

Chiavetta, Rosemary

To: patricia shope
Subject: RE: Urgent ppl shut off service 646 front street lititz pa 17543

Ms. Shope:

Your current formal complaint against PPL at Docket Number C-2015-2491343 is still pending before the Commission. The evidentiary record is now closed, and you must wait for Judge Salapa to issue his decision in this matter. Therefore, I am not in a position to intervene or contact PPL about your shut off notice or any payment arrangements.

Once you receive the Judge's Initial Decision, and if you do not agree with it, you may file Exceptions to the decision. The instructions for filing Exceptions will be sent to you in a cover letter with the Judge's Decision. Please read those instructions carefully as you will have only twenty (20) days from the date of that cover letter to file Exceptions with my office.

As for your email below, please know that I am placing it, and this response from me, on the record and serving a copy on PPL and Judge Salapa. Since your formal complaint is still pending before the Commission for a final decision, your email is an ex-parte communication, which is not permitted during a contested proceeding in accordance with Section 334(c) of the Public Utility Code. Therefore, placing your email on the record of the case and sending it to all Parties and the Judge will cure this problem.

Please do not send me any further emails about your current complaint. Any further emails sent to the Commission about your current formal complaint will be placed on the record and a copy sent to the Respondent PPL.
Thank you.

Rosemary Chiavetta
Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120
rchiavetta@pa.gov



From: patricia shope [mailto:patriciashope47@gmail.com]
Sent: Tuesday, October 20, 2015 7:28 PM
To: Chiavetta, Rosemary
Subject: Urgent ppl shut off service 646 front street lititz pa 17543

Rosemary

I called ppl to make payment on my current residence I spoke James. He refused my payment told me I had over 40 notes in dispute I had to wait for decision from judge ..they shut off my electric I have not received phone call as in the past they would call unlimited amount times leave msg I come home there is a medical condition they lied at the hearing the attorney and she had a women keep contacting me I tried numerous time to

reach

Marilyn but have no idea she was a witness in case and thought she was helping me she was not.. Devon is line right now stated I need 171 to restore service tonight her extension 3233 ..I have advise we medical you still 171 restore or have dr call tonight I begged James to take a payment I look at the notes and none of which is true many false or exerated ..statement they are stating there is no disputed she is screaming at me they are saying oh well that's what notes says refuse supervisor assistant name said would transfer to voicemail states there is no case on file for 464 front street per my prior notes I was disputing because Marilyn advised me too..can you assist with my dispute left message with christian this is not right I feel like iam being harrassed by ppl ..my notes on account are all inaccurrate ..iam a single mom I go to work everyday I have a ten yr old little girl with asthema I pay my billa in time the reason I haven't ppl keros tell me not too..can you please help me figure out why they would refuse a payment then shut off NY services when these accounts are in dispute ..please this ia exhaustiing

On Tuesday, June 23, 2015, Chiavetta, Rosemary <rchiavetta@pa.gov> wrote:

Ms. Shope:

I just saw this second email you sent to me and BCS investigator Frank Wolfe. Once you file the formal complaint, my office will now process the complaint and send it to PPL who will be given twenty days from the date I send it to file an answer to the complaint. The complaint will then proceed to the Commission's Office of Administrative Law Judge where you will be given a hearing to prove your complaint has merit. This process can take six months or more.

My office will watch for the overnight delivery.

Rosemary Chiavetta

Secretary

Pennsylvania Public Utility Commission

Commonwealth Keystone Building

400 North Street

Harrisburg, Pennsylvania 17120

rchiavetta@pa.gov

717-787-8009



From: patricia shope [mailto:patriciashope47@gmail.com]
Sent: Monday, June 22, 2015 7:31 PM
To: Wolfe, Frank; Chiavetta, Rosemary
Subject: informal / FORMAL complaint for 646 front street lititz pa 17543

Frank,

I have just overnighted the formal complaint , i am not sure what address to use anymore. I addressed in my formal complaint that the last call i made to ppl i absolutely refused to sign up on a payment plan until they seperated out the bill until we had this issue resolved at 2162 main street lititz. I want all further billing placed on hold until this is resolved . I want the called pulled from 06/12/15 where i advised the lady several times DONT' SET ME UP ON A PAYMENT PLAN UNTIL I SPEAK TO LEGAL COUNSEL I HAVE ADDRESSED IN THE FORMAL COMPLAINT THAT IS BEING FED EXED TO YOUR OFFICE TOMORROOW. I RECEIVED IN THE MAIL TODAY THANK YOU FOR YOUR PAYMENT ARRANGEMENT. I HAVE NEVER AGREED TO THE PAYMENT ARRANGMENT. I TOLD HER THREE TIMES NO.. I NEED TO TALK TO SOMEONE OR GET COUNSEL BECAUSE THE BILLS BEING MERGED TOGETHER... IAM NOT SURE WHAT TO DO AT THIS POINT DO I NOW FILE A INFORMAL COMPLAINT AT THE 646 FRONT STREET OR IS THIS ALL INCLUDED. SHE WAS FORCING ME TO SET UP A PAY PLAN SHE EVEN STATED IN THE CALL I AM JUST GOING TO TYPE THAT YOU SAID YES TO PAYMENT PLAN. I NEVER AGREED TO A PAYMENT PLAN BECAUSE IAM NOT RESPONSABLE FOR THE BALANCE... .THIS LETTER IS DATED ON JUNE 22, 2015... PLEASE ADVISE I DONT' WANT MY SERVICES SHUT, BECAUSE PPL IS TRYING TO GET ME TO ACKNOWLEDG RESPONSABLITY FOR THE OLD ADDRESS I WANT THE CALLED PULLED ... AND I AM DISPUTING THE PAYMENT ARRANGEMENT AND THE BILL AT THE CURRENT ADDRESS ALL ENCOMPASSED. I HAVE PLACED ALL IN A FORMAL COMPLAINT TO THE SECERTARY INCLUDING MY CURRENT ADDRESS AND MY OLD ADDRESS. I NEVER AGREED TO A PAYMENT PLAN , WITH PPL..PLEASE ADVISE NOW WHAT TO DO .. DO I DO I INFORMAL COMPLAIN OR IS THIS ALL ONE ISSUE NOW ON A FORMAL COMPLAINT AS I SENT TO YOU EARLIER I HAVE FED EX THE COPY OF THE PAYMENT ARRANGEMENT THAT I DIDN'T AGREE TO !!!! FORMAL COMPLAINT WILL BE IN YOUR OFFICE UPS TOMORROW AFTERNOON...

PLEASE LET ME KNOW

PATRICIA SHOPE