

3985 Locust Grove Road  
Columbia, PA 17512  
4/20/2014

Secretary of the Commission  
Public Utility Commission  
Commonwealth of PA  
Harrisburg, PA 17105-3265

**RECEIVED**

APR 28 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: **F-2013-2342492**

Theresa Brown-Albert (Complainant) is in total disagreement with the decision made in relation to Theresa Brown-Albert V. PPL Electric Utilities Corporation, F-2013-2342492.

- **EXCEPTION : 1 & 2** (sited 66 Pa. C.S. 701 & 66 Pa. C.S. 332 a ) Theresa Brown-Albert did not receive any information regarding the hearing procedure prior to the actual date of the Telephonic Hearing. Please note that notice issued by Administrative Law Judge was not received by Theresa Brown-Albert prior to the hearing. Therefore, valuable information regarding Telephonic Hearing procedures and required documentation/evidence was not made known to the Complainant prior to the Telephonic Hearing. Information regarding the scheduled hearing was made known by a PPL customer service representative who called the day prior to the hearing and respectfully attempted to try and reach a settlement. Packet sent out regarding Telephonic Hearing arrived seven days after actual Hearing had already occurred. A duplicate of the same documents was also delivered a few days after the first packet received. Therefore, I had no evidence available at hand to support my claim and had to participate while standing on the streets outside my work site trying to hear and respond above noise of traffic and other distractions. The complainant was not given a fair advantage to prepare for the scheduled Telephonic Hearing. **Please check delivery record for receipt.**
- **EXCEPTION: 2, 3, 4 & 5** (sited 52 Pa. Code 56.2) Failure to examine PPL records for accuracy. PPL records were altered to meet the demands of their claim and obviously transferred to the account of Theresa Brown-Albert with no regard for data retention.
- **EXCEPTION: 1-5** PLL records if examined would reveal obvious inaccuracies. A transfer was also made two months prior to the transfer sum involved in the claim. The explanation provided by PPL then was that they had transfer the amount of over \$4000 from Apartment #1 to my current account Apartment # 2. I am currently struggling to pay the foregoing amount. The same explanation was provided for the stated amount in the complaint. If PPL's record is to be accepted, it would mean that several individuals resided in apartment #1 at the same exact time period and had multiple accounts for which Theresa Brown-Albert should assume responsibility. There is only **one** Apartment #1 and only **one** meter assigned to Apartment #1.
- After filing for bankruptcy in December 2008, I was enrolled in the On-Track program. The program serve a meaningful purpose as it absorbed all service charges and afforded a stable monthly payment. It would seem ludicrous that I would have allowed some service charges to be included and not others. Doris Logan was a 94 year old who would have been also eligible for assistance. Where were her records? I would again question the accuracy of PPL data. Troy Albert is alive and well, yet no demands were made on him

for the service period in which his name and social security number was on the service account after Doris Logan past away and he established a new account. Is there no accountability on the part of PPL for accurate record keeping? Is valuable data deleted periodically and is there an ulterior motive for designing a computer program geared to carry out such a task?

Theresa Brown-Albert is aware of her need to sustain her burden of proof. However, it is the responsibility of the Administrative Office to ensure that the Notice regarding the scheduled Telephonic Hearing was received. Despite the fact that Theresa Brown-Albert was placed in an uncomfortable position, there is enough information to establish doubt in regard to PPL's demands.

Based on the foregoing, it is obvious that the decision in regard to the complaint made by Theresa Brown-Albert is bias. Therefore, Theresa Brown-Albert is in disagreement with said decision and is asking for a review. Thanks

Sincerely,  
Theresa Brown-Albert  
(Complainant)

A handwritten signature in cursive script that reads "Theresa Brown-Albert". The signature is written in black ink and is positioned below the typed name and title.



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