

PPL ELECTRIC EXHIBIT 9
8/13/04 Hbg JK

Paul E. Russell
Associate General Counsel

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FEDERAL EXPRESS

July 16, 2004

Administrative Law Judge Susan Colwell
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

DOCKETED

SEP 13 2004

Re: **PPL Electric Utilities Corporation**
Supplement No. 38 to Tariff -
Electric Pa. P.U.C. No. 201
Docket No. R-00049255

Dear Judge Colwell:


Pursuant to Administrative Law Judge Turner's order dated July 1, 2004 in this proceeding, PPL Electric Utilities Corporation ("PPL Electric") hereby submits its reports on service complaints raised in public input hearings by the following customers:

- Victoria Mackin
- Betsy Ruth
- Kevin Marcy

I also have provided copies of these reports to the Office of Consumer Advocate.

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on July 16, 2004, which is the date it was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

If you have any questions regarding the enclosed reports or require additional information, please call.

Very truly yours,

Paul E. Russell

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Enclosures

cc: Aaron Beatty, Esquire



**PPL Electric Utilities Response
Service Complaint From PUC Public Hearing**

Customer Name Victoria Mackin
(Account in name of James Mackin)
Service Address 1 Green Acres
McAdoo, PA 18237
Customer Number 82204-45525
Telephone Number 570-929-3050

**CUSTOMER SERVICE COMPLAINT at PUBLIC HEARING in BETHLEHEM,
JUNE 29**

The customer lost service from approximately 5:00am – 6pm on Friday, September 19, 2003. When she called PPL, a representative informed her the company did not know she was out of service and did not know when service would be restored. The customer again called PPL but could not get through to a representative. She then drove to PPL's Hazleton Service Center around noon and was told by a PPL employee to call the same PPL number she had been calling for information about her outage. She was frustrated she could not speak with someone who could tell her when her service would be restored. She says this type of service from PPL was not typical.

ACTION TAKEN AFTER THE PUBLIC HEARING

A PPL representative contacted the customer on Wednesday, June 30. The representative explained there were many outages on September 19 as a result of Hurricane Isabel. PPL experienced extensive damage to equipment and many customers in the area were impacted. The PPL representative explained that due to the unusually large volume of calls following the storm, many customers did experience difficulty in getting through to a representative. The PPL representative also explained the employees she encountered at the service center probably were not trained to provide the information she requested, and therefore, recommended she call PPL's toll free number. The PPL representative apologized for any inconvenience. The customer appeared satisfied with PPL's explanation of events and appreciative of PPL's follow up.



**PPL Electric Utilities Response
Service Complaint From PUC Public Hearing**

Customer Name Betsy Ruth
 (Account in name of Edward & Betsy Ruth)
Service Address 356 William Drive
 Hershey, PA 17103
Customer Number 04650-90000
Telephone Number 717-237-5442 office
 717-534-2775 Home

**CUSTOMER SERVICE COMPLAINT at PUBLIC HEARING in HARRISBURG
JUNE 28**

The customer is concerned about repeated outages that have occurred at her residence beginning last fall and have continued since that time. The customer has expressed concern that old equipment left over from the Hershey Electric Company is to blame.

ACTION TAKEN AFTER THE PUBLIC HEARING

Immediately after the hearing on the evening of June 28, a PPL Representative spoke to Mr. & Mrs. Ruth about their service concern which they expressed during their testimony. Immediately following this meeting, an investigation was initiated to analyze the outage history at their address.

On Friday July 16, PPL senior engineer along with the regional director of community relations contacted the customers to discuss their outage history and to explain PPL's action plan to address the customer's concerns. The senior engineer will personally inspect the line from the Ruth residence back to the substation during the week of July 19. If any deficiencies are found, they will be repaired.

The customer was given the direct phone number of the senior engineer to speed-up the trouble shooting efforts. Contact with this customer will be ongoing to improve customer satisfaction.



**PPL Electric Utilities Response
Service Complaint From PUC Public Hearing**

Customer Name Kevin Marcy
Service Address 205 Pennsylvania Ave
Camp Hill, PA 17011
Customer Number 7571072008
Telephone Number 717-731-8447

**CUSTOMER SERVICE COMPLAINT at PUBLIC HEARING in HARRISBURG
JUNE 28**

The customer expressed concern about the about of time it took PPL to restore power to his residence after the Isabel storm.

ACTION TAKEN AFTER THE PUBLIC HEARING

The customer was out of service for 3514 minutes, or 2 days and 11 hours, as a result of Hurricane Isabel. The duration of this outage was not inconsistent with the duration of outages experienced by other customers in the area. PPL crews, with the assistance of foreign crews, worked around the clock to restore power to all customers in the aftermath of Hurricane Isabel.