

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

A addendum to
Previous formal
complaint

Please print in ink or type.

1. CUSTOMER (COMPLAINANT) INFORMATION

Your name, mailing address, county, telephone number, utility account number and service address:

Name Curtis W. Thompson

Street/P.O. Box 325 N. West St Apt # _____

City CARLISLE State PA Zip 17013

County CUMBERLAND

Daytime Telephone Number Where We Can Contact You: (717) 346-0461

E-mail Address (optional): cwt5102@PSU.EDU

Utility Account Number _____
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

PPL

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER
(e.g., taxi, moving company, limousine)

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2010 SEP 27 PM 2:19
SECRETARY'S BUREAU
PA PUBLIC UTILITY

4. **COMPLAINT** (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other (explain).

B. State the facts of your complaint.

Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

Pennsylvania Power & Light charged my account \$248.00 for service payment plan agreed to for \$26.00 per month. Accessory overcharge caused \$105 overdraft service charges from American Bank. Pennsylvania Power & light over complaint \$346 minus any charges for service since August 2010

5. RELIEF

How do you want your complaint to be resolved? Use additional paper if you need more space.

I want PPL to pay the \$105 for overdraft fees. In addition I want a refund of \$24 minus any service charges since August 2010.

On September 24, 2010 I contacted Sovereign Bank to make arrangements with PPL to repay and all monies due as a result of the overcharge. As of this date PPL refuses to cooperate with repayment of over charge and over draft fee assessed to checking. PPL had made an agreement to pay all amounts over the service charge. As of this date PPL refuses to reimburse customer for over charges to his bank account and draft fees for insufficient funds.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility **AND** your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES (includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

Contacted PPL from Sovereign Bank to resolved. Call was unanswered. Call was placed with customer service representative from Sovereign Bank.

8. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (If Known) _____

9. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Curbs W. Thompson, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Curbs W. Thompson (Signature) 09/27/10 (Date)

Title of authorized employee or officer

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

09/08/2010	DAILY BALANCE		000000000	\$458.07
09/08/2010	TMobile Payment 1153	1153	0007790000	-\$73.70
09/08/2010	CHECK	1152	0611501710	-\$100.00
09/07/2010	DAILY BALANCE		000000000	\$631.77
09/07/2010	CHK CARD PUR 583239 ALPHAGRAPH ALPHAGRAPH CAMP HILL PA	583239	899000000	-\$16.43
09/07/2010	POS PURCHASE 444902 GIANTFUE 255SSPRINGG CARLISLE PA	444902	811000000	-\$28.00
09/07/2010	POS PURCHASE 774490 GIANTFOO 255SSPRINGG CARLISLE PA	774490	811000000	-\$30.33
09/07/2010	ATM CASH W/D 001577 SOVEREIGN 17W.HIGHST CARLISLE PA	1577	811000000	-\$60.00
09/07/2010	POS PURCHASE 854634 GIANTFOO 255SSPRINGG CARLISLE PA	854634	811000000	-\$524.91
09/03/2010	DAILY BALANCE		000000000	\$1,291.44
09/03/2010	PA TREASURY DEPT PAYROLL 100903 181427821500052		0007790000	\$1,054.34
09/02/2010	DAILY BALANCE		000000000	\$237.10
09/02/2010	CARLISLE YMCA 7172432525 100902 202775696		0007790000	-\$4.00
09/01/2010	DAILY BALANCE		000000000	\$241.10
09/01/2010	ATM CASH W/D 008615 SOVEREIGN 269PENROSE CARLISLE PA	6615	811000000	-\$20.00
08/31/2010	DAILY BALANCE		000000000	\$261.10
08/31/2010	CHK CARD PUR 313023 KNISELY'S KNISELY'SP CARLISLE PA	313023	899000000	-\$49.27
08/30/2010	DAILY BALANCE		000000000	\$310.37
08/30/2010	CHECK	1149	0973732400	-\$16.93
08/30/2010	Premier Cr Card CHECKPAYMT 100827 1148	1148	0007790000	-\$20.00
08/30/2010	CHECK	1147	0973587600	-\$65.94
08/27/2010	DAILY BALANCE		000000000	\$413.24
08/27/2010	CHECK	1150	0973445730	-\$100.00
08/26/2010	DAILY BALANCE		000000000	\$513.24
08/26/2010	CHECK	1146	0612327850	-\$35.00
08/26/2010	DEPOSIT		0675058820	\$250.00
08/25/2010	DAILY BALANCE		000000000	\$298.24
08/25/2010	CHK CARD PUR 096132 AMAZON.CO AMAZON.COM AMZN.COM/BILLWA	96132	899000000	-\$18.95
08/23/2010	DAILY BALANCE		000000000	\$317.19
08/23/2010	CHECK	995042	0984407870	-\$20.00
08/23/2010	ATM CASH W/D 000630 SOVEREIGN 17W.HIGHST CARLISLE PA	630	811000000	-\$20.00
08/23/2010	ATM CASH W/D 003806 SOVEREIGN 235N2NDSTR HARRISBURG PA	3806	811000000	-\$40.00
08/23/2010	ATM CASH W/D 000547 SOVEREIGN 17W.HIGHST CARLISLE PA	547	811000000	-\$40.00
08/23/2010	ATM CASH W/D 005750 SOVEREIGN 269PENROSE CARLISLE PA	5750	811000000	-\$140.00
08/20/2010	DAILY BALANCE		000000000	\$577.19
08/20/2010	CHECK	1145	0984194520	-\$250.00
08/20/2010	PA TREASURY DEPT PAYROLL 100820 181427821500048		0007790000	\$1,054.31
08/18/2010	DAILY BALANCE		000000000	\$227.12
08/18/2010	INSUFFICIENT FUNDS FEE		000000000	-\$35.00
08/18/2010	UGI UTILITIES UGI BILL AUG 18 216-774-6929-06		0007790000	-\$62.00
08/17/2010	DAILY BALANCE		000000000	\$130.12
08/17/2010	INSUFFICIENT FUNDS FEE		000000000	-\$35.00
08/17/2010	CARLISLE YMCA 7172432525 100817 201322368		0007790000	-\$52.00
08/17/2010	INSUFFICIENT FUNDS FEE		000000000	-\$35.00
08/17/2010	PPL ELEC SVC 6192530087WS		0007790000	-\$243.00
08/16/2010	DAILY BALANCE		000000000	\$234.88
08/16/2010	HSBC CARD SRVCS Online Pmt 100816		0007790000	-\$50.00

Today is: 09/24/2010

User: apaules Name: Anissa Paules Branch: 0035

End Customer Session

Transaction History		Mid Atlantic 1671022548 [Open/ Normal]		<< Back to Profile	
Name:	CURTIS W THOMPSON	Relationship:	Primary	Checking with Interest	
SSN/TIN:	181-42-7821	Address:	325 N WEST ST	Retail	
Email:	CTHOMPSON@PAHO...		CARLISLE PA 17013-1961	Ledger Balance	\$214.92
Home Phone:	(717) 701-3554	Mail Code:	Normal	Available Balance	\$214.92
Work Phone:		Application:	Demand Deposit (DD)	Receipt Balance	\$214.92
Cell Phone:		Branch:	0167 - 0167 - Carlisle	Interest Rate	0.01%
Fax Phone:		Product:	D189 - Sovereign Interest Checking		
Opened: 07/13/2004		Last Maintenance: 09/20/2010			

TRANSACTION HISTORY - Transactions dated from 09/23/2010 to 07/14/2010

Filter by From through (Date Format: MM/DD/YYYY)

Date	Description	Serial Number	Reference Number	Amount
09/23/2010	DAILY BALANCE		000000000	\$214.92
09/23/2010	CHECK	1154	0616284480	-\$150.00
09/21/2010	DAILY BALANCE		000000000	\$364.92
09/21/2010	Premier Cr Card CHECKPAYMT 100920 1155	1155	0007790000	-\$54.00
09/21/2010	CHECK	1156	0982345175	-\$100.00
09/21/2010	CHECK	1157	0982358140	-\$154.48
09/21/2010	CHK CARD PUR 628696 AMAZONMK AMAZONMKTPL AMZN.COM/BILLWA	628696	8990000000	-\$9.98
09/20/2010	DAILY BALANCE		000000000	\$683.38
09/20/2010	CHECK	995043	0982284335	-\$20.00
09/20/2010	CHECK	1158	0677961750	-\$25.00
09/20/2010	HSBC CARD SRVCS Online Pmt 100920 000000604612618		0007790000	-\$50.00
09/20/2010	CHK CARD PUR 619448 AMAZONMK AMAZONMKTPL AMZN.COM/BILLWA	619448	8990000000	-\$8.23
09/20/2010	CHK CARD PUR 677185 MICHAELB MICHAELBOYD HARRISBURG PA	677185	8990000000	-\$26.00
09/20/2010	POS PURCHASE 320009 GIANTFUE 255SSPRINGG CARLISLE PA	320009	8110000000	-\$30.75
09/20/2010	ATM CASH W/D 001398 SOVEREIGN 235N2NDSTR HARRISBURG PA	1398	8110000000	-\$40.00
09/20/2010	CHK CARD PUR 617217 AMAZON.CO AMAZON.COM AMZN.COM/BILLWA	617217	8990000000	-\$46.78
09/17/2010	DAILY BALANCE		000000000	\$930.14
09/17/2010	UGI UTILITIES UGI BILL SEP 17 216-774-6929-08		0007790000	-\$62.00
09/17/2010	ATM CASH W/D 002472 SOVEREIGN 17W.HIGHST CARLISLE PA	2472	8110000000	-\$100.00
09/17/2010	PA TREASURY DEPT PAYROLL 100917 181427821500048		0007790000	\$1,054.31
09/15/2010	DAILY BALANCE		000000000	\$37.83
09/15/2010	CARLISLE YMCA 7172432525 100915 203956520		0007790000	-\$52.00
09/15/2010	ATM CASH W/D 002313 SOVEREIGN 17W.HIGHST CARLISLE PA	2313	8110000000	-\$100.00
09/13/2010	DAILY BALANCE		000000000	\$189.83
09/13/2010	INTEREST CREDIT		000000000	\$0.01
09/13/2010	POS PURCHASE 384275 GIANTFUE 255SSPRINGG CARLISLE PA	384275	8110000000	-\$28.25
09/13/2010	ATM CASH W/D 007664 SOVEREIGN 269PENROSE CARLISLE PA	7664	8110000000	-\$40.00
09/09/2010	DAILY BALANCE		000000000	\$258.07
09/09/2010	CHECK	1151	0975388620	-\$200.00

	181427821500051			
07/22/2010	DAILY BALANCE		0000000000	\$17.89
07/22/2010	CHK CARD PUR 267255	267255	8990000000	-\$4.19
	APPLEBEES APPLEBEES9			
	CARLISLE PA			
07/19/2010	DAILY BALANCE		0000000000	\$22.08
07/19/2010	UGI UTILITIES		0007790000	-\$70.00
	UGI BILL JUL 19			
	216-774-8929-06			
07/15/2010	DAILY BALANCE		0000000000	\$92.08
07/15/2010	CARLISLE YMCA		0007790000	-\$52.00
	7172432525 100715			
	198409909			
07/14/2010	DAILY BALANCE		0000000000	\$144.08
07/14/2010	PPL EU ELEC SVC		0007790000	-\$26.00
	5192530087WS			
07/14/2010	CHECK	1137	0985406400	-\$160.00

Date	Description	Amount	Account	Balance
08/16/2010	ATM CASH W/D 000110 SOVEREIGN 17W.HIGHST CARLISLE PA	110	8110000000	-\$20.00
08/16/2010	ATM CASH W/D 003476 SOVEREIGN 235N2NDSTR HARRISBURG PA	3476	8110000000	-\$100.00
08/13/2010	DAILY BALANCE		0000000000	\$404.88
08/13/2010	PUR W/ CSH BK453148 GIANTFOO 255SSPRINGG CARLISLE PA	453148	8110000000	-\$22.26
08/10/2010	DAILY BALANCE		0000000000	\$427.14
08/10/2010	CHECK	1144	0981418640	-\$100.00
08/10/2010	ATM CASH W/D 003240 SOVEREIGN 235N2NDSTR HARRISBURG PA	3240	8110000000	-\$20.00
08/09/2010	DAILY BALANCE		0000000000	\$547.14
08/09/2010	Premier Cr Card CHECKPAYMT 100806 1141	1141	0007790000	-\$20.00
08/09/2010	TMobile Payment 1143	1143	0007790000	-\$73.46
08/09/2010	ATM CASH W/D 009824 SOVEREIGN 17W.HIGHST CARLISLE PA	9824	8110000000	-\$20.00
08/09/2010	POS PURCHASE 133394 GIANTFOO 255SSPRINGG CARLISLE PA	133394	8110000000	-\$38.19
08/09/2010	ATM CASH W/D 004561 SOVEREIGN 12NOBLEBLV CARLISLE PA	4561	8110000000	-\$120.00
08/09/2010	ATM CASH W/D 009745 SOVEREIGN 17W.HIGHST CARLISLE PA	9745	8110000000	-\$180.00
08/06/2010	DAILY BALANCE		0000000000	\$998.79
08/06/2010	CHECK	1142	0623343730	-\$152.00
08/06/2010	ATM CASH W/D 003099 SOVEREIGN 235N2NDSTR HARRISBURG PA	3099	8110000000	-\$60.00
08/06/2010	PA TREASURY DEPT PAYROLL 100806 181427821500049		0007790000	\$1,054.33
08/05/2010	DAILY BALANCE		0000000000	\$156.46
08/05/2010	CHECK	1140	0980739115	-\$100.00
08/05/2010	ATM CASH W/D 003027 SOVEREIGN 235N2NDSTR HARRISBURG PA	3027	8110000000	-\$60.00
08/03/2010	DAILY BALANCE		0000000000	\$316.46
08/03/2010	CARLISLE YMCA 7172432525 100803 200015597		0007790000	-\$4.00
08/02/2010	DAILY BALANCE		0000000000	\$320.46
08/02/2010	ATM CASH W/D 009634 SOVEREIGN 235N2NDSTR HARRISBURG PA	9634	8110000000	-\$100.00
08/02/2010	DEPOSIT		0614183670	\$315.39
07/27/2010	DAILY BALANCE		0000000000	\$105.07
07/27/2010	CHECK	995041	0987291930	-\$20.00
07/27/2010	Premier Cr Card CHECKPAYMT 100726 1139	1139	0007790000	-\$20.00
07/26/2010	DAILY BALANCE		0000000000	\$145.07
07/26/2010	POS PURCHASE 903477 GIANTFOO 255SSPRINGG CARLISLE PA	903477	8110000000	-\$25.58
07/26/2010	ATM CASH W/D 008772 SOVEREIGN 17W.HIGHST CARLISLE PA	8772	8110000000	-\$40.00
07/26/2010	ATM CASH W/D 008785 SOVEREIGN 17W.HIGHST CARLISLE PA	8785	8110000000	-\$180.00
07/26/2010	POS PURCHASE 765415 GIANTFOO 255SSPRINGG CARLISLE PA	765415	8110000000	-\$524.91
07/23/2010	DAILY BALANCE		0000000000	\$915.56
07/23/2010	POS PURCHASE 536178 GIANTFOO 3301TRINDLE CAMP HILL PA	536178	8110000000	-\$8.47
07/23/2010	ATM CASH W/D 008714 SOVEREIGN 17W.HIGHST CARLISLE PA	8714	8110000000	-\$20.00
07/23/2010	POS PURCHASE 441396 GIANTFUE 255SSPRINGG CARLISLE PA	441396	8110000000	-\$26.20
07/23/2010	PUR W/ CSH BK373814 USPS4134 228WALNUTST HARRISBURG PA	373814	8110000000	-\$101.98
07/23/2010	PA TREASURY DEPT PAYROLL 100723 1014070001500004		0007790000	\$1,054.32

Scvereign |  Santander

Anissa Paules
Personal Banking Representative III
Harrisburg

Mail Code: PA1-CBO-0035
235 North Second Street
Harrisburg, PA 17101
Tel: 717.221.3808 Fax: 717.236.6909
e-mail: apauls@sovereignbank.com