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PA PUBLIC UTILITY COMMISSION
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EXHIBIT OF PPL ELECTRIC UTILITIES CORPORATION

RICKIE A. & HANNA M. HELLER CUSTOMER CONTACT TIMELINE

9/13/04 Customer called stating there is stray voltage. PPL crews checked customer's electric service facilities and found no problems. Line crew replaced customer's transformer.

10/13/04 Customer called because she is concerned about problems she is having ever since meter was changed. She stated there is stray electric and that she gets shocked. She also stated that she has static in the phone and that her hands tingle when she holds phone.

10/18/04 PPL Support Engineer met with the customer and discussed customer problems. Support engineer checked for stray voltage and did not find any abnormal stray voltages. Support engineer also checked customer's ground rod and recommended that customer have additional ground rod installed because of the existing ground rods ineffectiveness. Support engineer also recommended that the customer install a whole house surge suppressor if the customer was concerned about voltage surges coming into her home's electrical system. Customer was satisfied at that time with the investigation.

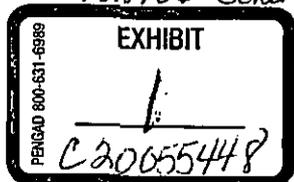
11/01/04- Customer stated she is having a buzzing sound in tv, radio & telephone services.

11/18/04 Customer spoke to meter engineer about her health concerns that are symptomatic of tingling feet she feels and believes it is due to electrical stray voltage. She also has a whole body rash that she feels is caused by the electrical waves emanating from the AMR meter. She believes these symptom started when the new AMR meter was installed. Meter engineer explained to customer that meter could not be constantly causing the problems since it only communicates for a few seconds at a time once or twice a day. Customer said that was once too many times. Customer insisted on getting the old style meter back even though it was explained to her that the meter she currently has is no different except for the few seconds of communications at night. Customer was offered to have the new meter changed with the exact type meter she had before except with the AMR module installed. Customer thought that was a great idea and looked forward to that resolution.

11/24/04 Customer's meter changed with ABB Westinghouse with AMR module.

12/10/04 Customer contacted Support engineer requesting him if there was some kind of shield that could be put over her meter to reduce the effects of external radio waves and electrical forces from getting into her meter. It was explained to the customer that PPL did not have anything that was designed to do what the customer wanted. PPL agreed, however, to install a metal shield over the meter that is normally used for vandal protection.

3/28/06 Scranton



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12/17/04 Metal shield installed on customer's meter.

1/3/05 The customer contacted PPL Support engineer and told him that although she believes there has been some improvement, her health problems caused by the AMR meter and other electrical transmitting devices are affecting her health and she wants the AMR meter removed. It was then explained to her that the AMR meter was a requirement for electric service and that we could not replace the meter with a non AMR meter.

Various, 2005: Customer contacted PPL engineers with same issues. PPL continued to attempt to satisfy Customer's concerns and explained the AMR meter could not be removed.

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