

Stefan Cohen  
388 Tamarack Dr  
Allentown, PA 18104  
(610) 336-7505

December 29, 2011

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor North  
PO Box 3265  
Harrisburg, PA 17105-3265

RE: Docket # C-2001-2276818

Dear Ms. Chiavetta,

Enclosed is a copy of the response to the complaint I filed from Post & Schell a law firm representing PPL Electric Utilities Corporation. This response was a request made to you to deny my complaint. I respectfully ask you to set aside their request based on the following facts that had been previously cited.

#4 states PPL, Admitted in part and denied in part. My dates may have been confused but we were without power for four (4) day and several hours and power was restored at approximately 9:20 PM that evening. That is not correct; we have had outages every winter since moving to this residence (May of 2005). PPL records do not go back electronically for more than three (3) or four (4) years and further records are archived which I'm sure the attorney's did not pursue, this is based on a statement during a phone conversation with a representative of PPL, Arron Lynn, who stated that after PPL restructured the records were not maintained up to date electronically. The statement made by PPL counsel is also incorrect the outages at my residence last for two to three days on prior occurrences. My neighbor's outages last for maybe 3 to four hours. Attached please find a letter from David DeCampil. As per the issue of the power grid, Kristen from Customer Service at PPL's 800 number, who did not give me her last name and would not provide an employee number gave me this information.

PPL attorney's cite in #4, paragraph 2 that my house is located on phase 1 and the majority of my neighbors are served on phase 2. To me and any reasonable person this would be a different power grid.

#4, paragraph 3 denied averments regarding maintenance practices. Again, Kristen, PPL customer service representative stated that PPL does not have the right to go on private property to maintain the power line and keep them free from obstruction.

#4, paragraph 4, Again this is incorrect. Apparently PPL wasn't taking reasonable steps to mitigate the interference with power lines from foliage, just based on the amount of tree limbs

RECEIVED  
2012 JAN -3 AM 10:55  
PA.P.U.C.  
SECRETARY'S BUREAU

PPL had to cut after the storm. Let's use a reasonable person standard, would a reasonable person believe that maintenance was being performed, if so why there was so many tree limbs cut down after the fact, and what proof is PPL willing to provide showing their vegetation department was actually doing their proposed function.

#4, paragraph 5, attorney's who are not tax lawyers or CPA's should stay away from citing incorrect information. Power lines have a class life and thus could be depreciated. Taking depreciation, which would have to be recaptured at the time of sale based on sale price a FMV, could result in a capital gain, which is unlikely. However, depreciating the asset reduces the net income of a corporation, thus the corporation would pay less taxes (Internal Revenue Code 167, 168, 1017, 1239, 1245). It was only a suggestion to upgrade it's aging delivery system, not an accusation.

#6, states that they are immune from under the Protection from Abuse orders. Have you ever parked in garage where you pay a fee and they had you a stub. The stub clearly states that the parking facility is not responsible for damages during the time it is parked in their facility under their control. This is a statement that bears not legal legitimacy. Just as PPL states they cannot be liable for any damages incurred by a paying customer due to their lack of providing service. That is absolutely ludicrous.

PPL Electric Utility Corporation holds a monopoly when it comes to providing electricity to the area which I reside in. Therefore based on this PPL should be held, in my opinion to a higher standard of maintaining their delivery system. As for our home being on a different power grid they denied that but at the same time acknowledge we are.

The bases of my complaint is not for monetary damages, although it should be due to the lost refrigerated and frozen foods we lost (over \$200), but what will PPL do to correct the power outage that my home and the few other homes have while the majority of our neighbors are not affected or slightly affected.

Sincerely,  
  
Stefan Cohen

PA, P.U.C.  
SECRETARY'S BUREAU

2012 JAN -3 AM 10:55

RECEIVED

RECEIVED

2012 JAN -3 AM 10:55

PA.P.U.C.  
SECRETARY'S BUREAU

November 22, 2011

Mr. Stefan Cohen  
388 Tamarack Drive  
Allentown, PA 18104

Dear Mr. Cohen:

Thank you for your letter concerning the recent snow storm on October 29, 2011 and the subsequent power restoration. This has been a trying year for our valued customers, such as yourself, as well as our company. Please accept my sincere apologies for the inconvenience this has caused you.

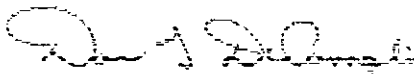
You make excellent points regarding the analysis of past outages to improve reliability and the need to upgrade aging power distribution infrastructure. PPL Electric Utilities has various programs in place that help identify specific areas where improvements should be made, and we plan to spend \$3.4 billion on upgrades throughout the system between this year and 2015. We also work to ensure that trees located along our overhead distribution lines are adequately trimmed in order to prevent outages. Unfortunately, during severe weather events, trees located outside our right-of-way can often cause unforeseen damage. PPL Electric Utilities will spend about \$30 million this year on transmission and distribution vegetation management.

There are several reasons why we build our facilities overhead as opposed to underground. Constructing underground electrical facilities costs five to ten times more than it does to install comparable overhead infrastructure. Widespread underground construction would have a significant financial impact on customers, as well as involve major disruption along roads and public areas where overhead facilities are located. Maintenance-wise, underground cables are more difficult to troubleshoot and repair, which can mean potentially longer outage durations for conductors placed underground rather than overhead.

I have asked the Reliability Supervisor for the Lehigh Region, Aaron Lynn, to investigate ways to prevent outages on the distribution line which serves you. Aaron will be in contact with you to discuss his plan and talk about any further questions you may have. Aaron can be reached by telephone at 484-634-3102.

Again, thank you for taking the time to contact PPL regarding your concern.

Regards,



David G. DeCampii

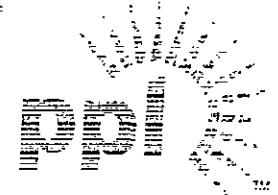
David G. DeCampii  
President

PPL Electric Utilities  
Two North Ninth Street, GEN15  
Allentown, PA 18101-1179  
Tel: 610.774.4247 Fax: 610.774.2851



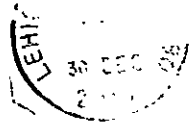
David G. DeCampii  
President

PPL Electric Utilities  
Two North Ninth Street (GEN15)  
Allentown, PA 18101-1179  
Tel: 610.774.4247 Fax: 610.774.2851  
dgc@ppl.com

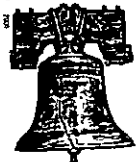




Cohen  
388 Tamarack Dr  
Allentown, PA 18104



USA FIRST-CLASS FOREVER



USA FIRST-CLASS FOREVER

RECEIVED

2012 JAN -3 AM 10:55

PA.P.U.C.  
SECRETARY'S BUREAU

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
400 N Street, 2<sup>ND</sup> Floor North  
PO Box 3265  
HARRISBURG PA 17105-3265

171053265



Handwritten initials or signature in the bottom right corner.