

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: :
- SUPERVISOR: :
- 6. PERSON IN CHARGE: : 7. DATE FILED: 02/07/05
- 8. DOCKET NO: Z-01663172 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: KURTZ, KERRY

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: MONROE

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THEIR BILLS WERE ALMOST THREE TIMES AS HIGH AS A YEAR BEFORE. ALSO THEIR BILLS WERE ESTIMATED ON A HOUSE TWICE THE SIZE OF THEIR HOUSE. THEY WANT A REFUND OF ABOUT \$180 FOR THE OVERBILLING.

DOCUMENT  
FOLDER

**DOCKETED**  
FEB 22 2005

ORIGINAL

ST1663172  
PPL ELECTRIC

Must be returned by February 15, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Z-01663172  
110500

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Kerry Kurtz

Street/P.O. Box 51 Lenape Drive Apt # \_\_\_\_\_

City East Stroudsburg State PA Zip 18301-9385

County Monroe

Area Code/HOME Phone 570/424-9199

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 86661-27017  
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

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

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

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL Electric Utilities Corp.

RECEIVED

FEB 07 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

31

3. TYPE OF UTILITY (check one)

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> ELECTRIC                 | <input type="checkbox"/> STEAM HEAT   |
| <input type="checkbox"/> GAS                                 | <input type="checkbox"/> WASTE WATER  |
| <input type="checkbox"/> WATER                               | <input type="checkbox"/> MOTOR CARRIER<br>(taxi, moving company, limousine) |
| <input type="checkbox"/> TELEPHONE<br>(local, long distance) |   |

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other. Overcharged for monthly bills. Also, estimate determining (explain) my monthly usage was based on a home over twice the size of four house.

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

The billing period of April 6 - May 6 2004 was ~~is~~ nearly 3 times as much kWh usage as the same billing period for 2003. Billing for June and July 2004 was similarly high.

My other big complaint is that PPL Electric Utilities Corp. estimated our use on "the customer's 2500 sq. foot home." The fact is that at the time the complaint was filed and the usage was being consumed...our home was 1286 sq. feet. This is LESS THAN HALF the size of the <sup>5</sup> home they were calculating usage on.

5. RELIEF

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

I would like to get a reasonable refund for the over billing we have paid for, in good faith, while waiting for our appeal by telephone day to arrive. I calculate that we deserve to get a refund of approximately \$180<sup>00</sup>. This would be quite satisfactory and a fair decision.

Also, I request a telephonic hearing, as I am pregnant (4 months) and am unable to travel a distance.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Kerry Kurtz, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Kerry Kurtz  
(Signature)

2-2-05  
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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 \_\_\_\_\_

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

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

Keep a copy of your complaint for your records.

**INFORMAL COMPLAINT DECISION**  
**BUREAU OF CONSUMER SERVICES, RESIDENTIAL TERMINATION UNIT**  
**THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Date: 12/6/2004

KERRY KURTZ  
51 LENAPE DR  
EAST STROUDSBURG PA 18301 - 9385

S.T. No: 1663172

V.

Acct. No: 8666127017

PPL UTILITIES

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**DECISION ON INFORMAL COMPLAINT BY THE BUREAU OF CONSUMER SERVICES:**

The above-captioned informal complaint was received by the Bureau of Consumer Services on 5/11/2004. In the complaint it was alleged that:

The the customer disputes billing for May 2004. The bill is \$154.51 with 66 kwh used while last year at this time the usage was 26 kwh. That the customer feels the bill is incorrect and wants an investigation.

That PPL reports the customer contacted PPL may 11, 2004 regarding the bill for the period April 6, 2004 to May 6, 2004. That the customer's usage is based on actual reading from the AMR meter and is working properly. That a cost estimate was done which justified usage: Estimate Kwh usage: lighting = 230; electric range = 150; microwave oven = 40; dishwasher = 25; washer = 8; dryer = 75, 2 refrigerators = 300; freezer = 90; water heating = 450; 2 tvs = 120; 2 vcrs = 18; computer = 50; hair dryer = 15; vacuum cleaner = 12; sump pump = 79. Total Domestic Usage for 30 days = 1662 kwh. PPL reports the estimated is based on the customer's 2500 square foot home, electric baseboard heating, low temperature setting (55 to 67), 397 heating degree days and 11 cooling degree days. Heating estimate is 912 kwh. The combined domestic and heating estimate for the 30 days is 2574 kwh and the customer was billed 1978 kwh. That the bill is correct.

After investigation by this Office, a decision has been reached; THEREFORE, IT IS DECIDED:

1. That the dispute of Kerry Kurtz is denied.
2. That the bill is correct as rendered.
3. That PPL reports the current balance is \$154.51 which had a due date of November 29, 2004. That the customer can pay off the total balance asap or beginning January 2005, pay \$127 which includes a budget of \$112.00 which can go up or down depending upon usage plus \$15.00 to go toward the balance. The plus \$15.00 will remain until the balance is paid in full.

Your Bill Account Number
86661-27017
Use when calling or writing

**Electric  
Service**

For:  
KERRY KURTZ  
51 LENAPE DR  
EAST STROUDSBURG PA 18301

**Summary Page**

Balance as of May 6, 2004 \$ 0.00

Charges:  
Total PPL ELECTRIC UTILITIES Charges \$ 154.51

**Total Charges \$ 154.51**

**Pay This Amount No Later than May 27, 2004 \$ 154.51**

Account Balance \$ 154.51

Questions about  
this bill? Please  
contact us by May 27  
at 1-800-342-5775 or  
484-634-4900

or write to:  
Customer Service  
827 Hausman Rd.  
Allentown, PA  
18104-9392  
www.pplweb.com

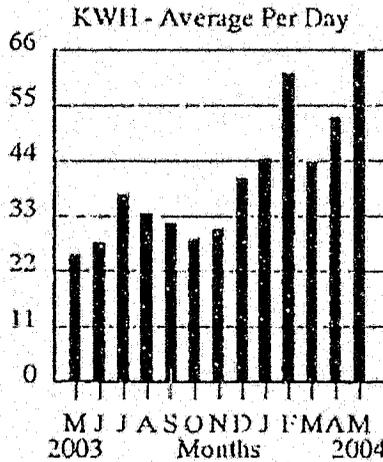
*case #  
1663172  
Terry Ridge  
female  
Shiela*

**Electric  
Use**

This graph shows  
your electric use  
over the last 13  
months.

Types of  
Meter Readings:

- Actual
- Estimated
- Customer



**Meter Reading Information**

Meter #41806900		
May 6	Actual	14609
Apr 6	Actual	12631
30 Days	KWH Billed	1978

Average - May	2003	2004
Temperature	55F	54F
KWH Per Day	26	66

Yearly Use:	Total Use	Average Monthl
Jun 2002 - May 2003	15702	130
Jun 2003 - May 2004	15950	125

**Other important information on back →**

Return this part to address below with a check payable to PPL Electric Utilities Corporation

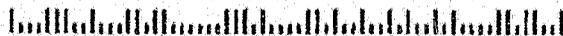
Your Bill Account Number
86661-27017

Please Pay By
May 27, 2004

Pay This Amount
\$ 154.51

Amount Enclosed

<input type="checkbox"/>							
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KERRY KURTZ  
51 LENAPE DR  
EAST STROUDSBURG PA 18301 -9385

PPL ELECTRIC UTILITIES  
2 NORTH 9TH STREET RPC-GENNI  
ALLENTOWN PA 18101-1175

Your Bill Account Number
86661-27017
Use when calling or writing

**Electric  
Service**

For:  
KERRY KURTZ  
51 LENAPE DR  
EAST STROUDSBURG PA 18301

**Summary Page**

Balance as of Jul 7, 2004	\$ 154.51
Charges:	
Total PPL ELECTRIC UTILITIES Charges	\$ 124.43
<b>Total Charges</b>	<b>\$ 278.94</b>

**Pay This Amount No Later than Jul 28, 2004 \$ 278.94**

Account Balance \$ 278.94

Questions about  
this bill? Please  
contact us by Jul 28  
at 1-800-342-5775 or  
484-634-4900

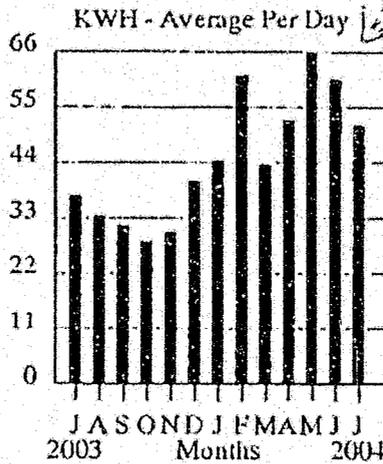
or write to:  
Customer Service  
827 Hausman Rd.  
Allentown, PA  
18104-9392  
www.pplweb.com

**Electric  
Use**

This graph shows  
your electric use  
over the last 13  
months.

Types of  
Meter Readings:

- Actual
- Estimated
- Customer



**Meter Reading Information**

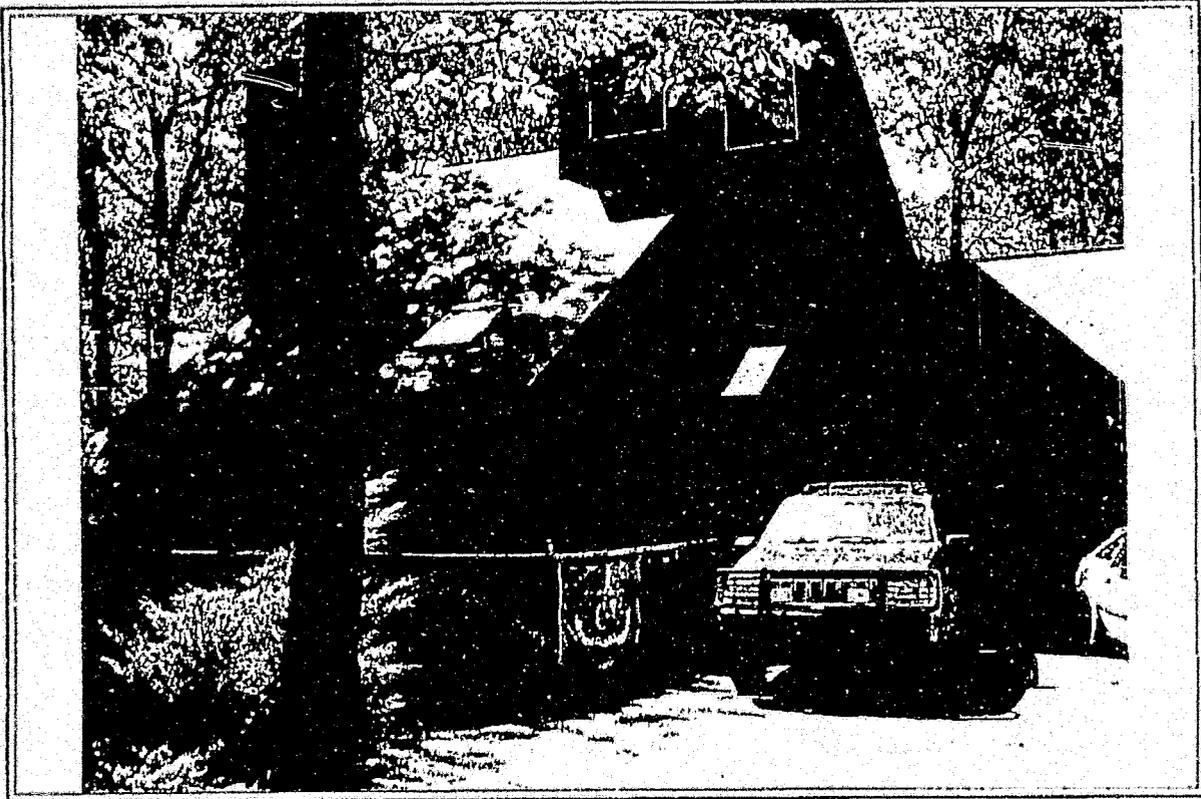
Meter #41806900		
Jul 7	Actual	18120
Jun 7	Actual	16563
30 Days	KWH Billed	1557

Average - Jul	2003	2004
Temperature	72F	70F
KWH Per Day	38	52

Yearly Use:	Total Use	Average Monthly
Aug 2002 - Jul 2003	15947	1328
Aug 2003 - Jul 2004	16594	1383

Other important information on back →

APPRAISAL OF



SINGLE FAMILY DWELLING

LOCATED AT:

51 Lenape Drive  
East Stroudsburg, PA 18301

*see page  
4 at top*

FOR:

East Stroudsburg Savings  
744 Main Street  
Stroudsburg, PA 18360

BORROWER:

Joshua & Kerry Kurtz

AS OF:

July 25, 2003

BY:

Thomas J. O'Connor  
RL-001969-L

The foregoing is submitted for purposes of information only; this information is confidential and furnished as a matter of business courtesy, without the assumption of any responsibility on the part of the Association or of its officers and is not to be construed as an estoppel against this Association.

Conmar Associates, Inc.  
Real Estate Appraisers

KURTZ  
File No. 10993012

East Stroudsburg Savings  
744 Main Street  
Stroudsburg, PA 18360

File Number: 10993012

In accordance with your request, I have personally inspected and appraised the real property at:

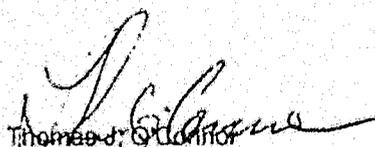
51 Lenape Drive  
East Stroudsburg, PA 18301

The purpose of this appraisal is to estimate the market value of the subject property, as improved.  
The property rights appraised are the fee simple interest in the site and improvements.

In my opinion, the estimated market value of the property as of July 25, 2003 is:

**\$120,000**  
One Hundred Twenty Thousand Dollars

The attached report contains the description, analysis and supportive data for the conclusions,  
final estimate of value, descriptive photographs, limiting conditions and appropriate certifications.

  
Thomas J. O'Connor  
RI/001969-L  
Appraiser

The foregoing is submitted for purposes of information only; this information is confidential and furnished as a matter of business courtesy, without the assumption of any responsibility on the part of the Association or of its officers and is not to be construed as an estoppel against this Association.

5  
ADDENDUM

Borrower: Joshua & Kerry Kurtz	File No.: 10993012
Property Address: 51 Lenape Drive	Case No.: KURTZ
City: East Stroudsburg	State: PA
	Zip: 18301
Lender: East Stroudsburg Savings	

**Adverse Environmental Conditions**

Unless otherwise stated in this report, the existence of hazardous material or infestation which may or may not be present on the property was not observed by this appraiser. This appraiser has no knowledge of the existence of such materials or infestations on or in the property. This appraiser however, is not qualified to detect such substances or conditions. The presence of substances such as; asbestos, radon gas, ureaformaldehyde foam insulation, infestation or other potentially hazardous materials may affect the value of the property. The value estimate is predicated on the assumption that there is no such material or infestation on or in the property that would cause a loss in value. No responsibility is assumed for any such conditions, or for any expertise or engineering knowledge required to discover them. The client is urged to retain an expert in this field, if desired.

**Cost Approach Comments**

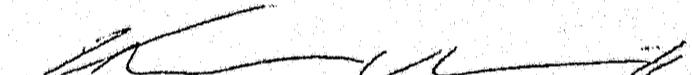
Marshall and Swift Cost Manual used. Physical depreciation is determined using the effective age/economic life method.

**Final Reconciliation**

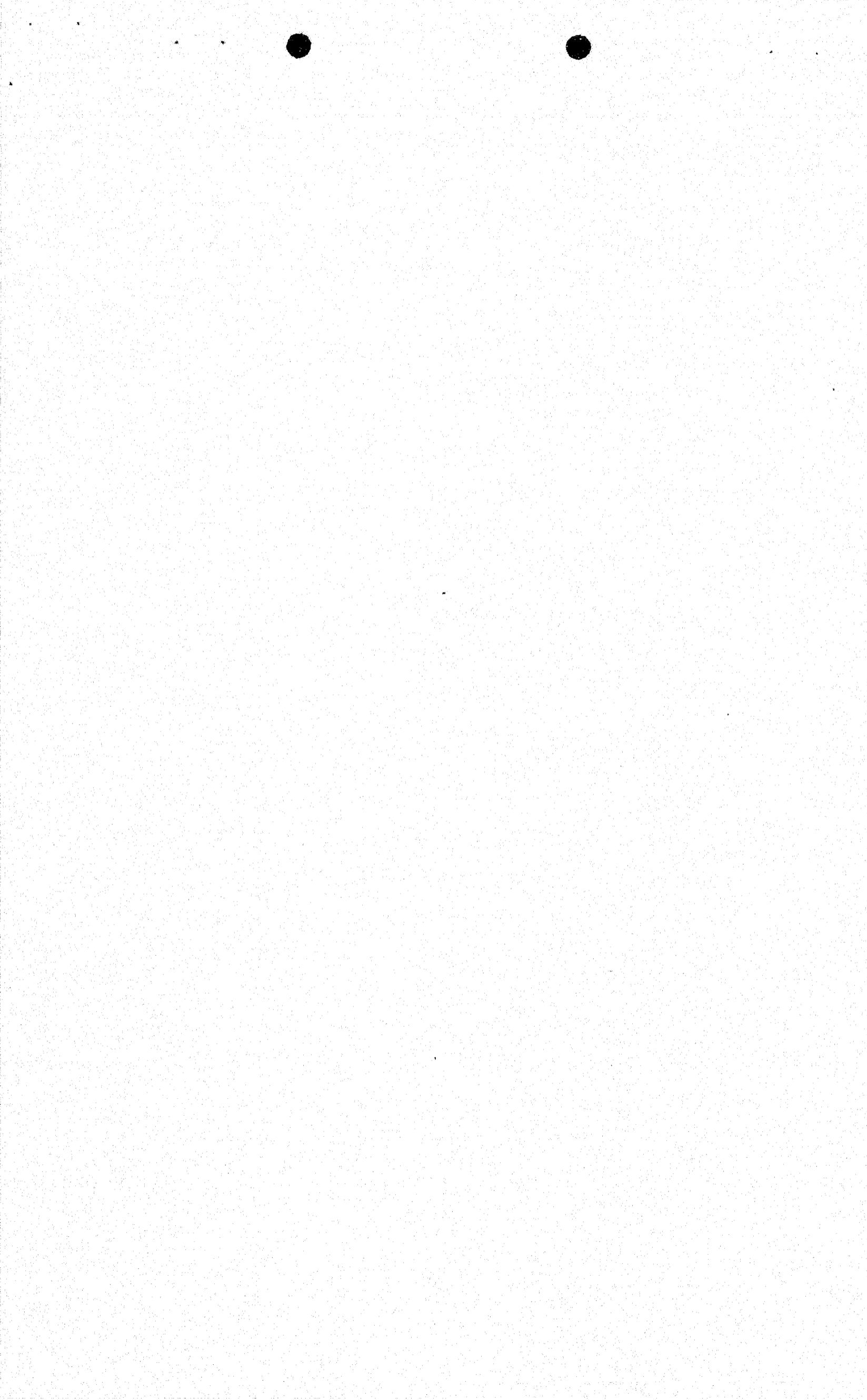
Homes in this neighborhood are purchased for use and not income. Consequently, the income approach lacks rationale and was not used in this report. The cost approach is used as a guideline which can be higher or lower than the market value. Sales comparison approach is considered the best indicator of market value. All comparables are weighted equally in determining an estimated market value.

This appraisal report is intended to be a summary document with all information necessary to enable the reader to understand the appraiser's opinion.

THE UNDERSIGNED HAS ASSISTED IN ALL PHASES OF THIS APPRAISAL, INCLUDING THE INSPECTION OF THE SUBJECT PROPERTY. ALL WORK HAS BEEN PERFORMED UNDER THE DIRECT SUPERVISION OF THE STATE CERTIFIED APPRAISER WHO HAS SIGNED THIS REPORT.

  
ASSISTANT TO THE CERTIFIED REAL ESTATE APPRAISER

The foregoing is submitted for purposes of information only; this information is confidential and furnished as a matter of business courtesy, without the assumption of any responsibility on the part of the Association or of its officers and is not to be construed as an estoppel against this Association.



UNIFORM RESIDENTIAL APPRAISAL REPORT

File No. 10993012

Valuation Section

ESTIMATED SITE VALUE	= \$	15,000
ESTIMATED REPRODUCTION COST-NEW OF IMPROVEMENTS:		
Dwelling 1,216 Sq. Ft @ \$ 64.00	= \$	77,824
crawl-736 Sq. Ft @ \$ 7.00	=	5,152
F/P, Deck, Porch, appl., misc.	=	8,000
Garage/Carport 240 Sq. Ft @ \$ 20.00	=	4,800
Total Estimated Cost New	= \$	95,776
Less Physical Functional External		
Depreciation 4%	= \$	3,831
Depreciated Value of Improvements	= \$	91,945
"As-is" Value of Site Improvements	= \$	12,000
INDICATED VALUE BY COST APPROACH	= \$	118,900

Comments on Cost Approach (such as, source of cost estimate, site value, square foot calculation and for HUD, VA and FmHA, the estimated remaining economic life of the property):  
 See Attached Addendum. Estimated remaining economic life is 50/55.

ITEM	SUBJECT	COMPARABLE NO. 1	COMPARABLE NO. 2	COMPARABLE NO. 3
51 Lenape Drive		824 Dogwood Lane	Sunrise Trail	13 Lenape Drive
Address Pocono Highland Lake		The Hamlet	Leisure Lands	Pocono Highland Lake
Proximity to Subject		4 miles	3.5 miles	2 blocks
Sales Price	\$ n/a	\$ 120,000	\$ 124,000	\$ 117,000
Price/Gross Liv. Area	\$ 0.00	\$ 88.89	\$ 101.31	\$ 97.50
Data and/or Verification Sources	Inspection	MLS#02-05758	MLS#02-04258	MLS#02-01374
VALUE ADJUSTMENTS	DESCRIPTION	DESCRIPTION	DESCRIPTION	DESCRIPTION
Sales or Financing Concessions		DOM 119 conv.	DOM 218 conv.	DOM 265 conv.
Date of Sale/Time	n/a	1/10/03	2/13/03	11/27/02
Location	average	average	average	average
Leasehold/Fee Simple	Fee Simple	Fee Simple	Fee Simple	Fee Simple
Site	.47 acre	1 acre -2,000	.34 acre	.46 acre
View	average	average	average	average
Design and Appeal	contemp/avg.	ranch/avg.	contemp/avg.	contemp/avg.
Quality of Construction	average	average	average	average
Age	16A/2E	15A/2E	13A/2E	15A(est)/2E
Condition	average	average	average	average
Above Grade	Total Bdrms Baths	Total Bdrms Baths	Total Bdrms Baths	Total Bdrms Baths
Room Count	20 5 2 2.00	5 3 2.00	6 3 2.00	9 3 2.00
Gross Living Area	1,216 Sq.Ft.	1,350 Sq.Ft. -2,700	1,224 Sq.Ft.	1,200 Sq.Ft. 0
Basement & Finished Rooms Below Grade	crawl none	crawl none	full none -3,000	crawl none
Functional Utility	average	average	average	average
Heating/Cooling	BBE/none	BBE/none	BBE/none	FHAE/central -2,000
Energy Efficient Items	none	none	none	none
Garage/Carport	1 car att.	none 2,000	1 car att.	none 2,000
Porch, Patio, Deck, Fireplace(s), etc	deck/scr.porch fireplace	deck fireplace	porch none 2,000	deck fireplace
Fence, Pool, etc	none	none	none	none
Net Adj. (total)		\$ 700	\$ 1,000	\$ 2,000
Adjusted Sales Price of Comparable		\$ 119,300	\$ 125,000	\$ 119,000

Comments on Sales Comparison (including the subject property's compatibility to the neighborhood, etc.): All comparables were taken from the same marketing area as the subject. It was necessary to exceed the mileage and six month closing date guidelines due to the lack of recently closed sales in the immediate area of similar utility. Site values were adjusted according to their market values not the size. Effective ages were determined by outside appearances. The GLA was adjusted at \$20. per square foot. All comparables were adjusted for their inherent differences. All three comparables were considered the best available at time of inspection.

ITEM	SUBJECT	COMPARABLE NO. 1	COMPARABLE NO. 2	COMPARABLE NO. 3
Date, Price and Data Source for prior sales within year of appraisal	courthouse 6/15/2001 \$80,000.	courthouse not sold within 1 year	courthouse not sold within 1 year	courthouse not sold within 1 year

Analysis of any current agreement of sale, option, or listing of the subject property and analysis of any prior sales of subject and comparables within one year of the date of appraisal: n/a

INDICATED VALUE BY SALES COMPARISON APPROACH \$ 120,000

INDICATED VALUE BY INCOME APPROACH (if Applicable) Estimated Market Rent \$ N/A /Mo x Gross Rent Multiplier N/A = \$ N/A

This appraisal is made  "as is"  subject to the repairs, alterations, inspections or conditions listed below. The foregoing is submitted for purposes of information only, this information is confidential and furnished as a matter of business courtesy, without the assumption of any responsibility on the part of the Association or of its officers and is not to be construed as an escrow against this Association.

Conditions of Appraisal: The borrower is not the intended user of this report.

Final Reconciliation: See Attached Addendum.

The purpose of this appraisal is to estimate the market value of the real property that is the subject of this report, based on the above conditions and the definition, contingent and limiting conditions, and market value definition that are stated in the attached Freddie Mac Form 4397/Fannie Mae Form 1004B (Revised 6/95).

I (WE) ESTIMATE THE MARKET VALUE, AS DEFINED, OF THE REAL PROPERTY THAT IS THE SUBJECT OF THIS REPORT, AS OF July 25, 2003 (WHICH IS THE DATE OF INSPECTION AND THE EFFECTIVE DATE OF THIS REPORT) TO BE \$ 120,000

APPRaiser: Signature *Thomas J. O'Connor* Name Thomas J. O'Connor Date Report Signed July 25, 2003 State Certification # RL-001969-1 State PA Or State License # State

SUPERVISORY APPRAISER (ONLY IF REQUIRED): Signature \_\_\_\_\_ Name \_\_\_\_\_ Date Report Signed \_\_\_\_\_ State Certification # \_\_\_\_\_ State Or State License # \_\_\_\_\_  Did  Did Not Inspect Property

**SUMMARY APPRAISAL REPORT**  
**UNIFORM RESIDENTIAL APPRAISAL REPORT**

KURTZ

File No. 10993012

**Property Description**  
 Property Address 51 Lenape Drive City East Stroudsburg State PA Zip Code 18301  
 Legal Description Deed Book 2098/3460 Lot 17, Section F County Monroe  
 Assessor's Parcel No. 14-7304-02-58-9696 Tax Year 2003 R.E. Taxes \$ 2,289.27 Special Assessments \$ n/a  
 Borrower Jcshua & Kerry Kurtz Current Owner same Occupant:  Owner  Tenant  Vacant  
 Property rights appraised  Fee Simple  Leasehold Project Type  PUD  Condominium (HUDVA only) HOAS \$ 2.92 /Mo.  
 Neighborhood or Project Name Pocono Highland Lake Map Reference 14/6A/2/18 Census Tract 3001-070  
 Sale Price \$ n/a Date of Sale n/a Description and \$ amount of loan charges/concessions to be paid by seller n/a  
 Lender/Client East Stroudsburg Savings Address 744 Main Street, Stroudsburg, PA 18360  
 Appraiser Thomas J. O'Connor Address 4 Fork Street - Suite 2000, Mt Pocono, Pennsylvania 18344

**Location**  
 Urban  Suburban  Rural   
 Built up  Over 75%  25-75%  Under 25%  
 Growth rate  Rapid  Stable  Slow  
 Property values  Increasing  Stable  Declining  
 Demand/supply  Shortage  In balance  Over supply  
 Marketing time  Under 3 mos.  3-6 mos.  Over 6 mos.

**Predominant occupancy**  
 Owner  
 Tenant  
 Vacant (0-5%)  
 Vacant (over 5%)

**Single family housing PRICE**  
 \$ (000) 60 Low new  
225 High 100+  
 Predominant Commercial  
120 35 vacant 25%

**Present land use %**  
 One family 75%  
 2-4 family  
 Multi-family  
 Commercial

**Land use change**  
 Not likely  Likely  
 In process  
 To: \_\_\_\_\_

Note: Race and the racial composition of the neighborhood are not appraisal factors.  
 Neighborhood boundaries and characteristics: The neighborhood consists of the boundaries of Price Township.

**NEIGHBORHOOD**  
 Factors that affect the marketability of the properties in the neighborhood (proximity to employment and amenities, employment stability, appeal to market, etc.):  
MSA5745 The neighborhood consists of single family detached dwellings and all appear to be in average to good condition. The subject is within a reasonable driving distance of urban amenities and community services. There were no adverse factors affecting the marketability observed at time of inspection.

Market conditions in the subject neighborhood (including support for the above conclusions related to the trend of property values, demand/supply, and marketing time ... such as data on competitive properties for sale in the neighborhood, description of the prevalence of sales and financing concessions, etc.):  
The average marketing time for the area is six months with conventional financing being predominant. The supply and demand appear to be in balance and property values are remaining stable.

**PUD**  
 Project Information for PUDs (if applicable) - Is the developer/builder in control of the Home Owners Association (HOA)?  YES  NO  
 Approximate total number of units in the subject project unknown Approximate total number of units for sale in the subject project 3 +/-  
 Describe common elements and recreational facilities: Roads, lake, recreation

**SITE**  
 Dimensions irregular  
 Site area .47 acre  
 Specific zoning classification and description R-1 single family residential  
 Zoning compliance  Legal  Legal nonconforming (Grandfathered use)  
 Highest & best use as improved  Present use  Other Use (Specify) \_\_\_\_\_  
 Utilities Public Other  
 Electricity  \_\_\_\_\_  
 Gas  none  
 Water  well  
 Sanitary sewer  septic  
 Storm sewer  none  
 Off-site improvements \_\_\_\_\_  
 Street  \_\_\_\_\_  
 Curb/gutter  \_\_\_\_\_  
 Sidewalk  \_\_\_\_\_  
 Street lights  none  
 Alley  none  
 Public Private  
 Landscaping \_\_\_\_\_  
 Driveway Surface  \_\_\_\_\_  
 Apparent easements normal utility  
 FEMA Special Flood Hazard Area  Yes  No  
 FEMA Zone X Map Date 9/2/88  
 FEMA Map No. 421894 0015B

Comments (apparent adverse easements, encroachments, special assessments, slide areas, illegal or legal nonconforming zoning, use, etc.): The subject site is typical of the area in terms of size and appeal. No adverse easements or encroachments were noted. On site well and septic are common and typical of the area.

GENERAL DESCRIPTION		EXTERIOR DESCRIPTION		FOUNDATION		BASEMENT		INSULATION	
No. of Units	<u>1</u>	Foundation	<u>concrete</u>	Slab	<u>no</u>	Area Sq Ft	<u>n/a</u>	Roof	<input type="checkbox"/>
No. of Stories	<u>1.75</u>	Exterior Walls	<u>T1-11</u>	Crawl Space	<u>yes</u>	% Finished	<u>n/a</u>	Ceiling	<input type="checkbox"/>
Type (Det /Alt)	<u>detached</u>	Roof Surface	<u>comp.shingle</u>	Basement	<u>no</u>	Ceiling	<u>n/a</u>	Walls	<input type="checkbox"/>
Design (Style)	<u>contemp</u>	Gutters & Dwnspits.	<u>aluminum</u>	Sump Pump	<u>no</u>	Walls	<u>n/a</u>	Floor	<input type="checkbox"/>
Existing/Proposed	<u>existing</u>	Window Type	<u>crank</u>	Dampness	<u>none noted</u>	Floor	<u>n/a</u>	None	<input type="checkbox"/>
Age (Yrs)	<u>16 years</u>	Storm/Screens	<u>yes</u>	Settlement	<u>none noted</u>	Outside Entry	<u>n/a</u>	Unknown	<u>concl'd.</u> <input checked="" type="checkbox"/>
Effective Age (Yrs)	<u>E:2</u>	Manufactured House no		Infestation	<u>none noted</u>				

ROOMS	Foyer	Living	Dining	Kitchen	Den	Family Rm.	Rec. Rm.	Bedrooms	# Baths	Laundry	Other	Area Sq Ft
Basement												
Level 1		<u>1</u>	<u>1</u>	<u>1</u>					<u>1</u>			<u>736</u>
Level 2								<u>2</u>	<u>1</u>			<u>480</u>

Finished area above grade contains: 5 Rooms, 2 Bedroom(s), 2 Bath(s), 1,216 Square Feet of Gross Living Area

INTERIOR	HEATING	KITCHEN EQUIP.	ATTIC	AMENITIES	CAR STORAGE
Floors <u>carpet/vinyl/avg.</u>	Type <u>BB</u>	Refrigerator <input checked="" type="checkbox"/>	None <input checked="" type="checkbox"/>	Fireplace(s) # <u>1</u> <input checked="" type="checkbox"/>	None <input type="checkbox"/>
Walls <u>drywall/avg.</u>	Fuel <u>elec.</u>	Range/Oven <input checked="" type="checkbox"/>	Stairs <input type="checkbox"/>	Patio <input type="checkbox"/>	Garage # of cars _____
Trim/Finish <u>wood/avg.</u>	Condition <u>avg.</u>	Disposal <input type="checkbox"/>	Drop Star <input type="checkbox"/>	Deck <input checked="" type="checkbox"/>	Attached <u>1</u>
Bath Floor <u>vinyl/avg.</u>	COOLING	Dishwasher <input checked="" type="checkbox"/>	Scuttle <input type="checkbox"/>	Porch screen <input checked="" type="checkbox"/>	Detached _____
Bath Wainscot <u>fiberglass/avg.</u>	Central <u>none</u>	Fan/Hood <input checked="" type="checkbox"/>	Floor <input type="checkbox"/>	Fence <input type="checkbox"/>	Built-In _____
Doors <u>wood/avg.</u>	Other <u>none</u>	Microwave <input type="checkbox"/>	Heated <input type="checkbox"/>	Pool <input type="checkbox"/>	Carport _____
	Condition <u>n/a</u>	Washer/Dryer <input checked="" type="checkbox"/>	Finished <input type="checkbox"/>		Driveway _____

Additional features (special energy efficient items, etc.): Fireplace and deck.

**COMMENTS**  
 Condition of the improvements, depreciation (physical, functional, and external), repairs needed, quality of construction remodeling/additions, etc.: No significant functional obsolescence was noted and physical depreciation was considered to be consistent with competing properties and within the range of what most purchasers might expect to find in similar properties.

Adverse environmental conditions (such as, but not limited to, hazardous wastes, toxic substances, etc.) present in the improvements, on the site, or in the immediate vicinity of the subject property: See Attached Addendum.

**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 12/6/2004. 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.)

KERRY KURTZ  
51 LENAPE DR  
EAST STROUDSBURG PA 18301 -  
9385

\* I request a telephone hearing.

570-424-9199  
(Area Code) Telephone Number

Kerry Kurtz  
Signature

Mail this completed form to:

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

BUREAU  
12/6/04

ST Number:	1663172	Date of mailing:	12/6/2004
Company:	PPL UTILITIES		

REVISED 12/97



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

IN REPLY PLEASE  
REFER TO OUR FILE

JANUARY 26, 2005

ST1663172

KERRY KURTZ  
51 LENAPE DR  
EAST STROUDSBURG PA 18301

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 February 15, 2005 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:

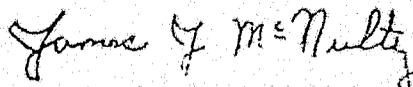
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

ddj

cc: PPL ELECTRIC

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: FEBRUARY 23, 2005

KERRY KURTZ  
Complainant

VS.

PPL ELECTRIC UTILITIES  
CORPORATION  
Respondent

Complaint Docket  
No: Z-01663172

DOCUMENT  
FOLDER

**DOCKETED**  
FEB 22 2005

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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,

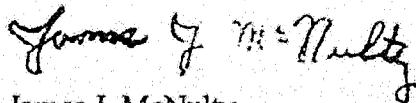
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, 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 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: FEBRUARY 23, 2005

Z-01663172

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

DOCUMENT  
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by KERRY KURTZ. 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.

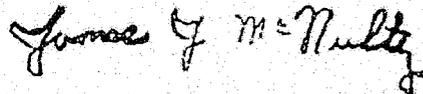
FEBRUARY 23, 2005

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

dbb

Mitchell  
Gallagher

Attorneys at Law

ORIGINAL

*J. Neafie Mitchell (1919-1996)*

C. Edward S. Mitchell  
Robert A. Gallagher  
Gary L. Weber  
Bret J. Southard  
Daryl R. Wishard

Email: [glw@mmgvsww.com](mailto:glw@mmgvsww.com)

March 14, 2005

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

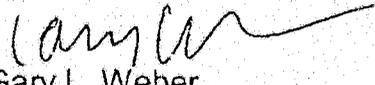
RE: Kerry Kurtz v. PPL Electric Utilities  
Corporation  
Docket No. Z-01663172

Dear Secretary McNulty:

Enclosed please find an original and three photocopies of the Answer of PPL Electric Utilities to Formal Complaint of Kerry Kurtz for filing in the above-captioned case.

Very truly yours,

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

  
Gary L. Weber

GLW:bgh

Enclosures

pc w/enc: Kerry Kurtz  
Deidre Bilger

DOCUMENT  
FOLDER

RECEIVED  
05 MAR 17 AM 9:08  
PA P.U.C.  
SECRETARY'S BUREAU

Mitchell Mitchell Gallagher Weber Southard & Wishard P.C.

[www.mmgvsww.com](http://www.mmgvsww.com)

10 West Third Street, Williamsport, Pa. 17701-6513  
(570) 323-8404 Fax (570) 323-8585

82

ORIGINAL

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: February 23, 2005

KERRY KURTZ,	:	
Complainants	:	Complaint Docket
	:	No. F-01603251
	:	
vs.	:	
	:	
PPL ELECTRIC UTILITIES	:	
CORPORATION,	:	
Respondent	:	

SECRETARY'S BUREAU  
P.U.C.

05 MAR 17 AM 9:03

ANSWER OF PPL ELECTRIC UTILITIES CORPORATION TO FORMAL COMPLAINT OF KERRY KURTZ

1. Admitted.
2. Admitted.
3. Admitted.
4. Denied that Complainant used three times as much electricity between

April 6 and May 6, 2004 as was used in the same period during the previous year. By way of further answer, it is admitted that the bill of May 6, 2004 was higher than the bill of May 13, 2003. By way of further answer, Complainant's electric bills follow no clear pattern and frequently vary considerably from year to year and month to month, and the bills for May, June and July 2004 showed electricity usage that was similar to historical usage by Complainant and said usage was not unusually high.

Admitted that PPL prepared a cost estimate based on a 2,500 square foot home. After reasonable investigation, PPL is without information sufficient to form a belief as to the exact size of Complainant's home, and at the time the estimate was prepared, that figure was believed to be reasonably accurate. By way of further answer, PPL has also computed Complainant's potential electric usage based on a 1,200 square foot

**DOCKETED**  
APR 15 2005

**DOCUMENT  
FOLDER**

house and said computation confirmed that Complainant had the potential to use the electricity for which she was billed during the time in question.

By way of further answer, Complainant's electric meter was tested and found to be 99.98% accurate.

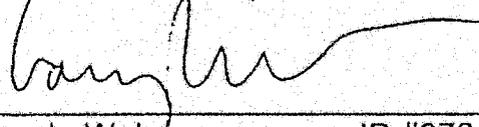
5. This is a request for relief to which no response is required. To the extent that a response is deemed to be required, said request is denied.

6. Admitted.

7. Admitted.

WHEREFORE, PPL Electric Utilities Corporation requests the Commission to deny the relief requested by Complainant and to dismiss the Complaint.

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

BY: 

Gary L. Weber  
Attorney for Respondent

ID #37648

10 West Third Street  
Williamsport, PA 17701

(570) 323-8404  
(570) 323-8585 - FAX  
glw@mmgsw.com



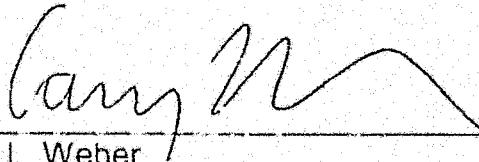
CERTIFICATE OF SERVICE

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

Kerry Kurtz  
51 Lenape Drive  
East Stroudsburg, PA 18301-9385

RECEIVED  
MAR 17 AM 9:09  
P.A.U.C.  
SECRETARY'S BUREAU

Dated this 14<sup>th</sup> day of March, 2005.



\_\_\_\_\_  
Gary L. Weber  
Counsel for PPL Electric Utilities Corporation

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: April 18, 2005  
SUBJECT: Z-01663172; Kerry Kurtz v. PPL Electric Utilities Corporation  
TO: Commission Document Folder  
FROM: Bruce Bigelow  
Mediator

**DOCUMENT  
FOLDER**

Pursuant to Chief Administrative Law Judge Smith's Interim Order, dated March 18, 2005 been submitted to the Mediation Unit.

Please include this memo in the official Commission document folder.

pc: OALJ File

**DOCKETED**  
JUN 22 2005

R.P



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
April 27, 2005

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: Z-01663172

(See attached list)

Kerry Kurtz v. PPL Electric Utilities Corporation

Billing dispute.

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 telephone hearing  
Date: Tuesday, May 31, 2005  
Time: 1:30 p.m. KJR  
Presiding: Administrative Law Judge Angela T. Jones  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 783-5452  
Fax: (717) 787-0481

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

Kerry Kurtz	570.424.9199
Gary L. Weber, Esquire	570.327.5507

**DOCKETED**  
MAY 06 2005

**DOCUMENT  
FOLDER**

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.

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge 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 Jones  
Susan Licon  
Beth Plantz  
Docket Section  
Calendar File