

# RECEIVED

May 17, 2013

Douglas L. Champlin  
1956B Fry Loop Avenue  
Carlisle PA, 17013  
(717) 386-4366  
Docket #C-2012-2328598

MAY 21 2013

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

I am resubmitting this Letter of Appeal on the recommendation of one of your staff. When I called to inquire upon the status of my original letter of April 23, 2013, I was informed there was no record that my letter had been received. The staff person I spoke to inquired if I had included my docket number, which I had not. She requested I resubmit my letter, and include my docket number. Unfortunately, I had just typed up the letter, printed it, and mailed it from the office of the company I work for, and I did not save the letter. (I work in a group home, and do not have a printer at the group home, or at home.)

I will attempt to keep this concise, while still including all the details of my case. Unfortunately, I do not have all the exact dates:

The original date of my Formal Phone Hearing was in February 11, 2012. However, the morning of the hearing, I received a call that the Presiding Judge was ill, and that my hearing would be rescheduled.

My hearing was rescheduled for mid April. The day and time of the hearing was the same as the original: Monday at 10am. I work Sunday nights, but am off at 10am. In the mornings, I drop off the gentlemen at their perspective programs, and return to the group home by 9:30am. It would be easy for me to participate in a hearing from the program.

The night before the hearing, local meteorologists were predicting snow through the night, and into the morning. Therefore, the decision was made early that no one would be attending programs, and the office would be closed. But, as we saw numerous times this past winter, the predictions never reached fruition. But, due to original scheduling changes, I was still at work until noon.

I decided Monday morning not to call into to the Public Utilities Company with an attempt to reschedule. This had been going on for too long, and I believed I could participate in the hearing while meeting the requirements of my job duties. However, I missed a phone call while assisting an individual in the bathroom. The call informed me there was an issue with the conference call system at the PUC, and that I was to call in on a different number I assumed to be at PP&L. However, numerous attempts to participate in the conference call were unsuccessful. Later, I called the PUC office, and was informed I would be receiving a letter in the mail.

(NOTE: My phone transcribes all voice messages into text. I saved all incoming and outgoing calls from that morning, along with the two voice messages from the judge. Unfortunately, that

phone crashed, and I lost all that information.)

Around April 22, I received a letter from the PUC, stating a decision was made in favor of PP&L due to my failure to participate. It stated I had ten days to appeal this decision. A few days later, I had the opportunity to write an appeal letter, and mail it to the Secretary's Office.

When I recently received a shut off notice from PP&L, I contacted the PUC in regards to my Appeal Letter. As stated above, I was informed there was no record of my letter. It was assumed that this was because I failed to include my docket number in the letter.

**I am requesting that the Public Utility Commission reopen this case. I am looking for a payment plan I can afford to pay. PP&L is requesting an initial payment of over two-thirds of the account balance. I do not have that kind of money. Once I pay off a current 401K Loan, I will be taking out another loan to clear up this account. But I cannot have my service terminated until then. Along with my wife and myself, my 20 year old son lives in the home. He has gotten his life together since moving in with us, including holding down a full time job while going to college full time. Also, my 21 year old stepdaughter is living with us. She also works part time and attends community college. In addition, my minor daughter visits every other weekend, and will be spending a large part of the summer with us. To say the change of scenery will be an improvement in her life is an understatement. My wife and I live in a small two bedroom townhouse, but we are doing what we need to do for our children. We need to keep out service active.**

Thank you for your time and consideration in this matter.



Douglas L. Champlin

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