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May 2, 2016

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

**RE: Silver Valley Apartments/Mike Vianello v PPL Electric Utilities Corporation**  
**Docket No: C-2015-2510119**

Dear Ms. Chiavetta:

Enclosed for eFiling in the above-captioned matter are the Replies on behalf of PPL Electric Utilities Corporation, to Complainant's Exceptions.

Please note that this filing was eFiled with the Commission on the date indicated above.

Very truly yours,

KIMBERLY G. KRUPKA

KGK/ejm  
Enclosure

cc: Silver Valley Apartments/Mike Vianello (w/ enc.)  
Administrative Law Judge Ember S. Jandebour (w/enc.); *via email only*  
Amy M. Bellizial; (w/enc.); *via email only*

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SILVER VALLEY APARTMENTS/  
MIKE VIANELLO,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET

NO. C-2015-2510119

**PPL ELECTRIC UTILITIES CORPORATION'S REPLIES**  
**TO EXCEPTIONS OF COMPLAINANTS,**  
**SILVER VALLEY APARTMENTS/MIKE VIANELLO**

AND NOW, comes the Respondent, PPL Electric Utilities Corporation ("PPL Electric") by and through its attorney of record, Gross McGinley, LLP, and files the within Replies to Exceptions, alleging in support thereof as follows:

1. Denied.<sup>1</sup> Complainants fail to set forth their Exceptions in numbered paragraphs and further fail to identify with particularity any Conclusions of Law to which they except. Nonetheless, it appears that Complainants except to Page 5 of the Initial Decision of the Administrative Law Judge and PPL Electric will respond accordingly.

Complainant asserts that PPL Electric's act of changing Complainant's account number constitutes unreasonable service. There is simply no support in the law or regulations for such finding. As found by the Administrative Law Judge, on October 8, 2014, a customer requested service at Complainant's location, which took the name of the account out of Complainant's name and placed it into the name of the caller (new customer). (Findings of Fact 3 and 4).

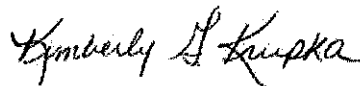
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<sup>1</sup> Complainant fails to set forth his Exceptions in numbered paragraphs. However, it appears that Complainant is excepting to Conclusion of Law no. 3, and accordingly, PPL Electric replies to the same.

Several days later, it was discovered that such change was in error, and the account was placed back into Complainant's name with a new account number. (Findings of Fact 5 and 6). At no time was service compromised to Complainant. There was no interruption of service. Rather, Complainant simply received a new account number and was notified of the same. There is no law or regulation which requires PPL Electric to retain the same account number indefinitely.

For the foregoing reasons, it is respectfully requested that the Commission deny Complainants' Exceptions.

GROSS MCGINLEY, LLP



BY: \_\_\_\_\_

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DATE: 05/02/16

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SILVER VALLEY APARTMENTS/  
MIKE VIANELLO,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET

NO. C-2015-2510119

**CERTIFICATE OF SERVICE**

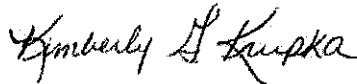
This is to certify that the Reply to Claimant's Exceptions on behalf of PPL ELECTRIC UTILITIES CORPORATION was mailed to counsel/complainant of record on behalf of Respondents by first class United States mail, postage on this the 2<sup>nd</sup> day of May, 2016.

Administrative Law Judge Ember S. Jandebaur

Via Email Only [ejandebaur@pa.gov](mailto:ejandebaur@pa.gov)

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