

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-01662615

:
 :
 4. PUBLIC MEETING DATE:
 00/00/00
 :
 :
 :
 7. DATE FILED: 06/16/04
 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: OLIVER, LORI

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: CUMBERLAND

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES HIS MONTHLY BUDGET AMOUNT WAS RAISED & HE CANNOT AFFORD TO PAY IT. WOULD LIKE IT TO GO BACK TO THE ORIGINAL AMOUNT AND THEN PLUS \$10/MO

DOCKETED
 JUL 09 2004

DOCUMENT

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2004 JUN 16 PM 12:24
Please Print
SECRET - BUREAU

2-01662615
FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

ST1662615
JUNE 29, 2004

ORIGINAL

1. Your Name, Mailing Address and Telephone Number.

Name Lori Oliver
Street/P.O. Box 926 Rockledge Drive Apt.#
City Carlisle State PA Zip 17013
County Cumberland Home Telephone-Area Code (717) 385-1407
Work Telephone-Area Code ()

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

3. What is your complaint?

They have fixed my budget payment too high and the extra amount I need to pay each month to pay off a balance I owed. I live on a fixed income from social security disability and do not get child support for my daughter (her father lost his employment). I think they are not considering all my expenses I pay out each month.

Last year (2003) my budget amt. was 85.00 and some months I didn't need to make a payment because I had overpaid, then Jan '04 they raised my budget amt. and I can't pay the increased amt. I

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

was going to get caught up over the summer.
(-over-)

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

I want the PUC to tell PPL I can only pay \$100. for my budget amount plus \$10.00 each month until my balance is paid in full.

(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.

Lori Stiver

6/14/04

Original Signature of complaining person

Date

I cannot drive to Harrisburg due to my disability and will need a phone meeting. Lori Stiver

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 () _____

Lori Oliver 6/14/04

Household Expenses

A. Please explain your household expenses.

Do you pay for heating or cooling? Yes No

Are you billed separately for your heating or cooling? Yes No

Did you get Energy Assistance (LIHEAP) since October 1st? Yes No

Do you have utility costs other than heating, cooling, or phone? Yes No

Are your meals included in your rent? Yes No

Is there anyone outside your household who pays any of your expenses? Yes No

If so, what? Credit card

How much? \$ 200. monthly

To whom? Fleet bank

Do you live in subsidized housing? Yes No

Do you share expenses? Yes No

If yes, with whom?

What expenses are shared (rent/utilities or both)?

How much is contributed?

Do you pay court-ordered support to anyone outside your household? Yes No

How much?

How often?

B. Please list your household expenses. Attach proof of your household expenses for the last 30 days.

EXPENSES	HOW MUCH	HOW OFTEN
RENT OR MORTGAGE	\$ 565.	monthly
PROPERTY TAXES (City, County, School)	\$	
OTHER - SUCH AS LOT RENT, CONDO FEES, HOMEOWNER'S INSURANCE, ETC. <u>Renter's Ins.</u>	\$ 19.	monthly
PHONE	\$ 160.	monthly
ELECTRIC <u>I am behind by 547.35 - got 10 day shut off notice am applying for new budget acct</u>	\$ 180.	monthly
WATER	\$ 18.	monthly
SEWAGE	\$ included	
<u>GAS</u> / OIL / COAL / WOOD / KEROSENE <u>for car</u>	\$ 30.	monthly
GARBAGE, UTILITIES, INSTALLATION <u>Cable & internet</u>	\$ 178.	monthly
MEDICAL LIST EACH MEMBERS' EXPENSES <u>Lori</u> <u>Kaula</u>	\$ 550. <u>approx 45.</u>	medicines not covered payments on behind med bills monthly monthly asthma meds

Income

Is anyone on strike? Yes No If yes, who? _____
 When did the strike start? ▶ MO _____ DAY _____ YR _____

Does anyone have any income? Yes No If yes, list income you have already received this month or expect to receive this month.

Income includes, but is not limited to:

- | | | | |
|-----------------|-----------------|---------------------------------------|-----------------|
| Wages | Rent | Alimony | Pensions |
| Self Employment | Social Security | Unemployment or Workers' Compensation | Commissions |
| Babysitting | SSI | Money for College or Training | Strike Benefits |
| Room and Board | Child Support | Dividends or Interest | |

PERSON WITH INCOME	TYPE / SOURCE OF INCOME	HOW MUCH	HOW OFTEN	DATE RECEIVED
Lori (self)	Soc Sec. Disability	\$ 844.	monthly	3rd of month
Lori	Disability Ins. (bought plan when I was working) Cigna Ins.	\$ 248.	monthly	1st of month
Kayla	SSI (since I am on disability)	\$ 455.	monthly	3rd of month
		\$		
		\$		

ATTACH PROOF OF INCOME your household received for the last 30 days. Proof includes pay stubs or a copy of award letters or paychecks.

Child Care & Adult Care Expenses

For anyone who is employed and pays the care expenses for a child or disabled adult, please list these expenses. Attach proof.

NAME OF CHILD OR DISABLED ADULT	NAME, ADDRESS & TELEPHONE NUMBER OF PROVIDER	HOW MUCH	HOW OFTEN
		\$	
		\$	
		\$	
		\$	

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 5/11/2004. 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.)

LORI S OLIVER
926 ROCKLEDGE DR
CARLISLE PA 17013 - 4280

717-385-1407
(Area Code) Telephone Number

Lori Oliver
Signature

Mail this completed form to:

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

ST Number:	1662615	Date of mailing:	5/11/2004
Company:	PPL UTILITIES		

REVISED 12/97

SECRETARY'S BUREAU

2004 MAY 19 PM 11:42

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

6-29-04
IN REPLY PLEASE
REFER TO OUR FILE

June 9, 2004

ST1662615

LORI S OLIVER
926 ROCKLEDGE DRIVE
CARLISLE PA 17013-4280

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 June 29, 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:

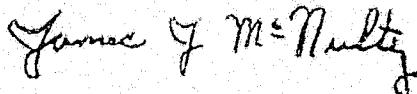
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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 UTILITIES

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: 07/12/04

Lori Oliver
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: Z-01662615

DOCKETED
JUL 09 2004

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,

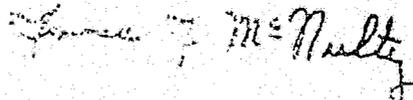
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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: 07/12/04

Z-01662615

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

DOCUMENT
FILED

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Lori Oliver. 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.

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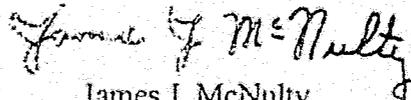
07/12/04

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

MALCOLM J GROSS
PAUL A MCGINLEY
DONALD LABARRE, JR
J JACKSON EATON, III
MICHAEL A HENRY
PATRICK J REILLY
WILLIAM J FRLES
ANN K MANLEY
SUSAN ELLIS WILD
VICTORE CAVAUINI
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

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

01 JUL 21 PM 8:28

SECRETARY'S BUREAU
ORIGINAL

July 19, 2004

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

RE: Lori Oliver v. PPL Electric Utilities Corporation
No. Z-01662615

Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three copies of a Certificate of Satisfaction of Complaint under 52 Pa. Code § 5.24(b).

Because all legal and factual issues in this proceeding have been resolved, PPL respectfully requests that this docket be terminated.

I hereby certify that I have provided a copy of the Certificate to the Complainant in this proceeding.

Thank you for your assistance.

Very truly yours,


JOHN F. GROSS

JFG/jeh

Enclosures

cc: Ms. Lori Oliver, w/ enc.

Ms. Deidre L. Bilger, w/enc.

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FOLDER

①

CONFIDENTIAL

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SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

LORI OLIVER

Complaint Docket
NO. Z-01662615

v.

PPL ELECTRIC UTILITIES CORPORATION

CERTIFICATE OF SATISFACTION OF COMPLAINT

1. Complainant is Lori Oliver.
2. Respondent is PPL Electric Utilities Corporation (hereafter referred to as "PPL").
3. This Certificate of Satisfaction of Complaint is submitted pursuant to 52 Pa. Code § 5.24(b).

4. PPL hereby certifies that the parties to the above-referenced formal Complaint, now pending before the Pennsylvania Public Utility Commission, have mutually and voluntarily agreed upon the following terms as full satisfaction of all outstanding legal and factual disputes in this proceeding, and Complainant has acknowledged satisfaction to PPL.

(a) Beginning with bill due in August, 2004, Complainant agrees to pay budget bill amount plus \$15.00 a month towards an overdue balance of \$570.65 on Account No. 75520-69045, until paid in full.

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(b) PPL agrees not to apply late payment charges to the amount of the arrearage at Account No. 75520-69045 for as long as Complainant makes payments as stated in Paragraph 4(a).

(c) PPL agrees not to terminate Complainant's account based on Complainant's arrearage for as long as Complainant makes payments as stated in Paragraph 4(a).

(d) Complainant agrees to withdraw the Complaint with prejudice.

WHEREFORE, PPL Electric Utilities Corporation respectfully requests that the docket be marked closed in this matter.

Respectfully submitted,

PPL Electric Utilities Corporation

By: _____



JOHN F. GROSS, ESQUIRE

Dated: July 19, 2004
at Allentown, Pennsylvania

21 JUL 21 PM 8:29

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION, C.J.C.
UTILITY'S BUREAU

LORI OLIVER

Complaint Docket
NO. Z-01662615

v.

PPL ELECTRIC UTILITIES CORPORATION

CERTIFICATE OF SERVICE

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

Lori Oliver
926 Rockledge Drive
Carlisle, PA 17013

Dated this 19th day of July, 2004.



JOHN F. GROSS, ESQUIRE

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: July 21, 2004
SUBJECT: Z-01662615 Lori Oliver v. PPL Electric Utilities Corp.
TO: Wanda Zeiders
Docket Management
FROM: Susan Licon, Scheduling Officer
Office of Administrative Law Judge

On July 21, 2004, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ (None Assigned)
Beth Plantz
Case File

DOCUMENT
FOLDER

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JUL 26 2004