

08/20/2013

To All Parties:

2329578

In Re: F-2012-23299578

Exceptions to Initial Decision

My address is 1407 Waterfront Drive Lot K37 Tobyhanna Pa 18466. This was changed due to 911 re-addressing which I have informed PPL and the PUC previously. Luckily, I received my notice from the PUC since it arrived with Lakeside on it.

Page 2- paragraph 1- states that I asked for a payment arrangement before I had an overdue bill. Yes, this is correct. I heard that electric service in my area was very expensive after I moved here. I wanted to get ahead of it. PPL even asked me why I did not check rates before moving here. I am disabled with a brain disability, electric service is not something I think about daily. After my initial call, I did call back once I received my first bill and still got the same response. "We can't help you." Never before have I received an, "We can't help ", from a utility service.

Page 7-Paragraph 3- states that one witness for the respondent. Well, that one witness was from PPL, but was that witness in on every call I made to the company?

Page 7-Paragraph 4- On May 26, 2010 the BCS ordered a payment arrangement be made and closed the case. A payment arrangement between PPL and myself was never made. I found and applied to on track on my own. According to PPL, they are a separate entity from on track and have nothing to do with them directly. So, a payment arrangement was never made as the BCS ordered.

Pages 8 and 9- On track had me paying \$68 which I stuck to. They then changed to the \$143 per month. They did inform me of the change, but unlike the document says, they did not give a reason for the increase. Then when it went from \$143 to \$151 they did explain the \$8 increase. Never the \$75 increase. When I asked PPL, I was told that they would not know why because on track has nothing to do with them. If this is true, then I never had a payment arrangement directly through PPL, so how can I be denied on the basis that I can't be given a second arrangement? This would imply that I had a first arrangement.

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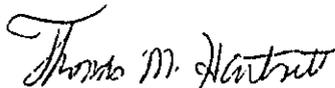
AUG 20 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Page 14- Paragraph 1- My income is \$944 through Social Security Disability. The other income is income from minor children. Therefore, my income has not increased as you have stated.

I have sleep apnea and use a machine to keep me breathing at night. Without this machine which runs on electric, chances are I could stop breathing and death would occur. I have informed PPL and they had me get a form from my Doctor stating this. I did what was asked of me, but they want a new form each month. *This condition is ongoing and is not going to change in the foreseeable future. I do need my electric for this condition.*

Lastly, I put in a call to PPL and asked them nicely if they could as a courtesy check my meter and make sure it is running correctly. When I have 2 items running at home, the meter is still going crazy. They refused with a, " it's fine, it's accurate". I really don't feel that it was too much to ask.

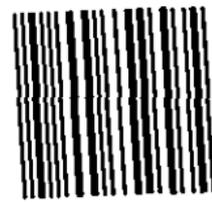

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