

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 08/27/04
8. DOCKET NO: F-01631874	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MIONE, KAREN D.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COME/APP COUNTY:

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WANTS THE PUC TO INSTRUCT PPL TO ESTABLISH A PPL MONTHLY BUDGET NOT TO EXCEED \$100 PER MONTH FOR THE NEXT FIVE YEARS.

DOCUMENT  
FOLDED

**DOCKETED**  
SEP 07 2004

ORIGINAL

BC51631874

Due Back 9/1/04

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

F-01631874

1. Your name, mailing address, telephone number and utility account number:

Name KAREN D. MIONE

Street/P.O.Box 502 E. WILCONISCO STREET

City TOWER CITY State PA Zip 17980

Area Code/HOME Phone (717) 647-9236 Area Code/WORK Phone NA

Utility Account Number 77401-35001

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. Name of utility company your complaint concerns: PPL

3. Type of Utility (circle one):

GAS

WATER

MOTOR CARRIER

STEAM HEAT

ELECTRIC

SEWER

TELEPHONE - (LOCAL OR LONG DISTANCE)

4. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

See Attached PAPERS.

SECRET  
PROPERTY OF PPL  
MAY 1 2003

4. My complaint entails several issues. They would include:

- A. Without giving satisfactory explanation, or conducting a close investigation, PPL has established wildly erratic amount for my monthly payments, resulting in my paying amounts for as little as \$35.00 in April of 2003, to \$252.38 in May of 2003.
- B. PPL's proclaimed "budget" amounts have also fluctuated wildly, from \$120.00 (March of 2002) to the current amount of \$186.00. Some have actually decreased during cold weather, going from \$164.00 in May of 2002, to \$148.00 in November of 2002.
- C. PPL has also sent me more than one bill in less than 30 days.
- D. The Bureau of Consumer Services has also listed my home as erroneously having more than one hot water heater.
- E. PPL has also erroneously claimed to have installed an automatic meter reader on April 15, 2003. Prior to the installation, reading was done on site by a PPL employee. Note that there was no apparent reading done in October of 2002, and that there were estimated readings only for the two months before that time, as well as after that time.
- F. The total amount which PPL has charged me for 2003 represents \$1,040.00 MORE than for 2002.

P. P. & L. Checks / Amounts Sent & Date.

Check #	Date	Amount
#3156	10/19/01	\$ 199.67
#3172	11/19/01	\$ 199.00
#3194	12/14/01	\$ 198.57
#3321	1/25/02	\$ 200.57
#3335	3/21/02	\$ 118.71
#3358	4/10/02	\$ 119.02
#3359	4/10/02	34.11
#3390	5/15/02	45.41
#3463	6/25/02	163.97
#3471	7/9/02	163.84
#3498	8/21/02	163.77
#3431	9/27/02	163.57
#3503	10/21/02	163.37
#3522	11/16/02	147.06
#3558	12/27/02	146.98
#3576	1/20/03	147.35
#3594	2/11/03	200.00
#3606	* 2/28/03	\$ 199.78
#3617	3/16/03	165.00
#3646	4/21/03	35.00
#3668	5/21/03	252.38
#3699	6/28/03	252.38
#3718	7/24/03	252.38
#3731	8/7/03	252.21
#3746	9/11/03	251.96
#3771	10/8/03	251.69
#3825	12/4/03 (Pruned & Dec.)	395.55

\* PRUNED time between;

FPL Checks/accounts sent & DOTT

#3860	1/8/04	\$196.01
#3882	2/6/04	\$200.00 (200 \$132.35)
#3903	3/17/04	\$100.00 (200 \$65.00)
#3922	4/19/04	97.93
#3947	5/21/04	201.
#3962	6/10/04	201.99





DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLE KY
07/29/2003	Payment		\$-252.38								
07/30/2003	Budget Bill Int Only		\$-0.17								
07/30/2003	BUDGET BILLING		\$197.00								
07/30/2003	SPECIAL AGREEMENT - BB SETTLE		\$55.38								
07/30/2003	Regular Bill	08/20	\$252.21		\$61.79	\$-423.55	0000/0324	02990A	30	682	
08/11/2003	Payment		\$-252.21								
08/28/2003	Budget Bill Int Only		\$-0.42								
08/28/2003	BUDGET BILLING		\$197.00								
08/28/2003	SPECIAL AGREEMENT - BB SETTLE		\$55.38								
08/28/2003	Regular Bill	09/18	\$251.96		\$73.89	\$-546.65	0000/0313	03830A	29	840	
09/04/2003	Payment		\$-251.96								
09/30/2003	Budget Bill Int Only		\$-0.66								
09/30/2003	BUDGET BILLING		\$197.00								
09/30/2003	SPECIAL AGREEMENT - BB SETTLE		\$55.35								
09/30/2003	Regular Bill	10/21	\$251.69		\$76.56	\$-667.10	0029/0127	04707A	33	877	
10/09/2003	Payment		\$-251.69								
10/29/2003	Budget Bill Int Only		\$-0.90								
10/29/2003	BUDGET BILLING		\$197.00								
10/29/2003	Regular Bill	11/19	\$196.10		\$123.54	\$-740.56	0372/0000	06235A	29	1528	
11/25/2003	Late Payment Charge		\$2.45								
12/01/2003	BUDGET BILLING		\$197.00								
12/01/2003	Regular Bill	12/22	\$195.55	\$196.10	\$201.37	\$-736.19	0575/0000	08842A	33	2607	
12/08/2003	Payment		\$-195.55								
12/30/2003	Budget Bill Int Only		\$-0.99								
12/30/2003	BUDGET BILLING		\$197.00								
12/30/2003	Regular Bill	01/20	\$196.01		\$316.75	\$-616.44	0894/0000	13048A	29	4206	
01/13/2004	Payment		\$-196.01								
01/28/2004	Budget Bill Int Only		\$-0.65								
01/28/2004	BUDGET BILLING		\$133.00								
01/28/2004	Regular Bill	02/18	\$132.35		\$419.40	\$-330.04	1171/0000	18733A	29	5685	
02/09/2004	Payment		\$-200.00								
02/27/2004	Budget Bill Int Only		\$-0.35								
02/27/2004	BUDGET BILLING		\$133.00								
02/27/2004	Regular Bill	03/22	\$65.00		\$393.67	\$-69.37	1117/0000	24060A	30	5321	
03/19/2004	Payment		\$-100.00								
03/29/2004	Budget Bill Int Only		\$-0.07								
03/29/2004	Special Agreement		\$-63.96								
03/29/2004	BUDGET BILLING		\$196.96								
03/29/2004	Regular Bill	04/19	\$97.93		\$266.33		0690/0309	27604A	31	3544	

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

KAREN MIONE                      PPL  
502 E WICONISCO ST            v.  
TOWER CITY PA 17980

Case Number: 1631874

Account Number: 7740135001

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**Decision On Informal Complaint By The Bureau Of Consumer Services:**

**Statement Of Complaint:**

A summary of the customer's complaint is as follows:

Ms. Karen D Mione (customer) disputes that her bills from 2002 and 2003 are \$1,000.00 difference. The customer feels her bills are not correct. The customer is on the budget with PPL and she feels she is not using as much electricity as PPL has been billing her. The customer request an investigation and resolution.

**Investigation By Staff Of The Bureau Of Consumer Services Revealed:**

- 1) That on 4/15/03 PPL removed old meter number 68756569 with a reading of R-53995 and installed a new meter number 98045647 with a reading of R-00000.
- 2) That on 4/26/04 the customer contacted PPL in regards to her bills. A cost estimate was prepared for the household containing two adults. The customer stated that the location is approximately 2250 square foot, heated with electric resistance baseboard. The following was obtained for the cost estimated: electric range 150, microwave oven 40, dishwasher 25, washer 8; electric dryer 75; refrigerator (2) 300; hot water 175; tv (2) 810; VCR/DVD 9; hair dryer 15; vacuum cleaner (2) 24; hot water 175. The total base load for 30 days was 1264 or 1303 for 31 day billing period. The heating calculation was based on the property being 2250 square feet, heated with electric resistance baseboard, set at approximately 70 degrees: billing period 2/27/04 to 3/29/04 containing 690 heating degree days. The heat amount to 3478 kwh for that period of time. Adding base load of 1303 kwh and the heating load of 3478 kwh amount to 4781 kwh which verified the billed amount.
- 3) That for service from 6/30/03-3/29/04 the customer used 26,035 kwh. For the period 7/1/02-3/4/03 the customer used 28,742. The usage is consistent for the period of time.
- 4) That according to PPL company records the customer's budget amount has from 3/1/02-7/20/04 ranged from \$120.00 up to approximately \$200.00.
- 8) That as of 7/20/04 the customer's account was current. (account statement attached)

**Based On These Findings, The Bureau Of Consumer Services Concludes:**

- 1) That the PPL budget for this customer has been inconsistent for service from 3/1/02 to 7/20/04.

5. What do you want the Public Utility Commission to do about your complaint?  
(Use additional paper if you need more space).

*See ATTACHED PAPER.*

6. 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.*

*Karen D. Mione*  
\_\_\_\_\_  
Signature

*Aug. 26, 2004*  
\_\_\_\_\_  
Date

7. If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

8. Mail to:

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

If you have additional questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

5. Since I have been attempting to resolve this issue for two years, and since PPL has forced me to lodge this formal complaint, I would think it would behoove the PUC to instruct PPL to establish a PPL monthly budget not to exceed \$100.00 per month for the next five (5) years, at this residence, or any other future fully-electric residence I may occupy in that five-year time period. I would also expect PPL to adjust this monthly amount accordingly if my future residence(s) would not be fully electric, the amount of which not to exceed \$50.00 per month.

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 twenty days of this date: JULY 27, 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 )

KAREN MIONE  
502 E WICONISCO ST TOWER CITY PA 17980

(917) 647-9236  
(Area Code) Telephone Number

Karen A. Mione  
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1631874

Date of mailing: JULY 27, 2004

Company: PPL

REVISED 11/97

RECEIVED  
BUREAU OF CONSUMER SERVICES  
JUL 29 10 11 05 AM '04

7



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

Due Back 9/1/04

IN REPLY PLEASE  
REFER TO OUR FILE

AUGUST 12, 2004

BCS1631874

KAREN MIONE  
502 E WICONISCO STREET  
TOWER CITY PA 17980

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 September 1, 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:

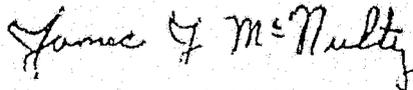
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: SEPTEMBER 8, 2004

KAREN D. MIONE  
Complainant

VS.

PPL ELECTRIC UTILITIES  
CORPORATION  
Respondent

Complaint Docket  
No: F-01631874

DOCUMENT  
FOLDED  
**DOCKETED**  
SEP 07 2004

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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,

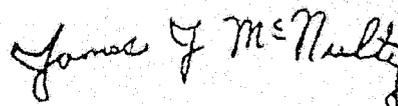
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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 file, 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: SEPTEMBER 8, 2004

F-01631874

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by KAREN D. MIONE. 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.

DOCUMENT  
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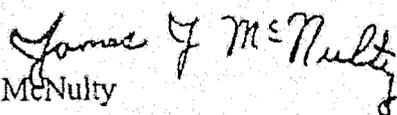
SEPTEMBER 8, 2004

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

JH

# ORIGINAL

GROSS, MCGINLEY, LABARRE & EATON, LLP

MALCOLM J. GROSS  
PAUL A. MCGINLEY  
DONALD LABARRE, JR.  
JACOBSON EATON, III  
MICHAEL A. HENRY  
PATRICK J. REILLY  
WILLIAM J. FRIES  
ANNE K. MANEY  
SUSAN ELLIS WILD  
VICTOR F. CAVACINI  
ELIZABETH R. GRAVER  
ROBERT A. ALPERT  
JOHN F. GROSS  
KIMBERLY G. KRUPKA  
K. A. SPGTT'S-KIMMEL  
ERROL C. DEANS, JR.  
ANDREW H. RALSTON, JR.

ATTORNEYS AT LAW  
33 SOUTH SEVENTH STREET  
P. O. BOX 4060  
ALLENTOWN, PENNSYLVANIA 18105-4060

(610) 820-5450  
TELEFAX (610) 820-6006  
E-MAIL [kkrupka@gmle.com](mailto:kkrupka@gmle.com)  
Direct number (610) 871-1325

RECEIVED

September 28, 2004

SEP 28 2004

**VIA FEDERAL EXPRESS**

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
Post Office Box 3265, 400 North Street  
Harrisburg, PA 17105-3265

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**RE: Karen Mioni v. PPL Electric Utilities Corporation  
Docket No. F-01631874**

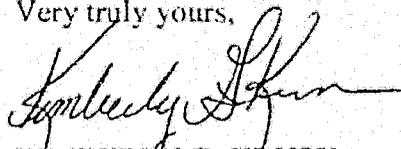
Dear Mr. McNulty:

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 deemed to be filed on September 28, 2004 and 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,

  
KIMBERLY G. KRUPKA

KGK/es

Enclosures

cc: Deidre Bilger (w/encl.)  
Karen Mioni (w/encl.)

W:\WDOX\CLIENTS\ppl-puc\billing\00072209.DOC

DOCUMENT  
FOLDER

68

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KAREN D. MIONE

Complainant

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET  
NO. F-01631874

RECEIVED

SEP 28 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

ANSWER OF PPL ELECTRIC UTILITIES CORPORATION

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

1. Admitted.
2. Admitted.
3. Admitted.

DOCUMENT  
FOLDER

DOCKETED  
OCT 14 2004

4. Admitted in part, denied in part. Admitted that on January 9, 2002, PPL mailed an Act 54 informational letter to Complainant notifying him of foreign wiring, and the need to transfer any outstanding balance to his account. On August 29, 2002, Complainant requested that service be disconnected at the residence effective September 3, 2004. Accordingly, on September 12, 2002, PPL sent a final bill to Complainant in the amount of \$789.23. However, an investigation by PPL discovered an inactive meter showing use at this location and attempted to determine the responsible rate payer. On April 23, 2004, PPL was able to determine that a new tenant had moved into the service address on April 1, 2004. However, Complainant remained the owner of the building, despite his notice of August

29, 2002 and had not notified PPL of compliance with the Act 54 requirements to fix foreign wiring. PPL again notified Complainant on April 27, 2004 of the need to fix all foreign wiring, pursuant to Act 54 requirements. As of the date of the Complaint, Complainant remains the owner of record for the service address, and has not rectified all foreign wiring issues, and has not brought the building into compliance with Act 54 regulations.

All bills rendered to Complainant are correct and due.

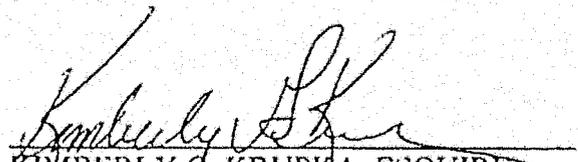
5. Paragraph 5 constitutes a request for relief to which no Answer is required. To the extent a response is required, PPL incorporates by reference herein the averments set forth in its Answer to Paragraph 4 of the Complaint.

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

Respectfully submitted,

GROSS, MCGINLEY, LABARRE & EATON, LLP

BY:

  
KIMBERLY G. KRUPKA, ESQUIRE  
*Attorney for Respondent, PPL Electric Utilities Corporation*

Dated: September 28, 2004  
In Allentown, Pennsylvania  
W:\WDOX\CLIENTS\ppl\puccusto\06068151.DOC



RECEIVED

SEP 28 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KAREN D. MIONE  
Complainant

COMPLAINT DOCKET  
NO. F-01631874

vs.

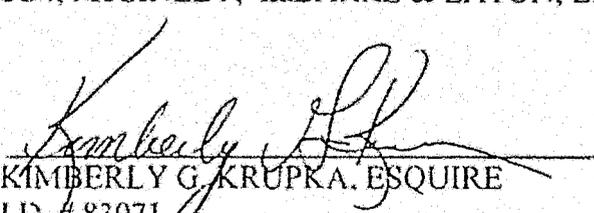
PPL ELECTRIC UTILITIES CORPORATION,  
Respondent.

CERTIFICATE OF SERVICE

This is to certify that ANSWER of PPL ELECTRIC UTILITIES CORPORATION TO THE COMPLAINT OF KAREN D. MIONE was mailed by first class United States mail, postage on this the 28<sup>th</sup> day of September, 2004.

Karen D. Mione  
502 E. Wiconisco Street  
Tower City, PA 17980

GROSS, MCGINLEY, LaBARRE & EATON, LLP

By:   
KIMBERLY G. KRUPKA, ESQUIRE  
I.D.# 83071

Counsel for Defendant, PPL Electric Utilities  
Corporation  
33 South 7<sup>th</sup> Street  
P.O. Box 4060  
Allentown, PA 18105  
Phone (610) 820-5450  
Fax (610) 820-6006



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

IN REPLY PLEASE  
REFER TO OUR FILE

November 15, 2004

In Re: F-01631874

(SEE ATTACHED LIST)

Karen D. Mione 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: Tuesday, December 28, 2004  
Time: 10:00 a.m.  
Presiding: Administrative Law Judge Kandace F. Melillo  
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.

DOCUMENT  
FOLDER

**DOCKETED**  
NOV 24 2004

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

Karen D. Mione	717-647-9236
Kimberly G. Krupka, 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 Melillo  
Cherie Pyle  
Beth Plantz  
Docket Section  
Calendar File