

February 12, 2011

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Margaret Katz and Alan Katz for Michael Katz v PPL Electric Utilities Corporation No. F-2010-2211384

**Reply to January 13, 2011 Motion to Dismiss Complaint filed by
Kimberly G. Krupka of Gross-McGinley for PPL Electric Utilities**

The 1/13/11 motion states that the only individual legally able to file a Formal Complaint with the **Public Utilities Commission** is the ratepayer. It is our contention, that the ratepayer in this case was **Stanley Katz** until he died in March, 2007. After his death, **Margaret Katz** assumed paying for Michael's bills, including his electric bill while residing at 3350 Airport Road -- #56 in Allentown. When **PPL** failed to send a bill to Margaret as well as Michael when requested, we were unaware his bill wasn't being paid. We contend that had this request been honored, **his bill would of never accumulated to over \$3,000!**

Failing this request, **PPL** initially had the opportunity to call or write Margaret in regard to a bill that wasn't being paid. Rather than make this simple inquiry, PPL actually refused to share any information with me in regard to Michael's account, after I discovered his bill had accumulated to over \$2,500 and wasn't being paid. PPL had persisted for over 3 years with their efforts to deal primarily with an individual with Aspergers Syndrome. **This course of action by PPL is what caused Margaret's bill to accumulate in the first place** -- and now they expect Michael to be the one to file a Formal Complaint!

In a phone call in January with **Tim Newman** of **PPL**, Mr. Newman mentioned that the threshold for **PPL** to take action on non-payment of a bill and send a 10-Day Shut-Off Notice is **between \$250 and \$350**. With the upper limit of this threshold in mind, we'll now concede to pay \$350

above and beyond what's owned for electricity consumption each month to settle this account.

Please keep in mind that once Michael's bill exceeded \$350, **PPL** failed to send a **10-Day Shut-Off Notice** to either Margaret or Michael. Instead, they allowed his bill to accumulate to over \$2,500 because Stanley Katz had such a great credit history. **This clearly is an admission that Stanley Katz and then Margaret Katz, was the ratepayer and the individual to be contacted once Michael's bill exceeded \$250.**

5. REVISED RELIEF

How do you want your complaint to be resolved?

Intervene on our behalf to have **PPL** eliminate the huge balance (\$3,017.36 minus \$350.00 equals **\$2667.36**) that was allowed to accumulate due to the negligence of **PPL Electric Utilities**. We feel we are not obligated to, nor have any interest in setting up a budget plan to pay off this huge balance. If **PPL** had done as requested from the very beginning, there would be no huge bill to pay for now.

As the commission is reviewing our Formal Complaint, please take the following into account:

- In a January 6, 2011 phone conversation with **Hyun Kim-Blout** of **PPL** before the telephone resolution conference, Ms. Kim-Blout persisted in engaging me to discuss our case, **despite me saying over and over again that I would not discuss the case until she read my June 17, 2010 letter to PPL.**
- In subsequent phone conversations once she and Mr. Newman had received my letter, and during the 1/12/11 resolution conference with Ms. Krupka, **I was told repeatedly that the PUC had already decided our case and was pressured to drop our complaint.** The fact was that the PUC had made a decision in our Informal Complaint but not the formal one.

When I brought this up, I was told that from their experience, they believed the commission would certainly rule against us. **I definitely did not appreciate being lied to, and then unduly pressured to drop the complaint because PPL refuses to own up to their negligence in handling Margaret's account from the very beginning.**

- With the way **PPL** has handled their accounts in the past, and apparently still does so, a property rental owner who agreed to pay for electricity when a tenant first moved in could through just a phone call, tell **PPL** to have the account placed with and then mailed to the tenant, without informing the tenant beforehand. After this call, **PPL** then chooses to deal solely with the tenant, and hold that individual responsible for all charges related to that account.

As unbelievable as that sounds, this is the type of thing that can happen when **the only way an account can be started or transferred is by phone** -- there is actually no PPL office or physical address to go to. It's clear to me that in our instance, and I suspect potentially many more, **this manner of conducting business has or would cause similar problems to that which we have experienced.**

- I believe that because **PPL is a monopoly** (apparently they are the only provider for electricity in Michael's area) **they are in an unfair position to get away with adopting such unprofessional and negligent policies, and terrible service.**

In reviewing this Formal Complaint, please take everything into account including the points highlighted in our Informal Complaint and particularly the **6/17/10 letter sent to PPL.**

Sincerely,



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cc:

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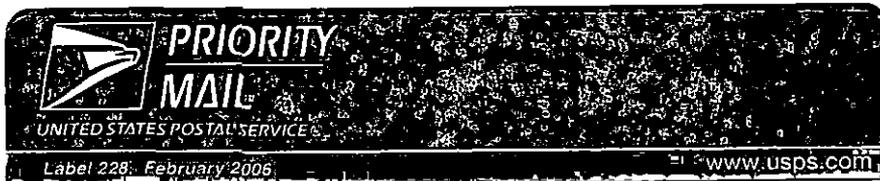


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