

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
Post Office Box 3265, 400 North Street
Harrisburg, PA 17105-3265

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SECRETARY'S BUREAU

September 30, 2010

RE: David Braitthwaite v. PPL Electric Utilities Corporation
No. C-2010-2153366

Dear Ms. Chiavetta,

A PPL letter dated September 24, 2010, signed by Kimberly G. Krupka, was sent to you with two enclosures; a Certificate of Satisfaction of Complaint and a Certificate of Service, both signed by Ms. Krupka.

The letter and enclosures indicate my complaint has been resolved. It has NOT been resolved. In the phone conference with the Honorable Judge on September 24, 2010, I said I did not wish to have a hearing and I did not wish to withdraw my complaint.

I did not wish to have a hearing to be told again the information I was given by Ms. Krupka. She clearly stated to me on the phone that she cannot change the RTS rate. However, I still have a complaint and do not wish to withdraw it.

I bought a 4 Star Energy home, very proudly, in 1989 that used storage heat on all three floors. The storage heat system and the RTS rate to conserve energy would make me as "green" as possible at the time. The system was guaranteed for one year and if PPL changed the system within 10 years they would pay their customers \$50 per month up to the 10 years. This said to me that PPL was committed to the greening of our power usage and if not this system then they would commit to something better. In 2009 however, after 20 years of satisfactory use, PPL started sending letters stating our system was old, outdated, and inefficient and that the RTS rate was going away. Neophyte that I am I did not keep those letters to show you.

I called and spoke to PPL representatives on several occasions including 12/7 and 12/18, 2009. I also received calls from PPL reps. I wanted to know what were they suggesting as newer and more efficient systems. The only response I got was that the newer heat pumps had a much better SEER rating than the old pumps. The fact my system does not have a heat pump made no difference and did not change the information they gave me.

I investigated heat pump systems I could install to become more efficient. I found that it would cost me about \$15,000 to remove my storage heat system and install a heat pump system. The matter is made more complicated because there are no air ducts with the storage heat system and I have a three story townhouse. \$15,000 more than wipes out all the savings I may have made over the 20 year use of the system. I do have a valid complaint.

So, here I sit on a fixed income with an “outdated and inefficient system” that now costs me about double what it used to cost and with promises the costs will increase even more. To change my system to something PPL thinks is more efficient will cost me \$15,000 and remove all the savings I realized over the past 20 years. I think I have been violated.

If PPL cannot change the RTS as Ms. Krupka has said then I want some PPL assistance in changing to a heat pump system. The PPL technical expert that participated in the phone call said the new equipment would cost about \$4800, and then there is removal of the old system and installation of the new system. Those numbers compare favorably with what I found.

To consider this case “Resolved” I want at least \$10,000 for a new system.

Sincerely,



David Braithwaite
65 Stones Throw
East Stroudsburg, PA 18301

Copy:

Kimberly G. Krupka via e-mail
kkrupka@grossmcginley.com

David Braithwaite
65 Stones Throw
East Stroudsburg, PA 18301

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