

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print in ink or type.

1. CUSTOMER (COMPLAINANT) INFORMATION

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

Name Eileen Dewey

Street/P.O. Box 114 Memorial Apt # 5

City Exeter State PA Zip 18643

County Luzerne

Daytime Telephone Number Where We Can Contact You: 570 313 1866

E-mail Address (optional): moviebuff67@verizon.net

Utility Account Number 79911 12010 (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 N/A

City State Zip

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

PPL Electric

2011 JUN 15 AM 9:55 SECRETARY'S BUREAU

3. TYPE OF UTILITY (check one)

[X] ELECTRIC

[ ] STEAM HEAT

[ ] GAS

[ ] WASTE WATER

[ ] WATER

[ ] MOTOR CARRIER

[ ] TELEPHONE

(e.g., taxi, moving company, limousine)

(local, long distance)

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.

A PPL Employee Came to our home + took the meter. Never knocked on the door. When she did that the power surge fried my BRAND NEW Laptop. ITS unfixable. She told me a ~~to~~ New one was being installed because the old one wasn't transmitting properly. For 18 mos our bill was estimated (it was) I wanted our electricians to look at it + removed 3.476<sup>00</sup> from our bill. PPL would reply they 2001 month. all of a sudden the charges re-appeared + Late charges added. They keep adding Late Fees even when I had

Open complaints they continually raise  
our bill in the winter, (we do not have  
Electric heater or Elec. Hot water)  
they will NOT Remove Gateway energy  
& we do NOT owe this \$, I have  
Numerous health issues they  
continue to add charges & threaten  
will NOT Reply to my requests.  
Recently they expected me to  
Pay 1,000\$ by June then 750  
Plus current Bell. We cannot  
afford it. What we do owe (its not  
5,000) we want an affordable  
Agreement

5. RELIEF

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

I want the <sup>old</sup> meter examined  
by an electrician. We can  
afford \$100 plus current bill  
But theres no way we can pay  
\$1,000<sup>00</sup> a month. My next step  
is my Lawyer, Local TV &  
The Gov. Ofc.

How am I to pay this much  
on the Disability I get each month?

**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.

*I have put in writing all complaints  
& PPL NEVER Replies*

**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:** Green Dewey, 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).

[Signature] (Signature)                      6/10/11 (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 <sup>nd</sup> 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.**

my charges for this month were 129<sup>58</sup>  
yet I'm charged 2,799? Why??



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

May 31, 2011

BCS 2801528

EILEEN DEWEY  
114 MEMORIAL STREET  
EXETER PA 18643

Dear Sir/Madam:

EASE  
FILE

Please know that because you did not file an appeal with the Commission in the time period given to you, the Informal Decision you received from the Bureau of Consumer Services has become final. This means you must continue to make payments to the utility company and comply with the terms as stated in the Informal Decision. This also means that the company now has the right to terminate your utility service in accordance with the Commission's rules and regulations if you fail to comply or make payments.

Even though the company may now terminate your service, you still have the right to file a formal complaint with the Commission. However, please know that the filing of such a complaint will not stop the termination of your service. You must comply with the terms and payment arrangement of the Informal Decision.

Sincerely,

EASE  
FILE

Rosemary Chiavetta  
Secretary

nvl

cc: PPL UTILITIES

this MOST certainly  
was filed on  
Time

EASE  
FILE

EASE  
FILE

EASE  
FILE



Mrs. Gregory Dewey  
114 Memorial St.  
Exeter, PA 18643



Secretary - P.U.C  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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