

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 10/12/05
8. DOCKET NO: C-20055448	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HELLER, RICKIE A. & HANNA M.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: MONROE

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE IS A RELIABILITY, SAFETY OR QUALITY PROBLEM WITH THEIR UTILITY SERVICE.

DOCUMENT  
FOLDER

DOCKETED  
OCT 18 2005

1st # 186401 \*New # 18671663

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

\* 2nd Formal  
→ complaint  
your computer  
deleted it  
1st complaint

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Rickie a. Heller &

Name Hanna M. Heller

Street/P.O. Box RD 4 Box 4175 Apt # \_\_\_\_\_

City Saylorburg State Pa. Zip 15353

County Morroe

Area Code/HOME Phone 570 992-7826

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 08031-33002  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name Above

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: P.P.+L

3. TYPE OF UTILITY (check one)

ELECTRIC  STEAM HEAT

GAS  WASTE WATER

WATER  MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

SECRETARY'S BUREAU  
2005 OCT -4 PM 4:22  
28

4. **COMPLAINT** (check one)

A. **In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. **State the facts of your complaint.**

*see Attached*

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

*This is since new meter was put in, all problems & concerns, 2 yrs, ago. No results.*

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

*Put my old meter back & carbon arrester on pole.*

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint? *Many times*

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: *Rickie Heller & Janna M. Heller*, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

*Rickie Heller & Janna M. Heller*  
(Signature) \_\_\_\_\_ (Date) 9.28.05

*Rickie Heller & Janna M. Heller*  
(Signature) \_\_\_\_\_ (Date) 10.10.05

9. **LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name Att Dan Cowdya  
Street 712 Monroe St.  
City Stbg State Pa Zip 18360  
Area Code/Phone Number 570-421-9090

10. **FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

570-992-7826

P.P. & Tele.

1. Sparks flew from T.V. outlet over  $3\frac{1}{2}$ "  
- when unplugging & plugging in. Got zapped for TV.
2. The minute the elec. meter was changed  
my feet started tingling on floors & elec. bill was  
\$30.7 to \$40. - more a month in elec.
3. The 1 foyer light switch reversed, 3 are down  
to for off and (1) \* is up for off.
4. I had to get an electrician to ground the  
house more and put a surger in the  
basement.
5. Kitchen light had opera music on the  
EMF gadge. Which means Satellite wiring  
of house now.
6. I plugged in all outlets electrical with  
plastic plugs.
7. Stray voltage at sinks kitchen,  
+ 2 bathrooms, also bathtubs.
8. Had 2 root canals pulled. (2) one  
had a black spot. Dentist said  
it was from electric not cavity!  
That the teeth were perfectly  
healthy and had neuralgia for  
no apparent reason.

(Had silver threads)  
(Had metal threads)

9. Bought special hat + shirt to get rid of electric from body when working at kitchen sink
10. Had to get husband's cell phone to repel the wireless electric.
11. Dog was limping when I walked her, from people zapping her w/ wireless.
- 12. I get electric zapped inside and outside of house every day for 2 yrs, several times a day.
13. Skin was raw between chest went to Dr. get
14. Dr. thought I had Lupus had 100's of \$ bloodwork and it was from stray voltage. Needed anti-biotics and Medrol dose pack prednisone!
- 15. Every night I have to put hat on head to sleep due to wireless lap-tops, people at the bottom of our hill using my bedroom. Skin got red, fried and irritated. Had to call police. (silver cap)
16. I have metal in face from after sinus surgery that conducts wireless elec. The metal in face wasn't approved. Done U. of Pa Hospital, and I was zapped in face every day.

17. Had an ADT security system put in house due to wireless popping through windows.

18. Put metal-blinds up & pulled curtains at night. Never had to even pull curtains much less have blinds

19. Went to Dr. for skin burns, he thought Lupus but it was from the house lights flickering and burning my skin. \$100. of dollars blood work showed no lupus.

\*20. P.P. & L. guys 25 yrs. age said,  
\* \* \*  
→ Lady, don't let anyone change this meter, your last in line on top of a hill, all heck will break loose here! We're repeating this 3X's. P.P. & L. has this new technology, it's stupid, you'll have stray voltage and things you can't imagine will happen here.

\* 21. I told P.P.L. this and told them  
5 X's not to change the meter,  
They came when I wasn't home!  
I would have called police had I been  
home.

22. Neighbors have said <sup>to me,</sup> "We're  
watching you" and others said,  
"your like an open book!"

23. PUC authorized this and made my  
house a free for all!

24. The lights can slightly flicker even  
when off - from stray voltage

25. A. Before they changed my telephone  
line the house was calm and  
peaceful. The minute they spliced  
an up-side down heart on  
tele. line the house wasn't  
the same

B. Then the P.P.L. changed their  
lines and all heck broke loose.  
Making my home a free for all,  
on wireless.

I want and need my old  
closed meter back!

(in the face)

26. My horses got zapped if I had the watering bucket by the 6" wire gate. You could see them jerk the head.
- 27. The Telephone Co + P. P. + L. should have thought things through as how the wireless was going to affect their new lines before putting them in.
28. A. I have light bulbs that show the stray voltage from Bathroom.  
Other bathroom has burnt plastic on the cover for light bulb.
- B. Shower curtains have pin holes in plastic, it's the shower liner.
29. There is a metal flat piece that has etching on it from electric when they 1st changed the wires
- \* 30. I called + called right from the beginning to get lines - P.P. + L. Tele. corrected. They either wouldn't or couldn't.
31. I still get zapped in foot etc. at X's 9.16.05 from wireless.

Due to P.P.+L repair work,

my house calmed down a little after

several

\* 32. Transformers blew on top of hill, McElhenny Rd. at Christmas time - winter, after that 150 blew in Indian Mt. Development. (Transformers)

33. I have to wear a cell phone in + out of house since lines have changed. Tele + P.P.+L

34. Got zapped before w/ elec. at kitchen stove, washer, dryer, base heating systems, refriq (Freezer part.) In basement by light fixture, in back rooms by VCD player, light switches, by elec. motor outside, air conditioner.

35. I feel like some sort of attention of a stupid electric game. Who come up w/ this.

→ 36. House is not habitable for me due to changes made. I told both companies I have metal in my body and No one listened.

37. There is light refraction in certain rooms bathroom, workroom, bedroom. Any movement triggers someone's computer system.

1st # 1864611 \* New # 18031663

ORIGINAL

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

\* 2nd Formal  
complaint  
your computer  
deleted it  
(1st)

Please print or type.

C-20055448

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Rickie a. Heller &

Name Hanna M. Heller

Street/P.O. Box RD 4 Box 4175 Apt # \_\_\_\_\_

City Saylorsburg State Pa. Zip 18353

County Monroe

Area Code/HOME Phone 570 992-7826

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number (from your bill) 08031-33002

RECEIVED  
SEP 28 2005  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

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Name of utility company your complaint concerns: P.P. & L

3. TYPE OF UTILITY (check one)

ELECTRIC  STEAM HEAT

GAS  WASTE WATER

WATER  MOTOR CARRIER

TELEPHONE  
(local, long distance)

Eled

RECEIVED  
taxi, moving company, limousine)

OCT 12 2005

PA PUBLIC UTILITY COMMISSION  
4 SECRETARY'S BUREAU

*[Handwritten signature]*

4. **COMPLAINT** (check one)

**A. In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
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**B. State the facts of your complaint.**

*See Attached.*

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

*This is since new motor was put in, all problems & concerns, 2 yrs, ago. No results. Please Help!*

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

*Put my old motor back & carbon arrester on pole.*

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES   
NO

*I may get one yet,*

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)  
NO

*Many times*

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

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*Rickie Heller & Janna M. Heller*  
(Signature) \_\_\_\_\_ (Date) 9. 28 '05

*Rickie Heller & Janna M. Heller*  
signature \_\_\_\_\_ date 10.10.05

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# 2nd Formal Complaint

P.P. & L & Tele.



Ms. Hanna Marx-Heller  
R.R. 4 Box 4175  
Saylorsburg, PA 18353-9512

old # 1864611

new # 18631663

570-992-  
7826

1. Sparks flew from T.V. outlet over  $3\frac{1}{2}$ "  
- when unplugging & plugging in. Got zapped for TV.
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to for off and (1) \* is up for off.
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& 2 bathrooms, also bathtubs.
8. Had 2 root canals pulled. (2) one  
had a black spot. Dentist said  
it was from electric not cavity!  
That the teeth were perfectly  
healthy and had neuralgia for  
no apparent reason.

(Had silver threads)  
(Had metal threads)

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10. Had to get husband's cell phone to repel the wireless electric.
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\* 21. I told P.P.H. this and told them <sup>(+20)</sup> 5 X's not to change the meter, they came when I wasn't home. I would have called police had I been home.

22. Neighbors have said <sup>to me,</sup> "We're watching you" and others said, "your like an open book."

23. PUC authorized this and made my house a free for all!

24. The lights can slightly flicker even when off - from stray voltage.

25. A. Before they changed my telephone line the house was calm and peaceful. The minute they spliced an up-side down reaction on tele. line the house wasn't the same.

B. Then the P.P.H. changed their lines and all heck broke loose. Making my home a free for all, on wireless.

I want and need my old closed meter back!

(in the face)

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37. There is light refraction in certain rooms bathroom, workroom, bedroom. Any movement triggers neighbour/someone's computer system.

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

DATE SERVED: OCTOBER 18, 2005

C-20055448

PPL ELECTRIC UTILITIES CORPORATION  
PAUL E RUSSELL GEN COUNSEL  
TWO N 9TH ST  
ALLENTOWN PA 18101-1179

DOCUMENT  
FILED

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by RICKIE A. & HANNA M. HELLER. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

**CUSTOMER OF A UTILITY**

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

**COMPANY/UTILITY**

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

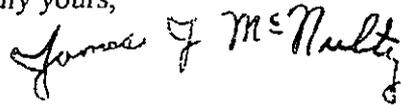
OCTOBER 18, 2005

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned to the right of the typed name.

James J. McNulty  
Secretary

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 18, 2005

RICKIE A. & HANNA M. HELLER  
Complainant

VS.

PPL ELECTRIC UTILITIES  
CORPORATION  
Respondent

Complaint Docket  
No: C-20055448

DOCUMENT  
FILED

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

DOCKETED

OCT 18 2005

TO: PPL ELECTRIC UTILITIES CORPORATION

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

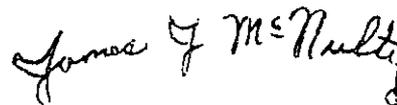
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

2. Article Number



7160 3901 9843 0834 8822

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee)  Yes

1. Article Addressed to:

C-20055448 FC  
PPL ELECTRIC UTILITIES CORPORATION  
PAUL E. RUSSELL, GENERAL COUNSEL  
TWO NORTH 9TH STREET  
ALLENTOWN PA 18101-1179

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly)

B. Date of Delivery

10-1-9

C. Signature

X *Locke*

Agent  
 Addressee

D. Is delivery address different from item 1?  
If YES, enter delivery address below:

Yes  
 No

PS Form 3811, March



MALCOLM J. GROSS  
PAUL A. MCGINLEY  
DONALD LABARRE, JR.  
J. JACKSON EATON, III  
MICHAEL A. HENRY  
PATRICK J. REILLY  
WILLIAM J. FRIES  
ANNE K. MANLEY  
SUSAN ELLIS WILD  
VICTOR F. CAVACINI  
ELIZABETH R. GRAVER  
ROBERT A. ALPERT  
JOHN P. SERVIS  
ALLEN I. TULLAR  
JOHN F. GROSS  
KIMBERLY G. KRUPKA  
K. A. SPOTTS-KIMMEL  
ERROL C. DEANS, JR. \*  
ANDREW H. RALSTON, JR.

\*Also admitted in NY

GROSS, MCGINLEY, LABARRE & EATON, LLP

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ORIGINAL

November 7, 2005

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

VIA FEDERAL EXPRESS

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**RE: Rickie A. & Hanna M. Heller v. PPL Electric Utilities Corporation  
Docket No. C-20055448**

Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three (3) copies of the Answer of PPL Electric Utilities Corporation.

Pursuant to 52 Pa. Code §1.11, the enclosed document is to be deemed filed on November 7, 2005, which is the date it was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

In addition, please date and time-stamp the enclosed extra copy of this letter and return it to me in the envelope provided.

Very truly yours,

  
JOHN F. GROSS

JFG/jeh

Enclosures

cc: Rickie A. & Hanna M. Heller (w/ enc.)

Diedre L. Bilger (w/ encs.)

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RICKIE A. & HANNA M. HELLER,  
Complainant,

v.

PPL ELECTRIC UTILITIES CORPORATION,  
Respondent.

COMPLAINT DOCKET  
NO. C-20055448

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SECRETARY'S BUREAU

## ANSWER OF PPL ELECTRIC UTILITIES CORPORATION

PPL Electric Utilities Corporation (hereafter "PPL"), by its attorney, hereby Answers the Complaint in the above-captioned proceeding as follows:

1. Admitted.
2. Admitted.
3. Admitted.
4. Admitted in part and denied in part. It is admitted that PPL replaced the electric meter at the Complainants' residence with an AMR meter. It is denied that the AMR meter is functioning improperly or causing any of the problems described in the Complaint or that the Complainants are in danger as a result of the installation of the AMR meter.

By way of further answer, in September of 2004, after receiving a call from Complainants, PPL checked the electric service facilities at the Complainants' property and found no problems, but replaced the Complainants' transformer. Thereafter, PPL took numerous other steps to address the Complainants' concerns, including, but not limited to: checking for stray voltage in the home; exchanging the AMR meter with a model identical to the old meter, only including the AMR component; and installing a metal shield on the meter.

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PPL denies that the placement of the AMR meter caused any of the health concerns cited by Complainants. By way of further answer, the AMR meter cannot be causing the Complainants' concerns because, among other reasons, it only transmits data for several seconds a day.

PPL denies it violated any section of the Public Utility Code, PUC Regulations, PUC Orders or its Tariff.

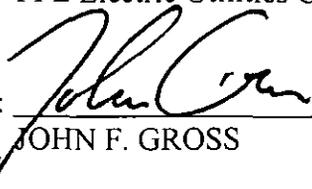
PPL is without information sufficient to form a belief as to the remainder of the allegations set forth in paragraph 4 of the Complaint. Therefore, they are denied.

5. Denied. Paragraph 5 constitutes a request for relief to which no response is required. To the extent a further response may be required, PPL incorporates herein by reference, as if set forth fully at length, its aforementioned response to Paragraph 4 of the Complaint.

WHEREFORE, in view of the foregoing, PPL respectfully requests that the Pennsylvania Public Utility Commission deny the above captioned Complaint.

Respectfully submitted,

PPL Electric Utilities Corporation

By:   
JOHN F. GROSS

Dated: November 7, 2005  
at Allentown, Pennsylvania



BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RICKIE A. & HANNA M. HELLER,  
Complainant,

v.

PPL ELECTRIC UTILITIES CORPORATION,  
Respondent.

COMPLAINT DOCKET  
NO. C-20055448

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

CERTIFICATION OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participant(s), listed below, in accordance with the requirements of §1.54 (relating to service by a participant):

Rickie A. & Hanna M. Heller  
RD 4, Box 4175  
Saylorsburg, PA 18353

Dated this the 7<sup>th</sup> day of November, 2005.

GROSS, MCGINLEY, LaBARRE & EATON, LLP

By: 

JOHN F. GROSS, ESQUIRE, ID No. 82079  
Attorney for PPL Electric Utilities Corp.  
33 South 7th Street, P.O. Box 4060  
Allentown, PA 18105-4060  
(610) 820-5450 I



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
December 15, 2005

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20055448

(See attached list)

Rickie A. & Hanna M. Heller v. PPL Electric Utilities Corporation

Service dispute.

**DOCUMENT  
FOLDER**

Hearing Notice

This is to inform you that a hearing on the above-captioned case will be held as follows:

Type: Initial hearing  
Date: Monday, February 6, 2006  
Time: 10:00 a.m.  
Location: Room 318  
Scranton State Office Building  
100 Lackawanna Avenue  
Scranton, PA 18503  
Presiding: Administrative Law Judge Ember S. Jandebour  
Room 317 Scranton State Office Building  
100 Lackawanna Avenue  
Scranton, PA 18503  
Telephone: 570.963.4818  
Fax: 570.963.3310

**DOCKETED**  
DEC 28 2005

*Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.*

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Jandebour  
Susan Licon  
Beth Plantz  
Docket Section  
Calendar File

C-20055448 Rickie & Hanna M. Heller v. PPL Electric Utilities Corporation

Service dispute.

RICKIE & HANNA HELLER  
RD 4 BOX 4175  
SAYLORSBURG PA 18353-9512

DAN COWELYN ESQUIRE  
712 MONROE STREET  
STORMVILLE PA 18360

JOHN F GROSS ESQUIRE  
GROSS MCGINLEY LABARRE & EATON LLP  
33 SOUTH SEVENTH STREET  
PO BOX 4060  
ALLENTOWN PA 18105-4060



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
January 26, 2006

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20055448

(See letter of 12-15-06)

**DOCKETED**  
FEB 01 2006

Rickie A. & Hanna M. Heller v. PPL Electric Utilities Corporation  
Service dispute.

Hearing Cancellation/Reschedule Notice

This is to inform you that the initial hearing on the above-captioned case previously scheduled for February 6, 2006 has been canceled.

The hearing has been rescheduled as follows:

Type: Initial hearing  
Date: Tuesday, March 28, 2006  
Time: 10:00 a.m.  
Location: Room 318  
Scranton State Office Building  
100 Lackawanna Avenue  
Scranton, PA 18503  
Presiding: Administrative Law Judge Ember S. Jandebour  
Room 317 Scranton State Office Building  
100 Lackawanna Avenue  
Scranton, PA 18503  
Telephone: 570.963.4818  
Fax: 570.963.3310

**DOCUMENT  
FOLDER**

*Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.*

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Jandebaur  
Susan Licon  
Beth Plantz  
Docket Section  
Calendar File

# OALJ Hearing Report

Please check those blocks which apply

Docket No.:	C-20055448		YES	NO
		Prehearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Case Name:	Rickie A. & Hanna M. Heller v. PPL Electric Utilities Corporation	Hearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Testimony Taken:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Transcript Due:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Hearing Concluded:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Location:	SCR	Further Hearing Needed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Estimated Add'l Days:		
Date:	March 28, 2006	RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ALJ:	Ember S. Jandebeur	DATE:	April 28, 06	
		Briefs to be Filed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reporting Firm:	Sargents Court Reporting	DATE:		
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p style="font-size: 1.2em; margin: 0;"><b>RECEIVED</b></p> <p style="margin: 0;">APR 14 2006</p> </div> <p style="margin-top: 10px;">PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU</p>		Bench Decision:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		REMARKS:		

DOCUMENT  
FOLDER

PLEASE PRINT CLEARLY - Incomplete information may result in delay of processing.

Name and Telephone Number	Address	Who are you representing?
John F. Gross (610) 820-5450	33 S. 7th St. P.O. Box 4060 <small>City: Allentown State: PA Zip: 18105</small>	PPL Electric Utilities
Telephone: Rickie Hanna Heller	E-mail Address: jgross@gmlc.com	Fax Number: (610) 820-6006
	RD 4 Box 4175 <small>City: Sny Lehigh State: PA Zip: 18353</small>	Self
Telephone: 570.992.7826	E-mail Address:	Fax Number:
	<small>City: State: Zip:</small>	
Telephone:	E-mail Address:	Fax Number:

Check this box if additional parties or attendees appear on back of form.

4/12/06 elp

Rhonda K. Sharpe  
Reporter's Signature

**Note:** Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.

Name and Telephone Number	Address			Who are you representing?
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:

*Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.*