

# DETHLEFS-PYKOSH LAW GROUP, LLC

Darrell C. Dethlefs\*  
Michael J. Pykosh\*  
Bryan W. Shook  
Heather N. Orisko  
Charles J. Hartwell  
Richard D. Hollingworth, Jr.  
Matthew R. Seeley  
Nicole L. Javitt  
Katherine L. McDonald

2132 Market Street  
Camp Hill, PA 17011  
Phone: (717) 975-9446  
Toll Free: (800) 287- 1202  
Fax: (717) 975-2309  
E-mail: ddethlefs@aol.com  
http://www.dplglaw.com

Legal Staff  
Sherry L. Deckman\*  
Crystal L. Mahoney  
Melissa C. Foreman  
Kathryn S. Fogle

*\*Licensed PA Title Agent*

October 10, 2014

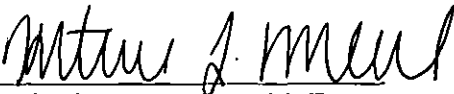
Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Re: Alan Haulman c/o AJH Pizza Inc. vs.  
PPL Electric Utilities Corp., NO C-2014-2415273

Dear Secretary Chiavetta,

Enclosed for filing is the Reply to Request for Relief of PPL Electric Utilities Corporation in the above-referenced proceeding. If you have any questions or concerns, please feel free to contact my office.

Very Truly Yours,

  
Katherine L. McDonald, Esq.

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**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**ALAN HAULMAN C/O AJH PIZZA** :  
**INC., Complainant** :  
:   
**vs.** : **NO. C-2014-2415273**  
:   
**PPL ELECTRIC UTILITIES CORP.,** :  
**Respondent** :

**REPLY TO REQUEST FOR RELIEF OF PPL ELECTRIC UTILITIES CORPORATION**

AND NOW COMES the Complainant, Alan Haulman C/O AJH Pizza, Inc., through his attorneys, Dethlefs-Pykosh Law Group, LLC, and respectfully replies to the Request for Relief of PPL Electric Utilities Corporation, as follows:

1. Admitted.
2. Admitted. By way of further answer, AJH Pizza, Inc. is a small pizza and sub shop that is structured as a single member limited liability company. The sole shareholder and single member is Complainant, Alan Haulman.
3. Denied. Complainant is without knowledge or information sufficient to form a belief as to the truth of the averments contained in paragraph 3, and therefore denies the averments as stated.
4. Denied. Complainant is without knowledge or information sufficient to form a

belief as to the truth of the averments contained in paragraph 4, and therefore denies the averments as stated.

5. Denied. Complainant is without knowledge or information sufficient to form a belief as to the truth of the averments contained in paragraph 5, and therefore denies the averments as stated.

6. Admitted.

7. Admitted.

8. Admitted.

9. Admitted.

10. Admitted.

11. Admitted.

12. Admitted.

13. Admitted.

14. Admitted.

15. Admitted.

16. Admitted.

17. Denied. Complainant is without knowledge or information sufficient to form a belief as to the truth of the averments contained in paragraph 17, and therefore denies the averments as stated.

18. Denied. This paragraph requires no response.

19. Admitted.

20. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's

electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change<sup>1</sup>.

21. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

22. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change. Further, the issues raised

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<sup>1</sup> The record will reflect that Complainant activated the electrical services account for the Property on September 06, 2012. *See Complainant's Exhibit G*. Complainant listed himself as the owner of the account, and provided his federal tax identification to verify his ownership of the account. *Id.* The record will reflect that the business assets were sold to Ashley Killinger prior to December 2012. By December 10, 2012, PPL Electric's internal records reflected that Ashley Killinger was considered to be the owner of the account. *See Complainant's Exhibit G*. Ashley Killinger wrote checks payable to PPL for the Property's electric bills during that period, using checks drawn from either her personal bank account or in the name of J & A Pizza, LLC. *See Complainant's Exhibit F*. No checks were written to PPL in the name of AJH Pizza, Inc. while the Killingers operated the business. The electrical service contract was switched from a fixed rate plan with PPL Electric to a variable rate plan with Blue Pilot Energy, LLC, allegedly by Ashley Killinger, on or about February 04, 2013. Ashley Killinger subsequently defaulted and AJH Pizza, Inc. took possession of the business assets.

by Complainant are not complex or novel.

23. Denied. Complainant is without knowledge or information sufficient to form a belief as to the truth of the averments contained in paragraph 23, and therefore denies the averments as stated.

24. Denied. Complainant has not asserted this question, but instead has asserted that the account was in the name of AJH Pizza, Inc., and no one with any authority to act on behalf of the corporation authorized the change to Blue Pilot Energy.

25. Denied. The issues raised by Complainant are not complex or novel.

26. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

27. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

28. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

29. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract,

when neither Complainant nor any of his agents authorized the change.

30. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

31. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

32. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

33. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

34. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

35. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's

electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

36. Denied. Complainant is without knowledge or information sufficient to form a belief as to the truth of the averments contained in paragraph 36, and therefore denies the averments as stated.

37. Denied. Complainant is without knowledge or information sufficient to form a belief as to the truth of the averments contained in paragraph 37, and therefore denies the averments as stated.

38. Denied. Complainant is without knowledge or information sufficient to form a belief as to the truth of the averments contained in paragraph 38, and therefore denies the averments as stated.

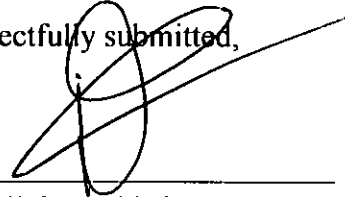
39. This is an incorporation paragraph that requires no response.

40. Denied. Written testimony would be more complex and costly for AJH Pizza, Inc., a small pizza shop. Additionally, the issue to be decided is whether Complainant's electrical service was improperly switched from a fixed rate contract to a variable rate contract, when neither Complainant nor any of his agents authorized the change.

WHEREFORE, the Complainant, Alan Haulman C/O AJH Pizza, Inc., respectfully requests that the Honorable Administrative Law Judge Dennis J. Buckley deny Respondent's Request for Relief.

Date: 10/10/14

Respectfully submitted,

A handwritten signature in black ink, consisting of a large, stylized 'D' and 'C' intertwined, with a horizontal line extending to the right.

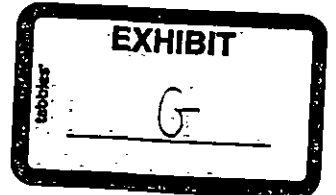
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Darrell C. Dethlefs, Esq.  
Dethlefs-Pykosh Law Group, LLC  
2132 Market St, Camp Hill, PA 17011  
(717) 975-9446  
ddethlefs@aol.com  
Supreme Court ID No. 58805

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Account Contact History  
 Account: 4983079049 Customer Name: AJH PIZZA INC  
 From 7/1/2010 to 9/29/2014

Contact Date	Contact Type	Remarks	User
2014-09-18	Data Repair	DUPLICATE BILL Update dt_due dt_extn_to on bill_info_hdr	CSSDR044
2014-09-17	Issued Duplicate Bill With New Date	Rcvd email from our attny's that they rcvd an email from the counsel for r/p that they havent received the bills. The r/va on the acct is the same as what they always had which is the premise address. CSS shows each bill has been sent out. I am issuing a dupl bill for the most recent bill dated 9/3. Extended due date to 10/3/14. NO CONTACT WITH CUSTOMER.	MARILYN NUNEZ
2014-08-01	Miscellaneous	WATT (Formal Complaints - Open Lehigh) Work Item 899355 Created	MARILYN NUNEZ
2014-06-18	Miscellaneous	working commercial cunning, puc complaint active. no action taken	DONNA E WEBSTER
2014-06-10	Product Change	Placing PUC Formal back on the acct. Rcvd email from our attny's that while the Associate they s/w on 6/6 was fine with the Certificate of Satisfaction for his client, the partner in the firm called them back & stated he coesnt agree w/ the COS. Placing susp back on acct & canceling p/a per our attny's.	MARILYN NUNEZ
2014-06-10	SC - PUC Formal Complaint	Placing PUC Formal susp back on the acct. Rcvd email from our attny's that while the Associate they s/w on 6/6 was fine with the Certificate of Satisfaction for his client, the partner in the firm called them back & stated he doesnt agree w/ the COS. Placing susp back on acct & canceling p/a per our attny's.	MARILYN NUNEZ
2014-06-06	SC - PUC Formal Complaint	Received copy of Certificate of Satisfaction. Filed copy.	e02622
2014-06-03	PUC/Formal	cont..Blue Pilot Energy. He will still persue them for the high rates they were billed. Sent email to cur attny's so that they can mail him a Certificate of Satisfaction. Satisfied.	MARILYN NUNEZ
2014-06-03	Create Special Agreement	s/w son, Bret Haulman, as a settlement for the PUC Formal re: high supplier chrges, Bret offered to pay \$1,000 plus curmt bill starting next bill. I set up 34 instalmnts starting w/ next bill. I accidently forgot to move \$0.50 of this baln, left this amt to be billed with next bill. Also, cust confirmed his dispute is w/ the supplier..cont	MARILYN NUNEZ
2014-06-03	Credit - Outbound Call	SW/mgr JASON TYNER, left msg with him to advise owner/accts payable that while PUC makes decision continue to pay current bills/charges not in dispute. Last pymt rec'd 2/5/14.	KERI LUCKENBILL
2014-06-03	PUC/Formal	4th attempt: I called to s/w owner, Alan Haulman, not there. Was told he will be in tomorrow. His son, Bret, will be in at 10am. I will call back at that time to s/w son.	MARILYN NUNEZ
2014-05-15	Correspondence - General	Template Name Contact PPL: Created By Nunez,Manlyn: Letter Edited Yes: CS Letters ID 689189	CSLET
2014-05-15	PUC/Formal	3rd attempt: I called to s/w owner, Alan Haulman, wasnt there. Gave mesg to employee, Tom, w/ my contact #. He will have him call me. Also mailed contact letter.	MARILYN NUNEZ
2014-05-07	Special Situation	HIGH BILL ALERT	SUPP_HS
2014-05-01	PUC/Formal	cont..Per his lawyer, as long as we have the Formal we cannot shut off his svc. I offered to set up a s/a on the baln which is curmtly \$31,191.14. I can set up 16 instalmnts for this baln in the amt of \$1,949. He prefers his son s/w me. I gave him my phone # & ext. He will have his son call me.	MARILYN NUNEZ
2014-05-01	PUC/Formal	2nd attempt: I called & s/w owner, went over the suppliers high rate each mnth. There rate started increasing in Feb where their rate increased from 40.90 to 44.90 for bcth Feb & March. His son is the one handling this. His son, Brett, called the supplier but didnt get no where with them. This is why they have a lawyer..cont	MARILYN NUNEZ
2014-04-22	PUC/Formal	1st attempt: I called & 1m for Alan Haulman to call me in re: to the PUC Formal complaint re: high supplier chrges. I also called the primary # & the gentleman there gave me another # to call him at, 717-732-8100. I tried that # but he wasnt there, I was told by the person on the line that he is on vacation. If cust calls back, transfer to ext 4369. Tks.	MARILYN NUNEZ
2014-04-14	Miscellaneous	Catherine McDonald, aty - did not provice any specific info to customer, she is representing them and wanted to know how they could protect acct from term if they filed a complaint, adv when a complaint is filed thru the PUC the acct is protected from collections until the PUC comes back with a decision, cust sat	JESSICA MARIE ROSATO
2014-04-10	SC - PUC Formal Complaint	PUC Formal Complaint Docket No. C-2014-2415273; No prior PUC Informal complaint. The customer does not agree with price per kWh he was being charged by Blue Fikt Energy. Referred to Monica Andrews for review and response to the OGC.	E02623



2014-04-09	SC - GRACE EXTENSION	s/w Bret Haulman son and co-owner—explained no formal complaint filed with PUC per letter we received—offered spec. agree of c/b+\$8472.00 for 3 months (past due of \$25,415.48)—aware if no s/a set up acct. will go into collections—will discuss with his father Alan and call me back—added g/e to give time for him to call me back	e02902
2014-04-08	Cut Out for Non-Pay Voided	Letter rcvd today from Dethlefs-pykosh law group: indicated they filed PUC informal	SHARON R ARMBRUSTER
2014-04-05	Special Situation	HIGH BILL ALERT	SUPP_HB
2014-04-03	Cut Out for Non-Pay Issued		CUMCL024
2014-03-28	3-day call - Ratepayer	CUBCL024	CUBCL024
2014-03-27	Non-Residential Collection II	CUT DATE: 2014-04-03 AMOUNT: \$25,415.48	
2014-03-26	Customer Choice Drop	ESSCO DROP	
2014-03-26	Batch Enrollment		
2014-03-25	Choice Billing	Caller Alan Haulman, Ratepayer, CSR Comments:cont'd—due amt of 12,801.91 totaling \$17,006.44 (if customer calls back to request s/a please setup s/a as stated in notes) customer aware in active collections sat—c/c phone for customer is 717 557-3939	BARBARA S BZDICK
2014-03-25	Choice Billing	Caller Alan Haulman, Ratepayer, CSR Comments:High rate being chgd with egs Blue Pilot cust stated called egs to cancel to return to ppl eu cust only wanted to pay dist chgs discussed with senior -advd cust to c/c puc and if given case# callbck for 10 day hold-1 offered special agreemnt for curr bill advd he would need to pay 1/3 of bill &4204.53 + past waived deposit - due to high supplier charges - rep had cst on phone - will discuss spec agrmt	BARBARA S BZDICK PATRICIA T JONES
2014-03-25	Security Deposit One-Time Waive	Caller allen haulman, Ratepayer, CSR Comments:s/w allen haulman one of the owners cust states he only wants to stay w ppl. #80 ac	AMAIRANIS CONTRERAS
2014-03-25	Credit	Deposit Notification Letter - Commercial	SUPP_HB
2014-03-24	Correspondence - Deposits	HIGH BILL ALERT	SUPP_HB
2014-03-07	Special Situation	HIGH BILL ALERT	CUMCL024
2014-02-11	Special Situation		CUBCL024
2014-01-04	Cut Out for Non-Pay Issued	CUBCL024	
2013-12-30	3-day call - Ratepayer	CUT DATE: 2014-01-06 AMOUNT: \$3,640.00	
2013-12-27	Non-Residential Collection II	Deposit Warning Letter - Commercial	
2013-12-20	Correspondence - Deposits	One Time Pmt Amt: \$2,980.74, Caller name: bret haulman-owner, Relationship: Ratepayer, Previous Email Address: - New Email Address: haulman412@gmail.com, Customer Satisfied: Yes; Confirmation Number: 13111322	DANIELLE M YURCHO
2013-11-13	CSS WEB Interface Payment	Caller bret haulman-owner Updated email address from 'None' to 'haulman412@gmail.com'.	DANIELLE M YURCHO
2013-11-13	WEB Maintain Bill Account	Caller BRETT, OWNER, Ratepayer, CSR Comments:BRETT, OWNER, TERM SCHED ON ACCT SINCE 11/4 ANT DUE 2890.74, SAYS BILL IS NOT ALL THEIR RESPONSIBILITY, XFERED TO BILLING TO STRAIGHTEN OUT, SAT	KIMBERLY HARRIS
2013-11-13	Credit		CUMCL024
2013-11-02	Cut Out for Non-Pay Issued	CUT DATE: 2013-11-04 AMOUNT: \$2,980.74	
2013-10-28	Non-Residential Collection II	SW BRET HAULMAN, CO-OWNER, Calling to start service under AJH PIZZA INC. Inform account opened on 09/06/12. Inform TOTAL account balance \$2980.74 and \$1716.26 is past due and \$1264.48 DD: 10/23. Provided CONSEQUENCES of NOT keeping up with payments. Understands.	JAVID YUNEZ
2013-10-21	Credit - Connect/Disconnect	WU_WALKIN paid \$1861.39	SELF SERVICE USER
2013-08-21	Credit	WU_WALKIN paid \$1485.83	SELF SERVICE USER
2013-07-26	Credit	Program Name - Efficient Equipment Commercial Lighting Job Id - PPLDI-12-2853 Install Date - 11/1/2012 Invoice Date- incentive - 2388.07	
2013-01-15	Act 129	cust turned heat down also had 3 space htrs on....sat. talked to james	CSSDR044
2012-12-20	SC - GRACE EXTENSION		e19230
2012-12-17	Investigation Field-Contact		MYRNA L DRAYTON
2012-12-17	HBI - Less than 75 KW Completed	cust turned heat down also had 3 space htrs on....sat.....talked to james Reviewed Bill Highlights? N Reviewed Bill History? N Reviewed Daily/Hourly Usage? Y Customer Satisfied? HUNG UP.	MYRNA L DRAYTON
2012-12-10	Bill Comparison		KATHLEEN A KRAYER

2012-12-10	HBI - Less than 75 KW issued	CUSTOMER HUNG UP. LESS THAN 1 YEAR OF HISTORY. SHE MENTIONED THEY ARE HAVING PROBLEMS WITH THEIR ELECTRIC HEAT AND SOMEONE IS SCHEDULED TO COME LOOK AT IT.	KATHLEEN A KRAYER
2012-12-10	SC - HIGH BILL COMPLAINT	CUSTOMER HUNG UP. LESS THAN 1 YEAR OF HISTORY. SHE MENTIONED THEY ARE HAVING PROBLEMS WITH THEIR ELECTRIC HEAT AND SOMEONE IS SCHEDULED TO COME LOOK AT IT.	e158298
2012-12-10	Maintain Bill Account	SW ASHLEY JILLINGER OWNER. REMOVED MA 409 N ENOLA RD ENOLA PA 17025. BILLS TO BE SENT TO PREMISE.	KATHLEEN A KRAYER
2012-11-21	Cust Choice 1 Bill	ESCO ADD ONE BILL	
2012-11-21	Batch Enrollment		
2012-11-21	Electric Outage - Issuance	Cond 1: Cond 2: Cond 3: Cond 4: Note:e156236 [Call Type:80 Partial Power] Comments:Customer reset the breaker but problem still exist. All major appliances are NOT working. Overhead services.	WCT
2012-11-21	WEB Maintain Bill Account	Updated alternate phone from to 717-557-2169 had a supplier on the phone, tina from blue pilot, asked for kwh usage and acct number, ashley asked that I provide that information.	JAVID YUNEZ
2012-11-19	Choice Inquiry	CONNECT LIGHTS	CAROLYN K GRANITZ
2012-09-12	Connect Lighting Completed		JENNIFER L TOMEL
2012-09-12	Connect Lighting Maintained		JENNIFER L TOMEL
2012-09-06	Electric Choice New Customer Kit		CUESO214
2012-09-06	Choice Inquiry	New Connect, Prtvcy Release: Default - OK to Release All	SYSTEM SYSTEM
2012-09-06	Connect Completed		PATRICIA WOODWORTH
2012-09-05	Customer Maintained	sw alan haulman, owner - states fed tax id is same as acct # 56380-83007 in name of "a/s pizza & subs. added in tax id #. sat	PATRICIA WOODWORTH
2012-09-05	Connect Questions	TYPE OF CONNECT REQUEST: BOTH	PATRICIA WOODWORTH
2012-09-05	Connect Lighting Issued	RATEPAYER OWNS THE PROPERTY:	PATRICIA WOODWORTH
2012-09-05	Connect Issued	RATEPAYER WILL OCCUPY THE PROPERTY:	PATRICIA WOODWORTH
		NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY:	
		TYPE OF PROPERTY:	
		RESIDENTIAL ELECTRIC HEAT:	
		RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY: NONE	
		RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT:	
		sw alan haulman, owner. issued connect eff 9/6/12. no sec dp. current cust. sat.	
		Electric sw alan haulman, owner. Issued connect eff 9/6/12. no sec dp. current cust. sat.	

**Account Contact History**  
**Account: 4983079021 Customer Name: AL'S PIZZA & SUBS**  
**From 7/2/2008 to 9/30/2014**

Contact Date	Contact Type	Remarks	User
2013-10-18	Credit - Connect/Disconnect	Caller Ashley Killinger- owner, Ratepayer, CSR Comments:sw rp Ashley Killinger who wanted to make sure that service was no longer billing her name. sat	VANESSA E HABEL
2011-12-14	Disconnect Lighting Issued		JENNIFER L TOMEL
2011-12-09	Call Transfer	domingo-new owner-calling to connect sergicer-transferred to #80080	GEORGEANN PICKERING
2011-11-30	Maintain Bill Account	sw alan haulman owner added mailing addrss for final bill will have new owner call to connr does not want to disconn...sat kbb	KRISTLE K BEHLING
2011-10-03	CSS WEB Interface Payment	One Time Pmt Amt: \$2,475.86, Caller name: allen haulman - owner, Relationship: Ratepayer, Previous Email Address: -	BETHANY J WEBER
2011-10-03	WEB Maintain Bill Account	New Email Address: haulman412@aol.com, Customer Satisfied: Yes; Confirmation Number: 11100343	BETHANY J WEBER
2011-09-29	3-day call - Ratepayer	Updated email address from 'None' to 'haulman412@aol.com'.	CUBCL024
2011-09-28	Non-Residential Collection II	CUT DATE: 2011-10-05 AMOUNT: \$2,475.86 Cond 1: Cond 2: Cond 3: Cond 4: Note:IVR [Call Type:10 No	
2011-08-21	Electric Outage - Issuance	Lights] Comments:none	IVR
2011-08-12	IVR Account Balance Cust Inquiry	IVR Account Balance Inquiry	CS_IVR_B
2011-08-04	IVR Account Balance Cust Inquiry	IVR Account Balance Inquiry	CS_IVR_B
2011-06-01	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2011-05-27	Non-Residential Collection II	CUT DATE: 2011-06-06 AMOUNT: \$2,715.55	
2011-05-23	Billing - ICS	debbie hallman-owners wife-calling to make sure she is not on paperless billing-verified bills are sent in mail to mailing address on acct which is correct-she will make payment -offered ext.-stated not needed	GEORGEANN PICKERING
2011-05-23	IVR Account Balance Cust Inquiry	IVR Account Balance Inquiry	CS_IVR_B
2011-04-05	Cut Out for Non-Pay Voided	One Time Pmt Amt: \$5,307.87, Caller name: Debbie Hollman, Relationship: Spouse, Email Not Updated, Customer Satisfied: Yes; Confirmation Number: 11040514.HR	HEATHER ROSSI
2011-04-05	Cut In Issued	SYSTEM GENERATED ORDER BASED ON CUSTOMER PAYMENT	HEATHER ROSSI
2011-04-05	CSS WEB Interface Payment	One Time Pmt Amt: \$5,307.87, Caller name: Debbie Hollman, Relationship: Spouse, Email Not Updated, Customer Satisfied: Yes; Confirmation Number: 11040514	HEATHER ROSSI
2011-04-05	IVR Account Balance Cust Inquiry	IVR Account Balance Inquiry	CS_IVR_B
2011-04-05	Cut Out for Non-Pay Issued		CUMCL024
2011-03-29	Non-Residential Collection II	CUT DATE: 2011-04-05 AMOUNT: \$5,307.87	
2011-02-22	IVR Customer Initiated Payment	Pmt made: 3040.09, Term Date 0001-01-01, ; Confirmation Number: 11022054	IVR
2011-02-22	Returned Item	RETURNED ITEM AMOUNT \$ 3040.09 DATE OF RETURNED ITEM: 2011-02-22 REASON: (R01) INSUFFICIENT FUNDS	CUBAR080
2011-02-22	Correspondence - Returned Item	Return Item - Friendly s/w Debbie Hallman (cc-owner) - made payment this a.m., but ck payment from 2/9/11 bounced - adv'd cust this payment went through & when her payment from 2/22 posts, will have excess credit on acct \$57.53; due today, 2/22/11 for \$2,982.56 - cust stated can't make both, but will ck w/bank & find out if ck okay & wcb - cust sat - sar	SUSAN A ROSSI
2011-02-22	Credit	sw debbie hallman (owners wife) trans 90072	SHERRY ANN MAKUTA
2011-02-22	Call Transfer	Cond 1: Cond 2: Cond 3: Cond 4: Note:WEB [Call Type:10 No	
2011-02-04	Electric Outage - Issuance	Lights] Comments:none	WEB
2011-02-02	Electric Outage - Issuance	Cond 1: Cond 2: Cond 3: Cond 4: Note:WEB [Call Type:10 No	WEB

2010-09-01	Budget Billing	PPL BUDGET PROGRAM AND ANNUAL BASE CHANGED TO INCLUDE SUPPLIER CHARGES	CUBBI011
2010-04-15	Call Transfer	trans to 90072 Joseph Grissi has exn on acct. but needs a little more time to pay.	SHELLY D WILLIAMS
2010-02-16	SC - GRACE EXTENSION	Cust. Double Billed	e162788
2010-02-11	SC - HIGH BILL COMPLAINT	Bill higher than it should be, cust wants new invoice with corrected amount.	e162788
2010-02-11	SC - Internal Suspend	Cust. Double Billed.	e162788
2009-12-28	Choice Inquiry	Privacy Release Mailing, Privacy Release: No Response - OK to Release Usage	SYSTEM SYSTEM
2009-11-23	Credit - Payment Made	confirmed 11/18/09 pymt of \$1080.10 was custs Ck # 2225 dated 11/16/09 was processed correctly...rec'd stub from Cash	JOY M CRUGNALE
2009-11-19	Choice Inquiry	Ops indicating he wanted \$1068.17 posted...we applied amt written on check	CL2PRA
		Privacy Release Mailing	

**Certificate of Service**

I, Darrell C. Dethlefs, Esq., the undersigned, hereby certify that a true and correct copy of the Reply to New Matter of Blue Pilot Energy, LLC, was served on the following by United States Postal Service First-Class Mail:

Jessica R. Rogers  
Post & Schell PC  
17 N. Second Street, 12<sup>th</sup> Floor  
Harrisburg, PA 17101-1601

Karen O. Moury  
Buchanan Ingersol & Rooney PC  
409 N. Second Street, Suite 500  
Harrisburg, PA 17101-1357

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor North  
PO Box 3265  
Harrisburg, PA 17105-3265

Honorable Dennis J. Buckley  
PO Box 3265  
Harrisburg, PA 17105-3265

Date: 10/10/14

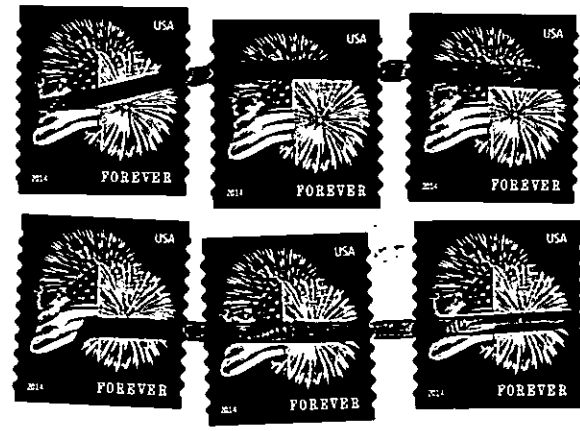
BY:



Darrell C. Dethlefs, Esq.  
Dethlefs-Pykosh Law Group, LLC  
2132 Market St, Camp Hill, PA 17011  
(717) 975-9446  
ddethlefs@aol.com  
Supreme Court ID No. 58805

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Katherine L. McDonald, Esq.  
Dethlefs-Pykosh Law Group, LLC  
2132 Market St  
Camp Hill, PA 17011



Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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