

PLEASE DOCKET

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Pennsylvania Public Utility Commission  
*et al.*,

v.

Docket No. R-00049255

PPL Electric Utilities Corporation

**DOCKETED**  
AUG 02 2004

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ORDER RE: CUSTOMER COMPLAINTS FROM PUBLIC COMMENT FILE AND  
FROM PUBLIC INPUT HEARING

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**DOCUMENT  
FOLDER**

At the Prehearing Conference on May 19, 2004, the ALJ brought the Public Comment file to the attention of the parties, and specifically asked PPL and OCA to review its contents. Subsequently, ALJ Colwell arranged for the contents to be copied and sent to PPL and OCA, and the other ALJs. In addition, ALJ Colwell prepared a summary of the letters in the file.

This ALJ now requests that PPL respond to the letter-complaints that ALJ Colwell brings to their attention. She is also reviewing them with David Lewis of the Bureau of Consumer services. ALJ Colwell will bring these complaints to the attention of Paul Russell, Esq., of PPL unless he requests that she direct them to someone else.

Consumer complaints also come up during the public input hearings, either in testimony or in conversation with PPL customer service representatives in attendance. PPL has agreed to file a report on these complaints within ten (10) days after the public input hearing in question. PPL should also file a report regarding any complaints ALJ Colwell brings to its attention from the Public Comment file within 10 days of her contact.

PPL should file all such reports directly with ALJ Colwell. OCA also requested to receive a copy of these reports.

ORDER

1. PPL shall file a report on customer complaints brought to its attention from the Public Comment file or at Public Input Hearings within 10 days of knowledge, and shall file these reports with ALJ Colwell, and shall provide a copy to OCA.



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Allison K. Turner,  
Presiding Administrative Law Judge

Date: July 1, 2004

Pennsylvania Public Utility Commission, U.S. Department of Defense & Federal, Executive Agencies, PPL Industrial Customer Alliance, Office of Small Business Advocate, Office of Consumer Advocate, Eric Joseph Epstein v. PPL Electric Utilities Corporation  
Docket Nos. R-00049255, R-00049255C0001-C0005

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