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2012 JUL 13 AM 10:05

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SECRETARY'S BUREAU

GERALD M. SERLIN
3124 Hemlock Farms
Lords Valley, PA 18428
570 775-7375

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

**Please refer this letter to the full PUC for their
consideration**

Re: Gerald Serlin v. PPL Utilities Corp.
File: C-2011-2257699

Dear Ms. Chiavetta:

Please be advised that I am the complainant in the above matter. I am also an attorney with over forty (40) years of litigation experience, including some against public utilities. I do not take exception to the findings of facts and conclusions of law rendered by the Administrative Law Judge. The hearing was fair, efficient (from my point of view) and the result was inevitable under the law as currently constituted.

The reason for this letter is to influence the Public Utility Commission (PUC) to create better and more efficient use of the complaint system, in order to serve the public better.

In this case, the complaint was on a very minor issue, which could probably have been remedied by the public utility at practically no cost to the utility, or the State and without increasing utility costs, thereby affecting the rates charged by the utility and permitted by the PUC, in the course of its normal review of rate request changes.

It is suggested by the undersigned that the PUC establish a rule that where the cost of the Administrative Law procedure is likely to exceed the amount in dispute, that the utility should offer as a settlement the amount required to correct the problem. In this case, I was never asked for an estimate of the cost of removing the threatening tree (about \$175.00). Instead, I was confronted by the attorneys with legal papers, sent by Federal Express, numerous telephone conversations, etc., not to mention the hearing itself. I would not be surprised to hear that the legal expenses incurred by the utility exceed \$5000.00. Nor would I be surprised to hear that the cost of the Administrative Law Judge alone, would far exceed the amount in dispute.

The point is, how does this affect the utility rates, which the PUC is empowered to regulate? In this regard, it must also be kept in mind that the subject of the complaint has not yet been addressed and the tree could still fall on the power lines, knocking out electricity to my neighbors and me. The lines would still have to be repaired by the utility and there could be incidental damages for which the utility would be responsible, in view of the fact that it had Actual Notice of the hazard, by reason of the current litigation. In other words, would it be better to require a

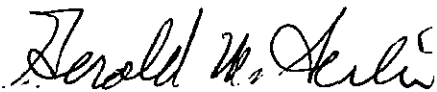
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cost study by the utility when it receives the complaint, of whether it would be less expensive to fix the problem (even if it has no liability); or to litigate the matter and win?

This letter is sent in good faith in an attempt to correct what I feel is a wasteful practice by the utility, which would likely require an increase in utility rates, thereby defeating one of the missions of the PUC: to keep rates as low as possible.


Yours truly,



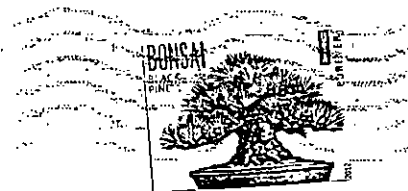
GERALD M. SERLIN

cc: Gross, McGinley LLP
53 South Seventh Street
Allentown, PA 18101
Attention: Kimberly G. Krupka, Esq.

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