

November 30, 2010

From: Colette Hughes
85 Mount Bethel Drive
Scott Township, PA 18411

To: Secretary, PA PUC
PO Box 3265
Harrisburg, PA 17105-3265

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Reference: Colette Hughes v. PPL Electric Utilities Corporation
Utility Account # 13831-20000
(Gross McGinley, Attorneys At Law) Docket No. C-2010-2207857

Dear Secretary,

Thank you for assisting with addressing my outage problem thus far. I have received copy of Gross McGinley's report dated November 23, 2010 regarding PPL's response:

"The momentary interruptions that Complainant experiences were caused by events beyond PPL's control. Examples of common interruption causes are storms resulting in wind and lightning, trees outside the right of way contacting PPL lines, animals contacting PPL lines, failure through routine wear and tear on inherently sensitive system facilities (fuses, switches, etc.), etc."

I disagree with PPL's response for the following reasons:

- If said trees outside the right of way are in fact contacting PPL lines, PPL has made no effort in over 30 years to remove problem trees.
- The temporary outages are experienced by other home-owners throughout the town of Justus and Scott Township.
- Neighboring municipalities serviced by PPL do not experience such outages.
- Current outage problem still persists. Most recent outages were November 9, 2010 between the hours of 11:45 AM and 2:00 PM, November 14, 2010 at approximately 7:01 AM, and November 18, 2010 at approximately 6:35 AM.
- Outages do not usually occur during high winds and/or lightening, and/or storms. Outages do occur randomly.

PPL's response also lists: "PPL is, by Code, required only to provide service that is "reasonably continuous" and without "unreasonable interruption." That reply is ambiguous since it does not specify what is "reasonable continuous" and/or what is "unreasonable interruption." Therefore, in order to clear that up, I request...

- ... a thorough report from PPL which lists all of my outages during the last 12 months,

- ... the report to include specific reasons for all outages (ie: cars hitting poles knocking out power, electrical storms, non-emergency temporary outages, etc.),
- ... if the report shows 10 or more temporary outages during that period, I want to know if PUC considers that amount to be excessive,
- ... the report disclose whether neighboring PPL customers are experiencing the same amount of temporary outages,
- ... the report include the total outages per household in Scott Township during the last 12 months and includes specific reasons for such outages,
- ... the report lists the average amount of temporary outages for all households in Scott Township, PA, and how my outages compare to other households.

PPL also responded with this quote by Judge Weismandel: *"If this was a perfect world equipment would never fail and electric service would never be interrupted... This is, however, the real world and equipment wears out and breaks and electric service is interrupted as a result. This is just a fact of life."*

Although Judge Weismandel deserves respect, the comment about "the real world" does not reflect the true nature of my complaint. In the "real world," adjoining communities do not experience the same problem and/or for as long as I have. It is a fact (of life) that everything in my complaint is true and has been ongoing for over three decades. Furthermore, in the "real world" good service (not perfect, of course) is reasonable and expected. It is my experience that PPL has not met/maintained reasonable expectations of good service.

I stand by my initial complaint. I do not want this problem to continue for another 30 years and I hope the PUC will resolve it once and for all. Thank you for your time and consideration. I look forward to your reply.

Sincerely,



Colette Hughes



C Concepts

Your cure to a cleaner home!

85 Mount Bethel Drive
Scott Township, PA 18411

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

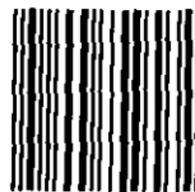
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