

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint

2016 AUG 15 AM 10:29

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint. PA P.U.C. SECRETARY'S BUREAU

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Vidya Lerio

Street/P.O. Box 852 North Egge Street Apt #

City Allentown State PA Zip 18102

County Lehigh County

Telephone Number(s) Where We Can Contact You During the Day:

( 610 ) 351-1350 (home) ( 484 ) 268-3238 (mobile)

E-mail Address (optional): vidyalerio@icloud.com

Utility Account Number (from your bill) 52040-02054

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

Name

Street/P.O. Box

City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER                                     |
| <input type="checkbox"/> GAS                 | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance)  |
| <input type="checkbox"/> WATER               | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT          |   |

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
  
- I would like a payment agreement.
  
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
  
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
  
- Other (explain).

**Note:** If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

**5. Requested Relief**

**How do you want your complaint to be resolved?** Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Asking that a payment arrangement is granted.

**Note:** The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

**6. Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

**7. Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

**c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.**

I spoke to the utility company on several occasions, they refused to accept my payments. They said if I didnt pay the entire past due amount they will shut off.

**Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.**

**8. Legal Representation**

**If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer.** You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

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

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

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

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

E-mail Address (if known) \_\_\_\_\_

**Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.**





**PPL Electric Utilities**  
 Two North Ninth Street  
 Allentown, PA 18101  
 1-800-358-6623

**YOUR ELECTRICITY HAS BEEN SHUT-OFF**  
**AVISO DE SUSPENSION DE SERVICIO**

6-6-16

Customer Name VIDYA LERIO  
 Street Address 852 N EGGE ST  
 City ALLENTOWN  
 Account number 5204002054  
 Amount owed \$\$\$ \$1,187.40

We shut off your electricity because: **\$876.87 CASH PAYMENT**

- You did not pay your past due bill.
- You did not pay your security deposit.
- You did not give us access to your meter.
- You did not meet the requirements and/or complete the application for service process.
- Theft of service or tampering with utility equipment.
- Rejected payment.
- Fraud/Material misrepresentation.

We were indeed shut-off, even though I mentioned that a child with Asthma resides in the home.

**TO HAVE YOUR SERVICE TURNED BACK ON YOU MUST DO ALL OF THE FOLLOWING:**

- Call us at 1-800-358-6623 to arrange to pay your overdue bill of \$ 1187.40
  - Pay a security deposit of \$ \_\_\_\_\_
  - Pay a turn on Charge of \$ 50.
  - Other: \_\_\_\_\_
- You must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises.
- If someone in your home is seriously ill, read the MEDICAL EMERGENCY NOTICE below.

**MEDICAL EMERGENCY NOTICE**

**Let us know** if someone living in your home is seriously ill or has a medical condition.

**WE WILL RESTORE YOUR SERVICE provided you:**

1. Have your licensed physician, physician assistant, or nurse practitioner certify by phone and in writing that such an illness exists and that it may be aggravated if your service is not restored.

**AND**

2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

**ATTENCION! ESTE ES EN MENSAJE MUY IMPORTANTE. SI USTED NO LO ENTIENDE, FAVOR DE LLAMA A 1-800-358-6623.**

If you have questions or need more information, please call us today at 1-800-358-6623  
 After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC will attempt to help you with your problem. To contact them call (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

**IMPORTANT - PLEASE READ THE BACK OF THIS NOTICE.**



Pay/Manage your account online at [ppllectric.com](http://ppllectric.com)

Questions? Please contact us by Jun 29.  
1-800-DIAL-PPL  
(1-800-342-5775)  
We're here 24/7/365

PPL Electric Utilities

Bill Acct. No.	Due Date	Amount Due
52040-02054	Jun 29, 2016	\$1,313.40

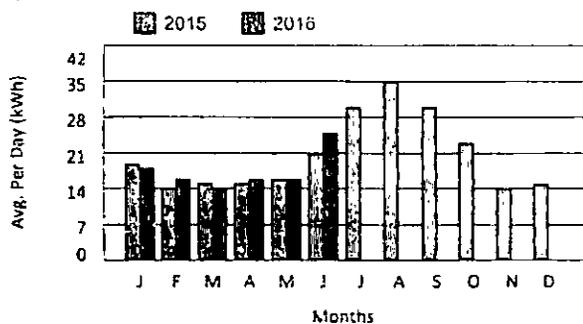
### Your Electric Usage Profile

Service to:  
VIDYA LERIO  
852 N EGGE ST  
ALLENTOWN, PA 18102

Meter: 12764599

Your next meter reading is on or about Jul 6, 2016.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



### Billing Summary

(Billing details on back)

Balance as of Jun 8, 2016	\$1,187.40
Charges:	
Total Budget Charges	\$96.00
Total Other Charges	\$30.00
Total Current Charges	\$1,313.40
<b>Amount Due By Jun 29, 2016</b>	<b>\$1,313.40</b>
Account Balance	\$1,313.40

### How To Shop For Electricity

You can choose the company that supplies your electricity. Visit [papowerswitch.com](http://papowerswitch.com) or [www.oca.state.pa.us](http://www.oca.state.pa.us) for supplier offers. If you are shopping, know your contract expiration date.

Here's the information you need to shop:

Bill Account Number: 52040-02054 Rate Schedule: RS (Residential)  
Current Supplier: Constellation

PPL Electric Utilities price to compare for your rate is \$0.07491 per kWh. This changes the 1st of June and December.

Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp
Jun 2016	32	798	25	64F
Jun 2015	30	639	21	67F

Billing Period	Type	Reading
Jun 6	Actual	18212
May 5	Actual	17414
32 Days	kWh Billed	798

Yearly Comparison	Total Use	Avg. Monthly
Jul 2015 - Jun 2016	7725	644

### Manage Your Account

Pay Your Bill	Online Options (ppllectric.com)
Online: Visit <a href="http://ppllectric.com">ppllectric.com</a> Phone: Call 1-800-342-5775 Mail: Use envelope provided Card: MasterCard, Discover, Visa or debit, call 1-800-672-2413 (service fee applies)	<ul style="list-style-type: none"> <li>- Report an outage/check outage status</li> <li>- Make a payment, view your bill and usage history.</li> <li>- Sign up for alerts.</li> <li>- Enroll in paperless billing, automatic bill pay, budget billing.</li> <li>- View your rate schedule at: <a href="http://ppllectric.com/rates">ppllectric.com/rates</a></li> </ul>

Correspondence:  
Customer Services, 827 Hausman Road, Allentown, PA 18104-9392

Other important information on the back of this bill

Return this stub in the envelope provided with a check payable to PPL Electric Utilities.



Bill Acct. No.	Due Date	Amount Due
52040-02054	Jun 29, 2016	\$1,313.40

Amount Enclosed:

--	--	--	--	--	--	--	--	--	--

VIDYA LERIO  
852 N EGGE ST  
ALLENTOWN, PA 18102

PPL ELECTRIC UTILITIES  
2 NORTH 9TH STREET CPC-GENN1  
ALLENTOWN, PA 18101-1175

## Understanding Your Payment Programs

- ✓ Welcome to our BUDGET BILLING PLAN. Budget billing levels out your bill payments.
- ✓ **Budget Summary:**

We billed you	\$96.00
Including this bill, you used	\$121.90
After this payment, your budget is behind	\$25.90

## Your Message Center

- ✓ The \$1,187.40 balance includes \$25.83 in prior late payment charges.
- ✓ Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, [ppl electric.com/e-power](http://ppl electric.com/e-power)
- ✓ Air conditioning is probably the biggest part of your summer energy needs. You can save money while keeping cool. Check air conditioner filters monthly. Clean or change filters as needed. You'll stay cool and your system will use less energy.

## General Information

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$15.52 of this bill to pay state taxes and about \$75.72 is used to pay the PA Gross Receipts Tax.

## Understanding Your Bill

**Budget Billing** - A billing option which spreads your costs for electricity use into equal monthly payments based on your average annual usage.

**Customer Charge** - Monthly charge to recover costs of billing, meters and equipment.

**Distribution Charge** - Monthly charge to recover costs of local equipment used to deliver electricity from high-voltage transmission lines (see Transmission Charge) and safely step down voltage for use in your home or business.

**System Improvement Charge** - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.

**kWh (Kilowatt-hour)** - A measure of how much electricity your household uses. One kilowatt-hour equals the amount of electricity used by ten 100-watt lights left on for one hour.

## Billing Details - (Bill Acct. 52040-02054)

Page 2

Previous Balance	\$1,187.40
Balance as of Jun 8, 2016	\$1,187.40
<b>Charges for - PPL Electric Utilities</b>	
Residential Rate: RS for May 5 - Jun 6	
Distribution Charge:	
Customer Charge	14.27
798 kWh at 4.48462500¢ per kWh	35.79
System Improvement Charge at 0.22%	0.11
PA Tax Adj Surcharge at -0.01700000%	-0.01
Total Distribution Charges	\$50.16
Total Generation & Transmission Charges (see Supplier Billing Details page)	\$71.74
Total Distribution, Generation & Transmission Charges	\$121.90
Your Budget Plan Amount	\$96.00
<b>Other Charges for PPL Electric Utilities</b>	
Reconnect Charge	30.00
Total of Other Charges	\$30.00
<b>Amount Due By Jun 29, 2016</b>	<b>\$1,313.40</b>
Account Balance	\$1,313.40

**Rate RS** - Rate for service to a private home.

**Smart Meter Rider** - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.

**State Tax Adjustment Surcharge** - Monthly charge or credit to reflect changes in various state taxes. The surcharge may vary by bill component.

**Type(s) of Meter Readings:**

**Actual** - Measures your monthly electricity use based on an actual reading.





AV 01 007383 16454B 21 D\*\*5DGT



VIDYA LERIO  
852 N EGGE ST  
ALLENTOWN PA 18102

April 06, 2016

Bill Account No: 52040-02054  
For: 852 N Egge St  
Allentown Pa 18102-1418

**OnTrack  
Removal for Missed Payments**

Dear Customer,

Because you failed to make payments on time, we have removed you from the OnTrack Payment Plan Program. This means you are now responsible to pay your full monthly electric bill.

You will need to call 1-800-358-6623 to enroll in budget billing and ask for a new payment plan.

Sincerely,

OnTrack Payment Program

007383 1/1

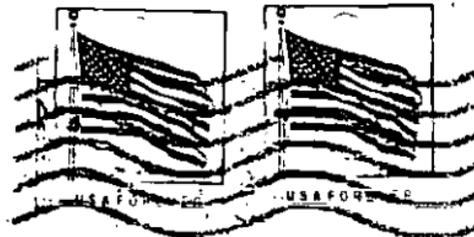


PSFS

from: Vidya Lerio  
852 Edge St.  
Allentown, PA 18102

LEHIGH VALLEY PA 180

11 AUG 2016 PM 2:1



Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120

17120-007999

