



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
400 NORTH STREET, HARRISBURG, PA 171120

IN REPLY PLEASE  
REFER TO OUR FILE

July 22, 2016

Honorable Lisa Boscola  
One East Broad Street  
Suite 120  
Bethlehem, Pennsylvania 18018

RE: Complaint of Mary Catherine Nederostek  
v. PPL Electric Utilities  
Docket Number C-2016-2557680

RECEIVED  
2016 JUL 22 PM 1:44  
PA P.U.C.  
SECRETARY'S BUREAU

Dear Senator Boscola:

Please know that Chairman Brown of the Pennsylvania Public Utility Commission has provided me with your letter and the formal complaint of your constituent, Ms. Mary Catherine Nederostek, who wishes to pursue a formal complaint against PPL Electric Utilities. Please know that Ms. Nederostek has already filed a formal complaint directly with my office. The complaint has been processed and the docket number is C-2016-2557680.

The complaint, received by the Commission on July 20, 2016, has been served on PPL and the company will be given twenty (20) days to file an answer to the complaint. The case will then be sent to the Office of Administrative Law Judge for a hearing where Ms. Nederostek will have the burden of proving her complaint has merit.

In your letter to Chairman Brown, Ms. Nederostek states that she previously filed a complaint with the Public Utility Commission. However, there is no record of Ms. Nederostek ever filing a formal complaint with the Commission against PPL or regarding any other regulated utility. Ms. Nederostek did file an informal complaint with our Bureau of Consumer Services (BCS) on November 30, 2015. BCS issued a decision on April 5, 2016, and the decision, including instructions on how to appeal the decision if the complainant disagreed with the outcome, was sent to Ms. Nederostek at the address of 818 Third Street, Whitehall, PA 18052, the same address now appearing on her current formal complaint form. Since Ms. Nederostek never appealed the BCS decision within thirty days in accordance with 52 Pa. Code Section 56.172, the appeal period has ended, and the BCS decision cannot be overturned.

On July 7, 2016, Ms. Nederostek called the BCS stating she had not received or heard back from the Commission. BCS sent her a new formal complaint form, and on July 20, 2016, my office received the formal complaint that Ms. Nederostek provided to your office.

Now that a formal complaint has been filed, this matter becomes a contested proceeding pending before the Commission. Therefore, members of the Commission are prohibited from responding to your letter due to the statutory prohibition on ex-parte communications at 66 Pa. C.S. Section 334(c). Please be advised that your letter providing us with Ms. Nederostek's complaint will be served upon PPL as part of the Commission's record at the above docket number.

If you or your staff has any further questions regarding the formal complaint process, please feel free to call me or our Legislative Director June Perry.

Sincerely,

A handwritten signature in cursive script, appearing to read "Rosemary Chiavetta".

Rosemary Chiavetta  
Secretary of the Commission

CC: June Perry, PUC Director of Legislative Affairs

18TH DISTRICT

**LISA M. BOSCOLA**

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*Democratic Policy Committee Chair*



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LEGISLATIVE BICYCLE CAUCUS, CO-CHAIR

TWITTER: @senlisaboscola  
WEB: www.senatorboscola.com

July 19, 2016

Honorable Gladys M. Brown, Chairman  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Bldg.  
3<sup>rd</sup> Floor, Room N-304  
400 North Street  
Harrisburg, PA 17120

**RECEIVED**  
16 JUL 21 AM 9:41  
**CHAIRMAN'S OFFICE**

Dear Chairman Brown,

Recently, an issue has been brought to the attention of my office regarding a constituent complaint against PPL Electric. The constituent, Ms. Mary Catherine Nederostek of Whitehall, has wished to launch a formal complaint against PPL through the Pennsylvania Public Utility Commission (PUC). Ms. Nederostek's formal complaint form, as well as accompanying evidence is enclosed with this letter. As you can see in the complaint, she previously filed a complaint, in which she was told by a PUC official that she would receive a hearing that she could attend, but was later told the case was closed without such a hearing. I am requesting that Ms. Nederostek be given that hearing so she can make her case directly to the PUC.

According to Ms. Nederostek, she had requested that PPL close her utility account in January 2013, an account opened when she resided at 5760 Park Valley Road, Schnecksville. She no longer resided in the house due to a fire and wanted no further services from PPL. PPL continued to bill her through October of 2013, although she had closed the account in January. During this time, Ms. Nederostek moved to reside with her mother at 818 Third Avenue, Whitehall.

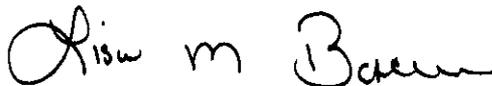
Ms. Nederostek opened a PPL account in her name in August 2015 for the Whitehall residence following her mother's placement into a nursing care facility. PPL transferred her previous record from the Schnecksville residence showing an unpaid balance, although she had cancelled the account. Ms. Nederostek did not pay the account balance, as she did not live at the residence between January and October 2013. PPL has since shut off her utilities to the Whitehall residence twice for the unpaid balance, despite her record of paying for usage at the Whitehall address on time every month.

Ms. Mary Catherine Nederostek  
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In conclusion, once again I request on behalf of my constituent, a hearing on Ms. Nederostek's formal complaint. Please do not hesitate to contact my office if you need any further assistance with regard to this case. You may contact my assistant, Jake Glessner, if any other information is needed. He may be reached at (610)-868-8667 or by e-mail at [jglessner@pasenate.com](mailto:jglessner@pasenate.com). Thank you for your special attention to this matter.

Sincerely,

A handwritten signature in black ink that reads "Lisa M. Boscola". The signature is written in a cursive style with a large initial "L" and "B".

**Lisa M. Boscola**  
State Senator—18<sup>th</sup> District

LMB/jdg  
Enclosures  
cc: June Perry, PUC Office of Legislative Affairs