

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

ORIGINAL

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Matthew & Jennifer Nojunas v. :
PPL Electric Utilities :
Corporation. Billing Dispute. : Docket No.
 : Z-01161749
Initial Telephonic Hearing :
 :
----- X

Pages 1 through 81 Conference Room A
Commonwealth Keystone Building
Second Floor
400 North Street
Harrisburg, Pennsylvania

DOCUMENT

Friday, June 4, 2004

Met, pursuant to notice, at 10:04 a.m.

Before:

SUSAN D. COLWELL, Administrative Law Judge

DOCKETED

APPEARANCES:

THERESA GIANNONE, Esquire
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JUN 17 2004

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<u>WITNESSES</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
Jennifer M. Miernicki-Nojunas				
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FORM 2

P R O C E E D I N G S

ADMINISTRATIVE LAW JUDGE SUSAN D.

1
2
3 COLWELL: This is the time and the place set for a
4 telephonic hearing in the matter of Matthew and Jennifer
5 Nojunas versus PPL Electric Utilities Corporation at PUC
6 Docket No. Z-01161749. I am Administrative Law Judge
7 Susan D. Colwell appointed by the Pennsylvania Public
8 Utility Commission to preside in this matter.

9 I have contacted the customer complainant
10 at 570-462-4621. They are represented by counsel,
11 Theresa L. Giannone and her number is 610-729-2900. She
12 is also present.

13 I also have on the line Mr. Gary Weber
14 for PPL and his number was 517-267-1465 pass code
15 734659. He has a witness with him, Terry Albright.

16 Can each one of you hear me?

17 MS. GIANNONE: Yes.

18 MR. WEBER: Yes, Your Honor.

19 MS. NOJUNAS: Yes.

20 MR. MIERNICKI: Yes, Your Honor.

21 JUDGE COLWELL: I have a lot of yes's.

22 Can you hear each other?

23 MR. WEBER: Yes.

24 MS. GIANNONE: Yes.

25 MS. NOJUNAS: Yes.

1 MR. MIERNICKI; Yes.

2 JUDGE COLWELL: Excellent.

3 This hearing is being recorded by a Court
4 Reporter. She is present with me here in Harrisburg.
5 So when you do speak please try to speak clearly, slowly
6 and loudly and do not speak over each other because she
7 can only hear and transcribe one at a time.

8 During this hearing both sides will have
9 the opportunity to present evidence in the form of sworn
10 testimony or exhibits. Both sides have given me some
11 documents. Following the hearing I will write and issue
12 a decision which is appealable to the Commission.

13 It is the Commission's policy to
14 encourage settlement. If you would like the opportunity
15 to settle this matter without having the formal hearing
16 I can ask the Court Reporter to stop transcribing and
17 then I can leave the room so that you can speak candidly
18 with each other. I can't hang up the phone without
19 disconnecting you, but I can leave the room and close
20 the door and then return to check on your progress.

21 Are you interested in pursuing a
22 settlement, Ms. Nojunas?

23 MS. NOJUNAS: Yes, I am.

24 JUDGE COLWELL: Mr. Weber?

25 MR. WEBER: Your Honor, we have had

1 extensive discussions concerning settlement over the
2 last week or so and I'm not sure that any further
3 discussions at this point would be helpful.

4 JUDGE COLWELL: Was that a yes or a no?

5 MR. WEBER: No.

6 JUDGE COLWELL: Okay then, we'll continue
7 with the hearing.

8 JUDGE COLWELL: Ms. Giannone, you will
9 present your case first and then when you're finished
10 Mr. Weber can ask questions of whatever witnesses you've
11 presented and then he can present his witness. You can
12 ask his witness questions and after he is finished you
13 can have an opportunity to ask your questions.

14 Does anybody have any questions about the
15 procedure involved?

16 Ms. Giannone?

17 MS. GIANNONE: No.

18 JUDGE COLWELL: Mr. Weber?

19 MR. WEBER: No, Your Honor. I do wish to
20 make one comment on the procedures if this will be an
21 appropriate time?

22 JUDGE COLWELL: Sure, go ahead.

23 MR. WEBER: For some reason, and I'm not
24 sure why, I did not receive notice of this hearing. I
25 spoke to Ms. Giannone last week and she advised me that

1 the hearing was coming up and was kind enough to send me
2 a copy of the notice on Friday. At that time I
3 contacted my witnesses and became aware that Mr. Bill
4 Stoffregen, who is an individual who did some
5 investigation in this proceeding was on vacation and
6 continues to be on vacation as of today and he is out of
7 contact. For that reason I would request leave if
8 necessary, it may not be necessary, but if necessary to
9 have another opportunity to present his testimony on
10 another day.

11 JUDGE COLWELL: I apologize for not
12 getting you notice of the hearing. There's no
13 indication in my file that you were not served so I
14 don't know what happened there.

15 We can revisit this again at the end of
16 the hearing; if you think that you do need to have his
17 testimony you can bring it up then.

18 MR. WEBER: Okay, very good. Thank you,
19 Your Honor.

20 JUDGE COLWELL: Sure, no problem.

21 Does either side wish to present an
22 opening statement?

23 MS. GIANNONE: No, Your Honor.

24 MR. WEBER: No, Your Honor.

25 JUDGE COLWELL: All right then, Ms.

1 Giannone, you may begin.

2 MS. GIANNONE: Thank you.

3 The Complainant first calls Jennifer
4 Nojunas.

5 JUDGE COLWELL: Ms. Nojunas, would you
6 raise your right hand, please?

7 Whereupon,

8 JENNIFER M. MIERNICKI-NOJUNAS
9 having been duly sworn, testified as follows:

10 JUDGE COLWELL: Please continue. And
11 speak up, Mrs. Nojunas, you're very hard to hear.

12 THE WITNESS: Okay.

13 DIRECT EXAMINATION

14 BY MS. GIANNONE:

15 Q Mrs. Nojunas, would you state your full name and
16 spell it for the record?

17 A Yes, I will. My full name is Jennifer M.
18 Miernicki-Nojunas, M-i-e-r-n-i-c-k-i, N-o-j-u-n-a-s.

19 Q What is your current address?

20 A My current address is 456-C Farmers Road,
21 Ringtown, PA 17967.

22 Q At that address do you have a PPL account for
23 your electricity?

24 A Yes, I do.

25 Q Is that in Matthew Nojunas's name?

1 A Yes, it is.

2 Q What is your relationship to Matthew Nojunas?

3 A Matthew Nojunas is my husband.

4 Q When did you and Matthew move into that
5 residence?

6 A I moved into the residence in 1997.

7 Q Would you describe the type of residence that it
8 is?

9 A It's a one-floor ranch-type house.

10 Q How many rooms?

11 A Six rooms.

12 Q At the time that you moved in, what type of
13 household equipment did you have in terms of kitchen
14 equipment?

15 A At the time I moved in there was no kitchen.
16 There was in 1997 an oil burner. There was a TV, the
17 usual, nothing out of the ordinary.

18 Q Did you have a washer and dryer?

19 A Yes, we did.

20 Q Did you have anything in the kitchen in terms
21 of -- I mean, I know you said there's no kitchen, but
22 did you have anything in terms of a refrigerator or a
23 cook top?

24 A Yes, there was a refrigerator and there was a
25 microwave.

1 JUDGE COLWELL: What did you say before
2 refrigerator?

3 THE WITNESS: (No response)

4 BY MS. GIANNONE:

5 Q So there was a refrigerator and a microwave?

6 JUDGE COLWELL: Did you say something
7 else though? You started speaking before your attorney
8 was finished and the telephone doesn't let us hear that.

9 THE WITNESS: There was a small
10 refrigerator and a microwave.

11 JUDGE COLWELL: Okay, thank you.

12 BY MS. GIANNONE:

13 Q How about outside of the property, was there
14 lighting -- I mean, outside of the resident structure,
15 was there lighting?

16 A No, there's no lighting outside of the structure.

17 Q Did you have a well at that property with a pump?

18 A Yes, I do.

19 Q And then describe the rest of the property, was
20 there any gate or fence around your property?

21 A Yes, there's a big fence around my property.

22 Q What size is the property approximately?

23 A 6.1 acres.

24 Q Now, sometime after moving into that property did
25 you begin having a problem with your PPL electric bill?

1 A In 1998 they began to estimate my electric bills.

2 Q And why was that a problem?

3 A That was a problem because they were very high.

4 Q When you say "high" what do you mean? Do you
5 mean high compared to when they were giving actual
6 readings?

7 A High in the fact that there wasn't -- there was
8 only two people in the house and I could not imagine
9 using over \$100 worth of electricity.

10 Q So the estimated bills in 1998, what range were
11 they in?

12 A They were three times as much as what my bill
13 currently is.

14 Q Is your bill currently being estimated or is it
15 actual?

16 A My current bill is actual.

17 Q How often were they doing estimated readings in
18 1998?

19 A Every month.

20 Q Did they do any actual readings in 1998?

21 A I'm not sure.

22 Q Based on your recollection how many months out of
23 the year did they estimate the bill?

24 A Can you hold a moment?

25 Q Sure.

1 (Pause)

2 THE WITNESS: I would say probably ten
3 months out of the year they were estimated.

4 BY MS. GIANNONE:

5 Q Did you notify PPL about your complaint with the
6 estimated bills?

7 A Yes, I did.

8 Q How did you do that?

9 A In 1999 I had brain surgery in Allentown so my
10 husband and I went down to the PPL office and it was
11 sort of a crazy situation. You have to get on a phone
12 and you can't see anyone in person and basically we
13 didn't get anywhere with that.

14 Q And then that was in 1999 --

15 A Um-hm.

16 Q -- did you continue to live in the house through
17 the entire year of 1999?

18 A In November of 1999 the oil burner blew up.

19 Q Okay.

20 A My husband and I went to Manheim, Pennsylvania
21 for him to renew his truck driver's license and that was
22 the last time the house was lived in.

23 Q In November of 1999?

24 A Yes, ma'am.

25 Q You mentioned the oil-burner. Why is that

1 significant to your moving out?

2 A Because it didn't work and all the pipes bursted
3 and froze in the house and the house was unlivable.

4 Q Did you and your husband continue to receive PPL
5 bills for electricity during 1999?

6 A Yes, we did.

7 Q Were the bills estimated or actual in 1999?

8 A They were estimated.

9 Q Did they do any actual readings in 1999?

10 A I'm not sure.

11 Q If the bills reflected that on about three
12 occasions they did actual readings would that sound
13 right to you?

14 A That would be right.

15 Q Did you have a complaint about the estimated
16 bills in 1999?

17 A Yes, I did.

18 Q What was the complaint?

19 A The complaint was that no one was in the house.
20 There was no heat, there was no running water. It was
21 unlivable so there was no possible way the bills could
22 be what they were.

23 Q What was the range of the estimated bills in
24 1999?

25 A Around \$100 a month.

1 Q Do you have any of your bills from 1999 there
2 with you?

3 A I don't have any 1999, but I do have 2000, 2001
4 and 2002.

5 Q Now, during the year of 1999 did you pay any of
6 the estimated bills?

7 A I don't know.

8 Q Did you continue to be out of the house through
9 the year 2000?

10 A Yes, we were. My husband is an over the road
11 truck driver so basically we just stayed out on the
12 road. When we would come home we would stay in local
13 motels and then go back to work.

14 Q Now, through the year 2000 did PPL continue to
15 estimate the bills?

16 A Yes, they did. Approximately ten months they
17 estimated the bills in 2000.

18 Q Did you have a complaint with the estimated bills
19 for 2000?

20 A Yes, I did, because no one was in the house and
21 the house still had no heat and no running water. I
22 also, in the year of 2000 tried to get on the OnTrack
23 Program and they turned us down because they said we
24 made too much money.

25 Q Now, during 1999 and 2000 when PPL was taking

1 estimated readings, did you receive any notices that
2 they had come out to do an actual reading, but could not
3 do it for one reason or another?

4 A No, I never received notification that they were
5 unable to get into my property.

6 Q Did you receive any postcards with your bill or
7 separately from PPL that would allow you to write down
8 the actual meter reading and to send it back to PPL in
9 1999 and 2000?

10 A No, I did not.

11 Q Now, were you still out of the house in the year
12 2001?

13 A Yes, we were.

14 Q Did PPL continue to estimate the bills through
15 2001?

16 A Yes, they did.

17 Q Were there any actual readings at all in the year
18 2001?

19 A I'll have to look.

20 Q Okay.

21 A No, not at all. They were all estimated for
22 2001.

23 Q Did you receive any postcards from PPL to allow
24 you to take an actual reading during that time?

25 A No, I did not.

1 Q Did you receive any notification that they tried
2 to come out and do an actual reading but couldn't?

3 A No, I did not.

4 Q Do you have a complaint about the estimated bills
5 in 2001?

6 A Yes, I do, because the situation was the same.

7 Q Meaning that you were out of the house, not using
8 appliances and things like that, but that the bills were
9 still high?

10 A Yes, ma'am. There still was no heat at that
11 point.

12 Q By what percentage would you estimate that the
13 bills were high above what the actual usage would be?

14 A Four times as much.

15 Q Were you still out of the house in the year 2002?

16 A Yes, we were.

17 Q Were you out of the house for the entire year of
18 2002?

19 A Yes, I was.

20 Q Did PPL continue to take estimated readings
21 during 2002?

22 A Yes, they did.

23 Q Now, beginning in August of 2002 is it correct
24 that they began taking actual readings?

25 A I'd have to look.

1 Q Okay.

2 A Yes, yes, they did.

3 MR. MIERNICKI: May I interrupt for a
4 minute?

5 MS. GIANNONE: Sure.

6 MR. MIERNICKI: On the bills that we look
7 at here -- you can't see them, but the estimated
8 billings are done in a light gray and the actual
9 readings are done in darker colors.

10 JUDGE COLWELL: Mr. Miernicki --

11 MR. MIERNICKI: Yes.

12 JUDGE COLWELL: If you're going to
13 testify I need to swear you in.

14 MR. MIERNICKI: Oh, I'm sorry.

15 JUDGE COLWELL: That's okay.

16 MR. MIERNICKI: But that's how you can
17 tell what was actual and what was estimated.

18 JUDGE COLWELL: Are you going to testify?

19 MR. MIERNICKI: Yes.

20 JUDGE COLWELL: Then why don't you just
21 raise your right hand.

22 Whereupon,

23 ANTHONY MIERNICKI

24 having been duly sworn, testified as follows:

25 JUDGE COLWELL: If you could just

1 identify yourself when you start to talk. We have a lot
2 of people on the phones and that would make it a little
3 easier for the Court Reporter.

4 MR. MIERNICKI: I apologize.

5 JUDGE COLWELL: No problem; thank you.

6 Go ahead, Ms. Giannone.

7 MS. GIANNONE: Thank you.

8 BY MS. GIANNONE:

9 Q Mrs. Nojunas, now, from the time period from
10 January 2002 through July of 2002 do you have complaints
11 about the estimated readings?

12 A Yes, I do because they're still -- in March of
13 2002 it's through the roof. It's estimated sky high, as
14 high as you can go on this graph that I'm looking at.
15 And then the estimates are high because no one was in
16 the house. There still was no heat or running water.
17 It was unlivable. We could not live in the house.

18 Q Now, up until August of 2002 did you receive any
19 notices that PPL came out to try an actual reading and
20 could not do it?

21 A No, I did not.

22 Q Did you receive any postcard to give an actual
23 reading and send it back to PPL?

24 A No, I did not.

25 Q Did you complain to PPL some time in 2002,

1 possibly April of 2002 about the situation?

2 A I don't know.

3 Q Okay, that's all right.

4 Q Now, beginning in August of 2002 when the actual
5 readings began, was there still a gate around the
6 property?

7 A Yes, there was.

8 Q Were you still out of the house?

9 A Yes, we were.

10 Q Was the refrigerator still in the property that
11 had been there from the beginning?

12 A I don't know.

13 Q How about the other household equipment that had
14 been in there, a microwave?

15 A Everything stayed put, but no one lived there.

16 Q Sometime did you move back into the property?

17 A Yes, we did.

18 Q When did you move back in?

19 A At the end of November they installed a new oil
20 burner and repaired all the pipes.

21 Q And that was the end of November of what year?

22 A 2003.

23 Q Okay. When you moved back into the house what
24 household equipment did you have there?

25 A We had a small refrigerator, a microwave, a small

1 TV, a crockpot and that's it.

2 Q Now, at the time you moved back in was PPL now
3 doing actual readings?

4 A Can you hold on a minute?

5 Q Sure.

6 (Pause)

7 THE WITNESS: They were actual.

8 BY MS. GIANNONE:

9 Q How did these actual readings compare to the
10 readings that had been being done when they were
11 estimated?

12 A They were smaller.

13 Q By how much? Or even if you want to look back
14 and give an example from your bill. An estimated
15 reading --

16 A I have an estimated reading that is the whole
17 length of the graph and then I have some actual readings
18 which some of them are reasonable. But the best example
19 I can give is my current bill for this month, which is
20 very normal for me. It's \$38.67. I have a couple more
21 items in my house.

22 Q You mean as compared to when they were doing the
23 estimates and you were not in the house?

24 A That's right.

25 Q When you say you have more equipment, what do you

1 mean?

2 A Well, I still don't have a full kitchen, but I
3 have my crockpot, my microwave and my small
4 refrigerator. I have a larger TV and I have my washer
5 and a dryer, a new one and I also have a new computer.

6 Q And your actual readings are still lower given
7 all that, than the time period when the estimated
8 readings were being done?

9 A Yes, they are.

10 Q Obviously you filed a formal complaint, that's
11 why we're here. You're not disputing the actual
12 readings from August of 2002 to present, are you?

13 A No.

14 Q What resolution would you like to see regarding
15 your bill from the time period that the readings were
16 estimated?

17 A I would be willing to pay 50 percent of the bill
18 and start anew.

19 Q And how do you arrive at that?

20 A How do I arrive at that?

21 Q Yeah. Why do you feel that paying half of it is
22 reasonable?

23 A I believe it's fair because we've always been on
24 their basic service that I get every month.

25 Q And you feel that that would essentially reduce

1 what the estimated bills were, meaning they were high
2 all of that time?

3 A Yes.

4 MS. GIANNONE: I have no more questions
5 for Mrs. Nojunas.

6 Thank you.

7 JUDGE COLWELL: Mr. Weber, do you have
8 any questions for Mrs. Nojunas?

9 MR. WEBER: Yes, I do, Your Honor.

10 JUDGE COLWELL: Go ahead.

11 CROSS-EXAMINATION

12 BY MR. WEBER:

13 Q Mrs. Nojunas, as I understand your testimony, you
14 were not living in the house at all between November of
15 1999 and November of 2003; is that correct?

16 A Yes, that's correct.

17 Q And the reason was a damaged oil burner?

18 A Yes, sir.

19 Q What about in the summer? Could you live there
20 in the summer?

21 A There was no hot water.

22 Q And was that because of pipes?

23 A Yes, there were busted pipes. It was just
24 unhabitable and at that point I did not have all the
25 money I needed to fix what had to be fixed.

1 Q But you did continue to request PPL to provide
2 you with electric service at this property between '99
3 and 2003, correct?

4 A That's correct. I didn't feel it was necessary
5 with no one being there to have it turned off for any
6 reason because the meter wouldn't be running and you
7 just pay your basic \$6.47 every month for having the
8 service and I didn't think it would be a big deal, but
9 it has turned into a big deal.

10 Q All right, well, let me ask you this, starting in
11 November of 1999 when you were out of the house you got
12 bills that were more than \$6.47 a month, correct?

13 A Yes, sir.

14 Q When you saw that the bills were more than what
15 you expected them to be did you consider contacting PPL
16 to discontinue your service?

17 A No, I didn't.

18 Q As I understand your testimony then you continued
19 to allow the service to remain on and PPL to send bills
20 for four years that were much higher than you thought
21 they should be. You thought they should be \$6.00 and
22 they were higher than that, correct?

23 A In 1999 I went down personally to Lehigh Valley
24 to talk to these people about this and got absolutely
25 nowhere.

1 Q Now, I understood that the reason you went to
2 Lehigh Valley in '99 was because of the estimates, not
3 because of high bills, correct?

4 A That's correct. Well, actually, because of all
5 of it.

6 Q Now, your testimony is then that you lived in
7 hotels between November of '99 and November of 2003,
8 correct?

9 A When we weren't on the road, otherwise I was
10 living in a tractor-trailer truck.

11 Q I understand. Now, you continued to get bills
12 from PPL, do you recall whether you paid the bills?

13 A I have no idea.

14 Q Well, did you receive copies of the exhibits that
15 I sent to you?

16 A Yes, I did.

17 Q Exhibit No. 3 is known as an Account Activity
18 Statement. Do you have that in front of you?

19 A No, I don't.

20 Q Do you have that available to you to read?

21 A No, I don't.

22 Q Let me suggest to you that the Account Activity
23 Statement indicates that between August of 1999 and July
24 of 2002, a period of three years, you paid nothing to
25 PPL. Does that sound right to you?

1 A I have no idea.

2 Q Who normally paid the bills? Was that you or
3 your husband?

4 A We both would.

5 Q Now, do you recall that in 2002 after having not
6 paid the bills for almost three years that PPL notified
7 you that service was to be discontinued because of this
8 unpaid balance?

9 A Can you repeat that please?

10 Q Yes. Do you recall that in 2002 PPL contacted
11 you to advise you that your electric service would be
12 cut, would be discontinued because you weren't paying
13 your bills?

14 A I have a notice from November 29th, 2001.

15 Q What did that notice say?

16 A It said "Ten Day Shut-Off Notice."

17 Q Was your service shut off then?

18 A No, my service was never shut off.

19 Q Would it be correct to say that when you were
20 notified that your service would be shut off in 2002 you
21 filed a PUC complaint?

22 A (No response)

23 Q Do you recall that?

24 A No, I don't.

25 Q Let me suggest to you that you or your husband

1 filed a complaint with the PUC on June 4th, 2002.

2 A Yes, sir, I filed the complaint; I wrote it.

3 MS. GIANNONE: I'm sorry to interrupt,
4 the one I have is dated 2003. Are we talking about two
5 different complaints?

6 MR. WEBER: Yes.

7 MS. GIANNONE: Oh, okay.

8 BY MR. WEBER:

9 Q Now, at the time, do you recall indicating to the
10 PUC that you had not been living in the home because you
11 had been on the road?

12 JUDGE COLWELL: Mr. Weber, what are you
13 reading from?

14 THE WITNESS: Yes, I'm confused.

15 MR. WEBER: Your Honor, I have a
16 complaint to the BCS filed June 4, 2002.

17 JUDGE COLWELL: I don't have that in my
18 file anywhere.

19 MR. WEBER: Well, Your Honor, the
20 difficulty with this is that I think that these are
21 typically handled by computer or over the telephone so I
22 really don't have anything either. But what I have is a
23 report that the BCS made to PPL that refers to this. I
24 guess what I am asking is if she recalls that that's
25 what she said.

1 MS. GIANNONE: I'll just object to the
2 report itself since none of us have it or can see it,
3 but you can answer the question as to whether you
4 recall.

5 JUDGE COLWELL: Let me just point out to
6 you, Ms. Giannone, that you'll be careful about what you
7 object to because I do have a three year statute of
8 limitations here. I can only go back three years from
9 the date of the complaint, so if he is giving you an
10 earlier date this could work to your advantage.

11 Go ahead.

12 MR. WEBER: Your Honor, I'm not
13 suggesting by asking this question that the appeal that
14 we're here on relates to this complaint. What I'm
15 trying to do is to establish what they complained about
16 in 2002 and the reason of the complaint and that's what
17 I was asking to Mrs. Nojunas.

18 BY MR. WEBER:

19 Q Do you recall essentially, Mrs. Nojunas, what you
20 complained of at that time?

21 A High estimates.

22 Q Do you recall indicating that you hadn't been
23 living in the home because you were on the road?

24 A Yes, I do.

25 Q Do you recall that you didn't indicate anything

1 about a boiler being broken at that time?

2 A I have no idea.

3 Q Now, prior to that date did you contact PPL to
4 make any kind of a complaint about any high bill?

5 A Yes, I did.

6 Q How did you do that?

7 A By telephone. In 1999, as I had said, in
8 Allentown. In 2000 I tried to get on OnTrack, the
9 OnTrack Program to straighten this out. They told us we
10 made too much money.

11 Q Now, the OnTrack program -- is it your
12 understanding of the OnTrack program that that is a
13 program that allows low income -- people who earn low
14 amounts of income, to pay back bills?

15 A Yes, I have. It was suggested that we contact
16 OnTrack.

17 Q All right. The OnTrack program has nothing to do
18 with high bill complaints, does it?

19 A I have no idea.

20 Q All right. You say that you called PPL, do you
21 have any dates as to when you called PPL to complain
22 about high bills?

23 A No, I do not.

24 Q You didn't keep any records of that?

25 A No, I did not.

1 Q Do you know whether or not your husband contacted
2 PPL to make a high bill complaint?

3 A No, I do not.

4 Q Now, your attorney has provided a copy of a bill
5 from Tom's Plumbing and Heating and has marked it as
6 Nojunas Exhibit No. 1.

7 (Whereupon, the document was marked as
8 Nojunas Exhibit No. 1 for
9 identification.)

10 BY MR. WEBER:

11 Q Do you have that in front of you?

12 A Yes, I do.

13 Q It's a bill for a new oil burner and -- it looks
14 like new baseboards, indicating that these were
15 installed in November of 2003.

16 A Yes, sir.

17 Q Is that what you were referring to earlier when
18 you indicated your furnace was installed in November of
19 2003?

20 A Yes, sir.

21 Q Do you have a copy of your complaint handy?

22 A Yes, sir.

23 Q The complaint that you filed with the PUC.

24 A Yes, I do.

25 Q Can you get to the page that has Paragraph No. 3

1 on it that says "What is your complaint?"

2 A Yes.

3 Q At the very bottom of that page do you see the
4 language that says, quote, "no one was living in the
5 house until January 2, 2003 when a new oil burner was
6 installed.

7 A Yes, sir.

8 Q Did you write this complaint?

9 A Yes, I did.

10 Q Did you then sign the complaint and indicate that
11 was true?

12 A Yes, I did. My oil burner caught on fire and it
13 had to be reinstalled. So it was installed, but the
14 house caught on fire and it was reinstalled.

15 Q Okay --

16 A So January is when everything was straightened
17 out. It was in this whole time period.

18 Q So the bill then that you provided and that is
19 marked as Exhibit No. 1, even though it says "Install
20 new oil burner" you're saying that was actually a repair
21 that occurred in November of 2003?

22 MR. MIERNICKI: Can I interrupt here?

23 MR. WEBER: Well, I'd actually like her
24 to answer the question.

25 MR. MIERNICKI: I'd like to explain.

1 MR. WEBER: Well, Your Honor, I'm going
2 to object to the explanation. I think that I'm entitled
3 to have the witness answer the question.

4 MR. MIERNICKI: But I'm the one who paid
5 the bill.

6 JUDGE COLWELL: Okay, Mr. Miernicki, I'll
7 tell you what, let Mrs. Nojunas finish testifying and
8 then you can have a turn.

9 MR. MIERNICKI: Thank you.

10 JUDGE COLWELL: Go ahead, Mr. Weber.

11 BY MR. WEBER:

12 Q My question was, Mrs. Nojunas, with respect to
13 the bill of 12-2-03, which is marked as Nojunas No. 1,
14 it says that on 11-25 you were billed for -- what was
15 performed was "install new oil burner." And then on
16 11-26 it looks like an installation of baseboards. Are
17 you saying that that didn't occur in November of 2003
18 but that it occurred earlier and that in November of '03
19 it was only a repair?

20 A No, that's not what I'm saying.

21 Q What are you saying?

22 A I'm saying that this new oil burner was
23 installed. I moved in January 2nd of 2000.

24 Q You're saying you moved in in January of 2000 --

25 A Oh, okay, you're confusing me. I moved in in

1 January of 2004.

2 Q All right, well, going back to your complaint you
3 indicated that you moved in January 2, 2003?

4 A I understand that; I see that right now.

5 Q And do you agree that that's what you put in your
6 complaint that you filed in June of 2003?

7 A I don't know obviously.

8 Q Now, do you agree that prior to May of 2003 PPL
9 had problems getting access to your meter because of a
10 locked gate?

11 A I have given PPL keys, men in Frackville get into
12 my gate. They lost the keys, they turned it into a
13 circus. Now finally, I'm not sure what date, and I'm
14 not going to say that I know of what date it was, a man
15 from Hazleton got one of our keys and then there was no
16 problem. But I can't babysit people with keys and I
17 also will not leave my gates open. I have gates on my
18 property for a reason.

19 Q That was essentially my question. Do you agree
20 that there is a gate that is locked that prevents PPL
21 from getting to your meter?

22 A Yes.

23 Q Now, you indicate that PPL was given a key. Do
24 you understand that that key was given to PPL in about
25 April or May of 2002?

1 A I can't be sure; I don't know.

2 Q Do you also keep a dog or dogs at that property?

3 A I don't have any dogs.

4 Q Are you aware of a situation involving a PPL
5 service person in August of 2000 when your husband told
6 him to get off of your property?

7 A No, I'm not.

8 Q Now, your attorney mentioned that there was
9 another complaint that was filed. Are you aware of the
10 fact that a complaint was filed in March of 2003 with
11 the PUC Bureau of Consumer Services?

12 A I don't know.

13 Q Do you recall meeting with a PPL employee at your
14 property whose name was Bill Stoffregen?

15 A Yes, I do.

16 Q And you were there with your husband?

17 A Yes, I was.

18 Q Did he obtain from you information about the
19 appliances at your property?

20 A Yes, he did.

21 Q Did he also discuss with you a refrigerator in
22 your garage?

23 A Yes, he did.

24 Q Do you recall telling him at that time that the
25 refrigerator wasn't working right because it wasn't

1 freezing food?

2 A Yes, I do. But that is the same refrigerator I
3 now have on my property and my bill is only \$38.00.
4 There's a door that you open in the inside of the
5 refrigerator to let the cold air to the freezer and that
6 was open. That was the only problem. It's a brand new
7 refrigerator. The refrigerator is still on my property
8 and my current bill is only \$38.97, I believe -- and 67
9 cents, excuse me. So there was nothing wrong with the
10 refrigerator, I just simply made a comment about it.

11 Q All right, the comment was that the door was open
12 and things weren't freezing?

13 A I didn't realize the door was open, that's what
14 they call freezing, but there was no malfunctioning
15 refrigerator. The refrigerator is still on my property
16 and my current bill is only \$38.67.

17 Q All right, now after you met with Mr. Stoffregen
18 about -- I think there was a high bill in March of 2003;
19 do you recall that?

20 A I recall a bill in February that was through the
21 roof. I believe it was \$167 or something -- let me
22 look. I know that's what basically started me with this
23 whole --

24 Q Let me try to help you out here, there's a bill
25 from March 3, I believe, March 3, 2003 in the amount of

1 \$1654.05; is that the one you recall?

2 A Yes, I believe that's the one.

3 Q Do you recall that's the reason why you contacted
4 PPL about the high bill problem at that time?

5 A At that time again I contacted them. This has
6 been an ongoing process of contacting PPL and getting
7 absolutely nowhere.

8 Q At that point do you recall that that's when Mr.
9 Stoffregen came to your house to talk to you?

10 A Yes, he did. We organized it because we were on
11 the road.

12 Q After that did your bill -- after you spoke to
13 Mr. Stoffregen did your bills go back to what you
14 believe to be your normal level?

15 A Yes, they did; they were reasonable.

16 MR. WEBER: That's all I have, Your
17 Honor.

18 JUDGE COLWELL: Ms. Giannone, do you have
19 any redirect?

20 MS. GIANNONE: Just a couple of
21 questions.

22 JUDGE COLWELL: Go ahead.

23 REDIRECT EXAMINATION

24 BY MS. GIANNONE:

25 Q Jennifer, during 2002 you still had the gate on

1 your property, correct?

2 A Yes.

3 Q And you would still lock the gate, correct?

4 A Yes.

5 Q And despite that, beginning in July of 2002 PPL
6 was able to come out and start doing actual readings?

7 A Yes, they were.

8 Q And that continued every single month up until
9 present, correct?

10 A Yes.

11 Q They did not have to do any estimated readings
12 during that time?

13 A Correct.

14 Q Thank you.

15 MS. GIANNONE: I have no further
16 questions.

17 JUDGE COLWELL: Mr. Weber?

18 MR. WEBER: Nothing else, Your Honor.

19 JUDGE COLWELL: Let me ask a few
20 questions.

21 Mrs. Nojunas, I'm a little confused about
22 the chronology of events here so maybe you could just
23 walk me through it. Your oil burner blew up in November
24 of 1999; is that correct?

25 THE WITNESS: Yes, that's correct.

1 JUDGE COLWELL: And you moved back into
2 your house January of 2003?

3 THE WITNESS: No, 2004.

4 JUDGE COLWELL: Have you ever had dogs on
5 that property?

6 THE WITNESS: I've never had dogs on that
7 property.

8 JUDGE COLWELL: Have there been dogs
9 living there since you married your husband and moved to
10 the property in 1997?

11 THE WITNESS: I believe there were two.
12 One died and one ran away.

13 JUDGE COLWELL: When was that, ma'am?

14 THE WITNESS: One ran away, a little
15 mutt-type dog in 2001.

16 JUDGE COLWELL: What kind of dog was the
17 other one?

18 THE WITNESS: It was an Australian -- no,
19 it was some kind of sheepdog type thing.

20 JUDGE COLWELL: I have no further
21 questions.

22 Ms. Giannone, are you going to put on Mr.
23 Miernicki?

24 MS. GIANNONE: Yes.

25 JUDGE COLWELL: Go ahead, he has already

1 been sworn.

2 MR. WEBER: Your Honor, could I just
3 follow up with one question in light of your questions?

4 JUDGE COLWELL: Certainly, I'm sorry.

5 RECROSS-EXAMINATION

6 BY MR. WEBER:

7 Q Mrs. Nojunas, you said there was a sheepdog as
8 well. When was the sheepdog present on the property?

9 A I believe she died -- my husband was in Australia
10 and came home -- in the summer of 1997 she died.

11 Q All right, thank you.

12 MR. WEBER: That's all.

13 JUDGE COLWELL: Thank you.

14 (Witness excused.)

15 JUDGE COLWELL: Go ahead, Ms. Giannone.

16 MS. GIANNONE: Thank you.

17 The Complainants call Anthony Miernicki.

18 JUDGE COLWELL: You've already been
19 sworn, Mr. Miernicki.

20 Whereupon,

21 ANTHONY MIERNICKI

22 having been previously duly sworn, testified as follows:

23 THE WITNESS: Yes, ma'am.

24 DIRECT EXAMINATION

25 BY MS. GIANNONE:

1 Q Mr. Miernicki, what is your relationship to
2 Jennifer Nojunas?

3 A I'm her father.

4 Q Are you aware of when Matthew and Jennifer moved
5 out of the residence that we've been talking about?

6 A I think she correctly stated the time when the
7 problem occurred with the oil burner.

8 Q Were you involved in obtaining repairs to the oil
9 burner?

10 A Yes, initially there was a repair that was
11 attempted on the oil burner by the gentleman who put the
12 new one in, but that was not successful. There was a
13 fire and then everything burst in the house and we wound
14 up in late 2003 putting the new unit, plumbing and
15 baseboard in.

16 Q Do you know when that initial attempt at a repair
17 was?

18 A I would have to guess within six months after
19 they moved out initially.

20 Q And do you have a copy of an exhibit, Nojunas 1,
21 there in front of you?

22 A Is that the one from Tom's Plumbing and Heating?

23 Q Yes.

24 A Yes.

25 Q Are you familiar with that document?

1 A Yes, I am.

2 Q How are you familiar with it?

3 A I paid for it.

4 Q Was this bill provided to you?

5 A Yes.

6 Q Did you then give me a copy of this bill?

7 A Yes, I did.

8 Q And you had wanted to explain something during
9 the time that Jennifer was testifying about these time
10 periods. Did you explain that or did you still want to
11 explain the time periods?

12 A Jennifer and Matthew -- I'd see them occasionally
13 when they would stop when they were home from a trip and
14 they just could not understand how they could be getting
15 the type of bills they were getting billed when they
16 weren't there.

17 I told them that probably what was happening,
18 because we had the experience with PPL on our farm,
19 which was rural, that they would just estimate if they
20 couldn't get in to read the meter. If the weather was
21 bad they would simply estimate. I said, that's probably
22 what is going on because obviously something is going
23 on.

24 We had such a hassle on my farm we actually let
25 the privacy gate open all the time, but we're there, so

1 that PPL can get in and get out because if we had a lock
2 on it people would either lose the keys and then have to
3 rouse us or let us know that they were coming so we just
4 leave the gate open completely now and we haven't had a
5 problem since then.

6 Q So Jennifer had told you about the problems they
7 were having with their high bills?

8 A There was no other explanation for it other than
9 the fact that they were estimating and not reading the
10 meter.

11 Q Thank you, Mr. Miernicki.

12 A Thank you.

13 JUDGE COLWELL: Mr. Weber?

14 MR. WEBER: No questions, Your Honor.

15 (Witness excused.)

16 JUDGE COLWELL: Ms. Giannone, do you have
17 anything else?

18 MS. GIANNONE: We have no further
19 witnesses. I would just like to move Nojunas 1 into
20 evidence.

21 JUDGE COLWELL: Any objection, Mr. Weber?

22 MR. WEBER: No objection.

23 JUDGE COLWELL: It's admitted.

24 (Whereupon, the document marked as
25 Nojunas Exhibit No. 1 was received

1 in evidence.)

2 JUDGE COLWELL: Okay, Mr. Weber, you're
3 up.

4 MR. WEBER: I call Terry Albright.

5 JUDGE COLWELL: Would you raise your
6 right hand, please?

7 Whereupon,

8 TERRY ALBRIGHT.

9 having been duly sworn, testified as follows:

10 JUDGE COLWELL: Go ahead, Mr. Weber.

11 DIRECT EXAMINATION

12 BY MR. WEBER:

13 Q Could you state your name, please?

14 A My name is Terry Albright.

15 Q Who is your employer?

16 A I'm employed by PPL Electric Utilities.

17 Q What position do you serve in?

18 A I'm customer support supervisor.

19 Q What are your responsibilities as customer
20 support supervisor?

21 A I oversee the field investigations and the
22 clerical work done in the office by the representative
23 A's and B's as well as the customer contact rep.

24 Part of that responsibility is investigating and
25 responding to PUC informal and formal complaints.

1 Q Are you familiar with the Nojunas account
2 records?

3 A Yes, I am.

4 Q Can you tell me what records are kept by PPL in
5 the regular course of its business with respect to its
6 customers?

7 A PPL has a record of all billing and payment
8 records as well as contact records, which are any
9 contacts PPL makes with the customer or the customer
10 makes with PPL.

11 Q Now, with respect to the first item that you
12 mentioned, the billing records, referring to PPL exhibit
13 No. 3, is that a printout of PPL billing record for the
14 Nojunas's?

15 A Yes, it is.

16 (Whereupon, the document was marked as
17 PPL Exhibit No. 3 for
18 identification.)

19 BY MR. WEBER:

20 Q Let me ask you this, how far back does PPL
21 maintain billing records generally?

22 A Generally for four years.

23 Q On PPL Exhibit 3, what does that show?

24 A Exhibit No. 3, the Account Activity Statement
25 lists a date of all the billings. It lists the regular

1 bill amounts, the due date, the amount of the bill for
2 the current month, as well as any balance forwarded. It
3 lists the heating and cooling degree days, the reading,
4 the type of reading, the number of days in the billing
5 period and the kilowatt hour consumption.

6 Q Now, let's zero in on the type of reading. What
7 do you mean by that?

8 A There are three types of readings. "E" would
9 indicate that it was an estimated reading and "A" would
10 indicate that it's an actual reading. "O" would
11 indicate that the reading was obtained on a date other
12 than the regular reading date, an adjustment was made
13 from the reading that was obtained on that date.

14 Q What column are you referring to on this?

15 A I'm referring to the column to the right of the
16 exhibit where it says "Reading/Type."

17 Q Now, on the first page there are some blanks
18 there and, in fact, there's no data on that until you
19 get to the second page. What is the reason for that?

20 A The reason for that is because at the time the
21 statement was printed that information was not available
22 in our records.

23 Q What was the reason this wasn't available?

24 A Because we maintain it for 48 months.

25 Q Now, going to Page No. 2 of Exhibit No. 3 and

1 zeroing in on that column, "Reading/Type" looking at
2 that column, does that indicate whether the readings
3 were estimated or actual?

4 A Yes, it does.

5 Q How does it so indicate?

6 A Beginning with March 2000 it indicates that that
7 was an estimated reading right through April of 2001, at
8 which time the reading is indicated as a zero.

9 Q What does that mean?

10 A It means that we obtained a reading after the
11 regular reading date in April, but that adjustment was
12 based on an actual reading.

13 Q Okay, an actual reading, somebody went out there
14 and read the meter?

15 A That's correct. The adjustment was practiced on
16 April 24, 2001.

17 Q Now, although it doesn't indicate here because
18 the information has been purged from PPL's records, but
19 starting in 1999 as Mrs. Nojunas testified through 2000
20 and up to 2002 are there large stretches of time when
21 bills were estimated?

22 A Yes, there are.

23 Q Does PPL -- you mentioned another type of record
24 that PPL keeps in the regular course of its business
25 with customer contacts. Did PPL maintain records with

1 respect to customer contacts as to the reasons why those
2 readings were estimated?

3 A Yes, they did and when the meter reader went out
4 to read the meter he would indicate on his irregularity
5 code.

6 Q What would generally the reason be why those are
7 estimated readings?

8 A The records that I have indicate that the gate
9 was locked.

10 Q Were there contacts with this customer attempting
11 to get access to this meter?

12 A Yes, there are.

13 Q If you could go through those and indicate to the
14 Judge the date and the type of contact that is
15 maintained in PPL's records on this issue.

16 MS. GIANNONE: I'm sorry to interrupt.
17 Is that a record other than the ones provided? I wasn't
18 sure if it is somehow shown in the exhibits you gave me.

19 MR. WEBER: It is not shown.

20 MS. GIANNONE: Okay.

21 MR. WEBER: It's a computer record and
22 it's not subject to being printed out, unfortunately.

23 MS. GIANNONE: I'll just object to it
24 based on the fact that none of us have it to look at.
25 Otherwise, though she can answer.

1 JUDGE COLWELL: It's overruled. You can
2 go ahead and testify.

3 THE WITNESS: Okay, the records that I
4 have indicate that PPL read the Nojunas meter on April
5 19, 2001 and then at that point in time we adjusted the
6 reading.

7 Q Do you records indicate prior to that whether
8 there were attempts to obtain readings with respect to
9 the Nojunas property?

10 A The record detail that I have goes back to May of
11 2000.

12 Q Okay. And does it indicate whether there were
13 any notices or anything of that sort sent to the
14 Nojunas's with respect to non-access?

15 A We issued an investigation to obtain a reading at
16 the premises because on May 24th, 2000 we were unable to
17 gain access because of the locked gate and then the
18 reading was obtained back in June of 2000. The service
19 person went to the premises to gain access to the meter,
20 but when he went there Mr. Nojunas was hostile to the
21 serviceman and ordered him off of the property. So we
22 were not able to obtain the reading.

23 Q When was that?

24 A In June of 2000.

25 Q Was another contact attempted with the Nojunas's?

1 A In February of 2001 we sent them another letter
2 saying that we needed access to read the meter or else
3 we would begin termination procedures for non-access and
4 for estimated readings.

5 Q Was another step taken in that regard?

6 A We were able to obtain a reading on April 19,
7 2001.

8 Q Was there anything else sent to Mr. Nojunas or
9 any other contact with Mr. Nojunas prior to that?

10 A Just the termination notices for non-access.

11 Q Tell me about those.

12 A On April 9th, 2001 we posted a ten-day notice
13 informing the customer that their service was going to
14 be terminated on April 19, 2001 and then on April 16th,
15 2001 we gave them a three-day notice telling them that
16 we would be terminating on 4-19-2001. And then on April
17 19th, 2001 they allowed us access to read the meter on
18 the termination date so PPL did not have to cut the
19 service.

20 Q Were there additional problems with access?

21 A Yes, it just continued on. On August 31st, 2001
22 we sent them another letter advising them that we needed
23 access to read the meter.

24 Q Was any response to this letter made?

25 A There was no response to the letter.

1 Q What happened next with respect to access?

2 A With respect to access in March of 2002 the
3 company sent another letter advising them that we needed
4 to read the meter or else we would begin termination
5 proceedings for non-access. And then on April 3rd, 2002
6 we posted a ten-day letter telling them that their
7 service was going to be terminated on April 15th, 2002
8 and then on 4-11-2002 we obtained a meter reading. The
9 customer allowed us on the property to read the meter.

10 Q Was there some time when PPL received a key to
11 the gate?

12 A PPL received the key, according to the contacts
13 on our account, in April of 2002.

14 Q After April of 2002 did PPL begin making actual
15 readings?

16 A Yes, we did.

17 Q Is that indicated on the Account Activity
18 Statement?

19 A Yes, it is.

20 Q What page would that be on?

21 A PPL Exhibit No. 3, Page 3 at the bottom of the
22 page the Reading/Type is indicated as a zero. That's
23 only adjusted billings for the prior year based on the
24 readings that we obtained on 4-19-02. After that time
25 on Page 4 you will notice that -- sorry, it is continued

1 on Page 4. They are listed as zero for April too
2 because the reading was obtained on April 19th, which
3 was after the regular reading date of 4-11. We had to
4 adjust all of the bills up to that point in time. Those
5 two -- on Page 4, the two readings listed at the top and
6 the Reading/Type are listed as zero because they were
7 also part of that adjustment that was processed in
8 April, 2002.

9 Q Now, the adjustments that you're referring to,
10 were those based on actual readings?

11 A Yes, it was.

12 Q Okay.

13 A Based on the reading obtained on April 19, 2002.

14 Q All right. Now, with the exception of the
15 reading of July 2002 were all readings thereafter actual
16 readings?

17 A Yes, they were.

18 Q Now, the next contact that PPL had with the
19 Nojunas's after that reading was obtained, what was
20 that? The reading of 4-19-02.

21 A After that there was an overdue notice sent to
22 the Nojunas's back on May 28, 2002 --

23 Q All right --

24 A -- and then on June 4th, 2002 the Nojunas's filed
25 their PUC informal complaint.

1 Q Now, the reason for the termination notice on May
2 28, '02, what was that?

3 A It was for non-payment in the amount of
4 \$2,735.12.

5 Q Now, the contacts that are noted in the PPL
6 records, prior to June 4, '02, were there any contacts
7 relating to high bills?

8 A We have none on record. The only contacts are
9 the notices and records that PPL sent for either non-
10 payment or requesting an actual reading, non-access.

11 Q Now, were the Nojunas's paying their bills prior
12 to the ten-day termination letter, May 28, '02?

13 A According to the PPL Exhibit No. 3 we have no
14 payments listed between August 17th, 1999 and July 12th,
15 2002.

16 Q Does PPL's records show any complaints whatsoever
17 from the Nojunas's prior to the PUC complaint having
18 been filed in June of 2002?

19 A No, there was none.

20 Q Now, what was the -- was there an occasion when
21 Mr. Nojunas contacted PPL with a complaint about high
22 bills?

23 A Yes, we do have a record of him contacting us on
24 July 11th, 2002.

25 Q And that would have been after the PUC complaint,

1 the Bureau of Consumer Services complaint was filed?

2 A Yes, it was.

3 Q What did he indicate at that time?

4 A He indicated to the representative that took his
5 call, it is documented by that representative, that "He
6 wondered if his bill was too high and the representative
7 explained that the current bill was estimated in July of
8 2002, but it was in line with his prior actual
9 readings." The customer told the representative on the
10 phone that he had a refrigerator in the garage. He said
11 "They walk to the garage to get food, no refrigerator in
12 kitchen. Hot plate used and TV plus second small
13 refrigerator, though claims not in use. Not much there
14 since they are both truck drivers. Explained actual
15 readings show similar usage and at that point Mr.
16 Nojunas was satisfied and said he would pay the
17 estimated bill."

18 And that is indicated on the contact recorded on
19 the customer's account by the person that spoke to Mr.
20 Nojunas.

21 Q Okay. Now, what was the next contact with
22 respect to any complaints at all from the Nojunas's?

23 A There were no complaints received until March
24 6th, 2003.

25 Q What was the complaint at that time?

1 A At that time Matthew called in about his high
2 bill. He said he read his meter at 35543, which
3 confirmed that the reading he was billed on his current
4 bill is correct. It says that while he was walking back
5 into his house he was disconnected from the call.

6 Q You earlier spoke with Ms. Nojunas and discussed
7 that contact and I believe she acknowledged that there
8 was a bill in March of 2003 for \$154.05. Let me ask you
9 this, in response to Mr. Nojunas's call did you or was
10 someone assigned to investigate the high bill complaint?

11 A Yes, they were.

12 Q Was that Mr. Stoffregen?

13 A Yes, it was.

14 JUDGE COLWELL: Could you spell that,
15 please?

16 MR. WEBER: Yes, S-t-o-f-f-r-e-g-e-n.

17 JUDGE COLWELL: Thank you.

18 BY MR. WEBER:

19 Q Ms, Albright, would you pull out PPL Exhibit
20 No. 1.

21 (Whereupon, the document was marked as
22 PPL Exhibit No. 1 for
23 identification.)

24 BY MR. WEBER:

25 Q What is Exhibit No. 1?

1 A Exhibit No. 1 is a Residential High Bill Order.

2 Q Can you tell me what the purpose of that is?

3 A This is the order that is generated for a call
4 resulting on a high bill complaint and it documents the
5 meter and billing information, the number of days in the
6 billing period, billing date, whether or not the reading
7 was an actual or an estimate. It lists the bill amounts
8 and it gives all the meter information for the
9 residence.

10 Q And the handwritten note on this, whose notes are
11 those?

12 A That is the documentation from William Stoffregen
13 from his field investigation that he conducted.

14 Q Now, the field information would have been of his
15 conversations with and observations of the Nojunas's
16 property?

17 A Yes.

18 Q Now, at that time was the meter tested?

19 A Yes, he tested the meter on that date at 100.28
20 percent accuracy.

21 Q If you go to page 2 of that exhibit, there are
22 some indications there as to certain items that he found
23 to be present at the property that consume electricity?

24 A That's correct.

25 Q Do you know where he obtained that information?

1 A He obtained it from visiting the site along with
2 input provided by Mr. and Mrs. Nojunas.

3 MS. GIANNONE: I'm just going to object
4 based on hearsay. I know that the first page looks like
5 a record from a computer. This is just handwritten
6 notes though and Mr. Stoffregen isn't here to testify
7 that this is his handwriting, you know, there's no
8 foundation for these handwritten documents.

9 JUDGE COLWELL: I can give you a choice
10 there. you can either accept it as it is or agree to
11 have a second hearing where this witness will be
12 produced. What would be your choice?

13 MS. GIANNONE: Well, can I make that
14 decision after I hear her testimony? I'm not sure, I
15 may have some questions that she may not be able to
16 answer that Mr. Stoffregen can.

17 JUDGE COLWELL: Then we'll continue.

18 BY MR. WEBER:

19 Q Ms. Albright, based on the information there as
20 to the electrical appliances and so forth that Mr.
21 Stoffregen found, did you prepare a high bill cost
22 estimate?

23 A Yes, I did. Input is from the information
24 provided from Mr. Stoffregen's field investigation.

25 Q Now, identify, if you will, PPL Exhibit No. 2.

1 (Whereupon, the document was marked as
2 PPL Exhibit No. 2 for
3 identification.)

4 THE WITNESS: It's a high bill cost
5 estimate worksheet.

6 BY MR. WEBER:

7 Q Is that -- tell me what that is and what the
8 purpose of that is.

9 A The purpose of this is to justify the kilowatt
10 hour consumption that the Nojunas's were billed for, or
11 attempt to justify the consumption based on the
12 information and what appliances and the heating
13 information that they have at that location.

14 Q In creating this document what -- how did it
15 work? When you input information what do you input?

16 A You input what the customer has at their
17 residence, the appliances, the size of the home. You
18 also indicate if there's any other equipment, which is
19 indicated, the refrigerator that they have in their
20 garage. And this gives you an estimate for a 30-day
21 kilowatt hour consumption. And then it also allows you
22 the opportunity to enter the information of the billing
23 date in question and then it pro-rates it based on the
24 number of days and comes up with a total for that time
25 frame of the billing.

1 Q What was the time frame that you used here?

2 A The time frame was from January 2nd, 2003 to
3 March 3rd, 2003 because that was the bill that was in
4 dispute.

5 Q Why did you take 60 days here as opposed to
6 taking 30 days? I believe there was a 30-day bill that
7 they were complaining of, but why did you take 60 days?

8 A It was 60 days because it appears that the bill
9 that they were rendered according to the Account
10 Activity Statement, the customer was rendered a bill for
11 zero kilowatt hours.

12 Q What month was that?

13 A On January 31st, 2003.

14 Q Okay.

15 A And then when the high bill was received on March
16 3rd, 2003 it was for 1951 kilowatt hours. Both the
17 period of time in question were the two months and it
18 appears that the meter may have been under-read by 1000
19 kilowatt hours in January 2003.

20 Q When you say "under-read" do you mean that the
21 meter reader made a mistake in reading it?

22 A It was a mis-read, yes.

23 Q If you put those two time periods together, were
24 you able to justify, based on the information that you
25 were given as to what appliances were there and so

1 forth, the amount of kilowatt hour usage for those two
2 months?

3 A Yes, we were able to justify it, the total
4 estimated kilowatt hours was estimated at 2,310 kilowatt
5 hours and the customer was actually billed for 1,951
6 kilowatt hours so we were able to justify more than the
7 customer was billed for.

8 Q Is there a current balance on this account?

9 A Yes, there is.

10 Q What is that balance?

11 A The current balance is \$2,854.92.

12 Q Does that include a current bill that may not
13 have been paid?

14 A Yes, it does.

15 Q Did the Bureau of Consumer Services render a
16 decision with respect to the complaint of May of 2003?

17 A Yes.

18 Q Is that Decision identified as PPL Exhibit 4?

19 (Whereupon, the document was marked as
20 PPL Exhibit No. 4 for
21 identification.)

22 THE WITNESS: Yes, it is.

23 BY MR. WEBER:

24 Q Does that indicate there payment terms and so
25 forth as per the Bureau of Consumer Services?

1 A It indicates that the bills were to be paid in
2 accordance with the decision listed on Exhibit No. 4.

3 MR. WEBER: That's all I have for this
4 witness, Your Honor.

5 JUDGE COLWELL: Thank you.

6 Ms. Giannone.

7 MS. GIANNONE: Yes, thank you.

8 CROSS-EXAMINATION

9 BY MS. GIANNONE:

10 Q Going back to PPL No. 3, you earlier testified
11 about a time period where estimated readings were
12 performed and Mr. Weber asked you if March of 2000
13 through April of 2001 those were estimated readings and
14 you had indicated that they were. Is it correct that
15 the Account Activity Statement also reflects that
16 January and February of 2000 were estimated readings?

17 A Yes, it is.

18 Q So the estimated readings actually go from
19 January of 2000 until April of 2001?

20 A I'm only showing on Exhibit No. 3, it's showing
21 from March of 2000. I don't have indicated January and
22 February. The only way I can determine that is by
23 determining the number of days and the adjusted bill for
24 April of 2001 as 334 though. They could be actual
25 readings; I'm not sure.

1 Q And now -- I apologize, it's my confusion --
2 you're talking about January of 2001 could be actual or
3 were you referring to January or February of 2000?

4 A I don't know, you're confusing me.

5 Let me go back and restate your question.

6 Q Yes. For January of 2000 is it correct that the
7 reading was an estimated reading?

8 A (No response)

9 Q If it helps I am looking at Page 2 of the Account
10 Activity Statement, the second line down.

11 A Yes, it was an estimate for January and February.

12 Q Okay thank you, that was my question.

13 And then going down to May of 2001 that was an
14 estimated reading?

15 A Yes, it was.

16 Q And up through -- at least February of 2002 then
17 those were estimated readings?

18 A You're correct, they were all estimates.

19 Q Now, do your records reflect whether during
20 either of those time periods, through January of 2000
21 through April of 2001 or from May of 2001 through
22 February of 2002 whether any postcards were sent to the
23 customers for them to perform readings and send it back
24 to PPL?

25 A We do not send postcards to customers for them to

1 read. We used to prior to the implementation of our
2 customer service system on February 1st, 1999, but after
3 that date we no longer sent postcards to customers
4 because the customer contact center was responsible for
5 obtaining readings and they were usually phoned in by
6 the customers.

7 Q How would customers know about that feature, that
8 they could call in and give actual readings?

9 A Well, we would send them a letter indicating that
10 their meter was estimated and then when the customer
11 called in as was indicated in the one packet that was
12 testified to, the customer went out and read his meter
13 while he was on the phone with the customer service
14 representative. The representative on the phone would
15 ask the customer if they were willing to go out and read
16 their meter.

17 Q But just in a general sense, when a customer gets
18 their estimated bill is there some notice or information
19 in the bill that says that you can go out and do an
20 actual reading and call a certain number with that?

21 A No, the customer receives an estimated bill by
22 PPL Electric Utilities and we put on the bill, indicate
23 whether it was an actual reading or an estimate.
24 Estimates are based on their prior consumption, the same
25 period of time, the previous year and if a customer

1 disputes the amount they were billed for PPL does not
2 tell them to call in, the customer would know on their
3 own to call in and question the estimated bill if they
4 felt it was too high.

5 Q And so when a representative of PPL goes out and
6 has trouble getting into a gate or sees a dog and can't
7 do the actual reading they don't leave any note or send
8 anything saying "Hey, if you want to do the actual
9 reading you can call PPL"?

10 A We do that after five months. After five months
11 of estimates.

12 Q Do your records reflect that the Nojunas's were
13 advised that they could call PPL and give actual
14 readings by phone?

15 A I don't know the exact wording of the letter, it
16 just says that -- I believe it says we have not been
17 able to read your meter, please contact us to make
18 arrangements for an actual meter reading."

19 Q All right, but that doesn't imply that they can
20 just do it themselves and call in, it makes it sound
21 like a representative would have to come out and take
22 care of it?

23 A Well, there would have to be a contact with the
24 company made by the customer.

25 Q Okay.

1 A The results of the letter that was sent to the
2 customer.

3 Q Now, looking at PPL Exhibit 2, the High Bill Cost
4 Estimate Worksheet --

5 A Yes.

6 Q Do you have that in front of you?

7 A I do.

8 Q Now, you indicated that the numbers entered into
9 that were from the numbers obtained during the field
10 investigation; is that correct?

11 A Yes.

12 Q It has listed here, two refrigerators and a
13 freezer, one refrigerator using 100 kilowatt hours,
14 another refrigerator using 150 kilowatt hours, a freezer
15 using 90 kilowatt hours and then on Page 2, under other
16 kilowatt hours it says "def refrigerator in garage" and
17 it has 300 kilowatt hours.

18 A That's correct.

19 Q What is that 300 kilowatt hours based on?

20 A That's based on the refrigerator that was not
21 operating properly at the time that Mr. Stoffregen was
22 there. The 100 and the 150 that he has indicated in his
23 hand notes, that is what the normal consumption would be
24 for the refrigerator, provided it was operating
25 properly. But because of the defectiveness of the

1 refrigerator not working properly there's 300 kilowatt
2 hours additional usage for that defective refrigerator.

3 Q On top of --

4 A On top of what it would normally use.

5 Q Now, overall, does this worksheet reflect an
6 estimate just for the month that was being complained of
7 or is it indicative of what their usage would be in any
8 given month during that time period?

9 A This is indicative of what it was at the time the
10 field investigation was made. Something could change in
11 prior months.

12 Q And it could change in prior months or it could
13 change in subsequent months?

14 A Correct.

15 Q So this was at the time that they complained?

16 A Complained to PPL and we made the field
17 investigation; this is what the field investigation --
18 these were his findings of the field investigation.

19 Q So it only reflected those two months that were,
20 I guess, right at that time in dispute?

21 A That was the bill that was in dispute at the
22 time.

23 Q Because then it indicates, and correct me if I'm
24 wrong, but for 30 days the usage would have been
25 approximately 1,054 kilowatt hours, correct?

1 A Yes.

2 Q And on the Account Activity Statement on Page 5
3 it shows that in the month before January/February/March
4 of 2003 the kilowatt hour usage was in the range of 273,
5 209, 202, correct?

6 A What month?

7 Q I'm looking back, for example, beginning at -- I
8 know this is just for examples, October of 2002, the
9 usage, the kilowatt hours were 273.

10 A That's correct.

11 Q And December the usage was 209.

12 A That's correct.

13 Q And up until January the usage was 292?

14 A That's correct.

15 Q And then in the month after this estimate was
16 done in April of 2003 the usage was 619.

17 A That's correct, and you will see on Mr.
18 Stoffregen's handwritten notes that the usage dropped
19 because he informed the customer to unplug the bad
20 refrigerator. On PPL Exhibit No. 1 on Page 3 it says
21 "Customer was to unplug the bad refrigerator -- after
22 usage dropped to --" And it shows what the usage
23 dropped to for May and for June.

24 Q Now, the bad refrigerator in the garage -- is
25 that part of the explanation for even the high estimated

1 bills all during that time? Meaning in '99, 2000, 2001
2 when bills are being estimated and a customer complains
3 they were high, is it PPL's position that it was due in
4 part to this refrigerator being in the house?

5 A We wouldn't know that until we were there in
6 April 2003. I was saying before that the PPL system for
7 estimating bills is based on prior year consumption.

8 Q Okay.

9 A They send that as well as degree days. The
10 heating or cooling days in a billing period, which is
11 based on the temperatures during the billing period.

12 Q Okay, so essentially the issue with the
13 refrigerator -- Mr. Stoffregen suggested in March that
14 the customer unplug it so the estimation for the reduced
15 bills after March of 2003 is that the refrigerator was
16 unplugged, correct?

17 A That's correct. It was in the garage and he has
18 indicated that the ice cream was not even frozen at the
19 time of his field investigation.

20 Q Does he have any explanation there then for why
21 the usage in about, approximately six months before
22 March 2003 was only 316 kilowatt hours, 107 kilowatts,
23 102 kilowatts?

24 A The customer was not disputing those bills. The
25 customer was disputing the kilowatt hours and that's

1 what he was there to conduct his investigation on.

2 Q So it's reasonable though to infer that it
3 couldn't have just been a refrigerator that had been all
4 that time, since it was only that one month that was
5 high?

6 A Could you please repeat that?

7 A It's reasonable to infer that the refrigerator --

8 JUDGE COLWELL: Is there a question in
9 there, Ms. Giannone?

10 MS. GIANNONE: I'm sorry, I was stopping
11 in the middle. I apologize, I'm leafing back and forth
12 between my pages.

13 BY MS. GIANNONE:

14 Q Is it reasonable then to infer that it wasn't
15 just a refrigerator that was causing that one high bill
16 because the bills were low before and the bills were low
17 after that month?

18 A It wasn't just a refrigerator, it was everything
19 else that they had connected in use at the time of his
20 field investigation that was causing the high bill.

21 Q Okay.

22 A The refrigerator that was defective was part of
23 it.

24 Q Now, you testified a couple of times that the
25 estimated bills were based on the previous year's usage,

1 correct?

2 A That's correct.

3 Q Now, how do they estimate the bill, for example,
4 in 2001 when the years from the year before were
5 estimated also? What do they base the estimate on then?

6 A It's based on the billing information that we
7 have when we obtain the actual reading and make the
8 adjustments. I don't have any other explanation for it.

9 Q Okay.

10 A It's prorated for the number of days in between
11 actual readings.

12 Q Okay.

13 MS. GIANNONE: I have no further
14 questions.

15 JUDGE COLWELL: Mr. Weber, before I give
16 her back to you why don't you let me ask a few questions
17 and then you can --

18 MR. WEBER: Very good.

19 JUDGE COLWELL: Ms. Albright, I'm going
20 to ask you to look at PPL Exhibit No. 3.

21 THE WITNESS: Yes, Your Honor.

22 JUDGE COLWELL: Where you have, for
23 example, July 3rd, 2002 it says "Cancelled electric
24 service" and then "Canceled Bill." That appears again
25 in June through November of 2000? Why does it say that?

1 THE WITNESS: Would you please repeat
2 those dates?

3 JUDGE COLWELL: Sure. If you look at
4 June of 2000, July, August, September, October and
5 November of 2000 on Page 2, in the first column, right
6 after the date it says "Canceled Electric Service" and
7 then under it it says "Canceled Bill." Why does it say
8 that when we have testimony that the electric service
9 was never canceled?

10 THE WITNESS: That's the way adjustments
11 are indicated on the Account Activity Statement, meaning
12 the electric service bill that was rendered for that
13 period we had to cancel the billing and rebill it based
14 on the actual reading.

15 JUDGE COLWELL: But you only have
16 estimated readings through that period.

17 THE WITNESS: Yes.

18 JUDGE COLWELL: Then I don't understand.

19 THE WITNESS: The adjustment was
20 practiced on April 24th, 2001. On the Account Activity
21 Statement the canceled service is listed as the date of
22 the original billing.

23 JUDGE COLWELL: Okay, now I understand.
24 So what you're showing me isn't what went out at the
25 time, it's what you've gone back and adjusted it to,

1 right?

2 THE WITNESS: No, those are the bills
3 that went out at the time.

4 For an example, in June of 2000 the
5 electric service bill that was rendered at the time was
6 \$49.83; that was the estimated bill.

7 JUDGE COLWELL: Okay. All right, then I
8 don't understand.

9 Could you try again to explain why it
10 says "Canceled Electric Service" on this? I don't
11 understand your exhibit. I need to understand it.

12 THE WITNESS: That is the way -- the
13 dates that the bills are rendered are June 5th, 2000,
14 July 5th, 2000. However, the adjustment was not
15 processed until April 24th, 2001. At that point in time
16 is when we canceled the electric service estimated bills
17 that were rendered back in 2000, and that's just the way
18 it is indicated on the statement, "Canceled Electric
19 Service." That's the way adjustments are listed on
20 statements.

21 JUDGE COLWELL: But it doesn't really
22 cancel the electric service?

23 THE WITNESS: No, it doesn't cancel it;
24 it's just an adjustment whereas we credit the estimated
25 bill and we debit the corrected bills that are based on

1 actual readings.

2 JUDGE COLWELL: Okay.

3 On PPL Exhibit No. 1 there's a lot of
4 stuff in handwriting and I understand that it's not your
5 handwriting, but it is illegible to those of us who are
6 looking at it so how much of that did you rely on and
7 can you read it?

8 THE WITNESS: What page are you on, Your
9 Honor?

10 JUDGE COLWELL: The first page, please.
11 The handwritten stuff on the first page.

12 THE WITNESS: At the bottom of that page?

13 JUDGE COLWELL: Yes.

14 THE WITNESS: It says, "Cost estimate
15 1627 - two months - 1/31 & 3/3/ bill - customer used
16 1951 kilowatt hours - customer has bad refrigerator in
17 garage. Won't keep things, especially ice cream,
18 frozen. Meter tested 100.28, 100.28 and 100.19.
19 customer satisfied. Utility report given both with Mr.
20 and Mrs. Nojunas.

21 JUDGE COLWELL: Okay, thank you.

22 Okay, go ahead, Mr. Weber.

23 REDIRECT EXAMINATION

24 BY MR. WEBER:

25 Q Ms. Albright, going back to the Judge's question

1 on the canceled electric service --

2 A Yes.

3 Q -- you were talking about June 5, 2000 electric
4 bill, cancel electric service, \$49.43. Did that bill
5 for \$49.43 go out in June of 2000?

6 A Yes, it did.

7 Q At the time that wouldn't have indicated cancel
8 electric service in the transaction type, would it?

9 A No, it would indicate their electric service
10 though.

11 Q Now, the type of transaction, when was that
12 changed? Would that have been when the adjustment was
13 made?

14 A When the adjustment was made on April 24th, 2001.

15 Q Now, the bill for \$49.83 for June of 2000, that
16 would be indicated as a debit in the transaction amount,
17 correct?

18 A Correct.

19 Q Was that amount later credited leading to that
20 change to cancel electric service?

21 A It's credited in one of the transactions listed
22 on 4-24-2001; you will see an adjustment. It has a
23 credit of \$49.83.

24 Q Would that be the fifth adjustment down in the
25 4-24-01 row?

1 A Yes, it would.

2 Q Then there is in that same row, electric service,
3 \$578.50. Is that the rebilling then based on the
4 actual?

5 A Yes, it is.

6 Q Now, this canceling and adjustments and so forth,
7 is this something that is done by PPL as an accounting
8 maneuver to keep the record straight for PPL as opposed
9 to what the customer would actually see?

10 A That's correct.

11 Q In April of 2001 would the customer see -- what
12 would the customer see on the customer's bill?

13 A The customer would just see the corrected bill
14 amount and the number of days involved.

15 Q Now, going back to the questions that you
16 received earlier on whether your cost estimate in 2003
17 would have any explanation for amounts of electricity or
18 usage in 1999 to 2002 or any other time, was PPL asked
19 to investigate a high bill complaint in '99 to 2002 at
20 this property?

21 A We have no record of any such inquiries from the
22 customer.

23 Q Is PPL able to investigate and determine when
24 it's consuming electricity if it doesn't investigate, if
25 it's not asked to investigate?

1 A No, they are not able to do so.

2 Q And you're not pretending to be able to do that
3 today with your cost estimate, are you?

4 A Not unless the customer calls in and questions
5 their kilowatt hour consumption, we're not able to do
6 so.

7 Q Very good.

8 MR. WEBER: That's all, Your Honor.

9 JUDGE COLWELL: Anything else, Ms.

10 Giannone?

11 MS. GIANNONE: No, Your Honor, thank you.

12 (Witness excused.)

13 JUDGE COLWELL: Mr. Weber, do you have
14 anything else?

15 MR. WEBER: Nothing else except to move
16 my Exhibits 1 through 4.

17 JUDGE COLWELL: Why don't we do this, in
18 order to verify that the information that appears on PPL
19 No. 2 is accurate why don't we ask Mrs. Nojunas if the
20 items listed there are in her house.

21 Does somebody want to do that or do you
22 want me to?

23 MS. GIANNONE: I'll do it, Your Honor. I
24 just want to make sure we're on the same page, meaning
25 the items in the cost estimate?

1 JUDGE COLWELL: Yes. That should take
2 care of most of the hearsay problem.

3 MS. GIANNONE: I'm not going to object.

4 (Whereupon, the documents marked as
5 PPL Exhibits Nos. 1 through 4 were
6 received in evidence.)

7 MS. GIANNONE: You know, rather than make
8 PPL bring someone back on a different day -- and really,
9 to tell you the truth, that time period isn't in issue
10 so much as the time period where estimates were being
11 done.

12 I'll go through it for Your Honor if you
13 would like anyway, but I'm not going to object to this
14 exhibit.

15 JUDGE COLWELL: Okay, I would like, thank
16 you.

17 MS. GIANNONE: Okay.

18 Whereupon,

19 JENNIFER M. MIERNICKI-NOJUNAS

20 having previously been duly sworn, testified further as
21 follows:

22 DIRECT EXAMINATION

23 BY MS. GIANNONE:

24 Q Jennifer, do you have a copy of the High Bill
25 Cost Estimate Worksheet?

1 A No.

2 Q Then I will just go through it and I'll read to
3 you what it says.

4 It starts out and indicates that there are six to
5 eight rooms in the house; is that correct?

6 A There's six.

7 Q Just describe the different rooms in the house.

8 A There's a master bedroom and then there's a small
9 area with a fever that was the kitchen. And then
10 there's a library and a bathroom in the back and two
11 small bedrooms.

12 Q What is the, if you know, the square footage of
13 the residence?

14 A I honestly don't know.

15 Q The cost estimate indicates there are no outdoor
16 lights; is that correct?

17 A That's correct.

18 Q There was no electric range.

19 A No.

20 Q There was a microwave oven.

21 A Yes.

22 Q There was no coffee maker.

23 A No.

24 Q There was no dishwasher.

25 A No.

1 Q There was a washer.

2 A Yes.

3 Q And electric dryer.

4 A Yes.

5 Q There was no iron.

6 A No.

7 Q There was a 14 to 18 cubic foot manual defrost
8 refrigerator.

9 A Yes.

10 Q And also a 14 to 18 cubic foot auto defroster and
11 refrigerator.

12 A In the house? I'm confused. I have one small
13 apartment size refrigerator in the house.

14 Q Okay.

15 A I have a refrigerator in the garage and a freezer
16 in the garage.

17 Q Okay, I think that one of these would be the
18 refrigerator in the garage.

19 A I'm not familiar with the wording.

20 Q Okay, so you altogether had two refrigerators and
21 a freezer?

22 A That's correct.

23 Q There was no water cooler.

24 A No.

25 Q You had an oil-fired free standing water heater

1 tank?

2 A I don't understand what that means.

3 Q It's the water heater. Did you have a water
4 heater?

5 A Okay, yes.

6 Q Do you know whether it was oil-fired or gas
7 fired?

8 A I believe it is oil-fired.

9 Q Okay. You had a television either to or smaller
10 than 27 inches?

11 A Yes, that's true.

12 Q How many televisions did you have?

13 A That was it.

14 Q Okay, just one. Did you have a satellite dish?

15 A Yes, I did.

16 Q This estimate indicates there was no VCR or DVD
17 player.

18 A No.

19 Q No computer.

20 A No.

21 Q No hair dryer.

22 A No.

23 Q No vacuum cleaner.

24 A No.

25 Q No radon fan.

1 A No.

2 Q Indoor or outdoor hot-tub or spas.

3 A No.

4 Q That there was a well pump.

5 A Yes.

6 Q But there was no sump pump.

7 A No.

8 Q No aquarium.

9 A No.

10 Q No water bed.

11 A No.

12 Q No humidifier.

13 A No.

14 Q And no dehumidifier.

15 A No.

16 MS. GIANNONE: I believe that's all the
17 items.

18 JUDGE COLWELL: Okay, thank you.

19 (Witness excused.)

20 JUDGE COLWELL: I think we have all the
21 exhibits admitted into the record.

22 Does either side have anything in
23 addition?

24 MS. GIANNONE: No, Your Honor.

25 MR. WEBER: No, Your Honor.

1 JUDGE COLWELL: I will prepare an opinion
2 and it will be sent to each of you. If you have a
3 problem with anything I have to say you have an
4 opportunity to file exceptions with the Commission.

5 I thank you all for your cooperation and
6 your appearances here today and we're going to go off
7 the record.

8 (Whereupon, at 11:51 a.m., the hearing
9 was adjourned.)

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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 reported 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.

COMMONWEALTH REPORTING COMPANY, INC.

BY: Vicki E Santos
Vicki E. Santos

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FORM 2

Mitchell
Gallagher

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Attorneys at Law NEAFIE MITCHELL (1919-1996)

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DOCUMENT

May 28, 2004

Administrative Law Judge
Susan Colwell
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: Matthew and Jennifer Nojunas v. PPL Electric
Utilities
Corporation
Docket No. Z-01161749

Dear Judge Colwell:

Enclosed are three copies of exhibits that I intend to present on behalf of PPL at the initial hearing scheduled for Friday, June 4, 2004 at 10:00 a.m.:

PPL Exhibit 1 – High Bill Investigation Order and investigation notes

PPL Exhibit 2 – Cost estimate for residential electric service

PPL Exhibit 3 – PPL Account Activity Statement for account #28200-82006

PPL Exhibit 4 – BCS decision

I apologize for the delay in sending these exhibits. I did not receive a scheduling notice, and only became aware of the hearing date when I today received a call from the attorney for the Complainants.

Mitchell Mitchell Gallagher Weber Southard & Wishard P.C.

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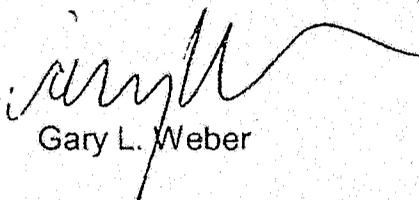
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2004 JUN 14 PM 2:00
RECREATION'S BUREAU

Please be advised that myself and the PPL representatives will be available at the following telephone number: 1-517-267-1465, pass code 734659.

By copy of this letter, I am serving a copy of the exhibits on the Complainants.

Very truly yours,

**MITCHELL MITCHELL GALLAGHER WEBER
SOUTHARD & WISHARD, P.C.**



Gary L. Weber

GLW.bgh

Enclosures

pc w/enc: Theresa L. Giannone, Esquire
Deidre Bilger
Terry Albright
Bill Stoffregen

SECRETARY'S BUREAU

2004 JUN 14 PM 2:00

RECORDED



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

IN REPLY PLEASE
REFER TO OUR FILE

April 27, 2004

In Re: Z-01161749

(See letter of 4-2-04)

Matthew & Jennifer Nojunas v. PPL Electric Utilities Corporation
Billing dispute.

Hearing Cancellation/Reschedule Notice

This is to inform you that the Initial telephone hearing on the above-captioned case previously scheduled for April 16, 2004 has been canceled.

The hearing has been rescheduled as follows:

Type: Initial telephonic hearing
Date: Friday, June 4, 2004
Time: 10:00 a.m.
Presiding: Administrative Law Judge Susan D. Colwell
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

SECRETARIES BUREAU
2004 JUN 16 PM 2:00
RECEIVED



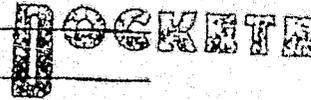
TOM'S PLUMBING & HEATING
24 Hour Service
P.O. Box 407
TAMAQUA, PA 18252-0407

STATEMENT

DATE	12-2-03
NUMBER	

(570) 668-5415

Math Nguyen
 456 E Farmer Rd.
 Bangor Pa 17967



JUN 17 2004

SECRETARY

2004 JUN 14 PM 2:00

RECEIVED

TERMS: UPON RECEIPT

PLEASE DETACH AND RETURN WITH YOUR REMITTANCE

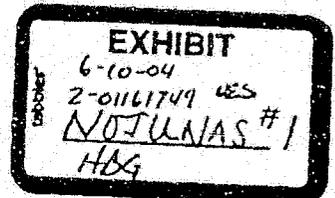
\$ 5350.00

BALANCE FORWARD		
11-25	install new oil burner	
11-26	ice payment	
	install new copper heat ex.	
	ice payment	
	Hourly charge up and down	
	Total cost materials and	
	labor	5350.00
<i>J. D. Fields</i>		
<i>12-3-03</i>		

TOM'S PLUMBING & HEATING

Thank You

PAY LAST AMOUNT
IN THIS COLUMN



Report Id: CURDS006

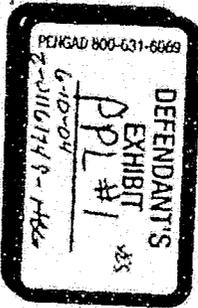
Premise Information
458C PARKERS RD RINGTOWN PA 17987

Residential EBT Order

03/07/03
1:33:27

Site:

Order Information
Residential EBT



HR ID: 4892, Callert: MATTHEW NOJUNAS; Heat KWH: 177; Base Rate: 966.17
 Cbal Est KWH 1143; \$ of RCH Billed: 594; NOT JUSTIFIED, 4/17/03
 o: 3/2/2003-3/3/2003, Satisfied? YES; Cbill Rpt. Not Required

Customer Information
MATTHEW NOJUNAS
Primary: (570) 889-2315 extn: d/b/a
 Account Information
Bill Acct: 2820082005 Revenue Class: Residential
 Premise Type: Reloc'd Res Mble Home
 Meter: 01 Returned Items: 010 Disconnects: 00

Meter Information
Meter: 92260489 Dials: 0005 Phase: Single
 Electric: 4238256157
 Priority:
 Service Grid: 4238256157 Model Type: 004800
 Set Date: 12/02/97 Connect Date: 10/23/85
 Last Reading -- Date: 03/03/03
 Annunciator/Reading Code

Dial
000/Tot KWH
Historical Data
15498.0000
1.0000
Constant

Status: On
 Serv Loc: Underground
 Meter: 050 (RSO) General Residential - 1999
 Stock Code: 0282005
 Elapsed days since last billed reading: 003
 Current Reading
 Reading
 Difference
 Calc. Daily Avg

Date	Usage	Days	g/kwh	Avg	Rate
03/03/03	1951	031	124	62	0.0000 RS
01/31/03	0	039	9.7	9.7	0.0000 RS
12/02/02	232	011	124	124	0.0000 RS
10/31/02	209	032	8	8	0.0000 RS
10/01/02	273	010	9	9	0.0000 RS
08/30/02	112	032	3	3	0.0000 RS
08/02/02	107	028	3	3	0.0000 RS
05/31/02	316	063	5	5	0.0000 RS
05/01/02	535	030	17	17	0.0000 RS
04/02/02	585	029	20	20	0.0000 RS
03/01/02	251	032	7	7	0.0000 RS
01/31/02	628	029	215	215	0.0000 RS
	928	029	31	31	0.0000 RS

Reading Source	Amount	Budget Bill	Same Cust
Regular Company	\$ 154.05	\$ 0.00	Y
Regular Company	\$ 6.55	\$ 0.00	Y
Regular Company	\$ 31.30	\$ 3.00	Y
Regular Company	\$ 24.82	\$ 0.00	Y
Regular Company	\$ 29.81	\$ 0.00	Y
Regular Company	\$ 16.39	\$ 0.00	Y
Regular Company	\$ 15.93	\$ 0.00	Y
Regular Company	\$ 40.82	\$ 0.00	Y
Regular Company	\$ 50.18	\$ 0.00	Y
Regular Company	\$ 54.08	\$ 0.00	Y
Adjusted Reading	\$ 28.06	\$ 0.00	Y
Adjusted Reading	\$ 463.57	\$ 0.00	Y
Forced Estimate	\$ 79.31	\$ 0.00	X

Order Number: 261234356
 Assigned To: WILLIAM STORBERG
 Date/Time Scheduled: 03/07/03 07:05:00
 Date Mailed: 03/07/03
 Issued By: DAWN M BUCHNUS
 Phone: (570) 889-5827 extn:
 Acct Spec Note:

Acct Type: Residential
 Budget Billing: N
 Amount Due: \$ 295.72
 Deposit: \$ 0.00
 72.40
 222.32
 15.12
 Type: OAH
 w/l: Pole

Readings not found:
 Calc. Daily Avg

1/25
 3/24 10:55am LM
 3/12 5:14p LM
 Make L at B W Church in range of 1/2
 Customer 1687 - 2 months - 1/31 & 2/3/03 - customer 1951 kwh - customer
 Bad Ref in Garage. Want keep things up the corner Horan.
 Mella Torve 00287 1001 287 1001 18. cat 587 Wagon
 Sw. MLa MLa's Asturias.
 Page 1

LB NOJUNAS

1/2 - RCH WLL

33497

Matthew Nojunas.

Page 1

Acct. 2820082006

Meter 92260489

Reading 4/2/03 36083

Test & Meter 4/2/03

100.28

100.28

100.19

Spoke with Mr & Mrs Nojunas.

Lights 90

Ref 100

Ref 150 - IN GARAGE. NOT WORKING CORRECTLY.
DONT KEEP FREEZER FROZEN.

Freezer 90 1600^{sq} House Heat

TU 45

$\frac{1}{4} 1600 \times .000087 \times 1279 = 178$

W 8

$\frac{3}{8} 1600 \times .000087 \times 1241 = \frac{173}{351}$

Dryer 44?

Sat Dish 50

Well 45

1244

351

1595

622

1244 - 60 days

Pg 2

Did CE for 1/31/03 - looks like bad Ref.
Poss 200 kWh. Also for 3/7/03.

CE AT	1244 Domestic
	351 Heat
	<hr/>
	1595 kWh.

CUST used 1951 kWh.

Bad Ref in garage.

Gave cust UR CUST WAS SAD

CUST WAS TO employ bad Ref.

After usage dropped to

5/2/03 - 306 kWh	10/03
6/2/03 276 kWh	9/03

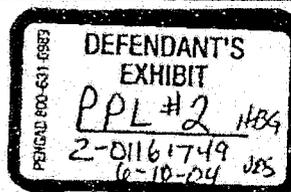
High Bill Cost Estimate Worksheet

For Internal Use Only

High Bill ID: 9688
 Start Date: 07/03/2003 03:04:08 PM
 Complete Date:
 Done By: Albright, Theresa / A ALBRIGHT
 Bill Account: 78200-32006
 Customer Name: MATTHEW NOJUNAS
 Premise Address: 4566 FARMERS RD. RINGTOWN PA 19067
 Caller's Name: MATTHEW NOJUNAS
 Cost Estimate Type: Heating

Base Cost Estimate

Lighting	Watts	KWH	# Of	KWH Usage
How many rooms in your house? 6-8 rooms	735	90	N/A	90
Outdoor lights	200	70		0
Kitchen Appliances				
Electric Range	12200	150		0
Microwave Oven	1000	40	1	40
Drip Coffee Maker	1200	38		0
Dishwasher (1 load per day)	1200	25		0
Laundry				
Washer	510	8	1	8
Electric Dryer	5500	75	1	75
Iron	1100	18		0
Refrigeration				
How many refrigerators do you have? What kind?				
Refrigerators				
14-18 cu. ft. manual defrost	350	100	1	100
14-18 cu. ft. auto defrost	650	150	1	150
19-24 cu. ft. manual defrost	550	125		0
19-24 cu. ft. auto defrost	750	190		0
Side-by-side, auto defrost	900	225		0
Apartment "cube"	150	40		0
Water cooler (hot and cold)	660	80		0
Freezers				
15-20 cu. ft. manual defrost	350	90	1	90
15-20 cu. ft., auto defrost	450	120		0



Water Heating	Watts	KWH	# Of	KWH Usage
<input type="checkbox"/> Electric (Stand-by heat loss)	4500	175		0
- Number of adults (average use)	N/A	75		0
- Infants or teenagers (high use)	N/A	125		0
<input checked="" type="checkbox"/> Oil-fired, free-standing water heater tank	240	60	1	60

Miscellaneous

TV up to 27-inch	130	45	1	45
TV over 27-inch	200	75		0
VCR/DVD player	24	9		0
Satellite dish	170	51	1	51
Computer	300	50		0
Hair dryer	1000	15		0
Vacuum cleaner	100	12		0
Radon fan	100	70		0
Outdoor Hot-tub or spa	6000	450		0
Indoor Hot-tub or spa	1000	120		0
Well pump	1400	45	1	45
Sump pump	825	79		0
Aquarium	100	12		0
Water bed	360	100		0
Humidifier	180	35		0
Dehumidifier	900	300		0

Other KWH

Other KWH Item 1	def refrigerator in garage	300
Other KWH Item 2		

		30 Day KWH	1054
Enter the Billing Date Range			
Bill From Date (MM/DD/YY)	1/2/2003		
Bill To Date (MM/DD/YY)	3/3/2003		
(Number of Billing Days)	60	Total Base KWH	2108

Heating & Cooling Cost Estimate

(Estimating Heating)

9688

Degree Days (Used in Heating and/or Cooling Cost Estimates)

Operating Center for Account >>

Alrport Location

IPT - Susquehanna	
Bill From Date	1/2/2003
Bill To Date	3/3/2003

DD Information for Date Range

Heating DD	2481	>>
Cooling DD	0	>>
Average Temp	24.3	

% Changes from Previous Year

35.6% HIGHER

Previous Year's DD Information

Heating DD	1829
Cooling DD	0
Average Temp	35

Premise Information

When was the house built?

Heating Estimate

Energy Usage (Based on indoor temp setting)

What is the average temperature in the house?

How is the house heated?

H Factor

How many square feet of the house is heated?

Square Ft

Heating DD Total Heating KWH

Total Base KWH

How many KWH was the customer billed for?

Billed KWH

Total Estimated KWH

Customer Satisfied? Yes No

% of Billed KWH

Utility Report Provided?

Click on "Estimate Not Justified" Sheet if % is not justified

Comment (Double click the text area to edit)

183

HEATING ESTIMATE JUSTIFIED

MB_ID: 9688; Caller: MATTHEW NOJUNAS; Heat KWH: 202; Base KWH: 2108; Total Est KWH: 2310; % of KWH Billed: 118%; JUST FIED. Bill From/To: 1/2/2003-3/3/2003; Satisfied? , Util Rpt:

Account Activity Statement

Date: 05/28/04
Page: 1

*** Account Information ***

Account Number: 28200-82006
MATHIEZ KOJUNAS
456C FARMERS RD
RINGDOMN PA 17167

Requested By: MATTHEW NGUNAS
(510)889-2315 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	DOE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG H/C	RDC/TYPE	DAYS USED	KUH	BILLED KN
01/04/1999	ELECTRIC SERVICE		\$50.76								
01/06/1999	Late Payment Charge	01/27	\$2.04	\$46.74					33		
01/06/1999	Regular Bill		\$220.64								
02/03/1999	ELECTRIC SERVICE	02/24	\$61.12	\$220.64					30		
02/03/1999	Regular Bill		\$281.76								
03/03/1999	ELECTRIC SERVICE	03/24	\$56.32	\$281.76					29		
03/03/1999	Regular Bill		\$338.08								
04/05/1999	ELECTRIC SERVICE	04/26	\$59.85	\$338.08					32		
04/05/1999	Regular Bill		\$397.93								
04/07/1999	Payment		\$-20.00								
05/04/1999	CANCELED ELECTRIC SERVICE	05/25	\$44.76	\$377.93					29		
05/04/1999	Canceled Bill		\$422.69								
06/03/1999	Adjustment	06/24	\$-44.76						59		
06/03/1999	ELECTRIC SERVICE		\$44.30								
06/03/1999	Regular Bill		\$422.23	\$377.93							
06/09/1999	Payment		\$-59.76								
07/02/1999	CANCELED ELECTRIC SERVICE	07/26	\$54.89	\$362.47					20		
07/02/1999	Canceled Bill		\$417.36								
08/03/1999	CANCELED ELECTRIC SERVICE	08/24	\$74.14	\$417.36					32		
08/03/1999	Canceled Bill		\$491.50								
08/17/1999	Payment		\$-59.85								
08/31/1999	CANCELED ELECTRIC SERVICE	09/21	\$59.85	\$431.61					29		
08/31/1999	Canceled Bill		\$491.46								
09/09/1999	Adjustment	09/30	\$-59.85						90		
09/09/1999	Adjustment		\$-74.14								
09/09/1999	Adjustment		\$-54.89								
09/09/1999	CANCELED ELECTRIC SERVICE		\$81.71								
09/09/1999	Canceled Bill		\$384.29	\$307.58							
10/01/1999	CANCELED ELECTRIC SERVICE	10/25	\$55.71	\$384.29					30		
10/01/1999	Canceled Bill		\$440.00								
11/01/1999	CANCELED ELECTRIC SERVICE	11/22	\$59.71	\$440.00					31		
11/01/1999	Canceled Bill		\$499.71								

DOCUMENT

RECEIVED JUN 17 2004

DEFENDANT'S EXHIBIT 185 PPL #3 6-10-04 2-01141749 HBS

Account Activity Statement

Bill Account: 28200-82006

DATE	TRANSACTION TYPE	DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KWH
11/11/1999	Adjustment		\$ -59.71								
11/11/1999	Adjustment		\$ -55.71								
11/11/1999	Adjustment		\$ -81.71								
11/11/1999	ELECTRIC SERVICE	12/02	\$453.08	\$302.58					151		
11/11/1999	Regular Bill										
12/01/1999	ELECTRIC SERVICE	12/22	\$27.95	\$302.58					30		
12/01/1999	Regular Bill		\$481.04								
01/03/2000	ELECTRIC SERVICE	01/24	\$48.89	\$481.04					33		
01/03/2000	Regular Bill		\$529.73								
02/02/2000	ELECTRIC SERVICE	02/23	\$63.64	\$529.73					30		
02/02/2000	Regular Bill		\$593.37	\$529.73							
03/03/2000	ELECTRIC SERVICE	03/27	\$60.34	\$593.37			0990/0000	10630Z	30	661	
03/03/2000	Regular Bill		\$653.71	\$593.37							
04/04/2000	ELECTRIC SERVICE	04/25	\$60.65	\$653.71			0619/0000	11295E	31	665	
04/04/2000	Regular Bill		\$714.36	\$653.71							
05/04/2000	ELECTRIC SERVICE	05/25	\$54.92	\$714.36			0451/0001	11887E	30	592	
05/04/2000	Regular Bill		\$769.28	\$714.36							
06/05/2000	CANCELED ELECTRIC SERVICE	06/26	\$49.83	\$769.28			0136/0081	12414E	30	527	
06/05/2000	Canceled Bill		\$819.11	\$769.28							
07/05/2000	CANCELED ELECTRIC SERVICE	07/26	\$57.04	\$819.11			0033/0150	13035E	31	621	
07/05/2000	Canceled Bill		\$076.15	\$819.11							
08/03/2000	CANCELED ELECTRIC SERVICE	08/24	\$54.45	\$876.15			0006/0159	13624E	30	589	
08/03/2000	Canceled Bill		\$930.60	\$876.15							
09/01/2000	CANCELED ELECTRIC SERVICE	09/25	\$56.94	\$930.60			0016/0164	14245E	29	621	
09/01/2000	Canceled Bill		\$987.54	\$930.60							
10/03/2000	CANCELED ELECTRIC SERVICE	10/24	\$59.28	\$987.54			0183/0092	14896E	32	651	
10/03/2000	Canceled Bill		\$1046.82	\$987.54							
11/01/2000	CANCELED ELECTRIC SERVICE	11/27	\$55.47	\$1046.82			0362/0002	15498E	29	602	
11/01/2000	Canceled Bill		\$1102.29	\$1046.82							
04/24/2001	Adjustment		\$ -55.47								
04/24/2001	Adjustment		\$ -59.28								
04/24/2001	Adjustment		\$ -56.94								
04/24/2001	Adjustment		\$ -57.04								
04/24/2001	Adjustment		\$ -49.83								
04/24/2001	Adjustment		\$ -54.45								
04/24/2001	Adjustment		\$578.60								
04/24/2001	ELECTRIC SERVICE	05/15	\$1347.86	\$769.28			5770/0518	180960	334	6209	
04/24/2001	Regular Bill										
05/03/2001	ELECTRIC SERVICE	05/24	\$54.81	\$769.28			0417/0010	18688Z	30	592	
05/03/2001	Regular Bill		\$1402.71	\$769.28							
06/04/2001	ELECTRIC SERVICE	06/25	\$46.41	\$1402.71			0152/0031	19173E	30	485	
06/04/2001	Regular Bill		\$1449.16	\$1402.71							

Account Activity Statement

Bill Account: 28200-82006

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDC/TYPE	DAYS USED	NRH	BILLED KW
06/05/2001	Late Payment Charge		\$0.03								
06/05/2001	Late Payment Charge		\$16.81								
06/06/2001	Late Payment Charge		\$0.03								
06/06/2001	Late Payment Charge		\$17.50								
07/03/2001	ELECTRIC SERVICE Regular Bill	07/25	\$51.63	\$1449.16			0025/0176	19724E	31	551	
07/10/2001	Late Payment Charge		\$0.03								
07/10/2001	Late Payment Charge		\$18.08								
08/02/2001	ELECTRIC SERVICE Regular Bill	08/23	\$56.95	\$1535.16			0011/0171	20343E	30	619	
08/02/2001	Late Payment Charge		\$0.46								
08/02/2001	Late Payment Charge		\$18.73								
08/31/2001	ELECTRIC SERVICE Regular Bill	09/24	\$59.54	\$1610.22			0001/0284	20995E	29	652	
08/31/2001	Late Payment Charge		\$0.69								
08/31/2001	Late Payment Charge		\$19.44								
10/02/2001	ELECTRIC SERVICE Regular Bill	10/23	\$53.56	\$1688.95			0133/0046	21571E	32	576	
10/02/2001	Late Payment Charge		\$0.93								
10/02/2001	Late Payment Charge		\$20.18								
10/09/2001	ELECTRIC SERVICE Regular Bill	11/21	\$50.16	\$1762.64			0350/0004	22103E	29	532	
10/09/2001	Late Payment Charge		\$1.18								
10/09/2001	Late Payment Charge		\$20.85								
11/30/2001	ELECTRIC SERVICE Regular Bill	12/26	\$60.63	\$1833.91			0581/0000	22769E	30	666	
11/30/2001	Late Payment Charge		\$1.44								
11/30/2001	Late Payment Charge		\$21.13								
01/03/2002	ELECTRIC SERVICE Regular Bill	01/24	\$76.06	\$1916.57			0965/0000	23637E	34	868	
01/03/2002	Late Payment Charge		\$1.71								
01/03/2002	Late Payment Charge		\$21.26								
02/01/2002	ELECTRIC SERVICE Regular Bill	02/25	\$79.31	\$2015.20			0520/0000	24555E	29	918	
02/01/2002	Late Payment Charge		\$1.99								
02/01/2002	Late Payment Charge		\$21.45								
03/04/2002	CANCELLED ELECTRIC SERVICE	03/25	\$72.67	\$2015.20			0885/0000	308170	29	826	
03/04/2002	Canceled Bill		\$2213.59	\$2117.48							

Account Activity Statement

Bill Account: 28206-82006

DATE	TRANSACTION TYPE	DOE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY N/C	ROC/TYPE	DAYS USED	KWB	BILLED FX
04/09/2002	Late Payment Charge		\$2.28								
04/09/2002	Late Payment Charge		\$21.74								
04/10/2002	Late Payment Charge		\$21.90								
04/10/2002	Late Payment Charge		\$7.57								
04/11/2002	Adjustment		\$-72.67								
04/11/2002	ELECTRIC SERVICE	05/02	\$463.57	\$2117.48		0885/0000		308170	29		6262
04/11/2002	Regular Bill		\$2552.58								
04/19/2002	ELECTRIC SERVICE	05/13	\$28.06	\$2140.92		0821/0000		310680	32		251
04/19/2002	Regular Bill		\$2681.04								
05/01/2002	ELECTRIC SERVICE	05/22	\$54.08	\$2652.98		0422/0036		31653A	29		585
05/01/2002	Regular Bill		\$2735.12								
05/29/2002	Late Payment Charge		\$2.60								
05/29/2002	Late Payment Charge		\$26.58								
05/31/2002	ELECTRIC SERVICE	06/24	\$50.16	\$2735.12		0267/0030		32188A	30		535
05/31/2002	Regular Bill		\$2814.48								
07/03/2002	CANCELLED ELECTRIC SERVICE	07/25	\$52.81	\$2814.48		0027/0210		32757E	32		569
07/03/2002	Canceled Bill		\$2867.29								
07/12/2002	Payment		\$-52.81								
08/02/2002	Adjustment		\$-52.81								
08/02/2002	ELECTRIC SERVICE	08/26	\$40.82	\$2761.67		0028/0512		32504A	63		716
08/02/2002	Regular Bill		\$2802.49								
08/09/2002	Payment		\$-40.82								
08/30/2002	ELECTRIC SERVICE	09/23	\$15.93	\$2720.85		0005/0278		32611A	28		107
08/30/2002	Regular Bill		\$2777.60								
09/05/2002	Payment		\$-15.91								
10/01/2002	ELECTRIC SERVICE	10/22	\$16.39	\$2761.67		0040/0120		32723A	32		112
10/01/2002	Regular Bill		\$2778.05								
10/07/2002	Payment		\$-16.39								
10/31/2002	ELECTRIC SERVICE	11/21	\$29.81	\$2761.67		0443/0019		32996A	30		273
10/31/2002	Regular Bill		\$2791.48								
11/21/2002	Payment		\$-29.81								
12/02/2002	ELECTRIC SERVICE	12/23	\$24.82	\$2761.67		0837/0000		33205A	32		209
12/02/2002	Regular Bill		\$2786.49								
12/13/2002	Payment		\$-24.82								
01/02/2003	ELECTRIC SERVICE	01/23	\$31.30	\$2761.67		1168/0000		33497A	31		292
01/02/2003	Regular Bill		\$2792.97								

DATE	TRANSACTION TYPE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DRG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KWH
01/31/2003	ELECTRIC SERVICE	\$6.55								
01/31/2003	Regular Bill	\$2761.67	\$2761.67			1279/0000	3349/A	29		
02/06/2003	Payment	\$-6.55								
03/03/2003	ELECTRIC SERVICE	\$154.05								
03/03/2003	Regular Bill	\$2915.72	\$2761.67			1241/0000	35148A	31	1951	
04/01/2003	ELECTRIC SERVICE	\$56.88								
04/01/2003	Regular Bill	\$2972.60	\$2915.72			0816/0000	36067A	29	619	
04/10/2003	Payment	\$-56.88								
05/02/2003	ELECTRIC SERVICE	\$32.43								
05/02/2003	Regular Bill	\$2948.15	\$2915.72			0455/0003	36373A	31	306	
05/08/2003	Payment	\$-32.43								
06/02/2003	BUDGET BILLING	\$39.00								
06/02/2003	Regular Bill	\$2954.72	\$2915.72	\$30.08	\$-6.92	0233/0002	36649A	31	276	
06/17/2003	Payment	\$-54.00								
07/01/2003	BUDGET BILLING	\$39.00								
07/01/2003	Regular Bill	\$2939.72	\$2900.72	\$32.20	\$-15.72	0060/0120	36952A	29	303	
07/09/2003	Payment	\$-55.00								
08/01/2003	BUDGET BILLING	\$39.00								
08/01/2003	Regular Bill	\$2923.72	\$2884.72	\$34.07	\$-20.65	0001/0223	37279A	31	327	
08/07/2003	Payment	\$-55.00								
09/02/2003	BUDGET BILLING	\$39.00								
09/02/2003	Regular Bill	\$2907.72	\$2868.72	\$38.68	\$-20.97	0004/02E7	37665A	32	386	
09/08/2003	Payment	\$-55.00								
10/01/2003	BUDGET BILLING	\$39.00								
10/01/2003	Regular Bill	\$2891.72	\$2852.72	\$31.66	\$-28.31	0074/0039	37961A	29	296	
10/07/2003	Payment	\$-55.00								
10/31/2003	BUDGET BILLING	\$39.00								
10/31/2003	Regular Bill	\$2875.72	\$2836.72	\$26.28	\$-39.03	0457/0000	38214A	30	253	
11/14/2003	Payment	\$-55.00								
12/02/2003	BUDGET BILLING	\$39.00								
12/02/2003	Regular Bill	\$2859.72	\$2820.72	\$30.63	\$-47.40	0664/0000	38497A	32	283	
12/09/2003	Payment	\$-55.00								
12/31/2003	BUDGET BILLING	\$39.00								
12/31/2003	Regular Bill	\$2843.72	\$2804.72	\$41.17	\$-45.23	0987/0080	00152A	29	418	

Account Activity Statement

Bill Account: 28200-02006

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	ORG DAY H/C	REG/ TYPES	DAYS USED	RWH	BILLED MW
01/14/2004	Payment		\$-55.00								
01/28/2004	BUDGET BILLING		\$39.00								
01/28/2004	Regular Bill	02/18	\$2827.72	\$2788.72	\$54.22	\$-30.01	1235/0000	00743A	28	591	
02/09/2004	Payment		\$-55.00								
02/27/2004	BUDGET BILLING		\$71.00								
02/27/2004	Regular Bill	03/22	\$2843.72	\$2772.72	\$67.04	\$-33.97	1197/0000	01500A	30	757	
03/22/2004	Payment		\$-86.00								
03/29/2004	Returned Check		\$86.00								
03/29/2004	BUDGET BILLING		\$71.00								
03/29/2004	RETURNED CHECK OTHER CHARGE		\$10.00								
03/29/2004	Regular Bill	04/19	\$2924.72	\$2843.72	\$38.36	\$-66.61	0811/0000	01886A	31	386	
04/12/2004	Payment		\$-39.00								
04/28/2004	Budget Bill Settlement		\$-30.80								
04/28/2004	BUDGET BILLING		\$2854.92	\$2854.92	\$35.81		0472/0005	02239A	30	353	
04/28/2004	Regular Bill	05/19									
05/04/2004	Payment		\$-39.00								
05/27/2004	BUDGET BILLING		\$39.00								
05/27/2004	Regular Bill	06/17	\$2854.92	\$2815.92	\$38.67	\$-0.33	0080/0120	02629A	29	390	

Home
Case Search

Decision Detail

DOCUMENT

General

BCS Case No. 1161749

Customer Name NOJUNAS, MATTHEW
Address 1 456-C FARMERS RD
Address 2
City, State Zip RINGTOWN, PA 17967

Service Restore Amount 0.00

Service Continue Amount 0.00

Decision Issue Yes

Chapter Section Rule
Total Balance 2915.72
Reconnect Amount 0.00

Special Budget Amount 200.00

Arrears Payment Plus 160.00

CSS Account No. 2820082006

Investigator Name CLEA,

Service Class RESIDENTIAL

Case Origin UNKNOWN

Head Date 05/15/2003

Current Monthly Payment Service Continue Date Ending Monthly Payment 0.00

Oral/Written Violation NO
Closed Date 05/12/2003
Balance Date 04/25/2003

Regular Budget Amount 40.00
Final Monthly Payment 0.00

DOCKETED

JUN 17 2004

Resolution

BILLS CORRECT HAS RENDERED... TERMS AS FOLLOWS: LEVEL 4 INCOME. BB40 +160 = \$200 BEG 6/22/03 DUE DATE ***** REVISED DECISION AS FOLLOWS *****

CUSTOMER CALLED TO REPORT NO INCOME WILL REVISE DECISIO TO BB40 + 15 = 55 SINCE CASE IS ALMOST YEAR OLD AND INCOME LEVEL COULD CHANGE USED THIS FOR JUSTIFYING REVISED PAYMENT PLAN.. ACCORDING TO CUSTOMER INFO OF NO INCOME INJURED AT WORK TRYING TO GET WORKMAN'S COMP.

Terms

Letter

Description

WITH THE BILL DUE 6/22/03

EGW PAR W/COMPLEX DISPUTE

DEFENDANT'S EXHIBIT PPL #4 6-10-04 2-1161749 H04

Action Required Options

Action Required Yes No

WorkQ Category L

Sub Category L

Up Front Amount Up Front Due Date

Bill Type Plus L

Amount Beginning Date Write-Off Amount

Comments BILLS CORRECT HAS REVERSED TRFND AS FOLLOWS: LEVEL 4 INCOME BR40 +100 = \$200 BEC 6/5/03 (EXTENDED) ETC DATE: Revised decision received on 6/5/03

Processed By Conversion Processed Date 9/30/2003 2:00:57 PM

Return to Case