

October 23, 2013

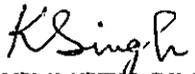
Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: Kenneth Singh v PPL Electric Utilities Corporation
Docket No: C-2013-2383113

Dear Ms. Chiavetta:

Attached herewith is the Complainant's Answer to the Preliminary Objections and Notice to Plead from PPL Electric Utilities Corporation, the Respondent. Their letter was dated October 7, 2013 and received on October 9th.

Very truly yours,


KENNETH SINGH
Complainant

130 Donald Avenue
Middletown, PA 17057

cc: Graig M. Schultz, Esquire

RECEIVED
2013 OCT 23 PM 12:01
PA PUC
SECRETARY'S BUREAU

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 23, 2013

KENNETH SINGH

Complainant

v.

Complaint Docket

No: C-2013-2383113

PPL ELECTRIC UTILITIES CORPORATION

Respondent

COMPLAINANT'S ANSWER

The Complainant apologizes for not stating clearly his facts in the complaint against the Respondent at the time of filing. However, he had discussed his facts with the Respondent's Official and their Attorney by telephone. Those facts are explained as follows. The **Complainant** believes that,

1. The Respondent could have switched to the new Generation Supplier by July 15, 2013 instead of delaying it till August 14, 2013. He had requested the Respondent's Customer Service Person to change the Generator Supplier expeditiously as he was being charged a very high rate by Dominion Power. The Respondent took much longer to act resulting in another month's higher charges for Generation.
2. The Respondent could have asked the Generator, Dominion Power why they were suddenly charging a much higher rate for the June 2013 bill. The Respondent told the Complainant that it was not their responsibility. Nevertheless, they should have challenged Dominion for charging a much higher rate.
3. The Complainant paid a customer charge of \$14.17 per month to the Respondent. For the months of June, July and August 2013 he believes that the Respondent was negligent and failed to provide an expeditious and satisfactory service. Those charges should therefore be refunded.
4. The Complainant also made two long distance telephone calls to the office of Respondent's Attorney in Allentown, PA in September, as they asked.

Therefore, the Complainant respectfully requests that the PUC not only not deny or dismiss this complaint but order the Respondent to pay compensation for their negligence and absence of due diligence in their service.

Respectfully submitted,


Kenneth Singh

PA PUC
SECRETARY'S BUREAU

2013 OCT 23 PM 12:01

RECEIVED