	
75	10/25/10	11/1/10		Payment - pledge	537.00		(284.61)	(477.03)	(284.61)	155.42	(321.61)	Pledge amount may not be applied toward prior obligation
76	11/1/10	11/1/10		Usage charges		106.35	(178.26)	(370.68)	(178.26)	155.42	(215.26)	
77	11/1/10		11/22/10	Bill sent-credit of \$178.26			(178.26)	(370.68)	(178.26)	155.42	(215.26)	Bill should be for credit of \$215.26
78	12/2/10	12/2/10		Usage charges		152.42	(25.84)	(218.26)	(25.84)	155.42	(62.84)	
79	12/2/10		12/22/10	Bill sent-credit of \$25.84			(25.84)	(218.26)	(25.84)	155.42	(62.84)	Bill should be for credit of \$62.84
80	1/1/11	1/3/11		Deposit interest	0.31		(26.15)	(218.57)	(26.15)	155.42	(63.15)	
81	1/3/11	1/3/11		Usage charges		188.03	161.88	(30.54)	161.88	155.42	124.88	
82	1/3/11		1/24/11	Bill sent for \$161.88			161.88	(30.54)	161.88	155.42	124.88	Bill should be for \$124.88
83	1/25/11		2/9/11	Urgent notice for \$161.88			161.88	(30.54)	161.88	155.42	124.88	Improper notice-Current amt due is a credit balance
84	1/29/11	2/1/11		Payment	161.88		(0.00)	(30.54)	0.00	(6.46)	(37.00)	0- PSE bal; assume cust reqstd pymt to prior even though notes do not say
85	2/1/11	2/1/11		Usage charges		185.16	185.16	154.62	185.16	(6.46)	148.16	
86	2/1/11		2/22/11	Bill sent for \$185.16			185.16	154.62	185.16	(6.46)	148.16	Bill should be for \$148.16

ACCOUNT T

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
87	2/23/11		3/10/11	Urgent notice for \$185.16			185.16	154.62	185.16	(6.46)	148.16	Improper notice-Current amt due is a credit balance
88	3/3/11	3/3/11		Usage charges		176.50	361.66	331.12	361.66	(6.46)	324.66	
89	3/3/11		3/23/11	Bill sent for \$361.66			361.66	331.12	361.66	(6.46)	324.66	Bill should be for \$324.66
90	3/7/11		3/15/11	Final notice for \$185.16			361.66	331.12	361.66	(6.46)	324.66	Improper notice-Current amt due is a credit balance at time of 1st notice
91	3/9/11	4/1/11		Late fee		1.85	363.51	332.97	363.51	(6.46)	326.51	
92	4/1/11	4/1/11		Usage charges		137.64	501.15	470.61	501.15	(6.46)	464.15	
93	4/1/11		4/21/11	Bill sent for \$501.15			501.15	470.61	501.15	(6.46)	464.15	Bill should be for \$464.15
94	4/28/11	5/2/11		Payment - pledge	833.00		(331.85)	(362.39)	(331.85)	(6.46)	(368.85)	Pledge amount may not be applied toward prior obligation
95	5/2/11	5/2/11		Usage charges		127.63	(204.22)	(234.76)	(204.22)	(6.46)	(241.22)	
96	5/2/11		5/20/11	Bill sent-credit of \$204.22			(204.22)	(234.76)	(204.22)	(6.46)	(241.22)	Bill should be for credit of \$241.22
97	5/21/11			Prior obligation correction			(204.22)	(234.76)	(204.22)	(6.46)	(241.22)	
98	5/21/11			Usage-21 debits; 21 credits	2,083.29	2,083.46	(204.05)	(234.76)	(204.05)	(6.46)	(241.22)	Amt of debits is \$0.17 higher than the amt of debits
99	5/21/11			Reconnect fee	37.00	37.00	(204.05)	(234.76)	(204.05)	(6.46)	(241.22)	
100	5/21/11			Deposit		230.00	25.95	(4.76)	25.95	(6.46)	(11.22)	
101	5/21/11			Late fee credits	24.36		1.59	(29.12)	1.59	(6.46)	(35.58)	
102	5/21/11			Deposit interest	0.29		1.30	(29.41)	1.30	(6.46)	(35.87)	
103	5/21/11			Deposit application	220.00		(218.70)	(249.41)	(218.70)	(6.46)	(255.87)	
104	6/1/11			Usage charges		118.56	(100.14)	(130.85)	(100.14)	(6.46)	(137.31)	
105	6/7/11			Reconnect fee	37.00		(137.14)	(130.85)	(137.14)	(6.46)	(137.31)	
106	6/7/11			Payment - pledge	537.00	537.00	(137.14)	(130.85)	(137.14)	(6.46)	(137.31)	
107	6/7/11			Payment - pledge	488.00	488.00	(137.14)	(130.85)	(137.14)	(6.46)	(137.31)	
108	6/7/11			Payment - pledge	323.00	323.00	(137.14)	(130.85)	(137.14)	(6.46)	(137.31)	
109	6/7/11			Deposit interest	0.03		(137.17)	(130.88)	(137.17)	(6.46)	(137.34)	
110	6/7/11			Deposit application	230.00		(367.17)	(360.88)	(367.17)	(6.46)	(367.34)	
111	6/7/11			Prior oblig corr-Bal \$410.64			(367.17)	(360.88)	(367.17)	(6.46)	(367.34)	Prior obligation amount should be a credit of \$6.46
112				Unapplied credit bal \$703.81			(367.17)	(360.88)	(367.17)	(6.46)	(367.34)	
113	6/7/11		9/27/11	Bill sent-credit of \$367.17			(367.17)	(360.88)	(367.17)	(6.46)	(367.34)	
114	6/9/11			Sent prior oblig corr letter			(367.17)	(360.88)	(367.17)	(6.46)	(367.34)	Unclear what letter said or did
115	6/30/11	6/30/11		Usage charges		95.42	(271.75)	(265.46)	(271.75)	(6.46)	(271.92)	

ACCOUNT T

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
116	6/30/11	8/1/11	7/21/11	Bill sent-credit of \$271.75			(271.75)	(265.46)	(271.75)	(6.46)	(271.92)	
117	7/8/11	8/1/11	8/1/11	Late fee		1.98	(269.77)	(265.46)	(269.77)	(6.46)	(271.92)	Late fee should not be charged on credit balance
118	8/1/11	8/1/11		Usage charges		84.40	(185.37)	(181.06)	(185.37)	(6.46)	(187.52)	
119	8/1/11	8/31/11	8/22/11	Bill sent-credit of \$185.37			(185.37)	(181.06)	(185.37)	(6.46)	(187.52)	Bill should be for credit of \$187.52
120	8/8/11	8/31/11		Late fee		1.98	(183.39)	(181.06)	(183.39)	(6.46)	(187.52)	Late fee should not be charged on credit balance
121	8/31/11	8/31/11		Usage charges		85.50	(97.89)	(95.56)	(97.89)	(6.46)	(102.02)	
122	8/31/11	9/30/11	9/21/11	Bill sent-credit of \$97.89			(97.89)	(95.56)	(97.89)	(6.46)	(102.02)	Bill should be for credit of \$102.02
123	9/7/11	9/30/11		Late fee		1.98	(95.91)	(95.56)	(95.91)	(6.46)	(102.02)	Late fee should not be charged on credit balance
124	9/30/11	9/30/11		Usage charges		81.11	(14.80)	(14.45)	(14.80)	(6.46)	(20.91)	
125	9/30/11	11/1/11	10/20/11	Bill sent-credit of \$14.80			(14.80)	(14.45)	(14.80)	(6.46)	(20.91)	Bill should be for credit of \$20.91
126	10/6/11	11/1/11		Late fee		1.98	(12.82)	(14.45)	(12.82)	(6.46)	(20.91)	Late fee should not be charged on credit balance
127	10/11/11			\$253.27 to collection agency			(12.82)	(14.45)	(12.82)	(6.46)	(20.91)	
128	10/28/11	11/1/11		Payment - pledge	924.00		(936.82)	(938.45)	(936.82)	(6.46)	(944.91)	Pledge amount may not be applied toward prior obligation
129	11/1/11	11/1/11		Usage charges		124.53	(812.29)	(813.92)	(812.29)	(6.46)	(820.38)	
130	11/1/11	11/1/11	11/22/11	Bill sent-credit of \$812.29			(812.29)	(813.92)	(812.29)	(6.46)	(820.38)	Bill should be for credit of \$820.38

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	(812.29)	(812.29)
10/21/09 \$415.36 Prior shd not be included (Line 92)		
Less 12/2/09 \$102.01 payment to prior (Line 15)		
Less 7/1/10 \$157.93 agreement to pay prior (Line 46)		
Less 2/1/11 \$161.88 payment to prior (Line 84)	6.46	
5/21/11 debit amt is higher than credit amt (Line 98)	(0.17)	(0.17)
July-Oct late fees in error (Lines 117, 120, 123, 126)	(7.92)	(7.92)
Reconciled to UTC balances	(813.92)	(820.38)

ACCOUNT V

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			651.63	651.63	651.63	0.00	651.63	PSE recds included entries beg 4/3/09; UTC began analysis 10/1/09
2	10/5/09	10/5/09		Usage charges		48.30	699.93	699.93	699.93	0.00	699.93	
3	10/5/09		10/23/09	Bill sent for \$699.93			699.93	699.93	699.93	0.00	699.93	
4	10/7/09		10/15/09	Final notice for \$645.65			699.93	699.93	699.93	0.00	699.93	(Urgent notice sent 9/25/09)
5	10/7/09	11/3/09		Late fee		2.52	702.45	702.45	702.45	0.00	702.45	
6	10/8/09	11/3/09		Late fee		2.96	705.41	705.41	705.41	0.00	705.41	
7	10/9/09	11/3/09		Late fee		0.98	706.39	60.74	706.39	645.65	706.39	
8	10/22/09			Disconnected for \$645.65			706.39	60.74	706.39	645.65	706.39	Current balance should not include prior obligation of \$645.65
9	10/27/09			Reconnected service			706.39	60.74	706.39	645.65	706.39	
10	10/27/09	11/3/09		Reconnect fee		37.00	743.39	97.74	743.39	645.65	743.39	Credited back 6/7/11
11	11/3/09	11/3/09		Usage charges		72.19	815.58	169.93	815.58	645.65	815.58	
12	11/3/09		11/23/09	Bill sent for \$815.58			815.58	169.93	815.58	645.65	815.58	
13	11/6/09	12/4/09		Payment - pledge	1,000.00		(184.42)	(830.07)	(184.42)	645.65	(184.42)	Pledge amount may not be applied toward prior obligation
14	12/4/09	12/4/09		Usage charges		140.89	(43.53)	(689.18)	(43.53)	645.65	(43.53)	
15	12/4/09			Bill sent-credit of \$43.53			(43.53)	(689.18)	(43.53)	645.65	(43.53)	
16	1/1/10	1/5/10		Deposit interest	2.33		(45.86)	(691.51)	(45.86)	645.65	(45.86)	
17	1/5/10	1/5/10		Usage charges		207.21	161.35	(484.30)	161.35	645.65	161.35	
18	1/5/10		1/26/10	Bill sent for \$161.35			161.35	(484.30)	161.35	645.65	161.35	
19	2/3/10	2/3/10		Usage charges		109.03	270.38	(375.27)	270.38	645.65	270.38	
20	2/3/10		2/24/10	Bill sent for \$270.38			270.38	(375.27)	270.38	645.65	270.38	
21	2/10/10	3/5/10		Late fee		1.61	271.99	(373.66)	271.99	645.65	271.99	
22	2/26/10	3/5/10		Payment	161.00		110.99	(534.66)	110.99	645.65	110.99	
23	3/5/10	3/5/10		Usage charges		125.33	236.32	(409.33)	236.32	645.65	236.32	
24	3/5/10		3/25/10	Bill sent for \$236.32			236.32	(409.33)	236.32	645.65	236.32	
25	3/11/10	4/5/10		Late fee		1.09	237.41	(408.24)	237.41	645.65	237.41	
26	4/5/10	4/5/10		Usage charges		112.49	349.90	(295.75)	349.90	645.65	349.90	
27	4/5/10		4/23/10	Bill sent for \$349.90			349.90	(295.75)	349.90	645.65	349.90	
28	4/9/10	5/5/10		Late fee		2.36	352.26	(293.39)	352.26	645.65	352.26	
29	4/16/10	5/5/10		Disconnect visit charge		13.00	365.26	(293.39)	365.26	645.65	352.26	Disconnect visit charge in error (no notice)

ACCOUNT V

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	4/19/10	5/5/10		Payment	236.00		129.26	(529.39)	129.26	645.65	116.26	
31	5/5/10	5/5/10		Usage charges		107.73	236.99	(421.66)	236.99	645.65	223.99	
32	5/5/10		5/25/10	Sent bill for \$236.99			236.99	(421.66)	236.99	645.65	223.99	Bill should be for \$223.99
33	5/10/10	6/4/10		Late fee		1.14	238.13	(420.52)	238.13	645.65	225.13	
34	5/26/10			Urgent notice for \$236.99			238.13	(420.52)	238.13	645.65	225.13	Improper notice-Current amt due is a credit balance
35	6/4/10	6/4/10		Usage charges		58.31	296.44	(362.21)	296.44	645.65	283.44	
36	6/4/10		6/24/10	Bill sent for \$296.44			296.44	(362.21)	296.44	645.65	283.44	Bill should be for \$283.44
37	6/8/10		6/16/10	Final notice for \$236.99			296.44	(362.21)	296.44	645.65	283.44	Improper notice-Current amt due is a credit balance at time of 1st notice
38	6/9/10	7/6/10		Late fee		1.14	297.58	(361.07)	297.58	645.65	284.58	
39	6/10/10	7/6/10		Late fee		1.23	298.81	(359.84)	298.81	645.65	285.81	
40	6/30/10			Disconnected for \$236.99			298.81	(359.84)	298.81	645.65	285.81	Improper disconnect-Current amt due is a credit balance at time of notice
41	7/1/10			Reconnected service			298.81	(359.84)	298.81	645.65	285.81	
42	7/1/10	7/6/10		Reconnect fee		37.00	335.81	(359.84)	335.81	645.65	285.81	Reconnect fee in error-Improper disconnect; credited back 6/7/11
43	7/2/10	7/6/10		Payment	300.00		35.81	(659.84)	35.81	645.65	(14.19)	
44	7/6/10	7/6/10		Usage charges		37.81	73.62	(622.03)	73.62	645.65	23.62	
45	7/6/10		7/26/10	Bill sent for \$73.62			73.62	(622.03)	73.62	645.65	23.62	Bill should be for \$23.62
46	8/4/10	8/4/10		Usage charges		41.09	114.71	(580.94)	114.71	645.65	64.71	
47	8/4/10		8/25/10	Bill sent for \$114.71			114.71	(580.94)	114.71	645.65	64.71	Bill should be for \$64.71
48	8/1/10	9/3/10		Late fee		0.74	115.45	(580.20)	115.45	645.65	65.45	
49	9/3/10	9/3/10		Usage charges		42.04	157.49	(538.16)	157.49	645.65	107.49	
50	9/3/10		9/24/10	Bill sent for \$157.49			157.49	(538.16)	157.49	645.65	107.49	Bill should be for 107.49
51	9/9/10	10/5/10		Late fee		0.74	158.23	(537.42)	158.23	645.65	108.23	
52	9/10/10	10/5/10		Late fee		0.41	158.64	(537.01)	158.64	645.65	108.64	
53	9/27/10		10/12/10	Urgent notice for \$157.49			158.64	(537.01)	158.64	645.65	108.64	Improper notice-Current amt due is a credit balance
54	10/5/10	10/5/10		Usage charges		50.55	209.19	(486.46)	209.19	645.65	159.19	
55	10/5/10		10/25/10	Bill sent for \$209.19			209.19	(486.46)	209.19	645.65	159.19	Bill should be for \$159.19
56	10/7/10		10/15/10	Final notice for \$157.49			209.19	(486.46)	209.19	645.65	159.19	Improper notice-Current amt due is a credit balance at time of 1st notice
57	10/8/10	11/3/10		Late fee		0.74	209.93	(485.72)	209.93	645.65	159.93	
58	10/11/10	11/3/10		Late fee		0.84	210.77	(484.88)	210.77	645.65	160.77	

ACCOUNT V

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	10/18/10	11/3/10		Disconnect visit charge		13.00	223.77	(484.88)	223.77	645.65	160.77	Disconnect visit charge in error (Improper notice)
60	10/19/10	11/3/10		Payment (collected @ visit)	157.00		66.77	(641.88)	66.77	645.65	3.77	
61	11/3/10	11/3/10		Usage charges		74.03	140.80	(567.85)	140.80	645.65	77.80	
62	11/3/10	11/3/10	11/24/10	Bill sent for \$140.80			140.80	(567.85)	140.80	645.65	77.80	Bill should be for \$77.80
63	11/8/10	12/6/10		Payment - pledge	608.00		(467.20)	(1,175.85)	(467.20)	645.65	(530.20)	Pledge amount may not be applied toward prior obligation
64	12/6/10	12/6/10		Usage charges		159.74	(307.46)	(1,016.11)	(307.46)	645.65	(370.46)	
65	12/6/10	12/27/10	12/27/10	Bill sent-credit of \$307.46			(307.46)	(1,016.11)	(307.46)	645.65	(370.46)	Bill should be for credit of \$370.46
66	12/28/10	1/5/11		Payment - pledge	218.00		(525.46)	(1,234.11)	(525.46)	645.65	(588.46)	Pledge amount may not be applied toward prior obligation
67	1/1/11	1/5/11		Deposit interest	1.03		(526.49)	(1,235.14)	(526.49)	645.65	(589.49)	
68	1/5/11	1/5/11		Usage charges		185.98	(340.51)	(1,049.16)	(340.51)	645.65	(403.51)	
69	1/5/11	1/5/11	1/26/11	Bill sent-credit of \$340.51			(340.51)	(1,049.16)	(340.51)	645.65	(403.51)	Bill should be for credit of \$403.51
70	2/3/11	2/3/11		Usage charges		148.30	(192.21)	(900.86)	(192.21)	645.65	(255.21)	
71	2/3/11	2/3/11	2/24/11	Bill sent-credit of \$192.21			(192.21)	(900.86)	(192.21)	645.65	(255.21)	Bill should be for credit of \$255.21
72	3/7/11	3/7/11		Usage charges		192.14	(0.07)	(708.72)	(0.07)	645.65	(63.07)	
73	3/7/11	3/7/11	3/25/11	Bill sent-credit of \$0.07			(0.07)	(708.72)	(0.07)	645.65	(63.07)	Bill should be for credit of \$63.07
74	4/5/11	4/5/11		Usage charges		137.17	137.10	(571.55)	137.10	645.65	74.10	
75	4/5/11	4/5/11	4/25/11	Bill sent for \$137.10			137.10	(571.55)	137.10	645.65	74.10	Bill should be for \$74.10
76	4/26/11	5/11/11	5/11/11	Urgent notice for \$137.10			137.10	(571.55)	137.10	645.65	74.10	Improper notice-Current amt due is a credit balance
77	5/4/11	5/4/11		Usage charges		128.03	265.13	(443.52)	265.13	645.65	202.13	
78	5/4/11	5/4/11	5/24/11	Bill sent for \$265.13			265.13	(443.52)	265.13	645.65	202.13	Bill should be for \$202.13
79	5/6/11	5/16/11	5/16/11	Final notice for \$137.10			265.13	(443.52)	265.13	645.65	202.13	Improper notice-Current amt due is a credit balance at time of 1st notice
80	5/10/11	6/3/11		Late fee		1.37	266.50	(442.15)	266.50	645.65	203.50	
81	5/24/11	6/3/11		Payment (collected @ visit)	75.00		191.50	(517.15)	191.50	645.65	128.50	
82	5/24/11	6/3/11		Disconnect visit charge		13.00	204.50	(517.15)	204.50	645.65	128.50	Disconnect visit charge in error (Improper notice)
83	5/25/11	6/3/11	6/10/11	Urgent notice for \$190.13			204.50	(517.15)	204.50	645.65	128.50	Improper notice-Current amt due is a credit balance
84	6/3/11	6/3/11		Usage charges		85.96	290.46	(431.19)	290.46	645.65	214.46	
85	6/3/11	6/3/11	6/23/11	Bill sent for \$290.46			290.46	(431.19)	290.46	645.65	214.46	Bill should be for \$214.46
86	6/6/11	6/10/11	6/10/11	Final notice for \$190.13			290.46	(431.19)	290.46	645.65	214.46	Improper notice-Current amt due is a credit balance at time of 1st notice
87	6/7/11	6/7/11		Refund		247.50	537.96	(183.69)	537.96	645.65	461.96	

ACCOUNT V

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	6/9/11			Refund	247.50		290.46	(431.19)	290.46	645.65	214.46	
89	6/7/11	11/3/09		Reconnect fee credit	37.00		253.46	(468.19)	253.46	645.65	177.46	
90	6/7/11	7/6/10		Reconnect fee credit	37.00		216.46	(468.19)	216.46	645.65	177.46	
91	6/7/11			Payment - pledge	1,826.00	1,826.00	216.46	(468.19)	216.46	645.65	177.46	
92	6/7/11			Late fee credits	13.41		203.05	(481.60)	203.05	645.65	164.05	
93	6/7/11			Usage-21 debits; 21 credits	2,264.32	2,264.32	203.05	(481.60)	203.05	645.65	164.05	
94	6/7/11			Deposit		217.00	420.05	(264.60)	420.05	645.65	381.05	
95	6/7/11			Deposit		37.00	457.05	(227.60)	457.05	645.65	418.05	
96	6/7/11			Deposit interest	0.44		456.61	(228.04)	456.61	645.65	417.61	
97	6/7/11			Deposit application	37.00		419.61	(265.04)	419.61	645.65	380.61	
98	6/7/11			Deposit application	305.00		114.61	(570.04)	114.61	645.65	75.61	
99	7/5/11	7/5/11		Usage charges		55.12	169.73	(514.92)	169.73	645.65	130.73	
100	7/5/11	8/3/11	7/25/11	Bill sent for \$386.59			169.73	(514.92)	169.73	645.65	130.73	Bill should be for \$130.73 (Bill amt does not even match PSE records)
101	8/3/11	8/3/11		Usage charges		42.56	212.29	(472.36)	212.29	645.65	173.29	
102	8/3/11	9/2/11	8/24/11	Bill sent for \$390.46			212.29	(472.36)	212.29	645.65	173.29	Bill should be for \$173.29 (Bill amt does not even match PSE records)
103	8/8/11	9/2/11		Late fee		3.04	215.33	(469.32)	215.33	645.65	176.33	
104	8/9/11	9/2/11		Late fee		0.83	216.16	(468.49)	216.16	645.65	177.16	
105	9/2/11	9/2/11		Usage charges		49.74	265.90	(418.75)	265.90	645.65	226.90	
106	9/2/11		9/23/11	Bill sent for \$265.90			265.90	(418.75)	265.90	645.65	226.90	Bill should be for \$226.90 (Bill amt does not even match PSE records)
107	9/7/11	10/4/11		Late fee		3.04	268.94	(415.71)	268.94	645.65	229.94	
108	9/8/11	10/4/11		Late fee		0.83	269.77	(414.88)	269.77	645.65	230.77	
109	10/4/11	10/4/11		Usage charges		43.75	313.52	(371.13)	313.52	645.65	274.52	
110	10/4/11		10/25/11	Bill sent for \$394.33			313.52	(371.13)	313.52	645.65	274.52	Bill should be for \$274.52 (Bill amt does not even match PSE records)
111	10/6/11	11/3/11		Late fee		3.04	316.56	(368.09)	316.56	645.65	277.56	
112	10/7/11	11/3/11		Late fee		0.83	317.39	(367.26)	317.39	645.65	278.39	
113	11/3/11	11/3/11		Usage charges		119.25	436.64	(248.01)	436.64	645.65	397.64	
114	11/3/11		11/28/11	Bill sent for \$436.64			436.64	(248.01)	436.64	645.65	397.64	Bill should be for \$397.64
115	11/4/11	12/6/11		Late fee		3.04	439.68	(244.97)	439.68	645.65	400.68	
116	11/7/11	12/6/11		Late fee		0.83	440.51	(244.14)	440.51	645.65	401.51	

ACCOUNT V

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
117	11/7/11			\$402.07 to collection agency			440.51	(244.14)	440.51	645.65	401.51	
118	11/22/11	12/6/11		Payment - pledge	648.00		(207.49)	(892.14)	(207.49)	645.65	(246.49)	Pledge amount may not be applied toward prior obligation
119	11/22/11			Unapplied credit bal \$415.92			(207.49)	(892.14)	(207.49)	645.65	(246.49)	
120	7/7/11			Processed prior of \$388.59			(207.49)	(892.14)	(207.49)	645.65	(246.49)	Prior obligation should be \$645.65

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	(207.49)	(207.49)
10/22/09 Prior oblig should not be included (Line 8)	(645.65)	
5/5/10 Improper disconnect visit fee (Line 29)	(13.00)	(13.00)
10/18/10 Improper disconnect visit fee (Line 59)	(13.00)	(13.00)
5/24/11 Improper disconnect visit fee (Line 82)	(13.00)	(13.00)
Reconciled to UTC balances	(892.14)	(246.49)

ACCOUNT W

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			926.74	926.74	926.74	0.00	926.74	PSE recds included entries beg 3/3/09; UTC began analysis 10/1/09
2	10/8/09	10/8/09		Usage charges		62.68	989.42	989.42	989.42	0.00	989.42	
3	10/8/09		10/28/09	Bill sent for \$989.42			989.42	989.42	989.42	0.00	989.42	
4	10/12/09		10/20/09	Final notice for \$981.30			989.42	989.42	989.42	0.00	989.42	(Urgent notice sent 9/30/09)
5	10/12/09	11/6/09		Late fee		3.30	992.72	992.72	992.72	0.00	992.72	
6	10/13/09	11/6/09		Late fee		4.55	997.27	997.27	997.27	0.00	997.27	
7	10/14/09	11/6/09		Late fee		1.34	998.61	998.61	998.61	0.00	998.61	
8	10/22/09			Disconnected for \$981.30			998.61	998.61	998.61	0.00	998.61	
9	11/2/09			Reconnected service			998.61	17.31	998.61	981.30	998.61	Current balance should not include prior obligation of \$981.30
10	11/2/09	11/6/09		Reconnect fee		37.00	1,035.61	54.31	1,035.61	981.30	1,035.61	
11	11/6/09			Usage charges		62.65	1,098.26	116.96	1,098.26	981.30	1,098.26	
12	11/6/09		11/30/09	Bill sent for \$1,098.26			1,098.26	116.96	1,098.26	981.30	1,098.26	
13	11/12/09	12/9/09		Late fee		1.44	1,099.70	118.40	1,099.70	981.30	1,099.70	
14	12/9/09	12/9/09		Usage charges		178.36	1,278.06	296.76	1,278.06	981.30	1,278.06	
15	12/9/09		12/30/09	Bill sent for \$1,278.06			1,278.06	296.76	1,278.06	981.30	1,278.06	
16	12/15/09	1/8/10		Late fee		2.53	1,280.59	299.29	1,280.59	981.30	1,280.59	
17	1/1/10	1/8/10		Deposit interest	1.80		1,278.79	297.49	1,278.79	981.30	1,278.79	
18	1/8/10	1/8/10		Usage charges			1,473.58	492.28	1,473.58	981.30	1,473.58	
19	1/8/10	1/8/10		Payment - pledge	845.00	194.79	628.58	(352.72)	628.58	981.30	628.58	Pledge amount may not be applied toward prior obligation
20	1/8/10		1/29/10	Bill sent for \$628.58			628.58	(352.72)	628.58	981.30	628.58	
21	1/15/10	2/8/10		Late fee		4.31	632.89	(348.41)	632.89	981.30	632.89	
22	2/8/10	2/8/10		Usage charges		143.68	776.57	(204.73)	776.57	981.30	776.57	
23	2/8/10		3/1/10	Bill sent for \$776.57			776.57	(204.73)	776.57	981.30	776.57	
24	2/16/10	3/10/10		Late fee		1.97	778.54	(202.76)	778.54	981.30	778.54	
25	2/17/10	3/10/10		Late fee		4.31	782.85	(198.45)	782.85	981.30	782.85	
26	3/2/10			Urgent notice for \$776.57			782.85	(198.45)	782.85	981.30	782.85	Improper notice-Current amt due is a credit balance
27	3/10/10	3/10/10		Usage charges		144.72	927.57	(53.73)	927.57	981.30	927.57	
28	3/10/10		3/30/10	Bill sent for \$927.57			927.57	(53.73)	927.57	981.30	927.57	Improper notice-Current amt due is a credit balance at time of 1st notice
29	3/12/10		3/22/10	Final notice for \$776.57			927.57	(53.73)	927.57	981.30	927.57	

ACCOUNT W

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COL E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COL I UTC Curr Balance	COL J PSE Total Owed	COL K Prior Amt-UTC	COL L Tot Amt Owed-UTC	COL M UTC Comments
30	3/16/10	4/8/10		Late fee		1.48	929.05	(52.25)	929.05	981.30	929.05	
31	3/17/10	4/8/10		Late fee		1.97	931.02	(50.28)	931.02	981.30	931.02	
32	3/18/10	4/8/10		Late fee		4.31	935.33	(45.97)	935.33	981.30	935.33	
33	3/30/10	4/8/10		Payment	148.00		787.33	(193.97)	787.33	981.30	787.33	
34	4/1/10			Disconnected for \$776.57			787.33	(193.97)	787.33	981.30	787.33	Improper disconnect-Current amt due is a credit balance at time of notice
35	4/1/10			Cust w/call to make prior arr			787.33	(193.97)	787.33	981.30	787.33	
36	4/1/10			Cust wants prior obligation			787.33	(193.97)	787.33	981.30	787.33	
37	4/1/10			Prior obligation \$419.86			787.33	(193.97)	787.33	981.30	787.33	Prior obligation amount should be \$981.30
38	4/1/10			Reconnected service			787.33	(193.97)	787.33	981.30	787.33	
39	4/1/10	4/8/10		Reconnect fee		37.00	824.33	(193.97)	824.33	981.30	787.33	Reconnect fee charged in error because disconnect was in error
40	4/1/10	4/8/10		Deposit	0.47	214.00	1,038.33	20.03	1,038.33	981.30	1,001.33	
41	4/1/10	4/8/10		Deposit interest			1,037.86	19.56	1,037.86	981.30	1,000.86	
42	4/1/10	4/8/10		Deposit application	367.00		670.86	(347.44)	670.86	981.30	633.86	
43	4/2/10	4/8/10		Payment	221.00		449.86	(568.44)	449.86	981.30	412.86	
44	4/8/10	4/8/10		Usage charges		119.63	569.49	(448.81)	569.49	981.30	532.49	
45	4/8/10	4/8/10	4/29/10	Bill sent for \$569.49			569.49	(448.81)	569.49	981.30	532.49	Bill should be for \$532.49
46	5/10/10	5/10/10		Usage charges		109.92	679.41	(338.89)	679.41	981.30	642.41	
47	5/10/10	5/10/10	5/28/10	Bill sent for \$679.41			679.41	(338.89)	679.41	981.30	642.41	Bill should be for \$642.41
48	5/14/10	6/9/10		Late fee		1.20	680.61	(337.69)	680.61	981.30	643.61	
49	6/9/10	6/9/10		Usage charges		85.02	765.63	(252.67)	765.63	981.30	728.63	
50	6/9/10	6/9/10	6/29/10	Bill sent for \$765.63			765.63	(252.67)	765.63	981.30	728.63	Bill should be for \$728.63
51	6/15/10	7/9/10		Payment	105.00		660.63	(357.67)	660.63	981.30	623.63	
52	7/9/10	7/9/10		Usage charges		61.49	722.12	(296.18)	722.12	981.30	685.12	
53	7/9/10	7/9/10	7/29/10	Bill sent for \$722.12			722.12	(296.18)	722.12	981.30	685.12	Bill should be for \$685.12
54	7/12/10	7/16/10		Late fee		4.12	726.24	(292.06)	726.24	981.30	689.24	
55	7/12/10	7/16/10		Late fee		1.55	727.79	(290.51)	727.79	981.30	690.79	
56	7/15/10	7/16/10		Late fee		0.86	728.65	(289.65)	728.65	981.30	691.65	
57	7/16/10	7/16/10		Usage charges		15.00	743.65	(274.65)	743.65	981.30	706.65	
58	7/16/10	7/16/10		Deposit interest	0.18		743.47	(274.83)	743.47	981.30	706.47	

ACCOUNT W

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	7/16/10	7/16/10		Deposit application	214.00		529.47	(488.83)	529.47	981.30	492.47	
60	7/16/10		8/5/10	Bill sent for \$529.47			529.47	(488.83)	529.47	981.30	492.47	Bill should be for \$492.47
61	8/9/10		8/30/10	Bill sent for \$529.47			529.47	(488.83)	529.47	981.30	492.47	Bill should be for \$492.47
62	8/10/10	9/9/10		Late fee		4.12	533.59	(484.71)	533.59	981.30	496.59	
63	8/13/10	9/9/10		Late fee		0.88	534.47	(483.83)	534.47	981.30	497.47	
64	8/20/10	9/9/10		Late fee		0.17	534.64	(483.66)	534.64	981.30	497.64	
65	9/2/10			\$428.10 to collection agency			534.64	(483.66)	534.64	981.30	497.64	
66	9/9/10		9/29/10	Bill sent for \$534.64			534.64	(483.66)	534.64	981.30	497.64	Bill should be for \$497.64
67	9/14/10	10/8/10		Late fee		0.88	535.52	(482.78)	535.52	981.30	498.52	
68	9/21/10	10/8/10		Late fee		0.17	535.69	(482.61)	535.69	981.30	498.69	
69	10/8/10		10/28/10	Bill sent for \$535.89			535.69	(482.61)	535.69	981.30	498.69	Bill should be for \$498.69
70	10/13/10	11/8/10		Late fee		0.88	536.57	(481.73)	536.57	981.30	499.57	
71	10/20/10	11/8/10		Late fee		0.17	536.74	(481.56)	536.74	981.30	499.74	
72	11/8/10		12/1/10	Bill sent for \$536.74			536.74	(481.56)	536.74	981.30	499.74	Bill should be for \$499.74
73	11/12/10	12/9/10		Late fee		0.88	537.62	(480.68)	537.62	981.30	500.62	
74	11/19/10	12/9/10		Late fee		0.17	537.79	(480.51)	537.79	981.30	500.79	
75	11/19/10			\$109.69 to collection agency			537.79	(480.51)	537.79	981.30	500.79	
76	12/9/10		12/30/10	Bill sent for \$537.79			537.79	(480.51)	537.79	981.30	500.79	Bill should be for \$500.79
77	6/8/11			\$109.69 back from coll agcy			537.79	(480.51)	537.79	981.30	500.79	
78	6/8/11			\$428.10 back from coll agcy			537.79	(480.51)	537.79	981.30	500.79	
79	6/8/11			Prior obligation correction			537.79	(480.51)	537.79	981.30	500.79	
80	6/8/11			Prior oblig corr follow-up			537.79	(480.51)	537.79	981.30	500.79	
81	6/8/11			Usage-6 debits; 6 credits	786.88	786.88	537.79	(480.51)	537.79	981.30	500.79	
82	6/8/11			Reconnect fee credit	37.00		500.79	(517.51)	500.79	981.30	463.79	
83	6/8/11			Payment - pledge	845.00	845.00	500.79	(517.51)	500.79	981.30	463.79	
84	6/8/11			Late fee credits	30.56		470.23	(548.07)	470.23	981.30	433.23	
85	6/8/11			Unappl HELP pledge \$460.90			470.23	(548.07)	470.23	981.30	433.23	
86	6/8/11			Acct Trans \$460.90			470.23	(548.07)	470.23	981.30	433.23	
87	6/8/11		6/8/11	Bill sent for \$470.23			470.23	(548.07)	470.23	981.30	433.23	Bill should be for \$433.23

ACCOUNT W

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	7/5/11			\$930.32 prior processed			470.23	(548.07)	470.23	981.30	433.23	Prior obligation amount should be \$981.30
89	7/5/11			Prior oblig corr follow-up			470.23	(548.07)	470.23	981.30	433.23	
90	7/5/11	7/8/11		Deposit		37.00	507.23	(511.07)	507.23	981.30	470.23	
91	7/5/11	7/8/11		Billing initiation charge		6.10	513.33	(504.97)	513.33	981.30	476.33	
92	7/8/11	7/8/11		Usage charges		11.84	525.17	(493.13)	525.17	981.30	488.17	
93	7/8/11		7/28/11	Bill sent for \$525.17			525.17	(493.13)	525.17	981.30	488.17	Bill should be for \$488.17
94	8/8/11	8/9/11		Late fee		4.56	529.73	(488.57)	529.73	981.30	492.73	
95	8/9/11	8/9/11		Usage charges		24.94	554.67	(463.63)	554.67	981.30	517.67	
96	8/9/11		8/29/11	Bill sent for \$554.67			554.67	(463.63)	554.67	981.30	517.67	Bill should be for \$517.67
97	8/12/11	9/8/11		Late fee		0.18	554.85	(463.45)	554.85	981.30	517.85	
98	9/7/11	9/8/11		Late fee		4.56	559.41	(458.89)	559.41	981.30	522.41	
99	9/8/11	9/8/11		Usage charges		23.93	583.34	(434.96)	583.34	981.30	546.34	
100	9/8/11		9/28/11	Bill sent for \$583.34			583.34	(434.96)	583.34	981.30	546.34	Bill should be for \$546.34
101	9/13/11	10/7/11		Late fee		0.18	583.52	(434.78)	583.52	981.30	546.52	
102	6/14/11	10/7/11		Late fee		0.25	583.77	(434.53)	583.77	981.30	546.77	
103	9/22/11	10/7/11		Payment	200.00		383.77	(634.53)	383.77	981.30	346.77	
104	10/6/11	10/7/11		Late fee		3.61	387.38	(630.92)	387.38	981.30	350.38	
105	10/7/11	10/7/11		Usage charges		21.66	409.04	(609.26)	409.04	981.30	372.04	
106	10/7/11		10/28/11	Bill sent for \$409.04			409.04	(609.26)	409.04	981.30	372.04	Bill should be for \$372.04
107	10/12/11			\$387.38 to collection agency			409.04	(609.26)	409.04	981.30	372.04	
108	11/7/11	11/8/11		Balance transfer		102.04	511.08	(507.22)	511.08	981.30	474.08	
109	11/7/11	11/8/11		Balance transfer		276.10	787.18	(231.12)	787.18	981.30	750.18	
110	11/8/11	11/8/11		Usage charges		38.59	825.77	(192.53)	825.77	981.30	788.77	
111	11/8/11		12/4/11	Bill sent for \$825.77			825.77	(192.53)	825.77	981.30	788.77	Bill should be for \$788.77
112	11/15/11	12/9/11		Late fee		0.22	825.99	(192.31)	825.99	981.30	788.99	

ACCOUNT W

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
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RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	825.99	825.99
11/2/09 Prior oblig should not be included (Line 9)	(981.30)	
4/1/10 Improper reconnect fee (Line 39)	(37.00)	(37.00)
Reconciled to UTC balances	(192.31)	788.99

ACCOUNT X

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			311.76	311.76	311.76	0.00	311.76	PSE recds included entries beg 5/21/09; UTC began analysis 10/1/09
2	10/15/09			Disconnected for \$227.31			311.76	311.76	311.76	0.00	311.76	(Final notice 9/25/09)
3	10/15/09			Reconnected service			311.76	84.45	311.76	227.31	311.76	Current balance should not include prior obligation of \$227.31
4	10/15/09	10/21/09		Reconnect fee		37.00	348.76	121.45	348.76	227.31	348.76	
5	10/21/09	10/21/09		Usage charges		79.43	428.19	200.88	428.19	227.31	428.19	
6	10/21/09	10/21/09		Payment - pledge	200.00		228.19	0.88	228.19	227.31	228.19	Pledge amount may not be applied toward prior obligation
7	10/21/09		11/10/09	Bill sent for \$228.19			228.19	0.88	228.19	227.31	228.19	
8	10/26/09	11/19/09		Late fee		0.27	228.46	1.15	228.46	227.31	228.46	
9	10/27/09	11/19/09		Late fee		0.66	229.12	1.81	229.12	227.31	229.12	
10	11/19/09	11/19/09		Usage charges		111.78	340.90	113.59	340.90	227.31	340.90	
11	11/19/09	12/11/09		Bill sent for \$340.90			340.90	113.59	340.90	227.31	340.90	
12	11/23/09	12/21/09		Payment	100.00		240.90	13.59	240.90	227.31	240.90	
13	11/25/09	12/21/09		Late fee		1.28	242.18	14.87	242.18	227.31	242.18	
14	12/14/09			Urgent notice for \$240.90			242.18	14.87	242.18	227.31	242.18	Improper notice-Notice shd be for \$13.59 (may not include prior amt)
15	12/21/09	12/21/09		Usage charges		152.15	394.33	167.02	394.33	227.31	394.33	
16	12/21/09		1/12/10	Bill sent for \$394.33			394.33	167.02	394.33	227.31	394.33	
17	12/24/09		1/5/10	Final notice for \$240.90			394.33	167.02	394.33	227.31	394.33	Improper notice-Notice shd be for \$13.59 (may not include prior amt)
18	12/29/09	1/21/10		Late fee		2.41	396.74	169.43	396.74	227.31	396.74	
19	1/1/10	1/21/10		Deposit interest	0.71		396.03	168.72	396.03	227.31	396.03	
20	1/6/10	1/21/10		Payment	100.00		296.03	68.72	296.03	227.31	296.03	
21	1/13/10			Urgent notice for \$293.62			296.03	68.72	296.03	227.31	296.03	
22	1/21/10			Disconnected for \$140.19			296.03	68.72	296.03	227.31	296.03	Improper disconnect because of improper notice
23	1/21/10			Reconnected service			296.03	68.72	296.03	227.31	296.03	
24	1/21/10	1/21/10		Usage charges		140.52	436.55	209.24	436.55	227.31	436.55	
25	1/21/10	1/21/10		Reconnect fee		37.00	473.55	209.24	473.55	227.31	436.55	Reconnect fee in err because disconnect was improper
26	1/21/10	1/21/10		Deposit		40.00	513.55	249.24	513.55	227.31	476.55	
27	1/21/10	2/10/10		Bill sent for \$513.55			513.55	249.24	513.55	227.31	476.55	Bill should be for \$476.55
28	1/22/10	2/22/10		Payment	140.25		373.30	108.99	373.30	227.31	336.30	
29	1/26/10		2/3/10	Final notice for \$153.37			373.30	108.99	373.30	227.31	336.30	Improper final notice (no urgent notice sent)

ACCOUNT X

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	1/28/10	2/22/10		Late fee		1.53	374.83	110.52	374.83	227.31	337.83	
31	2/19/10			Disconnected for \$153.37			374.83	110.52	374.83	227.31	337.83	Improper disconnect because of improper notice
32	2/19/10			Reconnected service			374.83	110.52	374.83	227.31	337.83	
33	2/19/10	2/22/10		Reconnect fee	153.37	37.00	411.83	110.52	411.83	227.31	337.83	Reconnect fee in err because disconnect was improper
34	2/19/10	2/22/10		Payment			258.46	(42.85)	258.46	227.31	184.46	
35	2/22/10	2/22/10		Usage charges		110.35	368.81	67.50	368.81	227.31	294.81	
36	2/22/10		3/12/10	Bill sent for \$368.81			368.81	67.50	368.81	227.31	294.81	Bill should be for \$294.81
37	2/26/10	3/23/10		Late fee		1.80	370.61	69.30	370.61	227.31	296.61	
38	3/12/10	3/23/10		Payment	100.00		270.61	(30.70)	270.61	227.31	196.61	
39	3/23/10	3/23/10		Usage charges		115.13	385.74	84.43	385.74	227.31	311.74	
40	3/23/10		4/12/10	Bill sent for \$385.74			385.74	84.43	385.74	227.31	311.74	Bill should be for \$311.74
41	3/29/10	4/21/10		Late fee		2.29	388.03	86.72	388.03	227.31	314.03	
42	4/6/10	4/21/10		Payment	160.00		228.03	(73.28)	228.03	227.31	154.03	
43	4/21/10	4/21/10		Usage charges		107.80	335.83	34.52	335.83	227.31	261.83	
44	4/21/10		5/12/10	Bill sent for \$335.83			335.83	34.52	335.83	227.31	261.83	Bill should be for \$261.83
45	4/27/10	5/21/10		Late fee		2.26	338.09	36.78	338.09	227.31	264.09	
46	5/5/10	5/21/10		Payment - pledge	35.00		303.09	1.78	303.09	227.31	229.09	Pledge amount may not be applied toward prior obligation
47	5/18/10	5/21/10		Payment - pledge	75.00		228.09	(73.22)	228.09	227.31	154.09	Pledge amount may not be applied toward prior obligation
48	5/21/10	5/21/10		Usage charges		90.50	318.59	17.28	318.59	227.31	244.59	
49	5/21/10		6/11/10	Bill sent for \$318.59			318.59	17.28	318.59	227.31	244.59	Bill should be for \$244.59
50	5/26/10	6/22/10		Late fee		1.16	319.75	18.44	319.75	227.31	245.75	
51	5/27/10	6/22/10		Late fee		1.10	320.85	19.54	320.85	227.31	246.85	
52	6/7/10	6/22/10		Payment	60.00		260.85	(40.46)	260.85	227.31	186.85	
53	6/18/10			Urgent notice for \$258.59			260.85	(40.46)	260.85	227.31	186.85	Improper notice-Current amt due is a credit balance
54	6/22/10	6/22/10		Usage charges		92.45	353.30	51.99	353.30	227.31	279.30	
55	6/22/10		7/13/10	Bill sent for \$353.30			353.30	51.99	353.30	227.31	279.30	Bill should be for \$279.30
56	6/25/10	7/22/10		Late fee		0.56	353.86	52.55	353.86	227.31	279.86	
57	6/28/10	7/22/10		Late fee		2.03	355.89	54.58	355.89	227.31	281.89	
58	6/30/10		7/9/10	Final notice for \$258.59			355.89	54.58	355.89	227.31	281.89	Improper notice-Current amt due is a credit balance at time of 1st notice

ACCOUNT X

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	7/7/10	7/22/10		Payment	100.00		255.89	(45.42)	255.89	227.31	181.89	
60	7/22/10	7/22/10		Usage charges		79.17	335.06	33.75	335.06	227.31	261.06	
61	7/22/10		8/11/10	Bill sent for \$335.06			335.06	33.75	335.06	227.31	261.06	Bill should be for \$261.06
62	7/23/10			Disconnected for \$158.59			335.06	33.75	335.06	227.31	261.06	Improper disconnect-Current amt due is a credit balance at time of notice
63	7/23/10			Reconnected service			335.06	33.75	335.06	227.31	261.06	
64	7/23/10	8/20/10		Reconnect fee	37.00		372.06	33.75	372.06	227.31	261.06	Reconnect fee in err because disconnect was improper
65	7/26/10	8/20/10		Payment	195.59		176.47	(161.84)	176.47	227.31	65.47	
66	7/28/10	8/20/10		Late fee		0.58	177.05	(161.26)	177.05	227.31	66.05	
67	8/12/10			Urgent notice for \$139.47			177.05	(161.26)	177.05	227.31	66.05	Improper notice-Current amt due is a credit balance
68	8/20/10	8/20/10		Usage charges		78.37	255.42	(82.89)	255.42	227.31	144.42	
69	8/20/10		9/13/10	Bill sent for \$255.42			255.42	(82.89)	255.42	227.31	144.42	Bill should be for \$144.42
70	8/24/10		9/1/10	Final notice for \$139.47			255.42	(82.89)	255.42	227.31	144.42	Improper notice-Current amt due is a credit balance at time of 1st notice
71	8/26/10	9/22/10		Late fee		1.39	256.81	(81.50)	256.81	227.31	145.81	
72	9/10/10			Disconnected for \$139.47			256.81	(81.50)	256.81	227.31	145.81	Improper disconnect-Current amt due is a credit balance at time of notice
73	9/10/10			Reconnected service			256.81	(81.50)	256.81	227.31	145.81	
74	9/10/10	9/22/10		Reconnect fee		37.00	293.81	(81.50)	293.81	227.31	145.81	Reconnect fee in err because disconnect was improper
75	9/14/10	9/22/10		Payment	139.47		154.34	(220.97)	154.34	227.31	6.34	
76	9/22/10	9/22/10		Usage charges		88.34	242.68	(132.63)	242.68	227.31	94.68	
77	9/22/10		10/12/10	Bill sent for \$242.68			242.68	(132.63)	242.68	227.31	94.68	Bill should be for \$94.68
78	9/28/10	10/21/10		Late fee		1.16	243.84	(131.47)	243.84	227.31	95.84	
79	10/13/10		10/28/10	Urgent notice for \$242.68			243.84	(131.47)	243.84	227.31	95.84	Improper notice-Current amt due is a credit balance
80	10/15/10	10/21/10		Payment	100.00		143.84	(231.47)	143.84	227.31	(4.16)	
81	10/21/10	10/21/10		Usage charges		83.51	227.35	(147.96)	227.35	227.31	79.35	
82	10/21/10		11/10/10	Bill sent for \$227.35			227.35	(147.96)	227.35	227.31	79.35	Bill should be for \$79.35
83	10/25/10		11/2/10	Final notice for \$142.68			227.35	(147.96)	227.35	227.31	79.35	Improper notice-Current amt due is a credit balance at time of 1st notice
84	10/27/10	11/19/01		Late fee		1.43	228.78	(146.53)	228.78	227.31	80.78	
85	11/12/10		12/1/10	Urgent notice for \$227.35			228.78	(146.53)	228.78	227.31	80.78	Improper notice-Current amt due is a credit balance
86	11/19/10	11/19/10		Usage charges		90.51	319.29	(56.02)	319.29	227.31	171.29	
87	11/19/10		12/13/10	Bill sent for \$319.29			319.29	(56.02)	319.29	227.31	171.29	Bill should be for \$171.29

ACCOUNT X

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	11/24/10		12/6/10	Final notice for \$227.35			319.29	(56.02)	319.29	227.31	171.29	Improper notice-Current amt due is a credit balance at time of 1st notice
89	11/30/10	12/21/10		Late fee		2.27	321.56	(53.75)	321.56	227.31	173.56	
90	12/13/10	12/21/10		Payment	100.00		221.56	(453.75)	221.56	227.31	73.56	
91	12/14/10		12/30/10	Urgent notice for \$219.29			221.56	(453.75)	221.56	227.31	73.56	Improper notice-Current amt due is a credit balance
92	12/16/10	12/21/10		Disconnect visit charge		13.00	234.56	(453.75)	234.56	227.31	73.56	Disconnect visit charge in error (improper notice)
93	12/17/10	12/21/10		Payment (collected @ visit)	118.00		116.56	(271.75)	116.56	227.31	(44.44)	
94	12/21/10	12/21/10		Usage charges		139.23	255.79	(132.52)	255.79	227.31	94.79	
95	12/21/10	1/12/11		Bill sent for \$255.79			255.79	(132.52)	255.79	227.31	94.79	Bill should be for \$94.79
96	12/29/10	1/21/11		Late fee		0.92	256.71	(131.60)	256.71	227.31	95.71	
97	12/30/10	1/21/11		Late fee		0.09	256.80	(131.51)	256.80	227.31	95.80	
98	1/1/11	1/21/11		Deposit interest	0.09		256.71	(131.60)	256.71	227.31	95.71	
99	1/1/11	1/21/11		Deposit interest	0.49		256.22	(132.09)	256.22	227.31	95.22	
100	1/13/11		1/31/11	Urgent notice for \$255.21			256.22	(132.09)	256.22	227.31	95.22	Improper notice-Current amt due is a credit balance
101	1/21/11	1/21/11		Usage charges		146.63	402.85	14.54	402.85	227.31	241.85	
102	1/21/11		2/10/11	Bill sent for \$402.85			402.85	14.54	402.85	227.31	241.85	Bill should be for \$241.85
103	1/27/11		2/4/11	Final notice for \$255.21			402.85	14.54	402.85	227.31	241.85	Improper notice-Current amt due is a credit balance at time of 1st notice
104	1/28/11	2/22/11		Late fee		1.55	404.40	16.09	404.40	227.31	243.40	
105	1/31/11	2/22/11		Late fee		0.92	405.32	17.01	405.32	227.31	244.32	
106	2/1/11	2/22/11		Late fee		0.09	405.41	17.10	405.41	227.31	244.41	
107	2/11/11		3/1/11	Urgent notice for \$402.85			405.41	17.10	405.41	227.31	244.41	Improper notice-Notice shd be for \$17.10 (may not include prior amt)
108	2/15/11	2/22/11		Payment	150.00		255.41	(132.90)	255.41	227.31	94.41	
109	2/22/11	2/22/11		Usage charges		117.61	373.02	(15.29)	373.02	227.31	212.02	
110	2/22/11	2/22/11		Bill sent for \$373.02			373.02	(15.29)	373.02	227.31	212.02	Bill should be for \$212.02
111	2/28/11	3/23/11		Late fee		1.47	374.49	(13.82)	374.49	227.31	213.49	
112	3/1/11	3/23/11		Late fee		1.05	375.54	(12.77)	375.54	227.31	214.54	
113	3/2/11		3/10/11	Final notice for \$252.85			375.54	(12.77)	375.54	227.31	214.54	Improper notice-Notice shd be for \$17.10 (may not include prior amt)
114	3/11/11	3/23/11		Disconnect visit charge		13.00	388.54	(12.77)	388.54	227.31	214.54	Disconnect visit charge in error (improper notice)
115	3/15/11	3/23/11		Payment (collected @ visit)	150.00		238.54	(162.77)	238.54	227.31	64.54	
116	3/15/11		3/30/11	Urgent notice for \$223.02			238.54	(162.77)	238.54	227.31	64.54	Improper notice-Current amt due is a credit balance

ACCOUNT X

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
117	3/23/11	3/23/11		Usage charges		122.97	361.51	(39.80)	361.51	227.31	187.51	
118	3/23/11		4/12/11	Bill sent for \$361.51			361.51	(39.80)	361.51	227.31	187.51	Bill should be for \$187.51
119	3/25/11		4/4/11	Final notice for \$223.02			361.51	(39.80)	361.51	227.31	187.51	Improper notice-Current amt due is a credit balance at time of 1st notice
120	3/29/11	4/21/11		Late fee		2.23	363.74	(37.57)	363.74	227.31	189.74	
121	4/8/11	4/21/11		Disconnect visit charge			376.74	(37.57)	376.74	227.31	189.74	Disconnect visit charge in error (improper notice)
122	4/11/11	4/21/11		Payment (collected @ visit)	100.00		276.74	(137.57)	276.74	227.31	89.74	
123	4/13/11	4/21/11	4/28/11	Urgent notice for \$261.51			276.74	(137.57)	276.74	227.31	89.74	Improper notice-Current amt due is a credit balance
124	4/21/11	4/21/11		Usage charges		99.49	376.23	(38.08)	376.23	227.31	189.23	
125	4/25/11		5/3/11	Final notice for \$261.51			376.23	(38.08)	376.23	227.31	189.23	Improper notice-Current amt due is a credit balance at time of 1st notice
126	4/21/11		5/11/11	Bill sent for \$376.23			376.23	(38.08)	376.23	227.31	189.23	Bill should be for \$189.23
127	4/27/11			Late fee		2.62	378.85	(35.46)	378.85	227.31	191.85	
128	5/12/11		5/27/11	Urgent notice for \$376.23			378.85	(35.46)	378.85	227.31	191.85	Improper notice-Current amt due is a credit balance
129	5/20/11			Usage charges		92.71	471.56	57.25	471.56	227.31	284.56	
130	5/23/11			Payment	160.00		311.56	(102.75)	311.56	227.31	124.56	
131	5/24/11		6/2/11	Final notice for \$216.23			311.56	(102.75)	311.56	227.31	124.56	Improper notice-Current amt due is a credit balance at time of 1st notice
132	5/26/11			Late fee		2.16	313.72	(100.59)	313.72	227.31	126.72	
133	6/8/11			Prior oblig corr (\$413.01)			313.72	(100.59)	313.72	227.31	126.72	Prior obligation should be \$227.31
134	6/8/11			Sent prior oblig corr letter			313.72	(100.59)	313.72	227.31	126.72	Unclear what letter said or did
135	6/8/11			Usage-21 debits; 21 credits	2,215.84	2,215.84	313.72	(100.59)	313.72	227.31	126.72	
136	6/8/11			Reconnect fee	37.00	37.00	313.72	(100.59)	313.72	227.31	126.72	
137	6/8/11			Payment - pledge	200.00		513.72	99.41	513.72	227.31	326.72	
138	6/8/11			Payment - pledge	75.00	75.00	513.72	99.41	513.72	227.31	326.72	
139	6/8/11			Payment - pledge	35.00	35.00	513.72	99.41	513.72	227.31	326.72	
140	6/8/11			Payment - pledge	37.00		476.72	62.41	476.72	227.31	289.72	
141	6/8/11			Payment - pledge	163.00		313.72	(100.59)	313.72	227.31	126.72	
142	6/8/11			Late fee credits	37.01		276.71	(137.60)	276.71	227.31	89.71	
143	6/8/11	6/8/11		Deposit		205.00	481.71	67.40	481.71	227.31	294.71	
144	6/8/11	6/8/11		Deposit interest			481.65	67.34	481.65	227.31	294.65	
145	6/8/11	6/8/11		Deposit interest			481.44	67.13	481.44	227.31	294.44	

ACCOUNT X

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
146	6/8/11	6/8/11		Deposit application	40.00		441.44	27.13	441.44	227.31	254.44	
147	6/8/11	6/8/11		Deposit application	145.00		296.44	(117.87)	296.44	227.31	109.44	
148	6/8/11	6/8/11		Refund		96.37	392.81	(21.50)	392.81	227.31	205.81	
149	6/8/11	6/8/11	6/28/11	Bill sent for \$392.81			392.81	(21.50)	392.81	227.31	205.81	Bill should be for \$205.81
150	6/8/11	6/8/11		Refund	96.37		296.44	(117.87)	296.44	227.31	109.44	
151	6/21/11	6/21/11		Usage charges		98.99	395.43	(18.88)	395.43	227.31	208.43	
152	6/21/11	6/21/11	7/12/11	Bill sent for \$395.43			395.43	(18.88)	395.43	227.31	208.43	Bill should be for \$208.43
153	7/7/11	7/7/11		\$413.01 prior processed			395.43	(18.88)	395.43	227.31	208.43	Prior obligation should be \$227.31
154	7/21/11	7/21/11		Usage charges		90.53	485.96	71.65	485.96	227.31	298.96	
155	7/21/11	7/21/11	8/11/11	Bill sent for \$485.96			485.96	71.65	485.96	227.31	298.96	Bill should be for \$298.96
156	7/25/11	8/22/11		Payment	120.00		365.96	(48.35)	365.96	227.31	178.96	
157	8/8/11	8/22/11		Late fee		2.96	368.92	(45.39)	368.92	227.31	181.92	
158	8/22/11	8/22/11		Usage charges		94.25	463.17	48.86	463.17	227.31	276.17	
159	8/22/11	9/12/11	9/12/11	Bill sent for \$463.17			463.17	48.86	463.17	227.31	276.17	Bill should be for \$276.17
160	8/26/11	9/21/11		Late fee		0.70	463.87	49.56	463.87	227.31	276.87	
161	9/2/11	9/21/11		\$37.40 to collection agency			463.87	49.56	463.87	227.31	276.87	
162	9/7/11	9/21/11		Late fee		2.96	466.83	52.52	466.83	227.31	279.83	
163	9/13/11		9/28/11	Urgent notice for \$163.77			466.83	52.52	466.83	227.31	279.83	Improper notice-Notice shd be for \$52.52 (may not include prior amt)
164	9/21/11	9/21/11		Usage charges		101.62	568.45	154.14	568.45	227.31	381.45	
165	9/21/11	9/21/11	10/11/11	Bill sent for \$568.45			568.45	154.14	568.45	227.31	381.45	Bill should be for \$381.45
166	9/22/11	10/20/11		Payment	200.00		368.45	(45.86)	368.45	227.31	181.45	
167	10/6/11	10/20/11		Late fee		2.96	371.41	(42.90)	371.41	227.31	184.41	
168	10/12/11			\$231.78 to collection agency			371.41	(42.90)	371.41	227.31	184.41	
169	10/20/11	10/20/11		Usage charges		97.11	468.52	54.21	468.52	227.31	281.52	
170	10/20/11		11/10/11	Bill sent for \$468.52			468.52	54.21	468.52	227.31	281.52	Bill should be for \$281.52
171	10/26/11	11/21/11		Late fee		0.66	469.18	54.87	469.18	227.31	282.18	
172	11/14/11		12/1/11	Urgent notice for \$163.20			469.18	54.87	469.18	227.31	282.18	Improper notice-Notice shd be for \$54.87 (may not include prior amt)
173	11/17/11	11/21/11		Payment	200.00		269.18	(145.13)	269.18	227.31	82.18	
174	11/21/11	11/21/11		Usage charges		131.12	400.30	(14.01)	400.30	227.31	213.30	

ACCOUNT X

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
175	11/21/11		12/13/11	Bill sent for \$400.30			400.30	(14.01)	400.30	227.31	213.30	Bill should be for \$213.30

RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	400.30	400.30
10/15/09 Prior oblig should not be included (Line 3)	(227.31)	
1/21/10 Improper reconnect fee (Line 25)	(37.00)	(37.00)
2/19/10 Improper reconnect fee (Line 33)	(37.00)	(37.00)
7/23/10 Improper reconnect fee (Line 64)	(37.00)	(37.00)
9/10/10 Improper reconnect fee (Line 74)	(37.00)	(37.00)
12/16/10 Improper disconnect visit fee (Line 92)	(13.00)	(13.00)
3/11/11 Improper disconnect visit fee (Line 114)	(13.00)	(13.00)
4/8/11 Improper disconnect visit fee (Line 121)	(13.00)	(13.00)
Reconciled to UTC balances	(14.01)	213.30

ACCOUNT Y

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			1,415.42	1,415.42	1,415.42	0.00	1,415.42	PSE recds included entries beg 8/3/09; UTC began analysis 10/1/09
2	10/1/09	10/1/09		Usage charges		146.25	1,561.67	1,561.67	1,561.67	0.00	1,561.67	
3	10/1/09		10/21/09	Bill sent for \$1,561.67			1,561.67	1,561.67	1,561.67	0.00	1,561.67	
4	10/2/09		10/16/09	Final notice for \$224.00			1,561.67	1,561.67	1,561.67	0.00	1,561.67	(Urgent notice sent 9/23/09)
5	10/7/09	10/30/09		Late fee		1.23	1,562.90	1,562.90	1,562.90	0.00	1,562.90	
6	10/9/09	10/30/09		Payment	235.00		1,327.90	1,327.90	1,327.90	0.00	1,327.90	
7	10/21/09			Disconnected for \$224.00			1,327.90	1,327.90	1,327.90	0.00	1,327.90	Current balance should not include prior obligation of \$224.00
8	10/22/09			Reconnected service			1,327.90	1,103.90	1,327.90	224.00	1,327.90	
9	10/22/09	10/30/09		Reconnect fee		37.00	1,364.90	1,140.90	1,364.90	224.00	1,364.90	
10	10/26/09	10/30/09		Payment - pledge	224.00		1,140.90	916.90	1,140.90	224.00	1,140.90	
11	10/30/09	10/30/09		Usage charges		142.79	1,283.69	1,059.69	1,283.69	224.00	1,283.69	
12	10/30/09		11/19/09	Bill sent for \$1,283.69			1,283.69	1,059.69	1,283.69	224.00	1,283.69	
13	12/2/09	12/2/09		Usage charges		218.75	1,502.44	1,278.44	1,502.44	224.00	1,502.44	
14	12/2/09		12/22/09	Bill sent for \$1,502.44			1,502.44	1,278.44	1,502.44	224.00	1,502.44	
15	12/18/09	12/31/09		Payment - pledge	1,000.00		502.44	278.44	502.44	224.00	502.44	Pledge amount may not be applied toward prior obligation
16	12/31/09	12/31/09		Usage charges		262.71	765.15	541.15	765.15	224.00	765.15	
17	12/31/09		1/22/10	Bill sent for \$765.15			765.15	541.15	765.15	224.00	765.15	
18	1/1/10	2/1/10		Deposit interest	0.46		764.69	540.69	764.69	224.00	764.69	
19	1/15/10	2/1/10		Late fee		8.54	773.23	549.23	773.23	224.00	773.23	
20	2/1/10	2/1/10		Usage charges		248.89	1,022.12	798.12	1,022.12	224.00	1,022.12	
21	2/1/10		2/22/10	Bill sent for \$1,022.12			1,022.12	798.12	1,022.12	224.00	1,022.12	
22	2/17/10	3/3/10		Late fee		8.54	1,030.66	806.66	1,030.66	224.00	1,030.66	
23	3/3/10	3/3/10		Usage charges		267.90	1,298.56	1,074.56	1,298.56	224.00	1,298.56	
24	3/3/10		3/23/10	Bill sent for \$1,298.56			1,298.56	1,074.56	1,298.56	224.00	1,298.56	
25	3/11/10	4/1/10		Payment - pledge	1,000.00		298.56	74.56	298.56	224.00	298.56	Pledge amount may not be applied toward prior obligation
26	4/1/10	4/1/10		Usage charges		247.99	546.55	322.55	546.55	224.00	546.55	
27	4/1/10		4/21/10	Bill sent for \$546.55			546.55	322.55	546.55	224.00	546.55	
28	5/3/10	5/3/10		Usage charges		248.08	794.63	570.63	794.63	224.00	794.63	
29	5/3/10		5/21/10	Bill sent for \$794.63			794.63	570.63	794.63	224.00	794.63	

ACCOUNT Y

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COL E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COL I UTC Curr Balance	COL J PSE Total Owed	COL K Prior Amt- UTC	COL L Tot Amt Owed-UTC	COL M UTC Comments
30	6/2/10	6/2/10		Usage charges		215.51	1,010.14	786.14	1,010.14	224.00	1,010.14	
31	6/2/10		6/22/10	Bill sent for \$1,010.14			1,010.14	786.14	1,010.14	224.00	1,010.14	
32	7/1/10	7/1/10		Usage charges		145.67	1,155.81	931.81	1,155.81	224.00	1,155.81	
33	7/1-10		7/22/10	Bill sent for \$1,155.81			1,155.81	931.81	1,155.81	224.00	1,155.81	
34	7/12/10	8/2/10		Payment	150.00		1,005.81	781.81	1,005.81	224.00	1,005.81	
35	7/23/10			Urgent notice for \$134.67			1,005.81	781.81	1,005.81	224.00	1,005.81	
36	8/2/10	8/2/10		Usage charges		149.03	1,154.84	930.84	1,154.84	224.00	1,154.84	
37	8/2/10		8/20/10	Bill sent for \$1,154.84			1,154.84	930.84	1,154.84	224.00	1,154.84	
38	8/4/10		8/12/10	Final notice for \$134.67			1,154.84	930.84	1,154.84	224.00	1,154.84	
39	8/6/10	9/1/10		Late fee		1.35	1,156.19	932.19	1,156.19	224.00	1,156.19	
40	8/23/10			Urgent notice for \$283.70			1,156.19	932.19	1,156.19	224.00	1,156.19	
41	8/26/10			Disconnected for \$134.67			1,156.19	932.19	1,156.19	224.00	1,156.19	
42	8/27/10			Reconnected service			1,156.19	797.52	1,156.19	358.67	1,156.19	Current balance shd not include prior of \$358.67 (\$224.00 + \$134.67)
43	8/27/10	9/1/10		Reconnect fee		37.00	1,193.19	834.52	1,193.19	358.67	1,193.19	
44	8/31/10	9/1/10		Payment	134.67		1,058.52	699.85	1,058.52	358.67	1,058.52	
45	9/1/10	9/1/10		Usage charges		143.70	1,202.22	843.55	1,202.22	358.67	1,202.22	
46	9/1/10		9/22/10	Bill sent for \$1,202.22			1,202.22	843.55	1,202.22	358.67	1,202.22	
47	9/2/10		9/13/10	Final notice for \$149.03			1,202.22	843.55	1,202.22	358.67	1,202.22	
48	9/7/10	10/1/10		Late fee		1.49	1,203.71	845.04	1,203.71	358.67	1,203.71	
49	9/21/10			Disconnected for \$149.03			1,203.71	845.04	1,203.71	358.67	1,203.71	
50	9/23/10			Urgent notice for \$331.08			1,203.71	696.01	1,203.71	507.70	1,203.71	Current balance shd not include prior of \$507.70 (358.67 + \$149.03)
51	9/28/10			Reconnected service			1,203.71	733.01	1,203.71	507.70	1,203.71	
52	9/29/10	10/1/10		Reconnect fee		37.00	1,240.71	733.01	1,240.71	507.70	1,240.71	
53	9/28/10			Reconnect fee	37.00		1,240.71	733.01	1,240.71	507.70	1,240.71	
54	9/30/10	10/1/10		Payment	200.00		1,040.71	533.01	1,040.71	507.70	1,040.71	
55	10/1/10	10/1/10		Usage charges		123.73	1,164.44	656.74	1,164.44	507.70	1,164.44	
56	10/1/10		10/21/10	Bill sent for \$1,164.44			1,164.44	656.74	1,164.44	507.70	1,164.44	
57	10/5/10		10/13/10	Final notice for \$131.08			1,164.44	656.74	1,164.44	507.70	1,164.44	
58	10/7/10	11/1/10		Late fee		1.31	1,165.75	658.05	1,165.75	507.70	1,165.75	

ACCOUNT Y

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	10/14/10			Disconnected for \$131.08			1,165.75	658.05	1,165.75	507.70	1,165.75	
60	10/14/10			Reconnected service			1,165.75	526.97	1,165.75	638.78	1,165.75	Current balance shd not include prior of \$638.78 (\$507.70 + \$131.08)
61	10/14/10	11/1/10		Reconnect fee		37.00	1,202.75	563.97	1,202.75	638.78	1,202.75	
62	10/18/10	11/1/10		Payment	300.00		902.75	263.97	902.75	638.78	902.75	
63	11/1/10	11/1/10		Usage charges		256.37	1,159.12	520.34	1,159.12	638.78	1,159.12	
64	11/1/10		11/22/10	Bill sent for \$1,159.12			1,159.12	520.34	1,159.12	638.78	1,159.12	
65	11/16/10	12/2/10		Payment	290.00		869.12	230.34	869.12	638.78	869.12	
66	12/2/10	12/2/10		Usage charges		261.75	1,130.87	492.09	1,130.87	638.78	1,130.87	
67	12/2/10		12/22/10	Bill sent for \$1,130.897			1,130.87	492.09	1,130.87	638.78	1,130.87	
68	12/17/10	1/3/11		Payment	100.00		1,030.87	392.09	1,030.87	638.78	1,030.87	
69	12/28/10	1/3/11		Payment	200.00		830.87	192.09	830.87	638.78	830.87	
70	1/1/11	1/3/11		Deposit interest	1.68		829.19	190.41	829.19	638.78	829.19	
71	1/3/11	1/3/11		Usage charges		346.05	1,175.24	536.46	1,175.24	638.78	1,175.24	
72	1/3/11		1/24/11	Bill sent for \$1,175.24			1,175.24	536.46	1,175.24	638.78	1,175.24	
73	1/27/11	2/1/11		Payment	100.00		1,075.24	436.46	1,075.24	638.78	1,075.24	
74	2/1/11	2/1/11		Usage charges		310.03	1,385.27	746.49	1,385.27	638.78	1,385.27	
75	2/1/11		2/22/11	Bill sent for \$1,385.27			1,385.27	746.49	1,385.27	638.78	1,385.27	
76	2/8/11	3/3/11		Late fee	300.00	2.46	1,387.73	748.95	1,387.73	638.78	1,387.73	
77	2/9/11	3/3/11		Payment			1,087.73	448.95	1,087.73	638.78	1,087.73	
78	2/23/11			Urgent notice for \$256.08			1,087.73	448.95	1,087.73	638.78	1,087.73	
79	3/3/11	3/3/11		Usage charges		262.18	1,349.91	711.13	1,349.91	638.78	1,349.91	
80	3/3/11		3/23/11	Bill sent for \$1,349.91			1,349.91	711.13	1,349.91	638.78	1,349.91	
81	3/7/11		3/15/11	Final notice for \$256.08			1,349.91	711.13	1,349.91	638.78	1,349.91	
82	3/9/11	3/24/11		Late fee		2.56	1,352.47	713.69	1,352.47	638.78	1,352.47	
83	3/24/11			Disconnected for \$256.08			1,352.47	713.69	1,352.47	638.78	1,352.47	
84	3/24/11	3/24/11		Usage charges		36.24	1,388.71	749.93	1,388.71	638.78	1,388.71	
85	3/24/11	3/24/11		Deposit interest	0.44		1,388.27	749.49	1,388.27	638.78	1,388.27	
86	3/24/11	3/24/11		Deposit application	490.00		898.27	259.49	898.27	638.78	898.27	
87	3/24/11		4/13/11	Bill sent for \$898.27			898.27	259.49	898.27	638.78	898.27	

ACCOUNT Y

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	4/1/11		4/21/11	Bill sent for \$898.27			898.27	259.49	898.27	638.78	898.27	
89	4/7/11	5/2/11		Late fee		0.30	898.57	259.79	898.57	638.78	898.57	
90	4/28/11	5/2/11		Late fee		0.39	898.96	260.18	898.96	638.78	898.96	
91	5/2/11		5/20/11	Bill sent for \$898.96			898.96	260.18	898.96	638.78	898.96	
92	5/6/11			Late fee		0.30	899.26	260.48	899.26	638.78	899.26	
93	5/27/11			Late fee		0.39	899.65	260.87	899.65	638.78	899.65	
94	6/7/11			Late fee		0.30	899.95	261.17	899.95	638.78	899.95	
95	6/8/11			\$475.13 prior oblig correction			899.95	261.17	899.95	638.78	899.95	Prior obligation amount should be \$638.78
96	6/8/11			Usage-19 debits; 19 credits	4,033.62	4,033.62	899.95	261.17	899.95	638.78	899.95	
97	6/8/11			Payment	1,000.00	1,000.00	899.95	261.17	899.95	638.78	899.95	
98	6/8/11			Payment	1,000.00	1,000.00	899.95	261.17	899.95	638.78	899.95	
99	6/8/11			Late fee credits	10.85		889.10	250.32	889.10	638.78	889.10	
100	6/8/11			Balance transfer	1,000.00	1,000.00	889.10	250.32	889.10	638.78	889.10	
101	6/8/11			Balance transfer	1,000.00	1,000.00	889.10	250.32	889.10	638.78	889.10	
102	6/8/11			Balance transfer	224.00	224.00	889.10	250.32	889.10	638.78	889.10	
103	6/8/11		6/28/11	Bill sent for \$889.10			889.10	250.32	889.10	638.78	889.10	
104	6/9/11			Sent prior oblig correction ltr			889.10	250.32	889.10	638.78	889.10	Unclear what letter said or did
105	6/20/11			\$475.13 prior processed			889.10	250.32	889.10	638.78	889.10	Prior obligation amount should be \$638.78
106	6/30/11		7/21/11	Bill sent for \$889.10			889.10	250.32	889.10	638.78	889.10	
107	8/8/11	8/31/11	8/31/11	Late fee		1.02	890.12	251.34	890.12	638.78	890.12	
108	8/8/11	8/31/11		Late fee		6.21	896.33	257.55	896.33	638.78	896.33	
109	8/8/11			\$644.18 to collection agency			896.33	257.55	896.33	638.78	896.33	
110	8/31/11		9/21/11	Bill sent for \$898.33			896.33	257.55	896.33	638.78	896.33	
111	9/7/11	9/30/11		Late fee		1.02	897.35	258.57	897.35	638.78	897.35	
112	9/30/11			Bill sent for \$897.35			897.35	258.57	897.35	638.78	897.35	
113	10/6/11	11/1/11		Late fee		1.02	898.37	259.59	898.37	638.78	898.37	
114	10/12/11			\$254.19 to collection agency			898.37	259.59	898.37	638.78	898.37	
115	11/1/11		11/22/11	Bill sent for \$898.37			898.37	259.59	898.37	638.78	898.37	

ACCOUNT Y

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
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RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	898.37	898.37
10/22/09 Prior oblig should not be included (Line 8)	(224.00)	
8/27/10 Prior oblig should not be included (Line 42)	(134.67)	
9/28/10 Prior oblig should not be included (Line 51)	(149.03)	
10/14/10 Prior oblig should not be included (Line 60)	(131.08)	
Reconciled to UTC balances	259.59	898.37

ACCOUNT Z

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
1				Balance Forward			588.44	588.44	588.44	0.00	588.44	PSE recds included entries beg 3/31/09; UTC began analysis 10/1/09
2	10/1/09			24 hour notice for \$341.55			588.44	588.44	588.44	0.00	588.44	(Urgent 8/4/09; Final 8/15/09; 24 hr notice 8/27/09)
3	10/1/09	10/13/09		Disconnect visit charge		13.00	601.44	588.44	601.44	0.00	588.44	Disconnect visit chg in err-24 hr notice visit, not disconn (see prior entry)
4	10/8/09			24 hour notice for \$341.55			601.44	588.44	601.44	0.00	588.44	
5	10/8/09	10/13/09		Disconnect visit charge		13.00	614.44	588.44	614.44	0.00	588.44	Disconnect visit chg in err-24 hr notice visit, not disconn (see prior entry)
6	10/13/09	10/13/09		Usage charges		104.44	718.88	692.88	718.88	0.00	692.88	
7	10/13/09		11/2/09	Bill sent for \$718.88			718.88	692.88	718.88	0.00	692.88	Bill should be for \$692.88
8	10/16/09	11/11/09		Late fee		3.42	722.30	696.30	722.30	0.00	696.30	
9	10/19/09			Disconnected for \$341.55			722.30	696.30	722.30	0.00	696.30	
10	10/19/09	11/11/09		Late fee		2.29	724.59	698.59	724.59	0.00	698.59	
11	10/21/09			Reconnected service			724.59	357.04	724.59	341.55	698.59	Current balance should not include prior obligation of \$341.55
12	10/21/09	11/11/09		Payment	350.00		374.59	7.04	374.59	341.55	348.59	
13	10/21/09	11/11/09		Reconnect fee		37.00	411.59	44.04	411.59	341.55	385.59	
14	11/11/09	11/11/09		Usage charges		123.40	534.99	167.44	534.99	341.55	508.99	
15	11/11/09		12/3/09	Bill sent for \$534.99			534.99	167.44	534.99	341.55	508.99	Bill should be for \$508.99
16	11/17/09	12/11/09		Late fee		3.69	538.68	171.13	538.68	341.55	512.68	
17	12/11/09	12/11/09		Usage charges		172.98	711.66	344.11	711.66	341.55	685.66	
18	12/11/09		1/4/10	Bill sent for \$711.66			711.66	344.11	711.66	341.55	685.66	Bill should be for \$685.66
19	12/14/09	1/13/10		Payment	225.00		486.66	119.11	486.66	341.55	460.66	
20	12/18/09	1/13/10		Late fee		1.23	487.89	120.34	487.89	341.55	461.89	
21	12/18/09	1/13/10		Late fee		1.04	488.93	121.38	488.93	341.55	462.93	
22	12/18/09	1/13/10		Late fee		0.37	489.30	121.75	489.30	341.55	463.30	
23	12/18/09	1/13/10		Late fee		0.13	489.43	121.88	489.43	341.55	463.43	
24	12/18/09	1/13/10		Late fee		0.13	489.56	122.01	489.56	341.55	463.56	
25	12/18/09	1/13/10		Late fee		0.13	489.69	122.14	489.69	341.55	463.69	
26	1/1/10	1/13/10		Late fee			489.11	121.56	489.11	341.55	463.11	
27	1/7/10			Deposit interest	0.58		489.11	430.56	489.11	32.55	463.11	
28	1/12/10	1/13/10		Cust will pay \$309.00 prior		37.00	526.11	430.56	526.11	32.55	463.11	Reconnect fee in error-Customer was not disconnected
29	1/12/10	1/13/10		Payment	309.00		217.11	121.56	217.11	32.55	154.11	

ACCOUNT Z

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
30	1/13/10	1/13/10		Usage charges		174.46	391.57	296.02	391.57	32.55	328.57	
31	1/13/10		2/3/10	Bill sent for \$391.57			391.57	296.02	391.57	32.55	328.57	Bill should be for \$328.57
32	1/20/10	2/11/10		Late fee		1.77	393.34	297.79	393.34	32.55	330.34	
33	2/5/10	2/11/10		Payment	180.00		213.34	117.79	213.34	32.55	150.34	
34	2/11/10	2/11/10		Usage charges		166.71	380.05	284.50	380.05	32.55	317.05	
35	2/11/10		3/4/10	Bill sent for \$380.05			380.05	284.50	380.05	32.55	317.05	Bill should be for \$317.05
36	2/19/10	3/15/10		Late fee		2.12	382.17	286.62	382.17	32.55	319.17	
37	3/8/10			Pymt arr-curr + prior \$380.05			382.17	319.17	382.17	0.00	319.17	
38	3/11/10	3/15/10		Payment	300.00		82.17	19.17	82.17	0.00	19.17	
39	3/15/10	3/15/10		Usage charges		188.15	270.32	207.32	270.32	0.00	207.32	
40	3/15/10		4/2/10	Bill sent for \$270.32			270.32	207.32	270.32	0.00	207.32	Bill should be for \$207.32
41	3/22/10	4/13/10		Late fee		0.80	271.12	208.12	271.12	0.00	208.12	
42	4/5/10			Urgent notice for \$270.32			271.12	208.12	271.12	0.00	208.12	Improper notice-Notice shd be for \$207.32
43	4/15/10		4/20/10	Final notice for \$270.32			271.12	208.12	271.12	0.00	208.12	Improper notice-Notice shd be for \$207.32
44	4/13/10	4/13/10		Usage charges		158.56	429.78	366.78	429.78	0.00	366.78	
45	4/13/10		5/4/10	Bill sent for \$429.78			429.78	366.78	429.78	0.00	366.78	Bill should be for \$366.78
46	4/19/10	5/13/10		Late fee		1.90	431.68	368.68	431.68	0.00	368.68	
47	4/20/10	5/13/10		Late fee		0.80	432.48	369.48	432.48	0.00	369.48	
48	4/30/10			Disconnected for \$270.32			432.48	369.48	432.48	0.00	369.48	Improper disconnect because of improper notice
49	5/6/10			Reconnected service			432.48	369.48	432.48	0.00	369.48	
50	5/6/10	5/13/10		Reconnect fee		37.00	469.48	369.48	469.48	0.00	369.48	Reconnect fee in error because disconnect was improper
51	5/7/10	5/13/10		Payment	270.00		199.48	99.48	199.48	0.00	99.48	
52	5/13/10	5/13/10		Usage charges		115.19	314.67	214.67	314.67	0.00	214.67	
53	5/13/10		6/3/10	Bill sent for \$314.67			314.67	214.67	314.67	0.00	214.67	Bill should be for \$214.67
54	5/19/10	6/14/10		Late fee		1.60	316.27	216.27	316.27	0.00	216.27	
55	6/2/10	6/14/10		Disconnect visit charge		13.00	329.27	216.27	329.27	0.00	216.27	Improper disconnect visit charge (no notice)
56	6/4/10	6/14/10		Payment (collected @ visit)	159.78		169.49	56.49	169.49	0.00	56.49	
57	6/14/10	6/14/10		Usage charges		123.29	292.78	179.78	292.78	0.00	179.78	
58	6/14/10		7/2/10	Bill sent for \$292.78			292.78	179.78	292.78	0.00	179.78	Bill should be for \$179.78

ACCOUNT Z

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
59	6/16/10	7/14/10		NSF check fee		16.00	308.78	195.78	308.78	0.00	195.78	
60	6/16/10	6/14/10		Usage charges		159.78	468.56	355.56	468.56	0.00	355.56	
61	6/18/10	7/14/10		Late fee		3.15	471.71	358.71	471.71	0.00	358.71	
62	7/14/10	7/14/10		Usage charges		114.36	586.07	473.07	586.07	0.00	473.07	
63	7/14/10		8/3/10	Bill sent for \$586.07			586.07	473.07	586.07	0.00	473.07	Bill should be for \$473.07
64	7/20/10	8/12/10		Late fee		4.53	590.60	477.60	590.60	0.00	477.60	
65	7/26/10			Cust made pymt arrangements			590.60	477.60	590.60	0.00	477.60	
66	8/6/10	8/12/10		Payment	300.00		290.60	177.60	290.60	0.00	177.60	
67	8/12/10	8/12/10		Usage charges		107.51	398.11	285.11	398.11	0.00	285.11	
68	8/12/10		9/2/10	Bill sent for \$398.11			398.11	285.11	398.11	0.00	285.11	Bill should be for \$285.11
69	8/18/10	9/14/10		Late fee		1.23	399.34	286.34	399.34	0.00	286.34	
70	8/18/10	9/14/10		Late fee		1.14	400.48	287.48	400.48	0.00	287.48	
71	8/18/10	9/14/10		Late fee		0.15	400.63	287.63	400.63	0.00	287.63	
72	8/18/10	9/14/10		Late fee		0.13	400.76	287.76	400.76	0.00	287.76	
73	9/3/10			Urgent notice for \$398.11			400.76	287.76	400.76	0.00	287.76	Improper notice-Notice shd be for \$285.11
74	9/14/10	9/14/10		Usage charges		125.62	526.38	413.38	526.38	0.00	413.38	
75	9/14/10		10/4/10	Bill sent for \$526.38			526.38	413.38	526.38	0.00	413.38	Bill should be for \$413.38
76	9/16/10		9/24/10	Final notice for \$398.11			526.38	413.38	526.38	0.00	413.38	Improper notice-Notice shd be for \$285.11
77	9/17/10	10/13/10		Late fee		2.86	529.24	416.24	529.24	0.00	416.24	
78	9/20/10	10/13/10		Late fee		1.12	530.36	417.36	530.36	0.00	417.36	Improper disconnect because of improper notice
79	10/4/10			Disconnected for \$398.11			530.36	417.36	530.36	0.00	417.36	
80	10/11/10			Reconnected service			530.36	417.36	530.36	0.00	417.36	
81	10/11/10	10/13/10		Reconnect fee		37.00	567.36	417.36	567.36	0.00	417.36	Reconnect fee in error because disconnect was improper
82	10/11/10	10/13/10		Payment	400.00		167.36	17.36	167.36	0.00	17.36	
83	10/13/10	10/13/10		Usage charges		89.02	256.38	106.38	256.38	0.00	106.38	
84	10/13/10		11/2/10	Bill sent for \$256.38			256.38	106.38	256.38	0.00	106.38	Bill should be for \$106.38
85	10/19/10	11/12/10		Late fee		1.26	257.64	107.64	257.64	0.00	107.64	
86	11/12/10	11/12/10		Usage charges		136.02	393.66	243.66	393.66	0.00	243.66	
87	11/12/10		12/6/10	Bill sent for \$393.66			393.66	243.66	393.66	0.00	243.66	Bill should be for \$243.66

ACCOUNT Z

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COLUMN H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
88	11/18/10	12/15/10		Late fee		2.56	396.22	246.22	396.22	0.00	246.22	
89	11/24/10	12/15/10		Payment	257.00		139.22	(10.78)	139.22	0.00	(10.78)	
90	12/13/10	12/15/10		Usage charges		164.38	303.60	153.60	303.60	0.00	153.60	
91	12/15/10		1/6/11	Bill sent for \$303.60			303.60	153.60	303.60	0.00	153.60	Bill should be for \$153.60
92	12/21/10	1/13/11		Late fee		1.37	304.97	154.97	304.97	0.00	154.97	
93	1/1/11	1/13/11		Deposit interest	0.92		304.05	154.05	304.05	0.00	154.05	
94	1/10/11			Cust made pymt arrangements			304.05	154.05	304.05	0.00	154.05	
95	1/13/11	1/13/11		Usage charges		188.40	492.45	342.45	492.45	0.00	342.45	
96	1/13/11		2/3/11	Bill sent for \$492.45			492.45	342.45	492.45	0.00	342.45	Bill should be for \$342.45
97	1/18/11	2/11/11		Payment	115.00		377.45	227.45	377.45	0.00	227.45	
98	1/24/11	2/11/11		Late fee		1.88	379.33	229.33	379.33	0.00	229.33	
99	2/1/11	2/11/11		Payment	150.00		229.33	79.33	229.33	0.00	79.33	
100	2/11/11	2/11/11		Usage charges		157.93	387.26	237.26	387.26	0.00	237.26	
101	2/11/11		3/4/11	Bill sent for \$387.26			387.26	237.26	387.26	0.00	237.26	Bill should be for \$237.26
102	2/15/11		3/8/11	Bill sent for \$387.26			387.26	237.26	387.26	0.00	237.26	Bill should be for \$237.26
103	2/18/11	3/15/11		Late fee		1.90	389.16	239.16	389.16	0.00	239.16	
104	2/23/11	3/15/11		Late fee		0.38	389.54	239.54	389.54	0.00	239.54	
105	3/9/11	3/15/11		Payment	150.00		239.54	89.54	239.54	0.00	89.54	
106	3/15/11	3/15/11		Usage charges		175.13	414.67	264.67	414.67	0.00	264.67	
107	3/15/11		4/4/11	Bill sent for \$414.67			414.67	264.67	414.67	0.00	264.67	Bill should be for \$264.67
108	3/24/11	4/13/11		Late fee		1.60	416.27	266.27	416.27	0.00	266.27	
109	3/22/11	4/13/11		Late fee		0.77	417.04	267.04	417.04	0.00	267.04	
110	4/8/11			Urgent notice for \$414.67			417.04	267.04	417.04	0.00	267.04	Improper notice-Notice shd be for \$264.67
111	4/13/11	4/13/11		Usage charges		141.12	558.16	408.16	558.16	0.00	408.16	
112	4/13/11		5/3/11	Bill sent for \$558.16			558.16	408.16	558.16	0.00	408.16	Bill should be for \$408.16
113	4/19/11	5/12/11		Late fee		3.37	561.53	411.53	561.53	0.00	411.53	
114	4/20/11		4/28/11	Final notice for \$414.67			561.53	411.53	561.53	0.00	411.53	Improper notice-Notice shd be for \$264.67
115	4/20/11	5/12/11		Late fee		0.77	562.30	412.30	562.30	0.00	412.30	
116	5/12/11			Disconnected for \$414.67			562.30	412.30	562.30	0.00	412.30	Improper disconnect because of improper notice

ACCOUNT Z

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt-UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
117	5/12/11	5/12/11		Usage charges		128.59	690.89	540.89	690.89	0.00	540.89	
118	5/12/11		6/2/11	Bill sent for \$690.89			690.89	540.89	690.89	0.00	540.89	Bill should be for \$540.89
119	5/19/11			Late fee		0.77	691.66	541.66	691.66	0.00	541.66	
120	5/20/11			Explained prior oblig			691.66	541.66	691.66	0.00	541.66	
121	5/20/11			Made pymt arngmts \$310.00			691.66	541.66	691.66	0.00	541.66	
122	5/20/11			Reconnected service			691.66	541.66	691.66	0.00	541.66	
123	5/20/11			Usage charges	141.12	141.12	691.66	541.66	691.66	0.00	541.66	
124	5/20/11			Usage charges	128.59	128.59	691.66	541.66	691.66	0.00	541.66	
125	5/20/11			Reconnect fee		37.00	728.66	541.66	728.66	0.00	541.66	Reconnect fee in error because disconnect was improper
126	5/20/12			Payment	310.00		418.66	231.66	418.66	0.00	231.66	
127	5/20/11			Deposit		273.00	691.66	504.66	691.66	0.00	504.66	
128	5/20/11			Deposit interest	0.35		691.31	504.31	691.31	0.00	504.31	
129	5/20/11			Deposit application	272.00		419.31	232.31	419.31	0.00	232.31	
130	6/13/11	6/13/11		Usage charges		84.16	503.47	316.47	503.47	0.00	316.47	
131	6/13/11		7/1/11	Bill sent for \$503.47			503.47	316.47	503.47	0.00	316.47	Bill should be for \$316.47
132	6/16/11	7/13/11		Payment	300.00		203.47	16.47	203.47	0.00	16.47	
133	6/28/11			Processed prior \$290.72			203.47	16.47	203.47	0.00	16.47	There is no prior obligation balance at this time
134	7/13/11	7/13/11		Usage charges		130.82	334.29	147.29	334.29	0.00	147.29	
135	7/13/11		8/2/11	Bill sent for \$334.29			334.29	147.29	334.29	0.00	147.29	Bill should be for \$147.29
136	7/28/11	8/12/11		Late fee		0.10	334.39	147.39	334.39	0.00	147.39	
137	8/3/11		8/15/11	Urgent notice for \$140.48			334.39	147.39	334.39	0.00	147.39	
138	8/12/11	8/12/11		Usage charges		154.64	489.03	302.03	489.03	0.00	302.03	
139	8/12/11		8/18/11	Final notice for \$140.48			489.03	302.03	489.03	0.00	302.03	
140	8/12/11		9/1/11	Bill sent for \$489.03			489.03	302.03	489.03	0.00	302.03	Bill should be for \$302.03
141	8/17/11	9/13/11		Late fee		1.31	490.34	303.34	490.34	0.00	303.34	
142	8/18/11	9/13/11		Payment	140.00		350.34	163.34	350.34	0.00	163.34	
143	9/2/11		9/20/11	Urgent notice for \$155.22			350.34	163.34	350.34	0.00	163.34	
144	9/13/11	9/13/11		Usage charges		225.00	575.34	388.34	575.34	0.00	388.34	
145	9/13/11		10/3/11	Bill sent for \$575.34			575.34	388.34	575.34	0.00	388.34	Bill should be for \$388.34

ACCOUNT Z

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
146	9/15/11		9/23/11	Final notice for \$155.22			575.34	388.34	575.34	0.00	388.34	
147	9/19/11	10/12/11		Late fee		1.55	576.89	389.89	576.89	0.00	389.89	
148	9/27/11	10/12/11		Late fee		1.94	578.83	391.83	578.83	0.00	391.83	
149	10/4/11		10/19/11	Urgent notice for \$381.53			578.83	391.83	578.83	0.00	391.83	
150	10/6/11	10/12/11		Payment	160.00		418.83	231.83	418.83	0.00	231.83	
151	10/12/11	10/12/11		Usage charges		146.20	565.03	378.03	565.03	0.00	378.03	
152	10/12/11		11/2/11	Bill sent for \$565.03			565.03	378.03	565.03	0.00	378.03	Bill should be for \$378.03
153	10/14/11		10/24/11	Final notice for \$221.53			565.03	378.03	565.03	0.00	378.03	
154	10/18/11	11/14/11		Late fee		2.22	567.25	380.25	567.25	0.00	380.25	
155	10/24/11	11/14/11		Payment	200.00		367.25	180.25	367.25	0.00	180.25	
156	10/28/11	11/14/11		Late fee		1.94	369.19	182.19	369.19	0.00	182.19	
157	11/3/11		11/21/11	Urgent notice for \$169.28			369.19	182.19	369.19	0.00	182.19	
158	11/14/11	11/14/11		Usage charges		164.02	533.21	346.21	533.21	0.00	346.21	
159	11/14/11		12/6/11	Bill sent for \$533.21			533.21	346.21	533.21	0.00	346.21	Bill should be for \$346.21
160	11/16/11		11/28/11	Final notice for \$169.28			533.21	346.21	533.21	0.00	346.21	
161	11/17/11	12/13/11		Late fee		0.22	533.43	346.43	533.43	0.00	346.43	
162	11/18/11	12/13/11		Late fee		1.48	534.91	347.91	534.91	0.00	347.91	
163	11/28/11			\$197.69 to collection agency			534.91	347.91	534.91	0.00	347.91	

ACCOUNT Z

COL A Line No.	COL B Activity Date	COL C Billed Date	COL D Due Date	COLUMN E Activity Description	COL F Credit	COL G Debit	COL H PSE Curr Balance	COLUMN I UTC Curr Balance	COLUMN J PSE Total Owed	COL K Prior Amt- UTC	COLUMN L Tot Amt Owed-UTC	COLUMN M UTC Comments
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RECONCILIATION:

	Current Balance	Total Owed
PSE Balance	534.91	534.91
10/1/09 Improper disconnect visit fee (Line 3)	(13.00)	(13.00)
10/8/09 Improper disconnect visit fee (Line 5)	(13.00)	(13.00)
1/12/10 Improper reconnect fee (Line 28)	(37.00)	(37.00)
5/6/10 Improper reconnect fee (Line 50)	(37.00)	(37.00)
6/2/10 Improper disconnect visit fee (Line 55)	(13.00)	(13.00)
10/11/10 Improper reconnect fee (Line 81)	(37.00)	(37.00)
5/20/11 Improper disconnect visit fee (Line 125)	(37.00)	(37.00)
Reconciled to UTC balances	347.91	347.91