

29 August 2016

To: The Pa Public Utility Commission Secretary  
400 North Street  
Harrisburg, PA 17120

From: Ross E. Schell  
203 Knollwood Drive  
Harrisburg, PA 17109-5515  
PH# 717-651-0824  
Fax# same but call First.

Ms. Chiavetta:

This is in answer to the letter the new matter brought up By PPL's Attorney Ms. Krupka. C-2016-2558239 is about the fact they have not been out to physically my meter for at least 12 years. As required by section 52 PA code 56.12 as addressed, I have had cameras up around my house for the last 14 years do to other matters and problems I have. And have no video record of them checking my meter. And there is a camera right beside it. As required by section 52 PA code 56.12.

C-2016-2539969 is about the accuracy of the meter and in correct belling due to the meter not being checked Since 1999

Also about them being able to control the speed at which the meter turns therefore a billing error.

C-2016-2552934 is about an individual off and on of power at my house without a notice or an explanation by PPL. Which was not on their evidence as submitted to the court.

Again MS. Krupka is just trying to lessen the burden on Herself and PPL.

So I am asking that you reject the new Matter brought up here since they cannot get my complaints right. As far as reliability issues are concerned Ms. Krupka submitted evidence in the first telephone hearing proving that we had over a hundred shut off and on of power in 6 years and this has been going on since we moved in July 1999. Yet since I filed these complaints they have stopped. So I think the New Matter should be rejected and Ms. Krupka Should address the complaints as written not as she imagines they are written.



Ross E. Schell



**Kimberly G. Krupka**

33 S. Seventh Street, P.O. Box 4060  
Allentown, PA 18105  
610/820-5450 • 610/820-6006  
kkrupka@grossmcginley.com

**ATTORNEYS**

MALCOLM J. GROSS  
PAUL A. MCGINLEY  
HOWARD S. STEVENS  
DONALD LaBARRE, JR.  
J. JACKSON EATON, III  
MICHAEL A. HENRY  
PATRICK J. REILLY  
ANNE K. MANLEY  
SUSAN ELLIS WILD†  
VICTOR F. CAVACINI  
THOMAS E. REILLY, JR.  
STUART T. SHMOOKLER  
JAMES A. RITTER  
JOHN F. GROSS  
ALLEN I. TULLAR  
RAYMOND J. DeRAYMOND  
THOMAS A. CAPEHART  
KIMBERLY G. KRUPKA  
KIMBERLY A. SPOTTS-KIMMEL  
LOREN L. SPEZIALE\*†  
CHARLES J. FONZONE  
JENNIFER L. WEED Δ  
SAMUEL E. COHEN\*  
ADRIAN K. COUSENS\*  
MICHAEL J. BLUM\* \*  
GRAIG M. SCHULTZ\*  
ZACHARY R. FOWLER  
NICOLE J. O'HARA\*  
CHRISTOPHER W. GITTINGER  
CONSTANCE K. NELSON  
GRAEME E. HOGAN\*  
DANIEL A. PRESTOSH  
SARAH K. HART\*  
SARAH M. JOLLY

August 26, 2016

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

**RE: Ross E. Schell v. PPL Electric Utilities Corporation**  
**Docket No: C-2016-2558239**

Dear Ms. Chiavetta:

Enclosed for eFiling in the above-captioned matter is a Notice to Plead, Amended Answer, and New Matter on behalf of PPL Electric Utilities Corporation.

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: Ross E. Schell (w/enc.)  
Amy M. Bellizia (w/enc.) *via email only*  
Kimberly R. Hanson (w/enc.) *via email only*

00891248.DOCX

Of Counsel:  
THE HON. JOHN P. LAVELLE (Ret.)  
MARIANNE S. LAVELLE

\*Also admitted in NY  
\*Also admitted in NJ  
\*Also admitted in DC  
\*Also admitted in MD  
\*Also admitted in MA  
\*Also admitted in TX  
\*Also admitted in NM

**Allentown Office:**  
33 S. Seventh Street  
P.O. Box 4060  
Allentown, PA 18105  
Phone: 610/820-5450  
Fax: 610/820-6006

**Easton Office:**  
101 Larry Holmes Drive, Suite 202  
Easton, PA 18042  
Phone: 610/258-1506  
Fax: 610/258-0701

**Emmaus Office**  
111 East Harrison Street, Suite 2  
Emmaus, PA 18049  
Phone: 610/967-1030  
Fax: 610/967-0622

**Lehighon Office**  
415 Mahoning Street  
Lehighon, PA 18235  
Phone: 610/377-0500

PENNSYLVANIA PUBLIC UTILITY COMMISSION

ROSS E. SCHELL,

COMPLAINANT,

VS.

PPL ELECTRIC UTILITIES CORPORATION,

RESPONDENT.

COMPLAINT DOCKET

NO. C-2016-2558239

**NOTICE TO PLEAD**

TO: ROSS E. SCHELL  
203 KNELLWOOD DR  
HARRISBURG PA 17109

PURSUANT TO 52 PA. CODE SECTION 5.62 AND 5.63, YOU ARE HEREBY NOTIFIED THAT YOU HAVE TWENTY (20) DAYS FROM THE DATE OF SERVICE OF THE WITHIN NEW MATTER IN WHICH TO ANSWER, AND THAT IF YOU FAIL TO SO ANSWER WITHIN TWENTY (20) DAYS FROM THE DATE OF SERVICE, RESPONDENT'S NEW MATTER MAY BE GRANTED WITHOUT FURTHER NOTICE.

RESPECTFULLY SUBMITTED,



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

KIMBERLY G. KRUPKA, ESQUIRE  
*Attorney for Respondent, PPL Electric Utilities Corporation*

Dated: 08/26/16  
In Allentown, Pennsylvania

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ROSS E. SCHELL,

COMPLAINANT,

VS.

PPL ELECTRIC UTILITIES CORPORATION,

RESPONDENT.

COMPLAINT DOCKET

NO. C-2016-2558239

**AMENDED ANSWER OF PPL ELECTRIC UTILITIES CORPORATION**

PPL Electric Utilities Corporation (PPL Electric), by its attorney, hereby Answers Complaint in the above-captioned proceeding as follows:

1. Admitted.
2. Admitted.
3. Admitted.
4. Denied. By way of further response, Answering Respondent denies that there are incorrect charges on Complainant's bill. In addition, Complainant alleges "Other" without further detail other than attaching 52 Pa. Code § 56.12, which addresses meter reading, estimated billing and customer readings. Answering Respondents deny that it has not billed Complainant in accordance with the requirements of 52 Pa. Code § 56.12.
5. Paragraph 5 constitutes a request for relief to which no Answer is required. To the extent a response is required PPL Electric incorporates by reference herein the averments set forth in its Answer to Paragraph 4 of the Complaint.
6. No response of answering Respondent is required, as the allegations of this paragraph do not pertain to answering Respondent.

7. Admitted.

WHEREFORE, in view of the foregoing, PPL Electric respectfully requests that the Commission deny the above-captioned Complaint.

**NEW MATTER**

8. PPL Electric incorporates all the averments set forth in paragraphs 1 through 7 above as New Matter.

9. Complainant, Ross E. Schell, currently has a pending action at docket number C-2016-2552834 which addresses reliability issues.

10. Complainant currently has an action pending at docket number C-2016-2539969 which addresses concerns regarding the utility threatening to terminate service, seeking a payment arrangement, alleging incorrect charges on his bill, alleging reliability and safety issues, and other related issues.

11. Complainant's current complaint is barred by the doctrine of prior pending action.

12. Complainant's current complaint is barred by the doctrine of res judicata.

WHEREFORE, in view of the foregoing, PPL Electric respectfully requests that the Commission deny the above-captioned Complaint.

Respectfully submitted,

GROSS MCGINLEY, LLP



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

KIMBERLY G. KRUPKA, ESQUIRE  
*Attorney for Respondent, PPL Electric Utilities Corporation*

Dated: 08/26/16  
In Allentown, Pennsylvania

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ROSS E. SCHELL,

COMPLAINANT,

VS.

PPL ELECTRIC UTILITIES CORPORATION,

RESPONDENT.

COMPLAINT DOCKET

NO. C-2016-2558239

**CERTIFICATE OF SERVICE**

This is to certify that the AMENDED ANSWER 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 26<sup>th</sup> day of August, 2016:

ROSS E. SCHELL  
203 KNELLWOOD DR  
HARRISBURG PA 17109

GROSS MCGINLEY, LLP



By: \_\_\_\_\_  
KIMBERLY G. KRUPKA, ESQUIRE  
I.D. # 83071  
Counsel for Defendant, PPL Electric Utilities  
Corporation  
33 South 7<sup>th</sup> Street, P.O. Box 4060  
Allentown, PA 18105  
Phone (610) 820-5450

00891234.DOCX



# PENNSYLVANIA PUBLIC UTILITY COMMISSION

## Formal Complaint

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.

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 Ross E. Schell

Street/P.O. Box 203 Knollwood Drive Apt # \_\_\_\_\_

City Harrisburg State PA Zip 17109

County Dauphin

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

(717) 651-0824 (home)

(717) 651-4142 (mobile)

E-mail Address (optional): rossbucsa@verizon.net

Utility Account Number (from your bill) 09010 71010

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 \_\_\_\_\_

RECEIVED  
2016 JUN 20 AM 10:02  
PA.P.U.C.  
SECRETARY'S BUREAU

### 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):

- ELECTRIC                       WASTEWATER/SEWER  
 GAS                                       TELEPHONE/TELECOMMUNICATIONS (local, long distance)  
 WATER                                       MOTOR CARRIER (e.g. taxi, moving company, limousine)  
 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. 12:15 Am 16 June 2016 power keep going out for no reason.
- 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.

Request relief of all past and future bill balances.

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.

They Have no Idea what I am talking about.

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.

9. **Verification and Signature**

**You must sign your complaint.** Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

**Verification:**

I Ross E. Schell, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

  
(Signature of Complainant)

16 June 2016  
(Date)

\_\_\_\_\_  
Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

**Note:** If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. **Two Ways to File Your Formal Complaint**

**Electronically.** You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

**Note:** If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

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

**Note:** Formal Complaints sent by fax or e-mail will **not** be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your Formal Complaint for your records.**

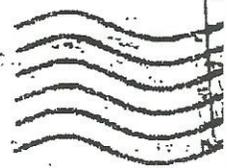
Stage 16 June 2016



**S** Ross Schell  
203 Knollwood Dr.  
Harrisburg, PA 17109

HARRISBURG PA 171

16 JUN 2016 PM 6 L



21 Secretary Public utility commiss  
Pennsylvania St  
400 North  
Harrisburg, Pa 17120

1712030079



PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

4/11/16

RECEIVED  
2016 APR -4 AM 10:35  
SECRETARY'S BUREAU

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.

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 Ross E. Schell

Street/P.O. Box 203 Knollwood Dr Apt #

City Harrisburg State Pa Zip 17109

County Dauphin

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

(717) 651-0824 (home) ( ) (mobile)

E-mail Address (optional): rosbues@verizon.net

Utility Account Number (from your bill): 09010-71010

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 PPL

Street/P.O. Box 827 Hausman Rd

City Allentown Pa State Pa Zip 18104-9392

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):

- ELECTRIC                       WASTEWATER/SEWER  
 GAS                                 TELEPHONE/TELECOMMUNICATIONS (local, long distance)  
 WATER                             MOTOR CARRIER (e.g. taxi, moving company, limousine)  
 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.  
reliability of meter July 1998 til present
- Other (explain). They have direct control over the speed at which my meter rotates. I have witnessed it speed up and slow down with out ~~use~~ any change in electric use.

**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.

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Forgiveness By PPL. of all current Bills and  
a future Bills.

**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.

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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.

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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

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

They do not seem to ~~understand~~ understand the problems.

**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) \_\_\_\_\_

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I Ross E. Schell, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Ross E. Schell 4/1/16  
(Signature of Complainant) (Date)

\_\_\_\_\_  
Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it.**

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

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**Keep a copy of your Formal Complaint for your records.**

 Ross Schell  
203 Knollwood Dr.  
Harrisburg, PA 17109

HARRISBURG, PA 171

01 APR 2016 PM 5



Secretary  
P u c  
400 North St  
Harrisburg Pa 173120

1712030211



~~C-2016-2557863~~ ~~C-2016-2557858~~ ~~C-2016-2557856~~  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
C-2016-2558239 Formal Complaint  
7/21/16  
~~C-2016-2557856~~

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.

**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 Ross E. Schell

Street/P.O. Box 203 Knollwood Drive Apt # \_\_\_\_\_

City Harrisburg State PA Zip 17109

County \_\_\_\_\_

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

( 717 ) 6510824 (home) ( \_\_\_\_\_ ) \_\_\_\_\_ (mobile)

E-mail Address (optional): rosbucs@verizon.net

Utility Account Number (from your bill) 0901071010

**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).

See corresponding sheet

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.

10 Years of Bill refunds as penilty. 5 years of electric power without charge  
or penilty  
Power to stop shutting on and off without notice

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.

No notification of outages

**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.



**§ 56.71. Interruption of service.**

A public utility may temporarily interrupt service when necessary to effect repairs or maintenance; to eliminate an imminent threat to life, health, safety or substantial property damage; or for reasons of local, State or National emergency.

(1) *Interruption with prior notice.* When the public utility knows in advance of the circumstances requiring the service interruption, prior notice of the cause and expected duration of the interruption shall be given to customers and occupants who may be affected.

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(2) *Interruption without prior notice.* When service is interrupted due to unforeseen circumstances, notice of the cause and expected duration of the interruption shall be given as soon as possible to customers and occupants who may be affected.

(3) *Notification procedures.* When customers and occupants are to be notified under this section, the public utility shall take reasonable steps, such as personal contact, phone contact and use of the mass media, to notify affected customers and occupants of the cause and expected duration of the interruption.

(4) *Permissible duration.* Service may be interrupted for only the periods of time as are necessary to protect the health and safety of the public, to protect property or to remedy the situation which necessitated the interruption.

Service shall be resumed as soon as possible thereafter.

**Authority**

The provisions of this § 56.71 amended under the Public Utility Code, 66 Pa.C.S. §§ 331, 501, 504, 1301, 1305, Chapter 14, 1501 and 1504.

**Source**

The provisions of this § 56.71 adopted June 16, 1978, effective June 17, 1978, 8 Pa.B. 1655; amended April 8, 1983, effective April 9, 1983, 13 Pa.B. 1250; amended October 7, 2011, effective October 8, 2011, 41 Pa.B. 5473. Immediately preceding text appears at serial page (324550).

**Cross References**

This section cited in 52 Pa. Code § 56.93 (relating to personal contact); 52 Pa. Code § 65.5 (relating to interruptions of service); and 52 Pa. Code § 69.1601 (relating to general).