

# Thaddeus T. D'Ambrosia

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2736 Massachusetts Court  
Harrisburg, PA 17112-9176

December 2, 2010

Secretary  
PA Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105

RECEIVED  
2010 DEC -6 AM 10:36  
PA P.U.C.  
SECRETARY'S BUREAU

Re: F-2010-2181822  
Multiple Requests For Discovery Documents

Dear Secretary:

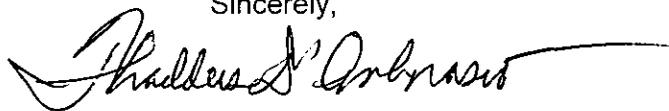
Attached are several documents relating to my complaint, which were forwarded to you by PUC Claims Investigator Harold Williams, Jr. on July 15, 2010. To date, PPL has not provided the discovery documents that I have requested on multiple occasions.

Specifically, I have requested copies of a series of e-mails commencing on or about September 10, 2009, and April 30, 2010 from PPL's Quality Assurance Department. These e-mails are referenced in the June 25, 2010 and July 8, 2010 letters from PPL's Debra M. Thiel to me. Ms. Thiel states in her letter of July 8<sup>th</sup> that she did not retain copies of the e-mails in "her" personal files; however, she has not responded to several phone calls that I made to her asking that she obtain the e-mails from PPL's Quality Assurance Department.

I did not ask for any of Ms. Thiel's "personal files." I believe her response to be disingenuous and evasive of the formal discovery of these records. These PPL e-mails are vital to my complaint, and I believe that they will show that many other PPL Customers were affected by PPL's "computer errors." I respectfully request that you obtain the documents at issue from PPL as a part of the discovery process and forward them to me.

I would also like to make a motion that my original complaint, C-20077882 be reopened as a part of this current investigation...PPL has pointed to "Computer Error" too many times for their actions to be coincidence.

Sincerely,



Thaddeus T. D'Ambrosia

**PPL Electric Utilities**  
827 Hausman Road  
Allentown, PA 18104-9392  
Tel. 800.342.5775 Fax 484.634.3484  
www.pplweb.com



July 8, 2010

Thaddeus D'Ambrosia  
2736 Massachusetts Court  
Harrisburg, PA 17112

**Subject: PPL Account 59033-33376  
PUC Formal Complaint**

Dear Mr. D'Ambrosia

This letter is in response to your request for copies of e-mails from 09/10/09 and 04/30/10. Unfortunately, I didn't retain a copy of the e-mail from 09/10/09 since the account was noted when the action was taken to remove the hold on your account. I searched my personal files and I located the e-mail sent to me from the PUC investigator on 04/28/10. I responded back to the PUC on 04/29/10 and noted your record on 04/30/10. A copy of the e-mail communication to and from the PUC investigator is enclosed. There were no other e-mails sent to me from the PUC regarding your account.

On 05/04/10, we received the decision from the PUC to reinstate your payment agreement terms of \$20 monthly plus current bills starting with you May due date.

If you have any questions about the information I've provided, please do not hesitate to contact me at 484-634-4451.

Sincerely,

*Deborah M. Thiel*  
Deborah M. Thiel  
PPL Electric Utilities

**Thiel, Deborah M**

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**From:** Thiel, Deborah M  
**Sent:** Friday, April 30, 2010 7:43 AM  
**To:** Thiel, Deborah M  
**Subject:** FW: BCS#2607995/D'AMBROSIA, Thaddeus/Acct #5903333376

-----Original Message-----

**From:** Thiel, Deborah M  
**Sent:** Thursday, April 29, 2010 7:31 AM  
**To:** 'Williams, Harold'  
**Subject:** RE: BCS#2607995/D'AMBROSIA, Thaddeus/Acct #5903333376

Harold: It looks like our system marked the payment agreement as kept on 9/10/09 - I'm not sure why - I'll need to have our technical folks look at it. I'm ok if you write a decision to resume the \$20 + current bills. I'm not sure the customer would want budget since he wasn't on the plan before. Did you still want us to get a statement to you?

Deb

-----Original Message-----

**From:** Williams, Harold [mailto:hwilliams@state.pa.us]  
**Sent:** Wednesday, April 28, 2010 9:49 AM  
**To:** Thiel, Deborah M  
**Subject:** FW: BCS#2607995/D'AMBROSIA, Thaddeus/Acct #5903333376

-----Original Message-----

**From:** Williams, Harold  
**Sent:** Tuesday, April 27, 2010 9:36 AM  
**To:** 'PUCInquires@pplweb.com'  
**Subject:** BCS#2607995/D'AMBROSIA, Thaddeus/Acct #5903333376

ATTN: Lyndsey Mowery

This ratepayer filed a formal complaint on 6/20/2007 and was to pay his current bill plus \$20.00 on a \$2031.42 re-billing beginning 9/21/2007. PPL records of 10/29/2009 are documented that the \$2031.42 was satisfied but the ratepayer disputes this and wants the current bill plus \$20.00 reinstated as he states it was never paid to a zero balance. Please provide an Account Statement from 9/1/2007 to 8/4/2008 and let me know when the \$2031.42 was paid off, if it was. And if not, is PPL willing to continue on with the current bill + \$20.00 payment arrangement of the C-20077882 formal complaint that was closed 8/31/2007. Thanks, Harold

PPL Electric Utilities  
827 Hausman Road  
Allentown, PA 18104-9392  
Tel. 800.342.5775 Fax 484.634.3484  
www.pplweb.com



June 25, 2010

Thaddeus D' Ambrosia  
2736 Massachusetts Court  
Harrisburg, PA 17112

**Subject: PPL Account 59033-33376  
PUC Formal Complaint**

Dear Mr. D' Ambrosia

Per our telephone conversation on June 22, 2010, below are the events that led to cancellation of your prior PUC Payment Agreement and the filing of your recent complaint:

07/12/07 – Received notice that you filed PUC Formal Complaint Docket No. C-20077882. A hold was placed on the account (to prevent collection activity) pending resolution of the complaint.

07/31/07 – You spoke with a Company Representative and agreed to a reduced rebilled amount on the account shown above from \$2,539.28 to \$2,031.42. You also agreed to pay \$20 monthly toward this balance along with your current bills until the bill was paid in full. These terms were established to settle the formal complaint above.

08/03/07 – Certificate of Satisfaction mailed to you with the settlement agreement terms (copy enclosed).

08/09/07 – The credit of \$507.86 was applied to your account and the payment agreement terms above were entered in our Customer Service System.

09/10/09 – Received an e-mail from our Quality Assurance Department to close Formal Complaint hold on the account since the issues had been resolved in August 2007.

09/10/09 - When the Formal Complaint hold was removed, the payment agreement terms were reviewed. Because the sum of payments received exceeded the original agreement amount, the payment agreement was marked kept.

10/06/09 - You contacted us about your bill. A Company Representative saw the kept status and attempted to set up a payment agreement. You indicated you had set up a PUC payment agreement (which was correct) and would contact the PUC to reinstate the terms.

7/2/10  
5032e-mnt. - Deb Thad  
484-634-4451 - Requested email # 9/10/09,  
Reply to PUC 4/30/10

10/09/09 – Because there was no longer a payment agreement on record, a termination notice was generated for on or after 10/22/09 for a balance of \$1,427.47.

10/19/09 – You spoke with a Company Representative about the notice and asked to speak with a supervisor. We agreed to review the account and have a supervisor call you back. A supervisor made two attempts to contact you. We were also notified that you filed a complaint with PUC. We placed a hold on the account pending resolution of your complaint.

04/30/10 – I received an e-mail from the PUC investigator asking if the PUC payment agreement was satisfied. I explained that the PUC payment agreement was marked kept due to a technical error and recommended reinstatement of the original terms of \$20 monthly plus current bills.

05/04/10 – Received the PUC decision to reinstate the original terms starting with the 5/26/10 due date.

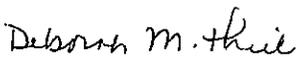
05/06/10 – Payment agreement terms were entered in our Customer Service System and the PUC complaint hold was removed.

06/18/10 - Received notice that you filed PUC Formal Complaint Docket No.F-102181822. A hold has been placed on the account (to prevent collection activity) pending resolution of your complaint.

To summarize, our delay in removing the hold is the primary reason that your payment agreement was marked kept, in error. Had we removed the hold when we entered the agreement terms in August 2007, the payment agreement review would have occurred monthly.

I apologize for the error and the time you've had to spend to get the payment agreement reinstated. I've enclosed a statement of account which shows your billing and payment history.

Sincerely,



Deborah M. Thiel  
PPL Electric Utilities

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**F-2010-2181822**

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**From :** Thaddeus T. D'Ambrosia <tdambrosia@comcast.net>  
**Subject :** F-2010-2181822  
**To :** hwilliams@state.pa.us

Wed Jul 14 2010 2:43:47 PM

 1 attachment

Dear Mr. Williams:

I am writing regarding the above-captioned complaint, which I filed with the PUC. I have attempted several times to obtain documents from PPL that are relevant and necessary for me to pursue the complaint further. In particular, I am in need a series of September 10, 2009 e-mails (with accompanying attachments, replies, forwards, etc.) from PPL's Quality Assurance Department. These e-mails are referenced in the June 25, 2010 and July 8, 2010 letters from PPL's Debra M. Thiel to me.

In her July 8, 2010 letter, Ms. Thiel indicates that she does not have a copy of the e-mails that she referenced in her June 25, 2010 letter.

It appears that she has not provided copies of either of her response letters to you, so they are attached for inclusion with my complain file.

Would you kindly request the e-mails at issue from PPL as a part of the discovery process involving my complaint.

Thank You.

Thaddeus T. D'Ambrosia  
2736 Massachusetts Court  
Harrisburg, PA 17112

717-350-9227

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 **Dambrosia v. PPL F-2010-2181822.pdf**  
151 KB

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**FW: F-2010-2181822**

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**From :** Harold Williams <hwilliams@state.pa.us>

Thu Jul 15 2010 10:17:10 AM

**Subject :** FW: F-2010-2181822 1 attachment**To :** 'tdambrosia@comcast.net' <tdambrosia@comcast.net>

Good morning Mr. D'Ambrosia: A review of the Public Utility Commission (PUC) files reveals that you filed the above formal complaint with the PUC on 6/9/2010. As you have filed a formal complaint you must contact Secretary, Pa Public Utility Commission, P.O. Box 3265, Harrisburg, Pa 17105 with any concerns in reference to your complaint as my office was the informal complaints section and as your complaint BCS #2607995 was closed on 5/4/2010 there was no need for PPL to provide the letters of 6/25/2010 and 7/8/2010 to PUC/Bureau of Consumer Services (BCS). Your e-mail w/atc'h's has been forwarded to the Secretary's Office...Harold Williams, Jr., Utility Complaints Investigator

-----Original Message-----

From: Thaddeus T. D'Ambrosia [mailto:tdambrosia@comcast.net]

Sent: Wednesday, July 14, 2010 2:44 PM

To: Williams, Harold

Subject: F-2010-2181822

Dear Mr. Williams:

I am writing regarding the above-captioned complaint, which I filed with the PUC. I have attempted several times to obtain documents from PPL that are relevant and necessary for me to pursue the complaint further. In particular, I am in need a series of September 10, 2009 e-mails (with accompanying attachments, replies, forwards, etc.) from PPL's Quality Assurance Department. These e-mails are referenced in the June 25, 2010 and July 8, 2010 letters from PPL's Debra M. Thiel to me.

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Harrisburg, PA 17112

717-350-9227

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**Dambrosia v. PPL F-2010-2181822.pdf**

151 KB

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**Re: F-2010-2181822**

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**From :** Thaddeus T. D'Ambrosia <tdambrosia@comcast.net>  
**Subject :** Re: F-2010-2181822

Thu Jul 15 2010 11:36:33 AM

**To :** Harold Williams <hwilliams@state.pa.us>

Thank you for the information and for forwarding my correspondence.

Thaddeus T. D'Ambrosia  
2736 Massachusetts Court  
Harrisburg, PA 17112

----- Original Message -----

From: "Harold Williams" <hwilliams@state.pa.us>  
To: "tdambrosia@comcast.net" <tdambrosia@comcast.net>  
Sent: Thursday, July 15, 2010 10:17:10 AM  
Subject: FW: F-2010-2181822

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Sent: Wednesday, July 14, 2010 2:44 PM  
To: Williams, Harold  
Subject: F-2010-2181822

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