



OFFICE OF CONSUMER ADVOCATE

555 Walnut Street, 5th Floor, Forum Place  
Harrisburg, Pennsylvania 17101-1923  
(717) 783-5048  
800-684-6560 (in PA only)

IRWINA. POPOWSKY  
Consumer Advocate

FAX (717) 783-7152  
consumer@paoca.org

April 12, 2007

James J. McNulty  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17105-3265

ORIGINAL

RECEIVED  
2007 APR 12 PM 3:59  
SECRETARY'S BUREAU

RE: Pennsylvania Public Utility Commission  
v.  
PPL Electric Utilities Corporation  
Base Rate Proceeding  
Docket No. R-00072155 C0001

Dear Secretary McNulty:

Enclosed for filing are an original and three (3) copies of the Formal Complaint and Public Statement of the Office of Consumer Advocate, in the above-referenced proceeding.

Copies have been served on the parties of record as indicated on the enclosed Certificate of Service.

Sincerely,

Aron J. Beatty  
Assistant Consumer Advocate  
PA Attorney I.D. # 86625

DOCKETED  
APR 17 2007

Enclosures

cc: Chief Administrative Law Judge  
Office of Special Assistants  
Parties of Record

00093433

DOCUMENT  
FOLDER

26

ORIGINAL

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

R-00072155C0001

RECEIVED  
2007 APR 12 PM 3:59  
SECRETARY'S BUREAU

1. Your name, mailing address, telephone number and utility account number:

Name Irwin A. Popowsky, Consumer Advocate

Street/P.O.Box 555 Walnut Street, 5<sup>th</sup> Floor Forum Place Apt # \_\_\_\_\_

City Harrisburg State Pennsylvania Zip 17101-1923

County Dauphin

Area Code/Home Phone \_\_\_\_\_ Area Code/Work Phone (717)783-5048

Utility Account Number \_\_\_\_\_

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

County \_\_\_\_\_

2. Name of utility company your complaint concerns: PPL Electric Utilities Corporation

3. Type of Utility (circle one):

GAS

WATER

MOTOR CARRIER

STEAM HEAT

ELECTRIC

SEWER

TELEPHONE - (LOCAL OR LONG DISTANCE)

DOCKETED  
APR 17 2007

DOCUMENT  
FOLDER

4. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

A. On March 29, 2007, PPL Electric Utilities Corporation (PPL or the Company) filed Supplement No. 54 to Tariff Electric-Pa. P.U.C. No. 201. In Supplement No. 54, the Company proposes to increase distribution rates to produce additional annual operating revenues of \$83.6 million, or 2.7%, over total present rates. This represents a 13% increase in distribution service revenues. The proposed rate increase would be effective on June 1, 2007.

B. The Company is engaged in the business of furnishing electric service to approximately 1.4 million residential, commercial and industrial customers in over 29 counties throughout Pennsylvania.

C. Of the \$83.6 million increase, approximately \$78 million is to be paid by residential customers. For the residential class Rate Schedule RS, the Company is proposing an average overall increase of 5.9%, which is a 20% increase in residential distribution service rates. A residential customer, receiving service under Rate Schedule RS, using 1000 Kwh per month will see an average overall bill increase of \$6.62 per month. As part of its filing, PPL is proposing an increase to the monthly customer charges for Residential Service. If the rates were to be approved as proposed by the Company, the monthly Customer Charge for Residential Service under Rate Schedule RS would increase from \$7.96 to \$10.00.

D. Residential customers receiving service under Rate Schedule RTS will see even greater increases on a percentage basis. PPL proposes an increase of 25% for Rate Schedule RTS on distribution revenues, or 3.6% on an overall basis.

E. The Company's proposed rate increase, if approved, will produce an overall rate of return of 8.36% on its original cost rate base for distribution service, including an 11.50% rate of return on common equity.

F. The Consumer Advocate is empowered to represent the interests of consumers before the Pennsylvania Public Utility Commission, pursuant to Act 161 of the General Assembly, as amended, 71 P.S. §§ 309-1, *et seq.*

G. A preliminary examination of the Company's filed Tariff Supplement indicates that the proposed changes and increase in rates, proposed rate schedule modifications and transfers, and proposed changes in rate policy, rules and regulations contained in the proposed Tariff may be unjust, unreasonable, in violation of the law and will or may produce an excessive return on investment in violation of the Public Utility Code, 66 Pa. C.S. § 1301, *et seq.*

H. The Consumer Advocate also avers that the proposed tariff changes and proposed rate structure and rate design may be unlawfully discriminatory, in violation of the Public Utility Code, 66 Pa. C.S. §§ 1301 and 1304, *et seq.*, and may otherwise be contrary to sound ratemaking principles and public policy.

I. A preliminary examination and review by the OCA of the Company's existing rates, rules and regulations indicates that certain rates, rules and regulations may not be just and reasonable or otherwise proper under the Public Utility Code and applicable ratemaking principles. 66 Pa. C.S. § 1301 *et seq.*

J. The Consumer Advocate files this Complaint to ensure that the Commission will fully and fairly adjudicate issues pertaining to whether the Company's existing and proposed rates--and any and all rate policy changes--are just and reasonable, and are not unduly discriminatory or otherwise unlawful.

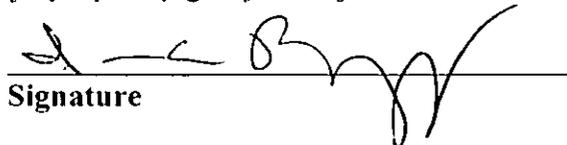
5. What do you want the Public Utility Commission to do about your complaint?  
(Use additional paper if you need more space).

The Consumer Advocate respectfully requests that the Public Utility Commission:

- A. Suspend and investigate the operation of Supplement No. 54, pursuant to Section 1308(d) of the Public Utility Code, 66 Pa. C.S. § 1308(d);
- B. Consolidate all complaints filed against proposed Supplement No. 54;
- C. Hold full evidentiary hearings examining the reasonableness of the Company's current rates and its proposed increases in rates;
- D. After providing the public with adequate notice, hold public input hearings in the Company's service territory in order to provide its customers with an opportunity to be heard on the record, and hold those hearings as early in the case as feasible;
- E. Deny any increase or change in the Company's rates that is unjust, unreasonable, discriminatory or inconsistent with the Public Utility Code, sound ratemaking principles, and public policy;
- F. Determine the justness and reasonableness of the Company's current and proposed rates; and
- G. Grant such other relief it deems appropriate.

6. You must sign and date your complaint below.

*The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.*

 \_\_\_\_\_  
Signature

4/12/07  
Date

7. If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name Aron J. Beatty (Attorney ID # 86625) and Jenedy E. Santolla (Attorney ID # 203098) Assistant Consumer Advocates

Street 555 Walnut Street, 5<sup>th</sup> Floor Forum Place

City Harrisburg State PA Zip 17101-1923

Area Code/Phone Number 717-783-5048

8. **Mail to:**

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

**If you have additional questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

PUBLIC STATEMENT OF THE CONSUMER ADVOCATE ISSUED IN  
ACCORDANCE WITH SECTION 904-(c) OF ACT OF APRIL 9, 1929  
(P.L. 177, No. 175), KNOWN AS "THE ADMINISTRATIVE CODE OF  
1929", AS AMENDED BY ACT 161 OF 1976 (APPROVED JULY 9, 1976)

Act 161 of the Pennsylvania General Assembly, 71 P.S. § 309-2, as enacted July 9, 1976, authorizes the Consumer Advocate to represent the interest of consumers before the Pennsylvania Public Utility Commission (Commission). In accordance with Act 161, and for the following reasons, the Consumer Advocate determined to file a Formal Complaint and participate in proceedings before the Commission involving the proposed rate increase requested by PPL Electric Utilities Corporation (PPL or the Company) docketed at R-00072155.

The Company is engaged in the business of furnishing electric service to approximately 1.3 million residential, commercial, and industrial customers in 29 counties in Northeast and Central Pennsylvania. *The proposed tariff, if approved, would allow the Company a distribution revenue increase of \$83.6 million, or an increase of 2.7% on an overall basis. On a distribution basis, the increase is 13%. The Company would also be allowed an overall rate of return of 8.36% on its original cost rate base and an 11.50% return on common equity. For the residential class Residential Schedule RS, the Company is proposing an average overall rate increase of 5.9%, or 20% on the distribution component of the bill. A residential customer under Rate Schedule RS using 1000 Kwh per month will see their monthly bill for electricity usage increase by approximately \$6.62. The Company is also proposing an increase to the monthly customer charge for Residential Service. If the rates were to be approved as proposed by the Company, the monthly Customer Charge for Residential Service under Rate Schedule RS would increase from \$7.96 to \$10.00. For Rate Schedule RTS, the Company has proposed a greater distribution revenue increase of 25%, or 3.6% on an overall basis.*

The Consumer Advocate files this Complaint to ensure that the rate increase and other charges and mechanisms sought by the Company are just and reasonable based upon information filed by the Company in support of its claim. The Consumer Advocate will represent the interests of PPL consumers before the Commission and seek to ensure that customers are not charged rates that are unjust, unreasonable, discriminatory or otherwise contrary to law.

93431

CERTIFICATE OF SERVICE

Pennsylvania Public Utility Commission	:	
	:	
v.	:	Docket No. R-00072155
	:	
PPL Electric Utilities Corporation	:	
Base Rate Proceeding	:	

I hereby certify that I have this day served a true copy of the foregoing document, Formal Complaint and Public Statement of the Office of Consumer Advocate, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant), in the manner and upon the persons listed below:

Dated this 12<sup>th</sup> day of April 2007.

SERVICE BY E-MAIL AND INTEROFFICE MAIL

Johnnie E. Simms, Esquire  
Office of Trial Staff  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17105-3265

RECEIVED  
2007 APR 12 PM 3:59  
SECRETARY'S BUREAU

SERVICE BY E-MAIL and FIRST CLASS MAIL

Paul E. Russell  
Associate General Counsel  
PPL Electric Utilities Corporation  
Two North Ninth Street  
Allentown, PA 18101-1179  
Counsel for: *PPL Electric Utilities Corporation*

David M. Kleppinger, Esquire  
McNees, Wallace, & Nurick, LLP  
P.O. Box 1166  
100 Pine Street  
Harrisburg, PA 17108  
Counsel for: *PPL Electric Utilities Corporation*

William R. Lloyd  
Small Business Advocate  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North Second Street  
Harrisburg, PA 17101  
Counsel for: *Office of Small Business Advocate*

Charles McPhedran  
Senior Attorney  
PennFuture  
1518 Walnut Street  
Suite 1100  
Philadelphia, PA 19102  
Counsel for: *PennFuture*



Aron J. Beatty  
Assistant Consumer Advocate  
PA Attorney I.D. # 86625  
E-Mail: ABeatty@paoca.org  
Jennedy E. Santolla  
Assistant Consumer Advocate  
PA Attorney I.D. # 203098  
E-Mail: JSantolla@paoca.org

Counsel for:  
Irwin A. Popowsky  
Consumer Advocate  
Office of Consumer Advocate  
555 Walnut Street  
5th Floor, Forum Place  
Harrisburg, PA 17101-1923  
Phone: (717) 783-5048  
Fax: (717) 783-7152

00093436

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

APRIL 18, 2007

M.W. GANG, M.W. HASSELL, J.H. ISOM, ESQUIRES  
POST & SCHELL, P.C.  
17 NORTH SECOND STREET  
12TH FLOOR  
HARRISBURG PA 17101-1601

RE: PA PUC vs. PPL ELECTRIC UTILITIES CORPORATION  
Docket Number R-00072155C0001

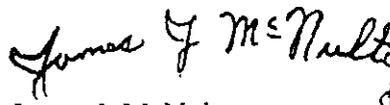
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by OFFICE OF CONSUMER ADVOCATE.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,

  
James J. McNulty  
Secretary

**DOCKETED**  
APR 17 2007

(SEAL)

Certified Mail  
Return Receipt Requested

jih

**DOCUMENT  
FOLDER**

MWN

ORIGINAL

DOCKETED

APR 25 2007

McNees Wallace & Nurick LLC  
attorneys at law

VASILIKI KARANDRIKAS  
DIRECT DIAL: (717) 237-5274  
E-MAIL ADDRESS: VKARANDRIKAS@MWN.COM

April 23, 2007

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
The Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

VIA HAND DELIVERY

**Re: PP&L Industrial Customer Alliance v. PPL Electric Utilities Corporation;  
Docket No. R-00072155C CCCC**

Dear Secretary McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of the Complaint of the PP&L Industrial Customer Alliance ("PPLICA") in the above-referenced proceeding.

As shown by the attached Certificate of Service, all parties to this proceeding are being duly served. Please date stamp the extra copy of this transmittal letter and kindly return it for our filing purposes.

Very truly yours,

MCNEES WALLACE & NURICK LLC

By *Vasiliki Karandrikas*  
Pamela C. Polacek  
Vasiliki Karandrikas

Counsel to PP&L Industrial Customer Alliance

2007 APR 23 PM 1:49  
SECRETARY'S BUREAU

VK  
Enclosures

c: The Honorable Veronica A. Smith, Chief Administrative Law Judge  
(via hand delivery)  
Certificate of Service

DOCUMENT  
FOLDER

19

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

2007 FEB 23 PM 1:19  
SECRETARY'S OFFICE

PP&L INDUSTRIAL CUSTOMER ALLIANCE :  
 :  
 v. : DOCKET NO. R-00072155C \_\_\_\_\_  
 :  
 PPL ELECTRIC UTILITIES CORPORATION :

COMPLAINT

TO THE HONORABLE, THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

Pursuant to Section 701 of the Pennsylvania Public Utility Code, 66 Pa. C.S. § 701, and Sections 5.21 and 5.22 of the Pennsylvania Public Utility Commission's ("PUC" or "Commission") regulations, 52 Pa. Code §§ 5.21 & 5.22, the PP&L Industrial Customer Alliance ("PPLICA") hereby complains against the proposed Supplement No. 54 to Tariff - Electric Pa. P.U.C. No. 201 of PPL Electric Utilities Corporation ("PPL" or "Company"), by which PPL requests an increase in the Company's distribution base rates under Section 1308 of the Public Utility Code, 66 Pa. C.S. § 1308, and the operative provisions of the Electricity Generation Customer Choice and Competition Act, 66 Pa. C.S. §§ 2801 et seq. ("Competition Act"). In support thereof, PPLICA states as follows:

1. The Complainant is PPLICA, the tentative membership of which is listed in Appendix "A" attached hereto. PPLICA will update Appendix "A" during this proceeding, as necessary.

2. The names and address of the Complainant's attorneys are:

David M. Kleppinger (Attorney I.D. No. 32091)  
Pamela C. Polacek (Attorney I.D. No. 78276)  
Vasiliki Karandrikas (Attorney I.D. No. 89711)  
McNEES WALLACE & NURICK LLC  
100 Pine Street  
P. O. Box 1166  
Harrisburg, PA 17108-1166  
Phone: (717) 232-8000  
Fax: (717) 237-5300  
[dkleppinger@mwn.com](mailto:dkleppinger@mwn.com)  
[ppolacck@mwn.com](mailto:ppolacck@mwn.com)  
[vkandrikas@mwn.com](mailto:vkandrikas@mwn.com)

All correspondence in this proceeding from the Commission should be directed to the attention of Vasiliki Karandrikas at the address listed above. PPLICA designates Ms. Karandrikas and Ms. Polacek to receive service on its behalf with regard to the instant proceeding. In addition, PPLICA has retained the firm of J. Kennedy and Associates, Inc., as its consultant in this proceeding. Copies of all pleadings, testimony, discovery and orders should be directed to PPLICA's consultant as follows:

Stephen J. Baron  
J. Kennedy and Associates, Inc.  
570 Colonial Park Drive  
Suite 305  
Roswell, GA 30075

3. The Respondent utility is:

PPL Electric Utilities Corporation  
Two North Ninth Street  
Allentown, PA 18101-1179

4. On March 29, 2007, PPL filed with the Commission Supplement No. 54, proposed to become effective on June 1, 2007. By this filing, PPL requests a distribution rate increase of approximately \$83.6 million, or 13% over the Company's present annual distribution revenues, and a proposed return on equity of 11.5%. The Company states that the requested

distribution rate increase is necessary in order to attract capital, provide safe and reliable service to its customers, and fully fund public purpose programs, such as the energy efficiency, demand side management, and sustainable development programs. If approved, the Company's distribution rate increase request would produce an overall rate increase of approximately 2.7%. In support of Supplement No. 54, PPL has filed and served supporting testimony that purports to validate the Company's claim for an \$83.6 million distribution rate increase and the other elements of the Company's proposal.

5. This Complaint is directed against the rates, terms and provisions contained in Respondent's Supplement No. 54.

6. PPLICA is an ad hoc association of energy-intensive industrial customers receiving electric service in PPL's service territory. PPLICA members purchase service from PPL primarily under Rate Schedules LP-4, LP-5, LP-6, IS-P and IS-T, as well as available riders. These Rate Schedules and Rate Schedules LPEP, IS-M and Standby make up the Large Commercial and Industrial Class for purposes of PPL's distribution base rate filing. PPLICA members collectively consume over 1.7 billion kWh of electricity annually in manufacturing and other operational processes, and electricity costs comprise a significant portion of their production costs. PPLICA was an active party in PPL's Restructuring Proceeding pursuant to the Competition Act, during which the Company's initial unbundled distribution and transmission rates were established, as well as PPL's 2004 Distribution Base Rate proceeding. As a result of PPL's distribution base rate filing, the distribution rates to be paid by PPLICA members will be changed. As PPL's largest retail customers, PPLICA members have an interest in this proceeding that is not represented by any other party of record; consequently, PPLICA satisfies

the standards for intervention under Section 5.72 of the Commission's regulations, 52 Pa. Code § 5.72, and otherwise has standing to pursue this Complaint.

7. Complainant alleges that the information and data filed in support of the proposed rates and tariff revisions in PPL's Supplement No. 54 are insufficient to establish that the proposed rates are just, reasonable and nondiscriminatory, as required by Sections 1301 and 1304 of the Public Utility Code, 66 Pa. C.S. §§ 1301 & 1304.

8. Pursuant to Section 315 (a) of the Public Utility Code, 66 Pa. C.S. § 315 (a), PPL has the burden of proving that its proposed rates are just and reasonable and otherwise in accord with Section 1301 of the Public Utility Code, 66 Pa. C.S. § 1301.

9. PPLICA's preliminary review of the Company's filing indicates the need for Commission investigation into at least the following issues:

- (a) whether the size of the requested rate increase is appropriate;
- (b) whether the expenses claimed by PPL were prudently incurred;
- (c) whether the allocation of the proposed distribution rate increase between and among customer classes is just, reasonable and non-discriminatory;
- (d) whether PPL's proposed rate structure and rate design are appropriate, just, reasonable and not unduly discriminatory, specifically including the proposed rate design changes for customers on Rate Schedules LP-5, LP-6 and IS-T;
- (e) whether the 11.5% return on equity proposed by PPL and other aspects of the Company's proposal result in a fair rate of return;
- (f) whether PPL's claimed cost of service is accurate, legitimate and appropriately allocated;
- (g) whether PPL's proposed changes to Tariff Rules 4 and 7 are appropriate, just and reasonable; and
- (h) whether PPL's proposed termination of the Interruptible Service by Agreement Rider and Competitive Rate Rider is appropriate, just and reasonable.

PPLICA reserves the right to raise and address other issues of concern upon further examination of PPL's filing and to respond to issues raised by other parties during the course of the proceeding.

10. PPLICA respectfully requests that the Commission provide the following relief:
  - (a) Suspend the effectiveness of proposed Supplement No. 54 through January 1, 2008;
  - (b) Investigate the rates, terms and provisions contained in PPL's Supplement No. 54 to Tariff Electric-Pa. P.U.C. No. 201 in full evidentiary hearings;
  - (c) Consolidate PPLICA's Complaint with its investigation into PPL's Supplement No. 54;
  - (d) Allow PPLICA to participate fully in the evidentiary proceeding, cross-examine all PPL witnesses, present its own evidence and witnesses, and offer arguments on its own behalf; and
  - (e) Require PPL to adduce substantial evidence to justify and substantiate its proposed rate changes and tariff revisions.

**WHEREFORE**, the PP&L Industrial Customer Alliance respectfully requests that PPL Electric Utilities Corporation be required to answer this Complaint and that, upon a final hearing, the Commission make such order as it deems necessary and appropriate.

Respectfully submitted,

McNEES WALLACE & NURICK LLC

By *Vasiliki Karandrikas*

David M. Kleppinger  
(Attorney I.D. No. 32091)  
Pamela C. Polacck  
(Attorney I.D. No. 78276)  
Vasiliki Karandrikas  
(Attorney I.D. No. 89711)  
100 Pine Street  
P. O. Box 1166  
Harrisburg, PA 17108-1166  
Phone: (717) 232-8000  
Fax: (717) 237-5300

Counsel to the PP&L Industrial Customer Alliance

Dated: April 23, 2007



**TENTATIVE MEMBERSHIP OF  
PP&L INDUSTRIAL CUSTOMER ALLIANCE**

Air Products and Chemicals, Inc.  
Alcoa, Inc.  
Binkley & Ober, Inc.  
The Linde Group  
Buckeye Pipe Line Company, L.P.  
CertainTeed Corporation  
Chamberlain Manufacturing Corp.  
Cinram Manufacturing Inc.  
Hercules Cement Company  
Hershey Foods Corporation  
High Industries, Inc.  
Lafarge Whitehall Cement  
Mount Joy Wire Corporation  
Praxair, Inc.  
Rieter Automotive North America, Carpet  
Strochmann Bakeries  
TIMET North America  
Wegmans Food Markets, Inc.

**APPENDIX "A"**

**CERTIFICATE OF SERVICE**

I hereby certify that I am this day serving a true copy of the foregoing document upon the participants listed below in accordance with the requirements of 52 Pa. Code Section 1.54 (relating to service by a participant).

**VIA FIRST CLASS MAIL**

Irwin A. Popowsky, Esquire  
Office of Consumer Advocate  
555 Walnut Street  
Forum Place, 5<sup>th</sup> Floor  
Harrisburg, PA 17101-1923

William Lloyd, Esquire  
Office of Small Business Advocate  
Commerce Building, Suite 1102  
300 North Second Street  
Harrisburg, PA 17101

J. Edward Simms, Esquire  
Office of Trial Staff  
PA Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 3<sup>rd</sup> Floor West  
Harrisburg, PA 17120

David B. MacGregor, Esquire  
Post & Schell, P.C.  
Four Penn Center  
1600 John F. Kennedy Boulevard  
Philadelphia, PA 19103

Charles McPhedran, Senior Attorney  
PennFuture  
1518 Walnut Street, Suite 1100  
Philadelphia, PA 19102

Michael W. Gang, Esquire  
Michael W. Hassell, Esquire  
John H. Isom, Esquire  
Post & Schell, P.C.  
17 North Second Street, 12<sup>th</sup> Floor  
Harrisburg, PA 17101-1601

Paul E. Russell, Esquire  
PPL Services Corporation  
Two North Ninth Street  
Allentown, PA 18101-1179

Stephen J. Baron  
J. Kennedy and Associates, Inc.  
570 Colonial Park Drive, Suite 305  
Roswell, GA 30075

Dated: April 23, 2007

Vasiliki Karandrikas  
Vasiliki Karandrikas, Esquire

SECTION 1113, SUBSECTION 2007  
2007 APR 23 PM 1:49

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

APRIL 25, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0002

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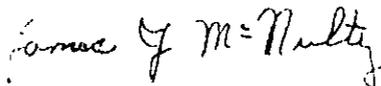
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by PP & L INDUSTRIAL CUSTOMER ALLIANCE.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

**DOCKETED**  
APR 25 2007

**DOCUMENT  
FOLDER**



DOCUMENT  
FOLDER

OFFICE OF SMALL BUSINESS ADVOCATE  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, Pennsylvania 17101

William R. Lloyd, Jr.  
Small Business Advocate

(717) 783-2525  
(717) 783-2831 (FAX)

April 18, 2007

**HAND DELIVERED**

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

ORIGINAL

**Re: Pennsylvania Public Utility Commission v. PPL Electric Utilities Corporation  
Docket No. R-000721550003**

Dear Secretary McNulty:

I am delivering for filing today the original plus three copies of the Complaint, Public Statement, and Verification, on behalf of the Small Business Advocate, in the above-captioned proceeding.

Two copies have been served today on all known parties in this proceeding. A Certificate of Service to that effect is enclosed.

If you have any questions, please do not hesitate to contact me.

Sincerely,

William R. Lloyd, Jr.  
Small Business Advocate  
Attorney ID No. 16452

**DOCKETED**  
APR 25 2007

Enclosures

cc: Certificate of Service

Robert D. Knecht

ORIGINAL

SECRETARY'S BUREAU  
2007 APR 18 PM 2:48

34

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

2007 APR 18 PM 2:48  
SECRETARY'S BUREAU

PENNSYLVANIA PUBLIC UTILITY  
COMMISSION

v.

DOCKET NO. R-00072155

PPL ELECTRIC UTILITIES CORPORATION

**COMPLAINT OF THE  
SMALL BUSINESS ADVOCATE**

1. The Complainant is:

William R. Lloyd, Jr.  
Small Business Advocate  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, PA 17101  
(717) 783-2525

2. The name and address of the Complainant's attorney is:

Steven C. Gray  
Assistant Small Business Advocate  
Office of Small Business Advocate  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, PA 17101  
(717) 783-2525

3. The respondent utility is:

PPL  
Two North Ninth Street  
Allentown, PA 18101-1179

4. The Complainant is authorized and directed by the Small Business Advocate Act, Act 181 of 1988, 73 P.S. §§ 399.41 - 399.50, to represent the interests of small business consumers of utility services in matters before the Pennsylvania Public Utility Commission ("Commission").

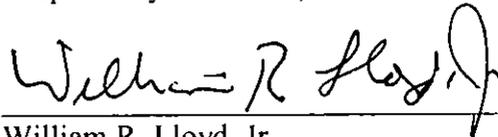
5. This Complaint is filed against the rates, terms, and other provisions of Supplement No. 54 to PPL Electric's Tariff – Electric Pa. P.U.C. No. 201, which was filed on March 29, 2007, by PPL Electric Utilities Corporation ("PPL" or the "Company"). The proposed Tariff, if approved by the Commission, would increase the retail distribution rates of PPL by \$83.6 million per year. After preliminary review of the materials filed by the Company in support of the proposed Tariff, Complainant believes, and therefore avers, that those materials may be insufficient to justify the rate increase requested and that the Company's present and proposed rates, rules, and conditions of service may be unjust, unreasonable, unduly discriminatory, and otherwise contrary to law, particularly as they pertain to small business customers.

6. Complainant believes, and therefore avers, that PPL's proposed rates, rate design, and cost and revenue allocation are or may be unjust, unreasonable, and unlawfully discriminatory in violation of, *inter alia*, Sections 1301 and 1304 of the Public Utility Code, 66 Pa.C.S. §§1301 and 1304, and contrary to appropriate public policy and sound ratemaking considerations, and may not be supported by the materials filed by PPL.

7. In view of the foregoing, the Small Business Advocate respectfully requests that the Pennsylvania Public Utility Commission:

- A. Suspend and investigate the operation of Supplement No. 54 to PPL Electric's Tariff – Electric Pa. P.U.C. No. 201;
- B. At the conclusion of such investigation, reject the proposed new rates and other tariff changes in Supplement No. 54 to PPL Electric's Tariff – Electric Pa. P.U.C. No. 201 to the extent required to insure that PPL's rates are lawful, just, reasonable, and not unduly discriminatory to any class of customers; and
- C. Grant such other relief as may be necessary or appropriate.

Respectfully submitted,



William R. Lloyd, Jr.  
Small Business Advocate  
Attorney ID No. 16452

Office of Small Business Advocate  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, PA 17101  
(717) 783-2525  
(717) 783-2831 (fax)

Dated: April 18, 2007

VERIFICATION

I, William R. Lloyd, Jr., hereby state that the facts set forth herein above are true and correct to the best of my knowledge, information and belief and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. §4904 (relating to unsworn falsification to authorities).

Date: April 18, 2007

William R. Lloyd, Jr.  
(Signature)

SECRETARY'S BUREAU  
2007 APR 18 PM 2:48

**PUBLIC STATEMENT OF  
SMALL BUSINESS ADVOCATE  
CONCERNING THE INTEREST  
OF SMALL BUSINESS CONSUMERS  
TO BE PROTECTED BY THE FILING OF A COMPLAINT  
AGAINST THE 2007 BASE RATE TARIFF FILINGS OF  
PPL ELECTRIC UTILITIES CORPORATION  
DOCKET NO. R-00072155**

RECEIVED  
2007 APR 18 PM 2:48  
SECRETARY'S BUREAU

The Small Business Advocate is authorized and directed to represent the interest of small business consumers of utility services in Pennsylvania under the provisions of the Small Business Advocate Act, Act 181 of 1988, 73 P.S. §§ 399.41 - 399.50 ("Act"). The Act further provides that the Small Business Advocate is to issue publicly a written statement stating concisely the specific interest of small business consumers to be protected by his initiation of or intervention in any proceeding involving those interests before the Public Utility Commission or any other agency or court. This public statement relates to the filing today by the Small Business Advocate of a complaint against the proposed 2007 Base Rate Tariff Filings of PPL Electric Utilities Corporation ("PPL" or the "Company").

The Small Business Advocate files this formal complaint against the Company's proposed base rate tariff filings in order to protect the interests of the Company's small business customers. A thorough inquiry by the Public Utility Commission into all of the elements of the Company's proposed base rate tariff filings is necessary to ensure that the tariff filings are lawful, just, reasonable, and not unduly discriminatory to any class of customers.

In view of the foregoing, the Small Business Advocate will participate in proceedings before the Public Utility Commission to investigate the reasonableness of the proposed base rate tariff filings. The Small Business Advocate will ask the Commission to deny any proposed new rates and other tariff changes that apply to small business customers that are not proven by PPL to be lawful, just, reasonable, and not unduly discriminatory to all of its customer classes.

Dated: April 18, 2007

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PPL Electric Utilities Corporation :  
Notice of Anticipated Filing of a General : Docket No. R-00072155  
Rate Increase :

2007 APR 18 PM 2:48  
SECRETARY'S BUREAU

**CERTIFICATE OF SERVICE**

I certify that I am serving two copies of the Complaint, Verification, and Public Statement, on behalf of the Office of Small Business Advocate, by e-mail and first class mail (unless otherwise indicated) upon the persons addressed below:

Hon. Veronica Smith  
Chief Administrative Law Judge  
Pa. Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
(717) 787-1191  
(717) 787-0481 (fax)  
[Verosmith@state.pa.us](mailto:Verosmith@state.pa.us)  
**(E-mail and Hand Delivery)**

Paul E. Russell, Esquire  
Corporate Counsel  
PPL Electric Utilities Corporation  
Two North Ninth Street  
Allentown, PA 18101-1179  
(610) 774-4254  
(610) 774-6726 (fax)  
[perussell@pplweb.com](mailto:perussell@pplweb.com)

Charles McPhedran  
PennFuture  
1518 Walnut Street - #1100  
Philadelphia, PA 19102  
(215) 545-9692  
(215) 545-9637 (fax)  
[mcphehdran@pcnnfuture.org](mailto:mcphehdran@pcnnfuture.org)

David B. MacGregor, Esquire  
Post & Schell, PC  
Four Penn Center  
1600 John F. Kennedy Blvd.  
Philadelphia, PA 19103-2808  
(215) 587-1197  
(215) 320-4879 (fax)  
[dmacgregor@postschell.com](mailto:dmacgregor@postschell.com)

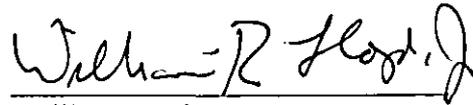
Aron J. Beatty, Esquire  
Jennedy E. Santolla, Esquire  
Office of Consumer Advocate  
555 Walnut Street - Fifth Floor  
Harrisburg, PA 17101-1923  
(717) 783-5048  
(717) 783-7152 (fax)  
[abeatty@paoca.org](mailto:abeatty@paoca.org)  
[jsantolla@paoca.org](mailto:jsantolla@paoca.org)  
**(E-mail and Hand Delivery)**

Johnnie E. Simms, Esquire  
Office of Trial Staff  
Pa. Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105  
(717) 787-1976  
(717) 772-2677 (fax)  
[Josimms@state.pa.us](mailto:Josimms@state.pa.us)  
**(E-mail and Hand Delivery)**

David M. Kleppinger, Esquire  
McNees Wallace & Nurick  
P. O. Box 1166  
100 Pine Street  
Harrisburg, PA 17108  
(717) 232-8000  
(717) 237-5300 (fax)  
[dkleppin@mwn.com](mailto:dkleppin@mwn.com)

John H. Isom, Esquire  
Michael W. Gang, Esquire  
Michael W. Hassell, Esquire  
Post & Schell  
17 North Second Street - 12<sup>th</sup> Floor  
Harrisburg, PA 17101-1601  
(717) 612-6032  
(717) 731-1985 (fax)  
[jisom@postschell.com](mailto:jisom@postschell.com)  
[mgang@postschell.com](mailto:mgang@postschell.com)  
[mhassell@postschell.com](mailto:mhassell@postschell.com)

April 18, 2007



William R. Lloyd, Jr.  
Small Business Advocate  
Attorney ID No. 16452

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

APRIL 25, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0003

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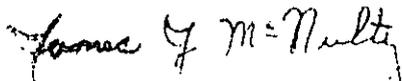
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by OSBA.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

**DOCKETED**  
APR 25 2007

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED  
2007 APR 19 AM 9:14  
SECRETARY'S BUREAU

Please print or type.

R-000721550004

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name ANDREW T. BOSAK

Street/P.O. Box 343 S 2ND ST Apt # \_\_\_\_\_

City STEELTON State PA Zip 17113

County DAUPHIN

Area Code/HOME Phone 717-939-1225

Area Code/WORK Phone -

Utility Account Number 81135-29041 PPL  
(from your bill)

DOCUMENT  
FOLDER

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

DOCKETED  
MAY 07 2007

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE  
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER  
(taxi, moving company, limousine)

ORIGINAL

18

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

I AM RETIRED FROM BETH STEEL CO.  
RECEIVED A NOTICE THAT PPL ELECTRIC  
WILL RAISE RATES FOR RESIDENTIAL  
CUSTOMER BY 6.8 PERCENT WHEREAS  
COMMERCIAL CUSTOMER BY 0.5 PERCENT

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

REVERSE THE PERCENT 6.8 PERCENT  
TOO COMMERCIAL CUSTOMER AND 0.5  
PERCENT TO RESIDENTIAL CUSTOMER.  
I AM LIVING ON A SET INCOME AND  
WITH TAXES, FOOD, GAS PRICES HIGH  
I CANNOT AFFORD \$4.40 MORE FOR  
ELECTRIC

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Andrew J. Bozale, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Andrew J. Bozale  
(Signature)

4-17-07  
(Date)

**9. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

**10. FILING**

**Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

**if you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your complaint for your records.**

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

MAY 7, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0004

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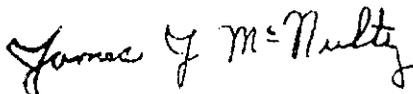
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by ANDREW T BOSAK.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

**DOCKETED**  
MAY 07 2007

**DOCUMENT  
FOLDER**

ROE PROTEST PAH.  
R-000 72153 C0005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

SECRETARY'S BUREAU  
2007 APR 23 PM 3:25

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Daniel D. Graham

Street/P.O. Box 217 N. 2nd St. Apt # B (2RR)

City Harrisburg State PA. Zip 17101

County Dauphin

Area Code/HOME Phone none

Area Code/WORK Phone none

Utility Account Number 57090-66003  
(from your bill)

DOCKETED  
MAY 07 2007

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL Electric Utilities Corporation

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE  
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER  
(taxi, moving company, limousine)

ORIGINAL

DOCUMENT FOLDER

227

4. COMPLAINT (check one)

A. In general, what is your complaint?

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill.

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

This proposed 6.3% rate increase; plus the previous 8.3% rate increase, which started Jan. 1, 2005; and the 5.3% rate increase, effective Jan. 1, 2006, are a ripoff. These rate increases are inflationary, robbing each one of us. And these rate increases are not justified. The PPL Company went 10 years without an increase; and they can operate another 10 years, or longer, without an increase in rates.

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I want the Public Utility Commission to REJECT and DENY the proposed rate increase; and to REPEAL the previous rate increases, which the PPL Company received in 2005 and in 2006; and to order the PPL Company to keep the electric rates the same as they were in the year 2004.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to; but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I Daniel D. Graham, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Daniel D. Graham  
(Signature)

April 23, 2007  
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

MAY 7, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0005

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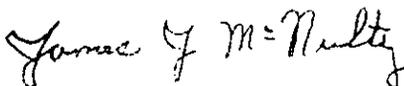
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DANIEL D GRAHAM.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

**DOCKETED**  
MAY 07 2007

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED  
2007 APR 24 AM 8:26  
SECRETARY'S BUREAU

Please print or type.

R-00072155C0006

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Stephanie CRAYTON  **Stephanie Crayton**  
460 E. Central Ave.  
Williamsport, PA 17702-7426

Street/P.O. Box 460 E. Central Ave Apt #

City S. Williamsport State PA Zip 17702

County Lycoming

Area Code/HOME Phone 570) 322-0492

Area Code/WORK Phone

Utility Account Number 14450 - 51008  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City  State  Zip

**DOCKETED**  
MAY 07 2007

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

**DOCUMENT  
FOLDER**

**ORIGINAL**

7

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

#1 I oppose the company's rate increase due to de-regulation coming up in 2009-2010. Some states bills have gone up 173% after de-regulation.

#2 My lights keep flickering last few years at various times + so have the neighbors. No one checks it out after I phone till a couple weeks ago. As hard on motors.  
5. RELIEF - It's been 2 months of APRIL 2007

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

#1 - no rate increase + no de-regulation in future.

#2 Check out transformers - last time we had trouble like this in 1990 their transformer blew up + fried all fuses + it wound up in damages to homes. My bill was \$300 in repairs + fuse box had to be replaced at that time frame in 1997 - it had weakened it badly. My electrician had to do some work on it + when I got a new furnace - it was too much for that box (over)

to handle + \$1,200 to replace it  
with a Breaker Box That The  
Baraugh of S. Wmspt. had to pay for  
VIA a GRANT to me.

In 1990 It fried my stove, A/C, + 70%  
all light BULBS, + Frize died later  
also + that water heater caught fire  
shortly thereafter.

★ I DO NOT WANT THIS  
SCENARIO AGAIN!

If they had just checked that  
transformer when I phoned (3x) about  
problems - This fire would not of  
happened. (transformer went up in a ball of  
fire + smoke) + neighbor saw it -

(My home could of caught fire + BURNED  
us all up inside - Smoke was all over  
+ lights went out - Fire Dept. had to pull  
my stove from wall - it was totally  
fried). It happened 6:30 AM. That  
day.

★ When a customer calls + suggests things be  
checked on pole - it should be DONE + a  
report given to that customer. — FOR

★ Each time someone hits a pole in county our lights Flicker / go out

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

~~NO~~ **YES**  
(includes appeals of BCS determinations)

*I've called Tom each time Electric has problems*

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Stephanie Grayton, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Stephanie Grayton  
(Signature)

4/20/07  
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

**BEFORE THE  
Pennsylvania Public Utility Commission**

Pennsylvania Public Utility Commission :  
: :  
v. PPL Electric Utilities Corporation : Docket No. R-00072155 **C0007**

April 25, 2007

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

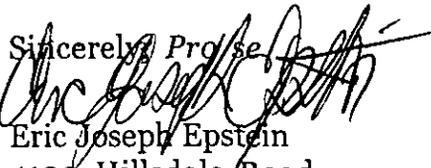
RECORDED  
2007 APR 30 11:19:15  
SECRET

Dear Secretary McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Eric Joseph Epstein's ("Epstein" or "Mr. Epstein") Complaint in the above-referenced proceeding.

Pursuant to Section 701 of the Pennsylvania Public Utility ("PUC" or Commission") Code 66 Pa. C.S.A. § 701; Sections 5.21 & 5.22, Eric Joseph Epstein, *Pro se* hereby files a Formal Complaint against **PPL Electric Utilities Corporation's** ("PPL" or the "Company") proposed \$83.6 million annual increase for distribution rates. PPL's Tariff is a rate increase request for the the Company's Distribution Base Rates under Section 1308 of the Code 66 Pa. C.S.A. § 1308 as well as relevant provisions of the Electric Generation Customer and Choice and Competition Act ("Competition Act") 66 Pa. C.S.A. § § *et seq.*

Sincerely, *Pro se,*

  
Eric Joseph Epstein  
4100 Hillsdale Road  
Harrisburg, PA 17112

cc: Certificate of Service

134

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

MAY 7, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0006

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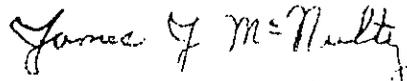
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by STEPHANIE CRAYTON.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

**DOCKETED**  
MAY 07 2007

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED  
2007 APR 26 AM 8:50  
SECRETARY'S OFFICE

Please print or type.

R-00072155C0007

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name JUDITH A. LEWIS-WALTON

Street/P.O. Box 777 WALNUT STREET Apt #

City POTTSVILLE State PA Zip 17901

County SCHUYLKILL

Area Code/HOME Phone 570-628-2233

Area Code/WORK Phone

Utility Account Number 02830-41010  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City  State  Zip

ORIGINAL

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL

3. TYPE OF UTILITY (check one)

ELECTRIC

GAS

WATER

TELEPHONE  
(local, long distance)

STEAM HEAT

WASTE WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

DOCKETED  
MAY 07 2007

DOCUMENT  
FOLDER

5

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

AS ARE THOUSANDS OF OTHER PENNSYLVANIANS,  
I AM ON A SMALL FIXED INCOME. THIS RATE  
INCREASE WOULD VERY MUCH AFFECT WHAT WE  
CAN AND CANNOT AFFORD.

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I WANT THE RATE INCREASE EITHER  
DRASTICALLY REDUCED, OR NOT APPROVED  
AT ALL.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

**Verification:** I JUDITH A. LEWIS-WALTON, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Judith A. Lewis-Walton  
(Signature)

April 22 2007  
(Date)

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

APRIL 25, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0007

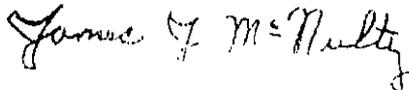
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by JUDITH A LEWIS WALTON.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

BTL

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

**DOCKETED**  
MAY 07 2007

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

20070511-7 11:19:11  
SECRETARY'S OFFICE

Please print or type.

R-00072155C0008

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name MARGARET Goy

Street/P.O. Box 23 W. Bergh ST Apt # \_\_\_\_\_

City PLAINS State PA Zip 18705

County LUZERNE

Area Code/HOME Phone 570-825-2117

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number \_\_\_\_\_  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

ORIGINAL

DOCKETED  
MAY 09 2007

DOCUMENT  
FOLDER

9

4. **COMPLAINT** (check one)

**A. In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

**B. State the facts of your complaint.**

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

The RAISE IN OUR ELECTRIC BILL

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

NO TO GIVE PPL THEIR RAISE.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES  (includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I MARGARET Goy, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Margaret Goy (Signature)

05-04-07 (Date)

**9. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

**10. FILING**

**Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your complaint for your records.**

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

APRIL 25, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0008

---

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by MARGARET GAY.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

DOCUMENT  
FOLDER

DOCKETED  
MAY 09 2007

**ORIGINAL**

**BEFORE THE  
Pennsylvania Public Utility Commission**

Pennsylvania Public Utility Commission :  
v. PPL Electric Utilities Corporation : Docket No. R-00072155 **C0009**

April 25, 2007

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

RECEIVED  
2007 APR 30 AM 9:15  
SECRETARY'S OFFICE

Dear Secretary McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Eric Joseph Epstein's ("Epstein" or "Mr. Epstein") Complaint in the above-referenced proceeding.

Pursuant to Section 701 of the Pennsylvania Public Utility ("PUC" or Commission") Code 66 Pa. C.S.A. § 701; Sections 5.21 & 5.22, Eric Joseph Epstein, *Pro se* hereby files a Formal Complaint against **PPL Electric Utilities Corporation's** ("PPL" or the "Company") proposed \$83.6 million annual increase for distribution rates. PPL's Tariff is a rate increase request for the the Company's Distribution Base Rates under Section 1308 of the Code 66 Pa. C.S.A. § 1308 as well as relevant provisions of the Electric Generation Customer and Choice and Competition Act ("Competition Act") 66 Pa. C.S.A. § § *et seq.*

Sincerely, *Eric Joseph Epstein*  
Eric Joseph Epstein  
4100 Hillsdale Road  
Harrisburg, PA 17112

**DOCKETED**  
MAY 10 2007

cc: Certificate of Service

**DOCUMENT  
FOLDER**

134

**ORIGINAL**

**BEFORE THE  
Pennsylvania Public Utility Commission**

**Eric Joseph Epstein** :  
v. : **Docket No. R-00072155**  
**PPL Electric Utilities** :  
**Corporation** :

**Complaint of Eric Joseph Epstein, Pro se**

1) The name and address of the Complaint are:

Eric Joseph Epstein, *Pro se*  
4100 Hillsdale Road  
Harrisburg, PA 17112  
(717)-541-1101 Phone  
ericepstein@comcast.net

SECRET  
2007 APR 30 141 9:16  
MAY 10 2007

2) The name and address of the Respondent is:

PPL Electric Utility Corporation  
Two North 9th Street  
Allentown, PA 18101-1179

3) Eric Joseph Epstein ("Epstein", "Mr. Epstein" or "the Complainant") is:

a) A PPL shareholder;

b) Mr. Epstein receives generation, distribution and transmission service from the PPL Electric Utilities (or "PPL" or "the Company");

c) Epstein is a Signatory to the JOINT PETITION FOR FULL SETTLEMENT OF PP&L INC's RESTRUCTURING PLAN AND RELATED COURT PROCEEDINGS (August 12, 1998) (Docket No. R-00973954);

d) Mr. Epstein was also a sponsor of the Nuclear Decommissioning provision contained in the Negotiated Settlement (D. 1 . **Nuclear Decommissioning**, Page. 21, Lines, 1-8);

**DOCUMENT  
FOLDER**

2

**DOCKETED**  
MAY 10 2007

134

e) Eric Joseph Epstein was actively involved in the Petition of PP&L, Inc., For Permission To Defer, For Future Recovery, A Portion of Its Transition Charges, or In The Alternative, To Exceed the Rate Caps Pursuant to 66 Pa. C.S. § 2804(4)iii(G); Docket No: P-00991780;

f) Mr. Epstein was an Active Party in the Petition of PPL, Inc. Petition asking for Issuance of Determination Under Section 329(c) of PUCHA, 15 USC Section 79z-5a9(c); Docket No. P-00991787;

g) In addition, Epstein was also an Active party in PPL Electric Utilities Corporation 2002 Reconciliation Filing with the Pennsylvania Public Utility Commission;

h) Epstein filed an unofficial Data Request with PPL related to PPL's CTC's 2003 Reconciliation Filing and Intervened in the Case;

i) Eric Joseph Epstein participated in PPL Electric Utilities Corporation 2001 and 2002 Intangible Transition Charge Reconciliation Filings;

j) Eric Joseph Epstein was actively involved in the Petition of PP&L, Inc., For Permission To Defer, For Future Recovery, A Portion of Its Transition Charges, or In The Alternative, To Exceed the Rate Caps Pursuant to 66 Pa. C.S. § 2804(4)iii(G); (Docket No: P-00991780)

k) Mr. Epstein submitted Informal Data Requests in PPL's 2003 ITC Reconciliation Filing, and the Petition of PPL Electric Utilities Corporation for Authority to Defer for Accounting and Financial Purposes Certain Losses from Extraordinary Storm Damage and to Amortize Such Losses;

l) Mr. Epstein was actively involved in PPL Electric Utilities Corporation's proposed Supplement No. 38 to Tariff Electric PA Public Utility Commission No. 201;

m) Mr. Epstein participated in PPL Electric Utilities Corporation's Request for Approval of a Competitive Bridge Plan Docket No. RP-0006227; and,

n) Eric Joseph Epstein participated in PPL Electric Utilities Corporation 2006 Competitive Transition Charge Reconciliation Filings.

5) PPL's proposed rate increase request of \$83.6 millions is a 2.7% increase in the Company's annual rates.

6) The proposed rate increase would increase the averaged residential electric bill (assuming a 1,000 Kwh consumption level) by 6.8% or \$6.62 a month.

7) The new increase, if approved, would take effect January 1, 2008.

8) PPL Corp. increased distribution rates by 6 percent in 2005.

9) PPL's rate increase coincides with the Pennsylvania Public Utility Commission ("PUC" or "Commission") Order, "that the issues of distribution and transmission rates is returned to the Office of Administrative Law Judge for findings and a recommended decision consistent with the opinion of Commonwealth Court." (Lloyd v. Pa. PUC 904 A2d 1010, 2006). The case has been docketed **No. R-00049225**.

10) PPL claims the increases are necessary to upgrade and maintain infrastructure, cover increasing costs for wire, transformers and bucket trucks, employee health care, fuel and other materials the Company claims have increased; in some instances, by "double-digits."

11) The Company's is filing supporting Testimony and documentation to support their rate requests insufficient to establish that the proposed rates are just, reasonable and nondiscriminatory, as required by Sections 1301 & 1304 of the Code, 66 Pa. C.S.A. § § 1301 & 1304.

12) The Respondent has the full burden of proof [Section 315 (a) of the Public Utility Code Code, 66 Pa. C.S.A. § 315 (a)] to establish and prove that the proposed rate increases are just and reasonable and consistent with Section 1301 of the Code, 66 Pa. C.S.A. § 1301;

13) Eric Joseph Epstein's Complaint is universal and inclusive, and directed against the rates, terms, and provisions contained in the proposed \$83.6 million annual rate increase.

14) Mr. Epstein respectfully requests that the Pennsylvania Public Utility Commission provide the following relief:

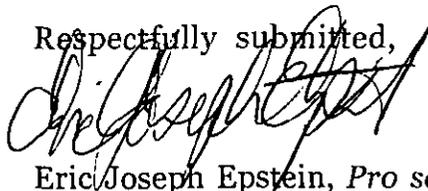
i) Conduct an investigation into the rates, terms, and provisions contained in PPL's proposed \$83.6 million or 2.7% annual increase in Company rates in full evidentiary hearings;

ii) Suspend the effectiveness date of PPL's proposed rate increase;

iii) Integrate Eric Joseph Epstein's Complaint with the Commission's investigation into PPL's rate increase request; and,

iv) Allow Mr. Epstein to fully participate in the evidentiary proceeding, cross examine PPL witnesses as well as witnesses presented by Active Parties; present his own evidence; prepare direct, rebuttal and sur-rebuttal testimony; and, offer arguments on his own behalf.

Respectfully submitted,



Eric Joseph Epstein, *Pro se*  
4100 Hillsdale Road  
Harrisburg, PA 17112  
(717)-541-1101 Phone  
(717)-541-5487 Fax  
ericepstein@comcast.net

Dated: April 25, 2004

## CERTIFICATION OF SERVICE

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the active participants named below by US mail or hand delivery or electronic transmission in accordance with the requirements of Section 1.54.

David B. MacGregor, Esquire  
PPL c/o  
Post & Schell, P.C.  
1600 John F. Kennedy Blvd.  
Philadelphia, PA 19103-2808

Paul E. Russell, Esquire  
PPL Electric Utilities Corporation  
Two North Ninth Street  
Allentown, PA 18101-1179  
610-774-4254  
[perussell@pplweb.com](mailto:perussell@pplweb.com)

Kenneth L. Mickens, Esquire  
PA Public Utility Commission  
Office of Trial Staff  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
717-787-1976  
[kmickens@state.pa.us](mailto:kmickens@state.pa.us)

James Mullins, Esquire  
Tanya McCloskey, Esquire  
Office of Consumer Advocate  
Forum Place, 5th Floor  
555 Walnut Street  
Harrisburg, PA 17101-1921  
717-783-5048  
[jmullins@paoca.org](mailto:jmullins@paoca.org)  
[tmccloskey@paoca.org](mailto:tmccloskey@paoca.org)

Steven Gray, Esquire  
Office of Small Business Advocate  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, PA 17101  
717-783-2525  
[sgray@state.pa.us](mailto:sgray@state.pa.us)

George Jogovic, Jr., Esquire  
PennFuture  
425 Sixth Avenue, Suite 2770  
Pittsburgh, PA 15219  
412-258-6684  
[jagovic@pennfuture.org](mailto:jagovic@pennfuture.org)

David M. Kleppinger, Esquire  
Pamela C. Polacek, Esquire  
Adam L. Benshoff, Esquire  
McNees Wallace & Nurick LLC  
100 Pine Street  
P.O. Box 1166  
Harrisburg, PA 17108-1166  
717-232-8000  
[dkleppinger@mwn.com](mailto:dkleppinger@mwn.com)  
[ppolacek@mwn.com](mailto:ppolacek@mwn.com)  
(PPL Industrial Customer Alliance)

Kent Murphy, Esquire  
Adrian Newall, Esquire  
Exelon Business Services Company  
2301 Market Street, S-23-1  
Philadelphia, PA 19103  
215-841-4941  
[kent.murphy@exeloncorp.com](mailto:kent.murphy@exeloncorp.com)  
[adrian.newall@exeloncorp.com](mailto:adrian.newall@exeloncorp.com)  
(Exelon Corporation, PECO Energy Company,  
Exelon Generation Company LLC)

Thomas & Thomas et al  
Charles E. Thomas, Jr. Esquire  
Thomas T. Niesen, Esquire  
212 Locust Street, Suite 500  
P. O. Box 9500  
Harrisburg, PA 17108  
[tniesen@ttanlaw.com](mailto:tniesen@ttanlaw.com)  
(Sustainable Energy Fund of  
Central Eastern Pennsylvania)

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

MAY 10, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES  
Docket Number R-00072155C0009

---

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by ERIC JOSEPH EPSTEIN.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

**DOCKETED**  
MAY 10 2007

DOCUMENT  
FOLDER

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED  
2007 APR 3  
AM 8:22  
SECRETARY'S BUREAU

R-00072155 C0010

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name JEB EASTMAN

Street/P.O. Box 418 BLOOM ST Apt # B

City JANVILLE State PA Zip 17821

County MONTOUR

Area Code/HOME Phone (570) 271-0384

Area Code/WORK Phone NO CALLS ALLOWED UNLESS THEY ARE AN EMERGENCY

Utility Account Number 60960-29039  
(from your bill)

ORIGINAL

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name N/A

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

RECEIVED  
2007 MAY 1  
AM 8:28  
SECRETARY'S BUREAU

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE  
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER  
(taxi, moving company, limousine)

DOCKETED  
MAY 30 2007

DOCUMENT  
4 FOLDER

4. **COMPLAINT** (check one)

**A. In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

**B. State the facts of your complaint.**

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

RECORDS PROFITS IN THE LAST COUPLE OF YEARS; SOME 3 OR 4 RATE INCREASES IN THE SAME AMOUNT OF TIME ( I RECALL READING THIS IN THE LOCAL NEWSPAPER, BUT DID NOT SAVE THE ARTICLES) WHY YET ANOTHER RATE INCREASE? DON'T THEY MAKE ENOUGH MONEY?

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

DENY RATE INCREASE

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I DER EASTMAN, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) ~~and that I expect to be able to prove the same at a hearing held in this matter.~~ I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities). I SUPPOSE I COULD PULL ALL MY ELECTRIC BILLS FOR THE LAST FEW YEARS

BUT ONLY IF I HAVE ACCESS TO THE ARTICLES I READ -

I DER EASTMAN  
(Signature)

042407  
(Date)

- I ALSO HAVE ISSUES W/ DGE (NOW UGI). I THINK I'M BEING CHEATED, BUT THAT'S ANOTHER LETTER -

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

MAY 30, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0010

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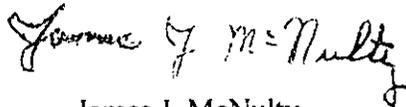
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DEB EASTMAN.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

DOCUMENT  
FOLDER

**DOCKETED**  
MAY 30 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED  
MAY 11 AM 8:47  
SECRETARIAT

Please print or type.

R-00072155 00011

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name FRANK TOKARZ

Street/P.O. Box RD -2: Box 117 Apt # \_\_\_\_\_

City OLYPHANT State PA Zip 18447

County LACKA

Area Code/HOME Phone 570-586-1577

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 69468-23156  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

**DOCKETED**  
MAY 30 2007

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: P.P & L ELECTRIC UTILITIES

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE  
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER  
(taxi, moving company, limousine)

**ORIGINAL DOCUMENT FOLDER**

4. **COMPLAINT** (check one)

A. **In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. **State the facts of your complaint.**

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

MY OCT-06-BILL WAS \$60.50 I NEVER USE THAT MUCH ELECTRICITY.

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

NO RATE INCREASE  
USE METER ON MY HOME THAT I CAN ALSO READ. NOT THE SPEEDED UP METER IN THEIR OFFICE.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES    
 (includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Frank Tolanz, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Frank Tolanz  
(Signature)

MAY-10-2007  
(Date)

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

MAY 30, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0011

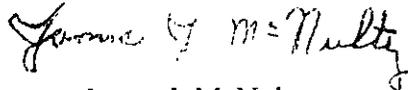
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by FRANK TOKARZ.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

**DOCKETED**  
MAY 30 2007

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED  
2007 MAY -3 AM 8:21  
SECRETARY'S BUREAU

Please print or type.

R-00672155 C0012

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Gregory B. Clemens

Street/P.O. Box 126 East 6<sup>th</sup> Street Apt #

City Berwick State Pa Zip 18603

County Columbia

Area Code/HOME Phone 570-759-8364

Area Code/WORK Phone 800-736-0019

Utility Account Number 53970-56008  
(from your bill)

DOCKETED  
MAY 30 2007

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City  State  Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns:

DOCUMENT  
FOLDER

3. TYPE OF UTILITY (check one)

X ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

ORIGINAL

23

4. **COMPLAINT** (check one)

A. **In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. **State the facts of your complaint.**

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

**I am objecting to the rate increase that PPL Electric Utilities has filed to increase our elect service rates as of June 1, 2007.**

It says on the notice that I received, the overall rate increase they asked for would increase a residential customers monthly bill by 6.8% and the typical customer's bill would go from \$96.52 to \$103.12 per month..

I've been working at Dillon Floral Corporation for the past twenty five years and have never received a pay increase that high. As a matter of fact my income since I started at Dillon's hasn't gone up that much in twenty five years. Sure we sometimes get a raise, if we're lucky we may get a 2.5 % pay increase in a year but many years we didn't get any raise.

It's one rate increase after another every year, not just from the PPL Electric Utilities, but all the utilities. I for one am sick of every year seeing my income staying the same and my bills going through the roof. **Please do not approve this rate increase.**

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

**Please do not approve this rate increase.**

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

I have sent them an email about my objection to the increase

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

**Verification:**

I Gregory B. Clemens  
hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Gregory B. Clemens  
(Signature)

4/1/07  
(Date)

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

MAY 30, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0012

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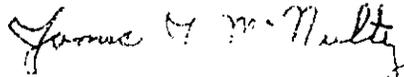
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the *Pennsylvania Public Utility Commission* by GREGORY B CLEMENS.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

R-000 72155 C 0013

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name: William J. Vigilante Jr.

Street/P.O. Box: 422 W. Charlotte St.

City: Millersville

State: PA

Zip: 17551

County: Lancaster

Area Code/HOME Phone (717) 413-6391

Area Code/WORK Phone (717) 286-9349

Utility Account Number  
(from your bill)

02131-69021

DOCKETED  
JUN 04 2007

Apt # \_\_\_\_\_

RECEIVED  
2007 APR 30 AM 9:16  
P.A.U.C.  
SECRETARY'S BUREAU

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

ORIGINAL

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PA Power and Light (PPL)

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

DOCUMENT  
FOLDER

38

4. **COMPLAINT** (check one)

**A. In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

**B. State the facts of your complaint.**

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

PPL's annual revenues rank in the top 20 for Utility Companies in this country. PPL's annual revenue and profits for 2006 were 6.9 billion and 865 million dollars, respectively. The figures were an 11 and 27.6 percent increase over 2005, respectively. Investors also realized a 26.6 percent increase in earnings per share in 2006 v. 2005. From 1996-2006 investors have seen a total return of 16.9%. All figures borrowed from CNNMoney.com (April 16, 2007):  
<http://money.cnn.com/magazines/fortune/fortune500/2007/snapshots/1075.html>

I can not fathom why a company with such good revenue, profit, and returns needs to increase rates. The only answer is greed. PPL is a monopoly in Lancaster County. We have no other feasible choice for our electric distribution. PPL is already making obscene profits on the back of this monopoly. How can PUC in good conscious allow PPL to further utilize their monopoly to gain even higher revenue and profits?

PUC should be working to break up the utility monopolies (including PPL) in Lancaster County (and elsewhere in the state), offer the hard working citizens a real choice in utilities, and bring real cost competition into these industries that are so fundamental to our livelihood.

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

PUC should not allow PPL to raise residential electric distribution rates in an effort to add to their already obscene revenues and profits. PUC should work to bring real competition and utility choice into our markets and homes.

If PPL is claiming the extra revenue is needed for upgrades, research, etc. this is not right. They should have been placing monies aside for these investments over the course of the last few years and not paying out large dividends and bonuses. PPL should not have left the future of their infrastructure to be financed by the customers who have already financed the above mentioned profit figures. PPL like every hard working family and small business in this state should have been saving over the years to pay for needed upgrades and so forth. If they failed in that vein, we as victims of their monopoly should not be forced to pay for their failure and greed.

6. **PROTECTION FROM ABUSE**

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. **PRIOR UTILITY CONTACT**

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I William J. Vigilante Jr., hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

*William J. Vigilante Jr.*  
(Signature)

5-29-07  
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

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

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
Harrisburg, Pennsylvania 17120

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

JUNE 4, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0013

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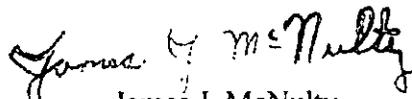
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by WILLIAM J VIGILANTE JR.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,

  
James J. McNulty  
Secretary

**DOCKETED**  
JUN 04 2007

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

R-00072155C0014

RECEIVED  
2007 MAY 11 AM 8:43  
PA.P.U.C.  
SECRETARY'S BUREAU

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Richard and Eleanor Cobb

Street/P.O. Box 2300 Rickert Rd. Apt # \_\_\_\_\_

City Perkasie State Pa Zip 18944

County Bucks

Area Code/HOME Phone (215) 257-5166

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 91150 - 20006  
(from your bill)

ORIGINAL

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

DOCKETED  
JUN 06 2007

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: \_\_\_\_\_

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

DOCUMENT  
FOLDER

6

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

P.P. + L. has been an excellent provider.

Recently an executive there retired and received a 12 million dollar bonus + pension. If this company is hurting for money, that doesn't make sense. They also invested in an electric company out west. After the investment, the new state began to put high taxes on PPL as an absentee investment holder. where were the planners? Did they investigate thoroughly before proceeding?

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

Minor rate increases over 5 yrs. Explanations of why increases are necessary. Consider users as well as share holders.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES  —  
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: *H. Richard Cobb, Jr.*

I *Eleanor H. Cobb*, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

*HRCB, Jr.*  
*Eleanor H. Cobb*  
(Signature)

*April 27, 2007*  
(Date)

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

JUNE 6, 2007

**DOCKETED**  
JUN 06 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP  
Docket Number R-00072155C0014

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Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by RICHARD & ELEANOR COBB.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Formal Complaint Form

Please print or type.

R-00072155C0015

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name DENISE M. SATER

Street/P.O. Box 16 STRAWBERRY LANE Apt #

City Lititz State PA Zip 17543

County LANCASTER

Area Code/HOME Phone 717 625-4310

Area Code/WORK Phone 717 492-2540

Utility Account Number 29411-01017 (from your bill)

RECEIVED 2007 MAY 29 AM 8:53 SECRETARY'S BUREAU P.A.P.U.C.

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

DOCKETED JUN 06 2007

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL Electric

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE (local, long distance)

DOCUMENT FOLDER

151

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

Self-explanatory, I believe.  
CONTINUOUS RATE INCREASES

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

Please Put a stop to proposed INCREASE

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I Denise DEVISE M. Sater hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Denise M Sater  
(Signature)

5/24/07  
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

JUNE 7, 2007

M.W. GANG, M.W. HASSELL, J.H. ISOM, ESQUIRES  
POST & SCHELL, P.C.  
17 NORTH SECOND STREET  
12TH FLOOR  
HARRISBURG PA 17101-1601

RE: PA PUC vs. PPL ELECTRIC UTILITIES CORPORATION  
Docket Number R-00072155C0015

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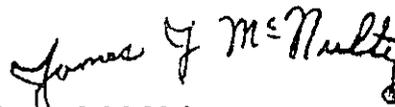
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by DENISE M. SATER.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

jih

**DOCKETED**  
JUN 6 2007  
**DOCUMENT  
FOLDER**

Formal Complaint Form

Please print or type.

R-00072155 C0016

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name James Hronich

Street/P.O. Box 305 Union St. Apt #

City TAYLOR State PA Zip 18517

County LACKAWANNA

Area Code/HOME Phone (570) 562-2610

Area Code/WORK Phone

Utility Account Number 46911-03003 (from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

DOCKETED JUN 06 2007

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL Electric Utilities Corp.

3. TYPE OF UTILITY (check one)

ELECTRIC

GAS

WATER

TELEPHONE (local, long distance)

STEAM HEAT

WASTE WATER

MOTOR CARRIER (taxi, moving company, limousine)

DOCUMENT FOLDER

SECRETARY'S BUREAU

2007 MAY 25 AM 8:50

RECEIVED

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

RATE Hike: The middle class  
And Fixed Incomes can't afford  
this.

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space:

Do NOT ALLOW this RATE  
Hike. I CANNOT AFFORD this. The middle class HAS  
A HARD TIME paying their bills. It's UNETHICAL to  
let companies RAISE their bills when the middle  
class does NOT get RAISES to COMPENSATE for  
the HIKES. My mother-in-law is on a fixed income  
and doesn't know how she is going to pay for  
everything. Where ARE we supposed to get this  
money from? Let these companies make  
budget rearranging, we CAN'T. Let them  
cut back on SALARIES of higher up workers  
that are too high ETC. Until a LAW is

"Passed where the middle class gets A SALARY INCREASE for Everything that goes up IN cost, in our Economy, this CANNOT Be Allowed.

Why don't they raise the Electric Bills of the upper class? They would just HAVE to raise it more than the proposed Rate Hike, they want to put on Everyone. I'm sure these companies CAN make their own ~~Budgeting~~ Budgeting changes so A RATE Hike won't HAVE to occur.

AGAIN, where do they want us to get this money from?

Please don't ALLOW this RATE Hike

( Thank you )

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I James Honick (JAMES Honick), hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

James Honick  
(Signature)

MAY 19, 2007  
(Date)

9. **LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. **FILING**

**Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your complaint for your records.**

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

JUNE 7, 2007

M.W. GANG, M.W. HASSELL, J.H. ISOM, ESQUIRES  
POST & SCHELL, P.C.  
17 NORTH SECOND STREET  
12TH FLOOR  
HARRISBURG PA 17101-1601

RE: PA PUC vs. PPL ELECTRIC UTILITIES CORPORATION  
Docket Number R-00072155C0016

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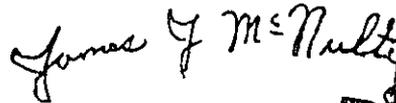
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by JAMES HRONICH.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

**DOCKETED**  
JUN 06 2007

(SEAL)

Certified Mail  
Return Receipt Requested

jih

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED  
2007 MAY 21 AM 9:12  
PA. P.U.C.  
SECRETARY'S BUREAU

Please print or type.

R-000721550017

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Fred Charles

Street/P.O. Box 7220 HUNTINGDON ST Apt # N/A

City Hbg. State Pa. Zip 17111

County Dauphin

Area Code/HOME Phone 717-558-0072

Area Code/WORK Phone SAME

Utility Account Number 84970-63008  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name N/A

DOCKETED  
JUN 06 2007

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PP&L

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

DOCUMENT  
FOLDER

16

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

There is no need for PPL  
to raise their rates. They already  
have more money than they know  
what to do with. The 6-1-07 rate  
increase is pure greed.

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

Stand up to PPL for  
those who can't and say No  
to their rate hike.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I Fred Charles, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Fred Charles  
(Signature)

4-28-07  
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name NONE

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

JUNE 7, 2007

M.W. GANG, M.W. HASSELL, J.H. ISOM, ESQUIRES  
POST & SCHELL, P.C.  
17 NORTH SECOND STREET  
12TH FLOOR  
HARRISBURG PA 17101-1601

RE: PA PUC vs. PPL ELECTRIC UTILITIES CORPORATION  
Docket Number R-00072155C0017

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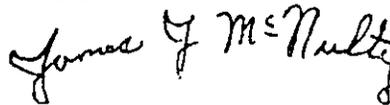
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by FRED CHARLES.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

jih

**DOCKETED**  
JUN 06 2007

**DOCUMENT  
FOLDER**



**THOMAS, THOMAS,  
ARMSTRONG & NIESEN**

*Attorneys and Counsellors at Law*

THOMAS T. NIESEN  
Direct Dial: 717.255.7641  
tniesen@ttanlaw.com

May 31, 2007

**ORIGINAL**

SECRETARY'S BUREAU

2007 MAY 31 PM 3:36

James J. McNulty  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
P. O. Box 3265  
Harrisburg, PA 17105-3265

In re: Docket No. R-00072155 COO18  
City Complainants, including the City of Scranton v.  
PPL Electric Utilities Corporation

Dear Secretary McNulty:

Enclosed for filing on behalf of City Complainants, including the City of Scranton, are an original and three (3) copies of a Complaint concerning PPL Electric Utilities Corporation's Supplement No. 54 to Tariff Pa. P.U.C. No. 201. Copies of the Complaint are being served upon the persons and in the manner set forth on the Certificate of Service attached to it.

Very truly yours,

THOMAS, THOMAS, ARMSTRONG & NIESEN

By

Thomas T. Niesen

Encl.

cc: Certificate of Service (w/encl.)

070531 McNulty (Complaint).wpd

**DOCKETED**

JUN 06 2007

**DOCUMENT  
FOLDER**

59

Before the  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

City Complainants, Including the  
City of Scranton, :

Complainant :

Docket No. R-00072155

v. :

PPL Electric Utilities Corporation, :

Respondent :

COMPLAINT  
OF  
CITY COMPLAINANTS

00018  
2007 MAY 31 PM 3:36  
SECRETARY'S BUREAU

AND NOW, come the City Complainants ("City"), including the City of Scranton, by their attorney, and complain against PPL Electric Utilities Corporation ("PPL" or "Respondent") as follows:

Background

DOCKETED  
JUN 06 2007

1. This matter concerns PPL's Supplement No. 54 to Tariff Electric - Pa P.U.C. No. 201 filed March 29, 2007, with the Public Utility Commission. Supplement No. 54 proposes, *inter alia*, to increase annual net distribution revenue by approximately \$83.6 million or 13 percent based on a future test year ending December 31, 2007.

2. Complainant is an *ad hoc* group of cities, including the City of Scranton ("City Complainants"), that are customers of PPL under Rate Schedule SE - Energy Only Street Lighting Service. The present composition of City Complainants is set forth in Appendix "A." City Complainants anticipate that additional Rate SE customers may desire to participate in this matter as a member of the group. City Complainants will update Appendix "A" if additional customers desire to do so.

DOCUMENT  
FOLDER

3. The name, address and telephone numbers of City Complainants' attorney are:

Thomas T. Niesen, Esquire  
PA Attorney ID No. 31379  
THOMAS, THOMAS, ARMSTRONG & NIESEN  
Suite 500  
212 Locust Street  
P.O. Box 9500  
Harrisburg, PA 17108-9500  
717.255.7641 (voice)  
717.236.8278 (fax)  
[tniesen@ttanlaw.com](mailto:tniesen@ttanlaw.com) (email)

#### **Matters Complained Of**

4. PPL's Supplement No. 54 proposes changes and increases to Rate Schedule SE. Changes include the expansion of the availability of Rate Schedule SE to property owners/developers and the reduction of the minimum customer size to 5 lamps per customer. Rate SE revenue is estimated to increase by \$341,190 or 18.01% per year under Supplement No. 54.

5. City Complainants are reviewing the impact of Supplement No. 54 on their individual rates and operations. An initial examination of Supplement No. 54 indicates that the proposed charges, increases and changes in rates, as well as changes in tariff language, contained therein, are or may be unjustified, unreasonable and in violation of law. It also appears that the proposed rates, rate design and rate allocation are or may be unlawfully discriminatory and are or may be in violation of Chapter 13 of the Public Utility Code, 66 Pa. C.S. Section 1301, *et seq.*

6. City Complainants request that the Commission suspend Supplement No. 54, institute an investigation, hold full evidentiary hearings and, thereafter, deny any

revisions, increases, charges or changes in tariff language which are not or cannot be fully justified by PPL.

WHEREFORE City Complainants pray that the Pennsylvania Public Utility Commission sustain this Complaint.

Respectfully submitted,

By 

Thomas T. Niesen, Esquire  
PA Attorney ID No. 31379  
THOMAS, THOMAS, ARMSTRONG & NIESEN  
212 Locust Street, Suite 500  
P.O. Box 9500  
Harrisburg, PA 17108-9500

Attorney for the City Complainants, including the  
City of Scranton

DATED: May 31, 2007

City Complainants (Final).wpd

**Appendix A  
(May 31, 2007)**

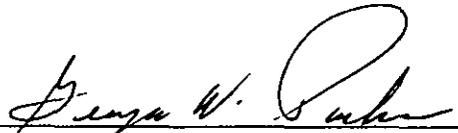
**Docket No. R-00072155**

**City of Scranton**

**VERIFICATION**

I, George Parker, PE, head of the Department of Public Works for the City of Scranton, hereby state that the facts above set forth in the foregoing Complaint are true and correct to the best of my knowledge, information and belief and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. §4904, relating to unsworn falsification to authorities.

CITY OF SCRANTON

  
George Parker, PE  
Public Works Director

SECRETARY'S BUREAU  
2007 MAY 31 PM 3:36

**Before the  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

---

City Complainants, Including the :  
City of Scranton, :  
Complainant :  
v. : **Docket No. R-00072155 00018**  
PPL Electric Utilities Corporation, :  
Respondent :

**CERTIFICATE OF SERVICE**

I hereby certify that I have this 31<sup>st</sup> day of May, 2007, served a true and correct copy of the foregoing Complaint, upon the persons and in the manner set forth below:

**FIRST CLASS MAIL, POSTAGE PREPAID**

Office of Trial Staff  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
P. O. Box 3265  
Harrisburg, PA 17105-3265

Office of Consumer Advocate  
555 Walnut Street  
Forum Place, 5<sup>th</sup> Floor  
Harrisburg, PA 17101-1923

Office of Small Business Advocate  
Suite 1102, Commerce Building  
300 North Second Street  
Harrisburg, PA 17101

Paul E. Russell  
Assistant Counsel  
Regulatory Affairs  
PPL Utilities Corporation  
Two North Ninth Street  
Allentown, PA 18101

David B. MacGregor, Esquire  
Post & Schell  
1600 John F. Kennedy Boulevard  
Philadelphia, PA 19103-2808

SECRETARY'S BUREAU  
2007 MAY 31 PM 3:36



Thomas T. Niesen  
PA Attorney ID No. 31379

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

JUNE 7, 2007

M.W. GANG, M.W. HASSELL, J.H. ISOM, ESQUIRES  
POST & SCHELL, P.C.  
17 NORTH SECOND STREET  
12TH FLOOR  
HARRISBURG PA 17101-1601

RE: PA PUC vs. PPL ELECTRIC UTILITIES CORPORATION  
Docket Number R-00072155C0018

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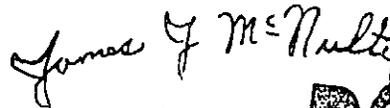
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by CITY COMPLAINANTS, INCLUDING THE CITY OF SCRANTON.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

**DOCKETED**  
JUN 06 2007

(SEAL)

Certified Mail  
Return Receipt Requested

jih

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

R-00072155C0019

RECEIVED

MAY 22 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

service address:

Name Joseph McAndrew

Street/P.O. Box 85 W. Chestnut Street Apt #

City Macungie State PA Zip 18062

County Lehigh

Area Code/HOME Phone 610 966 4537

Area Code/WORK Phone 41980-17000

(from your bill)

ORIGINAL

mailing address, please list this information below

Name

Street/P.O. Box

City

State

Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE (local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER (taxi, moving company, limousine)

40

I want to oppose the Company's proposed rate increase.

There are incorrect charges on my bill.

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other:  
(explain)

**B. State the facts of your complaint.**

bill, tell us about any charges that you believe are not correct. Use additional paper if you complaint.

*To recind the proposed rate increase.*

**5. RELIEF**

additional paper if you need more space.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: Joseph McAndrew hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same. I understand that the statements herein are made under penalty of perjury and that I am subject to prosecution for unsworn falsification to obtain a benefit.

Joseph McAndrew 5/21/07

9. LEGAL REPRESENTATION (IF ANY)

yes

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

June 25, 2007

M.W. GANG, M.W. HASSELL & J.H. ISOM  
POST & SCHELL, P.C.  
17 NORTH SECOND STREET 12TH FLOOR  
HARRISBURG PA 17101

RE: PA PUC vs PPL ELECTRIC UTILITIES CORPORATION

Docket Number R-00072155C0019

---

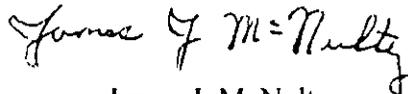
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by JOSEPH MCANDREW.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ane

DOCUMENT  
FOLDER

DOCKETED  
JUN 25 2007



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY LEGAL SERVICES AGENCY  
901 NORTH STUART STREET  
ARLINGTON VA 22202-1837

REPLY TO  
ATTENTION OF

June 20, 2007

JALS-RL  
U-4176

SUBJECT: Pennsylvania Public Utility Commission v PPL Electric Utilities Corp.  
Pa. PUC Docket No. R-00072155 COO 20

ORIGINAL

Hon. James J. McNulty  
Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

RECEIVED

JUN 20 2007

Dear Secretary McNulty:

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Enclosed for filing in the above captioned case please find an Original and three copies of the Complaint on behalf of the consumer interest of the U.S. Department of Defense and All Federal Executive Agencies in the subject proceeding and the Notice Of Appearance of the undersigned.

Copies of this filing have been served in accordance with the attached Certificate of Service. If there are any questions concerning this matter please call me at (703) 696-1644.

Sincerely,

Peter Q. Nyce, Jr.  
General Attorney  
Regulatory Law Office

Enclosures  
cc:  
Service list

DOCKETED  
JUL 05 2007

DOCUMENT  
FOLDER

65

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Pennsylvania Public Utility Commission et al. )  
vs. )  
PPL Electric Utilities Corporation )

Docket No. R 00072155 C0020

COMPLAINT

---

Terrance A. Spann  
Chief  
Regulator Law Office  
U.S. Army Legal Services Agency  
Department of the Army  
DAJA-RL 4176  
901 North Stuart Street, Room 713  
Arlington, VA 22203-1837

For

THE DEPARTMENT OF DEFENSE AND  
THE FEDERAL EXECUTIVE AGENCIES

---

Peter Q. Nyce, Jr.  
Attorney

Of Counsel

Dated: June 20, 2007

**DOCKETED**  
JUL 05 2007

**DOCUMENT  
FOLDER**

**RECEIVED**

JUN 20 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**RECEIVED**

JUN 20 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Pennsylvania Public Utility Commission et al. )  
vs. )  
PPL Electric Utilities Corporation )

Docket No. R 00072155 **CO020**

COMPLAINT

I

The Secretary of Defense, through duly authorized counsel, on behalf of the consumer interest of the United States Department of Defense and other affected Federal Executive Agencies (collectively herein after "DOD")<sup>1</sup> tenders this complaint and seeks to intervene in the above-styled application proceeding of the PPL Electric Utilities Corporation (hereinafter PPL). As grounds therefore the DOD states as follows:

II

That the name of the utility involved in this Complaint is PPL Electric Utilities Corporation (hereinafter PPL).

**DOCKETED**  
JUL 05 2007

**DOCUMENT  
FOLDER**

<sup>1</sup> DOD has been delegated authority by the General Services Administration to represent, through Department of the Army counsel, the consumer interest of all the Federal Executive Agencies in this proceeding.

III

That the name, address, telephone and facsimile copier numbers, and e-mail of the attorney to whom communications in regard to this petition should be addressed is:

Peter Q. Nycc, Jr.  
Regulatory Law Office  
U.S. Army Legal Services Agency  
DAJA-RL 4176  
901 N. Stuart Street, Room 713  
Arlington, VA 22203-1837

Telephone: (703) 696-1644  
Fax: (703) 696-2960  
E-mail: [peter.nycc@us.army.mil](mailto:peter.nycc@us.army.mil)

In addition, please add to the Commission's Service List the DOD's consultant

Mr. Kenneth L. Kincel  
Decision Analysis Corporation of Virginia  
8009 Snowpine Way, Suite 100  
McLean, Virginia 22102

Telephone: (703) 893-5087  
Fax: (703) 893-7104  
E-mail: [kenkincel@aol.com](mailto:kenkincel@aol.com)

IV

That the DOD maintains military installations and civilian activities within the Commonwealth of Pennsylvania a number of which are served by PP&L. PP&L proposes in this application to increase its distribution rates by \$83 million.

V

The major federal installations served by PPL are Scranton Army Ammunition Plant, Tobyhanna Army Depot, the Naval Supply Depot at Mechanicsburg, the Defense Logistics Agency at New Cumberland, and Carlisle Barracks. PPL serves offices of civilian federal agencies such as the United States Courthouses in Harrisburg and Scranton, Veterans Affairs Hospital and a federal penitentiary. Electric billings to the installations of the Department of the DOD, alone, in calendar 2006 total about \$9,000,000, annually. The consumer interest of DOD is thus manifest.

VI

Usage characteristics, and mix of rate schedules upon which DOD facilities buy electric service make DOD usage distinct. DOD facilities received most electric utility distribution service on Rate LP-5, and some on Rate LP-6. The largest DOD customer installations have a large investment in electric distribution plant similar to a municipal utility. DOD installations are served at higher voltages than most other customers. DOD installations have a moderate load factor, and a load curve somewhat distinct from other high voltage customers of PPL. DOD is a customer with a significant economic interest in this proceeding and would be affected by its outcome. The interest of the DOD is such that it cannot be adequately protected by any other party. Granting of intervention of

DOD will neither unduly broaden the issues nor unduly delay the proceeding.<sup>2</sup> If briefs are permitted, DOD plans to brief the issues in this proceeding, and to participate in cross examination, if necessary, at hearings.

## VII

The DOD has not at this time fully reviewed the minutia of the entire PPL rate filing in this proceeding. There may be reason to question overall costs of service as put forward in the future test period filing by PPL. DOD does not believe PPL has fully justified the entire requested increase of \$83 million in revenues. Major issues are likely to be return on equity capital, revenue and cost accounting, class cost of service and rate design issues.

## VIII

That as a result of the remand case settlement there appear to be conceptual improvements in the PPL class cost of service analysis, reflecting that transmission and

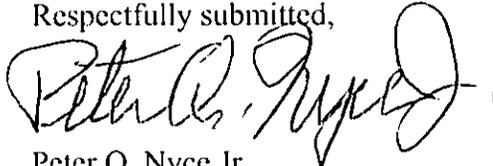
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<sup>2</sup> DOD has regularly appeared in rate and other proceedings before the Pennsylvania Public Utility Commission involving issues of concern to DOD. See: Application of Pennsylvania Power & Light Co. for a Restructuring Plan under Section 2806, Pa. PUC Docket No. R-00973954, 1998 Pa. PUC LEXIS 129,131,173,193 (1998); Investigation into Electric Power Competition, Pa. PUC Docket No. I 940032, dated 3 July 1996, Pa. PUC v. Pennsylvania Power & Light Co. Docket No. R 943271 (September 27, 1995); Pa. PUC v. West Penn Power Company, Docket No. R 942986, 29 December 1994, 1994 Pa. PUC LEXIS 144; Pa. PUC v. West Penn Power Company, Docket No. R 901609, 73 Pa. PUC 454, 119 P.U.R. 4<sup>th</sup> 110 (December 13, 1990); Pa. PUC v. West Penn Power Company, Docket R 850220, 77 P.U.R. 4<sup>th</sup> 220 (July 24, 1986); Pa. PUC v. West Penn Power Company, 69 P.U.R. 4<sup>th</sup> 470 (August 28, 1985); Pa. PUC v. Pennsylvania Power & Light Co. Docket No. R 842651, 59 Pa. PUC 332, 67 P.U.R. 30 (April 25, 1985); Pa. PUC v. Pennsylvania Power & Light Company Docket No. R 822169, 55 P.U.R. 4<sup>th</sup> 185 (August 19, 1983).

distribution utility costs are wholly customer or demand related. DOD reserves the right to question that rate design and cost and revenue allocation methods of the utility, or others, if necessary in the proceeding. It is likely that Mr. Kenneth L. Kincl will be sponsored on rate design issues. Mr. Kincl has testified before this Commission in the remand case and before a number of other regulatory tribunals.

WHEREFORE, DOD request that the Commission, after an investigation approve only just and reasonable electric utility rates in this proceeding and that DOD be granted leave to intervene and be treated as a party hereto with right to have notice of and appear at the taking of testimony, produce and cross examine witnesses, and be heard through counsel, upon brief and at oral argument, if oral argument is granted

Respectfully submitted,

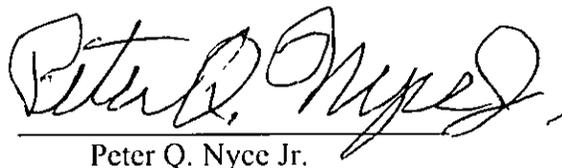
A handwritten signature in black ink, appearing to read "Peter Q. Nyce Jr.", written in a cursive style.

Peter Q. Nyce Jr.  
(DC Bar No. 923011)  
General Attorney  
Regulatory Law Office  
U.S. Army Legal Services Agency

AFFIDAVIT

COUNTY OF ARLINGTON )  
)  
) S.S.  
)  
COMMONWEALTH OF VIRGINIA )

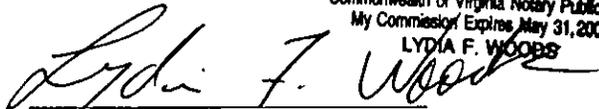
I, Peter Q. Nyce Jr., am a General Attorney in the Regulatory Law and Intellectual Property Division of the United States Army Legal Services Agency and I certify that I am authorized to file the foregoing Complaint and that it is true and correct to the best of my knowledge and belief.

  
Peter Q. Nyce Jr.

SWORN TO AND SUBSCRIBED

Before me this 19 day

of June, 2007

  
Notary Public

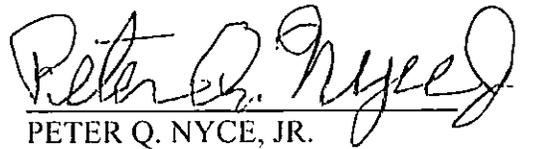
Embossed Hereon is My  
Commonwealth of Virginia Notary Public Seal  
My Commission Expires May 31, 2008  
LYDIA F. WOODS

My Commission Expires: My Commission Expires May 31, 2008

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing documents filed on behalf of the United States Department of Defense and All Federal Executive Agencies were sent to the parties on the attached service list electronically and by UPS Overnight or first class mail, postage prepaid on June 20, 2007.

Dated at Arlington County, Virginia, this 20th day of June 2007.

  
PETER Q. NYCE, JR.

RECEIVED

JUN 20 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

R-00072155 PENNSYLVANIA PUBLIC UTILITY COMMISSION v. PPL  
ELECTRIC UTILITIES CORPORATION

KENNETH MICKENS ESQ  
CHARLES DANIEL SHIELDS ESQ PA  
PUBLIC UTILITY COMMISSION  
OFFICE OF TRIAL STAFF  
PO BOX 3265  
HARRISBURG PA 17101-3265  
717.787.4886

DAVID B MACGREGOR ESQUIRE  
POST & SCHELL PC  
FOUR PENN CENTER  
1608 JOHN F KENNEDY BOULEVARD  
PHILADELPHIA PA 19103

MICHAEL W GANG ESQUIRE  
MICHAEL W HASSELL ESQUIRE  
JOHN H ISOM ESQUIRE  
POST & SCHELL PC  
17 NORTH SECOND ST 12TH FL  
HARRISBURG PA 17101-1601

PAUL E RUSSELL ESQUIRE  
PPL SERVICES CORPORATION  
TWO NORTH NINTH STREET  
ALLEN TOWN PA 18101-1179

TANYA J MCCLOSKEY ESQ  
ARON J BEATTY ESQ  
JENNEDY C SANTOLLA ESQ  
OFFICE OF CONSUMER ADVOCATE  
555 WALNUT STREET  
5TH FLOOR FORUM PLACE  
HARRISBURG PA 17101-1923  
717.783.5848

STEVEN C GRAY ESQUIRE  
OFFICE OF- SMALL BUSINESS ADV  
SUITE 1102 COMMERCE BUILDING  
300 NORTH SECOND STREET  
HARRISBURG PA 17101  
717.783.2525

CHARLES MCPHEDRAN, SR ATTORNEY  
PENN FUTURE  
1518 WALNUT STREET  
SUITE 1100  
PHILADELPHIA PA 19102

PAMELA C POLACEK ESQUIRE  
VASILIKE KARANDRIKAS ESQ. MCNEES  
WALLACE & NURICK  
PO BOX .1166  
100 PINE STREET  
HARRISBURG PA 17108-1166

CRAIG A DOLL ESQUIRE  
25 WEST SECOND STREET  
PO BOX 403  
HUMMELSTOWN PA 17036-0403

ANDREW T BOSAK  
343 S SECOND STREET  
STEELTON PA 17113

DANIEL D GRAHAM  
217 N SECOND STREET  
HARRISBURG PA 17181

STEPHANIE CRAYTON  
460 E CENTRAL AVENUE  
SOUTH WILLIAMSPORT PA 17782

JUDITH A LEWIS-WALTON  
777 WALNUT STREET  
POTTSVILLE PA 17901

MARGARET GAY  
23 W BERGH STREET  
PLAINS PA 18705

ERIC JOSEPH EPSTEIN  
4100 HILLSDALE ROAD  
HARRISBURG PA 17112

MR FRANK RICHARDS  
RICHARDS ENERGY GROUP  
3901 NOLT ROAD BUILDING #1  
LANDISVILLE PA 17538

GREGORY B CLEMENS  
126 EAST 6TH STREET  
BERWICK PA 18603

FRANK TOKARZ  
RD-2  
BOX 117  
OLYPHANT PA 18447

DEB EASTMAN  
418 BLOOM STREET  
DANVILLE PA 17821

STEPHEN J BARON  
J KENNEDY AND ASSOCIATES INC  
570 COLONIAL PARK DRIVE  
SUITE 305 .  
ROSWELL GA 30075

PETER Q. NYCE JR.  
REGULATORY LAW OFFICE  
US ARMY LEGAL SERVICES  
AGENCY  
901 N. STUART ST.  
SUITE 713.  
ARLINGTON, VA 22203

KENNETH L. KINCEL  
DECISION ANALYSIS  
CORPORATION OF VA  
8009 SNOWPINE WAY  
SUITE 100  
MCLEAN, VA 22102

ALJ SUSAN D. COLWELL  
PENNSYLVANIA PUBLIC UTILITY  
COMMISSION  
COMMONWEALTH KEYSTONE  
BUILDING  
400 NORTH STREET  
HARRISBURG, PA 17120

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

JULY 6, 2007

M.W. GANG, M.W. HASSELL, J.H. ISOM, ESQUIRES  
POST & SCHELL, P.C.  
17 NORTH SECOND STREET  
12TH FLOOR  
HARRISBURG PA 17101-1601

RE: PA PUC vs. PPL ELECTRIC UTILITIES CORPORATION  
Docket Number R-00072155C0020

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by U.S. DEPARTMENT OF DEFENSE AND ALL FEDERAL EXECUTIVE AGENCIES.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,

  
James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

jih

**DOCKETED**  
JUL 05 2007

**DOCUMENT  
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Formal Complaint Form

RECEIVED

Please print or type.

H-000721550021

JUN 29 2007

1. CUSTOMER NAME (COMPLAINANT)

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Your name, mailing address, county, telephone number, utility account number and service address:

Name LILLIAN FALCONE

Street/P.O. Box 1367 Kodiak Terrace <sup>Set/Block K329</sup> ~~Apt#~~

City Tobyhanna State PA Zip 18466

County MONROE

Area Code/HOME Phone 570-894-5146

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 103551-24128  
(from your bill)

RECEIVED

MAY 23 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: \_\_\_\_\_

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

TELEPHONE

(local, long distance)

(taxi, moving company, limousine)

DOCKETED

JUL 18 2007

Handwritten initials/signature

4. **COMPLAINT** (check one)

**A. In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

**B. State the facts of your complaint.**

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

- PPL recently had a rate increase which has increased our bill substantially.
- Every month we receive a notice about "Electric Choice" I called PPL to find an affordable alternative company.
- There is NO choice for this area. why do they send false notices?

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

- No rate increase
- Lower rate alternative companies giving customers in this area "Electric Choice"

# Three things to know about Electric Choice



PPL Electric Utilities

## 1. The power to choose is yours

Pennsylvania's Electric Choice program lets you choose the company that generates your electricity. Whether or not you choose a new electric generation supplier, PPL Electric Utilities will continue to deliver safe, reliable electric service to your home or business. The market for electricity changes, so if you don't find what you are looking for today, check back later.

## 2. Your Price to Compare is your key to shopping

The Price to Compare lets you evaluate prices offered by competitive electric generation suppliers. If a competitive supplier offers a lower price than your Price to Compare, you can save money by choosing that supplier. We are sending you this information because the Price to Compare does not appear on your electric bill.

## 3. Information is available to help you compare suppliers

- For information about how to shop and a list of suppliers serving your area, visit [www.puc.state.pa.us/utilitychoice/](http://www.puc.state.pa.us/utilitychoice/). Click on the Electric Choice icon, then select "List of Suppliers."
- For general information, visit PPL Electric Utilities' Web site, [www3.pplweb.com/choice/](http://www3.pplweb.com/choice/), or

call us toll-free: 1-888-668-4775 for residential customers, 1-888-220-9991 for nonresidential customers.

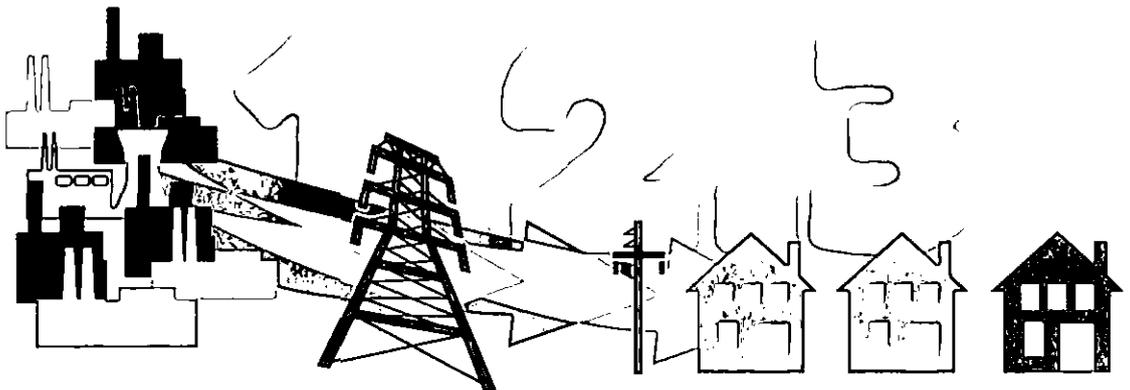
- For a list of suppliers and prices, residential customers may contact the Pennsylvania Office of Consumer Advocate at 1-800-684-6560 or [www.oca.state.pa.us](http://www.oca.state.pa.us) (see Residential Electric Shopping Guide).

Charts on the back page show the average Price to Compare for 2007 for customers in various rate groups. Your individual Price to Compare will vary monthly depending on your electricity use, which you can find on the summary page of your electric bill, next to the electric usage chart.

The Price to Compare does not include all the charges on your electric bill. You still pay distribution charges and other charges to PPL Electric Utilities.

The 2007 Price to Compare represents generation and transmission charges currently in effect. Generation charges will increase slightly on Jan. 1, 2008, as part of an agreement approved by the Pennsylvania Public Utility Commission as part of PPL Electric Utilities' restructuring settlement. Changes in transmission charges and state tax rates also could affect the Price to Compare for 2008.

This information is part of PPL Electric Utilities' effort to help you learn more about Electric Choice and become an informed electricity consumer.



**2007 Average Price to Compare\***  
(in cents per kilowatt-hour)

<b>Residential rate</b>	<b>2007</b>
RS	5.58

<b>Nonresidential rate</b>	<b>2007</b>
GS1, G1T, G1D	6.82
GIV	5.34
GIC	0.57
GH1, HIT, HIP, H1Q	5.36
GH2, H2R	5.31
GS3, G3T	6.07
G3V	5.24
G3C	2.31
LP4, L4T	5.31
L4C	2.64
LP5, L5T	5.04
L5S	10.45
LP6, L6T	5.01
LEP	4.06
IS1	3.37
ISP	4.26
IST	3.65

\* These figures represent charges for generation, transmission and various state taxes. Your actual Price to Compare will vary monthly depending on your electricity use.

**Note to customers on closed residential rate schedules**

PPL Electric Utilities has other residential rate schedules that were closed several years ago, but are still in effect for homes that were on these rates at the time they were closed. The average Price to Compare for these rate schedules is shown below.

- RTS: 4.94 cents
- RTD: 5.08 cents
- RW1: 4.70 cents

**Note to nonresidential customers**

PPL Electric Utilities offers regulated services, including Provider of Last Resort service, under rate schedules approved by the PUC. There is a one-year minimum term for services to non-residential customers. A nonresidential customer who returns to PPL Electric Utilities for electricity supply after being served by an alternative supplier must remain with POLR service for a period of one year.

PPL Electric Utilities offers a Generation Rate Adjustment that gives nonresidential customers the option of paying market-based rates for short-term POLR service so they can shop for an alternative supplier without completing the one-year stay. For information about this option, call 1-888-220-9991.

**Note to nonresidential customers with EDI/IDI credits**

EDI/IDI credits will not apply to electricity purchased from alternative suppliers. If you choose from another supplier, you will retain only 18 percent to 20 percent of your current credit, depending on your rate schedule and electricity use. If your account receives EDI or IDI credits, do not use the Price to Compare shown in the table. If you need help calculating a Price to Compare for an account on the EDI or IDI rider, call 1-888-220-9991.

Two North Ninth Street  
Allentown, PA 18101-1179  
1-800-342-5775  
www.pplweb.com



**PPL Electric Utilities**

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

**Verification:**

I LILLIAN FALCONE, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Lillian Falcone 5/22/07  
(Signature) (Date)

July 23, 2007

Mr. James J. McNutty  
Commonwealth of Pennsylvania  
PO Box 3265  
Harrisburg, PA 17105-3265

Dear Sir,

The reason why I did not mark question #6 and #7 is because they don't apply to my complaint. They refer to billing problems, service problems, termination of service or request for payment agreement.

I am complaining because PPL just got a rate hike and they are applying for another rate hike. My electric bill is \$133.00 this month and I'm not running heat or a/c. All the utilities keep hiking their rates and they are making it difficult for people to survive.

My second complaint involves the flyer that is included with each PPL bill. I attached one of the flyers to my complaint which is "Energy Choice" PPL is advertising energy choice that does not exist. I called PPL and spoke to a representative who told me there is no energy choices in my area. She told me to call the Public Utilities Commission and she gave me a phone number. I called the number and a nasty woman told me there were no "energy choice" companies and none in the future.

I don't think we should pay anymore for electricity, our bills are high enough. I don't understand why there are no other companies to choose from, other areas have "energy choices".

Thank you for considering my complaints.

Sincerely,  
  
Lillian Falcone

P.S. there is no file # on the letter.

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

July 19, 2007

M.W. GANG, M.W. HASSELL, J.H. ISOM  
POST & SCHELL, P.C.  
17 NORTH SECOND STREET 12TH FLOOR  
HARRISBURG PA 17101

RE: PA PUC vs PPL ELECTRIC UTILITIES CORPORATION

Docket Number R-00072155C0021

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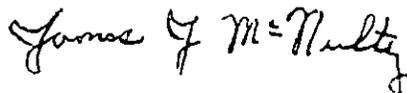
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by LILLIAN FALCONE.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

DOCUMENT  
FOLDER

(SEAL)

Certified Mail  
Return Receipt Requested

ane

DOCKETED  
JUL 18 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

R-00072155C0022

RECEIVED  
2007 JUL 16 AM 9:09  
UTILITY BUREAU  
SECRETARY'S

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name JOSEPH NABOGIS

Street/P.O. Box 1883 BALD MT. RD. Apt # \_\_\_\_\_

City WILKES BARRE State PA. Zip 18702

County LUZERNE

Area Code/HOME Phone 570-829-0008

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 51080-26012  
(from your bill)

ORIGINAL

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL ELECTRIC UTILITIES

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE  
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER  
(taxi, moving company, limousine)

DOCUMENT FOLDER

DOCKETED  
AUG 07 2007

12

4. **COMPLAINT** (check one)

A. **In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. **State the facts of your complaint.**

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

THE PROPOSED INCREASE PPL UTILITIES WANTS IS OUTRAGEOUS. THEY HAVE SLOWLY BEEN INCREASING THEIR RATES ALL ALONG. NOW THEY WANT A 10.6 PERCENT INCREASE WHICH IS AN EXCESSIVE & ENORMOUS AMOUNT. I OPPOSE THIS INCREASE.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I JOSEPH NABOGIS, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Joseph Nabogis  
(Signature)

7/10/07  
(Date)

**9. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

**10. FILING**

**Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your complaint for your records.**

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

AUGUST 7, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0022

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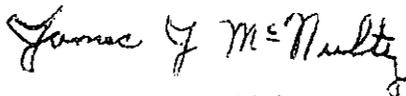
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by JOSEPH NABOGIS.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

DOCUMENT  
FOLDER

**DOCKETED**  
AUG 07 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

R.00072155C0023

Please print or type.

RECEIVED  
2007 JUL 12 AM 10:23  
SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name MICHAEL OCHS

Street/P.O. Box 1633 SCOTT ST Apt #

City WILLIAMSPORT State PA Zip 17701-4458

County LYCOMING

Area Code/HOME Phone 570-326-2513

Area Code/WORK Phone n.a.

Utility Account Number (from your bill) 58006-93006

ORIGINAL

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE (local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER (taxi, moving company, limousine)

DOCUMENT FOLDER

DOCKETED  
AUG 07 2007

36

4. **COMPLAINT** (check one)

**A. In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

**B. State the facts of your complaint.**

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

*See attached 4.B. "The Facts..."  
ochs 4B(1,2)*

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

*See attached 5. "Relief"  
ochs 5(1-5)*

To: PA PUC  
From: Michael Ochs  
Re: Formal Complaint v. PPL rate hike request 2007

Section 4 A. Complaint: I want to oppose the company's proposed 2007 rate increase.

Section 4 B. The Facts of my complaint.

**“How Can a Poor Man Stand Such Times and Live?”**

Title of an American Folk Song, music & lyrics by  
Blind Alfred Reed, additional lyrics by Bruce Springsteen.

Sourcing the PPL Corp., the Allentown Morning Call, June 13, in an article “*PPL rate hike opposed*”, seen on-line, the present 6.8% rate hike request for residential customers is put into context as follows:

8.3% Jan. 1, 2005 (higher distribution and transmission costs)

5.3% Jan. 1, 2006 (higher generation costs)

3.8% (1) Aug. 1, 2007 (shifting of some distribution and transmission costs from businesses to residential customers)

6.8% (2) Jan. 1, 2008 (higher distribution and transmission costs, and further shifting of those costs)

30% (3) Jan. 1, 2010 (higher generation costs)

1—Proposed. Would end Dec. 31, 2009

2---Proposed.

3---Estimated, based on current prices.

Source: PPL Corp.

If my math is correct, what \$1.00 bought in 2004 from PPL will cost \$1.57 by 2010. This is an increase of 50.4% in a five-year period, or, averaged out, 10% increase a year.

Not coincidentally, my average electric bill in 2004, of about \$30.00/month, or \$1.00/day, would thus cost me \$1.57/day, or \$47.10/month, in 2010. (I use a little more than 250 KWH/month).

Also note, according to a Harrisburg Patriot editorial, 6/27/07, that the PA Governor is proposing a monthly "public benefits charge" of \$0.45 cents/month for the average residential customer. This would bring my bill up to \$47.55/month, or \$570.60/year, compared with a \$360.00/year bill in 2004. This is an increase of \$210.60/year, a substantial sum for a person of limited means in my socio-economic class.

As the Commonwealth anticipates the restructuring of the electric industry by 2010, the PA PUC is aware that, as another headline reads, the "*State seeks ways to soften blow when electric rate caps expire*" (Williamsport Sun-Gazette, 5/27/07, p. A-3).

I wish to complain that the time for the PA PUC to "soften the blow" on residential customers is now, by dis-allowing the present PPL rate hike request.

Look at the facts. The present request for a 6.8% hike, following the 8/1/07 just-now allowed 3.8% hike, following the 1/05 hike of 8.3%, all three of which were for distribution and transmission costs, equals an 18.9% overall hike in a 3-year period, or 6.3%/year. This is beyond other average increases for goods and services, and raises questions about the need for so much money by the corporation, and how it can be justified. This is beyond the cost-of-living allowances for average working people, beyond increases in inflation, and exceeds rises in the consumer price index. Something is wrong with such high rates of utility rate increases in and of themselves, which also have widening effects on higher prices for products and services that depend upon electricity.

To: PA PUC  
From: Michael Ochs  
Re: Formal Complaint v. PPL rate hike request 1007

Section 5. RELIEF

Because the PA PUC has apparently approved the Commonwealth Court decision ruling re: "nondiscriminatory reasonable rates", adding a 3.8% average rate hike for residential customers, the PA PUC must minimally subtract that 3.8% from the present 6.8% rate hike request, and thus what is before the PA PUC should be only a 3% rate hike request for residential customers. Otherwise residential customers are facing a possible 10.6% rate hike.

Before granting any hike for transmission/distribution costs, the PUC must be satisfied that PPL is making a good faith effort in

- ... replacing inefficient transformers;
- ... increasing efforts to reduce and minimize end-user electric demand by giving away five CFLs (compact fluorescent lamps) to each of its 1.4 million customers (or selling the same at wholesale cost to such customers), inasmuch as the EPA Energy Star literature recommends each household utilize five such CFLs;
- ... increasing its weatherization efforts and other social responsibility programs to offset the difficulties low-income consumers have in bill payments.

More specifically, there must be benchmark figure goals agreed to by the PA PUC and PPL as to what level of progress must be made in the above efforts. One might propose, given the average 10% rate hikes each year from 2005-2010 noted earlier, that using a baseline of 2004, then each effort should increase by a parallel 10% each year. Thus:

- ... 10% more CFLs and LEDs (Light-Emitting Diodes) given away, or sold at cost;
- ... 10% more homes weatherized;
- ... 10% more homes receiving energy audits;
- ... 10% more money put into project Operation HELP, the Winter Relief Assistance Program (WRAP), etc.
- ... 10% more transformers upgraded to new energy-efficient standards;
- ... 10% more sources of electricity being derived from alternative/renewable sources (e.g., wind, biomass, solar, geothermal, small-scale hydro, et cetera);
- ... 10% more increase in all PPL programs for social responsibility, energy conservation and efficiency, renewable energy sourcing, and the like.

Some measures can meet more than one goal. For example, installing one CFL over its lifetime can reduce carbon emissions by 1/2 ton, while also reducing energy demand, reducing energy costs to the end-user, etc.

Speaking of CFL use, the PA PUC can request of PPL that it always include in its monthly residential billing an issue of the *Connect* news insert, highlighting ways residential customers can reduce their electric bill. A cursory glance over my bills in past months revealed only one mention of CFLs, in the August 2005 bill.

The "10%" goal mentioned above, if unable to be enacted by PA PUC administrative law, could be agreed to voluntarily by the utility, thus demonstrating its social responsibility profile, and perhaps the Office of Consumer Advocate could be charged with having oversight in this matter.

As regards the utility's alternative energy portfolio, it should be increasing in a way to help the commonwealth reach its goals. The PA PUC should require this of the utility, and thus the utility can demonstrate that it is achieving a status of being a good corporate citizen within the state by meeting the benchmark goals for such alternative/renewable sources.

The PA PUC should explore all possible ways to "soften the blow" as these rate hikes become effective, if they do. More energy-efficient transformers, household appliances, weatherization, off-peak hour usage rates, and especially the widest possible use of CFLs and LEDs, must be mandated. (Note that in some national or state energy policies, the CFL usage will be mandated, and incandescent lamps will be phased out).

The PA PUC must become aware of the utility industrial literature, that of the consultants that the utility uses (e.g., Amory Lovins of the Rocky Mountain Institute), and the environmental movement points of view, political party energy platforms, etc. so as to be more fully informed as to what is possible when technology can be employed to reduce residential customer electric usage bills. The PA PUC must be pro-active, not re-active, when efforts to reduce residential rates are being discussed.

Recent Earth Day 2007 articles and advertisements, and the same coming forth as 2007 had many articles relating to the Intergovernmental Panel on Climate Change, drew the reader's attention to the fact that huge energy losses occur from the built environment (i.e., buildings). What measures can be taken by PPL, encouraged or required by the PA PUC, so that equipment, software, technological innovations, utility energy services and management capabilities, etc., can be made available to municipal governments within the commonwealth, and school districts, so that their buildings become more energy efficient, less costly to taxpayers, and more conserving of the energy from utilities? Reducing energy demand in these sectors can forestall local school and municipal tax increases.

The point to be made, so that it is not lost in this discussion of what relief the PA PUC can provide in the present complaint, is that there needs to some "quid pro quo", some "something for something" that benefits electric users in exchange for all these rate hikes.

If, as is widely believed, that energy conservation is the easiest, quickest, and cheapest and most cost-effective way to reduce energy demand, the utility needs to increase its technical capacity to assist and help manage all user-classes to reduce end-of-use energy demand. Again, from whatever was the baseline back in 2004, set benchmark figures for growth in this area to the greatest possible advantage.

Getting to more specific "relief demands", what one can expect the PA PUC to do, it should examine the progress PPL is making toward bringing its distributor transformers up to efficiency standards that have been set the by US DOE. My understanding, based on the article of September 2004, "**Distribution Transformer Efficiency Standards: What's At Stake?**", the rule standard has been issued, and when applied by the utilities, will achieve significant cost-effective savings and paybacks by minimizing lifecycle costs. Utility-owned transformers will see a reduction in losses from those transformers, thus providing them more power to sell. Utility customers should see savings due to the life cycle savings. The question is where PPL is in achieving an upgrade, and what the PA PUC can expect of the corporation in exchange for any granted rate hike? Again I would urge using the baseline of 2004 and expecting a 10% rate of progress for each year through 2009. See <http://www.standardsasap.org/xformfact.pdf>

As regards PPL upgrades to re-enforce its reliability to forestall any power outages and remedy the same, what added features will be implemented should this rate hike be agreed to by the PUC, and what options for the system reliability improvements and other recommendations have been endorsed by the PUC, and implemented by PPL, since the 2/2005 publication of "**Critical Electric Power Issues in Pennsylvania: Transmission Distributed Generation and Continuing Services When the Grid Fails**" (Carnegie Mellon University Electricity Industry Center, for the PA DEP), by Jay Apt & M. Granger Moran. See [http://wpweb2k.gsia.cmu.edu/ceic/pdfs\\_other/Critical\\_Electric\\_Power\\_Issues\\_in\\_Pennsylvania.pdf](http://wpweb2k.gsia.cmu.edu/ceic/pdfs_other/Critical_Electric_Power_Issues_in_Pennsylvania.pdf) Also, what more can be expected?

Now some questions derived from my looking at "Lessons from the failure of U.S. Electricity Restructuring" by Seth A. Blumsack, Jap Apt and Lester B. Lave. See [http://web.mit.edu/ipc/sloan05/Electricity\\_Restructuring.pdf](http://web.mit.edu/ipc/sloan05/Electricity_Restructuring.pdf)

How much power generated by PPL in PA is sold to other states? Are PA consumers paying for in-PA assets used for that purpose, thus driving up the cost of power for in-PA consumers? Does the current rate hike proposal for distribution and transmission aid out-of-state distribution and transmission?

How are efficiency gains in generation, transmission and distribution measured, and what benefits accrue to customers as a result? How will PA PUC measure any anticipated gains in transmission and distribution with any enacted rate hike for this purpose this time around? What is the experience since 2004, and what is the expected experience through 2009? In other words, what benefits accrue to customers as a result of enacted rate hikes? If there were savings, will they be eclipsed by the expected 2010 "cap" removal?

What are the social benefits to be derived from a rate hike for transmission purposes? For distribution purposes?

Will more money designated for transmission/distribution upgrades facilitate competition in a competitive electricity market?

Will consumer welfare be served (for example, rate reduction), in a PA restructured electricity market?

Will anything being proposed in the present case by PPL reduce the costs to consumers?

What policy instruments advocated by the PA PUC will achieve a goal of lower prices?

How often will the PA PUC review such policy instruments to determine which is better in achieving the goal of lower prices?

Finally, two complaints that can be easily remedied, regarding how the announcement of the proposed rate hike, and the location of PA PUC hearings, were advertised in newspapers.

The PPL-sponsored Williamsport newspaper advertisement announcing the rate hike mentions only the proposed 2.7% increase in overall revenues for PPL; this is considerably less than the real 6.8% proposed for residential consumers, and thus readers at the kitchen table might overlook or dismiss the size of the rate hike for them. Having the proposed rate hikes for all consumer classes advertised widely in newspapers would be more honest.

The PPL-sponsored Williamsport newspaper advertisement for the location of PA PUC hearings on the matter might better include more, or all, sites. In the Williamsport paper, only the Harrisburg site was noted, whereas the Scranton and Wilkes-Barre sites were not noted. Listing all or more sites would give rate payers a wider choice of where to attend a hearing, and what newspapers to check to read of the hearings and readers' comments.

See OCHS p 5(5a)



# Notice of Public Input Hearing

## **PPL Electric Utilities' proposed rate increase**

The Pennsylvania Public Utility Commission has scheduled public input hearings to accept public comment on PPL Electric Utilities' proposal for an overall rate increase of \$83.6 million, or 2.7 percent. Members of the public are invited to comment for the public record. Hearings where the public can make comments are scheduled for:

**Wednesday, June 27  
7 p.m.  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North St. - Hearing Room 2  
Harrisburg, PA 17101**

If you are a person with a disability, and you wish to attend the hearing, the Public Utility Commission scheduling office may be able to make arrangements for your special needs. Please call 717-787-1399 at least two business days prior to the hearing date.

AT&T Relay Service for persons who are deaf or hearing-impaired and wish to participate in the public hearings is available by calling 1-800-654-5988.



PPL Electric Utilities

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: MICHAEL OCHS  
I Michael Ochs, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Michael Ochs (Signature) 7/10/07 (Date)

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

AUGUST 7, 2007

M W GANG M W HASSELL  
J H ISOM ESQ POST & SCHELL PC  
17 NORTH SECOND STREET 12TH FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0023

---

Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by MICHAEL OCHS.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

ddi

DOCUMENT  
FOLDER

DOCKETED  
AUG 07 2007

PPL - R-00072155C0024

ORIGINAL

# PENNSYLVANIA PUBLIC Formal Con

Please print or type.

**1. CUSTOMER NAME (COMPLAINANT)**

Your name, mailing address, county, telephone number, utility account number and service address:

Name ANAYANSI ACOSTA-GARCIA

Street/P.O. Box 1624 SUNNYSIDE DR Apt # \_\_\_\_\_

City TOWYHANNA State PA Zip 18466

County MONROE

Area Code/HOME Phone \_\_\_\_\_

Area Code/WORK Phone 919-946-4162

Utility Account Number \_\_\_\_\_  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**2. UTILITY NAME (RESPONDENT)**

Name of utility company your complaint concerns: PPL and AWC

**3. TYPE OF UTILITY (check one)**

- ELECTRIC
- GAS
- WATER
- TELEPHONE  
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER  
(taxi, moving company, limousine)

American  
Water

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

The water company in the records already charged \$51.00 for sewer service every month, even when there's 80. cm consumption water, garbage in, garbage out. Why should I pay \$51 for sewer??

5. RELIEF.

OPPOSE PDL INCREASE

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

It's time that the water company check sewer based on water consumption,

stop the flat fee of \$51.00

DO NOT ALLOW PDL TO INCREASE RATES

## UTILITY COMMISSION Complaint Form

### 6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

### 7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I, [Signature], hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

(Signature) [Signature]

(Date) 6/11/07

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

RECEIVED  
2007 JUN 8 AM 8:56  
P.P.U.C.  
SECRETARY'S BUREAU

APOCONO COUNTRY PLACE, JUNE 2007 - 19

43

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

AUGUST 10, 2007

M GANG M HASSELL J ISOM  
POST & SCHELL PC  
17 NORTH SECOND STREET 12<sup>TH</sup> FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP

Docket Number R-00072155C0024

---

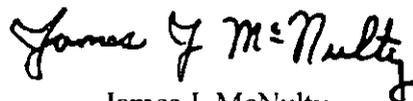
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by ANAYANSI ACOSTA-BARBOA.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

DOCUMENT  
FOLDER  
BTL

(SEAL)

Certified Mail  
Return Receipt Requested

SS

**DOCKETED**  
AUG 09 2007

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

Keep a copy of your complaint for your records.

Facsimiles and/or electronic filings of the complaint form will not be accepted.

R-000 72155C 0025

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Formal Complaint Form**

Please print or type.

**1. CUSTOMER NAME (COMPLAINANT)**

Your name, mailing address, county, telephone number, utility account number and service address:

Name Charles W. Pursel  
 Street/ 406 S. 22ND ST  
 City LEWISBURG State Pa. Zip 17837  
 County Union  
 Area Code/HOME Phone 570-524-2568  
 Area Code/WORK Phone 570-850-5865  
 Utility Account Number (from your bill) 83080-54004

RECEIVED  
 2007 JUN 28 AM 10:28  
 SECRETARY'S OFFICE

**ORIGINAL**

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name COLUMBIA VILLAGE APTS.  
 Street/P.O. Box P.O. BOX 527, STATE & CENTER STS.  
 City MILLVILLE State PA. Zip 17846 47

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns:  
PPL Utilities, Allentown, Pa.

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

4. **COMPLAINT** (check one)

A. **In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. **State the facts of your complaint.**

My complaint is in response to the notification from Pa. electric suppliers that our annual electric consumption costs will be increasing 30% to 100% after 2008.

5. **RELIEF**

I request that the Pa. PUC consider limiting the electrical rate increase in 2008 and all future years to a reasonable cost increase which follows the consumer cost index increase. This level of cost increase will be manageable for the average consumer, and will not cause financial hardship for the average consumer and especially the elderly consumers on fixed incomes.



to authorities).

*E. W. Purcell*

(Signature)

*6/14/07*

(Date)

**9. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name

Street

City

State

Zip

Area Code/Phone Number

**10. FILING**

**Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:  
service:

If using overnight delivery

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your complaint for your records.**

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

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building, 2nd Floor  
Harrisburg, Pennsylvania 17120

Keep a copy of your complaint for your records.

**ORIGINAL**

Facsimiles and/or electronic filings of the complaint form will not be accepted.

R-00072155C0025

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Formal Complaint Form**

Please print or type.

**1. CUSTOMER NAME (COMPLAINANT)**

Your name, mailing address, county, telephone number, utility account number and service address:

Name Charles W. Pursel  
Street/ 406 S. 22ND ST  
City LEWISBURG State Pa. Zip 17837  
County Union  
Area Code/HOME Phone 570-524-2568  
Area Code/WORK Phone 570-850-5865  
Utility Account Number (from your bill) 60300-54003

PA PUBLIC UTILITY COMMISSION

2007 JUN 28 AM 10:28

RECEIVED

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name SCOTTOWN APTS.  
Street/P.O. Box 400 RAILROAD ST  
City BLOOMSBURG State PA Zip 17815 46

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns:  
PPL Utilities, Allentown, Pa.

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER  
(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

4. **COMPLAINT** (check one)

A. **In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. **State the facts of your complaint.**

My complaint is in response to the notification from Pa. electric suppliers that our annual electric consumption costs will be increasing 30% to 100% after 2008.

5. **RELIEF**

I request that the Pa. PUC consider limiting the electrical rate increase in 2008 and all future years to a reasonable cost increase which follows the consumer cost index increase. This level of cost increase will be manageable for the average consumer, and will not cause financial hardship for the average consumer and especially the elderly consumers on fixed incomes.

6. **PROTECTION FROM ABUSE**

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. **PRIOR UTILITY CONTACT**

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. **VERIFICATION AND SIGNATURE**

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

**Verification:**

I

*EW Puzel*

, hereby

**state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification**

**9. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name

Street

City

State

Zip

Area Code/Phone Number

**10. FILING**

**Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service service:

If using overnight delivery

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your complaint for your records.**

to authorities).

*C.W. Pursel*

(Signature)

*6/14/07*

(Date)

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

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
Harrisburg, Pennsylvania 17120

Keep a copy of your complaint for your records.

Facsimiles and/or electronic filings of the complaint form will not be accepted.

R-00072155C0025

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Formal Complaint Form**

Please print or type.

**1. CUSTOMER NAME (COMPLAINANT)**

Your name, mailing address, county, telephone number, utility account number and service address:

Name Charles W. Pursel  
Street/ 406 S. 2<sup>ND</sup> ST  
City LEWISBURG State Pa. Zip 17837  
County Union  
Area Code/HOME Phone 570-524-2568  
Area Code/WORK Phone 570-850-5865  
Utility Account Number (from your bill) 78490-44003

**ORIGINAL**

SECRETARY'S BUREAU

2001 JUN 28 AM 10:28

RECEIVED

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name GLADESIDE APTS  
Street/P.O. Box 700 TANGLEWOOD DRIVE  
City MURRY State PA Zip 17756 45

2. **UTILITY NAME (RESPONDENT)**

Name of utility company your complaint concerns:  
PPL Utilities, Allentown, Pa.

**ELECTRIC**

**STEAM HEAT**

**GAS**

**WASTE WATER**

**WATER**

**MOTOR CARRIER**  
(taxi, moving company, limousine)

**TELEPHONE**  
(local, long distance)

4. **COMPLAINT** (check one)

**A. In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

**B. State the facts of your complaint.**

My complaint is in response to the notification from Pa. electric suppliers that our annual electric consumption costs will be increasing 30% to 100% after 2008.

5. **RELIEF**

I request that the Pa. PUC consider limiting the electrical rate increase in 2008 and all future years to a reasonable cost increase which follows the consumer cost index increase. This level of cost increase will be manageable for the average consumer, and will not cause financial hardship for the average consumer and especially the elderly consumers on fixed incomes.

**6. PROTECTION FROM ABUSE**

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

**7. PRIOR UTILITY CONTACT**

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

**8. VERIFICATION AND SIGNATURE**

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I EW Puzal, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification

**9. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name

Street

City

State

Zip

Area Code/Phone Number

**10. FILING**

**Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:  
service:

If using overnight delivery

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your complaint for your records.**

to authorities).

*E.W. Pursel*

\_\_\_\_\_  
(Signature)

*6/14/07*

\_\_\_\_\_  
(Date)

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

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
Harrisburg, Pennsylvania 17120

Keep a copy of your complaint for your records.

Facsimiles and/or electronic filings of the complaint form will not be accepted.

A-00072155C0025

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Formal Complaint Form**

Please print or type.

**1. CUSTOMER NAME (COMPLAINANT)**

Your name, mailing address, county, telephone number, utility account number and service address:

Name Charles W. Pursel

Street/ 406 SOUTH 22ND ST.

City LEWISBURG State Pa. Zip 17837

County Union

Area Code/HOME Phone 570-524-2568

Area Code/WORK Phone 570-850-5865

Utility Account Number (from your bill) 15300-80008

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name HARVESTVIEW APTS.

Street/P.O. Box 700 HARVESTVIEW RD.

City ELIZABETHVILLE State PA Zip 17023 44

SECRETARY'S BUREAU

2007 JUN 28 AM 10:28

RECEIVED

**ORIGINAL**

2. **UTILITY NAME (RESPONDENT)**

Name of utility company your complaint concerns:  
PPL Utilities, Allentown, Pa.

**ELECTRIC**

**STEAM HEAT**

**GAS**

**WASTE WATER**

**WATER**

**MOTOR CARRIER**  
(taxi, moving company, limousine)

**TELEPHONE**  
(local, long distance)

4. **COMPLAINT** (check one)

A. **In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. **State the facts of your complaint.**

My complaint is in response to the notification from Pa. electric suppliers that our annual electric consumption costs will be increasing 30% to 100% after 2008.

5. **RELIEF**

I request that the Pa. PUC consider limiting the electrical rate increase in 2008 and all future years to a reasonable cost increase which follows the consumer cost index increase. This level of cost increase will be manageable for the average consumer, and will not cause financial hardship for the average consumer and especially the elderly consumers on fixed incomes.



**9. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name

Street

City

State

Zip

Area Code/Phone Number

**10. FILING**

**Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:  
service:

If using overnight delivery

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your complaint for your records.**

to authorities).

*E. W. Purcell*

(Signature)

*6/14/07*

(Date)

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

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
Harrisburg, Pennsylvania 17120

Keep a copy of your complaint for your records.

Facsimiles and/or electronic filings of the complaint form will not be accepted.

R-00072155C0025

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Formal Complaint Form**

Please print or type.

**1. CUSTOMER NAME (COMPLAINANT)**

Your name, mailing address, county, telephone number, utility account number and service address:

Name Charles W. Pursel

Street/ 406 SOUTH 22ND ST

City LEWISBURG State Pa. Zip 17837

County Union

Area Code/HOME Phone 570-524-2568

Area Code/WORK Phone 570-850-5865

Utility Account Number (from your bill) 21520-58003

SECRETARY'S BUREAU

2007 JUN 28 AM 10:28

RECEIVED

**ORIGINAL**

**If your complaint involves utility service provided to a different address than your mailing address, please list this information below.**

Name Summit Hollow APTS

Street/P.O. Box P.O. Box 190, Summit + WASHINGTON STS

City Avis State PA Zip 17921 43

2. **UTILITY NAME (RESPONDENT)**

Name of utility company your complaint concerns:  
PPL Utilities, Allentown, Pa.

**ELECTRIC**

**STEAM HEAT**

**GAS**

**WASTE WATER**

**WATER**

**MOTOR CARRIER**  
(taxi, moving company, limousine)

**TELEPHONE**  
(local, long distance)

4. **COMPLAINT** (check one)

**A. In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

**B. State the facts of your complaint.**

My complaint is in response to the notification from Pa. electric suppliers that our annual electric consumption costs will be increasing 30% to 100% after 2008.

5. **RELIEF**

I request that the Pa. PUC consider limiting the electrical rate increase in 2008 and all future years to a reasonable cost increase which follows the consumer cost index increase. This level of cost increase will be manageable for the average consumer, and will not cause financial hardship for the average consumer and especially the elderly consumers on fixed incomes.

**6. PROTECTION FROM ABUSE**

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

**7. PRIOR UTILITY CONTACT**

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

**8. VERIFICATION AND SIGNATURE**

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I EW Pausal, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification

**9. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name

Street

City

State

Zip

Area Code/Phone Number

**10. FILING**

**Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:  
service:

If using overnight delivery

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your complaint for your records.**

to authorities).

*E. W. Pussel*

(Signature)

*6/14/07*

(Date)

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

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
Harrisburg, Pennsylvania 17120

Keep a copy of your complaint for your records.

Facsimiles and/or electronic filings of the complaint form will not be accepted.

R-00072155C0025

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Formal Complaint Form**

Please print or type.

**1. CUSTOMER NAME (COMPLAINANT)**

Your name, mailing address, county, telephone number, utility account number and service address:

Name Charles W. Pursel  
Street/ 10 Deer Run  
City Pocono Pines State Pa.  
County Union  
Area Code/HOME Phone 570-646-7237  
Area Code/WORK Phone 570-850-5865

Utility Account Number (from your bill) 64461-29000

RECEIVED  
2007 JUN 28 AM 10:28  
SECRETARY'S OFFICE

**ORIGINAL**

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name  
Street/P.O. Box  
City State Zip

48

2. **UTILITY NAME (RESPONDENT)**

Name of utility company your complaint concerns:  
PPL Utilities, Allentown, Pa.

**ELECTRIC**

**STEAM HEAT**

**GAS**

**WASTE WATER**

**WATER**

**MOTOR CARRIER**  
(taxi, moving company, limousine)

**TELEPHONE**  
(local, long distance)

4. **COMPLAINT** (check one)

A. **In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.  
(explain)

B. **State the facts of your complaint.**

My complaint is in response to the notification from Pa. electric suppliers that our annual electric consumption costs will be increasing 30% to 100% after 2008.

5. **RELIEF**

I request that the Pa. PUC consider limiting the electrical rate increase in 2008 and all future years to a reasonable cost increase which follows the consumer cost index increase. This level of cost increase will be manageable for the average consumer, and will not cause financial hardship for the average consumer and especially the elderly consumers on fixed incomes.



**9. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name

Street

City

State

Zip

Area Code/Phone Number

**10. FILING**

**Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:  
service:

If using overnight delivery

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

**Facsimiles and/or electronic filings of the complaint form will not be accepted.**

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

**Keep a copy of your complaint for your records.**

to authorities).

*C. W. Pursel*

\_\_\_\_\_  
(Signature)

*6/14/07*

\_\_\_\_\_  
(Date)

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

AUGUST 9, 2007

M GANG M HASSELL J ISOM  
POST & SCHELL PC  
17 NORTH SECOND STREET 12<sup>TH</sup> FL  
HARRISBURG PA 17101-1601

RE: PA PUC vs PPL.ELECTRIC UTILITIES CORP

Docket Number R-00072155C0025

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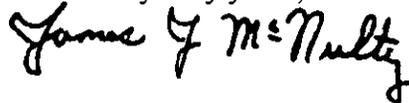
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by CHARLES PURSEL.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

DOCUMENT  
FOLDER  
BTL

(SEAL)

Certified Mail  
Return Receipt Requested

**DOCKETED**  
AUG 09 2007

SS

RECEIVED

JUN - 6 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PENNSYLVANIA PUBLIC  
Formal Con

Please print or type. P-00072155C0026

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Christine M. Checke  
Street/P.O. Box 8781 Country Place DR H17  
City Toby Hawk State Pa Zip 18466  
County Moraine

Area Code/HOME Phone 570-894-4399

Area Code/WORK Phone N/A

Utility Account Number 04-1774492-3 - Water  
(from your bill) 30551-25064 - Electric

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Pennsylvania American Water

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE (local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER (taxi, moving company, limousine)

PPL - Verizon

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other:  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

*I feel all these companies have to high rates all ready we cant afford the bills.*

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

*Lower the rates.*

# UTILITY COMMISSION Complaint Form

## 6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

## 7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

## 8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: Dawn Chake  
Christine Checke hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904. (relating to unsworn falsification to authorities).

(Signature)

(Date)

Christine Checke 6-1-07

RECEIVED  
2007 JUN -6 7 AM 9:09  
P.A.P.U.  
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

August 9, 2007

M W GANG, M W HASSELL & J H ISOM, ESQS.  
POST & SCHELL P C  
17 NORTH SECOND STREET 12TH FLOOR  
HARRISBURG PA 17101

RE: PA PUC vs PPL ELECTRIC UTILITIES CORP.

Docket Number R-00072155C0026

**BTL**

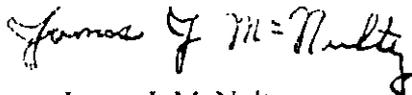
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by CHRISTINE M. CHECKE.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

**DOCUMENT  
FOLDER**

**DOCKETED**  
AUG - 9 2007

(SEAL)

Certified Mail  
Return Receipt Requested

ane

ORIGINAL

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED  
2007 SEP 11 AM 8:44  
PA. P.U.C.  
SECRETARY'S BUREAU

Please print or type. R-00072155C0027

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name BOB BRANDON

Street/P.O. Box 853 Apt # \_\_\_\_\_

City BERWICK State PA. Zip 18603

County COLUMBIA

Area Code/HOME Phone 570-759-9715

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 33150-56068  
(from your bill)

DOCKETED  
SEP. 11 2007

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name BOB BRANDON

Street/P.O. Box 1201 8<sup>th</sup> AV.

City BERWICK State PA. Zip 18603

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL ELECTRIC UTILITIES

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

DOCUMENT  
FOLDER

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other:  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint. DATES - NOW AND PAST. TIMES - CURRENT. CAN ANY OF US GO TO THE BOGS/COMPANY EVERY SIX (6) MONTHS AND GET A RAISE? NO! RATE INCREASE APPROVED - DITTO - DITTO - DITTO.

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space. IT IS TIME FOR A MORATORIUM ON RATE INCREASES FOR PPL. ENOUGH IS ENOUGH. SURE THEY LIST REASONS WHY A RATE INCREASE IS NEEDED. MY CAR NEEDS GASOLINE, WHICH KEEPS RISING. I NEED NEW SHOES AND CLOTHES. THEY ARE MORE EXPENSIVE. CAN I APPLY FOR A COLA WITH MY EMPLOYER? NO!! CAPS EXPIRE IN 2010. RATES TO INCREASE 29%. THIS IS ON TOP OF CURRENT REQUESTS FOR RATE INCREASES! WHEN WILL IT EVER END? OH, YES, A PARTING QUESTION! HOW MANY RATE INCREASE REQUESTS BY PPL HAVE BEEN APPROVED OVER THE LAST 10 TO 12 YEARS? ENOUGH IS ENOUGH! RELIEF - NO RATE INCREASES FOR 7 TO 10 YEARS. DO YOU ALL HAVE THE BUTS TO SAY "NO"?

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I ROBERT BRANDON, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Robert Brandon  
(Signature)

9/9/07  
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

SEPTEMBER 12, 2007

M.W. GANG, M.W. HASSELL, J.H. ISOM, ESQUIRES  
POST & SCHELL, P.C.  
17 NORTH SECOND STREET  
12TH FLOOR  
HARRISBURG PA 17101-1601

RE: PA PUC vs. PPL ELECTRIC UTILITIES CORPORATION  
Docket Number R-00072155C0027

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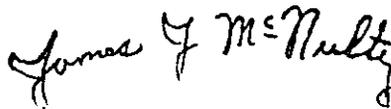
Dear Sir/Madam:

A Complaint has been filed against you in the above-captioned matter before the Pennsylvania Public Utility Commission by BOB BRANDON.

This complaint, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. The Pennsylvania Public Utility Code, 66 Pa. C.S., requires the Commission to serve on each party named in a complaint a copy of the complaint.

Within twenty (20) days from the date on which this complaint is served, you may either satisfy this complaint or comply with the provisions of 52 Pa. Code, Section 5.61 et seq., as amended.

Very truly yours,



James J. McNulty  
Secretary

KJR

(SEAL)

Certified Mail  
Return Receipt Requested

jih

DOCUMENT  
FOLDER  
**DOCKETED**  
SEP 11 2007

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Formal Complaint Form**

**ORIGINAL**

Please print or type. H-00072155C0028 6.

**1. CUSTOMER NAME (COMPLAINANT)**  
Your name, mailing address, county, telephone number, utility account number and service address:  
Name Malcolm Nelson & Belinda Ortiz  
Street/P.O. Box 1573 Black Birch Way Apt #  
City Tobyhanna State PA Zip 18466  
County Monroe

Area Code/HOME Phone 570 894-5570  
Area Code/WORK Phone 570 839-6245  
Utility Account Number 1775124029=PPL Electric  
(from your bill) 24-1789091-6=water  
If your complaint involves utility service provided to a different address than your mailing address, please list this information below:  
Name \_\_\_\_\_  
Street/P.O. Box \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**2. UTILITY NAME (RESPONDENT)**  
Name of utility company your complaint concerns: American Water  
PPL Electric

**3. TYPE OF UTILITY (check one)**

<input checked="" type="checkbox"/> ELECTRIC	<input type="checkbox"/> STEAM HEAT
<input type="checkbox"/> GAS	<input type="checkbox"/> WASTE WATER
<input checked="" type="checkbox"/> WATER	<input type="checkbox"/> MOTOR CARRIER (taxi, moving company, limousine)
<input type="checkbox"/> TELEPHONE (local, long distance)	

**4. COMPLAINT (check one)**

**A. In general, what is your complaint?**

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill.

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other (explain)

**B. State the facts of your complaint.**

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

**6. PROTECTION FROM ABUSE**  
Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?  
YES   
NO

**7. PRIOR UTILITY CONTACT**  
Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.  
Have you spoken to a utility company representative about this complaint?  
YES   
(includes appeals of BCS determinations)  
NO

If you tried to, but could not, speak to a utility company representative about your complaint, please explain why.

**8. VERIFICATION AND SIGNATURE**  
You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

**Verification:**  
I Belinda Ortiz + Malcolm Nelson hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Belinda Ortiz 6/4/07  
(Signature) (Date)  
Malcolm Nelson 6/4/07  
(Signature) (Date)

**9. LEGAL REPRESENTATION (IF ANY)**  
If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.  
Lawyer's Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Area Code/Phone Number \_\_\_\_\_

**10. FILING**  
Please return the completed form to one of the addresses listed below:  
If using U.S. Postal Service: \_\_\_\_\_ If using overnight delivery service: \_\_\_\_\_

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary - Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.  
If you have any questions about filling out this form, please contact the Secretary's Bureau.

SECRETARY'S BUREAU  
PA PUBLIC UTILITY COMMISSION

**RECEIVED**

JUN 6 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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