

C-2011-2251413

ATT:

Judge Karkinar Dunderdale  
Pennsylvania Public Utility Commission

# 3 Pages including  
Cover sheet (3)

From

YASMIN BHATTI  
3101 Trexler Blvd  
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FEB 13 2012

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

SHAHID AKHTAR

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Thursday February 9<sup>th</sup>, 2012  
 Pennsylvania Public Utility Commission  
 Piatt Place, Suite 220  
 301 Fifth Avenue  
 Pittsburgh, PA 15222  
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PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU

Attn: Judge Katrina Dunderdale,

In our hearing today, you said that you couldn't read my handwriting and asked me what my complaint was about. I am now sending you a typed complaint so that there is no confusion. My complaint was about proving that PPL Electric Utility Company (hereon referred to as PPL) is committing fraudulent actions and has not followed the government's rules and regulations. The PPL Lawyer Kimberly G. Krupka called me twice and asked me if I wanted to make a settlement. I told Kimberly "Absolutely not. No settlement." That is why I am writing to you right now as well. I have been told by many people in the general public that PPL and other companies often prolong the time it takes for cases to be heard and try to get customers to settle simply by waiving the customer's bills for that year. I will somehow manage to pay PPL whatever I owe them and will not accept this type of settlement. The governor's office, attorney general's office, and I all expect that this hearing should be about deciding whether or not PPL has committed any fraudulent actions.

I have sent you copies of the checks I have written to PPL, the bills that PPL has sent me, my bank statements, and copies of two PPL Activities Sheets that total to be more than 167 pages (one which they sent me around the time of my first complaint and another that was sent to me by their lawyer a week before the hearing). You asked me to look for a specific date in which I could see \$500,000 listed under the "Balance Forward" column. You told that you saw it on your copy of the sheets, though I looked at every sheet that PPL sent me and I did not find this listed anywhere. In any case, my testimony states that I could not find it. It is possible that the PPL lawyer edited it and did not send me the proper pages. Additionally, on January 25<sup>th</sup>, 2010, PPL charged me for electrical services in addition to my regular bill. I have no knowledge of any electrical services being done nor was I ever asked about them which I questioned today during the hearing. The PPL lawyer had no answer. This is one factor that proves PPL is fraudulent. In all of the years that I have been with PPL my electricity was never shut off and I have never been notified of any electrical services being done.

Before the hearing when I spoke with your assistant, Sandy, she told me that you would only be presenting the PPL exhibits as a part of the hearing. I asked her why you would not be including the 167 pages that I sent you and she said that there were too many pages and that they were disorganized. I told her that the only things that were disorganized were the checks and that anyone could easily order them by date in 15 minutes. In the hearing today, you also said that

hey were not in order. I assure you that I called your assistant two days before the hearing and specifically asked her to take care of that. If she did not organize them, for you that is not my fault. Still, you will not be writing a decision for a few weeks and I'm sure that someone can still put them in order or I can send you another copy of the checks placed in the proper order so that you can make an accurate decision. Everything else that I send you is in order. The sequence of my checks and the PPL Bills that were addressed to me are extremely important evidence for you to be able to decide whether or not PPL abided by the government's rules or not. You said that you would send me my checks back, and I kindly request that you do not and that you keep them with you. Whatever your decision may be, I am determined to prove for my own sake and that of the general public that PPL has in fact done wrong to their customers including me. Again, under no circumstances will I accept the settlement of PPL in which they will waive the bills that were due since this case was first filed.

Before my complaint was filed, I went to PPL office at Hausman Rd. The PPL Security told me to leave and did not want to talk to me. I went to the parking lot and made a phone call to the governor's office. They told me to get in touch with the attorney general. Someone in the attorney general's office read my hand-written letter and referred me to a public utility commission in Harrisburg. The case was then somehow transferred to you and I gave you my testimony today. My testimony is very important because I told you the dates when the fraudulent actions by PPL had taken place. PPL has mistreated me as their customer for many years now and charged thousands of dollars that I did not owe to them. I am determined to spend as long as it takes to prove what PPL is really doing. This case is not about reaching a settlement and having PPL waive the bills since the case was filed. It is not about how rich or poor one is but rather it is about having the facts to prove whether or not PPL has committed any fraudulent actions. Please save my testimony and all of my paperwork, including this letter, as lawyers may want or need them so that they can analyze our telephone conversation and proceed accordingly in the future. Thank you for your time!

Yasmin Bhatti

 9/2/2012

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COMMONWEALTH OF PENNSYLVANIA

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