

CAPTION SHEET

SE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :  
 2. BUREAU: ALJ :  
 3. SECTION(S) : : 4. PUBLIC MEETING DATE:  
 5. APPROVED BY: : : 00/00/00  
 DIRECTOR: :  
 SUPERVISOR: :  
 6. PERSON IN CHARGE: : 7. DATE FILED: 07/20/05  
 8. DOCKET NO: C-20054987 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CORDNER, HOPE M.

RESPONDENT/APPLICANT: PENNSYLVANIA ELECTRIC CO.

COMP/APP COUNTY: SUSQUEHANNA UTILITY CODE: 110400

ALLEGATION OR SUBJECT

COMPLAINANT STATES AT THE TIME OF THE PUC DECISION SHE WAS WORKING THEN ON JUNE 29TH SHE WAS LET GO (BEING DISPUTED) BUT HAVE NO WAY TO PAY THE \$700.00 AGREEMENT. COMPLAINANT STATES THE ONLY INCOME SHE HAS COMING IN IS HER SON'S SSD MONEY AND THIS IS TO CARE FOR HIM. COMPLAINANT STATES SHE IS USING THAT AT THIS TIME FOR RENT AND GROCERIES TILL SHE FINDS OUT WHAT SHE WILL BE ABLE TO GET FROM UNEMPLOYMENT.

DOCKETED

AUG 22 2005

DOCUMENT  
FOLDER

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20054987

1. CUSTOMER NAME (COMPLAINANT)

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

Name Hope M Cordner

Street/P.O. Box 324 Main St / PO Box 37 Apt #

City Great Bend State PA Zip 15821

County Susquehanna

Area Code/HOME Phone 607-759-8557

Area Code/WORK Phone

Utility Account Number (from your bill) 100053531842

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

Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Penelec

3. TYPE OF UTILITY (check one)

[X] ELECTRIC

[ ] STEAM HEAT

[ ] GAS

[ ] WASTE WATER

[ ] WATER

[ ] MOTOR CARRIER

(taxi, moving company, limousine)

[ ] TELEPHONE (local, long distance)

DOCUMENT FOLDER

DOCUMENT

AUG 22 2005

4. COMPLAINT (check one)

RECEIVED

05 JUL 20 AM 8:58

P.A.U.C.  
SECRETARY'S BUREAU

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. *now is off*  
(explain)

B. State the facts of your complaint.

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:

*I got a notice that my service was going to be terminated on Jun 7<sup>th</sup> AM after I had already made a payment of 298 I assumed it would not be anyways it was. After contacting the PUC the PUC & the Electric Company said I had to pay 150.*

5. RELIEF

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

*At the time of the PUC decision I was working then on June 29<sup>th</sup> I was let go (being displaced) but have no way to pay the 700+ agreement. Since I only get my son's SSD money that is for him to use to pay my Rent & buy Grocery & Goods with until Unemployment is decided on what I get.*

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 \_\_\_\_\_

Street \_\_\_\_\_

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

Area Code/Phone Number \_\_\_\_\_

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.**

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?

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:

I Wone Cordner, 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).

Wone Cordner  
(Signature)

7/6/05  
(Date)

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 22, 2005

HOPE M CORNER  
Complainant

VS.

PENNSYLVANIA ELECTRIC  
COMPANY  
Respondent

Complaint Docket  
No: C-20054987

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PENNSYLVANIA ELECTRIC COMPANY

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

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

DATE SERVED: AUGUST 22, 2005

C-20054987

PENNSYLVANIA ELECTRIC COMPANY  
C/O LEILA L VESPOLI  
SR VICE PRESIDENT AND GENERAL COUNSEL  
FIRSTENERGY CORPORATION  
76.S MAIN ST  
AKRON OH 44308-1890

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by HOPE M CORNER. 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.

AUGUST 22, 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,

James J. McNulty  
Secretary

ddi

2. Article Number



7160 3901 9843 0833 3644

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee)  Yes

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly)

B. Date of Delivery

31 AUG 2005

C. Signature

*Carol A. Novotny*

Agent Addressee

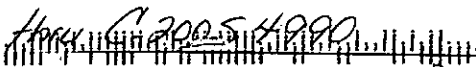
D. Is delivery address different from item 1?

If YES, enter delivery address below:

Yes  
 No

PENNSYLVANIA ELECTRIC COMPANY  
C/O LEILA L VESPOLI  
SR VICE PRESIDENT AND GENERAL COUNSEL  
FIRSTENERGY CORPORATION  
76 S MAIN ST  
AKRON OH 44308-1890

*C-2005 4987*



PS Form 3811, March 2005

Domestic Return Receipt

LAW OFFICES  
RYAN, RUSSELL, OGDEN & SELTZER LLP

SUITE 101  
800 NORTH THIRD STREET  
HARRISBURG, PENNSYLVANIA 17102-2025

TELEPHONE: (717) 236-7714  
FACSIMILE: (717) 236-7816  
WWW.RYANRUSSELL.COM

WYOMISSING OFFICE

SUITE 330  
1105 BERKSHIRE BOULEVARD  
WYOMISSING, PENNSYLVANIA  
19610-1222  
TELEPHONE: (610) 372-4761  
FACSIMILE: (610) 372-4177

September 14, 2005

VIA HAND DELIVERY

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, Pennsylvania 17120

ORIGINAL

DOCUMENT  
FOLDER

Re: Hope M. Corner v. Pennsylvania Electric Company  
Docket No. C-20054987

Dear Secretary McNulty:

Enclosed please find an original and three (3) copies of the Answer and New Matter on behalf of Pennsylvania Electric Company in the above-referenced matter. These documents have also been served on the parties of record as shown in the Certificate of Service.

If you have any questions, please contact me.

Very truly yours,

RYAN, RUSSELL, OGDEN & SELTZER LLP



Matthew A. Totino

Enclosures  
MAT:flw

c: As per Certificate of Service

SECRETARY'S BUREAU  
2005 SEP 14 PM 2:13  
RECEIVED  
49

**ORIGINAL**

RECEIVED  
PUBLIC  
UTILITY  
BUREAU

14 PH 2:13

RECEIVED

DOCUMENT  
FOLDER

HOPE M. CORNER

v.

PENNSYLVANIA ELECTRIC COMPANY:

Docket No. C-20054987

**ANSWER AND NEW MATTER OF PENNSYLVANIA ELECTRIC COMPANY  
TO THE COMPLAINT OF HOPE M. CORNER**

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

AND NOW, Pennsylvania Electric Company ("Penelec" or the "Company"), by and through its counsel, Matthew A. Totino, John F. Povilaitis and Ryan, Russell, Ogden & Seltzer LLP, answers the above Complaint pursuant to Section 5.61 of this Commission's regulations, 52 Pa. Code § 5.61, as follows:

1. Admitted. It is admitted that Penelec previously provided retail electric service to the Complainant's residence at 324 Main Street, P.O. Box 37, Great Bend, PA 18821 ("Service Location") at Account No. 100053531842 until on or about June 7, 2005.

2. Admitted. It is admitted that the Complaint relates to Penelec.

3. Admitted. It is admitted that Penelec previously provided retail electric service to the Complainant's "Service Location."

4(A). Denied.

4(B). For purposes of this Answer, the several sentences of this paragraph have been restated and answered as they appear as follows:

**DOCKETED**  
SEP 15 2005

- 1) **I got a notice that my service was going to be terminated on Jun[sic] 7<sup>th</sup> after I already made a payment of 298**

Admitted in part. Denied in part. It is admitted that a termination notice was issued to Complainant on or about May 24, 2005, effective June 7, 2005, for non-payment of a delinquent account. The amount listed on the notice was \$1,221.59. It is specifically denied that Complainant made a payment of \$298. Company records indicate that Complainant's last payment prior to the issuance of the termination notice was \$100.42. However, payment was returned due to insufficient funds.

- 2) **I assumed it would not be**

The above statement is neither an averment of fact or an allegation of a violation of any law, regulation or tariff and therefore, no response is required.

- 3) **anyways it was**

The above statement is neither an averment of fact or an allegation of a violation of any law, regulation or tariff and therefore, no response is required.

- 4) **After contacting the PUC the PUC & the electric company said I had to pay 756.**

Admitted in part. Denied in part. Pursuant to the terms of the most recent Bureau of Consumer Services ("BCS") decision (Case No. 1919103) issued on June 13, 2005, Complainant was directed to pay \$767 to restore the electric service at the Service Location.

5. The allegations in this paragraph constitute a prayer for relief to which no responsive pleading is required. For purposes of this Answer, the several sentences of this paragraph have been restated and answered as they appear as follows:

- 1) **At the time of the PUC decision I was working then on June 29<sup>th</sup> I was let go (being disputed) but have no way to pay the \$700 agreement.**

Denied. Penelec is without firsthand knowledge or information sufficient to form a belief as to the truth of the above averment and requests proof thereof, if relevant at hearing.

- 2) **Since I only get my son's SSD money that is for him to use to pay my rent & buy grocery & goods with until unemployment is decided on what I get.**

Denied. Penelec is without firsthand knowledge or information sufficient to form a belief as to the truth of the above averment and requests proof thereof, if relevant at hearing.

6. Denied. After reasonable investigation, Penelec is without information or knowledge sufficient to form a belief regarding whether or not a Protection from Abuse order has been granted in favor of this Complainant and demands proof thereof, if relevant, at hearing.

7. Admitted. It is admitted that Complainant contacted the Company prior to the filing of the above Formal Complaint. Furthermore, Complainant filed an informal complaint with BCS (Case No. 1919103), which was dismissed on or about June 13, 2005.

8. The allegations in this paragraph do not contain any factual averments to which any responsive pleading is required.

9. Not Applicable.

10. The allegations in this paragraph do not contain any factual averments to which any responsive pleading is required.

**NEW MATTER**

11. Paragraphs 1 – 10 of this Answer are incorporated by reference as if set forth fully herein.

12. Complainant was a residential retail electric customer of Penelec at the Service Location until on or about June 7, 2005, when the service was terminated for non-payment of a delinquent account. As of June 18, 2005, the amount currently due and outstanding for Account No. 100053531842 is \$1,336.78.

13. Following the termination, Complainant filed an informal Complaint with the Commission's BCS.

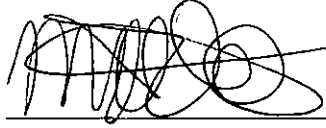
14. On or about June 13, 2005, BCS issued a decision (Case No. 1919103) directing Complainant to pay \$767 to restore electric service at the Service Location and then directing Complainant to pay her monthly budget amount plus \$77 towards her arrearages.

15. Complainant had a poor payment history with the Company at Account No. 100053531842. Complainant was previously dismissed from the Company's CAP program for non-payment. Complainant also defaulted on prior payment agreements with the Company and with two prior BCS decisions.

16. In accordance with Section 1405 (D) of the Public Utility Code, since Complainant has defaulted on prior payment arrangements, the Commission is prohibited from establishing further payment arrangements in this matter if Complainant is unable to show a change in household income as defined under Section 1403 of the Code.

WHEREFORE, Pennsylvania Electric Company hereby requests that the  
Complaint of Hope M. Corner be dismissed with prejudice.

Respectfully submitted,



Dated: September 14, 2005

---

Matthew A. Totino  
John F. Povilaitis  
RYAN, RUSSELL, OGDEN & SELTZER LLP  
800 North Third Street, Suite 101  
Harrisburg, Pennsylvania 17102-2025  
(717) 236-7714

Attorneys for  
Pennsylvania Electric Company



BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

HOPE M. CORNER

v.

Docket No. C-20054987

PENNSYLVANIA ELECTRIC COMPANY:

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the Answer and New Matter of Pennsylvania Electric Company upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Service by Hand Delivery, addressed as follows:

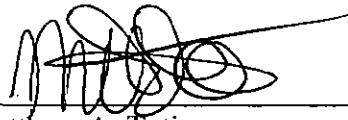
James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

Service by First Class Mail, postage prepaid, addressed as follows:

Hope M. Corner  
324 Main Street  
P.O. Box 37  
Great Bend, PA 18821

RECEIVED  
2005 SEP 14 PM 2:13  
SECRETARY'S BUREAU  
PA PUC

Dated: September 14, 2005



Matthew A. Totino  
RYAN, RUSSELL, OGDEN & SELTZER LLP  
800 North Third Street, Suite 101  
Harrisburg, Pennsylvania 17102-2025  
(717) 236-7714

Attorneys for  
Pennsylvania Electric Company



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
October 13, 2005

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20054987

(SEE ATTACHED LIST)

**DOCUMENT  
FOLDER**

**Hope M. Cordner v. Pennsylvania Electric Company**

Requests payment arrangements:

Telephone Hearing Notice

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

Type: Initial telephonic hearing

Date: Tuesday, November 22, 2005

Time: 10:00 a.m.

Presiding: Special Agent Amanda N. Rumsey  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Phone: 717.783.5452  
Fax: 717.787.0481

**DOCKETED**  
OCT 17 2005

The special agent will be presiding as authorized by 52 Pa. Code §56.174.

At the above date and time, the Presiding Officer will contact the parties as follows:

Hope M. Cordner	607.759.8557
Matthew A. Totino, Esquire	717.236.7714

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Special Agent and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

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

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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: SA Rumsey  
Susan Licon  
Beth Plantz  
Docket Section  
Calendar File

C-20054987 Hope M. Cordner v. Pennsylvania Electric Company

Requests payment arrangements.

HOPE M CORDNER  
324 MAIN STREET  
PO BOX 37  
GREAT BEND PA 18821

MATTHEW A TOTINO ESQUIRE  
RYAN RUSSELL OGDEN & SELTZER LLP  
800 NORTH THIRD STREET SUITE 101  
HARRISBURG PA 17102-2025