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File #: 2507/140056

November 14, 2011

Rosemary Chiavetta  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**RE: Pennsylvania Public Utility Commission Law Bureau Prosecutory Staff v. PPL  
Electric Utilities Corporation  
Docket No. M-2011-2196342**

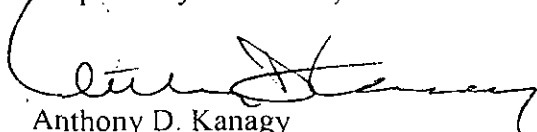
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Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code § 5.591, PPL Electric Utilities Corporation hereby files a Report of Compliance in the above-referenced proceeding.

Please direct any questions with regard to this matter to the undersigned.

Respectfully Submitted,



Anthony D. Kanagy

ADK/skr  
Attachment  
cc: Michael L. Swindler

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SECRETARY'S BUREAU

Pennsylvania Public Utility Commission :  
Law Bureau Prosecutory Staff : Docket No. M-2011-2196342  
v. PPL Electric Utilities Corporation :

## REPORT OF COMPLIANCE

Pursuant to the Regulations of the Pennsylvania Public Utility Commission ("PUC"), at 52 Pa. Code Section 5.591, PPL Electric Utilities Corporation ("PPL Electric") hereby files its report of compliance.

On October 14, 2011, the PUC entered a final order in the above-captioned proceeding. In that order, the PUC approved a settlement of the case without modification. Under paragraph 31 of the settlement, PPL Electric agreed to undertake a number of initiatives. With the exception of the two items discussed below, PPL Electric has met or complied with all of those requirements.

Subsection c of paragraph 31 provides that, "PPL will implement a new voice analytics system by July 2011." PPL Electric has been working on implementation of a new voice analytics system, but was not able to complete and implement the system by July 2011. The Company is continuing to work on the project and expects to implement the new system by March 2012.

In addition, subsection g of paragraph 31 provides that, "PPL will pay a civil settlement amount of five thousand dollars (\$5,000) to resolve the alleged violations uncovered by this informal investigation. Said payment shall be made by certified check to "Commonwealth of Pennsylvania" and presented to the Commission within thirty (30) days of the date of the Order approving this settlement." PPL Electric has experienced some delay in obtaining a cashier's check and expects to submit a cashier's check to the PUC by November 18, 2011.

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SECRETARY'S BUREAU

**VERIFICATION**

I, Timothy R. Dahl, being the Manager – Regulatory Programs & Business Services at PPL Electric Utilities Corporation, hereby state that the facts above set forth in the Report of Compliance are true and correct to the best of my knowledge, information and belief and that I expect that PPL Electric Utilities Corporation will 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.

Date: 11-14-11

Timothy R. Dahl  
Timothy R. Dahl

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