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## P R O C E E D I N G S

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2 -----  
3 JUDGE KANDACE FOUST MELILLO:

4 This is the time and place for an initial  
5 telephone hearing in the formal complaint of Richard  
6 H. Kuntz versus PPL Electric Utilities Corporation.  
7 The docket number is C-20066231. It involves a  
8 billing dispute. I'm going to take official notice  
9 that the complaint was filed with the Commission on  
10 December 9, 2005. An Answer was filed on May 8th,  
11 2006; however, according to Commission records, the  
12 formal complaint filed on December 9, 2005, was not  
13 served by the Secretary's Bureau of the Commission  
14 until April 18th, 2006. I am Administrative Law  
15 Judge Kandace F. Melillo.

16 MR. KUNTZ:

17 Yes, I talked to you before.

18 JUDGE MELILLO:

19 That's right. I'm assigned to preside in  
20 this matter. I was assigned to the case on July 19th,  
21 2006. I note the appearance this morning of Kimberly  
22 G. Krupka, Esquire on behalf of PPL Electric Utilities  
23 Corporation.

24 MR. KUNTZ:

25 Kimberly who?

1                   JUDGE MELILLO:

2                   And Richard H. Kuntz. Mr. Kuntz, you're  
3 proceeding without Counsel; is that correct?

4                   MR. KUNTZ:

5                   What's that?

6                   JUDGE MELILLO:

7                   Are you proceeding without an attorney?  
8 You don't have an attorney; do you?

9                   MR. KUNTZ:

10                  No.

11                  JUDGE MELILLO:

12                  All right. You're proceeding pro se.

13                  MR. KUNTZ:

14                  Right. Yeah.

15                  JUDGE MELILLO:

16                  All right. The parties were notified of  
17 today's hearing by a telephone hearing notice dated  
18 July 19, 2006. In addition, a pre-hearing order has  
19 set forth the day, date and time of the hearing.

20                  MR. KUNTZ:

21                  Okay. Now, I got the thing --- the thing  
22 I got was dated August 22nd.

23                  JUDGE MELILLO:

24                  All right. Well, we changed --- the  
25 hearing was changed. It was originally going to be an

1 in-person hearing. It was changed to telephonic.  
2 This hearing, while being held by telephone, is being  
3 transcribed here in Harrisburg, so I ask all of you to  
4 speak clear, slowly and loudly. Do the parties  
5 believe at this time a discussion as to settlement  
6 would be fruitful? I always like to give the parties  
7 that opportunity.

8 ATTORNEY KRUPKA:

9 Your Honor, this is Kimberly Krupka on  
10 behalf of PPL. While we normally would take this  
11 opportunity, there has been extensive settlement  
12 negotiations prior to today's hearing, including with  
13 the assistance of an independent third party.  
14 Unfortunately, we haven't reached a settlement, so I  
15 don't believe one can be reached.

16 JUDGE MELILLO:

17 All right. Who was that third party?

18 ATTORNEY KRUPKA:

19 It was an individual who went to Mr.  
20 Kuntz's house from the local Agency on Aging, and I do  
21 have her name, Darla, D-A-R-L-A, Conway, C-O-N-W-A-Y,  
22 of the Clinton County Office on Aging.

23 MR. KUNTZ:

24 Well, I talked to somebody from the  
25 Clinton County Office of Aging, yes.

1                   JUDGE MELILLO:

2                   All right. Very well. That's on the  
3 record, then. All right. Mr. Kuntz, you have the  
4 burden of proof in this matter and you go first in the  
5 order of presentation. Since you do not have an  
6 attorney, I may be asking you some questions after  
7 your presentation. But I want you to understand that  
8 I'm not acting as your attorney. My job is to render  
9 a decision in this matter ---

10                   MR. KUNTZ:

11                   Okay.

12                   JUDGE MELILLO:

13                   --- and my questions will help me to do  
14 that. All right. You will present your evidence and  
15 then Ms. Krupka, as Counsel for the Utility, will have  
16 an opportunity to ask you some questions. Then Ms.  
17 Krupka will present her witness and exhibits, and you  
18 will have an opportunity to ask questions of her  
19 witness. And I may also have some questions. Then as  
20 you have the burden of proof, you will have the  
21 opportunity to present evidence in rebuttal to the  
22 Utility's case. And the Utility will have an  
23 opportunity to ask questions of your rebuttal  
24 testimony. Is everybody clear about the procedure?

25                   MR. KUNTZ:

1                   Yeah.

2                   ATTORNEY KRUPKA:

3                   Yes.

4                   JUDGE MELILLO:

5                   Does anyone have any questions before we  
6 begin?

7                   MR. KUNTZ:

8                   No.

9                   JUDGE MELILLO:

10                  All right. Mr. Kuntz, please stand and  
11 raise your right hand.

12 -----

13 RICHARD H. KUNTZ, HAVING FIRST BEEN DULY SWORN,  
14 TESTIFIED AS FOLLOWS:

15 -----

16                   JUDGE MELILLO:

17                  Mr. Kuntz, you filed this complaint on  
18 December 9, 2005 ---.

19 A. Yes.

20                   JUDGE MELILLO:

21                  It does involve a complaint that you  
22 filed last year, which was adjudicated and a final  
23 Commission Order was entered last year; is that  
24 correct?

25 A. Yes.

1                   JUDGE MELILLO:

2                   All right. Please state what your  
3 complaint is about, the Utilities Compliance Final  
4 Order.

5 A. Okay. My complaint with the Final --- with  
6 Justice Melillo's final Order was that number one, she  
7 said that there was supposed to be an adjustment made  
8 30 days after her ruling, which was July the 29th, but  
9 the complaint --- I mean, the adjustment wasn't made  
10 until October. That's number one.

11                  Number two, they started charging me late payments  
12 back in April and May. This amounted to \$170 or  
13 something like that. And number three. Now, if you  
14 put something on layaway and you pay them \$10 --- you  
15 pay on the layaway for \$600; okay. And you pay \$10 a  
16 month for three years, that's \$360. Now, when you  
17 make the final payment, would they expect you to pay  
18 the whole \$600 again? Well, this is what PPL is  
19 trying to tell me. I paid them \$7 a month for three  
20 years, but they don't want to give me credit for that  
21 \$7 against the billing. And that's \$240 of it. I  
22 paid \$1,700 cash, which the final billing was supposed  
23 to be \$2,200. I paid them \$1,700 and the other \$500  
24 is made up of these amounts I'm discussing.

25                  Number three, I have tracked my billing since they

1 put in my new meter. And in my billing period for 30  
2 months, there's only four months that have been over  
3 1,000 kilowatts. Yet, in no billing for the 37  
4 months, prior to that, when the meter wasn't working,  
5 they got 14 months over 1,000 kilowatts.

6 ATTORNEY KRUPKA:

7 Objection to the extent ---.

8 A. My contention is, it's very possible the previous  
9 meter was bad to begin with.

10 JUDGE MELILLO:

11 All right. There's been an objection  
12 raised. Yes, Ms. Krupka, what is your objection?

13 A. What's that?

14 JUDGE MELILLO:

15 Ms. Krupka had raised an objection to  
16 some of your testimony. Ms. Krupka.

17 A. Yeah, but that has nothing to do with what I'm  
18 saying.

19 JUDGE MELILLO:

20 All right. Mr. Kuntz, you're going to  
21 need to let Ms. Krupka speak right now because she's  
22 raised an objection. Ms. Krupka, what is your  
23 objection?

24 ATTORNEY KRUPKA:

25 Objection to the testimony with regard to

1 the appropriateness of the rebilling, which was  
2 decided already by the Court pursuant to an Order in  
3 F-01603251.

4 A. But I'm questioning their procedures.

5 JUDGE MELILLO:

6 All right. Mr. Kuntz, Ms. Krupka is  
7 correct. That particular matter was resolved in a  
8 prior case.

9 A. I still have some additional things to say.

10 JUDGE MELILLO:

11 All right. Go ahead. Your objection is  
12 sustained. Go ahead.

13 A. With this letter of August 22nd.

14 JUDGE MELILLO:

15 August 22nd? What about August 22nd?

16 A. From PPL, there's several things that are wrong in  
17 what they sent me. Number one, it says on the one  
18 page it says within thirty days of the effective date  
19 of the Commission Order, Respondent shall rebill the  
20 Complainant. That was on July the 29th, but they  
21 didn't do the rebilling until October.

22 JUDGE MELILLO:

23 All right. So they did the rebilling in  
24 October. Do you have any complaint about the credit  
25 that you were given?

1 A. They're referring to several PPL representatives,  
2 which I can't verify because every time I ask for a  
3 name from the PPL representative, they wouldn't give  
4 me their name. So I called PPL and I have that on my  
5 telephone bill, but I can't verify the name because  
6 nobody would give me their name.

7 JUDGE MELILLO:

8 All right. What did you say and what did  
9 they say? You can testify about that. Go ahead.  
10 When you talked to PPL about this, what happened? Mr.  
11 Kuntz, are you still there? Hello?

12 A. So, in the things that they sent me, it has to do  
13 with --- that's what I said, they can't verify ---  
14 they say he's going to cut down the telephone pole  
15 here. That's partially true, but I said I was going  
16 to check with the State Attorney General to see if the  
17 Power of Attorney that they have is legal because it  
18 was only signed by myself. I got my wife to join on  
19 the property. So if it's illegal, I said I was going  
20 to arrange to have the pole --- I was going to give  
21 them time and if they didn't do it, then I was going  
22 to have the pole removed myself. And it services 35  
23 housing units next to my house. But the pole is over  
24 40 feet away from the street. So they don't have that  
25 as a back up.

1                   JUDGE MELILLO:

2                   All right. Mr. Kuntz, I don't see  
3 anything in your complaint about any telephone pole or  
4 utility pole.

5 A. Oh, it's in their recap. It's page two of nine.  
6 And it's supposedly Linda Grigg that I talked to. But  
7 like I said, I can't verify anybody that I talked to  
8 because nobody would give me their name. No  
9 representative from PPL would give me their name.  
10 They talked to my wife and my wife has nothing to do  
11 with this because she had no income and she pays  
12 nothing towards any bills.

13                   JUDGE MELILLO:

14                   All right. My understanding, Mr. Kuntz,  
15 is that your complaint had to do with what you thought  
16 was a lack of ---.

17 A. Page four of that recap, it says something about  
18 the customer hung up after using profane language  
19 toward me. But it doesn't give any name. All it says  
20 is issued by batch process. And that's absolutely  
21 false. I do not ever use profane language.

22                   JUDGE MELILLO:

23                   I think you're referring to some proposed  
24 PPL exhibits. I think now you're referring to some  
25 proposed PPL Exhibits. I understand what you're

1 referring to now. You're referring to PPL proposed  
2 Hearing Exhibit Number Eight.

3 A. Right. It's page four of nine pages that they  
4 sent to me.

5 JUDGE MELILLO:

6 All right.

7 A. Page four, the second block, it says customer date  
8 --- it says something about that the billing was  
9 supposed to be 4/11/2006, but it says issued by batch  
10 process, which doesn't tell me a thing. It says  
11 customer hung up after using profane language towards  
12 me. Now, who the --- they better be ready to prove  
13 this because I do not use profanity. I never have and  
14 never will. In my whole life. I can get a thousand  
15 witnesses that will testify to this that I do not use  
16 profanity and they have never heard me use any kind of  
17 profanity at all.

18 So after I paid the \$1,700, every month they'd  
19 send me a threatening letter to --- that they're going  
20 to cut my electric off if I don't make arrangements  
21 for the additional \$600, which I don't feel I owe.  
22 And then not only that, according to Justice Melillo's  
23 Orders, I was ordered to pay \$40 a month. That \$1,600  
24 represents 42 months of payments. That's \$40 a month  
25 for 42 months, which is three-and-a-half years. So

1 I'm paid up until --- at \$40 a month, until May of  
2 2009. So I don't even know why we're having this  
3 hearing.

4 JUDGE MELILLO:

5 All right. Well, Mr. Kuntz, in your  
6 complaint that you filed on December 9th, 2005, you  
7 were asserting that the Commission Order was  
8 uncomplied with.

9 A. My big thing is, that's \$241 that I paid, I am not  
10 going to pay doubly for something --- for anything. I  
11 never have and I never will pay for something double.  
12 And that's what they're trying to make me do.

13 They're trying to make me pay a minimum payment, and  
14 then they're trying to make me pay the actual payment  
15 without giving me credit for the minimum payment that  
16 I made.

17 JUDGE MELILLO:

18 All right. Mr. Kuntz, I understand that  
19 you had a disagreement about how your customer charge  
20 was credited over that period of time.

21 A. Yeah, that's right.

22 JUDGE MELILLO:

23 You also were challenging the Utility's  
24 compliance with the Commission Order with respect to  
25 the kilowatt hour credit. Are you now satisfied that

1 you did receive ---?

2 A. I'm still challenging --- a couple of reasons why  
3 I kept hanging up on them, nobody would listen to me.  
4 They just want to dictate. They don't want to  
5 negotiate, they want to dictate. And I'm not going to  
6 take dictation from anybody. I wouldn't take it from  
7 anybody in the world. And I'm not going to take it  
8 from them. And all they're doing is dictating to me  
9 what they're going to do and what I have to do. Not  
10 what's fair or anything like that. They wouldn't give  
11 me any answers. Like I said, from February of 2004  
12 until my last bill through 8/11/2006, which is 30  
13 months, my total kilowatt usage, there's only been  
14 four months that have been over 1,000 kilowatts. But  
15 in their billing, they got 14 months in a 37-month  
16 period. Now, how can they substantiate that when  
17 nothing's changed in the four years.

18 JUDGE MELILLO:

19 All right. Ms. Krupka, you have  
20 something that you're saying at this point. I'm  
21 trying to hear you.

22 ATTORNEY KRUPKA:

23 Yes. PPL ---.

24 A. At this point I'm saying that number one, I want  
25 that \$240 credit for what I already paid them. And

1 number two, I'm questioning that the billing process  
2 is way overstated based on my usage at the time they  
3 put a new meter in.

4 JUDGE MELILLO:

5 All right. Ms. Krupka?

6 ATTORNEY KRJPKA:

7 Yes. PPL renews its objection to the  
8 extent testimony is provided based upon the rebilling  
9 that has been accomplished through the prior  
10 Complaint.

11 JUDGE MELILLO:

12 Yes. That objection was previously  
13 sustained and it is sustained.

14 A. Why shouldn't my usage from the time that the new  
15 meter was put in have any affect on it?

16 JUDGE MELILLO:

17 All right. I don't see that raised in  
18 your complaint, anyway, Mr. Kuntz. And also, the  
19 amount of the rebilling ---.

20 A. I got every month's kilowatt hours in front of me  
21 here.

22 JUDGE MELILLO:

23 All right. Let me try to focus you, Mr.  
24 Kuntz. In your complaint you were asserting a  
25 challenge to the Company's issuance of credit to you

1 based on the prior Order that was issued last year.

2 A. Yes. Number one. That was number one, yeah.

3 JUDGE MELILLO:

4 All right. Now, are you now satisfied  
5 that the Utility did comply with that Order and  
6 provide you the proper kilowatt hour credit?

7 A. No, but initially when they billed me the 34,000  
8 kilowatts ---.

9 JUDGE MELILLO:

10 Right.

11 A. Later on, they gave me a ten percent energy  
12 credit.

13 JUDGE MELILLO:

14 All right. So you do acknowledge that  
15 you ---?

16 A. Reduced it 29,000. There was no energy credit.

17 JUDGE MELILLO:

18 All right. You think there was no energy  
19 credit in the 29,000?

20 A. There was no energy credit after the 29,000. That  
21 was it. There's no additional credit for the energy  
22 credit.

23 JUDGE MELILLO:

24 All right. And you also ---.

25 A. And the total bill went down from the 39,000 to

1 29,000, the total bill went down by \$90, I think it  
2 was I figured out. I've been working with figures  
3 with seven years and figures are my expertise. And I  
4 know that these figures don't add up. And that's most  
5 of my ---.

6 JUDGE MELILLO:

7 All right. Do you have anything else,  
8 Mr. Kuntz?

9 A. Wait a minute. And anybody from PPL that said I  
10 used profanity is lying. And anybody that said they  
11 talked to me is lying also. Now, I'm putting in a  
12 Civil complaint for harassment and slander and  
13 defamation of character in excess of \$50,000 with the  
14 Civil Court. And I've already talked to the Judge and  
15 he said I'm entitled to do that. And I'm putting in a  
16 complaint for that.

17 JUDGE MELILLO:

18 All right. We don't have jurisdiction  
19 over those types of damages. So we're talking right  
20 now with the Utility service and about their  
21 compliance with my Order.

22 A. No, but the physical and the emotional strain that  
23 they put on me is worth over \$50,000.

24 JUDGE MELILLO:

25 Now, the only other thing I guess I see

1 in your complaint, you said something about a November  
2 bill had an unexplained amount of \$11 or something in  
3 there?

4 A. No, it started with that. They started out May or  
5 June of 2005 and they started charging me late  
6 payments.

7 JUDGE MELILLO:

8 Oh, all right. So you're challenging  
9 late payments.

10 A. I paid my bill on time every time.

11 JUDGE MELILLO:

12 So what it appears is that you paid your  
13 current bill.

14 A. I have paid my current bill every month, and then  
15 in April of this year, they threatened to shut off my  
16 electric within three days. So I went down and I paid  
17 \$1,700 cash.

18 JUDGE MELILLO:

19 Was the \$1,700 requested of you to keep  
20 the utility service on?

21 A. On the what?

22 JUDGE MELILLO:

23 Did the Utility say you had to pay \$1,700  
24 to keep your service?

25 A. Well, no. That's why I got a lawyer, went down

1 and paid the \$1,700, I got the lawyer to call them and  
2 --- because I was going to get the DA involved in it  
3 because of my physical condition. I've had five  
4 bypasses, a stroke and a seizure and I'm 72 years old.  
5 And I was going to get the DA in, my senator --- my  
6 state senator and state representative involved in it,  
7 too. So I had the lawyer call them and he said no,  
8 with that \$1,700, they won't turn your lights off.  
9 But each month, again, they keep threatening me every  
10 month that they're going to turn the lights off if I  
11 don't pay that \$600.

12 JUDGE MELILLO:

13 All right. Just state for the record,  
14 what is your current address, Mr. Kuntz?

15 A. 477 West 4th Street, Lock Haven, PA.

16 JUDGE MELILLO:

17 Okay. And you're a PPL customer right  
18 now?

19 A. Yes.

20 JUDGE MELILLO:

21 And you own the property at that address;  
22 correct?

23 A. Yes.

24 JUDGE MELILLO:

25 Let me see if I have any other questions.

1 All right. Ms. Krupka, you may cross examine.

2 ATTORNEY KRUPKA:

3 Yes.

4 CROSS EXAMINATION

5 BY ATTORNEY KRUPKA:

6 Q. Mr. Kuntz, ---

7 A. Yes.

8 Q. --- PPL did offer to make payment arrangements  
9 with you in this matter; is that correct?

10 A. Wait a minute. Who am I talking to?

11 Q. This is Kimberly Krupka. I'm legal counsel for  
12 PPL.

13 A. Hold on. Wait a minute. Kimberly Krupka, yeah.

14 Q. I'm legal counsel for PPL.

15 A. Yes, okay.

16 Q. Isn't it correct that PPL did offer to make  
17 payment arrangements with you?

18 A. But I don't feel I owe anymore. I feel that I  
19 paid them everything I owed them.

20 Q. However, ---.

21 A. That \$1,700 paid them everything I owed them back,  
22 plus, because it's overstated because I think the  
23 meter before that was --- it's way over my usage for  
24 any period --- since that period of time, it's way  
25 over my usage.

1 Q. Sir, did PPL offer you a payment arrangement of  
2 your current bill plus \$40 per month?

3 A. My what?

4 Q. Did PPL offer you a payment arrangement of your  
5 current bill plus \$40 per month towards arrearages?

6 A. Since when? You mean for the \$600?

7 Q. Since the Decision of Judge Melillo.

8 A. No, Judge Melillo ordered to pay them \$40 a month.

9 Q. And did PPL agree to bill you based upon that?

10 A. Never. Wait a minute, wait a minute. Judge  
11 Melillo ordered the \$40 a month. But when I got ---  
12 because I didn't get the adjustment for three months  
13 after the Order, that's why I put in an additional  
14 complaint to the PUC.

15 Q. And when you put that ---.

16 A. But in the meantime, they were charging me late  
17 charges every month.

18 Q. In that meantime, were you paying anything towards  
19 your balance?

20 A. No.

21 ATTORNEY KRUPKA:

22 No further questions.

23 JUDGE MELILLO:

24 All right. Mr. Kuntz, do you have  
25 anything further for your side of the case before

1 we ---?

2 A. Who am I talking to now?

3 JUDGE MELILLO:

4 You're talking to Judge Melillo.

5 A. Okay. No. All I'm saying is that I'm going to  
6 use their letter to me in my Civil court complaint.

7 But I've already talked to the local Judge and he's  
8 already told me I have a right to do it.

9 JUDGE MELILLO:

10 All right. Let's hear from the Utility  
11 then. Ms. Krupka, do you have any witnesses?

12 ATTORNEY KRUPKA:

13 Yes. Linda Waskevich.

14 JUDGE MELILLO:

15 Linda, is it Waskevich? Can you spell  
16 that, please?

17 MS. WASKEVICH:

18 W-A-S, as in Sam, K-E-V as in Victor,  
19 I-C-H.

20 JUDGE MELILLO:

21 Okay.

22 MR. KUNTZ:

23 Yes, her name's on this form.

24 JUDGE MELILLO:

25 All right. Very well. Please stand and

1 raise your right hand.

2 -----

3 LINDA WASKEVICH, HAVING FIRST BEEN DJLY SWORN,  
4 TESTIFIED AS FOLLOWS:

5 -----

6

JUDGE MELILLO:

7

All right. Please proceed, Counsel.

8 DIRECT EXAMINATION

9 BY ATTORNEY KRUPKA:

10 Q. Ms. Waskevich, by whom are you employed?

11 A. PPL Electric Utilities.

12 Q. And what is your business address?

13 A. It's 827 Houseman Road, Allentown, PA 18104.

14 Q. And what is your position with PPL?

15 A. Customer Service Supervisor.

16 Q. And for how many years have you been employed by  
17 PPL?

18 A. For 19 years.

19 Q. Briefly, what are your job responsibilities in  
20 your position?

21 A. To oversee representatives who care for billing of  
22 accounts.

23 Q. And are you familiar with the complaint filed by  
24 Mr. Kuntz?

25 A. Yes, I am.

1 Q. In fact, were you familiar with and participated  
2 in the original rebilling of Mr. Kuntz?

3 A. Yes. I was aware of the rebilling.

4 Q. And are you familiar with PPL's billing records,  
5 account activity statement and adjustments?

6 A. Yes, I am.

7 Q. We heard some discussion about a prior complaint  
8 in this matter; were you also involved with the  
9 adjustments following that previous complaint?

10 A. Yes.

11 Q. With regard to the prior complaint, can you put in  
12 front of you PPL Hearing Exhibit Number Two?

13 JUDGE MELILLO:

14 Would you like that marked for the  
15 record, Ms. Krupka?

16 ATTORNEY KRUPKA:

17 Yes.

18 JUDGE MELILLO:

19 Could you identify it, please?

20 ATTORNEY KRUPKA:

21 Sure.

22 (PPL Hearing Exhibit Number

23 Two marked for identification.)

24 BY ATTORNEY KRUPKA:

25 Q. Ms. Waskevich, can you tell me what PPL Hearing

1 Exhibit Number Two is?

2 A. This is the informal case review when Mr. Kuntz  
3 filed an informal complaint.

4 Q. And does this have PPL Hearing Exhibit Number Two  
5 marked in the upper right-hand corner?

6 A. Yes, it does.

7 Q. Am I correct that it's five pages in length?

8 A. Yes, that is correct.

9 Q. Does this document indicate the Decision or  
10 directive of the BCS?

11 A. Yes, it does.

12 JUDGE MELILLO:

13 All right. Please, for the record, state  
14 what BCS stands for.

15 BY ATTORNEY KRUPKA:

16 Q. Is BCS the Bureau of Consumer Services, Ms.  
17 Waskevich?

18 A. Yes.

19 JUDGE MELILLO:

20 All right. Thank you.

21 BY ATTORNEY KRUPKA:

22 Q. And can you tell me what directive was given to  
23 PPL with regard to the rebilling?

24 A. We were directed to credit the account for 3,400  
25 kilowatt hours.

1 Q. And was there a payment arrangement ordered of  
2 PPL?

3 A. Yes. We were ordered then to set up a special  
4 agreement to pay current bill monthly plus \$40 towards  
5 the arrears.

6 Q. I'm going to take you through this step by step at  
7 a later time, but generally speaking, was this  
8 complied with by PPL?

9 A. Yes, this was.

10 Q. And again, we'll return that, but can you put in  
11 front of you PPL Hearing Exhibit Number One?

12 JUDGE MELILLO:

13 All right. And I note my copy of PPL  
14 Hearing Exhibit Number One does not have the last  
15 page.

16 ATTORNEY KRUPKA:

17 Unfortunately, my copy here has two pages  
18 as only as well.

19 JUDGE MELILLO:

20 I believe the last page is missing. That  
21 would be the second page of the Final Order.

22 ATTORNEY KRUPKA:

23 Yes.

24 JUDGE MELILLO:

25 I can take certainly notice of that

1 Order. It's a Final Order. It's public. But the  
2 last page is not in the Exhibit.

3 BY ATTORNEY KRUPKA:

4 Q. Can you tell us, Ms. Waskevich, what PPL Hearing  
5 Exhibit Number One is?

6 A. It is the formal complaint and Final Order  
7 Decision of that formal complaint.

8 Q. Okay.

9 MR. KUNTZ:

10 Please speak up.

11 JUDGE MELILLO:

12 Mr. Kuntz, did you have a question at  
13 this point or an objection?

14 MR. KUNTZ:

15 Well, I wanted her to speak up a little  
16 bit.

17 JUDGE MELILLO:

18 All right. Ms. Waskevich, can you please  
19 speak up as loud as you can, because I'm not hearing  
20 you real clearly either.

21 A. I apologize.

22 JUDGE MELILLO:

23 All right. That's better.

24 BY ATTORNEY KRUPKA:

25 Q. And can you tell me on the first page, what is

1 that date on that letter, PPL Exhibit Number One?

2 A. September 23rd, 2005.

3 JUDGE MELILLO:

4 All right. That's going to be marked as  
5 PPL Hearing Exhibit Number One. That's a letter from  
6 the Commission?

7 (PPL Hearing Exhibit Number One  
8 marked for identification.)

9 MR. KUNTZ:

10 Right. That's the one I have.

11 JUDGE MELILLO:

12 All right. Please continue.

13 BY ATTORNEY KRUPKA:

14 Q. And can you tell me with regard to the second page  
15 of that Exhibit, was PPL ordered to revise the  
16 original rebilling to Mr. Kuntz?

17 A. Yes. PPL was.

18 Q. And in what amount was PPL ordered to rebill Mr.  
19 Kuntz?

20 A. We were to change his usage, rebill him for 29,736  
21 kilowatt hours in unmetered usage for  
22 January ---.

23 MR. KUNTZ:

24 You're on the second page of the Exhibit?

25 JUDGE MELILLO:

1           That's right. The second page is what  
2 she's reading from, Mr. Kuntz. Go ahead, please.

3 A. Okay. For January 2001 through January 2004 at  
4 the rates then in effect.

5           MR. KUNTZ:

6           Wait a minute. Wait a minute. I'm  
7 looking at the latest Exhibit. It's page two of nine.

8           JUDGE MELILLO:

9           No. What you need to do --- you're  
10 looking at PPL Hearing Exhibit, I think Number Eight.  
11 You need to look at PPL Hearing Exhibit Number One.  
12 That consists of the Final Commission Order and a  
13 cover page, a Final Order, however, it doesn't have  
14 the last page, but she's referring to the ordering  
15 paragraph number three of the Final Commission Order  
16 in your case for last year. All right. Go ahead,  
17 please.

18 BY ATTORNEY KRUPKA:

19 Q. Did PPL comply with this Order?

20 A. Yes, we did.

21 Q. I'd like to take you through this note ---.

22           MR. KUNTZ:

23           The first Exhibit I have here is Exhibit  
24 Three.

25           JUDGE MELILLO:

1 All right. Ms. Krupka, did you supply  
2 copies of all these Exhibits to Mr. Kurtz?

3 ATTORNEY KRUPKA:

4 Yes, I did.

5 JUDGE MELILLO:

6 All right.

7 ATTORNEY KRUPKA:

8 And perhaps for the record, it will be  
9 easier to note that we marked PPL Hearing Exhibit  
10 Number One in the upper right-hand corner.

11 MR. KUNTZ:

12 Exhibit Number Two.

13 JUDGE MELILLO:

14 Okay. Look in the upper right-hand  
15 corner of the Exhibit that you have.

16 MR. KUNTZ:

17 Okay. Exhibit Number Two.

18 JUDGE MELILLO:

19 Well, you need to look at Exhibit Number  
20 One right now.

21 MR. KUNTZ:

22 I didn't get an Exhibit Number One with  
23 the stuff I got that other day. There was no Exhibit  
24 One in it.

25 JUDGE MELILLO:

1 All right. Well, Exhibit Number One is  
2 the Commission's Final Order, which you should have  
3 gotten ---.

4 MR. KUNTZ:

5 Okay. Wait a minute. I have the Final  
6 Order.

7 JUDGE MELILLO:

8 That's it.

9 MR. KUNTZ:

10 Thirty (30) days and page --- well, this  
11 is the last page. This is the last page.

12 JUDGE MELILLO:

13 Right. All right.

14 MR. KUNTZ:

15 It has within 30 days, it says, within 30  
16 days of the effective date of the Commission Order,  
17 Respondent shall rebill the Complainant for 29,736  
18 kilowatts.

19 JUDGE MELILLO:

20 That's the right page. All right.

21 Please continue, Ms. Waskevich.

22 MR. KUNTZ:

23 But she didn't do that until October.

24 JUDGE MELILLO:

25 All right. Well, let her explain. She's

1 right now testifying.

2 MR. KUNTZ:

3 But in the meantime, you charge me late  
4 bills, late charges, and every month in between.

5 JUDGE MELILLO:

6 I know. We're going to get to that  
7 later. All right. Go ahead, Ms. Waskevich.

8 BY ATTORNEY KRUPKA:

9 Q. Ms. Waskevich, I'm going to ask you to bring PPL  
10 Hearing Exhibit Number Three and PPL Hearing Exhibit  
11 Number Five in front of you.

12 MR. KUNTZ:

13 Exhibit Number Three?

14 JUDGE MELILLO:

15 All right. Those can be so marked as PPL  
16 Hearing Exhibit Number Three and PPL Hearing Exhibit  
17 Number Five. Please identify them.

18 (PPL Hearing Exhibit Number  
19 Three and Five marked for  
20 identification.)

21 BY ATTORNEY KRUPKA:

22 Q. Ms. Waskevich ---.

23 MR. KUNTZ:

24 Okay. Exhibit Number Three, you have to  
25 patient with me because I only have the use of one

1 hand. Because I had a stroke and my other arm is  
2 incapacitated.

3 JUDGE MELILLO:

4 All right. Well, now they're referring  
5 to PPL Hearing Exhibit Number Three ---.

6 MR. KUNTZ:

7 I'm on Exhibit Number Three, page one.

8 JUDGE MELILLO:

9 All right. Please continue, Ms.  
10 Waskevich.

11 BY ATTORNEY KRUPKA:

12 Q. Ms. Waskevich, can you identify what PPL Hearing  
13 Exhibit Number Three is?

14 A. It's a Statement of Account for Mr. Kuntz.

15 MR. KUNTZ:

16 It says Account Activity Statement.

17 JUDGE MELILLO:

18 All right. Mr. Kuntz, you're going to  
19 have to listen to what Ms. Waskevich says.

20 MR. KUNTZ:

21 Okay.

22 JUDGE MELILLO:

23 And not interrupt. Please continue, Ms.  
24 Waskevich.

25 BY ATTORNEY KRUPKA:

1 Q. At the same time, Ms. Waskevich, can you put in  
2 front of you PPL Hearing Exhibit Number Five and  
3 identify this for the record?

4 MR. KUNTZ:

5 Wait a minute.

6 JUDGE MELILLO:

7 All right. That document may be so  
8 identified as PPL Hearing Exhibit Number Five.

9 BY ATTORNEY KRUPKA:

10 Q. What is it?

11 A. That is the meter reading history for Mr. Kuntz.

12 Q. Okay. And are the account numbers or the  
13 account ---?

14 MR. KUNTZ:

15 Okay. Exhibit Number Five.

16 JUDGE MELILLO:

17 Yes. Mr. Kuntz, remember, you have to  
18 listen at this point. Unless you have a specific  
19 objection, this is PPL's opportunity to present their  
20 witness. So let them do that.

21 MR. KUNTZ:

22 Okay.

23 JUDGE MELILLO:

24 All right. Go ahead, Ms. Waskevich.

25 BY ATTORNEY KRUPKA:

1 Q. Are the account numbers the same on PPL Hearing  
2 Exhibit Number Three and Five?

3 A. Yes, they are.

4 Q. Okay. Does PPL Hearing Exhibit Number Three, the  
5 Account Activity Statement, show the first date on  
6 which Mr. Kuntz was billed for the unrecorded usage on  
7 the meter?

8 A. Yes, it does.

9 Q. I'm going to ask you what page of the Account  
10 Activity Statement are you looking at?

11 A. Page two.

12 Q. Can you identify on page two and explain what the  
13 February 19, 2004 entry is, which is the third block  
14 of entries from the bottom?

15 A. That entry was when Mr. Kuntz was billed in  
16 February for an amount of \$14.42 for 103 kilowatt  
17 hours.

18 Q. Okay. Do you know during this period of time, was  
19 Mr. Kuntz's meter changed?

20 A. Yes, his meter was changed.

21 Q. By looking at PPL Hearing Exhibit Number Five, can  
22 you verify when the meter was changed?

23 A. Yes, on page two of Exhibit Number Five, the date  
24 of 1/19/04 shows when the meter was changed.

25 Q. And I did note that you testified on February 19,

1 2004, he was billed for 103 Kwh?

2 A. Right.

3 Q. Do you know if that was on the old meter or the  
4 new meter?

5 A. The 103 that was billed was after the meter  
6 change. That was usage on the new meter.

7 Q. Is this use reflected on PPL Hearing Exhibit  
8 Number Five?

9 A. Yes, it is.

10 Q. Where are you looking?

11 A. Okay. If you go down to row --- the fourth row  
12 down ---.

13 Q. Is this on the second page?

14 A. On the second page, it says February 10th, '04 to  
15 February the 13th, '04, and you see a reading of 103  
16 and kilowatts used, 103.

17 Q. Was this bill issued to Mr. Kuntz?

18 A. Yes, this was.

19 Q. Was this bill --- was there any adjustment ever  
20 made to this bill for 103 Kwh?

21 A. Yes. When we rebilled for the unmetered usage, we  
22 cancelled this bill so that we can add in the usage  
23 for the unmetered usage along with that.

24 Q. By looking at PPL Hearing Exhibit Number Three,  
25 the Account Activity Statement, can I see where the

1 \$14.42 bill was cancelled?

2 A. Yes. It would be the second row from the end,  
3 2/26/04, it shows an adjustment with a minus \$14.42.

4 Q. In that same block, I see cancelled bill  
5 adjustment and adjustment charges. Can you explain  
6 what those are?

7 A. Okay. When we rebilled for his unmetered usage,  
8 first we cancelled the \$14.42 and then we rebilled him  
9 for the full month, including usage for unmetered  
10 usage. So we rebilled him for the 103, that was on  
11 the new meter, plus for 34,340 kilowatt hours of  
12 unmetered usage.

13 Q. Can you explain why there's a charge and a  
14 negative on the same block? It appears that the  
15 charge for the \$2,470.89 and a deduction for  
16 \$2,470.89. Can you explain that?

17 A. Yes, I can explain that. When we did the  
18 rebilling, we did an adjusted metered usage, which is  
19 a way that we rebill. But that does not issue a bill.  
20 It doesn't generate a bill. So we really needed to  
21 generate an actual bill for Mr. Kuntz so that he could  
22 see it on the paper bill. So we had to cancel that  
23 and reissue it so that a bill would be issued.

24 Q. I'm going to ask you to turn --- ask you if the  
25 Account Activity Statement shows where we actually

1 then did bill that usage, originally?

2 A. Yes, that would be then on page three.

3 Q. Of PPL Three?

4 A. Yes, of Exhibit Number Three. And the first  
5 entry, 2/27/04 shows where we did generate a bill and  
6 that was for the consumption of 34,340 usage on the  
7 old meter, 103 on the new meter, which equals 34,443  
8 kilowatt hours that we billed him. And that was in  
9 the amount of \$2,470.90.

10 Q. I'm going to ask you to put PPL Hearing Exhibit  
11 Number Seven in front of you.

12 JUDGE MELILLO:

13 All right. PPL Hearing Exhibit Number  
14 Seven may be so identified.

15 (PPL Hearing Exhibit Number  
16 Seven marked for identification.)

17 BY ATTORNEY KRUPKA:

18 Q. Can you tell us what that is, Ms. Waskevich?

19 A. This is the letter that we sent to Mr. Kuntz when  
20 his rebilling was completed, notifying him that his  
21 meter was not recording his usage and what his  
22 rebilling was and what the dates of that were.

23 Q. And for how many Kwh does this letter tell Mr.  
24 Kuntz that he was rebilled?

25 A. For 34,340 kilowatt hours.

1 Q. And approximately where in the letter do you see  
2 that?

3 A. That would be in the third paragraph.

4 Q. Now you previously testified that the BCS issued a  
5 directive to PPL to modify the billing. Can you tell  
6 me when PPL's issued a directive to reduce a billing,  
7 can it simply add a credit to the account?

8 A. No, it can't. We have to actually go back and  
9 rebill that period.

10 Q. Okay. And do you need to cancel out the prior  
11 bill?

12 A. Yes, you do.

13 Q. And does the Account Activity Statement show PPL's  
14 compliance with the BCS Decision?

15 A. Yes. If you go to page number four on Exhibit  
16 Number Three, at the very top of the page, above the  
17 bill account number, you'll see an entry 1/20/05,  
18 adjustment, and it has a minus \$2,470.90. That is  
19 what we credited when we had rebilled him back on  
20 2/27/04.

21 Q. And just to be clear, because I had difficulty  
22 locating that notation. Again, where is that  
23 notation?

24 A. At the very, very top of the page. The very first  
25 entry on that page.

1                   JUDGE MELILLO:

2                   What page are you on, Ms. Waskevich?

3 A.   Page four.

4                   JUDGE MELILLO:

5                   All right. I'm not seeing the  
6 cancellation either at the top of the page. So I'm  
7 wondering if we're looking at the same document.

8 A.   Can you see where it says Account Activity  
9 Statement in the middle of the page?

10                   JUDGE MELILLO:

11                   Yes.

12 A.   Over to the right of that, bill account number?  
13 I'm sorry, to the left. To the left of that, bill  
14 account number.

15                   JUDGE MELILLO:

16                   Yes. I have it to the left of that,  
17 okay.

18 A.   And then right above bill account number, there's  
19 an entry, 1/20/05 adjustment.

20                   JUDGE MELILLO:

21                   All right. I guess the reason why I was  
22 unclear on that is because it doesn't say a minus. It  
23 just says amount. All right. Because I noticed, like  
24 for example, with your \$2,470.89 adjustment on  
25 2/26/2004, it says a minus \$2,470.89. I was just

1 curious about that because I did not see it being as a  
2 minus.

3 A. Okay. Right above where it says Account Activity  
4 Statement on page four, ---

5 JUDGE MELILLO:

6 Right.

7 A. --- right about that, ---.

8 JUDGE MELILLO:

9 Oh, I see it now. Okay. Okay. It's  
10 sort of almost off the page. I see that. All right.  
11 For some reason it's about ---.

12 A. Yes. That's the way it printed out.

13 JUDGE MELILLO:

14 All right. I got it now, thank you.

15 ATTORNEY KRUPKA:

16 I missed it myself, originally.

17 JUDGE MELILLO:

18 All right. Please go ahead.

19 BY ATTORNEY KRUPKA:

20 Q. And does this adjustment or negative amount match  
21 up with the amount charged on 2/27/2004?

22 A. Yes, it does.

23 Q. On the same date, did PPL rebill in accordance  
24 with the BCS Decision?

25 A. Right. Yes, we did. The BCS Decision was to

1 reduce the billing, I believe by 3,400 Kwh, and we did  
2 that on the 1/20/05 transaction, it says cancelled  
3 billing adjustment for \$2,228.07. What that consists  
4 of is old meter usage of 30,940, a reduction from what  
5 he was originally billed, plus 103 on the new meter  
6 because we had to cancel out the full billing to  
7 rebill it.

8 Q. Now, I note that under Kwh there's no numbers; am  
9 I correct?

10 A. That's correct.

11 Q. Can you verify that, in fact, that \$2,228.07  
12 represents the rebilling of 30,940 Kwh plus 103 Kwh?

13 A. Yes. Because that doesn't show up on the  
14 statement until the customer bills again. So if you  
15 look down on February 11th, 2005, you'll see where the  
16 customer had a current bill of \$88.12. When you look  
17 at the kilowatt usage for the bill period, it shows  
18 31,997 kilowatt hours. What this consists of is the  
19 30,940 from the old meter, the 103 from the new meter  
20 and that his current usage of 954 kilowatt hours.

21 Q. By looking at PPL Hearing Exhibit Number Five, can  
22 you verify that in February 2005 bill there was 954  
23 Kwh on the new meter?

24 A. Yes. If you look at the first page on Exhibit  
25 Number Five and you follow down the from date and go

1 down to January the 13th, 2005 to February 11th, 2005,  
2 regular bill. It gives a reading of 10677 and  
3 consumption of 954.

4 Q. In looking at the top, I don't see consumption,  
5 the actual word in the chart. Can you tell me is  
6 there a different way PPL refers to consumption?

7 A. Total Kwh usage.

8 Q. Thank you. Subsequently, we heard that the PUC  
9 directed PPL actually to bill Mr. Kuntz a different  
10 amount. Was this complied with by PPL?

11 A. Yes, it was.

12 Q. And again, what amount did the PUC order that Mr.  
13 Kuntz be billed?

14 A. They ordered us to rebill his unmetered usage in  
15 the amount of 29,736 Kwh.

16 Q. Okay. Did PPL comply with this?

17 A. Yes, we did.

18 Q. In order to comply with this, did PPL have to  
19 cancel out the bill or issue in accordance with the  
20 BCS Decision?

21 A. Yes, we did.

22 Q. By looking at PPL Hearing Exhibit Number Three,  
23 can you direct our attention to whether or not this  
24 Exhibit shows that cancellation?

25 A. On page four, again, of Exhibit Number Three, if

1 you go down to the date of 10/5/2005, there's an  
2 adjustment, a minus for the \$2,228.07.

3 Q. And below that, I see a credit. Can you tell me  
4 the amount of that credit?

5 A. \$.14.

6 Q. Do you know what that credit is for?

7 A. Yes. That was a late payment charge that was  
8 applied to Mr. Kuntz's account on February the 9th,  
9 2005. You can see that the third row down from the  
10 top of the same page.

11 Q. And did PPL then rebill Mr. Kuntz in accordance  
12 with the PUC directive?

13 A. Yes. That last row of 10/5/2005, it says billing  
14 adjustment, we billed him in the amount of \$2,142.06.  
15 And what this consists of is the 29,736 kilowatt usage  
16 on the unmetered --- what was unmetered on the old  
17 meter plus 103 on the new meter.

18 Q. Again, I do not see the Kwh billed on the Account  
19 Activity Statement. How do I verify that what PPL  
20 rebilled that number, \$2,142.06 represents the Kwh we  
21 are directed to rebill him?

22 A. By going down then to the next entry, 10/13/05,  
23 which was his next bill date. They billed him then  
24 for his current billing and the Kwh shows his current  
25 usage plus the 29,736 of the old meter and 103 at the

1 new meter. His current usage for the billing period  
2 was 762 kilowatt hours.

3 Q. By looking at PPL Hearing Exhibit Number Five, can  
4 you verify that his usage during the October bill was,  
5 in fact, 762 Kwh?

6 A. Yes. If you look in the first column, from, and  
7 go down to the date of 9/13/05 to 10/13/2005, follow  
8 that over, regular bill, the reading was 17855, total  
9 Kwh usage was 762.

10 Q. During this time period, other than the \$.14 late  
11 payment charge, which was credited on October 5, 2005,  
12 during this interim period, were there any other late  
13 payment charges?

14 A. No.

15 Q. Did PPL offer to extend payment arrangements to  
16 Mr. Kuntz to comply with the PUC's Order?

17 A. Yes. The PUC Order was to then bill him his  
18 current bill plus \$40 monthly. So we did set up that  
19 payment arrangement for him.

20 Q. I'm going to ask you to put in front of you PPL  
21 Hearing Exhibit Number Six.

22 JUDGE MELILLO:

23 All right. That can be so identified as  
24 PPL Hearing Exhibit Number Six.

25 (PPL Hearing Exhibit Number Six,

1 marked for identification.)

2 BY ATTORNEY KRUPKA:

3 Q. Can you tell us what this document is, Ms.  
4 Waskevich?

5 A. This document shows payment arrangements that have  
6 been set up for Mr. Kuntz.

7 Q. On the account we're talking about today?

8 A. Yes.

9 Q. Can you tell me when the first payment arrangement  
10 was extended to Mr. Kuntz?

11 A. February the 16th, 2005. This was in accordance  
12 with the informal, directing us to set up an agreement  
13 of current plus \$40.

14 Q. Was there a subsequent payment arrangement?

15 A. Yes. When we received the Order from the formal  
16 hearing on October the 14th, we then set up a new  
17 arrangement for current plus \$40.

18 Q. There has been some discussion as to why you  
19 waited until October, in this case, 14th, to rebill  
20 and comply with the PUC's Order. Can you tell me the  
21 date by looking at PPL Hearing Exhibit Number One when  
22 the Order was issued to PPL?

23 A. September 23rd, 2005.

24 Q. And was all rebilling and payment arrangements  
25 completed by October 23, 2005?

1 A. Yes, it was.

2 Q. I'm going to draw your attention back to PPL  
3 Hearing Exhibit Number Three, the Account Activity  
4 Statement. Mr. Kuntz has spoken today about some late  
5 payment charges which were added to his bill.

6 MR. KUNTZ:

7 Yeah, what about them?

8 JUDGE MELILLO:

9 Yes. She's getting to that, so please  
10 let her answer.

11 MR. KUNTZ:

12 They add up to about \$160 to \$170. I got  
13 them here somewhere.

14 JUDGE MELILLO:

15 All right. Very well. Please proceed,  
16 Ms. Krupka.

17 MR. KUNTZ:

18 Can I say something?

19 JUDGE MELILLO:

20 Well, you'll have an opportunity to ask  
21 questions. This is --- unless you have an objection,  
22 a specific objection, this is Mr. Krupka's opportunity  
23 to present her witness. So then you can ask questions  
24 when she's finished.

25 MR. KUNTZ:

1 Okay.

2 JUDGE MELILLO:

3 All right. Go ahead, Ms. Krupka.

4 BY ATTORNEY KRUPKA:

5 Q. Okay. I draw your attention to page four of PPL  
6 Hearing Exhibit Number Three. Can you tell us the  
7 amount of the bill issued on October 13th, 2005?

8 A. The current bill was \$73.11, and with the  
9 rebilling, it brought the total amount owing to  
10 \$2,226.18.

11 Q. How much was paid on October 27th, 2005?

12 A. \$73.11.

13 Q. Was the additional \$40 towards arrearages paid?

14 A. No, it wasn't.

15 Q. Was another bill issued on November 11, 2005 for  
16 that months' usage?

17 A. Yes. An amount of the bill was for \$68.40, then  
18 giving Mr. Kuntz a late payment charge of \$26.92  
19 because the payment agreement was not complied with.  
20 Leaving him a balance of \$2,248.39.

21 Q. And was a payment received by PPL in November?

22 A. Yes. On page five of Exhibit Three, you can see  
23 the payment of \$68.40 that was sent into us.

24 Q. Was any amount paid towards arrearages?

25 A. No.

1 Q. In fact, in looking at this entire statement, up  
2 until April 2006, was any amount paid towards the  
3 arrearages?

4 A. No, there wasn't.

5 Q. Can you tell us why late payment charges therefore  
6 were applied to the account?

7 A. Because the payment agreement was not being kept.

8 Q. I soon note that after April 2006 I do not see any  
9 late payment charges; is this correct?

10 A. That is correct.

11 Q. Would this correspond with the time that PPL  
12 received a copy of the complaint?

13 A. That is correct.

14 Q. And once PPL received a copy of the complaint, did  
15 it issue any additional late payment fees?

16 A. No.

17 ATTORNEY KRUPKA:

18 I have no further questions.

19 JUDGE MELILLO:

20 All right. I guess I have a few more  
21 questions, Ms. Waskevich. Mr. Kuntz had indicated  
22 that he did not believe that his customer charge that  
23 he was paying during the period of time that --- that  
24 he wasn't being billed for usage, that three-year  
25 period. He believes that should be credited. Can you

1 explain what happened with that?

2 A. When we rebill on meters, all the usages are  
3 included in one bill cycle. So all the months that he  
4 did receive a bill for \$6 and some charge, he was only  
5 being billed for the customer charge. He was not  
6 being billed for any usage. When we rebilled him for  
7 the usage, he was still only billed one month of  
8 customer charge, but then all his usage was then added  
9 on to that bill.

10 JUDGE MELILLO:

11 All right. So the customer charge  
12 amount, that wouldn't go towards any usage?

13 A. No.

14 JUDGE MELILLO:

15 That's a recurring charge that's not  
16 charged usage?

17 A. That's correct.

18 JUDGE MELILLO:

19 All right. Mr. Kuntz also testified  
20 about a termination notice. Can you provided some  
21 explanation as to what happened with regard to that?

22 MR. KUNTZ:

23 Yes. Shortly after I got ---.

24 JUDGE MELILLO:

25 No, not you, Mr. Kuntz. I'm asking

1 questions right now of Ms. Waskevich based on what you  
2 testified about. All right. Ms. Waskevich, can you  
3 provide any explanation as to what happened there?

4 A. Mostly likely received notices because his payment  
5 arrangement had defaulted, because there was no  
6 payments on his past due balance, that's why he would  
7 have received notices.

8 JUDGE MELILLO:

9 All right. The late payment charges that  
10 you discussed, Ms. Waskevich, that are shown on PPL  
11 Hearing Exhibit Three, were they based on the entire  
12 amount owed, or were they based on the \$40 portion  
13 that he was supposed to be paying?

14 A. Once he defaults on his payment agreements, then  
15 the whole amount becomes due. He no longer has an  
16 agreement because he defaulted on that. So it would  
17 be on the total overdue balance.

18 JUDGE MELILLO:

19 Had PPL been aware that the customer had  
20 filed a formal complaint on December 9th, 2005, would  
21 PPL then have charged late payment charges that were  
22 charged for December --- excuse me, I guess November,  
23 December, January, February, March ---.

24 MR. KUNTZ:

25 September, too.

1 A. Once we were provided with the formal complaint  
2 from the Public Utility Commission, that's when we  
3 ceased charging late payment charges.

4 JUDGE MELILLO:

5 Given the fact that you're now aware that  
6 the formal complaint was filed on December 9th, 2005,  
7 would PPL be willing to waive the late payment charges  
8 from that date forward?

9 A. Oh, yes. I have no problem with waiving the late  
10 payment charges.

11 JUDGE MELILLO:

12 Do you know how much that would be?

13 A. Let me add them up real quickly.

14 JUDGE MELILLO:

15 All right. Now, I'm talking about the  
16 late payment charges from the time that he filed his  
17 formal complaint. The formal complaint was filed on  
18 December 9th, 2005. I calculate about \$139.

19 MR. KUNTZ:

20 How about \$177.34?

21 JUDGE MELILLO:

22 Well, it would be from the time whenever  
23 you filed your formal complaint, Mr. Kuntz.

24 MR. KUNTZ:

25 I got the figures right here.

1 A. What was the date that he filed the formal  
2 complaint?

3 JUDGE MELILLO:

4 It was December 9th, 2005.

5 MR. KUNTZ:

6 But that's right after I first started  
7 getting these late charges.

8 JUDGE MELILLO:

9 I think they assessed one before you  
10 filed. I think they assessed one in November, but  
11 after that, I think that you had filed your formal  
12 complaint. I keep on coming up with \$139.41. And you  
13 can check that out. I think there were late payment  
14 charges in December 13, 2005 in the amount of \$26.92  
15 plus an additional \$.34.

16 A. Yes.

17 JUDGE MELILLO:

18 There was a charge also in January of  
19 2006, a charge in February 2006, a charge in March of  
20 2006 and a charge in April of 2006. So there's five  
21 months of late payment charges. I just added --- I  
22 think it's \$139.41. But you can verify that if you  
23 want.

24 ATTORNEY KRUPKA:

25 And PPL is willing to stipulate that it

1 will credit Mr. Kuntz's account for those late payment  
2 charges from December 13th, 2005 through April 11,  
3 2006.

4 MR. KUNTZ:

5 Yeah, but there's still September,  
6 October and November of 2005.

7 JUDGE MELILLO:

8 No, I think they just started charging in  
9 November of 2005, Mr. Kuntz.

10 MR. KUNTZ:

11 That's not true.

12 JUDGE MELILLO:

13 Well, if you look at ---.

14 MR. KUNTZ:

15 That's not true. I can see one right  
16 here in front of me \$11.01 is for September. And then  
17 there was \$26.92 for October and \$27.26 for November.  
18 And then \$27.60 and then I have January/February's  
19 combined here for \$55.90 and then the March one was  
20 \$28.65.

21 JUDGE MELILLO:

22 All right. Well, I'm sure PPL will take  
23 a look at that, but I came up with ---.

24 MR. KUNTZ:

25 I'm coming up with a total of \$177.34.

1                   JUDGE MELILLO:

2                   All right. Well, I'll have to take a  
3 look at the Exhibits that have been presented. But  
4 PPL says they would stipulate that they would waive  
5 late payment charges assessed to your account from the  
6 date that you filed your formal complaint forward.  
7 Because right now the amount of that is in question  
8 and it appears from Hearing Exhibit Three that you  
9 have paid your current bills in a timely manner. Is  
10 that correct, Ms. Waskevich?

11 A. Yes. He has been paying his monthly charges, but  
12 nothing towards the past due.

13                   JUDGE MELILLO:

14                   All right. I have a question about this  
15 large payment that Mr. Kuntz made of, I believe, it  
16 shows in Hearing Exhibit Number -- .

17                   MR. KUNTZ:

18                   It was in April, yeah.

19                   JUDGE MELILLO:

20                   He made a payment of \$1,687.87.

21 A. That's correct.

22                   JUDGE MELILLO:

23                   What's PPL's position with respect to him  
24 paying that large amount? Would they be willing to  
25 change the \$40 to \$20 a month?

1                   MR. KUNTZ:

2                   \$40 a month, that would 42 months.

3                   JUDGE MELILLO:

4                   Well, what's PPL's position? That's what  
5 I want to know, Ms. Waskevich?

6 A. We would be willing to take that to \$20 a month  
7 plus his current bill.

8                   MR. KUNTZ:

9                   I said put that in an escrow account and  
10 take it out \$40 a month and give me interest for  
11 what's left in there.

12                   JUDGE MELILLO:

13                   Yeah. I just didn't know what PPL's  
14 position would be with respect to that. Would PPL  
15 still have a position that they would want something  
16 paid every month on the arrears or what ---?

17                   MR. KUNTZ:

18                   That's what they're saying.

19                   JUDGE MELILLO:

20                   I'm asking right now what PPL's position  
21 is with regard to that.

22 A. Yes. Our position would be that he pay something  
23 towards that past due arrearage.

24                   JUDGE MELILLO:

25                   All right. What's the least amount PPL

1 would be willing to accept since he had made that  
2 large payment? And also, if you're willing to credit  
3 the late payment charges, then I don't know what that  
4 does to the balance. If PPL could figure that out, I  
5 would appreciate that.

6 A. The least amount we could go down to would be his  
7 current bill plus \$15 a month.

8 JUDGE MELILLO:

9 All right. Current plus \$15. All right.

10 ATTORNEY KRUPKA:

11 We would like to do that as a  
12 stipulation, though, rather than a directive of non  
13 compliance of any order.

14 JUDGE MELILLO:

15 All right. Ms. Waskevich, do you know,  
16 was Mr. Kuntz required to pay that \$1,687 to retain  
17 service, or did he pay that because he thought that  
18 was the amount he owed and balanced then was ---?

19 MR. KUNTZ:

20 That's what I figured I owed.

21 JUDGE MELILLO:

22 All right. Well, I just want to know  
23 what PPL's position was. Did PPL require him to pay  
24 that to retain service?

25 A. We did not require that large of a payment. We

1 wanted to set up a payment arrangement with him, and  
2 he did not want to set up a payment arrangement.

3 JUDGE MELILLO:

4 All right.

5 MR. KUNTZ:

6 Why, when I'm 42 months ahead of time?

7 JUDGE MELILLO:

8 All right. Mr. Kuntz, you'll have an  
9 opportunity in rebuttal to explain your position. I  
10 just want to get clear on what was presented. Ms.  
11 Krupka, ---

12 ATTORNEY KRUPKA:

13 Yes.

14 JUDGE MELILLO:

15 --- are you going to present any  
16 additional witness with respect to your other  
17 exhibits?

18 ATTORNEY KRUPKA:

19 The other proposed Exhibits do not seem  
20 to be necessary. Ms. Waskevich is our only witness  
21 and we would then just move the Exhibits that we  
22 discussed.

23 JUDGE MELILLO:

24 All right. Let me take a look at those.  
25 So those would be what, Hearing Exhibits One through

1 Six?

2 ATTORNEY KRUPKA:

3 Well, they're One, Two, Three. I do not  
4 believe we discussed Four. So it would be One, Two,  
5 Three, Five, Six and Seven.

6 JUDGE MELILLO:

7 All right. Let me take a look at Exhibit  
8 Four. Now, Mr. Kuntz did discuss PPL Hearing Exhibit  
9 Eight in his Direct Examination.

10 ATTORNEY KRUPKA:

11 I have no objection to it being admitted  
12 since it is my document.

13 JUDGE MELILLO:

14 All right. Let's admit then --- well,  
15 let's wait, I guess, until Cross Examination. Because  
16 I just want to make sure what exhibits we are going to  
17 be considering here. So we're going to be considering  
18 PPL Hearing Exhibit One, Two, Three, Five, Six, Seven  
19 and Eight.

20 ATTORNEY KRUPKA:

21 Yes.

22 MR. KUNTZ:

23 I don't have all of them.

24 JUDGE MELILLO:

25 Well, Ms. Krupka has said she has

1 supplied them to you. They were probably all stapled  
2 together. Mine was stapled together.

3 ATTORNEY KRUPKA:

4 Yes, they would have been.

5 MR. KUNTZ:

6 They're not on there. No, they're not on  
7 there. I didn't take any staples out of them.

8 JUDGE MELILLO:

9 Well, to make things easier, my copies  
10 were all stapled together, and I gave copies to the  
11 Court Reporter. Do you have a problem, Ms. Krupka,  
12 with simply moving those Hearing Exhibits One through  
13 Eight?

14 ATTORNEY KRUPKA:

15 No, I have no objection.

16 JUDGE MELILLO:

17 All right. Rather than removing Four  
18 from there. Four provides some information about, I  
19 believe, the meter reading.

20 ATTORNEY KRUPKA:

21 It has the readings on the old, removed  
22 meter and the final corrected billing.

23 JUDGE MELILLO:

24 I don't think it hurts to have that ---.

25 ATTORNEY KRUPKA:

1 No, we have no objection to it.

2 JUDGE MELILLO:

3 All right. Let's do that then. Let me  
4 take a look and see if I have any additional questions  
5 and then we'll have Mr. Kuntz's Cross Examination.

6 All right. Ms. Waskevich, what's the final position  
7 of the Company with respect to this complaint?

8 A. That we did correctly follow the PUC Decision of  
9 the formal and rebilled him properly for that.

10 JUDGE MELILLO:

11 All right. And then what would PPL's  
12 position be, assuming that the Decision is that PPL  
13 followed the PUC Order, what would PPL's position be  
14 with respect to the late pay charges after Mr. Kuntz  
15 had filed his formal complaint based on his  
16 understanding that the Company had not complied with  
17 that Order?

18 A. That we would remove any late payment charges from  
19 the time that he filed his complaint to current, and  
20 that we can also set him up on a payment agreement of  
21 his current bill plus \$15 towards the arrearages.

22 JUDGE MELILLO:

23 All right. Can you ascertain what the  
24 arrearage, or what the, I guess, the arrearage without  
25 the late payment charges. The amount that would

1 subject, I guess, to the \$15.

2 A. Okay. I will take me a moment here.

3 JUDGE MELILLO:

4 That's all right. Go ahead. Why don't  
5 we take a short break; all right? Let's take a ten  
6 minute break. We'll be back at approximately 11:20;  
7 all right?

8 MR. KUNTZ:

9 What's that?

10 JUDGE MELILLO:

11 We're going to take a short break, Mr.  
12 Kuntz. Don't hang up your phone, though. We're just  
13 going to take a ten minute break. We're going to be  
14 off the record.

15 MR. KUNTZ:

16 Okay.

17 SHORT BREAK TAKEN

18 JUDGE MELILLO:

19 Let's go back on the record. Mr. Kuntz,  
20 are you there?

21 MR. KUNTZ:

22 Yes.

23 JUDGE MELILLO:

24 All right. And Ms. Krupka?

25 MR. KUNTZ:

1           Okay. Can I give you some --- I got my  
2 three or four figures here.

3           JUDGE MELILLO:

4           All right. Just wait a minute. We're  
5 still with Ms. Waskevich. Ms. Waskevich, are you  
6 there?

7 A. Yes, I am.

8           JUDGE MELILLO:

9           All right. I noted I had one additional  
10 clarifying question on PPL Hearing Exhibit Three. Can  
11 you take a look at that?

12 A. Yes.

13           JUDGE MELILLO:

14           It has to do with the rebilling of  
15 October 5, 2005 with the billing adjustment and then  
16 the rebilling. There was an adjustment --- I think  
17 you testified about this of \$2,228.07? And then a  
18 billing of \$2,142.06.

19 A. Right.

20           JUDGE MELILLO:

21           And then there's also a credit given for  
22 late pay fee of \$.14. But just without that \$.14  
23 credit, if you look at that billing adjustment,  
24 there's a difference of \$86.01 for the rebilling.

25 A. Okay.

1                   JUDGE MELILLO:

2                   Does that in effect represent the  
3 difference between what the kilowatt hours was billed,  
4 that 34,340, and then the ten percent conservation  
5 credit was taken out and the difference was 1,204  
6 kilowatt hours, which was the additional amount as per  
7 the PUC Final Order. Does that \$86.01 reflect that  
8 1,204 kilowatt hours?

9                   A. What the \$86 represents is when we rebilled him  
10 per the informal, we reduced his kilowatt usage to  
11 30,940 kilowatt hours.

12                   JUDGE MELILLO:

13                   All right.

14                   A. Then with the formal, we reduced it even more to  
15 the 29,736. So the difference between 30,940 and  
16 29,736 would be the \$86.

17                   JUDGE MELILLO:

18                   All right. That's what I just asked but  
19 you said it very clearly. In fact, what I wanted was  
20 the difference between those two numbers is about  
21 1,204 additional kilowatt hours.

22                   A. Right.

23                   JUDGE MELILLO:

24                   The \$86.01 in fact represents the  
25 additional 1,204 kilowatt hours, which was the

1 additional amount per the PUC Final Order?

2 A. Yes.

3 JUDGE MELILLO:

4 All right. That's what I wanted to know.

5 Thank you very much. All right. Have you computed

6 what the amount then would be --- that Mr. Kuntz be

7 expected to pay the \$15 per month?

8 A. Okay. Mr. Kuntz currently has a current bill of  
9 \$110.34. As of today, I don't know whether or not he  
10 sent that payment in, because ---.

11 MR. KUNTZ:

12 I just got a bill, yes.

13 A. Okay.

14 JUDGE MELILLO:

15 All right. Well, let's not talk about

16 current bills. Let's talk about the amount that's in

17 dispute right now.

18 A. Right. The amount that's forwarded is \$631.53.

19 JUDGE MELILLO:

20 All right. What was that number again,

21 \$600 and ---?

22 A. \$631.53.

23 MR. KUNTZ:

24 That's the one they keep billing me.

25 JUDGE MELILLO:

1 All right. Mr. Kuntz, please, I can't  
2 hear what Ms. Waskevich is saying.

3 MR. KUNTZ:

4 Okay.

5 JUDGE MELILLO:

6 Please repeat that again.

7 A. \$631.53.

8 JUDGE MELILLO:

9 All right.

10 A. If remove the late payment charges from the day  
11 that he filed his formal, the late payment charges  
12 came to \$139.41.

13 JUDGE MELILLO:

14 All right.

15 A. So if we remove those late payment charges, that  
16 leaves him with a balance forward of \$492.12.

17 JUDGE MELILLO:

18 All right. And then PPL would accept \$15  
19 per month, then ---.

20 A. Right. That would take approximately 33 months to  
21 pay off then.

22 JUDGE MELILLO:

23 All right. And you acknowledged from the  
24 prior complaint the utility had not billed for usage  
25 for about three years?

1 A. That's correct.

2 JUDGE MELILLO:

3 Now, I want to note for the record that  
4 obviously, the Findings and the Conclusions of the  
5 prior complaint may be used or referenced when I write  
6 the decision in this case, because that's already a  
7 Final Commission Decision. All right. Mr. Kuntz,  
8 this is your opportunity to ask questions now of Ms.  
9 Waskevich based on what she testified about.

10 CROSS EXAMINATION

11 BY MR. KUNTZ:

12 Q. Okay. Now, the original billing for \$2,470.89,  
13 that was for 34,000 kilowatts, okay. Then there was a  
14 ten percent energy credit and it come out with a  
15 balance of \$2,239.22; okay?

16 A. Okay.

17 Q. Now, after all this is said and done, when you  
18 told them to go from 34,000 to 29,000, I ended up with  
19 a credit --- \$59 for that 5,000 kilowatts because it  
20 went from \$2,239 to \$2,179.99 and that was it. That  
21 was the final balance. Now, ---.

22 A. Would you like for me to reply to that?

23 Q. Huh?

24 A. Would you like for me to reply to that?

25 Q. Yeah, how come it only comes out to \$59 credit?

1 A. It comes out to more than that.

2 Q. No, it doesn't.

3 JUDGE MELILLO:

4 All right. Let her explain, Mr. Kuntz.  
5 Let her explain. This is her opportunity to testify  
6 in response in your questions.

7 MR. KUNTZ:

8 Okay.

9 JUDGE MELILLO:

10 So let her explain. She's going to  
11 explain to you why she thinks it's over that \$59 or  
12 whatever.

13 MR. KUNTZ:

14 But by the time they started adding on  
15 the late charges and so forth, my bill's more than  
16 when we started with it. It's almost to the 2,400  
17 now.

18 JUDGE MELILLO:

19 PPL says their --- under certain  
20 circumstances, they're willing to waive those charges.  
21 So let's let Ms. Waskevich explain. Go ahead, Ms.  
22 Waskevich.

23 MR. KUNTZ:

24 Okay. Another question.

25 JUDGE MELILLO:

1                   Now, wait a minute. She has to answer  
2 your first question.

3                   MR. KUNTZ:

4                   Oh, I thought she was done.

5                   JUDGE MELILLO:

6                   No, she's not. Go ahead.

7 A. When we first billed you for the unmetered usage,  
8 we billed you an amount of \$2,470.90.

9 BY MR. KUNTZ:

10 Q. Okay. \$2,470.89.

11 A. Okay. When we ---.

12 Q. Then you gave me a ten percent energy credit.

13 A. May I finish, please?

14                   JUDGE MELILLO:

15                   Yes, let her finish, Mr. Kuntz and then  
16 you can ask another question.

17                   MR. KUNTZ:

18                   Okay.

19 A. When we cancelled that bill and rebilled you, we  
20 rebilled you for \$2,228.07.

21 BY MR. KUNTZ:

22 Q. Right. Okay.

23 A. Okay. With the formal, we cancelled the \$2,228.07  
24 and rebilled you for \$2,142.06.

25 Q. \$2,179.99?

1 A. The last rebilling that we completed on you was  
2 for \$2,142.06.

3 Q. Okay. I see that one. \$2,142.06.

4 A. We cancelled the other bills ---.

5 Q. Which means ---.

6 JUDGE MELILLO:

7 Let her finish, Mr. Kuntz, you're  
8 interrupting. Go ahead, Ms. Waskevich.

9 A. We cancelled the other two bills, so it's a little  
10 more than \$300 that we gave you credit for.

11 JUDGE MELILLO:

12 I think it's --- based on your figures, I  
13 think it's \$328.83.

14 A. Yeah, I didn't figure that out ---.

15 BY MR. KUNTZ:

16 Q. Yeah, but there's no energy credit.

17 A. Pardon?

18 Q. There's no ten percent energy credit.

19 A. That was the first time that we gave you the  
20 credit of the 34,000 kilowatt hours and we took your  
21 bill down to \$2,228.07.

22 Q. No, no. That had nothing to do with it. You gave  
23 me the ten percent energy credit before this ---  
24 before my complaint even went in. It was ordered by  
25 somebody else. It was ordered by ---.

1 A. That was ordered by the BCS with the informal and  
2 we did give you that. That was the first change that  
3 we made.

4 Q. I forget who the energy credit was ordered by, but  
5 it wasn't the PUC, it was somebody else that ordered  
6 the ten percent energy credit.

7 JUDGE MELILLO:

8 Mr. Kuntz. Let me explain something. If  
9 you're referring ---.

10 MR. KUNTZ:

11 But now you're saying that that goes out  
12 the window.

13 JUDGE MELILLO:

14 No, wait. Mr. Kuntz, let me explain.  
15 The Bureau of Consumer Services is a Bureau of the  
16 Commission. It handles cases informally, just so you  
17 understand.

18 MR. KUNTZ:

19 Yeah, but there was another Commission  
20 that ordered them to give me a ten percent energy  
21 credit.

22 JUDGE MELILLO:

23 All right. Go ahead, Ms. Waskevich; do  
24 you have anything further?

25 A. No, I don't have anything further. We gave the

1 credits that we were Ordered to by the Public  
2 Utilities both times.

3 JUDGE MELILLO:

4 All right. Mr. Kuntz, did you have any  
5 additional questions of Ms. ---?

6 BY MR. KUNTZ:

7 Q. Okay. Now, the other one is, just give me one  
8 answer to why I don't get credit for that \$241 that I  
9 paid them.

10 A. What \$241 are you ---?

11 JUDGE MELILLO:

12 He's talking about the customer charge he  
13 paid every month.

14 BY MR. KUNTZ:

15 Q. Yes. The minimum charges.

16 A. Those were minimum charges for no usage. You're  
17 billed every month for a minimum charge ---.

18 Q. Yeah, but I'm saying if I put away a layaway for  
19 \$600 and I paid \$300 toward it, I'm not going to pay  
20 that \$600 all over again and leave them keep the \$200  
21 that I --- over a 30 month period on layaway.

22 A. Every month ---.

23 Q. It's the same principle.

24 JUDGE MELILLO:

25 All right. Mr. Kuntz, let her explain.

1 She's going to explain the concept of customer charge.  
2 It's not based on usage.

3 MR. KUNTZ:

4 That doesn't make an absolute bit of  
5 sense.

6 JUDGE MELILLO:

7 All right. Go ahead, Ms. Waskevich.

8 A. A customer charge is a monthly, recurring charge  
9 that you're billed every month whether you use  
10 electricity or not.

11 BY MR. KUNTZ:

12 Q. Because of your stupidity.

13 JUDGE MELILLO:

14 No, Mr. Kuntz, we won't have none of  
15 that.

16 MR. KUNTZ:

17 Because of your stupidity.

18 JUDGE MELILLO:

19 No, Mr. Kuntz, we'll have none of that.

20 Let Ms. ---.

21 MR. KUNTZ:

22 That because of PPL's stupidity that it  
23 happened.

24 JUDGE MELILLO:

25 Ms. Waskevich is testifying. This is not

1 your opportunity to make comments.

2 MR. KUNTZ:

3 So they're allowed to keep my money  
4 because of their stupidity.

5 JUDGE MELILLO:

6 All right. Go ahead, Ms. Waskevich.

7 MR. KUNTZ:

8 I'm not going to pay it again. I'll tell  
9 you that right now. I'm not going to pay it. And  
10 number one ---.

11 JUDGE MELILLO:

12 All right. Ms. Waskevich, were you done  
13 with your explanation ---?

14 A. I've already explained it. I don't have anything  
15 more I ---.

16 MR. KUNTZ:

17 I'm not paying them a penny more.

18 JUDGE MELILLO:

19 The court reporter can't take this all  
20 down. Ms. Waskevich, were you finished with your  
21 explanation?

22 A. Yes.

23 MR. KUNTZ:

24 I'm going to court. I'm going to Civil  
25 court.

1                   JUDGE MELILLO:

2                   You have every right available to you,  
3 Mr. Kuntz, to do that.

4                   MR. KUNTZ:

5                   That's right.

6                   JUDGE MELILLO:

7                   Do you have any further questions for Ms.  
8 Waskevich?

9                   MR. KUNTZ:

10                  Tell Mrs. Krupka I'll see her in Civil  
11 court.

12                  JUDGE MELILLO:

13                  All right. Do you have any further  
14 questions for Ms. Waskevich? All right. Hearing  
15 nothing, do you have any Redirect?

16                  ATTORNEY KRUPKA:

17                  No, Your Honor.

18                  JUDGE MELILLO:

19                  All right. Did you want to move your  
20 Exhibits?

21                  ATTORNEY KRUPKA:

22                  Yes, I did. PPL moves Exhibits Number  
23 One through Eight.

24                  MR. KUNTZ:

25                  I don't have them.

1                   JUDGE MELILLO:

2                   All right. Ms. Krupka said she did  
3 provide them. I think ---.

4                   MR. KUNTZ:

5                   She did not provide them.

6                   JUDGE MELILLO:

7                   Well, I think that during your ---.

8                   MR. KUNTZ:

9                   She did not provide them.

10                  JUDGE MELILLO:

11                  All right. They're admitted.

12                  (PPL Hearing Exhibit Numbers Four and  
13 Eight marked for identification.)

14                  MR. KUNTZ:

15                  I want to know who is accusing me of  
16 using profanity.

17                  JUDGE MELILLO:

18                  Mr. Kuntz, this is your opportunity ---.

19                  MR. KUNTZ:

20                  And that's going against them on my Civil  
21 complaint, too. Because they called me a liar and a  
22 cheater already, and now they're calling me --- that I  
23 used profanity and they're all untruths. And I'm  
24 going to use this against them in my Civil ---.

25                  JUDGE MELILLO:

1                   This is your opportunity to rebut the  
2 testimony that you heard from PPL. Do you have  
3 anything further to say ---?

4                   MR. KUNTZ:

5                   Well, this is in their testimony. This  
6 is in their Exhibits.

7                   JUDGE MELILLO:

8                   Well, do you have anything to say in  
9 response to the testimony? Their position is that  
10 they have complied with the PUC ---.

11                   MR. KUNTZ:

12                   My position is I'm not going to pay them  
13 another penny, and like I said, if they judge me one  
14 more time, I am going to get --- I didn't say before,  
15 but I am going to get that telephone pole removed.  
16 And this is their warning. They have room to put on  
17 the property that is in question, so they better move  
18 it off of my property.

19                   JUDGE MELILLO:

20                   Do you have anything further, Mr. Kuntz,  
21 to say in response to PPL's testimony?

22                   MR. KUNTZ:

23                   That's it.

24                   JUDGE MELILLO:

25                   That's it. All right. Is there anything

1 further ---?

2 MR. KUNTZ:

3 Because I'm tired of getting pushed  
4 around. I'm bullied. I've been bullied all my life  
5 and I don't take it. I will not take it from a bully  
6 and PPL is a bully.

7 JUDGE MELILLO:

8 All right. Do you have any further  
9 questions, Ms. Krupka of Mr. Kuntz?

10 ATTORNEY KRUPKA:

11 No.

12 JUDGE MELILLO:

13 Is there anything further for the hearing  
14 today?

15 ATTORNEY KRUPKA:

16 No, Your Honor.

17 JUDGE MELILLO:

18 All right. We've admitted PPL Hearing  
19 Exhibits One through Eight.

20 MR. KRUPKA:

21 And I still want to know --- one final  
22 question is, since they put the new meter in and  
23 explain to me why the usage is down by almost a 100  
24 kilowatts a day a month, average.

25 JUDGE MELILLO:

1 All right. That wasn't part of your  
2 complaint as I recall. You did not allege any  
3 meter ---.

4 MR. KUNTZ:

5 And nothing's been changed in the last  
6 ten years.

7 JUDGE MELILLO:

8 All right. If there's nothing further  
9 for the hearing for today based on the complaint  
10 before me, I'm going to say this hearing is adjourned.  
11 I take it the parties don't care to file briefs?

12 MR. KUNTZ:

13 Okay. Well see me in Civil court then.

14 JUDGE MELILLO:

15 All right. I'm not going to require  
16 briefs. All right. The record will close. You'll  
17 get notice of that. It will close upon receipt of the  
18 transcript and I'll have 90 days to issue a decision.  
19 Is there anything further today?

20 ATTORNEY KRUPKA:

21 No, thank you.

22 JUDGE MELILLO:

23 All right. Very well. Thank you very  
24 much. This hearing is closed and we're off the  
25 record. Good bye.

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HEARING CONCLUDED AT 11:35 A.M.

\* \* \* \* \*

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C E R T I F I C A T E

I hereby certify, as the  
stenographic reporter, that the foregoing  
proceedings were taken stenographically by  
me, and thereafter reduced to typewriting  
by me or under my direction; and that this  
transcript is a true and accurate record  
to the best of my ability.

Melissa Beam, CR  
Court Reporter

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PA PUBLIC UTILITY COMMISSION  
CELESTINE R. BROWN



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

September 23, 2005

C-20066231  
HBG, 8-29-06

F-01603251

GARY L WEBER ESQUIRE  
MITCHELL MITCHELL GALLAGHER  
WEBER SOUTHARD & WISHARD PC  
10 WEST THIRD STREET  
WILLIAMSPORT PA 17701-6513

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Richard H. Kuntz

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

v.

PPL Electric Utilities Corporation

DOCUMENT  
FOLDER

TO WHOM IT MAY CONCERN:

This is to advise you that no timely filed exceptions and no requests for review from the Commissioners have been received within the specified time period to the decision issued in the subject case.

Therefore the decision of the Administrative Law Judge is final without further Commission action.

A copy of the final order has been enclosed for your records.

Very truly yours,

James J. McNulty  
Secretary

DOCKETED  
SEP 14 2006

Enclosure  
Certified Mail  
Receipt Requested  
MB

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SEP 26 2005  
Mitchell Mitchell Gallagher  
Weber Southard & Wishard P.C.

PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
Harrisburg, PA 17105-3265

Richard H. Kuntz

F-01603251

v.

PPL Electric Utilities Corporation

F I N A L    O R D E R

In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Administrative Law Judge Kandace F. Melillo dated July 29, 2005, has become final without further Commission action;

THEREFORE,

IT IS ORDERED:

1. That the Formal Complaint filed by Richard H. Kuntz at Docket No. F-01603251, against PPL Electric Utilities Corporation, is sustained in part, as provided below, and is in all other respects denied.

2. That Respondent pay a civil penalty of two hundred fifty dollars (\$250), as provided for in Section 3301(a) of the Public Utility Code, 66 Pa. C.S. §3301(a), by sending a certified check or money order, within twenty (20) days after service of the Commission Order to:

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

3. That within thirty (30) days of the effective date of the Commission Order, Respondent shall rebill the Complainant for 29,736 kwh in unmetered usage for January 2001 through January 2004, at the rates then in effect, and that all other billings for that time period be cancelled.

C-20066231  
HBG, 8-29-06

### Informal Case View

#### General

BCS Case No.	1603251	Case Notes	Count : 5 <u>Details</u>
CSS Account No.	0610057004	Received Date	03/04/2004
CSS Name	RICHARD KUNTZ	Due Date	04/02/2004
Name	RICHARD H KUNTZ	Investigator Name	FISHER, VALERIE
Service Address 1	477 W 4TH ST	Mailing Address 1	<b>RECEIVED</b> SEP 07 2006 PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU
Service Address 2		Mailing Address 2	
Service City, State	LOCK HAVEN, PA	Mailing City, State	
Zip	17745-	Zip	
PUC Address			
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number	(570) 748-5426	Prior Case Number	
Income Level		On Track	No
Reason For Contact	BILLING DISPUTES		

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Customer Position

CUST STATED IN 2001 WATER GOT INTO THE METER LINE AND AS A RESULT HIS ELECTRIC WENT OUT. CUST STATED HE CALLED AN ELECTRICIAN AND GOT THE ELECTRIC RESTORED. CUST STATED HE CALLED THE CO 01/2001 AND TOLD CO ABOUT THE PROBLEM AND THE METER NEEDS TO BE REPLACED BECAUSE IT WAS NOT WORKING. CUST STATED THE CO DID NOT REPLACE THE METER AT THAT TIME. CUST STATED FROM 01/2001 TO 02/2004 THE CO SENT HIS BILLS WITH ACTUAL READINGS. CUST STATED THE CO FINALLY REPLACED THE METER ON 02/10/04 AND SENT HIM A BILL FOR 2400.00. CUST STATED HE PAID HIS BILL EVERY MONTH AND WANT TO KNOW HOW THE CO CAME UP WITH THE 2400.00.

Company Position 03/03/2004 CO REP TOLD CUST THERE IS NOT THE CO CAN DO.

Related Information

Misc Info

Heating No

Service On

Total Account

Acct Bal

Due Date	04/05/2004	Balance	2470.98
Budget Bill Amount	71.00		
Arrearage		Reported Income Amount	
Date of Last Customer Contact prior to Complaint		03/03/2004	

**Type Assignment**

Case Type Informal

**Category and Section**

Primary Category	Stopped Meter
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

**Ownership**

Contact Person	E02026 - Newman, Timothy D
Written By	Newman, Timothy D
Written By Date	04/01/2004

**Other Information**

Adults	Children
Amount Needed to Update Most Recent Payment Arrangement	Universal Service Program No

**Informal Final Report**

Details of the Company's Original Investigation

2/19/04 - Meter number 29217223 was removed with a reading of 90864 and new meter number 86046038 with a reading of 00000 was installed. This action was taken based on a company-initiated investigation that uncovered a stopped meter.

3/2/04 - The attachment explains the billing from 1/17/01 to 1/19/04 for 0 kWh. The corrected amount of kWh is 34,340. This will result in additional billing of \$2,456.47, which would be included in the next electric bill. The company also sent a Billing Summary along with the report to explain the adjustment to the customer. The report also explained to the customer that she is not responsible for the full amount at once. The company would be willing to extend payment for at least 36 months.

3/2/04 - The company attempted to contact the customer, but the line was busy. The Customer Service Representative (CSR) sent a letter explaining the rebilling for the stopped meter and also noted that we would agree to give the customer 36 months to pay the adjustment.

3/3/04 (date of last contact) - The customer contacted the company to discuss the stopped meter adjustment. The customer continuously yelled at the CSR during the conversation. The CSR issued a WorkQ referral to have a Billing CSR return his phone call.

NOTE: The customer contacted the PUC before the billing section could return his call.

**Company's Final Position to the Customer**

Based on the stopped meter, the company explained the billing from 1/17/01 to 1/19/04 needed adjustment.

The additional billing amounted to \$2,456.47 for 34,340 kWh. The rebilling was based on previous usage at the location.

The customer was offered a special agreement to pay over a 36-month period.

The customer contacted the PUC before the billing section could return his call.

**Details of Company's Investigation after BCS Contact**

No further investigation is necessary.

**Company's Final Position to BCS**

Based on the stopped meter, the company explained the billing from 1/17/01 to 1/19/04 needed adjustment.

The additional billing amounted to \$2,456.47 for 34,340 kWh. The rebilling was based on previous usage at the location.

The customer was offered a special agreement to pay over a 36-month period.

Total balance is \$2,470.98, which includes the current charges of \$85.93 due 4/5/04.

**Analysis Information**

Justified      No

**No Analysis Items Found**

Case History	Return to Normal View	Change State
Dismiss		

Decision Detail

Formals

Home

**Decision Detail**

Case Search

**General**

BCS Case No.	1603251	CSS Account No.	0610057004
Customer Name	RICHARD H KUNTZ	Investigator Name	FISHER, VALERIE
Address 1	477 W 4TH ST	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	LOCK HAVEN , PA 17745	Head Date	
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter		Oral/Written	
Section Rule		Violation	NO
Total Balance	2481.91	Closed Date	01/11/2005
Reconnect Amount		Balance Date	
Special Budget Amount		Regular Budget Amount	
Arrears Payment Plus		Final Monthly Payment	

**Resolution**

THE CO IS WITHIN THEIR RIGHT TO REBILL FOR PREVIOUS UNBILLED SERVICE. THE REBILLED AMOUNT IS ACCURATE BASED ON CONSUMPTION SINCE THE NEW METER WAS INSTALLED. THE CO HAS OFFERED A CREDIT ADJ OF 3400 KWH. THE CO SHALL ISSUE THE ADJ OF 3400 KWH. BEG IN MARCH 2005, THIS CUST SHALL PAY ALL CURRENT BILLS AS DUE PLUS 40.00 TOWARD THE ARREARS BY THE DD EA MO UNTIL THE BAL IS PAID IN FULL/NLPC

**Terms**

Letter  
Description

Decision Detail

Action Required Options

Action Required  Yes  No

WorkQ Category

Sub Category

Up Front Amount

Up Front Due Date

Bill Type

Plus Amount

Beginning Date

Write-Off Amount

Comments

Processed By KMWENN

Processed Date 1/12/2005 10:05:39 AM

Account Activity Statement

\*\*\* Account Information \*\*\*

Mail To:  
RICHARD KUNTZ  
477 W 4TH ST  
LOCK HAVEN

Account Number:  
06100-57004

Requested By:  
RICHARD KUNTZ  
(570) 748-5426 Extension:

\*\*\* Current Account Status \*\*\*

Payment Agreement  
Installment: \$0.00 Balance: \$0.00

Budget Bill Amortization  
Installment: \$0.00 Balance: \$0.00

Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEC DNY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/29/2001	Payment		\$-6.22								
07/16/2002	ELECTRIC SERVICE		\$6.54								
07/30/2002	Payment		\$-6.54								
08/15/2002	ELECTRIC SERVICE	09/05	\$6.55				0000/0142	90864A	30		
08/15/2002	Regular Bill		\$6.55								
08/30/2002	Payment		\$-6.55								
09/12/2002	ELECTRIC SERVICE	10/03	\$6.55				0009/0212	90864A	28		
09/12/2002	Regular Bill		\$6.55								
09/20/2002	Payment		\$-6.55								
10/15/2002	ELECTRIC SERVICE	11/05	\$6.55				0151/0068	90864A	33		
10/15/2002	Regular Bill		\$6.55								
10/22/2002	Payment		\$-6.55								
11/14/2002	ELECTRIC SERVICE	12/05	\$6.55				0646/0000	90864A	30		
11/14/2002	Regular Bill		\$6.55								
12/11/2002	Late Payment Charge		\$0.08								
12/17/2002	ELECTRIC SERVICE	01/07	\$6.55				1139/0000	90864A	33		
12/17/2002	Regular Bill		\$13.18	\$6.55							
12/23/2002	Payment		\$-13.18								
01/16/2003	ELECTRIC SERVICE	02/06	\$6.55				1094/0000	90864A	30		
01/16/2003	Regular Bill		\$6.55								
01/27/2003	Payment		\$-6.55								
02/14/2003	ELECTRIC SERVICE	03/10	\$6.55				1324/0000	50864A	29		
02/14/2003	Regular Bill		\$6.55								
03/10/2003	Payment		\$-6.55								
03/14/2003	ELECTRIC SERVICE	04/07	\$6.55				1106/0000	90864A	28		
03/14/2003	Regular Bill		\$6.55								
04/15/2003	Late Payment Charge		\$0.08								
04/16/2003	ELECTRIC SERVICE		\$6.55								

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SECRETARY'S BUREAU







DATE	TRANSACTION TYPE	DUPLICATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDS/TYPE	DAYS USED	KWH	BILLED KWH
11/11/2005	Regular Bill		\$2248.39	\$2153.07			0445/0000	18560A	29	705	
11/23/2005	Payment		\$-68.40								
12/13/2005	ELECTRIC SERVICE		\$87.81								
12/13/2005	Late Payment Charge		\$26.92								
12/13/2005	Late Payment Charge		\$0.34								
12/13/2005	Regular Bill		\$2295.06	\$2179.99			1025/0000	19510A	32	950	
12/21/2005	Payment		\$-87.81								
01/10/2006	Late Payment Charge		\$26.92								
01/10/2006	Late Payment Charge		\$0.68								
01/13/2006	ELECTRIC SERVICE		\$86.68								
01/13/2006	Regular Bill		\$2321.53	\$2207.25			1065/0000	20421A	31	911	
01/23/2006	Payment		\$-86.68								
02/10/2006	ELECTRIC SERVICE		\$82.43								
02/10/2006	Regular Bill		\$2317.28	\$2234.85			0895/0000	21248A	28	827	
02/14/2006	Late Payment Charge		\$1.03								
02/14/2006	Late Payment Charge		\$26.92								
02/21/2006	Payment		\$-82.43								
03/14/2006	ELECTRIC SERVICE		\$94.00								
03/14/2006	Late Payment Charge		\$26.92								
03/14/2006	Late Payment Charge		\$1.03								
03/14/2006	Regular Bill		\$2384.75	\$2234.85			1005/0000	22217A	32	969	
03/22/2006	Payment		\$-94.00								
04/11/2006	Late Payment Charge		\$1.73								
04/11/2006	Late Payment Charge		\$26.92								
04/12/2006	ELECTRIC SERVICE		\$75.59								
04/12/2006	Regular Bill		\$2394.99	\$2290.75			0658/0000	22964A	29	747	
04/21/2006	Payment		\$-1687.87								
05/01/2006	Payment		\$-75.59								
05/12/2006	ELECTRIC SERVICE		\$64.80								
05/12/2006	Regular Bill		\$696.33	\$631.51			0265/0001	23588A	30	624	
05/22/2006	Payment		\$-64.80								
06/13/2006	ELECTRIC SERVICE		\$73.14								
06/13/2006	Regular Bill		\$704.67	\$631.53			0166/0046	24307A	32	719	
06/22/2006	Payment		\$-73.14								
07/13/2006	ELECTRIC SERVICE		\$83.25								
07/13/2006	Regular Bill		\$714.78	\$631.53			0000/0222	25144A	30	837	



C-20066231  
HBG, 8-29-06

Acct# 610057004  
RICHARD KUNTZ  
Svc Addr: 477 W 4TH ST  
DICK HAVEN

Meter Read Date	Billing Days	Tariff Rate	KW Demand	Billed	Kwh SUM	Avg Kwh per day	(PPL Utilities only)	Corrected	Total
1/19/2004	34	RS	0	0	0	0	\$6.55	33	1,122
12/16/2003	32	RS	0	0	0	0	\$6.55	29	928
11/14/2003	30	RS	0	0	0	0	\$6.55	23	690
10/15/2003	30	RS	0	0	0	0	\$6.55	27	810
9/15/2003	32	RS	0	0	0	0	\$6.55	35	1,120
8/14/2003	28	RS	0	0	0	0	\$6.55	36	1,008
7/17/2003	31	RS	0	0	0	0	\$6.55	31	961
6/16/2003	32	RS	0	0	0	0	\$6.55	30	960
5/15/2003	29	RS	0	0	0	0	\$6.55	29	841
4/16/2003	33	RS	0	0	0	0	\$6.55	31	1,023
3/14/2003	28	RS	0	0	0	0	\$6.55	30	840
2/14/2003	29	RS	0	0	0	0	\$6.55	36	1,044
1/16/2003	30	RS	0	0	0	0	\$6.55	33	990
12/17/2002	33	RS	0	0	0	0	\$6.55	29	957
11/14/2002	30	RS	0	0	0	0	\$6.55	23	690
10/15/2002	33	RS	0	0	0	0	\$6.55	27	891
9/12/2002	28	RS	0	0	0	0	\$6.55	35	980
8/15/2002	30	RS	0	0	0	0	\$6.55	36	1,080
7/16/2002	29	RS	0	0	0	0	\$6.54	31	899
6/17/2002	34	RS	0	0	0	0	\$6.54	30	1,020
5/14/2002	29	RS	0	0	0	0	\$6.54	29	841
4/15/2002	31	RS	0	0	0	0	\$6.54	31	961
3/15/2002	28	RS	0	0	0	0	\$6.54	30	840
2/15/2002	31	RS	0	0	0	0	\$6.54	36	1,116
1/15/2002	33	RS	0	0	0	0	\$6.48	33	1,089
12/13/2001	31	RS	0	0	0	0	\$6.42	9	279
11/12/2001	28	RS	0	0	0	0	\$6.42	23	644
10/15/2001	32	RS	0	0	0	0	\$6.42	27	864
9/13/2001	30	RS	0	0	0	0	\$6.42	35	1,050
8/14/2001	28	RS	0	0	0	0	\$6.42	36	1,008
7/17/2001	33	RS	0	0	0	0	\$6.42	31	1,023

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SECRETARY'S OFFICE

Acct#: 610057004  
 RICHARD KUNTZ  
 Svc Addr: 477 W 4TH ST  
 LOCK HAVEN

Meter Read Date	Billing Days	Tariff Rate	Billed	Kwh SUM	Avg Kwh per day	\$ Total Bill (PPL Utilities only)	Corrected Kwht/day	Total Corrected Kwh
6/14/2001	30	RS	0.	0	0	\$6.42	30	34,340
5/15/2001	29	RS	0	0	0	\$6.42	29	900
4/16/2001	32	RS	0	0	0	\$6.42	31	841
3/15/2001	28	RS	0	0	0	\$6.42	30	992
2/15/2001	29	RS	0	0	0	\$6.42	36	840
1/17/2001	35	RS	1	0	0	\$6.54	33	1,044
12/13/2000	30	RS	258	1	9	\$28.59		1,154
11/13/2000	28	RS	651	23	23	\$59.28		0
10/16/2000	28	RS	752	27	27	\$67.17		0
9/18/2000	34	RS	1182	35	35	\$98.48		0
8/15/2000	29	RS	1033	36	36	\$87.70		0
7/17/2000	32	RS	996	31	31	\$85.05		0
6/15/2000	30	RS	886	30	30	\$77.45		0
5/16/2000	32	RS	917	29	29	\$79.71		0
4/14/2000	28	RS	866	31	31	\$76.00		0
3/17/2000	30	RS	904	30	30	\$78.76		0
2/16/2000	32	RS	1160	36	36	\$97.30		0
1/15/2000	31	RS	1024	33	33	\$85.09		0
12/15/1999	34	RS	985	29	29	\$80.20		0
11/11/1999	27	RS	856	32	32	\$71.37		0
10/15/1999	29	RS	710	24	24	\$60.90		0
9/16/1999	31	RS	1011	33	33	\$81.98		0
8/16/1999	31	RS	1383	45	45	\$107.42		0
7/16/1999	30	RS	1177	39	39	\$94.52		0
6/16/1999	30	RS	701	23	23	\$60.97		0
5/17/1999	27	RS	575	21	21	\$51.52		0

C-20066231

PPL Hearing Exhibit No. 5

HGB, 8-29-06

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TARY DURLAU

From	To	Source	Tot KWH	Tot KWH Usage	Pk KW 1P	Pk KW 1P Usage	Roading	Sequence	Bill Account	Meter Number
7/13/2006	8/11/2006	Regular Company	26314	1170	8.8	8.8 Billed		1270	06100-57004	86046038
6/13/2006	7/13/2006	Regular Company	25144	837	8.4	8.4 Billed		1260	06100-57004	86046038
5/12/2006	6/13/2006	Regular Company	24307	719	8.4	8.4 Billed		1250	06100-57004	86046038
4/12/2006	5/12/2006	Regular Company	23588	624	8.7	8.7 Billed		1240	06100-57004	86046038
3/14/2006	4/12/2006	Regular Company	22984	747	7.6	7.6 Billed		1230	06100-57004	86046038
2/10/2006	3/14/2006	Regular Company	22217	969	8.0	8.0 Billed		1220	06100-57004	86046038
1/13/2006	2/10/2006	Regular Company	21248	827	8.0	8.0 Billed		1210	06100-57004	86046038
12/13/2005	1/13/2006	Regular Company	20421	911	7.9	7.9 Billed		1200	06100-57004	86046038
11/11/2005	12/13/2005	Regular Company	19510	950	8.9	8.9 Billed		1190	06100-57004	86046038
10/13/2005	11/11/2005	Regular Company	18560	705	8.1	8.1 Billed		1180	06100-57004	86046038
9/13/2005	10/13/2005	Regular Company	17855	762	7.9	7.9 Billed		1170	06100-57004	86046038
8/12/2005	9/13/2005	Regular Company	17093	1107	8.5	8.5 Billed		1160	06100-57004	86046038
7/14/2005	8/12/2005	Regular Company	15886	1111	9.2	9.2 Billed		1150	06100-57004	86046038
6/14/2005	7/14/2005	Regular Company	14875	940	8.4	8.4 Billed		1140	06100-57004	86046038
5/13/2005	6/14/2005	Regular Company	13935	835	8.8	8.8 Billed		1130	06100-57004	86046038
4/14/2005	5/13/2005	Regular Company	13100	789	7.7	7.7 Billed		1120	06100-57004	86046038
3/15/2005	4/14/2005	Regular Company	12439	661	8.7	8.7 Billed		1110	06100-57004	86046038
2/11/2005	3/15/2005	Regular Company	11850	973	9.9	9.9 Billed		1100	06100-57004	86046038
1/13/2005	2/11/2005	Regular Company	10677	954	9.0	9.0 Billed		1090	06100-57004	86046038
12/13/2004	1/13/2005	Regular Company	9723	936	8.1	8.1 Billed		1080	06100-57004	86046038
11/11/2004	12/13/2004	Regular Company	8787	871	5.7	5.7 Billed		1070	06100-57004	86046038
10/13/2004	11/11/2004	Regular Company	7916	774	9.1	9.1 Billed		1060	06100-57004	86046038
9/13/2004	10/13/2004	Regular Company	7142	660	9.1	9.1 Billed		1050	06100-57004	86046038
8/12/2004	9/13/2004	Regular Company	6482	860	9.1	9.1 Billed		1040	06100-57004	86046038
7/14/2004	8/12/2004	Regular Company	5622	731	9.8	9.8 Billed		1030	06100-57004	86046038
6/15/2004	7/14/2004	Estimate Reading	5067	1030	0.0	Memo		1000	06100-57004	86046038
6/15/2004	7/14/2004	Regular Company	4891	854	9.8	9.8 Billed		1020	06100-57004	86046038
6/15/2004	7/14/2004	Regular Company	903	96866	0.0	Do Not Bill		1010	06100-57004	86046038
5/13/2004	6/15/2004	Regular Company	4037	1049	0.0	Billed		990	06100-57004	86046038
4/14/2004	5/13/2004	Regular Company	2988	896	0.0	Billed		980	06100-57004	86046038
3/15/2004	4/14/2004	Regular Company	2092	971	0.0	0.0 Billed		970	06100-57004	86046038



C-20066231  
HBG, 8-29-06

Richard Kuntz												
Payment Agreements for Acct #06100-57004												
Start Date	Type	Status	Agreement Amount	Down Payment Amount	Restore Amount	Payment Due Date	Installment Amount	Installment Amount	Total Number of Installments	Final Installment Amount	Remaining Installments	Status Change Date
10/14/2005	Non-Catch-Up	Defaulted	2,226.18	113.11	01	11/3/2005	40	33.07	53	33.07	53	11/10/2005
2/16/2005	PUC Non-Catch-Up	Cancelled	2,327.34	45.23	01	3/7/2005	40	42.11	57	42.11	57	10/5/2005

**DOCKETED**  
SEP 14 2006

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SEP 07 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

C-20066231  
HBG, 8-29-06

PPL Electric Utilities  
827 Hausman Road  
Allentown, PA 18104-9392  
Tel. 800.342.5775 (484.634.4900) Fax 484.634.3484  
www.pplweb.com



Service Address:  
477 W 4TH ST  
LOCK HAVEN PA 17745

RICHARD KUNTZ  
477 W 4TH ST  
LOCK HAVEN PA 17745

March 2, 2004

Subject: 06100-57004

Dear Richard Kuntz:

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SEP 07 2006

PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

We have identified a problem with your electric meter. Your meter was not recording all the electricity that was used at the above service address since January 17, 2001. On February 10, 2004, we replaced the defective meter.

When a meter malfunctions, we correct the billing to reflect unbilled electric use. We have re-billed you based on:  
- the previous usage at this location.

We originally billed you during the period of January 17, 2001 to January 19, 2004 for 0 kilowatt-hours (kWh). The corrected amount of kWh is 34,340. This will result in an additional billing of \$2456.47, which will be included in your next electric bill. We have enclosed a billing summary along with this report.

Your current account balance is \$2470.98. You DO NOT have to pay this bill in one lump sum. You may wish to pay it in monthly installments. We can extend payments for at least 36 months.

If you have any questions or if you would like to make payment arrangements, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775). If you prefer, you may write to us at the above address.

Sincerely,

PPL Electric Utilities

Enclosures

stopmeter\_billed

**DOCKETED**  
SEP 14 2006

Employee Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
E02629	GREG STROUSE	4/26/2006	Miscellaneous	DANA M TOMCICS	2:48 PM	(570) 748 9080N	N	//
dlandis	SYSTEM GENER	4/24/2006	SC - PUC Formal	dlandis	2:51 PM	(600) 000-0000Y	N	12/15/2007
E86644	richard kuntz	4/24/2006	Account Balance	CHARLOTTE G TROCCOLA	1:31 PM	( ) -	N	//
E86644	Gail-St Rep Mike	4/24/2006	Account Balance	CHARLOTTE G TROCCOLA	1:31 PM	( ) -	N	//
E03620	RICHARD KUNTZ	4/24/2006	Call Transfer	JOHN A MOWERY	12:52 PM	( ) -	N	//

Bill Acct #06100-57004  
Richard Kuntz  
477 W 4TH ST  
Lock Haven PA 17745

Comments

caller was GREG STROUSE--std he is attorney for cust and wanted to s/w LINDA WASKEVICH about acct--per SMG, advised linda is out sick but i will send an email for her to call him back when she returns.

Prior PUC Informal BCS No. 1603251 and Prior PUC Formal Docket No. F-01603251 (Meter stopped rebilling). This is a continuation of the prior Formal Complaint; referred to Linda Waskevich, Supv. in CCC per OGC's request New Docket No. is C-20066231

...he told me to go to hell & hung up

complained because he was charged ipc and never received 10% conversation credit on stopntr rebilling....I originally told her I would send him a stmt of acct & disp his acct; I ckd w/LAB; this was all addressed prov & called her back to tell her he is still in active collections. I then called him back & expl all he needs to do is make a p/a; cont'd....

s/w gail trans to 9091. billing issues from state reps office

DOCUMENT FOLDER

RECEIVED  
SEP 14 2006

Comments	Employee Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
GAIL FROM STATE REP OFFICE. MR KUNTZ IS IN THE BACK. TRANS 9072	E154150	GAIL - STATER	4/24/2006	Call Transfer	WENDY M MERKEL	12:48 PM ( )	( )	Y	4/24/2006
RICHARD KUNTZ HAS THREATENED USE CHAIN SAW & CUT DOWN POLE IN YARD - SERVICES 35 PEOPLE-SENT E-MAIL TO RON NEWMAN & LARRY LURWICK-CHK OUT CONTACT - FILED PUC COMPLT & HAD AGREED TO P/A BUT STATES HE HAS NOT, & HAS CALLED THE PUC AGAIN BUT NOT GETTING ANY SATISF	E31035	INTERNAL	4/24/2006	Miscellaneous	LINDA J GRIGG	12:30 PM ( )	( )	Y	8/30/2006
RICHARD KUNTZ R/P DISPUTING BILL AMT - TRANSF-COULD NOT SET UP P/A - HE KEPT RANTING AND RAVING ABOUT BILL AMT - SAID WE DID NOT DEDUCT 10% FOR CONSERVATION	E00919	RICHARD KUNTZ	4/24/2006	Credit	MAE F DORRIS	12:06 PM ( )	( )	Y	4/24/2006
SW BARBARA KUNTZ SPOUSE TRIED TO SET UP PA FOR 592.00 BY 4/27 THEN CB + 5.00 ST W/ 5/3 DD STATED THAT SHE COULD NOT AGREE OR DISAGREE W/O SPEAKING TO SPOUSE WILL CALL BACK W/ DECISION.....PLEASE FOLLOW THIS IT IS WHAT CRS WHO TOLD ME WHAT TO DO.	E02855	BARBARA KUN	4/24/2006	Credit	PATRICIA L EVANS	9:56 AM ( )	( )	Y	4/27/2006
said he paid \$1687.87 today conf#1109400101. offered to set up agreement for remainder of bal and he still says he doesn't owe it and won't pay it. expind that he would remain in collection process and could be terminated.	LJRINGE	richard kuntz	4/20/2006	Account Balance	LINDA J WASKEYVICH	1:53 PM ( )	( )	N	1/1

Comments	Employee Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
returned call to richard kuntz disputing that we did not follow the PUC final order explain that we did rebill and set up agreement per the PUC final order. He argued that we didn't after many attempts to help him understand. said he has a call in to the PUC, but they haven't returned it. No dispute due to same PUC final order/same issue. cont		richard kuntz	4/20/2006	Account Balance	LINDA J WASKEVICH	1:52 PM	(570) 748-5424N		//
Richard is disputing billing adjustment firm PUC decision last yr. says adj is incorrect. cking with billing spy to advise. Told him i would have someone return call.	E30765	richard kuntz	4/20/2006	Account Balance	BILLIE J GREGORY	10:45 AM	(570) 748-5424N		//
Transfer to Billing-Richard needs his bill adjusted	E02664	Richard Kuntz	4/20/2006	Credit	DONNA J KANGSAL	10:36 AM	( ) -	N	//
to 9072	E72187	richard kuntz	4/20/2006	Call Transfer	VALERIE A DICINDIO	10:29 AM	( ) -	N	//
S/W RICHARD KUNTZ stated he was calling about a 10 day noticed. Satted I could offer aPA and then he wento into kilowatts and he was going to pay 1600 according to the judges. Cust wants to discuss bill rather then set-up pa. trans 9091.	E153463	RICHARD KUNTZ	4/20/2006	Credit	JESSICA MILLS	10:28 AM	( ) -	N	//
sw/tp RICHARD KUNTZ cust called reg. termination notice	E151106	SYSTEM GENER	4/17/2006	SC - GRACE EX	E151106	11:33 AM	(570) 748-5424Y		5/2/2006
	E151106	RICHARD KUNTZ	4/17/2006	Credit	CHRISTOPHE R ROWLANDS	11:32 AM	(570) 748-5424Y		4/27/2006

Comments	Employee Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
sw/tp RICHARD KUNTZ cust called reg. termination notice	E151106	SYSTEM GENER	4/17/2006	SC - MED CERT	E151106	11:25 AM	(570) 748-5424	N	//
sw/tp RICHARD KUNTZ cust claims med cond.					ISSUED BY BATCH PROCESS				
CUT DATE: 2006-04-24 AMOUNT: \$2,290.75 cust hung up after using profane language towards me		SYSTEM GENER	4/11/2006	Correspondence -		1:38 AM	(717) 769-7500	N	//
Winter Collection Notice		SYSTEM GENER	3/13/2006	Winter Collection	ISSUED BY BATCH PROCESS	1:39 AM	(717) 769-7500	N	//
Winter Collection Notice		SYSTEM GENER	2/13/2006	Winter Collection	ISSUED BY BATCH PROCESS	1:30 AM	(717) 769-7500	N	//
	E04728	RICHARD KUNTZ	1/18/2006	Credit	TANYA ZACCAGNINO	11:29 AM	( ) -	Y	1/18/2006
sw Richard Kuntz r/p--cust was yelling about his puc formal compl stating that we are not complying the the puc dec & he was req a trial by jury w/o the puc--tried to offer to trans to billing since it was a stopped meter issue & cust would not let me speak & did not want to talk to them in billing--cust kept yelling & had to disc call					ISSUED BY BATCH PROCESS				//
Winter Collection Notice	E74053	Richard kuntz	12/22/2005	Credit	NADINE E SAVITZ	2:03 PM	( ) -	N	//
DIDN'T WANT TO NEGOTIATE FOR P/A; SAID HE SENT APPEAL TO PUC									

Comments	Employee Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
9072	E03530	richard kmtz	12/22/2005	Call Transfer	JESSICA L GALLO	1:57 PM	(570) 748-5426N		//
Winter Collection Notice					ISSUED BY BATCH PROCESS	12:12 AM	(717) 769-7506N		//
IR113666 DR FOR WINTER COLLECTIONS	E02999	RICHARD KUNT	11/17/2005	Data Repair	BETH A FRONHEISER	2:02 AM	(570) 748-5426N		//
REBILLED CUST PER PUC & ENTERED P/A OF CB+40 STARTING 11/3/05...SENT NOTE W/ BILL TO CUST	E70989	SYSTEM GENER	10/14/2005	SC - PUC Formal	e70989	4:11 PM	(000) 000-0006N		//
SENT C/B TO CUST W/ NOTE TO PAY 11.3.11 DUE 11/3/05...P/A WILL SHOW ON NEXT BILL...	E70989	BILLING	10/14/2005	Billing	AIDA R CASTRO	4:10 PM	( ) -	N	//
ENTERED P/A OF CB+40 PER PUC DECISION ON STOPPED MTR REBILLING- UNABLE TO SET UP S/A	E70989	SYSTEM GENER	10/14/2005	Added Payment A	AIDA R CASTRO	4:06 PM	(000) 748-5426N		//
REISSUING P/A PER PUC DECISION-CUST TO PAY CB+40 STARTING W/ NEXT BILL...WL ENTER P/A WHEN ACCT BILLS 10/17/05	E70989	SYSTEM GENER	10/5/2005	Changed Payment	AIDA R CASTRO	3:33 PM	(000) 748-5426Y		10/20/2005
REMOVED LPC PER PUC DEC...	E70989	SYSTEM GENER	10/5/2005	Request Credit	AIDA R CASTRO	3:27 PM	(570) 748-5426N		//
REBILLED 1/19/04-2/13/04 FOR 29736 KWH ON OLD MTR; KWH ON NEW MTR(103KWH) TO REMAIN...PER PUC DEC	E70989	SYSTEM GENER	10/5/2005	Adjust Service	AIDA R CASTRO	3:26 PM	( ) -	N	//

Comments	Employee Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
	LJRNGE	internal	9/30/2005	PUC/Formal	LINDA J WASKEVICH	1:16 PM ( )	( ) -	N	//
Final Order Rebill: customer for 29,736 kwh in unametered usage for Jan '01 to Jan '04. adjust unametered usage for the bill period 1/19/04-2/13/04. Rebill meter #29217223 for 29,736 kwh and leave mtr 86046038 for 103 kwh. Cancel LPC of .14 for 2/9/05.	LJRNGE	internal	5/3/2005	Miscellaneous	LINDA J WASKEVICH	3:45 PM ( )	( ) -	N	//
held PUC Formal Hearing. Judge Meillo, Gary Weber (atty) Linda Waskevich & Gary Weber.	dlandis	SYSTEM GENERATED	2/16/2005	SC - PUC Formal Complaint	dlandis	5:19 PM (000) 000-0000	(000) 000-0000	Y	10/9/2006
PUC Formal Docket No. F-01603251 (also PUC Informal BCS No. 1603251) Stopped Meter Rebilling for 3 years; \$2456.47 Referred to Billing Supv. Linda Waskevich for further update to OGC.	E03525	SYSTEM GENERATED	2/16/2005	Added Payment Agreement	JACLYN M BALDWIN	3:20 PM (000) 748-5426	(000) 748-5426	N	//
PUC INFORMAL COMPLAINT DECISION DEC CLOSED 1/11/05 BCS#1603251	E23290	SYSTEM GENERATED	1/20/2005	SC - GRACE EXTENSION	DONNA J SCHALL	3:49 PM (570) 748-5426	(570) 748-5426	Y	2/4/2005
PUC Informal Complaint Decision (1/11/05). Co. to provide conservation credit of 3400 kWh. 1/20/05-DJS. Adj mtr'd use on 2/13 bill for 3400kwh, rdng from 34340 to 30940 which was billed on our mtr rdng + 103 on new mtr = 31,043 total kWh for bill. Orig bill \$2,470.90, new bill \$2,228.07 - diff of \$242.83. CB + 40 p/a starting on 2/15 sched bill to be done 1ST INSTALLMENT \$45.23 SINCE PMT MADE AFTER CLOSE DATE	E23290	SYSTEM GENERATED	1/20/2005	Adjust Service	DONNA J SCHALL	3:44 PM ( )	( ) -	N	//

Comments	Employee Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
PUC Informal Complaint Decision (1/1/05) Co. to provide conservation credit of 3400 kWh. 1/20/05-DJS. Adj mtd use on 2/13 bill for 3400kwh, rdng from 34340 to 30940 which was billed on out mtr rdng + 103 on new mtr = 31,043 total kWh for bill. Ong bill \$2,470.90, new bill \$2,228.07 - diff of \$242.83.	KMWENN	PUC	1/12/2005	PUC/Informal	KATHLEEN M SHARP	10:06 AM	( ) -	N	/ /
PUC Informal Complaint Decision (1/11/05) Company to provide conservation credit of 3400 kWh, then Beginning in March 2005, customer to pay CB + \$40	1	SYSTEM GENERATED	8/13/2004	Electric Outage - Issuance	001	7:42 AM	(570) 748-5426N		/ /
Contd 1:001 NO LIGHTS Contd 2:000 Contd 3:000 Contd 4:000 Note:CALL CUSTOMER AT	E71969	internal office work	6/15/2004	Credit	TRACEY L RAMOS	10:02 AM	(484) 634-4203Y	Y	12/31/2004
Top 1000 Collections Program. Please transfer to Tracey: ext 4205.. UNLESS customer is CUT THEN TRANSFER TO 9101.....	pthom	SYSTEM GENERATED	3/4/2004	SC - PUC Informal Complaint	pthom	10:26 AM	(570) 748-5426N		/ /
PUC INFORMAL/FISHER-BCS#1603251	E03651	richard kuntz	3/3/2004	Meter	MICHAEL R GOWER	3:57 PM	(570) 748-5426N		/ /
richard kuntz called about stopped meter cust just kept yelling I will issue work q referral for rep to get back to him,,,tried to reach Linda was not avn.	CSSDR044	SYSTEM GENERATED	3/2/2004	Correspondence - General	CSSDR044	2:01 AM	(570) 748-5426N		/ /
stopmeter billed:060220;L2420;V002	E60220	internal	3/2/2004	Meter	LINDA MUCKLOW	10:50 AM	( ) -	Y	4/1/2004

Comments	Employee Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
tried to reach r/p abt stopped meter adjustment - line busy - mailed (sr/summary rpt - copy to file..... if requested pls set up spec agreement for min 36 months.....)	E60220	internal	3/2/2004	Budget Billing	LINDA MUCKLOW	10:28 AM	( ) -	N	//
corrected annual base - rebilling stopped meter	E60220	internal	3/2/2004	Meter	LINDA MUCKLOW	10:25 AM	( ) -	N	//
r/p billed for 0 usage fr 1/17/01 to 1/19/04. adjusted metered usage on out rdng of mtr to reflect additional 34,340 kwh. previous baln was \$14.42 - new baln \$2470.98 (additional \$2456.47) will contact r/p to explain rebilling	E60220	internal	2/27/2004	Meter	LINDA MUCKLOW	8:54 AM	( ) -	N	//
closed high bill amt wfm - re-entered reading to bill for stopped meter	E60220	SYSTEM GENERATED	2/26/2004	Cancel/Rebill Service	LINDA MUCKLOW	2:32 PM	(570) 748-5426	N	//
added 34,340 kwh to out reading on old meter to rebill for stopped meter	E60220	SYSTEM GENERATED	2/26/2004	Adjust Service	LINDA MUCKLOW	2:31 PM	( ) -	N	//
posted 34,340 kwh rebilling for stopped meter	E60220	billing	2/20/2004	Billing - In Progress	LINDA MUCKLOW	4:08 PM	( ) -	Y	3/10/2004
rebilling stopped meter - PLS DO NOT TOUCH	E60220	internal	2/19/2004	Meter	LINDA MUCKLOW	10:10 AM	( ) -	Y	3/31/2004
issued work q referral for stopped meter rebilling - new meter shows usage.....company	E02126	SYSTEM GENERATED	2/4/2004	Change Meter Only Issued	KEVIN DIEHL	4:28 PM	(570) 748-5426	N	//

Comments	Employee Number	Contact Information	Date	Contact Type	User Name	Time	Phone	Critical	Expiration Date
pls change meter appears that this meter stopped 2 years ago.	CSSDR044	RICHARD KUNTZ	1/29/2004	Meter	CSSDR044	2:34 AM	(570) 748-5426N		//
AMR Deployment is scheduled in the near future.	ELGCONV	SYSTEM GENERATED	10/22/1999	Phase 3 - Release All Informatio	ELGCONV	7:07 PM	(570) 748-5426N		//