

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

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DOLORES MCINTOSH  
Vs.  
PP&L ELECTRIC UTILITIES  
CORP.

Docket No. Z-01270340

Initial Telephonic  
Hearing  
-----

DOCUMENT  
FOLDER

**DOCKETED**

SEP 03 2003

State Office Building  
Spring Garden and Broad Street  
13th Floor  
Philadelphia, PA

August 6, 2003  
Commencing at 2:00 a.m.

BEFORE:

CHARLES E. RAINEY, JR., Administrative Law Judge

APPEARANCES:

NOT REPRESENTED  
For the Complainant

KIMBERLY G. KRUPKA, Esquire  
33 South Seventh Street  
Allentown, PA 18101  
For the Respondent

**RECEIVED**

AUG 25 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

REPORTER: ANTHONY J. BARRETT

**ORIGINAL**

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<u>WITNESS</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
Bakis	6			



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

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JUDGE CHARLES E. RAINEY, JR.:

1  
2  
3  
4 We're on the record. Good morning. My  
5 name is Charles Rainey, and I am the Administrative  
6 Law Judge who has been assigned to this case. And  
7 this is the case of Dolores McIntosh versus PP&L  
8 Electric Utilities Corporation at Docket Number  
9 Z-01270340. I note the appearance by telephone of  
10 Kimberly G. Krupka, Esquire, who is appearing on  
11 behalf of PP&L Electric Utilities Corporation.

12 I note the non-appearance of the  
13 Complainant, Dolores McIntosh. I twice attempted to  
14 call Ms. McIntosh at the number which she provided to  
15 the Commission, which is area code 717-232-5503, and  
16 each time I received a recording. I did leave a  
17 message on the recording stating that if Ms. McIntosh  
18 did not immediately call the main number here, which  
19 is 215-560-2105, and join the hearing in progress,  
20 that her Complaint could be dismissed.

21 I note that Ms. Krupka has also informed  
22 me that PP&L Electric Utilities Corporation does not  
23 have any other number for Ms. McIntosh other than the  
24 one that I called. Therefore, we will proceed with  
25 the hearing. Ms. McIntosh did receive or was sent

1 notice of today's hearing by the Commission, and that  
2 is by a notice dated July 15th, 2003.

3                   Let me just set up the case as I know it.  
4 Ms. McIntosh filed a Complaint in this case on  
5 February the 18th, 2003, in which she alleged that  
6 there was an error committed by PP&L in reading her  
7 meter. And she has also stated that she is no longer  
8 employed and that she has no income. I understand,  
9 Ms. Krupka, that you do have a witness with you here  
10 this afternoon; is that correct?

11                   ATTORNEY KRUPKA:

12                   Yes, Your Honor.

13                   JUDGE RAINEY:

14                   Would you please call your witness?

15                   ATTORNEY KRUPKA:

16                   Yes. PP&L calls Ted Bakis.

17                   JUDGE RAINEY:

18                   Mr. Bakis, let me swear you in.

19 TED BAKIS, CALLED AND SWORN TO TESTIFY

20                   JUDGE RAINEY:

21                   Please provide your full name for the  
22 record, and would you spell your last name, please?

23 A. Yes, my name is Ted, last name is Bakis. It's B  
24 as in boy, A-K-I-S.

25                   JUDGE RAINEY:

1 And Mr. Bakis, by whom are you employed?

2 A. By PP&L Electric Utilities.

3 JUDGE RAINEY:

4 And what is your business title?

5 A. Credit and revenue collections, customer service  
6 representative.

7 JUDGE RAINEY:

8 And would you provide your business  
9 address?

10 A. 827 Hausman Road in Allentown, Pennsylvania,  
11 18104.

12 JUDGE RAINEY:

13 Thank you. Please proceed, Ms. Krupka.

14 ATTORNEY KRUPKA:

15 Thank you.

16 DIRECT EXAMINATION

17 BY ATTORNEY KRUPKA:

18 Q. Mr. Bakis, how long have you been in the position  
19 with PP&L Electric Utilities?

20 A. A little over two years.

21 Q. And can you just briefly describe your duties in  
22 that position?

23 A. Yeah, I handle accounts with payment-troubled  
24 customers.

25 Q. I have before me, and I believe you have a copy of

1 what we have presented to the Court and is marked as  
2 Exhibit One. Are you familiar with this document?

3 A. Yes, I am.

4 Q. And can you identify it?

5 A. Yes, it's a statement of account for Ms. Dolores  
6 McIntosh for account number 0417062009 for 2403 North  
7 Second Street in Harrisburg.

8 Q. And is the data contained on PP&L Exhibit One true  
9 and correct, to the best of your knowledge and  
10 information?

11 A. Yes.

12 Q. Mr. Bakis, was there a time in the past 12 months  
13 when there was an issue with regarding the reading of  
14 Ms. McIntosh's meter?

15 A. Yes, there was.

16 Q. And can you describe that?

17 A. Yeah, we --- what happened is around November or  
18 so, the customer had called in stating that the meter  
19 was read incorrectly.

20 JUDGE RAINEY:

21 I'm sorry, Mr. Bakis, was that November  
22 of last year?

23 A. Yeah, November of last year.

24 JUDGE RAINEY:

25 Okay.

1 A. Ms. McIntosh had called in stating we had read the  
2 meter incorrectly. She thought her bill was too high.  
3 So we sent somebody out there to read the meter and  
4 found out that the meter was over-read. In the  
5 meantime, we also estimated a bill that we issued out  
6 to her on November the 26th. So what we did is, in  
7 December, what we did is we rebilled her. We  
8 cancelled the two bills, the one that was estimated  
9 and the one that was over-read, and we rebilled her  
10 appropriately. And that was in December.

11 BY ATTORNEY KRUPKA:

12 Q. Can you tell me the date on which the bill was  
13 issued for the over-read meter?

14 A. Yes, that was October the 25th, 2002.

15 Q. And in what amount of was Ms. McIntosh billed?

16 A. It was \$129.51.

17 Q. And on what date was that rectified?

18 A. That was rectified on December the 3rd.

19 Q. And what date was the bill for an estimated  
20 reading to which she had concerns?

21 A. That one was November 26th. That was for \$75.74.

22 Q. And how was that rectified?

23 A. That was also rectified when we had sent the meter  
24 reader out to read the meter and get the appropriate  
25 reading for those two months' bills.

1 Q. And was an adjustment made in December for the  
2 estimated bill as well?

3 A. Yeah, there was an adjustment for the estimated  
4 and the over-read bill.

5 Q. Is it your understanding that that matter has now  
6 been resolved?

7 A. Yes.

8 JUDGE RAINEY:

9 I'm sorry. Let me back you up, Mr.  
10 Bakis. With regard to the estimated bill ---

11 A. Uh-huh (yes).

12 JUDGE RAINEY:

13 --- and I understand that that was done  
14 in November of last year, that the bill was over  
15 estimated?

16 A. Well, it was an estimated bill. To be honest with  
17 you, I don't know whether it was over or under  
18 estimated. What we did is essentially when we  
19 rebilled her for --- if you go on December the 3rd,  
20 2002, we rebilled her for \$131.56. Essentially, when  
21 those two bills were issued to her, the \$129.51 and  
22 the \$75.74, it came out of an over billing of a little  
23 over \$70. So what we did is when we sent that meter  
24 reader out, we adjusted the bill accordingly.

25 JUDGE RAINEY:

1 Well ---.

2 BY ATTORNEY KRUPKA:

3 Q. The bill issued on December 3rd, 2003, in the  
4 amount of \$131.56, for how many months' usage was that  
5 bill?

6 A. That was for 60 days. That was for the two  
7 cancelled bills.

8 Q. The information that's set forth in Exhibit One,  
9 is that kept in the ordinary course of business at  
10 PP&L?

11 A. Yes.

12 Q. Are all the charges shown on PP&L Exhibit One made  
13 in accordance with PP&L's tariff and PUC regulations?

14 A. Yes, it is.

15 Q. What is the current arrearage on this account?

16 A. The arrearage --- and just for the record, on July  
17 the 30th of 2003, Ms. McIntosh did make a payment of  
18 \$60, which does not reflect on the statement. So her  
19 current arrearage is right now is \$656.46.

20 JUDGE RAINEY:

21 I'm sorry. Give me that amount again.

22 A. Sure. \$656.46.

23 JUDGE RAINEY:

24 \$660?

25 A. No, \$656.46.

1 JUDGE RAINEY:

2 \$656.46?

3 A. \$656.46.

4 JUDGE RAINEY:

5 Okay. \$656.46?

6 A. That's correct.

7 JUDGE RAINEY:

8 Okay.

9 BY ATTORNEY KRUPKA:

10 Q. And how many payments has Complainant made in the  
11 year 2003?

12 A. In the year 2003, the only arrangement that was  
13 set up was the Public Utility Commission's decision.  
14 That was closed on January 24th.

15 JUDGE RAINEY:

16 So there was a BCS decision in this case?

17 A. Yes, there was a BCS decision.

18 JUDGE RAINEY:

19 Okay. Is that one of your Exhibits, Ms.  
20 Krupka?

21 ATTORNEY KRUPKA:

22 Yes, Your Honor, that's Exhibit Two.

23 JUDGE RAINEY:

24 Okay. Go right ahead, Ms. Krupka.

25 BY ATTORNEY KRUPKA:

1 Q. Again, what was the date of the last payment?

2 A. The date of the last payment was \$60 on July 30th,  
3 2003.

4 Q. I'm going to direct your attention to Exhibit Two.  
5 Do you have that in front of you?

6 A. Yes.

7 Q. Is this the Bureau of Consumer Services decision  
8 dated January 24th, 2003?

9 A. Yes, it is.

10 Q. What did the BCS order?

11 A. The BCS ordered --- it was for number 1270340, it  
12 ordered Ms. McIntosh to pay a budget amount of \$64,  
13 plus \$80 towards the arrearage for a total of \$144 per  
14 month. And that was beginning in February.

15 Q. And did the Complainant pay in accordance with  
16 this decision?

17 A. No.

18 Q. Can you calculate a catch-up amount in this  
19 matter?

20 A. Yeah, a calculated catch-up amount --- and the  
21 total amount comes out to \$270.

22 JUDGE RAINEY:

23 Could you break that down in terms of how  
24 you calculated that?

25 A. Yeah, I'll break it down for you. Two

1 installments of \$64, one for February's bill and  
2 another \$64 for March's bill. And then in April, May,  
3 June and July, there is balances of \$68. So there's  
4 four installments of \$68 and then two of \$64.

5 JUDGE RAINEY:

6 Okay.

7 A. You add those up. They'll come up to ---.

8 JUDGE RAINEY:

9 I'm sorry. Mr. Bakis?

10 A. Yes.

11 JUDGE RAINEY:

12 You're going a little bit too fast.

13 A. I'm sorry.

14 JUDGE RAINEY:

15 Okay. In February, an installment of  
16 \$64?

17 A. Right.

18 JUDGE RAINEY:

19 In March, there was an installment of  
20 \$64?

21 A. Correct.

22 JUDGE RAINEY:

23 Okay. Now, with regard to April, May,  
24 June and July?

25 A. Those are \$68 apiece.

1                   JUDGE RAINEY:

2                   \$68. So her budget increased to \$68  
3 during that time?

4 A. That's correct.

5                   JUDGE RAINEY:

6                   Okay. All right. And so then what does  
7 that total to?

8 A. That totals to \$400.

9                   JUDGE RAINEY:

10                   Okay.

11 A. I also include the fact that Ms. McIntosh made two  
12 payments after the decision close date. The total  
13 amount is \$130.

14                   JUDGE RAINEY:

15                   So she made total payments of \$130?

16 A. Yeah, one of \$60 on July the 30th, and there was  
17 another payment of \$70 on June the 27th.

18                   JUDGE RAINEY:

19                   June 27th.

20 A. So I subtracted those two payments from the \$400.

21                   JUDGE RAINEY:

22                   Okay. And that leaves you with ---?

23 A. \$270.

24                   JUDGE RAINEY:

25                   \$270, which you state is the catch-up

1 amount?

2 A. Yes.

3 JUDGE RAINEY:

4 Okay. Let me ask you with respect to ---  
5 now, it is my understanding that she filed this  
6 Complaint in February of this year. So that if we  
7 consider that the February payment was stayed, then we  
8 would just subtract from that amount the \$64; is that  
9 correct?

10 A. I'm sorry. I didn't understand. I didn't quite  
11 hear the question, Your Honor.

12 JUDGE RAINEY:

13 The question is that if she filed her  
14 Complaint --- it's my understanding that she was  
15 supposed to start payment under the BCS decision in  
16 February; was that correct?

17 A. Yes.

18 JUDGE RAINEY:

19 Okay. And she filed her Complaint in  
20 February of this year?

21 A. Uh-huh (yes). That's correct.

22 JUDGE RAINEY:

23 So I'm just thinking, if she filed her  
24 Complaint in February of this year, then if that  
25 amount is stayed under Commission's decisions as well

1 as the Commission's regulations and if we're only  
2 looking at --- well, let me back you up. Prior to  
3 February of this year, was there an outstanding  
4 balance?

5 A. Prior to February? Yes, there was.

6 JUDGE RAINEY:

7 Okay. What was the outstanding balance  
8 prior to February?

9 A. Let me see. \$392.11.

10 JUDGE RAINEY:

11 \$392.11. Okay. So your catch-up --- I  
12 just want to be sure. Your catch-up amount, the \$270  
13 does not include the \$392.11 that was prior to the  
14 start or was not --- was prior to the start of her  
15 payments under the BCS decision?

16 A. The amount that I had used to calculate her catch-  
17 up was the amount she was supposed to pay on the BCS  
18 decision up until present day. I just used whatever  
19 --- the budget amounts for each month after the  
20 decision was closed from January --- well, starting in  
21 February, except I wasn't including the installment  
22 amount.

23 JUDGE RAINEY:

24 And the installment amount, I'm not sure  
25 ----.

1 A. I'm sorry. The \$80. I'm talking about the budget  
2 of \$64 and then the installment amount was \$80.

3 JUDGE RAINEY:

4 Oh, towards the arrearage?

5 A. Yeah, exactly.

6 JUDGE RAINEY:

7 Oh, okay. I see. So the \$270 does not  
8 include the amount towards the arrearage?

9 A. No.

10 JUDGE RAINEY:

11 Okay. All right. I'm just trying to  
12 make sure that the amount that you gave me satisfies  
13 the Commission's most recent decision with regard to  
14 the calculations of amounts. Go right ahead, Ms.  
15 Krupka.

16 BY ATTORNEY KRUPKA:

17 Q. Did you have a conversation with Ms. McIntosh  
18 following the filing of her Complaint?

19 A. Yeah, actually, I had two conversations with her.  
20 I spoke with her in March and I also spoke with her in  
21 July. In March, I tried to settle the Complaint, but  
22 I asked if she could pay at least the budget, plus \$15  
23 a month, which she said she was unable to do. I did  
24 refer her to some agencies for assistance.

25 Q. What agencies did you refer her to?

1 A. I referred her to LIHEAP and also Operation Help.  
2 I was going to refer her to On Track, but she had no  
3 income at the time. And to be on On Track, you have  
4 to have at least some sort of income to show you can  
5 keep up on the arrangement.

6 JUDGE RAINEY:

7 Okay. I'm going to ask you, Mr. Bakis,  
8 to --- your conversations you said you had with Ms.  
9 McIntosh in March and then the other conversation was  
10 when?

11 A. In July.

12 JUDGE RAINEY:

13 In July. Okay. Now, you referred to  
14 certain programs. I'm going to ask you to describe  
15 those programs and what the requirement of those  
16 programs are.

17 A. All right. I referred her to LIHEAP Program,  
18 which is for low income home energy assistance. It's  
19 for basically for heating source for paying your bill,  
20 basically a heating source. And as long as she has  
21 electric usage --- as long as she heats the home with  
22 electric, she could qualify. But the only thing is  
23 the program ran out in April and it doesn't open up  
24 again until November. To my understanding, when I  
25 spoke with her in July, she never followed up on that

1 program. Operation Help Program I referred her to in  
2 March, that is basically for low-income customers and  
3 based on the fact she had no income coming in, she  
4 might be qualified. She may have been qualified for  
5 that program. They offer one-time cash grants to  
6 customers to help them pay towards their arrearage.  
7 When I spoke to her in July, though, to my  
8 understanding, she didn't follow up on either one of  
9 those two numbers.

10 JUDGE RAINEY:

11 Now, who administers LIHEAP and who  
12 administers Operation Help?

13 A. Through the local welfare offices in the county.  
14 I believe it's Dauphin County.

15 JUDGE RAINEY:

16 Okay.

17 BY ATTORNEY KRUPKA:

18 Q. Does PP&I control those?

19 A. We don't control them. We refer them and also  
20 make up some representatives in those offices to  
21 guarantee funds.

22 JUDGE RAINEY:

23 Okay. And you referred to your On Track  
24 Program?

25 A. I did --- not initially. In March, I didn't,

1 because she didn't report income. She had no income  
2 at the time, and she has to actually have some sort of  
3 income showing she can at least keep up the program's  
4 arrangement. So when I spoke with her in July, she  
5 did report she was getting a Social Security  
6 disability in the balance of \$750 a month with one  
7 person living there. So what I did is I referred her  
8 to the program at that time, and when I checked  
9 actually this morning, I see that they had sent out  
10 the information packet to her to fill out on August  
11 5th. So I imagine she should be getting that in the  
12 near future.

13 JUDGE RAINEY:

14 Okay. Why don't you describe that  
15 program? Now, that's a PP&L-administered program?  
16 A. No. That's also going through the local welfare  
17 office. Essentially, what they do is they put the  
18 customer on a program where they pay something less  
19 than their current charges. Say, if they pay an  
20 average of an \$80 bill, they might pay about \$40 a  
21 month, as an example. And then what they do is they  
22 cover the rest of the bill. They write off an amount  
23 towards the arrearage each month. If they stay on it  
24 for one year, it wipes out their debt.

25 JUDGE RAINEY:

1                   Okay.

2   A.   So it's actually --- it's like a payment.  It's a  
3 little different than Operation Help and LIHEAP.  It's  
4 an actual payment arranged for the customer to pay  
5 less than what their current charges.

6                   JUDGE RAINEY:

7                   I see.  Now, does PP&L have any program  
8 of its own that it administers for low income?

9   A.   No.  Not on our own, no.  We have the welfare  
10 office that administers for us, and we refer customers  
11 to them.

12                   JUDGE RAINEY:

13                   Okay.  Go right ahead, Ms. Krupka.

14 BY ATTORNEY KRUPKA:

15   Q.   Based on the income reported to you in July of  
16 2003, did the BCS make an appropriate decision based  
17 on PUC regulations?

18   A.   From July?

19   Q.   Yes.

20   A.   Well, not from July, because the customer now  
21 reports level one income.

22   Q.   What is PP&L's final position in this proceeding  
23 with regard to a catch-up and funds in going forward?

24   A.   We would request to pay the catch-up of the '\$270.  
25 And based on the most recent financial information

1 that she provided to me in July, I'd be looking for  
2 budget plus \$15.

3 Q. And does this conclude your testimony?

4 A. Yes, it does.

5 JUDGE RAINEY:

6 Okay. Let me just follow up again with  
7 regard to --- you did give me a catch-up amount. What  
8 is the total balance that this customer ---?

9 A. The total bill including the current charges, the  
10 amount would be \$792.46.

11 JUDGE RAINEY:

12 \$792.46.

13 A. That's also --- like I said, that also includes  
14 the current bills, too.

15 JUDGE RAINEY:

16 Okay. Now, you stated that Ms. McIntosh  
17 is a level one customer. Does that mean, then, that  
18 she would qualify for assistance from the programs  
19 that you mentioned?

20 A. Yes, she would qualify. It's just basically as  
21 long as she would follow up, I think there may be  
22 something they can do for her. I mean, PP&L would be  
23 satisfied if she would get enrolled at On Track. That  
24 would be her ideal situation, the very favorable  
25 arrangement to the low-income customers.

1                   JUDGE RAINEY:

2                   Yes.

3 A.   And hopefully, she'll follow up on that program  
4 since they sent out the information to her yesterday.  
5 But yes, based on her information, she would at least  
6 --- possibly get On Track or Operation Help, if not  
7 LIHEAP, at least, until wintertime.

8                   JUDGE RAINEY:

9                   Okay. Do you know how long Ms. McIntosh  
10 has been a customer of PP&L?

11 A.   Yes. I took a look at the account, and it looks  
12 like it's back to like '93, this account has been open  
13 for her. It's like August 16th, '93, is how long this  
14 account's been open.

15                   JUDGE RAINEY:

16                   Okay.

17 A.   So about ten years or so. She may have been a  
18 customer before then, but it may have been under  
19 service of another person.

20                   JUDGE RAINEY:

21                   I see. Now, is she an all-electric  
22 customer, or ---?

23 A.   Yes. I believe she's an all-electric customer.

24                   JUDGE RAINEY:

25                   Okay. Ms. Krupka, do you want to move

1 for the admission into evidence of your exhibits?

2 ATTORNEY KRUPKA:

3 Exhibits One and Two.

4 JUDGE RAINEY:

5 Okay. So admitted. And were you going  
6 to use Exhibit Three at all?

7 ATTORNEY KRUPKA:

8 No, Your Honor.

9 JUDGE RAINEY:

10 Okay. All right. Exhibits One and Two  
11 then are admitted into evidence. Did you have  
12 anything that you wanted to add to this hearing, Ms.  
13 Krupka?

14 ATTORNEY KRUPKA:

15 No, Your Honor.

16 JUDGE RAINEY:

17 Okay. All right. Thank you then, Mr.  
18 Bakis. You may step down. Ms. Krupka, you had ---  
19 and I don't know if this is on the record or whether  
20 you stated this off the record prior to me going on  
21 the record, you did ask for a --- you did move to  
22 dismiss this case based on the failure to prosecute of  
23 Ms. McIntosh, and I will take that under advisement.  
24 And if there is nothing further in this case, then  
25 this hearing is adjourned. Thank you very much.

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ATTORNEY KRUPKA:

Thank you, Your Honor.

\* \* \* \* \*

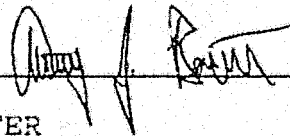
HEARING CONCLUDED AT 2:25 P.M.

\* \* \* \* \*

C E R T I F I C A T E

I HEREBY CERTIFY THAT THE FOREGOING  
PROCEEDINGS WERE REPORTED BY ME AND THEREAFTER  
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\*\*\* Account Information \*\*\*

Account Number:  
04170-62009

Mail To:  
DOLORES MCINTOSH  
2403 N 2ND ST  
HARRISBURG

PA 17110

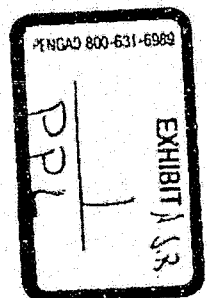
Requested By:  
DOLORES MCINTOSH  
01/11/2003 Extension

Account Activity Statement

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

Payment Agreement      580.00 Balance  
Installment:              5438.46  
Budget Bill Amortization  
Installment:              50.00 Balance:      50.00

2-0127 0340



DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDS/TYPE	DAYS USED	KMH	BILLED KW
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01/01/1999 Payment \$-51.00

01/27/1999 ELECTRIC SERVICE \$78.51 1042/0000 52979A 28 944

01/28/1999 Regular Bill \$78.18 \$51.41

02/08/1999 Payment \$-78.18

02/26/1999 ELECTRIC SERVICE \$86.35 0900/0000 54041A 30 1062

02/26/1999 Regular Bill \$86.55

03/08/1999 Payment \$ 86.55

03/22/1999 ELECTRIC SERVICE \$95.56 0821/0000 55233A 31 1192

03/29/1999 Regular Bill \$95.56

04/06/1999 Payment \$-96.00

04/28/1999 ELECTRIC SERVICE \$55.95 0388/0000 55867A 30 634

04/28/1999 Regular Bill \$55.51

05/10/1999 Payment \$-56.00

05/27/1999 ELECTRIC SERVICE \$25.55 0120/0013 56096A 29 229

05/27/1999 Regular Bill \$25.06

06/07/1999 Payment \$-26.00

06/23/1999 ELECTRIC SERVICE \$44.95 0006/0221 56534A 32 488

06/23/1999 Regular Bill \$44.05

07/08/1999 Payment \$-45.00

07/28/1999 ELECTRIC SERVICE \$66.37 0001/0450 57357A 30 773

07/28/1999 Regular Bill \$65.42

08/09/1999 Payment \$-35.42

08/26/1999 ELECTRIC SERVICE \$51.13 0000/0126 57935A 29 578

08/26/1999 Regular Bill \$81.13

09/10/1999 Payment \$-30.00

09/27/1999 ELECTRIC SERVICE \$35.44 0031/0174 58302A 32 366

09/27/1999 Regular Bill \$85.57

10/01/1999 Payment \$-20.00

DOCUMENT FOLDER

DOCKETS  
SEP 03 2003

PPL EXHIBIT 1

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/27/1999	ELECTRIC SERVICE										
10/27/1999	Regular Bill	11/17	\$31.88	\$16.57			0295/0011	58619A 30	30	318	
11/29/1999	ELECTRIC SERVICE										
11/29/1999	Regular Bill	12/30	\$43.72	\$48.45			0433/0030	59051A 30	30	478	
12/06/1999	Payment		\$-49.00								
12/22/1999	Payment		\$-44.00								
12/28/1999	ELECTRIC SERVICE										
12/28/1999	Regular Bill	01/18	\$53.28				0857/0000	59704E 32	32	607	
01/24/2000	Payment		\$-53.00								
01/27/2000	ELECTRIC SERVICE										
01/27/2000	Regular Bill	02/17	\$61.59				1025/0000	60385A 30	30	681	
02/07/2000	Payment		\$-62.00								
02/29/2000	ELECTRIC SERVICE										
02/29/2000	Regular Bill	03/21	\$56.56				1093/0000	60998A 33	33	613	
03/29/2000	Payment		\$-56.00								
03/29/2000	ELECTRIC SERVICE										
03/29/2000	Regular Bill	04/18	\$43.01				0489/0000	61438A 28	28	440	
04/24/2000	Payment		\$-43.00								
04/27/2000	ELECTRIC SERVICE										
04/27/2000	Regular Bill	05/18	\$61.12				0417/0003	62109A 30	30	671	
05/30/2000	ELECTRIC SERVICE										
05/30/2000	Regular Bill	06/20	\$42.54				0131/0106	62543A 33	33	434	
06/07/2000	Payment		\$-61.00								
06/26/2000	Payment		\$-104.00								
06/27/2000	ELECTRIC SERVICE										
06/27/2000	Regular Bill	07/18	\$42.20				0024/0214	62974A 28	28	431	
07/27/2000	ELECTRIC SERVICE										
07/27/2000	Regular Bill	08/17	\$41.25				0000/0248	63394A 30	30	420	
08/10/2000	Payment		\$-22.00								
08/24/2000	ELECTRIC SERVICE										
08/24/2000	Regular Bill	09/14	\$41.02				0001/0262	63811A 28	28	417	
09/12/2000	Payment		\$-41.00								
09/27/2000	ELECTRIC SERVICE										
09/27/2000	Regular Bill	10/18	\$46.71				0059/0199	64301A 34	34	490	







# PUC Closing Records Archive

PERIOD: 801-6583  
 EXHIBIT A JB  
 2  
 PPL

CASENBR: 1270340  
 COMPANYNAME PPL (EDG - ELECTRIC)  
 COMPANYCODE 0010  
 COMPANYTYPE ELECTRIC DISTRIBUTOR  
 CUSTOMERFIRSTNAME DOLORES  
 CUSTOMERMIDDLEINITIAL M  
 CUSTOMERLASTNAME MCINTOSH  
 ACCOUNTNUMBER 0417062002  
 SERVICEADDRESS 2403 NORTH SECOND STREET  
 SERVICEADDRESS2 APARTMENT G  
 SERVICE CITY HAZLEBURG  
 SERVICE STATE PA  
 SERVICE ZIP 17110  
 SERVICE ZIP2 0  
 DECISIONISSUE Y  
 QUALITYTYPEIN W  
 VIOLATION NO  
 CHAPTER  
 SECTIONRULE  
 TOTALBALANCE 302.17  
 DATECLOSED 1/24/2003  
 RESOLUTION APPLY LPC  
 BALANCEDATE 11/17/02  
 SERVICEAFTERPAY 0  
 SERVICECONTINUAMOUNT 0  
 SERVICECONTINUEDATE  
 TERMS FEBRUARY 2003  
 SPECIALBUDGETAMOUNT 144  
 REGULARBUDGETAMOUNT 64  
 ARREARS PAYMENT PLUS 80  
 FINALMONTHLYPAYMENT 0  
 CURRENTMONTHLYPAYMENT 0  
 ENDMONTHLYPAYMENT 0  
 LETTERDESCRIPTION EGN STRAIGHT PARIBUDGET  
 HEIDDATE  
 PARMETER THE METER TESTED WITHIN THE ACCURACY REQUIREMENTS ESTABLISHED BY THE REGULATIONS OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION.  
 BILLDATE  
 ACCOUNTAMOUNT 0  
 PAYMENT  
 REINVESTIGATORPNAM EDWARD  
 REINVESTIGATORNAME HARTMAN  
 NROFTIMESEND 1  
 NROFTIMEFAXED 0  
 FAXINACODE 0  
 PUCFAX 7670641  
 PUC TYPE E  
 DT\_CREATED 1/24/2003 12:03:23  
 XML\_CREATEDDATE TIME 1/24/2003 10:45:59  
 XML\_FILENAME PPLE\_CL\_01242003\_104559.xml

**DOCKETED**  
 SEP 03 2003

**DOCUMENT  
 FOLDER**

Z-01270340

Wednesday, March 05, 2003

Page 1 of 1

PPL EXHIBIT 2