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DOCUMENT  
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June 28, 2007

James H. Miller, President  
PPL Corporation  
Two North Ninth Street  
Allentown, PA 18101

A-110500

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PA.P.U.C.  
SECRETARY'S BUREAU

Dear Mr. Miller:

I am writing this letter to express my dissatisfaction with the apathetic attitude demonstrated by some employees of the PPL Electric Utilities Corp.

Our company represents a number of small communities in Eastern Pennsylvania and we have been working with your company on small projects for many years. In the past the Pennsylvania Power and Light Company was community oriented and worked together with the communities for the common good.

Since becoming PPL Electric Utility Corp. and with the policy changes that accompanied the name change it has become very evident that the attitude and cooperation of your employees has also changed.

Recently we had a street reconstruction project in the Jamestown section of Mahoning Township, Carbon County. This project consisted of installing curbing, sidewalk and a complete road reconstruction. During the design process it was determined that one of PPL's poles was located within the Township's right-of way and had to be moved approximately two (2) feet to accommodate the new construction.

By letter dated March 27, 2007 we notified your Hazleton office of this need. On or about May 1, 2007 we scheduled an on-site pre-construction meeting for May 11, 2007 with the Contractor. We invited PPL to attend this meeting. Your electric division did not show, but your gas division did, but as would be expected they could not tell the scheduling for the pole relocation since this was not their responsibility.

On that date I contacted the Hazleton office regarding this matter and was informed that my letter was still sitting on someone's desk and no action had been taken. Although I was told someone would immediately attend to this matter.

On June 4<sup>th</sup> the pole had not been moved. All of the curbing and sidewalk had been completed by our Contractor and the road grading was underway. I tried on June 4<sup>th</sup> and 5<sup>th</sup> to contact the Hazleton office and could only leave a message on voice mail.

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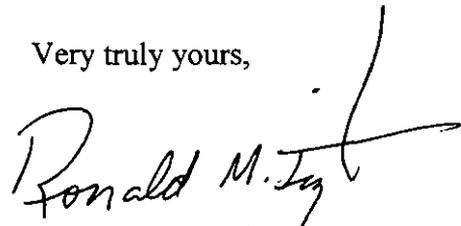
On June 6<sup>th</sup> I received a call back from my voice mail messages. At that time I was informed that the pole relocation had still not been scheduled and the necessary PA One-Call had not even been initiated. I was told that the earliest the pole could be moved was early the week of June 11<sup>th</sup> but there was no guarantee.

Meanwhile, the Contractor proceeded with completing the paving on the project on June 12<sup>th</sup>, leaving a small area undone until the pole is moved, resulting in a newly constructed road having a patch in the area where the pole was located. PPL finally moved the pole until June 14<sup>th</sup>.

Had we stopped the Contractor from proceeding with the project as a result of this pole relocation, we would have encountered both delay charges and remobilization charges costing the community thousands of dollars due to PPL's lack of action.

Since the PPL Electric Utility Corp is seeking a large rate increase, I am hoping that this will be accompanied by an improved attitude towards working together with the local communities and your customers! The present indifferent attitude is not acceptable for a public utility.

Very truly yours,



Ronald M. Tirpak, P.E.  
Mahoning Township  
Engineer

RMT/mt

cc: Mahoning Township Supervisors  
James J. McNulty, PUC

**END**