

COMMONWEALTH OF PENNSYLVANIA

PUBLIC UTILITIES COMMISSION

ORIGINAL

-----X
: Florence Vinitzki vs. :
: PPL Electric Utilities Corporation, :
: Billing dispute. :

: Docket No.
: Z-01657641

Initial Telephonic Hearing :
:

-----X
Pages 1 through 27

Hearing Room 2
Keystone Building
Harrisburg, Pennsylvania

DOCUMENT

Wednesday, January 12, 2005

Met, pursuant to notice, at 10:06 a.m.

BEFORE:

SUSAN D. COLWELL, Administrative Law Judge

APPEARANCES:

FLORENCE VINITSKI, Pro se
(For the Complainant - by telephone)

GARY L. WEBBER, Esquire
Mitchell, Gallagher & Associates
10 West Third Street
Williamsport, Pennsylvania 17701-6513
(For PP&L Utilities - by telephone)

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C O N T E N T S

<u>WITNESSES</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
Florence Vinitzki				
(By the Court)	6	--	--	--
(By Mr. Webber)	-	10	--	--
William C. Stroffregen, Jr.				
(By Mr. Webber)	14	--	--	--
Terry Albright				
(By Mr. Webber)	20	--	--	--

EXHIBITS

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>PP&L:</u>		
1 (High bill folder)	15	23
2 (High bill worksheet)	20	23
3 (Account activity statement)	22	23

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P R O C E E D I N G S

1
2 ADMINISTRATIVE LAW JUDGE COLWELL: This is the
3 time and the place set for a telephonic hearing in the
4 matter of Florence Vinitzki vs. PP&L Electric Utilities
5 Corporation at Docket Number Z-01657641. I'm Administrative
6 Law Judge Susan Colwell, appointed by the Pennsylvania
7 Public Utilities Commission to preside in this matter.

8 I have on the telephone with me the
9 Complainant, Ms. Vinitzki, and the attorney for PP&L
10 Electric Utilities Corporation, Mr. Webber. They are both
11 present with me. They have indicated they can hear me
12 clearly; I can hear them, and they can hear each other.

13 I do have a court reporter present in the
14 room. I ask that you please try to speak clearly, slowly
15 and loudly and do not speak over each other. Neither the
16 phone system nor the court reporter's system will
17 accommodate more than one voice at a time.

18 During this hearing, both sides will have the
19 opportunity to present evidence in the form of sworn
20 testimony or exhibits. Following the hearing, I will write
21 and issue a Decision which is then appealable to the
22 Commission.

23 It is the Commission's policy to encourage
24 settlements. If you would like the opportunity to settle
25 this matter without the hearing, I will ask the court

1 reporter to stop reporting and I will leave the room so that
2 you can speak candidly with each other. I can't hang up the
3 phone without disconnecting you, but I can leave the room
4 and close the door and return in a few minutes to check on
5 your progress.

6 Ms. Vinitzki, are you interested in pursuing
7 any kind of settlement?

8 MS. VINITSKI: Settlement means without the
9 hearing?

10 JUDGE COLWELL: Yes.

11 MS. VINITSKI: What does that mean, "a
12 settlement"?

13 JUDGE COLWELL: It means that you will settle
14 your differences with the Company without the Commission's
15 involvement.

16 MS. VINITSKI: Actually, I think I'd be better
17 off with the Commission.

18 JUDGE COLWELL: Okay. Then at that point, we
19 will continue with the hearing.

20 Ms. Vinitzki, you must present your case
21 first. Do you have an attorney?

22 MS. VINITSKI: No, I don't.

23 JUDGE COLWELL: I only ask you that because
24 you indicate on your Complaint you will try to get one.
25 You're not required to have one. Since you do not have one,

1 I will be asking you questions. Understand that I am not
2 asking as your attorney. My job is to develop a complete
3 record in the case with my questions will help me to do
4 that..

5 When we're finished, Mr. Webber will ask you
6 some questions and present two witnesses and we will ask the
7 witnesses questions. After he's finished with each witness,
8 you will have an opportunity to ask your questions of the
9 PP&L witnesses.

10 Do you have any questions about what I have
11 just told you?

12 MS. VINITSKI: I don't think so.

13 JUDGE COLWELL: So you understand the
14 procedure?

15 MS. VINITSKI: Yes.

16 JUDGE COLWELL: Do you wish to testify at this
17 time?

18 MS. VINITSKI: Yes, I do.

19 JUDGE COLWELL: Please raise your right hand.
20 Whereupon,

21 FLORENCE VINITSKI
22 having been first duly sworn, testified as follows:

23 EXAMINATION

24 BY JUDGE COLWELL:

25 JUDGE COLWELL: Please state your name and

1 address for the court reporter, please.

2 THE WITNESS: My name is Florence Vinitzki. I
3 live at 516 North 1st Street in Coal Township.

4 JUDGE COLWELL: Please go ahead and tell me
5 what the problem is and what you think we should do about
6 it.

7 THE WITNESS: First of all, these people are
8 on my electric. This is not just something that I have
9 dreamed up. I had electrical work done and the electrical -
10 the man who did the work told me that they are on my
11 electric. Also, I have no electricity going out to my lamp
12 post outside in the back yard. They said there's no current
13 going through there. Why, I don't know.

14 Also, I have no electricity in some of the
15 receptacles in my house. My lights also are brighter at
16 times and also, I have people now that are living in the
17 other half, double. It was supposedly empty. It was never
18 empty because there were people in there. They hadn't moved
19 in.

20 Now these people have moved in and they are
21 on my furnace. They can turn my furnace on or off at any
22 time through the electrical.

23 JUDGE COLWELL: Excuse me, ma'am, Do you have
24 a radio on in the background?

25 THE WITNESS: Yes, I do.

1 JUDGE COLWELL: I wonder if you could turn
2 that off.

3 MS. VINITSKI: Oh. Okay.

4 (Pause)

5 JUDGE COLWELL: Thank you.

6 MS. VINITSKI: That's about the only way I get
7 any privacy in here.

8 JUDGE COLWELL: I meant off; not up.

9 MS. VINITSKI: Okay. I'm sorry. What?

10 JUDGE COLWELL: That's all right. Go ahead.

11 MS. VINITSKI: The people who are in there now
12 have been there about seven months. Okay. And I really
13 doubt that they have even changed any of the utilities over
14 into their name.

15 Also - I have stuff written down here so I
16 don't forget. This has been going on for 15 years. When
17 the landlord lived in it, he was on my electric. He had
18 tenants in there for two years after he moved out; they were
19 on my electric. The reason I know this is because - and I
20 do watch television or whatever -

21 MR. WEBBER: Your Honor, I'm having trouble
22 hearing.

23 JUDGE COLWELL: Ms. Vinitiski, I know you're
24 worried about your neighbors overhearing, but it's really
25 important that we hear you. Could you speak up?

1 MS. VINITSKI: Okay.

2 JUDGE COLWELL: Thank you.

3 MS. VINITSKI: Okay. There is no electricity
4 going into my dryer in the basement. The light doesn't even
5 come on in the dryer. I have circuit breakers in my house.

6 Also, - what does it have here. I can't make
7 that out. I was told by the man when they were moving in
8 here that they want to stay here as long as I'm here because
9 they know that they are on my electric, they're on my phone,
10 and they're also on my water.

11 The phone, I know, because when I hang it up,
12 the red light will come on my phone that it's not
13 disconnected. Then when I pick the phone up, the line is
14 open and I say to them "get off my line", and then they hang
15 up.

16 There's no power in my receptacle, I also
17 have no electricity going into my dryer.

18 This has been going on for a long time. When
19 he had tenants in there after he moved out, they would jump
20 my wires. I'd be watching television; all of a sudden you'd
21 hear this big slam and then you'd hear like a humming sound
22 and it would knock my TV off and it would knock my VCR off.

23 They have voltage regulators over there where
24 they can regulate how much electricity comes out of my
25 receptacles.

1 This has been going on now for 15 years. I
2 cannot afford this. I am disabled and I am on a fixed
3 income. I cannot afford to pay other peoples' bills. And I
4 want these people off.

5 And I also want - I also think I should be
6 reimbursed financially for paying these bills all these
7 years..

8 JUDGE COLWELL: Anything else, ma'am?

9 MS. VINITSKI: I can't think of anything at
10 the moment.

11 JUDGE COLWELL: Okay. Mr. Webber, do you have
12 some questions for Ms. Vinitiski?

13 CROSS EXAMINATION

14 BY MR. WEBBER:

15 Q. Ms. Vinitiski, the house where you live, are you the
16 owner of that house?

17 A. Yes, I am. It's a half a double.

18 Q. It's a half a double.

19 A. Yes, it is.

20 MR. WEBBER: That's all, your Honor.

21 JUDGE COLWELL: Ms. Vinitiski, you say you had
22 someone come and work on your property. You had an
23 electrician who came?

24 THE WITNESS: Yes. There's an electrical
25 company or whatever you want to call it, they were at

1 Shamokin; now they just moved, it's called K-r-a-c-o. It
2 used to be Krebbs Electric.

3 JUDGE COLWELL: You're telling us that he gave
4 you certain information. Do you have that in a memorandum
5 somewhere or on a receipt?

6 THE WITNESS: No, he just said that to me.

7 JUDGE COLWELL: He just said it to you?

8 THE WITNESS: Yes. Now there was a time a few
9 years ago - maybe about ten years, something like that -
10 where the people on the other side of me were connected to
11 the electricity. It was out here on a pole and they used to
12 connect it out there so that they were getting the
13 electricity and I wasn't getting much electricity in my
14 house whatsoever.

15 I was told by PP&L that I have 240 amps
16 coming in my house and I took circuit breakers and I have -
17 everything is on a separate circuit breaker: my stove my
18 refrigerator, that kind of thing.

19 JUDGE COLWELL: You say this has been going on
20 for 15 years. Have you contacted the electric company prior
21 to this Complaint regarding this matter?

22 THE WITNESS: Yes, I have. I've contacted the
23 electric company. I have told the law.

24 JUDGE COLWELL: Do you remember when this was?

1 THE WITNESS: I don't know. It's several
2 times. I know it's more than once.

3 JUDGE COLWELL: You've contacted a local law
4 enforcement agency?

5 THE WITNESS: Yes, I have.

6 JUDGE COLWELL: What did they tell you?

7 THE WITNESS: They don't tell me anything.

8 JUDGE COLWELL: Did they investigate?

9 THE WITNESS: I don't know. I call them and I
10 tell them and I've been up to the police station numerous
11 times. I've had them here numerous times, and nothing is
12 ever done. Nothing.

13 JUDGE COLWELL: Did the officers look to see
14 if they could see any signs...

15 THE WITNESS: No.

16 JUDGE COLWELL: They didn't look, they just
17 talked to you?

18 THE WITNESS: They just talked to me, that's
19 all. I have complained to them. I have complained to the,
20 what you call, magistrate. I have complained to the
21 commissioners here in the township. Nothing is ever done.

22 These people come in my house, they steal my
23 property, they destroy my property. They steal my oil.
24 It's just - they ruin my clothes, nothing is ever done by
25 the law. Nothing.

1 JUDGE COLWELL: Ma'am, did you receive a copy
2 of the PP&L exhibits?

3 THE WITNESS: PP&L what?

4 JUDGE COLWELL: Exhibits.

5 THE WITNESS: No. What's that?

6 JUDGE COLWELL: Mr. Webber sent in three
7 exhibits that Defense plans to introduce in evidence today.

8 THE WITNESS: I don't think I got that.

9 JUDGE COLWELL: Exhibits One, Two and Three.
10 You didn't receive anything?

11 Mr. Webber, did you serve her with a copy?

12 MR. WEBBER: Yes, your Honor, we did.

13 THE WITNESS: I don't know. Did you mail it?

14 MR. WEBBER: Yes.

15 JUDGE COLWELL: To her P.O. Box?

16 THE WITNESS: Yes, I have a P.O. Box.

17 JUDGE COLWELL: Have you checked it recently?

18 THE WITNESS: I haven't been over there this
19 week yet.

20 JUDGE COLWELL: When would it have come, Mr.
21 Webber?

22 MR. WEBBER: Your Honor, we would have mailed
23 it on the same day that we mailed the exhibits to you:
24 January 4th.

25 JUDGE COLWELL: I received them on January the

1 5th.

2 THE WITNESS: No, I haven't gotten anything
3 lately at all.

4 JUDGE COLWELL: She does not have a copy of
5 your exhibits. All right. Ms. Vinitzki, do you have
6 anything else to add right now?

7 THE WITNESS: I don't think so.

8 JUDGE COLWELL: I'm going to turn it over to
9 Mr. Webber and have him introduce his evidence then.

10 (Witness excused.)

11 JUDGE COLWELL: Go ahead, Mr. Webber.

12 MR. WEBBER: Yes, your Honor. At this point,
13 I call William Stroffregen.

14 JUDGE COLWELL: Mr. Stroffregen, would you
15 raise your right hand, please.

16 Whereupon,

17 WILLIAM CONRAD STROFFREGEN, JR.
18 having been first duly sworn, testified as follows:

19 JUDGE COLWELL: Go ahead.

20 DIRECT EXAMINATION

21 BY MR. WEBBER:

22 Q. State your full name, please.

23 A. William Conrad Stroffengen, Jr.

24 Q. By whom are you employed?

25 A. PP&L Electric.

1 Q. In what position?

2 A. Contact representative. Responsibilities as a
3 customer contact representative. I basically deal with
4 customer problems, high bills, wiring, check rates, property
5 damages, meters, various other.

6 Q. Were you asked to investigate Ms. Vinitzki's
7 complaints to PP&L?

8 A. Yes, I was.

9 Q. Look at Exhibit PP&L One. What is that document?

10 (Whereupon, the document was marked PP&L
11 Exhibit 1 for identification.)

12 A. This is a document, it's a large bill investigation,
13 HBI, to go out and check for the PUC Form, looks like Z-
14 01657641, to retrieve the information that she would have
15 the ability to use what she was billed and see if there was
16 any problems on PP&L's side.

17 Q. Did you go to Ms. Vinitzki's home?

18 A. Yes, I did. I was there twice.

19 Q. And on what date?

20 A. I was there on July 22nd and July 28th.

21 Q. Last year?

22 A. Yes, sir.

23 Q. Did you meet with Ms. Vinitzki?

24 A. On the 22nd, I did not; she wasn't there. But on the
25 28th, I did; she was home.

1 Q. On the 22nd, did you test the meter?

2 A. Yes, I did. It tested at 99.5 percent accuracy.

3 Q. At the time that you first went there, were you
4 treating this as a high bill-type complaint?

5 A. Basically, yes, because it's a PUC and generally,
6 she's complaining about the usage on her bills.

7 Q. Did you take information from her as to the
8 appliances and other electric consuming devices that were in
9 his property?

10 A. I did.

11 Q. The handwritten notes that are on Exhibit One, are
12 those your notes?

13 A. Yes, sir, they are.

14 Q. Did you record what electric consuming devices you
15 found?

16 A. Yes, I did.

17 Q. Where is that located?

18 A. That's on the second page of Exhibit One.

19 Q. Generally, what did you find there?

20 A. Of course, she had lights, she had electric stove,
21 microwave, two refrigerators, ceiling fan, television, VCR,
22 washer/dryer. A satellite dish.

23 She also stated that she had to use the electric hot
24 water some because she had run out of oil.

25 Q. Was her alternative hot water heat with oil?

1 A. Yes, sir.

2 Q. Did you also speak to her about some of the other
3 issues that she mentioned today? For example, she mentioned
4 that her pole light wasn't working properly. Did you speak
5 to her about that?

6 A. Yes, I did. She had stated to me that when she
7 turned on the porch light, it was good, but when she turned
8 on the pole light, the circuit breaker would pop on it and
9 it would stay off.

10 I told her she should get a qualified electrician to
11 look at it.

12 Q. Did you note any problems with PP&L's facility, in
13 other words, the lines from PP&L to her point of contact
14 that would cause that?

15 A. No, I hadn't. When I tested the meter, I took a
16 look at it. As far as I could see, there's nothing
17 connected before the meter at all.

18 Q. That's something that you noted on her side of the
19 connection?

20 A. Yes. The wires come over to the house, then down to
21 the meter base, into her house. I could see nothing at all
22 connected before that.

23 Q. The problem with the pole light was that something -
24 did you determine whether that was a problem with her wiring
25 or was that a problem with PP&L?

1 A. That was a problem with her wiring at her house.

2 Q. At the time, do you recall whether she mentioned to
3 you anything about receptacles not working or the washer or
4 dryer not working?

5 A. No, I don't recall that. The receptacles or the
6 dryer.

7 Q. Would receptacles and power to various appliances in
8 the house, would that be something that would be an issue
9 with PP&L's connection or would that be a problem with
10 internal wiring, as far as you could determine?

11 A. That would be a problem with internal wiring, which
12 would be the homeowner's responsibility.

13 Q. She mentioned some issues with respect to other
14 people tapping into her lines, her electric lines. Were you
15 able to determine one way or the other whether anything of
16 that sort was occurring?

17 A. No, I wasn't able to determine whether they were or
18 not.

19 Q. Is this what would ordinarily be considered as a
20 foreign wiring or access situation here?

21 A. No, it wouldn't. That only relates to tenants who
22 rent the property from the landlord. Ms. Vinitzki owns her
23 own home.

24 Q. Is that something you determined from speaking with
25 her while you were there in July of 2004, that she was the

1 owner of her home?

2 A. Yes, I did.

3 Q. Did you make any recommendations to her about what
4 she should do with respect to those issues?

5 A. Well, I told her that she'd have to get an
6 electrician to check her wiring, if there was someone
7 connected to it at all. PP&L wouldn't address that system.

8 MR. WEBBER: That's all, your Honor.

9 JUDGE COLWELL: Ms. Vinitiski, do you have any
10 questions for Mr. Stroffregen?

11 THE WITNESS: Well evidently, I mean, I was
12 pretty sure I did tell him about the receptacles. Maybe I
13 didn't, but I was pretty sure I did.

14 Also, the one time even before these people
15 moved in, there were people in there, people next door. And
16 they were running the washer and the dryer. And I went
17 outside on my porch and I looked at their meter. It was
18 barely moving on that side. And I went over to my meter; my
19 meter was spinning like a top.

20 JUDGE COLWELL: Ma'am, do you have any
21 questions for Mr. Stroffregen?

22 THE WITNESS: I don't think so.

23 JUDGE COLWELL: All right. Thank you, Mr.
24 Stroffregen. Mr. Webber.

25 (Witness excused.)

1 MR. WEBBER: I would call, at this point,
2 Terry Albright.

3 JUDGE COLWELL: Would you raise your right
4 and, please.

5 Whereupon,

6 TERRY ALBRIGHT
7 having been first duly sworn, testified as follows:

8 JUDGE COLWELL: Thank you. Please continue.

9 DIRECT EXAMINATION

10 BY MR. WEBBER:

11 Q. State your full name, please.

12 A. Terry Albright.

13 Q. By whom are you employed?

14 A. PP&L Electric Utilities.

15 Q. What position?

16 A. Customer support supervisor.

17 Q. Is one of the persons that you supervise Mr.
18 Stroffregen?

19 A. Yes, it is.

20 Q. If you could identify PP&L Exhibit Number Two. What
21 is PP&L Exhibit Number Two?

22 (Whereupon, the document was marked PP&L
23 Exhibit No. 2 for identification.)

24 A. It's a high bill cost estimate worksheet.

25 Q. That's something that you prepared?

1 A. It was something that input into PP&L's computer
2 system.

3 Q. The information that you input, from whom did you
4 obtain it?

5 A. It was obtained from Bill Stroffregen's field
6 investigation order.

7 Q. What's the purpose of the worksheet?

8 A. The purpose of the worksheet is to record the
9 appliances and the electrical usage at the customer's home.

10 Q. Is the purpose to determine potential use of
11 electricity by the customer?

12 A. Yes, it's just an estimate of usage.

13 Q. Now after inputting the information that you
14 obtained from Mr. Stroffregen, what was the estimated
15 potential usage in kilowatt hours of electricity by Ms.
16 Vinitiski in a one-month period?

17 A. 1070 kilowatt hours.

18 Q. Was there a particular month that you chose for
19 which to perform this estimate?

20 A. This estimate was based on the billing period May
21 24, 2004 through June 23, 2004.

22 Q. What was the actual usage by Ms. Vinitiski in that
23 time-frame?

24 A. Ms. Vinitiski was actually billed for 527 kilowatt
25 hours during that time-frame.

1 Q. Let me have you identify PP&L Exhibit Number Three.
2 What is that document.

3 (Whereupon, the document was marked PP&L
4 Exhibit No. 3 for identification.)

5 A. It's a document called an "account activity
6 statement". It's a printout of the customer's billing and
7 meter reading and payment schedule.

8 Q. With respect to -- have you had an opportunity to
9 review this to find the highest amount for which the
10 Claimant was ever billed, as to the period of time
11 encompassed in this document?

12 A. Yes, I have. The highest usage reported in the
13 time-frame on this statement was in August 2002. She was
14 billed for 718 kilowatt hours usage.

15 Q. Let me ask you this then: With respect to this
16 statement, does Ms. Vinitiski currently have a balance due?

17 A. Yes, she does. As of this statement, her balance is
18 \$570.65.

19 Q. Can you determine when the last payment occurred by
20 Ms. Vinitiski?

21 A. I'm showing the last payment was on October 13,
22 2004.

23 MR. WEBBER: That's all, your Honor.

24 JUDGE COLWELL: Ms. Vinitiski, do you have any
25 questions for Mr. Albright?

1 MS. VINITSKI: No, I don't have any questions.
2 But since then, I have applied for the On Track and I am
3 presently on the On Track Program and I sent them, I paid
4 what I was supposed to pay this month.

5 December, they said I didn't have to send in a
6 payment. And so I made my first payment this month on the
7 On Track Program because I am disabled and I'm living on a
8 fixed income.

9 JUDGE COLWELL: I understand that. Okay. Mr.
10 Webber, do you have anything else?

11 (Witness excused.)

12 MR. WEBBER: I would like to move Exhibits One
13 through Three.

14 JUDGE COLWELL: Ms. Vinitzki, do you have any
15 objections to Exhibits One, Two and Three being admitted to
16 the record?

17 MS. VINITSKI: No.

18 JUDGE COLWELL: I'm going to admit them.

19 (Whereupon, PP&L Exhibit Nos. 1 through 3
20 were received in evidence.)

21 MS. VINITSKI: I was surprised when the man
22 came out, what's his name, Mr. Stoffenberger?

23 JUDGE COLWELL: Stroffregen?

24 MS. VINITSKI: Yes. And he didn't go through
25 the house and he didn't look at any, you know, any of the

1 connections or my circuit breaker. I thought he would, but
2 he didn't.

3 JUDGE COLWELL: Could we step out of character
4 here and ask Mr. Stroffregen to explain to Ms. Vinitiski why
5 he did not do that?

6 MR. STROFFREGEN: For one thing, you own the
7 house, ma'am. Second, if we start doing electricians' jobs
8 in each area, they'd be on us like anything. We're not paid
9 to go in and do your electrical work in your home. We're
10 paid to check what you have, to supply power to you, and to
11 supply it at the right voltage.

12 Your in-house wiring, that is your
13 responsibility to get a private electrician to check that.

14 MS. VINITSKI: But I thought perhaps you would
15 be able to tell me where they are connected, which I do not
16 know. I mean there's got to be somehow, receptacles and
17 other places in here. That's all.

18 JUDGE COLWELL: Mr. Webber, do you have
19 anything else?

20 MR. WEBBER: Nothing else, your Honor.

21 JUDGE COLWELL: All right. Ms. Vinitiski, do
22 you have anything else?

23 MS. VINITSKI: I can't think of anything right
24 now.

25 MR. WEBBER: While I have you on the phone,

1 I'd like to just explain to you briefly that your Complaint
2 against the electric company is limited to what they're
3 responsible for. So if you have not proven that they have
4 in some way failed to fulfill their responsibilities, then I
5 can't do anything for you.

6 MS. VINITSKI: I was kind of hoping that you
7 would be able to because you're kind of like my last resort.
8 I can't get the law to do anything. I can't get anybody to
9 do anything. And I am financially, how can I put it, in the
10 straits because of my fixed income. I was just hoping that
11 somehow you could get these people off my electric.

12 JUDGE COLWELL: I sympathize with your
13 position, ma'am; however, the problem here is once PP&L's
14 wires get to your meter, their responsibility stops, and so
15 does the Commission's oversight into their actions.

16 So if there is a problem with your household
17 wiring, it's something that you have to determine and then
18 you have to take that evidence that you get to a Court of
19 Common Pleas in order to get anything done. Okay?

20 You will need a lawyer if you're going to
21 pursue this any further. But I'm afraid you can't do it
22 here. If PP&L has done something wrong, then bring it to
23 our attention.

24 But I have to tell you that from the evidence
25 you've given today, I can only find that if there is some

1 problem, it's in your house and on your own wires. I can't
2 find any fault with what the Company has done here.

3 MS. VINITSKI: But isn't there some type of
4 sign or law against people hooking onto other peoples'
5 utilities?

6 JUDGE COLWELL: Absolutely. But it's not
7 something that I can find against PP&L. You can go
8 privately against whoever is doing something against you.
9 But you can't use the Commission for that.

10 Do you have any questions while you have me
11 on the phone?

12 MS. VINITSKI: Yeah. In other words, I would
13 have to go about this like through a lawyer?

14 JUDGE COLWELL: That would be your best bet.
15 A lawyer would be able to give you better advice on how to
16 proceed to determine where and whether the problem exists.

17 MS. VINITSKI: I see. There definitely is a
18 problem, I know that. I'm living here 15 years, I think
19 it's 15 years, I should know.

20 JUDGE COLWELL: I understand your concern.
21 But in looking at the bills from PP&L, the bills are not
22 high, they don't go up and down, they're fairly consistent,
23 and there's no evidence there of a foreign load. So I would
24 recommend that you do make these determinations before you
25 bring any charges. Okay?

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MS. VINITSKI: Okay. Thank you very much.

JUDGE COLWELL: I wish you the best of luck.

Mr. Webber, is there anything else?

MR. WEBBER: No, your Honor.

JUDGE COLWELL: Thank you everyone for your time. We're off the record.

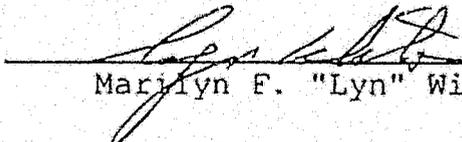
(Whereupon, at 10:35 a.m., the hearing was adjourned.)

* * *

C E R T I F I C A T E

I hereby certify, as the stenographic reporter, that the foregoing proceedings were taken stenographically by me, and thereafter reduced to typewriting by me or under my direction; and that this transcript is a true and accurate record to the best of my ability.

COMMONWEALTH REPORTING COMPANY, INC.

By: 
Marilyn F. "Lyn" Wilson, CVR

RECEIVED
2005 FEB 16 AM 9:39
SECRETARY'S BUREAU

Florence Vinovski

Acct 1718048000

516 N 1st St.

Coal Township PA 17866

Lights 90

Stove 150

M/WAVE 40

Ref 190

Ref 150

Ceiling Fan 30

TV 45

VCR 9

Washer 8

Dryer 75

VAC 8

Sat. Dish 50

845 28/DA

Customer currently out of heating oil.
Using electric water heater. Don't
normally use.

Acct 1718048000

Met with Ms Vinitzki on 7/28.

She Verified That she is the owner
of 516 N 1st St, Coal Township PA 17816.
No Act 54.

The pole light has a wiring problem.
When porch light is on. The c/b stays
on. When the pole light is turned
on the c/b trips.

518 N 1st, other half of double lock
VACANT. No furniture

Was there 7/22 & 7/28 - didn't see anyone
at 518 N 1st Street.

7/22 - Tested meter 7/22 at 99.55%

High Bill Cost Estimate Worksheet

For Internal Use Only

High Bill ID: 20162
 Start DT: 07/30/2004 12:41:24 PM
 Complete DT:
 Done By: Albright, Theresa A ALBRIGT
 Bill Account: 17180-48000
 Customer Name: FLORENCE VINITSKI
 Premise Address: 516 N 1ST ST COAL TOWNSHIP PA 17866
 Caller's Name: FLORENCE VINITSKI
 Cost Estimate Type: Base Only

Base Cost Estimate

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

DOCUMENT

EXHIBIT
 PPL #2

201659641
 VINITSKI
 12 JAN 05
 mfu

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

Miscellaneous

TV up to 27-inch	130	45	1	45
TV over 27-inch	200	75		0
VCR/DVD player	24	9	1	9
Satellite dish	170	51	1	51
Computer	300	50		0
Hair dryer	1000	15		0
Vacuum cleaner	100	12	1	12
Radon fan	100	70		0
Outdoor Hot-tub or spa	6000	450		0
Indoor Hot-tub or spa	1000	120		0
Well pump	1400	45		0
Sump pump	825	79		0
Aquarium	100	12		0
Water bed	350	100		0
Humidifier	180	35		0
Dehumidifier	900	300		0

Other KWH

Other KWH Item 1				
Other KWH Item 2				
Enter the Billing Date Range			30 Day KWH	1070
Bill From Date (MM/DD/YY)	5/24/2004			
Bill To Date (MM/DD/YY)	6/23/2004			
(Number of Billing Days)	30	Total Base KWH	1070	

Heating & Cooling Cost Estimate

(Estimating Base Only)

20112

	Total Base KWH	1070
--	----------------	------

How many KWH was the customer billed for?

Billed KWH	527	Total Estimated KWH	1070
------------	-----	---------------------	------

Customer Satisfied?	<input type="radio"/> Yes <input type="radio"/> No	% of Billed KWH	203%
Utility Report Provided?	<input type="checkbox"/>		

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

Comment (Double click the text area to edit.)

173 BASE ONLY ESTIMATE JUSTIFIED
HB_ID: 20112; Caller: FLORENCE VINITSKI; Base KWH: 1070; Total Est KWH: 1070; % of KWH Billed: 203%; JUSTIFIED; Bill From/To: 5/24/2004-6/23/2004; Satisfied? ; Util Rpt:

Date: 01/04/05
Page: 1

Account Activity Statement

*** Current Account Status ***

Payment Agreement Installment: \$35.00 Balance: \$385.00
Budget Bill Amortization Installment: \$0.00 Balance: \$0.00

Current Rate: RS

BILLED
KK

RWH

DAYS
USED

RDG/
TYPE

DEG DAY
H/C

DEFERRED
BALANCE

ACTUAL
BILLED

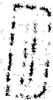
BALANCE
FORWARD

TRANSACTION
AMOUNT

DUE
DATE

DATE

TRANSACTION TYPE



OCN

MAR 04 2005

PA 17872

*** Account Information ***

Mail To:
FLORENCE VINITSKI
PO BOX 12
SHAKOEN

Account Number:
17180-48000

Requested By:
FLORENCE VINITSKI
15701644-2348 Extension:

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	RWH	BILLED KK
03/29/1999	ELECTRIC SERVICE		\$54.21								
04/27/1999	Late Payment Charge		\$0.68								
04/29/1999	ELECTRIC SERVICE		\$47.91								
05/26/1999	Late Payment Charge		\$1.28								
05/26/1999	Late Payment Charge		\$0.01								
05/27/1999	ELECTRIC SERVICE		\$44.68								
06/03/1999	Payment		\$-148.77								
06/29/1999	ELECTRIC SERVICE		\$55.56								
07/27/1999	Late Payment Charge		\$0.69								
07/30/1999	ELECTRIC SERVICE		\$53.01								
08/27/1999	ELECTRIC SERVICE		\$41.87								
09/01/1999	Late Payment Charge		\$1.35								
09/01/1999	Late Payment Charge		\$0.01								
09/27/1999	ELECTRIC SERVICE		\$43.21								
09/28/1999	Late Payment Charge		\$1.87								
09/28/1999	Late Payment Charge		\$0.01								
10/15/1999	Payment		\$-58.00								
10/20/1999	Payment		\$-100.00								
10/26/1999	CANCELLED ELECTRIC SERVICE		\$42.54								
11/01/1999	Adjustment		\$-42.54								
11/01/1999	ELECTRIC SERVICE		\$42.54								
11/05/1999	Payment		\$-62.12								
11/24/1999	ELECTRIC SERVICE		\$41.13								
12/20/1999	Payment		\$-56.13								
12/29/1999	ELECTRIC SERVICE		\$49.57								
01/27/2000	ELECTRIC SERVICE		\$42.54								

DOCUMENT

EXHIBIT
PPL #3

251652641
VINITSKI
12-20-99
RWH

Account Activity Statement

Bill Account: 17180-48000

BILLED
K9

K9H

DAYS
USED

RDG/
TYPE

BEG DAY
H/C

DEFERRED
BALANCE

ACTUAL
BILLED

BALANCE
FORWARD

TRANSACTION
AMOUNT

DUE
DATE

TRANSACTION TYPE

DATE

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	BEG DAY H/C	RDG/TYPE	DAYS USED	K9H	BILLED K9
04/05/2001	Payment		\$-35.00								
04/25/2001	OTRK Arrearage Credit		\$-25.17								
04/26/2001	OnTrack Credit		\$-10.37								
04/26/2001	ELECTRIC SERVICE	05/17	\$45.37	\$216.31		0503/0005	55049A		29	471	
04/26/2001	Regular Bill		\$261.68								
05/29/2001	OnTrack Credit		\$-11.53								
05/29/2001	ELECTRIC SERVICE	06/19	\$46.53	\$250.15		0193/0031	95535A		33	486	
05/29/2001	Regular Bill		\$296.68								
06/15/2001	Payment		\$-70.00								
06/26/2001	OTRK Arrearage Credit		\$-25.17								
06/27/2001	OnTrack Credit		\$-7.86								
06/27/2001	ELECTRIC SERVICE	07/18	\$42.86	\$193.65		0042/0333	95978A		29	439	
06/27/2001	Regular Bill		\$236.51								
07/09/2001	Payment		\$-35.00								
07/25/2001	OTRK Arrearage Credit		\$-25.17								
07/26/2001	OnTrack Credit		\$-14.21								
07/26/2001	ELECTRIC SERVICE	08/16	\$49.21	\$162.13		0009/0195	96884A		29	520	
07/26/2001	Regular Bill		\$211.34								
08/07/2001	Payment		\$-35.00								
08/23/2001	OTRK Arrearage Credit		\$-25.17								
08/24/2001	OnTrack Credit		\$-16.24								
08/24/2001	ELECTRIC SERVICE	09/17	\$51.24	\$134.93		0003/0271	97040A		29	546	
08/24/2001	Regular Bill		\$186.17								
09/06/2001	Payment		\$-35.00								
09/24/2001	OTRK Arrearage Credit		\$-25.17								
09/26/2001	OnTrack Credit		\$-17.25								
09/26/2001	ELECTRIC SERVICE	10/17	\$52.25	\$108.75		0063/0085	97599A		32	559	
09/26/2001	Regular Bill		\$161.00								
10/10/2001	Payment		\$-35.00								
10/24/2001	OTRK Arrearage Credit		\$-25.17								
10/26/2001	OnTrack Credit		\$-13.10								
10/26/2001	ELECTRIC SERVICE	11/19	\$48.10	\$87.73		0337/0004	98105A		31	506	
10/26/2001	Regular Bill		\$135.83								
11/07/2001	Payment		\$-35.00								
11/26/2001	OnTrack Credit		\$-15.94								
11/26/2001	ELECTRIC SERVICE		\$50.54								

DATE	TRANSACTION TYPE	DUPLICATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	REG DAY H/C	REG TYPE	DAYS USED	KWH	BILLED KWH
11/26/2001	Regular Bill		\$135.83	\$84.89			0623/0000	98647A	31	542	
12/27/2001	OnTrack Credit		\$-17.79								
12/21/2001	ELECTRIC SERVICE		\$52.79	\$118.04			0766/0000	99213A	31	566	
12/21/2001	Regular Bill		\$170.83								
01/07/2002	Payment		\$-35.00								
01/28/2002	OnTrack Credit		\$-17.21								
01/28/2002	ELECTRIC SERVICE		\$52.21	\$118.62			1105/0000	99774A	32	561	
01/28/2002	Regular Bill		\$170.83								
02/07/2002	Payment		\$-70.00								
02/26/2002	OTRX Arrearage Credit		\$-25.17								
02/27/2002	OnTrack Credit		\$-17.51								
02/27/2002	ELECTRIC SERVICE		\$52.51	\$58.15			0882/0000	00339A	30	565	
02/27/2002	Regular Bill		\$110.66								
03/07/2002	Payment		\$-35.00								
03/26/2002	OnTrack Credit		\$-8.70								
03/26/2002	ELECTRIC SERVICE		\$43.70	\$66.96			0757/0000	00791A	27	452	
03/26/2002	Regular Bill		\$110.66								
03/27/2002	OTRX Arrearage Credit		\$-25.17								
04/09/2002	Payment		\$-35.00								
04/23/2002	OTRX Arrearage Credit		\$-25.17								
04/25/2002	OnTrack Credit		\$-15.81								
04/25/2002	ELECTRIC SERVICE		\$50.61	\$9.51			0471/0036	01334A	30	543	
04/25/2002	Regular Bill		\$60.32								
05/29/2002	OnTrack Credit		\$-18.92								
05/29/2002	ELECTRIC SERVICE		\$53.92	\$41.40			0364/0014	01917A	34	583	
05/29/2002	Regular Bill		\$95.32								
06/27/2002	OnTrack Credit		\$-14.63								
06/27/2002	ELECTRIC SERVICE		\$49.63	\$00.00			0027/0169	02445A	29	528	
06/27/2002	Regular Bill		\$35.00								
07/22/2002	Payment		\$-70.00								
07/26/2002	OnTrack Credit		\$-15.55								
07/26/2002	ELECTRIC SERVICE		\$54.55	\$44.77			0001/0276	03036A	29	591	
07/26/2002	Regular Bill		\$99.32								
08/21/2002	Payment		\$-39.00								
08/26/2002	OnTrack Credit		\$-25.50								
08/26/2002	OTRX Arrearage Credit		\$-7.60								
08/26/2002	ELECTRIC SERVICE		\$64.50	\$34.82			0000/0337	03756A	31	718	
08/26/2002	Regular Bill		\$99.32								

BILLED
KV

KWH

DAYS
USED

RDG/
TYPE

DEG DAY
H/C

DEFERRED
BALANCE

ACTUAL
BILLED

BALANCE
FORWARD

TRANSACTION
AMOUNT

DOE
DATE

TRANSACTION TYPE

DATE	TRANSACTION TYPE	DOE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KV
09/09/2002	Payment		\$-39.00								
09/24/2002	OnTrack Credit		\$-8.20								
09/24/2002	ELECTRIC SERVICE	10/15	\$47.20	\$44.52			0018/0133	04250A	29	496	
09/24/2002	Regular Bill		\$91.72								
10/22/2002	OTRK Arrearage Credit		\$-7.60								
10/25/2002	OnTrack Credit		\$-9.68								
10/25/2002	ELECTRIC SERVICE	11/18	\$48.68	\$74.44			0349/0019	04765A	31	515	
10/25/2002	Regular Bill		\$123.12								
11/06/2002	Payment		\$-78.00								
11/25/2002	OTRK Arrearage Credit		\$-7.60								
11/26/2002	OnTrack Credit		\$-12.96								
11/26/2002	ELECTRIC SERVICE	12/17	\$51.96	\$24.56			0760/0000	05122A	32	557	
11/26/2002	Regular Bill		\$76.52								
12/06/2002	Payment		\$-35.00								
12/31/2002	OnTrack Credit		\$-15.06								
12/31/2002	ELECTRIC SERVICE	01/22	\$54.06	\$26.46			1301/0000	05906A	35	584	
12/31/2002	Regular Bill		\$80.52								
01/27/2003	OnTrack Credit		\$-7.26								
01/27/2003	ELECTRIC SERVICE	02/18	\$46.26	\$73.26			1159/0000	06389A	27	483	
01/27/2003	Regular Bill		\$119.52								
02/18/2003	OTRK Arrearage Credit		\$-7.60								
02/19/2003	Payment		\$-39.00								
02/25/2003	OTRK Arrearage Credit		\$-7.60								
02/27/2003	OnTrack Credit		\$-7.49								
02/27/2003	ELECTRIC SERVICE	03/20	\$46.49	\$57.83			1290/0000	06875A	31	486	
02/27/2003	Regular Bill		\$104.32								
03/17/2003	Payment		\$-39.00								
03/27/2003	OnTrack Credit		\$-0.16								
03/27/2003	OTRK Arrearage Credit		\$-7.60								
03/27/2003	ELECTRIC SERVICE	04/17	\$39.16	\$65.16			0848/0000	07267A	28	392	
03/27/2003	Regular Bill		\$104.32								
04/07/2003	Payment		\$-83.00								
04/25/2003	OTRK Arrearage Credit		\$-7.60								
04/28/2003	OnTrack Credit		\$-12.88								
04/28/2003	ELECTRIC SERVICE	05/19	\$51.88	\$45.12			0545/0000	07822A	32	555	
04/28/2003	Regular Bill		\$45.12								
05/06/2003	Payment		\$-39.00								

BILLED
KH

KWH

DAYS
USED

RDG/
TYPE

DEG DAY
H/C

DEFERRED
BALANCE

ACTUAL
BILLED

BALANCE
FORWARD

TRANSACTION
AMOUNT

DUE
DATE

TRANSACTION TYPE

DATE

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KH
05/27/2003	OTRX Arreage Credit		\$-6.12								
05/29/2003	OnTrack Credit		\$-10.94								
05/29/2003	ELECTRIC SERVICE	06/19	\$49.94				0223/0005	08352A	31	530	
05/29/2003	Regular Bill		\$39.00								
06/26/2003	OnTrack Credit		\$-13.27								
06/26/2003	ELECTRIC SERVICE	07/17	\$52.27	\$25.73			0079/0081	08512A	28	560	
06/26/2003	Regular Bill		\$78.00								
07/07/2003	Payment		\$-78.00								
07/29/2003	ELECTRIC SERVICE	08/19	\$58.84				0001/0249	09556A	33	644	
07/29/2003	Regular Bill		\$58.84								
08/08/2003	Payment		\$-20.00								
08/08/2003	Payment		\$-38.00								
08/26/2003	BUDGET BILLING		\$51.00								
08/26/2003	Late Payment Charge	09/16	\$0.01	\$0.84	\$59.78	\$8.78	0001/0250	10212A	28	656	
08/26/2003	Regular Bill		\$51.85								
09/05/2003	Payment		\$-51.00								
09/23/2003	Late Payment Charge		\$0.01								
09/26/2003	BUDGET BILLING	10/20	\$51.00	\$0.85	\$61.95	\$19.73	0036/0071	10896A	31	684	
09/26/2003	Regular Bill		\$51.86								
10/07/2003	Payment		\$-51.00								
10/28/2003	BUDGET BILLING		\$51.00								
10/28/2003	Late Payment Charge	11/18	\$0.01	\$0.86	\$54.15	\$22.88	0440/0005	11480A	32	584	
10/28/2003	Regular Bill		\$51.87								
11/25/2003	BUDGET BILLING	12/16	\$51.00	\$51.87	\$46.64	\$18.52	0537/0009	11968A	28	488	
11/25/2003	Late Payment Charge		\$0.65								
11/25/2003	Regular Bill		\$103.52								
12/23/2003	Late Payment Charge		\$1.29								
12/23/2003	Late Payment Charge		\$0.01								
12/30/2003	BUDGET BILLING	01/20	\$51.00	\$103.52	\$55.24	\$22.76	1136/0000	00247A	35	598	
12/30/2003	Regular Bill		\$155.82								
01/16/2004	Payment		\$-5.00								
01/27/2004	Late Payment Charge		\$1.87								
01/27/2004	Late Payment Charge		\$0.03								
01/29/2004	BUDGET BILLING	02/19	\$51.00	\$150.82	\$47.41	\$19.17	1262/0000	00750A	29	503	
01/29/2004	Regular Bill		\$203.72								
02/24/2004	BUDGET BILLING	03/16	\$51.00	\$203.72	\$40.76	\$8.93	1093/0000	01167A	27	417	
02/24/2004	Regular Bill		\$254.72								
02/25/2004	Late Payment Charge		\$2.51								

