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SEP 24 2012

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

MOON KIM  
501 CAMPBELL Way  
Tobyhanna PA 18466  
716 - 361 - 5741

Complaint Docket

F - 2012 - 22803 7

8 - 19 - 2012

To whom may it concern

I received, letter, from Kimberly Krupka Attorneys office, on 9/15/2012.

But I don't agree, with that, her's letter of page 2, this is not my file.

I did not applied, LIHEAP cash grant, and also did not received that, by on track customer, as of August 31, 2011 of last year, that, Kimberly Krupka told.

I just only once of 2/23/2009, that I received cash grant, and that was also from LIHEAP, directly paid to PPL, and I only received, receipt from LIHEAP (I attached, reference, of document that, I received, only receipt from LIHEAP, on 2/23/2009.)

Otherwise, I never apply cash grant again, but on 2011, I was stolen, my PPL acc. number, and my identity, so I reported that, to PPL and LIHEAP on 11/21/2011, but still you thought that as of August 31, 2011 of last year of LIHEAP cash grant, that might be someone who, stolen my identity and my PPL acc. number, and telephone number of LIHEAP, and who theaf, used my identity and applied LIHEAP cash grant, that might be possible, I think. so I want carefully investigate for my right and also, for justice of United States.

Additionally, I tell you, about on July, I received yellow post card from winter relief program, they told me - Be advised that you may be removed from on Track if we do not hear from you - , that was little of tension to me, and force feeling. So, I want keep continually, on track program, so call them, they gave to me, schedule date of on 7/5/2012, 9-10 AM.

So, I actually was not wanted to that, but waited appointment date of 7/5/2012, until 9-11 AM, but they didn't keep appointment. I was upset about that, and call them, they told me, schedule was changed, and gave me, other appointment date, of 7/17/2012, and on 7/17/2012 Rep. his name is Rich, came checked my appliance of refrigerator and hot heater

and light bulb, after that, he replace, from regular light bulb to 12 bulb of 'fluorecent' and put 'detector of propane Gas prevent plug tool' behind of fire place socket, and also he order, replace of refrigerator and hot heater.

But, only two small items, I received of service, but I was canceled of free uncomfortable expensive of 2 items, of refrigerator and hotheater, on 8/1/2012.

I tell you again, that service was on 2012 of this year, not on 2011, that she, who Kimberly Krupka Attorney, told about as of August 31, 2011 of last year.

She might be confused with winter relief program that I applied at once of by on track customer's duty of on track program of requirement; on 11/3/2011.

Reason of that, I serviced, 2 small items of 'fluorecent' bulb, and 'detector of propane Gas prevent plug tool'; but canceled replace of refrigerator and hot heater.

I don't agree with middle part of page 2, her's letter, she who, Kimberly Krupka said, (The CAP PLUS amount is effective from December 1, 2011, to October 31, 2012. This eight (\$8.00) amount was calculated by taking the amount of LIHEAP cash grants, received by on Track customers as of August 31, 2011 and dividing that amount by the number of active On Track account as of Sep. 30 2011, and then dividing by 12.) <sup>(from</sup> 'middle part of page 2, her's letter.

I tell you again, after at once, of 2/23/2009, LIHEAP cash grant, I never again, apply LIHEAP cash grant, until now, 2012.

so this is not my file, shall you check my file carefully, (specially of Date, and Year.) for make my Right, and also justice of this United States, please.

But still she who, Kimberly Krupka, thought that, she might be confused with, that I received 2 small items of 'fluorecent' and 'detector of prevent propane Gas plug tool' that I serviced, from winter relief program that I didn't wanted, but forcibly serviced.

she who, Kimberly Krupka said, (This eight (\$8.00) amount was calculated by taking the amount of LIHEAP cash grants, received by on track customers as of August 31, 2011, and dividing that amount by the number of active, on track account as of September 30, 2011 and then dividing by 12) from Her's letter.

\$ 8.00 x 12 months is only under \$ 100.00

from December 1, 2011 ~ October 31, 2012 for 1 year.

(include August 31, 2011 ~ September 30, 2011)

But this is not cash grant from LIHEAP.

Why she said, like this, I don't understand.

This is not my file. check please, might be, mixed up, with other file.

And also, she might be count, that, a small items' cost, calculated, by instead of that, with 12 months of \$ 8.00 CAP plus offset cost.

This count, also not my apply of cash grant from LIHEAP, but,

If that, shall I pay from 11, 2012, my affordable to pay of my son gift to me. to pay, on track agreement payment only \$ 61.00 without \$ 8.00, because still I don't affordable to pay of extra \$ 8.00, more.

And also, I really have to tell you, on 7/6/2012, I talked with PPL Representative, her's name is Gracella, she told me, I shall pay only \$ 61.00 of on track agreement payment, without \$ 8.00 from 11, of 2012. I was glad that, and I still trust her, but now, this letter is very disappoint to me.

Where she had from this information, and told me?

Very strange, and I must need, my Right, please carefully check, and concern, of my difficult circumstance, cause to that, I did bankruptcy on 2008.

Thank you for your concern.

Very truly

9-18-2012

(F-2012-2286037)  
COMPLAINT DOCKET  
MOON K. KIM



**pennsylvania**  
DEPARTMENT OF PUBLIC WELFARE

73 11 15

**RECEIVED**

Date: \_\_\_\_\_

FEB 23 2009

Dear LINEAP <sup>Customer Service</sup> ~~Customer Service~~ <sup>ASSISTANCE OFFICE</sup> ~~ASSISTANCE OFFICE~~

We have received your 2008-2009 application for a LINEAP cash grant. You will hear from us within 45 days.

If we have any questions about your application we will contact you.

If you do not hear from us about your LINEAP cash grant, after 45 days you can check on the status by calling the LINEAP Helpline at 1-800-367-2000. If you live in Philadelphia, please call 215-560-7589.

Thank you for applying for a 2008-2009 LINEAP cash grant.

The LINEAP Crisis program opens November 2, 2008.

MOON KIM  
501 CAMPBELL WAY  
TOBYHANNA PA 18466



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17105

U.S. POSTAGE  
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18344  
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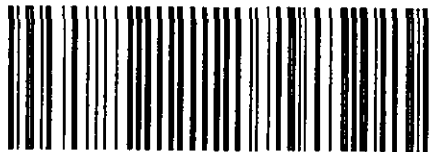


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FORM UCGD - 12 (Rev. 3/07)  
COMMONWEALTH OF PENNSYLVANIA

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

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