

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: 03/30/04
8. DOCKET NO: F-01549216	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SPICHER, DENNIS

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: DAUPHIN

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WANTS THE SECURITY AMOUNTS ON HIS BILL REMOVED AND STATES THERE SHOULD BE A STOP TO THIS PRACTICE BEING ALLOWED.

DOCKETED

APR 09 2004

DOCUMENT
FOLDER

F-01549216

BCS 8/15/04
SECRETARY'S BUREAU
APR 13 10:30 AM '04
RECEIVED

DOCUMENT
FOLDER

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Please Print:

110500

DOCKETED
APR 09 2004

1. Your Name, Mailing Address and Telephone Number.

Name Dennis Spicher

Street/P.O. Box 424 River Road Apt.# _____

City Dauphin State PA Zip 17018

County _____ Home Telephone-Area Code (717) 921-8650
Work Telephone-Area Code (717) 648-9999

2. Name of Company your complaint concerns: PPL Electric Utilities

3. What is your complaint?

Our January bill of 2003 we paid on line 2-27-03
for \$169.10. Also notice our 12-13-2002 Bill was paid on time.
on 1-17-03. confirmation # 0173144910. Our February bill
2003 was paid 3-28-2003. # 2452144910. Our March
2003 bill was paid by phone do not have confirmation #.
Then we stopped getting bills. In July we were told
it was because we paid + sign up for on line bill paying.
We cancelled that in August and then took a few
months to catch up and figure out where exactly we were
at. We have since paid all our usage on time but

(If you need more space, use additional paper and attach to this form).

Return to pay the security deposit amount. We want the
security deposit amount taken off our bill & the
practice to not PPL to do that stopped. If I had a
choice I would by no means 3 from PPL in the future.

34

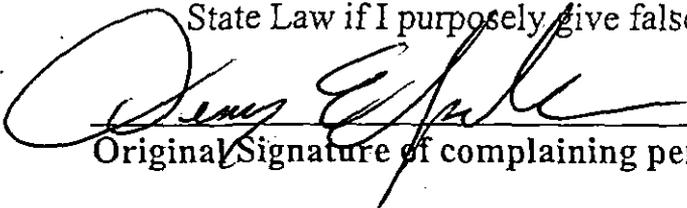
4. What do you want the Public Utility Commission to do about your complaint?

Remove the security amounts on our bill
and stop allowing PPL to pass this security
surcharge on others. It is totally not merited.
PPL reimbursement of my time for dealing with this.
Give us another electric supplier option in
Pennsylvania.

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.


Original Signature of complaining person

31-27-2004
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

March 26, 2004

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17015-3265

RE: Security Deposit my account and PPL's authority to impose it.

Dear Mr. McNulty,

I believe PPL has levied a Security Deposit on my account unjustly. Secondly, allowing a monopoly to have this type of power to try to drive customers to a direct deposit option is licentious.

You can see that I paid my account "relatively current" prior to not receiving bills. My December 2002 was paid on time 1/17/2003, confirmation # 0173144910. Our January Bill we paid for \$169.10 we paid online 2-27-2003, our February bill was paid by phone on 3-28-2003, and our March bill 2003 was paid again by phone in April. We decided to sign up for the on-line payment option and received no bills from that point until our cancellation of the online service in August.

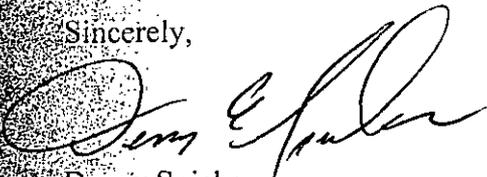
In July 2003 we started to inquire why we were not receiving bills. After much run around we were told that it was because we signed up for on line bill payment. We are certain that the registration form said we would continue to receive hard copy invoices.

Bottom line is, by the time we figure out what had happened and got caught up in payments PPL decided to charge us a Security Deposit. We called and tried to reason with them and received no satisfaction. They told us the only solution was to go to the direct payment option from our bank account. That is an incredible power to give to a monopoly service provided.

We have paid all our actual charges since and would like you to have PPL remove the security Charges from my account have them reimburse me for the time it has taken to resolve this issue, and stop allowing them to manipulate customers by threats of interrupted service to customers not opting to pay the security deposit or elect direct checking withdraw.

Thank you for you time and action in this matter.

Sincerely,



Denny Spicher
Director of Human Resources and Safety

*PS. Given a choice I would
not continue business with
PPL.*

CORPORATE ADDRESS: • MAILING • P.O. BOX 60186 • HARRISBURG, PA 17106-0186
• WAREHOUSE • 3360 INDUSTRIAL ROAD • HARRISBURG, PA 17110

STREET ADDRESS: 1213 PAXTON CHURCH ROAD • HARRISBURG, PA 17110
• TELEPHONE 717/232-1888 • FAX 717/231-3631

NOVEMBER GROUP



Your Bill/Account Number
29180-66021
Use when calling or writing

Electric Service

Summary Page

Balance as of Dec 31, 2002 **\$ 79.78**

Charges:
Total PPL ELECTRIC UTILITIES Charges **\$ 236.58**

Total Charges \$ 316.36

For:
DENNIS SPICHER
424 RIVER RD
DAUPHIN PA 17018

Pay This Amount No Later than Jan 22, 2003 \$316.36

Account Balance **\$ 316.36**

Questions about this bill? Please contact us by Jan 22 at 1-800-342-5775

or write to:
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
www.pplweb.com

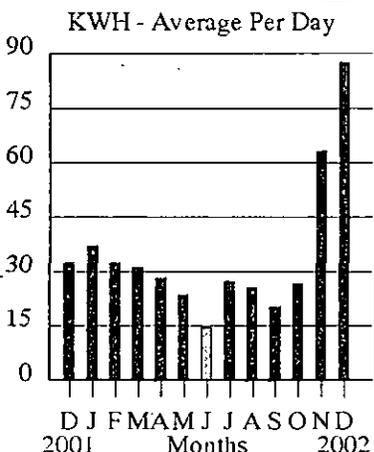
Auto Bill Payment
1-800-672-2413
1.9x
PA # 320
1-17-03
0173144910
Ms. Larkin #

Electric Use

This graph shows your electric use over the last 13 months.

Types of Meter Readings:

- Actual
- Estimated
- Customer



Meter Reading Information

Meter #20006616		
Dec 31	Actual	17139
Nov 26	Actual	14052
35 Days	KWH Billed	3087

Average - Dec	2001	2002
Temperature	44F	31F
KWH Per Day	33	88

Yearly Use:	Total Use	Average Monthly
Jan 2001 - Dec 2001	5382	448
Jan 2002 - Dec 2002	13220	1102

Other important information on back →

Return this part to address below with a check payable to PPL Electric Utilities Corporation

Your Bill/Account Number
29180-66021

Please Pay By
Jan 22, 2003

Pay This Amount
\$ 316.36

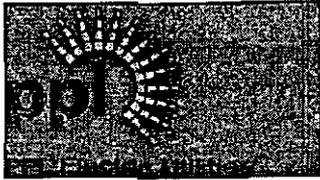
Amount Enclosed

<input type="checkbox"/>							
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DENNIS SPICHER
424 RIVER RD
DAUPHIN PA 17018 -9763

PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET
ALLENTOWN PA 18101-1175



Online Billing Services

online billing

- Account Activity
- Schedule a Payment
- Automatic Payments
- Payment History

- Connect Newsletter
- Customer Profile
- Financial Info
- Terms and Conditions
- Browser Support
- Cancel Online Billing
- Change Password
- FAQs
- Customer Service
- Logout

Scheduled a Payment Confirmation

DENNIS SPICHER
424 RIVER RD
DAUPHIN, PA 17018

Bill Account: 29180-6

A payment for \$169.10 has been scheduled for 02/27/2003 using First Union.
If you wish to cancel or modify this payment, you can do so from the payment history screen.

Sign up

Electric Service

For:
DENNIS SPICHER
424 RIVER RD
DAUPHIN PA 17018

Summary Page

Balance as of Feb 25, 2003 **\$ 169.10**

Charges:
Total PPL ELECTRIC UTILITIES Charges **\$ 205.66**

Total Charges \$ 374.76

Pay This Amount No Later than Mar 18, 2003 \$ 374.76

Account Balance **\$ 374.76**

Questions about this bill? Please contact us by Mar 18 at 1-800-342-5775

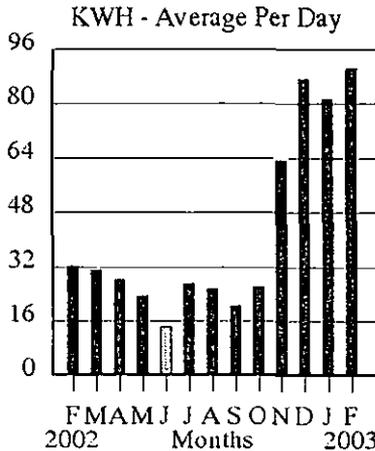
or write to:
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
www.pplweb.com

Electric Use

This graph shows your electric use over the last 13 months.

Types of Meter Readings:

- Actual
- Estimated
- Customer



Meter Reading Information

Meter #87765325		
Feb 25	Actual	4345
Jan 27	Actual	1708
29 Days	KWH Billed	2637

Average - Feb	2002	2003
Temperature	39F	26F
KWH Per Day	33	91

Yearly Use:	Total Use	Average Monthly
Mar 2001 - Feb 2002	7174	598
Mar 2002 - Feb 2003	15924	1327

pd # 304 3-28-03

Other important information on back →

DENNIS E. SPICHER 424 RIVER RD. PH. 717-921-8650 DAUPHIN, PA 17018		60-7238 28 2313 0600046395	304 <u> </u>
PAY TO THE ORDER OF <u>PP+2</u>		\$ <u>205.60</u>	
MEMO <u>303-726 confer</u>		DOLLARS <u>MP</u>	
Waypoint BANK		Paid By phone	
- 1 23 13 7 238 71 06 00 04 63 95 11 0304			



Your Bill Account Number
29180-66021
Use when calling or writing

**Electric
Service**

For:
DENNIS SPICHER
424 RIVER RD
DAUPHIN PA 17018

Summary Page

Balance as of Mar 25, 2003 **\$ 205.66**

Charges:
Total PPL ELECTRIC UTILITIES Charges **\$ 191.98**

Total Charges **\$ 397.64**

Pay This Amount No Later than Apr 15, 2003 \$ 397.64

Account Balance **\$ 397.64**

Questions about
this bill? Please
contact us by Apr 15
at 1-800-342-5775

or write to:
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
www.pplweb.com

*Pymt acc#
1810 672 2413*

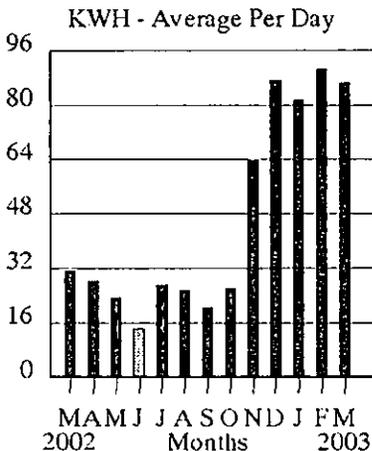
*Another
bill paid by
phone*

**Electric
Use**

This graph shows
your electric use
over the last 13
months.

**Types of
Meter Readings:**

- Actual
- Estimated
- Customer

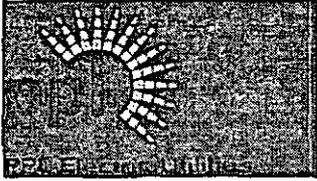


Meter Reading Information

Meter #87765325		
Mar 25	Actual	6786
Feb 25	Actual	4345
28 Days	KWH Billed	2441

Average - Mar	2002	2003
Temperature	40F	35F
KWH Per Day	32	87

Yearly Use:	Total Use	Average Monthly
Apr 2001 - Mar 2002	7736	645
Apr 2002 - Mar 2003	17469	1456



Online Billing Services

online billing

- Account Activity
- Schedule a Payment
- Automatic Payments
- Payment History

- Connect Newsletter
- Customer Profile
- Financial Info
- Terms and Conditions
- Browser Support
- Cancel Online Billing
- Change Password
- FAQs
- Customer Service
- Logout

Online Billing Service - Canceled

DENNIS SPICHER
 424 RIVER RD
 DAUPHIN, PA 17018

Bill Account: 29180-66

Online Billing service has been cancelled for account number 2918066021.
 Your grace period will end in 30 days.

Your Bill/Account Number
29180-66021
Use when calling or writing

Electric Service

Summary Page

For:
DENNIS SPICHER
424 RIVER RD
DAUPHIN PA 17018

Balance as of Nov 24, 2003

\$ 195.48

Charges:
Total PPL ELECTRIC UTILITIES Charges

\$ 277.81

Total Charges

\$ 473.29

P2 12-5-03
142.81
P2-12-5-03

Pay This Amount No Later than Dec 15, 2003 **\$ 473.29**

Account Balance

\$ 473.29

Questions about this bill? Please contact us by Dec 15 at 1-800-342-5775 or 484-634-4900

or write to:
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
www.pplweb.com

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owe

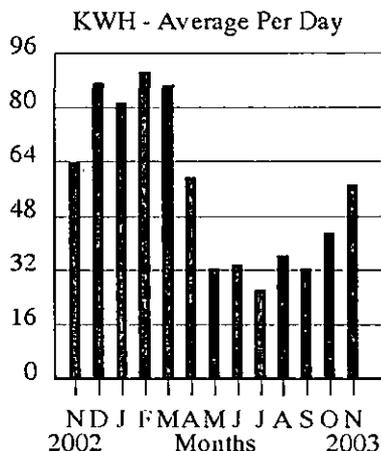
Electric Use

This graph shows your electric use over the last 13 months.

Types of Meter Readings:

- Actual
- Estimated
- Customer

P2-345.72



Meter Reading Information

Meter #87765325		
Nov 24	Actual	16803
Oct 24	Actual	15008
31 Days	KWH Billed	1795

Average - Nov 2002	2002	2003
Temperature	43F	49F
KWH Per Day	64	58

Yearly Use:	Total Use	Average Monthly
Dec 2001 - Nov 2002	11190	933
Dec 2002 - Nov 2003	20392	1699

Other important information on back →

Return this part to address below with a check payable to PPL Electric Utilities Corporation

Your Bill/Account Number
29180-66021

Please Pay By
Dec 15, 2003

Pay This Amount
\$ 473.29

Amount Enclosed

<input type="checkbox"/>							
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DENNIS SPICHER
424 RIVER RD
DAUPHIN PA 17018 -9763

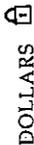
PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET RPC-GENNI
ALLENTOWN PA 18101-1175

313

60-7238-28
2313
0800046395

DATE

\$1,269.31
DOLLARS



DENNIS E. SPICHER
424 RIVER RD. PH. 717-921-8650
DAUPHIN, PA 17018

PAY TO THE
ORDER OF

Waypoint
BANK

MEMO
406260

⑆06010000016395⑈

Your Bill Account Number

29180-66021

Use when calling or writing

Last Bill received Dec 1 - Thank You!

\$ 473.29
\$ 340.72

Details

You Still Owe as of Dec 26, 2003

NO →

\$ 132.57

Charges

or - PPL ELECTRIC UTILITIES

Rate: RS for Nov 24 - Dec 26

Transition Charge:

Transition Charge 6.47

Transition Charge at 1.79600000¢ per KWH 3.59

Transition Charge at 1.59400000¢ per KWH 9.56

Transition Charge at 1.47200000¢ per KWH 28.22

Transition Charge:

Transition Charge at 0.37700000¢ per KWH 10.24

Transition Charge:

Transition Charge at 1.55900000¢ per KWH 3.12

Transition Charge at 1.38400000¢ per KWH 8.30

Transition Charge at 1.27800000¢ per KWH 24.50

Transition Charge:

Transition Charge and Energy 9.92

Transition Charge at 4.96200000¢ per KWH 26.15

Transition Charge at 4.35900000¢ per KWH 76.64

Transition Charge at 3.99800000¢ per KWH 2.60

Transition Charge adjustment Surcharge at 1.26000000%

ELECTRIC UTILITIES Charges

\$ 209.31

Charges for PPL Electric Utilities

Transition Charge 2.44

Deposit Amount 67.00

Total of Other Charges

NO →

X \$ 69.44

Pay This Amount No Later Than Jan 19, 2004

\$ 411.32

Account Balance

\$ 411.32

General Information

Next meter reading on or about Jan 28

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$34.08 of this bill to pay state taxes. In addition, about \$15.15 of this bill pays the PA Gross Receipts Tax.

The Transition Charge includes an Intangible Transition Charge (ITC) and the applicable gross receipts tax which together amount to \$29.63. The ITC is a per usage charge approved by the Public Utility Commission which PPL Electric Utilities collects as agent for PPL Electric Utilities Transition Bond Company LLC and which that company uses to service debt incurred to recover a portion of PPL Electric Utilities' stranded costs. The gross receipts tax, which is collected for the Commonwealth of Pennsylvania, is equal to 4.4% of the ITC.

For your convenience, you can now pay your bill using your Visa, MasterCard, Discover, or ATM Card. Call **BillMatrix** at 1-800-672-2413. **BillMatrix** will charge your credit and ATM card a service fee for making this payment.

Electric Service

*Celine
Please File*

Total from Last Bill \$ 607.01
 Payment Received Feb 23 - Thank You! \$ 336.00

Billing Details

Amount You Still Owe as of Feb 24, 2004 \$ 271.01

Current Charges

Charges for - PPL ELECTRIC UTILITIES

Residential Rate: RS for Jan 26 - Feb 24

Distribution Charge:

Customer Charge	6.47
200 KWH at 1.79600000¢ per KWH	3.59
600 KWH at 1.59400000¢ per KWH	9.56
3,181 KWH at 1.47200000¢ per KWH	46.82

Transmission Charge:

3,981 KWH at 0.37700000¢ per KWH	15.01
----------------------------------	-------

Transition Charge:

200 KWH at 1.41900000¢ per KWH	2.84
600 KWH at 1.25800000¢ per KWH	7.55
3,181 KWH at 1.16200000¢ per KWH	36.96

Generation Charge:

Capacity and Energy	
200 KWH at 5.02500000¢ per KWH	10.05
600 KWH at 4.41400000¢ per KWH	26.48
3,181 KWH at 4.04900000¢ per KWH	128.80

PA Tax Adjustment Surcharge at 1.16000000% 3.41

Total PPL ELECTRIC UTILITIES Charges **\$ 297.54**

Pay This Amount No Later Than Mar 16, 2004 \$ 568.55

Account Balance \$ 568.55

PPL Electric Utilities
 Customer Service
 827 Hausman Rd.
 Allentown, PA
 18104-9392
 1-800-342-5775 or
 484-634-4900
 www.pplweb.com

*WYM point
 Customer code →
 pd by phone
 0662144910
 3-6-2004*

General Information

Next meter reading on or about Mar 26

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$56.28 of this bill to pay state taxes. In addition, about \$25.01 of this bill pays the PA Gross Receipts Tax.

The Transition Charge includes an Intangible Transition Charge (ITC) and the applicable gross receipts tax which together amount to \$39.11. The ITC is a per usage charge approved by the Public Utility Commission which PPL Electric Utilities collects as agent for PPL Electric Utilities Transition Bond Company LLC and which that company uses to service debt incurred to recover a portion of PPL Electric Utilities' stranded costs. The gross receipts tax, which is collected for the Commonwealth of Pennsylvania, is equal to 4.4% of the ITC.

For your convenience, you can now pay your bill using your Visa, MasterCard, Discover, or ATM Card. Call **BillMatrix** at 1-800-672-2413. **BillMatrix** will charge your credit and ATM card a service fee for making this payment.

Electric Service

Total from Last Bill \$ 411.32
 Payment Received Jan 22 - Thank You! \$ 209.31

Billing Details

Amount You Still Owe as of Jan 26, 2004 \$ 202.01

For:
 DENNIS SPICHER
 424 RIVER RD
 DAUPHIN PA 17018

Current Charges

Charges for - PPL ELECTRIC UTILITIES

Residential Rate: RS for Dec 26 - Jan 26

Distribution Charge:	
Customer Charge	6.47
200 KWH at 1.79600000¢ per KWH	3.59
600 KWH at 1.59400000¢ per KWH	9.56
3,712 KWH at 1.47200000¢ per KWH	54.64
Transmission Charge:	
4,512 KWH at 0.37700000¢ per KWH	17.01
Transition Charge:	
200 KWH at 1.44157900¢ per KWH	2.88
600 KWH at 1.27832100¢ per KWH	7.67
3,712 KWH at 1.18070800¢ per KWH	43.83
Generation Charge:	
Capacity and Energy	
200 KWH at 5.01483700¢ per KWH	10.03
600 KWH at 4.40512800¢ per KWH	26.43
3,712 KWH at 4.04077300¢ per KWH	149.99
PA Tax Adjustment Surcharge at 1.17612800%	3.90

PPL Electric Utilities
 Customer Service
 827 Hausman Rd.
 Allentown, PA
 18104-9392
 1-800-342-5775 or
 484-634-4900
 www.pplweb.com

Handwritten:
 17018
 1-800-672-2413
 10703

Total PPL ELECTRIC UTILITIES Charges

\$ 336.00

Other Charges for PPL Electric Utilities

Security Deposit Amount *copy file* 69.00

Total of Other Charges

\$ 69.00

Handwritten: 6503154295

Pay This Amount No Later Than Feb 17, 2004 \$ 607.01

Account Balance

\$ 607.01

General Information

Next meter reading on or about Feb 26

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$53.26 of this bill to pay state taxes. In addition, about \$23.67 of this bill pays the PA Gross Receipts Tax.

The Transition Charge includes an Intangible Transition Charge (ITC) and the applicable gross receipts tax which together amount to \$44.91. The ITC is a per usage charge approved by the Public Utility Commission which PPL Electric Utilities collects as agent for PPL Electric Utilities Transition Bond Company LLC and which that company uses to service debt incurred to recover a portion of PPL Electric Utilities' stranded costs. The gross receipts tax, which is collected for the Commonwealth of Pennsylvania, is equal to 4.4% of the ITC.

For your convenience, you can now pay your bill using your Visa, MasterCard, Discover, or ATM Card. Call **BillMatrix** at 1-800-672-2413. **BillMatrix** will charge your credit and ATM card a service fee for making this payment.

NOTIFICATION OF INTENT TO APPEAL
(Request for Formal Complaint Forms)

Notice to Customer:

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: February 18, 2004. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments, or the utility company may pursue the termination of your service.

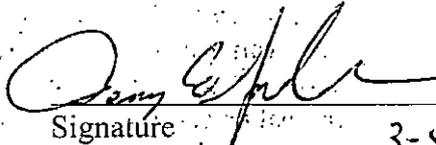
Thank You.
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

DENNIS SPICHER
424 RIVER ROAD
DAUPHIN PA 17018

717 648-9999
(Area Code) Telephone Number


Signature

3-5-2004

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1549216

Date of mailing: February 18, 2004

Company: PPL

827 HAUSMAN RD

ALLENTOWN PA 18104-9392

RECEIVED
2004 MAR -8 PM 9:02
SECRETARY'S BUREAU



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

4-1-04

IN REPLY PLEASE
REFER TO OUR FILE

March 12, 2004

BCS1549216

DENNIS SPICHER
424 RIVER ROAD
DAUPHIN PA 17018

DOCUMENT
FOLDER

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before April 1, 2004, to the address listed below:

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

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- **If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:**

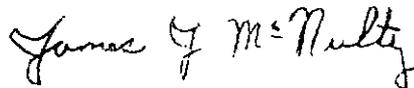
**Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265**

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

ddi

CC: Pennsylvania Power & Light

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: APRIL 9, 2004

DENNIS SPICHER

Complainant

VS.

**PPL ELECTRIC UTILITIES
CORPORATION**

Respondent

Complaint Docket
No: F-01549216

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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

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

DATE SERVED: APRIL 9, 2004

F-01549216

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by DENNIS SPICHER. 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.

DOCUMENT
FOLDER

DOCKETED
APR 09 2004

APRIL 9, 2004

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:

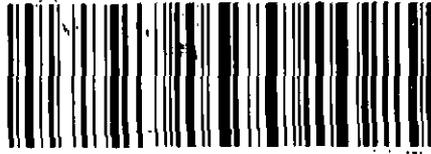
Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

James J. McNulty
Secretary

ddi

2. Article Number



7106 4575 1293 1188 1296

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee) Yes

1. Article Addressed to:

F-01549216
PPL ELECTRIC UTILITIES CORPORATION
PAUL E RUSSELL GEN COUNSEL
TWO N 9TH ST
ALLENTOWN PA 18101-1179

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly)
M. Reiss-Rooney

B. Date of Delivery
4-12-04

C. Signature
X M Reiss-Rooney

Agent
 Addressee
 Yes
 No

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

ORIGINAL
GROSS, MCGINLEY, LABARRE & EATON, LLP
ATTORNEYS AT LAW

33 SOUTH SEVENTH STREET
P.O. BOX 4060

ALLENTOWN, PENNSYLVANIA 18105-4060

(610) 820-5450

TELEFAX (610) 820-6006

E-MAIL jgross@gmle.com

Direct number: (610) 871-1324

RECEIVED

APR 29 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

April 29, 2004

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 F. GROSS
KIMBERLY G. KRUPKA
K. A. SPOTTS-KIMMEL
ERROL C. DEANS, JR.
ANDREW H. RALSTON, JR.

VIA FEDERAL EXPRESS

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

RE: Dennis Spicher v. PPL Electric Utilities Corporation
Docket No. F-01549216

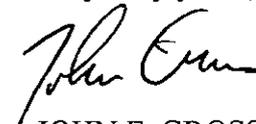
Dear Mr. McNulty:

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 April 29, 2004, 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: Dennis Spicher (w/ encs.)
Diedre L. Bilger (w/ encs.)

W:\WDOX\CLIENTS\ppl-puc\security\00059132.DOC

**DOCUMENT
FOLDER**

RJP

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DENNIS SPICHER,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. F-01549216

RECEIVED

APR 29 2004

PA PUBLIC UTILITY COMMISSION
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. Denied. PPL denies that it has been unreasonable in billing Complainant or in any other way in this matter.

**DOCUMENT
FOLDER**

PPL admits that Complainant made a payment of \$169.10 on February 27, 2003.

By way of further answer, this payment was for amount due on or before February 18, 2003.

PPL admits that a payment of \$320.00 was made on or around January 17, 2003 and posted to Complainant's account on January 20, 2003.

PPL admits that Complainant made a payment of \$205.66 on April 1, 2003. By way of further answer, this payment was not a payment of the full amount due by the due date.

PPL denies that Complainant did not receive bills. By way of further answer, on March 25, 2003, the customer initiated PPL's electronic on-line bill payment program (EBPP). This program clearly and prominently states in several locations that, "USE OF THIS SERVICE

DOCKETED
MAY 11 2004

WILL AUTOMATICALLY DISCONTINUE MAIL DELIVERY OF YOUR REGULAR MONTHLY BILL. THE SAME INFORMATION THAT IS TYPICALLY PROVIDED ON YOUR MONTHLY BILL WILL BE PROVIDED ON YOUR NEW ON-LINE BILL”.

Complainant received on-line bills as requested until he discontinued the EBPP program on August 26, 2003.

PPL denies that Complainant has paid all bill amounts on time since the EBPP program was terminated in August of 2003. By way of further answer, Complainant has failed to pay the full amounts due by the due date in every month since August 2003 and failed to make any payments in October or November of 2003.

PPL denies that Complainant is unable to pay the current bill plus \$40.00 a month towards arrears and the remaining security deposit installment of \$69.00 as indicated in the most recent BCS decision.

By way of further answer, Complainant's current overdue balance is \$271.01 and Complainant's payments on this account has been sporadic.

PPL denies that it improperly applied a security deposit to Complainant's account. Between November of 2002 and November of 2003, Complainant's account was delinquent eight (8) out of twelve (12) months because he failed to pay the full amount due by the due date set forth on his bill. On August 21, 2003, PPL properly notified the Complainant that further late payments would result in PPL accessing a security deposit. Complainant failed to make payments in full by the due dates in October and November, 2003. Therefore, a security deposit of \$135.00 was applied to Complainant's account in accordance with PUC regulations in installments in November and December of 2003 and January of 2004.

PPL does not have sufficient information to either admit or deny all other allegations in Complainant's Complaint. Therefore, all such allegations are denied.

Attached hereto as Exhibit A is a copy of the Bureau of Consumer Services Decision dated February 18, 2004 at Docket Number 1549216.

4. This paragraph constitutes a request for relief to which no answer is required.

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: April 29, 2004
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DENNIS SPICHER,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. F-01549216

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):

Dennis Spicher
424 River Road
Dauphin, PA 17018-9763

Dated this the 29th day of April, 2004.

GROSS, MCGINLEY, LABARRE & EATON, LLP

By: 

JOHN F. GROSS, ESQUIRE
Attorney for PPL Electric Utilities Corp.
33 South 7th Street, P.O. Box 4060
Allentown, PA 18105-4060
(610) 820-5450 I
I.D. #82079

Mediations Formals

Home
My Work
Case Search
Reports

Decision Detail

General

BCS Case No.	1549216	CSS Account No.	2918066021
Customer Name	DENNIS SPICHER	Investigator Name	GILSON, KATHY
Address 1	424 RIVER RD	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	DAUPHIN, PA 17018	Head Date	
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	607.01	Closed Date	02/18/2004
Reconnect Amount		Balance Date	
Special Budget Amount		Regular Budget Amount	
Arrears Payment Plus		Final Monthly Payment	

Resolution

COMPL DISMISSED; CUST ACCT MEETS CRITERION FOR REQUESTING SEC DEP. CUST ACCT HAS CONTINUALLY CARRIED A BAL SINCE JAN 2002. PER 56.41 CO HAS RIGHT TO REQUIRE EXISTING R/P TO POST SEC DEP WHEN LATE 3 TIMES IN 12 MOS OR 2 CONSECUTIVE TIMES. CO MUST WAIVE SEC DEP IF CUST PROVIDES PROOF OF LOW INCOME. BEG W/BILL DUE 3/04 CUST MUST PAY ALL CB'S AS DUE PLUS ADD'L \$40/MO T/ARREARS AND CUST MUST PAY REMAINING SEC DEP INSTALLMENT OF \$69 BY 3/04 DUE DATE. ISSUED WRITTEN DEC W/APPEAL RIGHTS.

Terms
Letter

Description

Action Required Options

Action Required Yes No

WorkQ Category

Sub Category

Up Front Amount Up Front Due Date

Bill Type

Plus Amount

Beginning Date

Write-Off Amount

Comments

Processed By KMWENN Processed Date 2/19/2004 8:08:23 AM



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

IN REPLY PLEASE
REFER TO OUR FILE

August 9, 2004

In Re: F-01549216

(SEE ATTACHED LIST)

Dennis Spicher v. PPL Electric Utilities Corporation
Billing Dispute

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 Telephone Hearing
Date: Monday, October 14, 2004
Time: 10:00 a.m.
Presiding: Administrative Law Judge Susan D. Colwell
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

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.

DOCKETED
AUG 25 2004

**DOCUMENT
FOLDER**

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

Dennis Spicher	717-921-8650
John F. Gross, Esquire	610-871-1324

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge 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:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Colwell
Cherie Pyle
Beth Plantz
Docket Section
Calendar File

DENNIS SPICHER v. PPL ELECTRIC UTILITIES CORPORATION
F-01549216

DENNIS SPICHER
424 RIVER ROAD
DAUPHIN PA 17018
717-921-8650

JOHN F GROSS ESQUIRE
GROSS MCGINLEY LABARRE & EATON
33 SOUTH SEVENTH STREET
ALLENTOWN PA 18101
610.820.5450



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

IN REPLY PLEASE
REFER TO OUR FILE

August 12, 2004

In Re: F-01549216

(SEE LETTER DATED 8/9/04)

Dennis Spicher v. PPL Electric Utilities Corporation

Billing Dispute

**DOCUMENT
FOLDER**

Corrected Telephone Hearing Notice

This is to inform you that the notice dated August 9, 2004 on the above-captioned case contained incorrect information. The purpose of this notice is to correct that information. All corrections are double underlined.

The hearing will be held as follows:

Type: Initial Telephone Hearing
Date: Monday, October 4, 2004
Time: 10:00 a.m.
Presiding: Administrative Law Judge Susan D. Colwell
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

DOCKETED
AUG 26 2004

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

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.

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

Dennis Spicher
John F. Gross, Esquire

717-921-8650
610-71-1324

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge 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:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Colwell
Cherie Pyle
Beth Plantz
Docket Section
Calendar File