

RECEIVED

DEC 18 2012

EXCEPTIONS OF KAREN A. ESAK
VS
PPL ELECTRIC UTILITIES CORPORATION
F-2012-2304448 - December 18, 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

1. The FINDINGS OF FACT number 7 states:

"Ms. Esak's outstanding balance was for electric service in her name, at the service address 174 Cayuga Circle, with a mailing address of 1033 Valley of the Lakes, Hazleton, Pennsylvania Tr.9, 11"

This is the correct mailing address, but not the address that was on the PPL bill that I finally received on February 8, 2012 (letter attached, A). In each and every submission to the Collection Department of PPL and to the PUC, I have included the copy of the correspondence I received from PPL on February 8, 2012 with the service address as:

Mailing Address
4128 Valley of Lakes
Hazleton, Pa 18202

Physical Address
11 Cayuga Circle
Hazleton, Pa 18202

During the hearing, PPL attorney and their witness explained away the 11 Cayuga Circle by stating, not proving, that after 911 addresses were changed. When I moved into 174 Cayuga is was not 11 Cayuga and that address was never reflected in any correspondence or bills. However the 4128 which is a mailing address and is not my mailing address, was assigned by the Post Office and after 911, these Post Office boxes were not changed, nor was this issue addressed by PPL or the PUC.

My mailing address for the entire time I lived at 174 Cayuga Circle was:

1033 Valley of the Lakes
Hazleton, Pa 18202

All my mail, including PPL bills that were mailed to me would have been forwarded from 1033 Valley of the Lakes to my new address. I never received any bills or notices of owing money to PPL until recently. I have always notified the Post Office when I moved and received all my other mail through this forwarding process. This wrong Post Office address has never been addressed nor any explanation given by PPL or addressed in the findings at the PUC. (Reference attachment of letter received from PPL on February 8, 2012, Attachment A.)

2. FINDING OF FACT number 12 states:

"There is no record of Ms. Esak calling in to discontinue her service at 174 Cayuga Circle/1033 Valley of the Lakes. Tr. 28-29"

PPL claims that there is no record of that call; however, when I called to discontinue the services at 174 Cayuga Circle/1033 Valley of the Lakes, I requested the electric to be discontinued and service established at 2103 Tomhicken Road, Bloomsburg, Pa 17815, Account number 78900-30026, Attachment B. When I left this residence, I called in to have it discontinued and have service at 192 S. Laurel St, Hazleton, Pa, Account number 57560-28033, Attachment C.

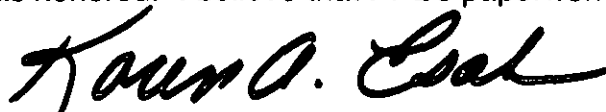
3. DISCUSSION, Page 5, paragraph 3 states:

"Ms. Esak alleged that she had the breakers off with exception of the main line and the furnace. Her bills went from \$100-\$140 per month to less than \$84 per month (PPL Exh 1-A and 1-D). The reduction in her monthly bill is consistent with turning off some of the breakers."

The first thing that is incorrect with this statement is the furnace was fueled by propane. Upon leaving my house, I removed all the appliances, turned off the water heater and only left the gas furnace on at 50 degrees. The furnace was fueled by propane. The idea that a house which had nothing on could use \$85.00 per month is absurd and I contest the assumption of the Administrative Law Judge's conclusion. The electric bill for the two homes 37 and 39 Eckley Main street which I share the expense is approximately \$54.00 (reference PPL bill, Account number 17040-30018, dated December 2012 with the amount due of \$54.23 for two homes with appliances; ie, electric dryer, refrigerator, freezer, coal fired furnace.)(See Attachment D)

At the PUC adjudication, I was told that not have a signed statement by the individual who turned off the breakers was detrimental to my case. I have included that signed statement for your consideration, Attachment E.

In conclusion, I believe that the \$496.07 belongs to some other party which the Post Office mailing address of 4128 Valley of Lakes, Hazleton, Pa 18202. When I requested to have electric established at my new address, which was done, I also requested that the service be cancelled at my former address; which, is exactly what I did when I moved again and that request was honored. I believe that PPL's paperwork is erroneous and incorrect.



Karen A. Esak
December 18, 2012

PPL Electric Utilities
827 Hausman Road
Allentown, PA 18104-9392
Tel. 800.342.5775 Fax 484.634.3484
www.pplelectric.com



KAREN ESAK
39 ECKLEY MAIN ST
WEATHERLY PA 18255

Service Address:
4128 VALLEY OF LAKES
HAZLETON PA 18202

February 8, 2012

RECEIVED

DEC 18 2012

Subject: 55510-29027

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Ms. Esak:

On February 7, 2012, you informed PPL Electric Utilities that you should not be responsible for electric service at the above address after May 1, 2009. Our records show that you did not contact us to disconnect service. As a result, the account and the bill were in your name until October 29, 2009.

The amount you owe is \$483.53, and was not part of your Chapter 7 Bankruptcy filed 5/1/2009 Docket # BK-09-03422 and is now at Penn Credit Corporation (800-900-1380). This letter includes a statement of your account.

You can mail payments to PPL, Attn: Remittance Processing, Two North Ninth Street, Allentown, PA, 18101 or take them to a bill payment center.

The PUC is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling the PUC toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

You must file the complaint to protect all of your rights. PPL will not shut off your service for 10 days from the date of this report or during the informal complaint process as long as you pay all undisputed bills.

ATTACHMENT A

The PUC will ask you to provide the following information.

1. The customer's name and phone number.
2. The customer's address, and if different, the service address.
3. The utility company's name and the customer's account number, if there is one.
4. A brief statement of the dispute and the relief sought.
5. Whether the company has already investigated and reported the dispute.
6. Whether the same formal or informal complaint was filed with the PUC in the past.
7. The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).

Sincerely,

PPL Electric Utilities

Enclosure (Statement of Account)

urabdd01.doc_041060_1623441

**PPL Electric
Utilities**



Your Bill Account Number

78900-30026

Use when calling or writing

**Electric
Service**

For:
KAREN ESAK
2103 TOMHICKEN RD.
BLOOMSBURG PA 17815

**PPL Electric Utilities
Customer Service**
827 Hausman Rd.
Allentown, PA
18104-9392
1-800-342-5775
(1-800-DIAL-PPL)
www.pplelectric.com

Total from Last Bill **\$63.29**
Payment Received Jul 30 - Thank You! **\$63.29**

Billing Details

Balance as of Aug 11, 2008 **\$0.00**

Current Charges

Charges for - PPL ELECTRIC UTILITIES

Residential Rate: RS for Jul 11 - Aug 11

Distribution Charge:

Customer Charge	8.21
200 KWH at 2.85800000¢ per KWH	5.72
600 KWH at 2.59800000¢ per KWH	15.59
339 KWH at 2.44900000¢ per KWH	8.30
PA Tax Adj Surcharge at 0.33600000%	0.13

Transmission Charge:

1,139 KWH at 0.73000000¢ per KWH	8.31
PA Tax Adj Surcharge at 0.31000000%	0.03

Transition Charge:

200 KWH at 1.21300000¢ per KWH	2.43
600 KWH at 1.07500000¢ per KWH	6.45
339 KWH at 0.99300000¢ per KWH	3.37
PA Tax Adj Surcharge at 0.31000000%	0.04

Generation Charge:

Capacity and Energy	
200 KWH at 5.81900000¢ per KWH	11.64
600 KWH at 5.11400000¢ per KWH	30.68
339 KWH at 4.69200000¢ per KWH	15.91
PA Tax Adj Surcharge at 0.31000000%	0.18

Total PPL ELECTRIC UTILITIES Charges **\$116.99**

Pay This Amount No Later Than Sep 2, 2008 **\$116.99**

Account Balance **\$116.99**

**General
Information**

Next meter
reading
on or about
Sep 11

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 \$8.18 of this bill to pay state taxes. In addition, about \$6.90 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 \$10.03. 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 5.9% 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.

Before digging around your home or property, you should always call the state's One Call notification system to locate any underground utility lines. You can do this by simply dialing 811, which will connect you to the One Call system. Be safe and call 811 before you dig.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ATTACHMENT B

PPL Electric
Utilities



Your Bill Account Number
57560-28033
Use when calling or writing

Electric Service

FOR:
KAREN ESAK
192 S LAUREL ST
HAZLETON PA 18201

Total from Last Bill \$22.56
Payment Received Oct 7 - Thank You! \$22.56

Billing Details

Balance as of Oct 20, 2008 \$0.00

Current Charges

PPL Electric Utilities
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
1-800-342-5775
(1-800-DIAL-PPL)
www.pplelectric.com

Charges for - PPL ELECTRIC UTILITIES

Residential Rate: RS for Sep 19 - Oct 20

Distribution Charge:

Customer Charge	8.21
200 KWH at 2.85800000¢ per KWH	5.72
600 KWH at 2.59800000¢ per KWH	15.59
70 KWH at 2.44900000¢ per KWH	1.71
PA Tax Adj Surcharge at 0.33600000%	0.10

Transmission Charge:

870 KWH at 0.73000000¢ per KWH	6.35
PA Tax Adj Surcharge at 0.31000000%	0.02

Transition Charge:

200 KWH at 1.21300000¢ per KWH	2.43
600 KWH at 1.07500000¢ per KWH	6.45
70 KWH at 0.99300000¢ per KWH	0.70
PA Tax Adj Surcharge at 0.31000000%	0.03

Generation Charge:

Capacity and Energy	
200 KWH at 5.81900000¢ per KWH	11.64
600 KWH at 5.11400000¢ per KWH	30.68
70 KWH at 4.69200000¢ per KWH	3.28
PA Tax Adj Surcharge at 0.31000000%	0.14

Total PPL ELECTRIC UTILITIES Charges \$93.05

Pay This Amount No Later Than Nov 10, 2008 \$93.05

Account Balance \$93.05

General Information

Next meter reading on or about Nov 19

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 \$6.51 of this bill to pay state taxes. In addition, about \$5.48 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 \$7.84. 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 5.9% 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.

Before digging around your home or property, you should always call the state's One Call notification system to locate any underground utility lines. You can do this by simply dialing 811, which will connect you to the One Call system. Be safe and call 811 before you dig.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ATTACHMENT C



PPL Electric Utilities

Questions? Please contact us by Dec 28. 1-800-DIAL-PPL (1-800-342-5775) M-F: 8am to 5pm

Visit us online at pplelectric.com

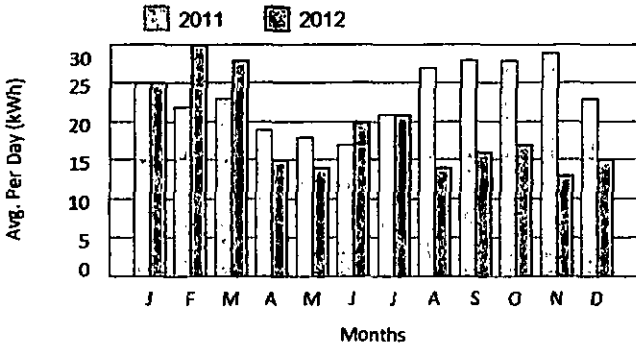
Bill Acct No	Due Date	Amount Due
17040-30018	Dec 28, 2012	\$54.23

Your Electric Usage Profile

Service to: BRYAN DUNNIGAN 39 ECKLEY MAIN ST WEATHERLY, PA 18255

Meter: 83322588 Your next meter reading is on or about Jan 4, 2013.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp
Dec 2012	32	472	15	38F
Dec 2011	32	722	23	45F

Billing Period	Type	Reading
Dec 4	Actual	34045
Nov 2	Actual	33573
32 Days	kWh Billed	472

Yearly Comparison	Total Use	Avg. Monthly
Jan 2012 - Dec 2012	6966	581
Jan 2011 - Dec 2011	8580	715

Billing Summary

(Billing details on back)

Balance as of Dec 7, 2012 \$0.00

Charges:

- Total Direct Energy Services Charges \$29.70
- Total PPL Electric Utilities Charges \$24.53

Total Charges \$54.23

Amount Due By Dec 28, 2012 \$54.23

Account Balance \$54.23

PPL Electric Utilities' price to compare for your rate is \$0.07544 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit papowerswitch.com or www.oca.state.pa.us for supplier offers.

Your Message Center

- Thank you for choosing the Direct Energy Free Power Saturday Plan.
- With paperless billing, you can receive and pay your PPL Electric Utilities bills online. The process is free, quick, convenient and secure. To learn more or sign up, visit pplelectric.com.
- Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, pplelectric.com.
- Brighten your holidays safely. Check light strings before using to make sure cords and plugs are intact. Turn off inside holiday lights before you go to bed.

Payment Methods

Online at: pplelectric.com

By phone: 1-800-342-5775 or call BillMatrix (service fee applies) at 1-800-672-2413 to pay using Visa, MasterCard, Discover or debit card.

By Mail: 2 North 9th Street CPC-GENN1 Allentown, PA 18101-1175

Correspondence should be sent to: Customer Services 827 Hausman Road Allentown, PA 18104-9392

Other important information on the back of this bill →



PPL Electric Utilities

Return this part in the envelope provided with a check payable to PPL Electric Utilities.

Bill Acct No	Due Date	Amount Due
17040-30018	Dec 28, 2012	\$54.23

Amount Enclosed:

--	--	--	--	--	--	--	--

AT 01 056706 80855E221 A**3DGT



BRYAN DUNNIGAN 39 ECKLEY MAIN ST WEATHERLY, PA 18255-5029

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DEC 18 2012

PPL ELECTRIC UTILITIES 2 NORTH 9TH STREET CPC-GENN1 ALLENTOWN, PA 18101-1175



PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU


1 6900000542390000054233 170403001

ATTACHMENT D

056706 1/1

26

I, Bryan J. Dunnigan, swear that I supervised the removal of all electric appliance at the 174 Cayuga dwelling in April, 2008. Upon completion of the move, I personally turned off all unnecessary circuit breakers and hot water heater. The only remaining power was the main and the gas fueled propane furnace was set at 50 degrees. All this was done to eliminate any electric consumption as the property was going into foreclosure.

A handwritten signature in black ink, appearing to read "Bryan J. Dunnigan", written over a horizontal line.

BRYAN J. DUNNIGAN

December 18, 2012

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ATTACHMENT E

I, Karen Esak, hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of § 1.54

Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, Pa 17105-3265

Representing PPL Electric Utilities Corporation
Kimberly G. Krupka
Gross McGinley LLP
33 South Seventh Street
Allentown, Pa 18101

PPL Electric Utilities
827 Hausman Road
Allentown, Pa 18104-9392

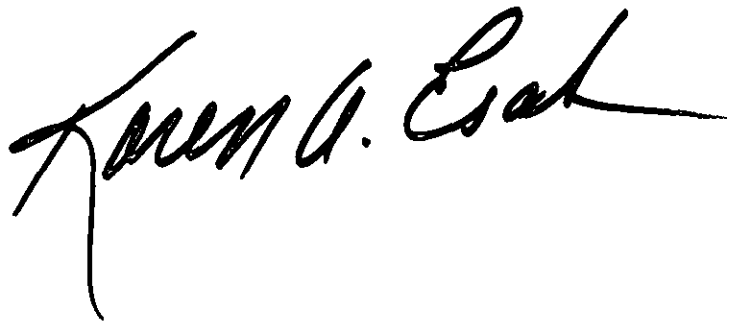
Courtesy Copy mailed to:
Commission's Office of Special Assistants (OSA)
P.O. Box 3265
Harrisburg, Pa 17105-3254

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DEC 18 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dated this 18 day of December, 2012.

A handwritten signature in black ink, reading "Karen A. Esak". The signature is written in a cursive style with a long, sweeping tail on the letter 'k'.



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE
CERTIFIED MAIL™



7010 1870 0003 6155 2389



1021



17105

U.S. POSTAGE
PAID
MILNESVILLE, PA
18239
DEC 18, 12
AMOUNT

\$10.50
00045231-03

Karen Esak
37 Eckley Main St.
Hazleton, Pa 18255

Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, Pa 17105-3265

**RETURN RECEIPT
REQUESTED**