

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: Z-01649195
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 06/21/04
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MARTIN, HOLLY DEE

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: SCHUYLKILL

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE CANNOT AFFORD TO PAY \$695.00 AT ONE TIME TO GET HER SERVICE TURNED BACK ON. WOULD LIKE ON A BUDGET PLAN TO PAY THAT AMMOUNT; SHE WOULD LIKE TO PAY \$55/MO.

DOCKETED
JUL 12 2004

WIMEN.
JEP.

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

ST/649195

DUE BACK
July 6, 2004

Please Print:

2-01649195

1. Your Name, Mailing Address and Telephone Number.

Name Holly Dee Martin

Street/P.O. Box 1027 Brock St. Apt.# _____

City ASHLAND State PA Zip 17921

County Schuylkill Home Telephone-Area Code (570) 875-3065
Work Telephone-Area Code () ... 2

2. Name of Company your complaint concerns: PP&L electric Company

3. What is your complaint?

On may 20th 2004, my electric got shut off. I
called every place I could find in the phone book, this
is all I got I have calle PP&L to find out what to do,
I need \$695.00 to get service, I get paid Bi-weekly
I cannot come up w/this money all at once. It
will take me 2 months plus skipping a payment
on my other bills, I've been gone w/out electric
for a month + a half I have a 4yrs Boy, I can't
keep food in my house, we cant bath at home
Please Help me!

(If you need more space, use additional paper and attach to this form).

(-over-)

SECRET BUREAU

2004 JUN 21 11 54 AM

31

4. What do you want the Public Utility Commission to do about your complaint?

A couple of people told me about something
"Could the PUC put me on a budget plan
where I would pay one set amount all year
long to catch me back up. I can do that
example - say I had to send \$55.00 each month
cause I know in summer a bill's not high so it
could get put on winter Bill.

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Nancy Martin
Original Signature of complaining person

10-18-09
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)

Notice to Customer:

If you sign and return this form, you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 5/26/2004. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may pursue the termination of your service.

Thank You
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

HOLLY MARTIN
1027 BROCK STREET
ASHLAND PA 17921-18

SECRETARY'S BUREAU
2004 JUN -2 AM 9:20
RE: 11513

(570) 875-3065
(Area Code) Telephone Number

Holly Martin
Signature

Mail this completed form to:

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

ST Number:	1649195	Date of mailing:	5/26/2004
Company:	PPL UTILITIES		

I am unable to pay 615.00 to hook my electric Back up. Im going on 4 weeks with out it, an I cant get any help what so ever. I Need Help!

REVISED 12/97

15



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

DUE BACK
July 6, 2004

IN REPLY PLEASE
REFER TO OUR FILE

June 15, 2004

ST1649195

HOLLY MARTIN
1027 BROCK STREET
ASHLAND PA 17921-1811

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before July 6, 2004 to the address listed below:

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

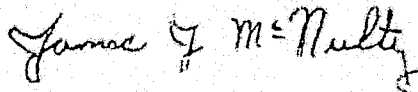
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

ddi

CC: PPL ELECTRIC COMPANY

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: 07/14/04

Holly Dee Martin
Complainant

DOCKETED

JUL 12 2004

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: Z-01649195

DOCUMENT

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PPL ELECTRIC UTILITIES CORPORATION

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

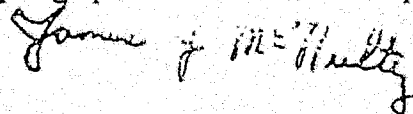
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: 07/14/04

Z-01649195

PPL ELECTRIC UTILITIES CORPORATION
PAUL E RUSSELL, GEN COUNSEL
TWO N 9TH ST
ALLENTOWN PA 18101-1179

DOCUMENT

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Holly Dee Martin. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

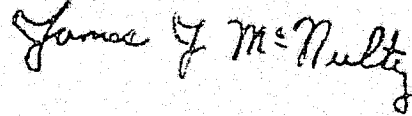
07/14/04

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,



James J. McNulty
Secretary

es

GROSS, MCGINLEY, LABARRE & EATON, LLP

ATTORNEYS AT LAW
33 SOUTH SEVENTH STREET
P.O. BOX 4060

ALLENTOWN, PENNSYLVANIA 18105-4060

(610) 820-5450

TELEFAX (610) 820-6006

E-MAIL jgross@gmle.com

Direct number: (610) 871-1324

MALCOLM J. GROSS
PAUL A. MCGINLEY
DONALD LABARRE, JR.
J. JACKSON EATON, III
MICHAEL A. HENRY
PATRICK J. REILLY
WILLIAM J. FRJES
ANNE K. MANLEY
SUSAN ELLIS WILD
VICTOR F. CAVACINI
ELIZABETH R. GRAVER
ROBERT A. ALPERT
JOHN F. GROSS
KIMBERLY G. KRUPKA
K. A. SPOTTS-KIMMEL
ERROL C. DEANS, JR. *
ANDREW H. RALSTON, JR.
*Also admitted in NY

ORIGINAL

August 3, 2004

VIA FEDERAL EXPRESS

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RECEIVED
AUG 03 2004
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: **Holly Dee Martin v. PPL Electric Utilities Corporation**
Docket No. Z-01649195

Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three (3) copies of the Answer of PPL Electric Utilities Corporation.

Pursuant to 52 Pa. Code §1.11, the enclosed document is to be deemed filed on August 3, 2004, which is the date it was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

In addition, please date and time-stamp the enclosed extra copy of this letter and return it to me in the envelope provided.

Very truly yours,


JOHN F. GROSS

JFG/jeh

Enclosures

cc: Holly Dee Martin (w/ encs.)

Diedre L. Bilger (w/ encs.)

W:\DOX\CLIENTS\ppl pue\atp\00067423.DOC

DOCUMENT
FOLDER

57

ORIGINAL

RECEIVED

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

AUG 03 2004
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

HOLLY DEE MARTIN,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. Z-01649195

ANSWER OF PPL ELECTRIC UTILITIES CORPORATION

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

1. Admitted.
2. Admitted.
3. Denied. PPL denies that it has been unreasonable in billing Complainant or in any other way in this matter.

PPL Denies that Complainant's service was terminated on May 20, 2004. By way of further answer, PPL terminated Complainant's electric service on April 26, 2004 for non-payment after providing all required notices.

By way of further answer, Complainant's current overdue balance is \$2,153.91. Complainant has made no payments on this account in 2004, but she did received a LIHEAP payment that was credited to her account.

DOCKETED
AUG 05 2004

DOCUMENT
FOLDER

PPL denies that Complainant is unable to pay a service restore amount of \$615.00 and then the current budget bill in addition to \$15.00 a month towards the overdue balance, as indicated in the most recent BCS Decision.

PPL does not have sufficient information to either admit or deny Complainant's allegations regarding Complainant's ability to pay.

PPL does not have sufficient information to either admit or deny all other allegations in Complainant's Complaint. Therefore, all such allegations are denied.

Attached hereto as Exhibit A is a copy of the Bureau of Consumer Services Decision dated April 29, 2004 at Docket Number 1649195.

4. This paragraph constitutes a request for relief to which no answer is required.

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

Respectfully submitted,

PPL Electric Utilities Corporation

By:


JOHN F. GROSS

Dated: August 3, 2004
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

HOLLY DEE MARTIN,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. Z-01649195

CERTIFICATION OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participant(s), listed below, in accordance with the requirements of §1.54 (relating to service by a participant):

Holly Dee Martin
1027 Brock Street
Ashland, PA 17921

Dated this the 3rd day of August, 2004.

GROSS, MCGINLEY, LABARRE & EATON, LLP

By: 

JOHN F. GROSS, ESQUIRE
Attorney for PPL Electric Utilities Corp.
33 South 7th Street, P.O. Box 4060
Allentown, PA 18105-4060
(610) 820-5450 I
I.D. #82079

RECEIVED

AUG 03 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Decision Detail

Mediations Formals

- Home
- My Work
- Case Search
- Reports

Decision Detail

General

BCS Case No. 1649195

Customer Name HOLLY MARTIN

Address 1 1027 BROCK ST,
 412959

Address 2

City, State Zip ASHLAND , PA
 17921

Service Restore 615.00
Amount

Service Continue
Amount

Decision Issue Yes

Chapter

Section Rule

Total Balance 2427.90

Reconnect
Amount

Special Budget 158.00
Amount

Arrears Payment 15.00
Plus

CSS 2757728066
Account No.

Investigator GALACCI,
Name THEODORE

Service RESIDENTIAL
Class

Case Origin TELEPHONE

Head Date 05/26/2004

Current
Monthly
Payment

Service
Continue
Date

Ending
Monthly
Payment

Oral/Written Written

Violation NO

Closed Date 05/26/2004

Balance 04/29/2004
Date

Regular 143.00
Budget
Amount

Final
Monthly
Payment

Resolution WAIVE LPCS. PAY 615(600+15RECONNECT) TO
RESTORE THEN PAY BB+15 BEGINNING WITH 1ST
BILL AFTER RESTORATION

Terms
Letter
Description EGW STRAIGHT PAR/NO LPCS/CURRENT BILL +

Action Required Options

Action Yes No
Required

WorkQ
Category

RECEIVED

AUG 03 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Decision Detail

Sub Category	<input type="text"/>	Up Front Due Date	<input type="text"/>
Up Front Amount	<input type="text"/>		
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<input type="text"/>		
Processed By	SYSTEM	Processed Date	5/26/2004 12:00:27 PM
<input type="button" value="Return to Case"/>			



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

IN REPLY PLEASE
REFER TO OUR FILE

October 15, 2004

In Re: Z-01649195

(SEE ATTACHED LIST)

Holly Dee Martin v. PPL Electric Utilities Corporation

Requests payment arrangements.

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing
Date: Friday, December 10, 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

The special agent will be presiding as authorized by 52 Pa. Code §56.174.

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.

DOCKETED
OCT 29 2004

**DOCUMENT
FOLDER**

At the above date and time, the Presiding Officer will contact the parties as follows:

Holly Dee Martin	570.875.3065
John F. Gross, Esquire	610.820.5450

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Special Agent and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Colwell
Ona Lester
Beth Plantz
Docket Section
Calendar File