

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

Timothy P. Lehmier
v.
PPL Electric

Docket No.: C-2006-6052

Initial Telephonic Hearing

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DOCUMENT
FOLDER

Keystone Building
Hearing Room 2
400 North Street
Harrisburg, PA 17120

Monday, August 28, 2006
Commencing at 10:08 a.m.

BEFORE:

LOUIS COCHERES, Administrative Law Judge

APPEARANCES:

TIMOTHY P. LEHMIER, PRO SE
For the Complainant
(by telephone)

ORIGINAL

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(by telephone)

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PA PUBLIC UTILITY COMMISSION
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P R O C E E D I N G S

1
2 -----
3 JUDGE LOUIS COCHERES:

4 Good morning, ladies and gentlemen. As
5 you know by now, my name is Louis Cocheres, and I am
6 the Administrative Law Judge assigned to hear the
7 matter of Timothy P. Lehmier versus PPL Electric
8 Utilities Corporation at Commission Docket number
9 C-2006-6052. We're here today by telephone. I have
10 on the line with me Mr. Lehmier, representing himself,
11 and Ms. Krupka, representing PPL. Good morning to
12 both of you.

13 MR. LEHMIER:

14 Good morning, Judge.

15 JUDGE COCHERES:

16 Mr. Lehmier, we're here because you
17 wanted us to be. You filed the complaint in this
18 case. You sent me a large package of exhibits. We're
19 here today to create a record. And so I want --- I'm
20 assuming that you're going to be the witness for your
21 side of the case; am I right?

22 MR. LEHMIER:

23 That's correct.

24 JUDGE COCHERES:

25 All right. I want you to raise your

1 right hand.

2 -----

3 TIMOTHY P. LEHMIER, HAVING FIRST BEEN DULY SWORN,
4 TESTIFIED AS FOLLOWS:

5 -----

6 JUDGE COCHERES:

7 All right. Mr. Lehmier, let's identify
8 you for the record. Tell me your name and address,
9 please.

10 A. Timothy, middle initial P, last name Lehmier. I
11 live at 512 Golden Street in Lititz as of right now.
12 The ZIP, 17543.

13 JUDGE COCHERES:

14 And now, sir, I want you to know that I
15 have read your complaint, but because we're here to
16 create a record, I want you to tell me in your own
17 words what you think the problem is.

18 A. All right. Back in February, PP&L was conducting
19 a home survey to, I guess, verify the records of its
20 residents and I guess landlords or whatever. I don't
21 know, because I was kind of confused when I got the
22 message. But anyways, it was explained to me that she
23 wanted me to verify that I was who I was and where I
24 lived. And I told her that I did live at 512 Golden
25 Street, and I asked her why she asked. I've lived

1 here since March of 1982. And she said, well, we have
2 you as a landlord. And I said, well, that's not
3 correct. You know, I rent here. This is my
4 residence. And I asked her, well, you know, what's
5 the significance of that? And she said, well, it's a
6 different charge on your bill. And I said, well, how
7 would I know that? Where is it listed on the bill
8 that I'm a landlord? And she said, well, it's not,
9 but it's --- what it is, if you're a landlord, they
10 charge a Pennsylvania sales tax. And so I said, well
11 --- I said, I have my very first electric bill. I
12 want to go and look at it. And I did. And I said,
13 you have been charging me this sales tax for being a
14 landlord from my very first bill. And I proceeded to
15 go through several other bills up until the current
16 time, and that has not changed.

17 And then I said that, you know, this
18 isn't correct, that I would like this to be corrected,
19 I want my bill to be corrected. I don't want to be
20 charged for being a landlord anymore, and also I would
21 like retribution for all those years of being charged
22 that. And she said that, well, they probably wouldn't
23 go back to 1982, but that really wasn't her call. And
24 I said, well, I would like the bill changed
25 immediately. And then she said --- well, you know,

1 after I said that, she said, that isn't my call. That
2 would be my supervisor's. And I said to her, well,
3 you're telling me you can't go back that far? I said,
4 do you have all of my bills on record? And she said,
5 yes, we have them all on microfilm. And I said, well,
6 I have all of my bills and I can prove every single
7 payment I made. And I said, you know, so it shouldn't
8 be a problem as far as calculating what the total
9 taxes I paid.

10 And then she said to me, well, let me put
11 you through to my supervisor. And then I spoke with
12 her supervisor, and he proceeded to tell me that they
13 were conducting a survey and they weren't going to do
14 anything until the survey was completed. And I
15 inquired, well, how long would that be? And he said
16 he really wasn't sure. It could take months. He
17 wasn't sure. I said, well, I want my bill corrected
18 now as we speak. I don't want to be charged that
19 sales tax for being a landlord, because I'm not a
20 landlord. And then he informed me that he isn't going
21 to change anything, and nothing will be done until the
22 survey is completed and even then, he's not sure if
23 anything would be done. And I said, well, you know,
24 that's not good enough. I would like to speak to
25 somebody. And he said, no, this is where it stops,

1 with me, and like I told you, sir, nothing will change
2 until this survey is completed. And I said, well, you
3 know, I want this changed and I want retribution. And
4 he said, well, like I told you, I'm not discussing
5 this anymore with you. The survey's not completed and
6 we're not going to correct on it until the survey is
7 completed.

8 So I waited until the following month and
9 the bill had not changed. I was still being charged
10 the PA sales tax, so I made another phone call to
11 PP&L. Oh, just let me back up. When I was speaking
12 with him, I said to him that the woman I spoke with
13 prior to you told me that all this was on record. And
14 he said to me, she told you too much. She shouldn't
15 have told you that. And I said, well, she did tell me
16 that. So anyway, the following month, the bill had
17 not changed. I called PP&L once again, and I said,
18 you know, I'm still being charged this PA sales tax.
19 And she put in charge --- or put me in touch with the
20 same supervisor, and once again, he explained to me,
21 like he did the month before, that nothing will be
22 done, nothing will be acted upon until the survey is
23 completed. And I said, you know, you heard from me a
24 month ago and that was plenty of time to get this
25 corrected, and --- you know. So I said, that's it.

1 You know, there's no point in trying to work this out
 2 with you anymore. And he got nasty with me and he
 3 told me, you just don't understand that nothing is
 4 going to be done until the survey is completed. And I
 5 said, well, we'll see about that.

6 So that's when I went to the PUC and I filed a
 7 complaint with the Pennsylvania Public Utility
 8 Commission. I told them everything I just explained
 9 to you. And they sent me forms to fill out. There
 10 was an informal one, then it went to a formal
 11 complaint. And the documentation that you have in
 12 front of you, I sent up to them. And I was in touch
 13 with this woman, Valerie Fisher, and then she said to
 14 me that a letter will go out that --- I guess a
 15 conference or whatever, a resolution conference, and
 16 that if I hadn't heard anything from Kimberly Krupka
 17 by May the 9th, that I was to phone her and tell her
 18 that, and then I could then request a hearing before a
 19 judge, which is what I wanted all along.

20 Now, in the meantime, I did get a call from
 21 Kimberly, and she explained to me that she represents
 22 PP&L and that she was willing to make an offer of ---.

23 ATTORNEY KRUPKA:

24 Objection, Your Honor, to any offer of
 25 settlement.

1 JUDGE COCHERES:

2 Well, Ms. Krupka, because this package of
3 material that I've received from both of you indicates
4 that you offered him a refund based on four years ---
5 is that right?

6 ATTORNEY KRUPKA:

7 No. There's more in the conversation
8 rather than the four years, so there were specific
9 discussions of settlement to resolve this hearing
10 today that may have gone past four years.

11 JUDGE COCHERES:

12 Oh, okay. All right. Mr. Lehmier.

13 A. Yes?

14 JUDGE COCHERES:

15 Now, Ms. Krupka, as the attorney for the
16 company has a certain amount of flexibility, when she
17 is in settlement discussions with customers that she
18 does not have when she's in a hearing situation. And
19 so generally, settlement discussions are off the
20 record, and they are not to be brought to my
21 attention. What they may say in settlement may differ
22 substantially from their litigation position. And so
23 that's the basis for her objection. And we have to
24 sort of fire this warning shot across you so you
25 understand the rules of the game here. But I do know

1 from the materials that both of you have provided that
2 the company has already offered to refund four years
3 worth of these charges dating back to March of 2002.
4 Now, to the extent that they may have gone beyond that
5 in settlement discussions, you're just frankly not
6 allowed to tell me.

7 A. Okay. Well, all I was doing was relaying to you
8 how things transpired. And I vaguely --- the first
9 conversation I had with Kimberly --- okay. I told her
10 that, to me, this started back in 1982, March and
11 there's no reason that PP&L cannot reimburse me the
12 full amount, which I calculated to be \$727.99. And I
13 told her, that's not a financial burden for PP&L. I'm
14 not asking anything other than what was incorrectly
15 taken from me. And there really was no point in any
16 discussion, because I really --- you know, I had the
17 documentation. I explained that to her. And I can
18 back up everything I said, and I have. And to me,
19 there was no point in listening to a four-year ---
20 listening to anything other than the full amount. And
21 that has been my position all along. That has not
22 changed. And I explained that very explicitly to her.
23 And I said to her, there's no point in wasting your
24 time or my time, that I would prefer to go before a
25 judge and to have my day in court, so to speak, to air

1 this out. And I will provide documentation. That's
2 been my position all along. And obviously, their
3 position hasn't changed, either.

4 So anyway, getting back to my conversation with
5 Valerie Fisher. Then she explained to me that if, in
6 fact, on May the 9th, I don't receive any
7 correspondence from Kimberly Krupka, that I was to
8 phone her. And I did, in fact, do that. Okay. And I
9 did not get any correspondence on May the 9th or May
10 the 10th. And that's when she scheduled for me a
11 hearing with the Judge. I don't know if it was you,
12 but she said, it's on --- you know, May 9th came and
13 went. You hadn't heard anything, and now we're moving
14 to the next step.

15 And so then, you know, I guess it was on, let's
16 see, May the 23rd, was when this, I guess, unbinding,
17 I guess, kind of arbitration type of hearing was
18 supposed to take place. And you know, anyway, I was
19 sitting here at work, just ready to leave. We were in
20 a trailer ready to go back out to work when my cell
21 phone rang, and it was Kimberly telling me that she
22 was ready to connect me with this individual who was
23 going to mediate this. And I said to her, you know, I
24 don't know why you did this, because the deadline came
25 and went, and I've already made contact with Valerie

1 Fisher of the Pennsylvania Public Utility Commission,
2 that it's already been done.

3 And so anyway, you know, what this narrows down to
4 is, like I said, my position has been all along that I
5 want full compensation from March of '82 until March
6 of 2006. And you know, I was able to provide, as I
7 have, solid proof. And Your Honor, as you say, the
8 burden of proof is with me. I have met that burden of
9 proof. I have given you the documentation. I've
10 given you my very first electric bill. You saw the
11 sales tax. That has not changed until March of this
12 year. So really, that's what it comes down to. So
13 you know, that's pretty much where we're at.

14 JUDGE COCHERES:

15 Well, sir, have you finished?

16 A. Yes, yes.

17 JUDGE COCHERES:

18 Okay.

19 A. Oh, well, there is one other thing that I do want
20 to add. Also, I guess in the documentation that
21 Kimberly forwarded to you, there's a photocopy of a
22 summary page of an electric bill. Okay. It says,
23 balance of --- as of August the 4th, \$90.40. And if
24 you flip that to the next page, page two, it says,
25 understanding your bill. And I'll wait until you're

1 there.

2 JUDGE COCHERES:

3 Hold on here. I have to ---.

4 ATTORNEY KRUPKA:

5 If it's of assistance, it's PPL Hearing
6 Exhibit Number Five.

7 JUDGE COCHERES:

8 Thank you, Kimberly. It would be of
9 assistance. All right. I think I've found it now.

10 A. Okay. On page two, understanding your bill ---.

11 JUDGE COCHERES:

12 I'm there.

13 A. Okay. On the left-hand column, state tax
14 adjustment surcharge, a charge or a credit on electric
15 rates to reflect changes and various state taxes
16 included in your bill. The surcharge may vary by bill
17 component. Okay. Now, that language has not changed
18 much since 1982. And their statement to me that ---
19 let me see where --- I don't know what it --- okay.
20 This would be --- I've got to find what page it was.
21 Their statement to me was that it was up to me to look
22 at my bills or whatever to check for the accuracy.
23 And the fact of the matter is, there is no explanation
24 for a PA sales tax on a bill. Okay. It's not there.
25 And nowhere can it be found in the exhibits that you

1 have in front of you of what a landlord charge would
2 be, that's if you are a landlord, you will be getting
3 a PA sales tax charge. It's just not there. So
4 therefore, the statement that was made to me --- well,
5 we didn't hide it from you and you should have been
6 monitoring your bills. Well, that's fine, and I do
7 monitor my bills. The fact of the matter is, PP&L hid
8 this from me and maybe anybody else who was a
9 landlord. I don't know. But there was absolutely no
10 explanation on that bill anywhere that says, if you're
11 a landlord, we're going to charge you a PA sales tax.
12 It's just not there. And there was absolutely no way
13 for me to know.

14 Okay. If you read that explanation, you figure,
15 well. Okay. That's just part of their --- one of the
16 many things that, you know, they do in their billing.
17 You know, so it can reflect changes in various state
18 taxes. So you know, what I'm getting at is, that was
19 their reasoning that --- well, we didn't hide this
20 from you. Well, yes you did, because there's no
21 explanation anywhere on the bill that tells me the PA
22 sales taxes for a landlord. It's just not there.
23 Therefore, it was hidden from me. I had absolutely no
24 way of knowing that. Okay. I just figured it was
25 lumped in there with everything else, and it didn't

1 say that I was a landlord. It didn't even say that I
2 was billed as a landlord. It's not there. And so
3 that, to me, is unfair. And the fact of the matter
4 is, when this was brought to my attention, I acted on
5 it immediately. Which I would have done from the very
6 first bill if that would have been presented to me as
7 such, but it wasn't. And there's no explanation
8 anywhere on their billing explanation that says
9 there's --- what a landlord's charge would be. It's
10 just not there. So that's on their part.

11 JUDGE COCHERES:

12 Okay, sir. You mentioned the
13 documentation that you've sent in. And I know this
14 may be a little bit of a surprise to you, but simply
15 because you sent it to me does not make it part of the
16 record. In fact, we have to discuss it and identify
17 it so that we know what it is and why you gave it to
18 me.

19 A. Okay.

20 JUDGE COCHERES:

21 And if Ms. Krupka has some objection to
22 it, she is permitted to voice it. But simply sending
23 it to me does not make it part of the record of this
24 proceeding. So I've got the stack of material here,
25 and there are certain things that I want to go through

1 with you.

2 A. Okay.

3 JUDGE COCHERES:

4 All right. Now, I'm only hoping that you
5 sent the stack to me in the same order that you've
6 kept them in your possession. And that you've sent
7 them to Ms. Krupka, because I'm going to go through
8 these things and I'm hoping we can all find them
9 easily. All right. The first thing on the top of my
10 stack is a letter on PPL letterhead dated March 10,
11 '82. And it relates to service at 512 Golden Street.
12 Now, I know it's a form letter, but why don't you tell
13 me why you sent it to me? Take your time. I know you
14 may be looking for papers.

15 A. Could you give me a little more information on
16 what that is or what ---?

17 JUDGE COCHERES:

18 All right, sir. It's dated March the
19 10th, 1982; all right?

20 A. Oh, okay. Yes, yes, yes. That's the day of the
21 first electric bill.

22 JUDGE COCHERES:

23 No, sir. This is a letter.

24 A. This is a letter that was addressed to my father,
25 Thomas Lehmier, 504 Golden Street?

1 JUDGE COCHERES:

2 Yes, it is.

3 A. Yes. That was just about the connection --- the
4 connect date, when, in fact, PP&L --- that was a
5 letter of reservation. That's why I submitted that,
6 just to verify that, in fact, that's when they
7 connected me. Yes.

8 JUDGE COCHERES:

9 All right. Now, do you want that to be
10 part of the record of this case?

11 A. Yes.

12 JUDGE COCHERES:

13 All right. That will be Lehmier Exhibit
14 Number One.

15 (Lehmier Exhibit One marked for
16 identification.)

17 JUDGE COCHERES:

18 All right. The next item in the stack
19 appears to be a PPL electric bill address to Timothy
20 Lehmier at 512 Golden Street for an account that's
21 numbered 6110362892, in the amount of \$33.69.
22 Handwritten on it at the bottom of the page is the
23 words, first electric bill.

24 A. That's correct. I want that part of the evidence
25 to be a part of this trial.

1 JUDGE COCHERES:

2 Okay. That will be Lehmier Exhibit Two.
3 (Lehmier Exhibit Two marked for
4 identification.)

5 JUDGE COCHERES:

6 And what is the importance of this
7 document, sir?

8 A. Okay. That establishes the basis for my entire
9 case that --- that is a copy of the very first
10 electric bill that I received from PPL. And it says,
11 you know, the current billing for 43 days use to April
12 16. And that establishes on that bill, okay, sales
13 tax, \$1.91. So the reason that was submitted was to
14 establish that from the very first bill I received ---
15 and the current bill date there, May the 11th, 1982,
16 that that sales tax was, in fact, taken off of me, as
17 I later became aware of 24 years later that that was
18 for being a landlord. So that is why I'm submitting
19 that into evidence, to document that, in fact, that
20 that sales tax started with the very first bill.

21 JUDGE COCHERES:

22 All right. Now, the next document in the
23 stack is yet another PPL bill. In what I assume is
24 your handwriting, it says, last bill for PA sales tax.
25 And the payment due date would be March 28, 2006.

1 (Lehmier Exhibit Three marked for
2 identification.)

3 A. Right. I want that part of the record to show
4 that that was the last bill that PP&L took the PA
5 sales tax off of. That's where it ended. So I want
6 that submitted. So now you have the beginning and the
7 end.

8 JUDGE COCHERES:

9 All right. Now, the next document that I
10 have is a letter on Gross, McGinley, LaBarre & Eaton
11 letterhead dated April 19, 2006, signed by Ms. Krupka.
12 Why do you want me to have this?

13 A. Okay. The reason I want you to have that was that
14 in that document, okay, that will indicate a lie.
15 Okay. And on page two of that PPL --- on the bottom
16 part, the last sentence there, PPL is without
17 sufficient information to form a belief as to the
18 truth or falsity of all other allegations, and the
19 same are denied. And that entire thing there, okay,
20 that PP&L conforms --- confirms that for at least the
21 past four years, they have charged Complainant sales
22 tax as a landlord. PPL is unable to admit or deny any
23 allegation with regard to bills more than four years
24 old, as PP&L retention policy permits it to retain
25 information only a period of four years. Now, the

1 reason I'm going to submit this into evidence is
2 because that, to me, okay, is not true. Because the
3 woman I spoke to, the spokeswoman for PP&L, when I
4 first called, inquired about this --- or when I got
5 the phone survey, in fact, told me that all of my
6 records --- all of the bills are on microfilm, and
7 that, in fact, if they had to, yes, they could prove
8 them. So I have a problem with that statement right
9 there. Okay. They are unable to admit or deny any
10 allegations with regard to bills more than four years.
11 That is why I want that submitted into evidence,
12 because that is not --- that it's totally contrary to
13 what was told to me.

14 JUDGE COCHERES:

15 All right. That'll be identified as
16 Lehmier Exhibit Number Four. And if I didn't say it
17 previously, Lehmier Exhibit Number Three is the March
18 2006 bill.

19 (Lehmier Exhibit Four marked for
20 identification.)

21 JUDGE COCHERES:

22 All right. The next item in my stack
23 appears to be a group of pages that contain hand
24 calculations for your derivation of the refund that
25 you believe you're entitled to. Why don't you explain

1 to me what this document is and how you got there?

2 (Lehmier Exhibit Five marked for
3 identification.)

4 A. That starts with the year 1982 and goes through
5 the year 2006. I'm just making sure we have the same
6 --- so we have the same thing?

7 JUDGE COCHERES:

8 Yes.

9 A. Okay. That I'm submitting into evidence. That is
10 a summation, okay, from the year 1982, each bill.

11 Okay. It starts with April 23rd and it goes through
12 each year. And on that, all those bills are added up
13 and then I multiplied it by .0567, which is what ---
14 when you divide the sales tax --- the total bill and
15 the sales tax, that's the percentage you come up with.
16 So anyway, each one of those years, that's what I did.
17 And I calculated the tax for each year from 1982 until
18 2006. So that is what that is. And then at the very
19 end, according to my calculations, that's what I came
20 up with, \$727.99.

21 JUDGE COCHERES:

22 Okay, sir. Now, I have a series of
23 documents, sir. The first of these are obvious
24 photocopies of checks from your personal checkbook.

25 A. That's correct.

1 JUDGE COCHERES:

2 And they start --- and they're labeled
3 1982 through --- let me take a look here. Now, 1982
4 through 1985, I have actual photocopies of the checks.
5 Starting in 1986, I have photocopies of your bank
6 statements.

7 A. Automatic deduction. That's correct. Automatic
8 PP&L deduction.

9 JUDGE COCHERES:

10 Yes. And I should add for the record at
11 this point that I am a PPL customer myself and have
12 been satisfied with their service for many years. But
13 at any rate, this appears to be every bank statement
14 by year for each month. And it's obvious that you've
15 switched banks once or twice.

16 A. That's correct.

17 JUDGE COCHERES:

18 I can't ever tell. Sometimes they get
19 bought out. Sometimes you switch voluntarily. All
20 right. Until I get to the year 2000. So from 1986
21 through the year 1999, I have these series of bank
22 statements. Now, Mr. Lehmier, I appreciate that you
23 sent this material to me. And if you want it to be in
24 the record and want to describe it, you can. However,
25 I'm also going to tell you quite candidly that these

1 are part of a public record. And I don't particularly
2 like putting people's personal financial information
3 in the form, this quantity of it, in a public record
4 that any member of the public can access. Now, I
5 realize these accounts starting at '82 are kind of old
6 and the account numbers are no longer valid, and
7 that's probably true for all of the documents I've
8 looked at and talked about so far up to 1999. So if
9 you want these documents in, that's fine. But let me
10 suggest to you that there may be a shortcut. Ms.
11 Krupka, did you get the copies of the checks and the
12 bank statements I've just described?

13 ATTORNEY KRUPKA:

14 Yes, I did.

15 JUDGE COCHERES:

16 Would you be willing to stipulate on
17 behalf of your client, that Mr. Lehmier paid his bill
18 regularly, and that included in each of the bills that
19 he paid was a Pennsylvania sales tax amount?

20 ATTORNEY KRUPKA:

21 We will stipulate to that. However, what
22 we do is refer to our statute of limitations defense,
23 which we raised in our new matter, and I will be
24 objecting again to anything that is older than March
25 20, 2002, as barred by the statutes of limitations.

1 JUDGE COCHERES:

2 I appreciate what you're talking about,
3 and we will get to that a little later.

4 ATTORNEY KRUPKA:

5 But I do stipulate that on all of his
6 bills, he was charged sales tax and he did pay them.

7 JUDGE COCHERES:

8 Okay. Fine. And that would really,
9 based on your willingness, take us through all of his
10 financial documents clear up to 2006; wouldn't it?

11 ATTORNEY KRUPKA:

12 Yes.

13 JUDGE COCHERES:

14 Okay. Now, Mr. Lehmier, I would really
15 prefer not to put your personal financial documents
16 in. And Ms. Krupka has very kindly stipulated that
17 you paid your bill, and that every bill that you paid,
18 sales tax was included. Now, she has a legal argument
19 that she's preserving there, but no one doubts that
20 you paid your bill. Now, if you insist, I will put
21 these documents in, but I would suggest, really, that
22 you not do so.

23 A. And my question would be then, the part --- when I
24 went with PNC Bank, okay, that is the part --- that's
25 my current account. The other ones, okay, no longer

1 exist, so I'm not worried about them. You know what
2 I'm saying?

3 JUDGE COCHERES:

4 Yes, I understand.

5 A. And I think I blotted out the account number on
6 each sheet. I don't think --- you can tell me if you
7 can make it out. I'm just saying that this is the
8 only proof that I have that --- if you're saying I
9 don't need it, I mean --- what I'm getting at is, you
10 know, I had to provide --- the burden of proof was on
11 me and that's why I did that, that, in fact --- and
12 you know, the last bill of March shows, in fact, you
13 know, that sales tax was there. And in other words,
14 it was there from the beginning and up until the March
15 bill. That was the last one. So you know, maybe ---
16 I don't know. I don't know if I need the part where
17 it began with PNC, if we could eliminate that and then
18 have the rest of it included in the record. Would
19 that be okay?

20 JUDGE COCHERES:

21 Well, thank you for reminding me that you
22 did --- and I did notice this when I went through the
23 documents this morning, that you did take out the PNC
24 account number, which I think was very prudent of you.
25 And I can honestly say you did a pretty good job,

1 because --- I haven't gone through every document.
2 But if you would prefer to put the PNC documents in,
3 those are the most recent ones and you have protected
4 your account number pretty well. I really don't think
5 we need all of your checks and financial records from
6 1982 through 2001 in the record of this case.

7 A. Well, I only have you to --- you know, If you're
8 making that recommendation, if you feel it won't
9 weaken my case, then I'll accept that. I mean, I'll
10 take your advice and say, okay, we'll just let that
11 out. But you know, ---

12 JUDGE COCHERES:

13 All right.

14 A. --- if that's what ---.

15 JUDGE COCHERES:

16 Let me help you. Just a minute, please.
17 We'll be off the record.

18 OFF RECORD DISCUSSION

19 JUDGE COCHERES:

20 Let's go back on the record. During our
21 off the record discussion, I summarized --- I put it
22 down --- Commission Regulation 5.234, and explained to
23 Mr. Lehmier that because I solicited a stipulation
24 from Ms. Krupka that no one doubts that he paid his
25 bill. And that material, as he told me during our off

1 the record discussion was meant to be put in to back
2 up the calculations he made on Exhibit Five. And
3 again, these financial documents are helpful in that
4 they do establish that he paid his bill on a regular
5 basis and in what amount. I don't think that we need
6 to use them for the record when the company is willing
7 to accept the fact that he paid his bill. And he did
8 a real nice job of backing them up. So based on my
9 advice to Mr. Lehmier, he has graciously decided that
10 we don't have to talk about each one of these
11 documents, that basically came from his personal bank
12 account, either as a check or as a bank statement.
13 Mr. Lehmier, is that a decent summary of what we
14 talked about off the record?

15 A. Yes, it is.

16 JUDGE COCHERES:

17 Okay. And do you still agree that we do
18 not need those financial documents in the record?

19 A. Yes.

20 JUDGE COCHERES:

21 Thank you. All right. Now, not all of
22 the stuff you sent me was financial documents. The
23 last thing in the pile here is a letter on Public
24 Utility Commission letterhead, which we call the
25 notice of hearing, dated July 12th. Now, Mr. Lehmier,

1 I'm going to label this Exhibit Six, but I want you to
2 tell me why you think it's important.

3 (Lehmier Exhibit Six marked for
4 identification.)

5 A. July the 12th? This was on the Public Utility ---
6 that ---

7 JUDGE COCHERES:

8 Yes.

9 A. --- letterhead?

10 JUDGE COCHERES:

11 Why did you want me to have this?

12 A. I'm not sure. I'm looking at the one I have in
13 front of me dated July the 12th, which is nothing more
14 than letting me know of a telephonic hearing.

15 JUDGE COCHERES:

16 Well, did it just sort of sound like a
17 good idea at the time to send it to me?

18 A. I don't know what --- I don't know how that got in
19 there, but that's not necessary. If we're talking
20 about the same thing, all it is, is letting me know of
21 the date, time and what goes on. We don't need that
22 in there in the record.

23 JUDGE COCHERES:

24 Fine. Fine. It's not offered. And I
25 will tell you, I have another copy just like it in my

1 file.

2 A. Okay. Sorry about that. I must have picked it up
3 with everything that was on the table and got it in
4 there. Sorry.

5 JUDGE COCHERES:

6 That's okay. All right. Now, Ms.
7 Krupka.

8 ATTORNEY KRUPKA:

9 Yes.

10 JUDGE COCHERES:

11 Let's go through Exhibits One through
12 Five. Any objection to Exhibit Number One?

13 ATTORNEY KRUPKA:

14 No.

15 JUDGE COCHERES:

16 It's admitted. Exhibit Number Two, which
17 is his first electric bill?

18 ATTORNEY KRUPKA:

19 Yes, I do. There's an objection as to
20 relevance. 1982 is prior to the statute of
21 limitations, and therefore, whether or not he paid
22 sales tax in '82 is not relevant.

23 JUDGE COCHERES:

24 While I agree with the point you're
25 making, I'm going to overrule the objection, and we'll

1 get to that later. So it is admitted. Exhibit Number
2 Three which was his March bill of this year, any
3 objection?

4 ATTORNEY KRUPKA:

5 No objection.

6 JUDGE COCHERES:

7 It is admitted. Item Number Four, which
8 basically starts with your cover letter of April 19,
9 2006, enclosing your Answer to the Complaint, any
10 objection?

11 ATTORNEY KRUPKA:

12 No objection.

13 JUDGE COCHERES:

14 It is admitted. And finally, Exhibit
15 Number Five, which is his calculation what the refund
16 is and what amount is due.

17 ATTORNEY KRUPKA:

18 Again, no objection for that information
19 contained after March 20th, 2002, but there would be a
20 statute of limitations, and therefore relevance
21 objection prior to March 20th, 2002.

22 JUDGE COCHERES:

23 All right. I understand your objection,
24 and we'll get to that part as I promised several times
25 previously. But for now, it is overruled and the item

1 is admitted. All right, sir. You tell me, Mr.
2 Lehmier, are we done? Have you told me everything you
3 want to tell me about your side of the case before I
4 switch my attention to the company?

5 A. The letter, I guess you would say that I submitted
6 to you expressing my views and how I see this whole
7 thing and whatever, that --- I mean, I sent her a copy
8 of that, as well. Is that part of this hearing, all
9 of the other ---?

10 JUDGE COCHERES:

11 No. It is not part of the evidence. I
12 can mark --- you mean your letter of August 16, 2006?

13 A. That's correct.

14 JUDGE COCHERES:

15 All right. That can be marked as Lehmier
16 Exhibit Number Seven.

17 (Lehmier Exhibit Seven marked for
18 identification.)

19 A. Okay.

20 JUDGE COCHERES:

21 And you and I --- I shall put on the
22 record, though, that you and I had a brief
23 conversation, at which point I informed you that you
24 were required to send a copy of this letter to Ms.
25 Krupka.

1 A. Right.

2 JUDGE COCHERES:

3 And you did so?

4 A. Yes, sir.

5 JUDGE COCHERES:

6 All right. Ms. Krupka, any objection to
7 this letter?

8 ATTORNEY KRUPKA:

9 No objection.

10 JUDGE COCHERES:

11 It is admitted. Thank you. So Exhibit
12 Six was withdrawn, and Exhibits One through Five and
13 Seven were admitted. All right. Mr. Lehmier, I want
14 you to know that while I might be about to switch my
15 attention to the company's side of the case, that I
16 always try and give the customer a last bite at the
17 apple, so that you will be allowed to testify after
18 you've heard the company case. I will expect you to
19 be able to ask questions of the witness, which reminds
20 me. So Ms. Krupka does not have to remind me, that
21 she is entitled to cross examine you.

22 A. Okay.

23 JUDGE COCHERES:

24 All right. So Ms. Krupka, if you'd like
25 to proceed with your Cross Examination, that would

1 probably be helpful.

2 ATTORNEY KRUPKA:

3 Thank you.

4 CROSS EXAMINATION

5 BY ATTORNEY KRUPKA:

6 Q. Mr. Lehmier, am I correct that March 7th, 2006 was
7 the last bill in which PPL charged you sales tax?

8 A. Yes.

9 Q. Okay. And it was not until February of 2006 that
10 PPL had contacted you on their own accord to inquire
11 as to whether or not you were a landlord?

12 A. That is correct.

13 Q. And did PPL at some point offer to assist you with
14 the preparation of an affidavit that would be
15 presented to the State to receive a refund of three
16 years of sales tax?

17 A. That's the first I've ever heard anything like
18 that. No. The answer to that question is absolutely
19 not.

20 Q. There was never an offer that PPL would assist you
21 with a form that you could sign that would assist you
22 in obtaining just three years of sales tax?

23 A. No. As a matter of fact, the gentleman --- the
24 supervisor told me, no, this is where it stops with
25 me. He told me that nothing --- no action will be

1 taken, no consideration, no anything would happen
2 until the survey was completed. And that was pretty
3 much the last conversation I had with PP&L.

4 Q. Since the filing of your complaint, has PPL
5 offered to assist you with reclaiming a portion of the
6 sales tax?

7 A. Say that again?

8 Q. Sure. In the preparing of the complaint, did PPL
9 offer to assist you with reclaiming a portion of the
10 sales tax you paid?

11 A. Since I filed the complaint with the PUC, have
12 they offered to ---?

13 Q. Assist you with the preparation of a document to
14 help you receive some of your sales tax refund.

15 A. No.

16 Q. But they did offer to return four years?

17 A. You did.

18 Q. Okay. I have no further ---. And you rejected
19 that offer?

20 A. That's correct.

21 ATTORNEY KRUPKA:

22 I have no further questions.

23 JUDGE COCHERES:

24 Okay. Mr. Lehmier, did anything that Ms.
25 Krupka just finished asking you about trigger any new

1 thoughts, without repeating yourself, about the
2 information you want me to have?

3 A. I can't think of anything.

4 JUDGE COCHERES:

5 Okay. Well, you'll have another chance.
6 But for now, I'm going to switch my attention to the
7 company's side of the case. Ms. Krupka, do you have a
8 witness for me?

9 ATTORNEY KRUPKA:

10 Yes. Steven Durics.

11 MR. DURICS:

12 Good morning, Your Honor.

13 JUDGE COCHERES:

14 All right, sir. Would you raise your
15 right hand?

16 -----
17 STEVEN J. DURICS, HAVING FIRST BEEN DULY SWORN,
18 TESTIFIED AS FOLLOWS:

19 -----
20 JUDGE COCHERES:

21 Just so we have this properly recorded,
22 sir, is your last name spelled D-U-R-I-C?

23 A. S. D-U-R-I-C-S.

24 JUDGE COCHERES:

25 All right. And the first letter is D as

1 in dog?

2 A. Yes, sir.

3 JUDGE COCHERES:

4 Thank you. It wasn't particularly clear
5 from the way Ms. Krupka said it, and I thought I
6 remembered it from the documents. All right. Ms.
7 Krupka, please proceed.

8 DIRECT EXAMINATION

9 BY ATTORNEY KRUPKA:

10 Q. Mr. Durics, if you can, please state your name
11 again for the record.

12 A. Steven J. Durics.

13 Q. And by whom are you employed?

14 A. PPL Electric Utilities.

15 Q. And at what business address do you work?

16 A. The Lehigh Service Center, customer contact
17 center, 827 Hausman Road in Allentown.

18 Q. And what is your position with PPL?

19 A. I'm the supervisor of large power billing and
20 control.

21 Q. And do you have any degrees or certifications with
22 regard to your position?

23 A. I have a BA in Accounting, an MBA, and I'm a
24 certified fraud examiner.

25 Q. And for how many years have you been with PPL?

1 A. Twenty-five (25).

2 Q. And briefly, what are your job responsibilities?

3 A. My current responsibility is for large and
4 industrial commercial customers. I handle municipal
5 street lighting. I handle sales tax. I handle
6 surveying control. I'm responsible for refunds,
7 credits to customer accounts for Operation Help and
8 LIHEAP, and then I have clerical staff that manages
9 mail distributions for the service center.

10 Q. Are you also responsible for the sales tax on
11 landlord properties?

12 A. Sales tax has been deemed one of my
13 responsibilities, yes.

14 Q. Are you familiar with the Complaint filed in this
15 matter?

16 A. Yes.

17 Q. And are you familiar with PPL's billing practices
18 with regard to the collection of sales tax?

19 A. Yes.

20 Q. When is sales tax required to be paid on electric
21 provided to residential homes?

22 A. Typically, when the service and mailing address
23 differ, the account is suspect for sales tax, a
24 landlord coding situation where the customer is a
25 landlord, or if the account has multiple meters it's

1 suspect, or if the customer's bill goes to a business
2 address, it's also suspect for sales tax.

3 Q. If an account is simply suspect, does PPL
4 automatically begin charging sales tax?

5 A. We have questions upon the connect of a customer
6 to determine the relativeness of the sales tax. Do
7 they live there, do they reside there? As far as if
8 the bill's going to a customer's business address,
9 what we'll do is we'll look and see how they pay that
10 bill to determine if we need to collect business funds
11 or personal funds.

12 Q. Did PPL, within the last year, conduct any survey
13 of its records regarding collection of sales tax on
14 residential accounts?

15 A. Yes, we did.

16 Q. Okay. And were you involved in that process?

17 A. Yes, I was.

18 Q. And can you describe what that survey was?

19 A. It was a study that was conducted, actually, last
20 year to encourage customers to go onto what we call a
21 process of landlord coding. If they wanted to
22 increase their number of --- let's say the smaller
23 type customers in the residential home, to take part
24 in this program. They identified a number of accounts
25 that we classified as misclassified, residential

1 accounts where service and mailing address were the
2 same, which made them suspect as to why they were
3 being charged sales tax. So what we did was undertook
4 --- actually undertake a survey of those customers to
5 determine the proper taxability of those accounts.

6 Q. When sales tax is collected on an account, what
7 does PPL do with that sales tax that's collected?

8 A. It's a tax due to the Department of Revenue.

9 Q. Mr. Lehmier has made some assertions about him
10 being improperly charged sales tax since 1982. Does
11 PPL have a records retention policy?

12 A. We have a records retention policy. Yes, we do.

13 Q. And do you retain records back to 1982?

14 A. To the best of my knowledge, we don't have
15 anything that far back.

16 Q. How many years does PPL retain records for
17 customers accounts, residential?

18 A. We have six years of records.

19 Q. Does PPL actually maintain actual copies of the
20 bill that is sent to a customer?

21 A. Generally not. We have in our customer service
22 center what we call a View Bill Image which allows you
23 to look at the current bill and the prior months bill.
24 In my position for the large, industrial, commercial
25 customers, for certain accounts, we have to keep

1 copies of bills just because of the magnitude of the
2 dollars and usage. But the normal everyday bills that
3 go out, no, we don't keep copies.

4 Q. You previously discussed the process by which PPL
5 asked questions to determine if someone should be
6 paying sales tax. Do we know the answers that Mr.
7 Lehmier may have provided in 1982?

8 A. No. We don't have records for those responses.

9 Q. Is there any way we could verify what those
10 responses were at this time?

11 A. Not at this time.

12 Q. Does PPL maintain copies of the information,
13 though, that's contained in these bills?

14 A. Our system allows you to break down the charges
15 applicable to each fundamental component of the sale.
16 If you look at your bill, you have distribution,
17 transmission, CTC/ITC and capacity. So we can go in
18 and click on a line item for any customer's bill for
19 any month and it'll break those charges down.

20 Q. You say for any month. Is there a period of years
21 that you can go back?

22 A. Our system has four years worth of data.

23 Q. And are some records retained for six years?

24 A. Well, yes.

25 (PPL Exhibit One marked for

1 identification.)

2 BY ATTORNEY KRUPKA:

3 Q. Okay. Let me give you a copy of what's marked as
4 PPL Hearing Exhibit Number One. Are you familiar with
5 this document?

6 A. It's a statement of account.

7 Q. And for whose account is it?

8 A. It's for Mr. Lehmier's.

9 Q. Okay. And can you provide us the account number?

10 A. Current account number would be 53850-96001.

11 Q. And what is the first date that we have on this
12 account number?

13 A. February 11th, 2002.

14 Q. And very briefly, what information is contained in
15 an account activity statement?

16 A. It basically shows the billing days and payments
17 made on a customer's account.

18 Q. Does the account activity statement provide a
19 breakdown of sales tax charged on an account?

20 A. No. This would not go for that level of detail.

21 Q. Before we move on to the next exhibit, can you
22 tell if Mr. Lehmier's account is current with regard
23 to payment?

24 A. Yes, it is.

25 Q. And where do you find this information?

1 A. If you just look on the last page, the last entry,
2 this bill was billed 8/25. I'm sure it was paid by
3 then. The date that this was prepared, he was
4 current. There's no line saying invalid balance,
5 which would be the next column.

6 Q. Does PPL maintain records which would show the
7 amount of sales tax charged to Mr. Lehmier for a
8 period of time consistent with its records retention?

9 A. We'd be able to do that in our system on the bill
10 details that were previously described. You can see
11 all the charges applicable to a specific bill. In
12 addition, it would be --- if you refer to Exhibit Two,
13 our system does not allow users to query against it
14 for information purposes. So we have a mirrored
15 system. It's an Oracle database. And Exhibit Two is
16 information that we would use for preparation of sales
17 tax. Other users would extract information for their
18 purposes. So what that is, is --- what we select out
19 of the system for our purposes and for this situation
20 that we used for the affidavit, it would be for the
21 sales tax. So this would be the way you can see how
22 much was charged. There's the total bill and the line
23 item that I selected. It would be sales tax. But if
24 I wanted more detail, I could break it down even
25 further, but I don't need that for preparation of the

1 affidavit.

2 (PPL Exhibit Two marked for
3 identification.)

4 BY ATTORNEY KRUPKA:

5 Q. Let me ask you to look on page three of PPL
6 Hearing Exhibit Number Two. What is the first date
7 that we have information on this exhibit with regard
8 to the amount of sales tax paid?

9 A. 8/10/00.

10 Q. And what was the amount of sales tax that we're
11 reading in the right column?

12 A. \$4.80.

13 Q. Now, I'm going to turn to page one of PPL Hearing
14 Exhibit Number One. What is the --- I'm sorry, PPL
15 Hearing Exhibit Number Two. What is the last column?

16 A. State tax. If there would be a lighting
17 associated with the account, it would show what
18 percentage of sales tax would have been charged on
19 that account.

20 Q. I'm sorry. What is the second to last --- what's
21 the state tax exempt elec.? What does that reflect?

22 A. PA sales tax.

23 Q. Okay. And does this reflect the percentage of the
24 bill on which the tax was paid?

25 A. Yes.

1 Q. And does this document also show for each meter
2 read date the amount of the sales tax?

3 A. Yes, it does. That would be the middle column,
4 state sales tax sum.

5 Q. And does it show the last date on which sales tax
6 was charged?

7 A. Yes. It would be 3/7/06.

8 Q. Does this provide any total paid for a certain
9 period of time?

10 A. No, it doesn't.

11 (PPL Exhibit Three marked for
12 identification.)

13 BY ATTORNEY KRUPKA:

14 Q. I'm going to ask you to look at PPL Hearing
15 Exhibit Number Three. Do you have a copy of that?
16 Can you tell me what that document is?

17 A. What this is, is there's a function in this data
18 monitor which allows you to export the data into
19 Excel. So that's what Exhibit Three is. I exported
20 all this information into a spreadsheet.

21 Q. And when you say this information, information
22 from which exhibit?

23 A. From Exhibit Two.

24 Q. And what additional information does PPL Hearing
25 Exhibit Number Three show us that is not shown in PPL

1 Exhibit Two?

2 A. I subtotaled --- if we were to prepare an
3 affidavit, I'd subtotal the initial two months, the
4 subsequent 34 months, and then I subtotaled an
5 additional fourth year and the additional two years.
6 I took all the subtotals.

7 Q. And if you wanted to obtain the information
8 comparing how much was charged for the total four
9 years preceding the date this was prepared, what
10 numbers would you add up?

11 A. It would be the \$95.70 and \$35.16.

12 Q. Are customers notified within each bill whether
13 they are paying sales tax or not?

14 A. There's a line item on the bill, several line
15 items for sales tax.

16 (PPL Exhibit Five marked for
17 identification.)

18 BY ATTORNEY KRUPKA:

19 Q. I'm going to ask you to look at PPL Hearing
20 Exhibit Number Five. I'll give you a copy of that.
21 I'm going to represent that this is a four-page
22 exhibit; is that correct?

23 A. Yes.

24 Q. On what page of PPL Hearing Exhibit Number Five,
25 where would a customer find a charge for sales tax?

1 A. Prior to the total PPL Electric Utilities charges,
2 there would be a line item in there for sales tax.

3 Q. What is the date of the bill for PPL Hearing
4 Exhibit Number Five?

5 A. August 4th of 2006.

6 Q. And is there a line item charge for PA sales tax?

7 A. No, there's not.

8 Q. I note that there are lines that say PA tax
9 adjustment --- or adj. surcharge. Is this different
10 than PA sales tax?

11 A. Yes, it is. That's the PA state sales tax
12 adjustment surcharge, STAS.

13 Q. Okay. I'm going to show you what has been
14 pre-marked PPL --- I'm sorry --- Lehmier Three,
15 Hearing Exhibit Three, from the Complainant. Does
16 this document show the PA sales tax?

17 A. Yes. It's the line item before the total charges.

18 Q. And is this what would have been shown on each of
19 Mr. Lehmier's bills when he was being charged sales
20 tax?

21 A. Yes.

22 (PPL Exhibit Four marked for
23 identification.)

24 BY ATTORNEY KRUPKA:

25 Q. I'm going to ask you to look at PPL Hearing

1 Exhibit Number Four. I apologize for them not being
2 in order here.

3 JUDGE COCHERES:

4 It's all right. They're labeled.

5 BY ATTORNEY KRUPKA:

6 Q. Can you tell me what this document is?

7 A. On Exhibit Four, the first two pages are --- I
8 copied and pasted all the contacts on the customer's
9 account, and then I stacked that up with supporting
10 documentation for each of the contacts. It's
11 frequently what's found in our system.

12 Q. If you were to look at the date for each contact,
13 would you be able to find that information and the
14 screen prints behind it?

15 A. Yes.

16 Q. Is this then, therefore, simply a summary for
17 convenience?

18 A. Yes.

19 Q. What is the earliest date a contact was shown on
20 this document?

21 A. 8/3/99.

22 Q. Have you reviewed all the contacts on this
23 document?

24 A. Yes, I have.

25 Q. During the time period shown on this document, did

1 Mr. Lehmier ever contact PPL prior to the survey to
2 question the sales tax on his bill?

3 A. No.

4 Q. Has PPL now verified that Mr. Lehmier is not
5 responsible for sales tax on this account?

6 A. Yes.

7 Q. And is that based upon information provided by Mr.
8 Lehmier?

9 A. Yes.

10 Q. If a customer contacts PPL and notifies PPL that
11 they are not a landlord and therefore not required, in
12 this case, to pay sales tax, what is PPL's policy with
13 regard to a refund?

14 A. We look at the account, look at the account, look
15 at the contacts, verify the situation, the customer is
16 not a landlord, resident class would be changed and a
17 message would be sent to initiate a --- what we call
18 an affidavit for the customer. In that case, then you
19 would get a two-month adjustment and we would prepare
20 the three-year summary of the sales taxes collected
21 and remitted to the state. And then that document
22 would be notarized and sent to the customer.

23 Q. Okay. Where is this affidavit sent after
24 completion by the customer?

25 A. It goes to the PA Department of Revenue.

1 Q. And if a refund is to be issued, who issues the
2 refund?

3 A. The Department of Revenue.

4 Q. And does PPL assist with the affidavit process?

5 A. We prepare the affidavit. We send the customer a
6 cover letter. They get a form that indicates where
7 their local revenue offices are, because they have to
8 complete a petition form through the state. And we
9 also include some websites that they can go online and
10 get the form themselves and complete it that way. So
11 what they do then is they complete their petition
12 form, they use our documentation as support, and they
13 send it to the Department of Revenue Bureau of
14 Appeals.

15 Q. You indicated that there is a certain monthly
16 period for which this affidavit is prepared for. Is
17 there a time period limit for a refund for the
18 affidavit process?

19 A. The affidavit process is for 36 months. Then we
20 usually give a two-month credit. And then actually,
21 we would give them a 34-month affidavit. We would
22 credit their account.

23 Q. And this time period is dictated by the state?

24 A. Yes.

25 Q. Was PPL agreeable to assisting with this affidavit

1 process in this matter?

2 A. Yes.

3 Q. I'm going to ask you to look at PPL Hearing
4 Exhibit Number Three. If the customer was agreeable
5 to completing the --- let me back up. Can PPL
6 complete the affidavit on its own and send it in to
7 the state?

8 A. Yes.

9 Q. Okay. Is customer assistance needed for signing?

10 A. Not for the affidavit. They have to complete
11 their form.

12 Q. Okay.

13 A. Because they're actually submitting it to their
14 --- they actually submit it to the state. We submit
15 it to the customer.

16 Q. Okay. And it's the customer's responsibility,
17 then, to submit it to the state?

18 A. Yes.

19 Q. If Mr. Lehmier was agreeable to assisting in this
20 process and looking at PPL Hearing Exhibit Number
21 Three, can you indicate the amount which he would be
22 entitled to from the state?

23 A. \$95.70.

24 MR. LEHMIER:

25 Excuse me. I didn't hear that.

1 A. I said \$95.70.

2 MR. LEHMIER:

3 Oh, okay.

4 BY ATTORNEY KRUPKA:

5 Q. Did PPL offer to provide a credit for the fourth
6 year?

7 A. Yes, we would have.

8 Q. Is there a period of time for which PPL does back
9 billing or credits?

10 A. Four years.

11 Q. And is that what we were --- is that what PPL was
12 agreeable to doing in this matter?

13 A. Yes, they were.

14 (PPL Exhibit Six marked for
15 identification.)

16 BY ATTORNEY KRUPKA:

17 Q. I'm going to ask you if you can identify PPL
18 Hearing Exhibit Number Six.

19 A. That's what we call our informal case review.
20 Information comes from the BCS and then it has
21 information in it, and then we --- our QA Department
22 then prepares a response, and it gets updated with
23 relative information to the complaint.

24 Q. I want to draw your attention to the third page of
25 this document. I see about halfway down the page, it

1 talks about the company providing the customer with an
2 affidavit. And the last sentence, in addition, the
3 company, in good faith, issued a goodwill credit back
4 in February 10, 1999. Did PPL actually issue a good
5 faith goodwill credit in 1999?

6 A. No. That language is incorrect.

7 Q. Does this, rather, reflect ---?

8 A. It should say, in good faith, the company can or
9 would issue a goodwill credit.

10 Q. What is PPL's final position in this matter?

11 A. The customer --- we can provide the customer with
12 a two-month adjustment, a three-year affidavit and an
13 additional year of credit.

14 ATTORNEY KRUPKA:

15 I have no further questions, Mr. Durics.

16 JUDGE COCHERES:

17 Mr. Durics, when you say the company will
18 provide an additional one-year credit, if you would
19 turn to your Exhibit Three, would that be the \$35.60
20 amount?

21 A. Yes, sir.

22 JUDGE COCHERES:

23 All right. And did I understand you to
24 tell me that money charged as Pennsylvania sales tax,
25 it's really a flow-through? You collect it and send

1 it to the Pennsylvania Department of Revenue?

2 A. That's correct.

3 JUDGE COCHERES:

4 Okay. All right. Mr. Lehmier, this is
5 your opportunity to ask Mr. Durics some questions.

6 And I realize you may disagree with some of the things
7 that he said. I'll give you an opportunity to tell me
8 about those things later. But for right now, if you
9 have a question for Mr. Durics, I'll certainly let you
10 ask it.

11 CROSS EXAMINATION

12 BY MR. LEHMIER:

13 Q. Yes. My question would be, did you --- because
14 I'm confused about this. Did you say you sent me some
15 kind of a --- something, you know, as an offer of
16 three or four years or something? Did I hear that?
17 What did I hear? Did you send me something?

18 A. No, no. We didn't send you anything. We would
19 send you an affidavit in order to seek a refund from
20 the state, but we would have responded --- I believe
21 you're probably looking at Exhibit Six. We would have
22 responded to them.

23 Q. Okay. I just wanted to make sure, because I got
24 no correspondence of that nature. Okay. And at first
25 I thought that it was presented that I did. So

1 obviously I didn't. And you never forwarded me
2 anything like that. I never got it in the mail, an
3 offer of refund or whatever kind of words you want to
4 use. In other words, I never got any correspondence
5 from you; is that correct?

6 A. From me personally, no. But I believe the legal
7 Counsel may have offered you something.

8 Q. Okay. The question was you. You said, no.
9 That's what I wanted to know.

10 MR. LEHMIER:

11 That's it.

12 JUDGE COCHERES:

13 Okay. Ms. Krupka, do you have any
14 Redirect?

15 ATTORNEY KRUPKA:

16 No.

17 JUDGE COCHERES:

18 Fine. The witness is excused. Now,
19 let's go over your exhibits.

20 ATTORNEY KRUPKA:

21 Yes.

22 JUDGE COCHERES:

23 All right. Mr. Lehmier, do you have any
24 objection to any of the exhibits offered by the
25 company? Exhibit One was the statement of account.

1 Exhibit Two was the specialized accounting of the
2 sales tax charges to your bill. Exhibit Three was the
3 company's use of the software package --- accounting
4 package to calculate how many payments you've made and
5 to total them. Exhibit Four was a summary of
6 basically electronic company notes about your
7 inquiries to the company. Exhibit Five was a copy of
8 your most recent bill. And Exhibit Six was from, he
9 said BCS, which, around here, means Bureau of Consumer
10 Services.

11 And that was their electronic inquiry
12 form that they sent the company in response to your
13 complaint, because they have the responsibility for
14 not only listening to you, but listening to the
15 company. And then it contains the company's return
16 response. And he did correct an inaccuracy on the
17 form. Those are the items.

18 MR. LEHMIER:

19 No, I have no objections.

20 JUDGE COCHERES:

21 Fine. PPL Exhibits One through Six are
22 admitted. Ms. Krupka, do you have anything
23 additional?

24 ATTORNEY KRUPKA:

25 No. Nothing further.

1 JUDGE COCHERES:

2 All right. Mr. Lehmier, remember I told
3 you you'd have another bite at the apple?

4 MR. LEHMIER:

5 Yes.

6 JUDGE COCHERES:

7 Okay. This is it. Now, the company has
8 given me their side of the story, and there may have
9 been something in there that you either didn't
10 understand or that you disagreed with, and this is
11 your opportunity to tell me about it. You know, I
12 heard everything you told me before, but this is your
13 opportunity to tell me how you may or may not disagree
14 with the company.

15 -----
16 TIMOTHY P. LEHMIER, HAVING BEEN PREVIOUSLY SWORN,
17 RE-CALLED TO TESTIFY:

18 -----
19 A. Okay. Like I stated to you in the letter that I
20 sent, it doesn't make any sense to me why PP&L would
21 spend thousands of dollars to avoid a \$727.99 charge.
22 That doesn't make any sense to me. What I'm asking is
23 not unreasonable. I have proven beyond, in my
24 opinion, a shadow of a doubt that, you know, a mistake
25 was made by PP&L. I documented it. And I don't

1 understand why it's gotten to this point because of
2 the money involved that they have spent to avoid what
3 I consider a very minor expense for PP&L. It does not
4 make sense that --- you know, I know what the woman
5 told me. She's the one that told me it was on
6 microfilm, and she verified to me when the hookup date
7 was correct.

8 And so you know, I hear their position. Their
9 whole position is, well, we don't have to. We don't
10 have to go back. But the fact of the matter is, you
11 know, I have given them everything they need, even if
12 they claim they can't verify that. To me, it's not
13 fair, their offer of four years. I have provided them
14 everything they have needed, and it doesn't make any
15 sense to me, the \$727 versus thousands of dollars to a
16 law firm. I don't understand it. But anyway, I don't
17 understand why they don't accept the documentation
18 that I provided. It's accurate and so --- you know,
19 that's pretty much where it's at, I guess.

20 JUDGE COCHERES:

21 Okay. Let's deal with some of those
22 things that you don't understand. Okay. Did you hear
23 Ms. Krupka concede that you have paid your bill every
24 month since March 1982?

25 A. Yes.

1 JUDGE COCHERES:

2 Okay. So the company agrees that you've
3 paid every charge they've levied on you; haven't they?

4 A. Yes.

5 JUDGE COCHERES:

6 Okay. And have you heard Ms. Krupka in
7 any way, shape or form dispute that every one of those
8 bills since 1982 contains a sales tax charge?

9 A. No, I didn't.

10 JUDGE COCHERES:

11 Okay. So the company is not arguing with
12 you about whether you paid your bill or whether the
13 bill included sales tax; is it?

14 A. No, it did not.

15 JUDGE COCHERES:

16 Okay. Now, why do you think that they
17 stopped at four years?

18 A. I don't know.

19 JUDGE COCHERES:

20 All right. Now, let me look here. First
21 of all, haven't they also essentially said that they
22 have mistakenly charged you sales tax since 1982?

23 A. Yes.

24 JUDGE COCHERES:

25 Okay. So again, there's no argument that

1 they made a mistake. There's no argument that you
2 didn't pay for the mistake. What we're getting down
3 to is this sticky question of four years; isn't it?

4 A. That's correct.

5 JUDGE COCHERES:

6 All right. Now, do you think they are
7 required to render perfect service?

8 A. In what way? You mean like now?

9 JUDGE COCHERES:

10 I mean, are they required to render
11 service to you, whether it's electricity coming
12 through the wires or their bills or their service
13 trucks driving around the area, perfect service, no
14 mistakes? Is that what they're required to do?

15 A. Well, nobody's perfect, so that's the problem.
16 You know, they do the best they can, I would imagine,
17 so, you know ---.

18 JUDGE COCHERES:

19 And I do, too. And I'm very glad to hear
20 you say that, because, in fact, the law does not
21 require them to render perfect service.

22 A. Right.

23 JUDGE COCHERES:

24 It only requires them to render
25 reasonable and adequate service. Now, is the law

1 required to be fair and reasonable to you?

2 A. I would certainly hope so.

3 JUDGE COCHERES:

4 That's not yes or no.

5 A. I would say yes. Yes.

6 JUDGE COCHERES:

7 Okay. Well, I have a little bad news for
8 you, then. The law is not required to be fair and
9 reasonable. The law is required to state whatever the
10 legislature passed. Okay. I don't have the authority

11 to change it, and my Commission doesn't have the
12 authority to change it. And there is this legal

13 problem that Ms. Krupka keeps talking about, and it's
14 called the statute of limitations. And unfortunately
15 for you, sir, it is directly applicable to this case.

16 A. Okay. The thing that I have a problem with that
17 is, I would have acted upon this immediately. Okay.
18 Why was there a limitation if, in fact, that was not
19 described in the bill? As I pointed out, it was
20 nowhere, no explanation on that bill that had anything
21 to do with being a landlord and a sales tax. So I
22 would deny that. I would deny that opportunity to
23 meet that statute of limitations. And therefore, I
24 feel, and that's why I went through all this trouble,
25 that I would have acted well within that time frame

1 if, in fact, this was not a disguised fee. And I was
2 denied that opportunity. And that's disappointing to
3 me, because as soon as it was brought to my attention,
4 okay, I did, in fact, act upon it.

5 JUDGE COCHERES:

6 I couldn't agree with you more. All
7 right. Now, having said that, let's go back to my
8 statement that neither I nor the Commission can change
9 the law that this Commission functions with. Okay. I
10 understand --- first of all, I do disagree slightly
11 with you. Okay. That sales tax entry was there on
12 every bill. It was not disguised. What was not
13 clear, and I certainly understand this, is why it was
14 put there. All right. That was not hidden from you,
15 but I agree that you would, as a layman, have had no
16 reason to understand why it wasn't a correct charge on
17 your bill. All right. My problem is, I am limited by
18 the law, and so is this Commission. And the
19 legislature wrote the law and says, essentially, the
20 company is liable for any mistakes in its billing for
21 four years worth. That's it.

22 You know, I appreciate that you've put up with it
23 for 24 years, but we've got this sticky problem of,
24 the law says four years. And I'm going to tell you
25 flat out from the top here, if I have to write this

1 decision, that's where I'm going. I don't have any
2 choice. If I wrote it differently, Ms. Krupka would
3 tell --- would have the opportunity to tell the
4 Commission that I made a legal error, and they would
5 correct it. It's nothing I have any flexibility with,
6 and it's nothing the Commission has any flexibility
7 with. Did you get ripped off? Well, I wouldn't call
8 it a rip-off, but you certainly did spend more than
9 you were required to. Can I help you recoup all of
10 that money? The answer is, no. And the same answer
11 applies from my Commission. And you could have talked
12 to Mr. Durics' supervisor, and his supervisor's
13 supervisor, and you could have gotten the president of
14 the company, and indeed, you finally did get to Ms.
15 Krupka, who represents the whole company, and the
16 answer will still be the same.

17 A. Well, I understand there was no flexibility on
18 their part. That was crystal-clear.

19 JUDGE COCHERES:

20 Yes, I'm sure it was. But I'm telling
21 you there's no flexibility with me, either. It's not
22 that I, you know, I don't appreciate your frustration.
23 I do appreciate your frustration. What my frustration
24 is, I cannot, and my Commission cannot, help you.

25 A. Okay. I was just --- I don't know. Maybe it was

1 wishful thinking on my part, but I thought that there
2 might have been some leeway as far as interpretation
3 of the statute as far as, well, it applied for them,
4 but it really didn't apply to me. And therefore, I
5 wasn't given the opportunity to meet that statute.
6 And therefore, 24 years went by and I was denied an
7 opportunity to, in fact, collect this. That is why I
8 thought I --- wishful thinking. And I hear you, and I
9 do hear you. I understand what you're saying. I'm
10 just saying from my point of view, the reason I took
11 it as far as I could, I was thinking there would have
12 been some leeway in --- okay. Well, the limitation
13 applies to them but it doesn't apply to me. Because
14 you know, they waited 24 years to contact me, and I
15 wasn't afforded that opportunity to make this
16 correction, so --- I thought just, like I said,
17 wishful thinking on my part. Maybe that, in fact,
18 maybe the law would have looked at it and said, you
19 know what, he wasn't given that opportunity. He was
20 denied that opportunity to meet that limitation. So
21 anyway ---.

22 JUDGE COCHERES:

23 Well, now, wait a minute. Wait a minute.
24 Wait a minute. Don't think all is lost here.

25 A. Okay.

1 JUDGE COCHERES:

2 There's a second chapter here. I do have
3 the authority --- while I don't have the authority to
4 offer a refund, I do have the authority to penalize
5 the company, to charge them a monetary penalty if I
6 don't think their service was adequate.

7 A. Okay.

8 JUDGE COCHERES:

9 All right. Now, if I were to come to
10 that conclusion, you would not get any more money.

11 A. Right. I understand where you're coming from.

12 JUDGE COCHERES:

13 All right.

14 A. You know, four years was the limit. You're quite
15 clear on that issue, yes.

16 JUDGE COCHERES:

17 Right. But the company should recognize
18 that it has the potential for liability to pay more
19 money than simply the refund. Now, in your case, this
20 is also complicated by the fact --- and I'm sure you
21 heard me ask Mr. Durics this question. I said to him,
22 am I correct in my assumption that you collect this
23 money and pass it straight through to the Department
24 of Revenue, and he said yes. Do you remember that?

25 A. Yes.

1 JUDGE COCHERES:

2 Okay. So that means the company doesn't
3 have the money. They never had the money but long
4 enough to make the contribution to the Department of
5 Revenue. They didn't keep it.

6 A. Right.

7 JUDGE COCHERES:

8 And I heard them very clearly say that
9 --- and it's pretty obvious that this has to be the
10 procedure, since it was tax money, and since they
11 didn't keep it, you have to ask for a refund from the
12 Pennsylvania Department of Revenue, and that they
13 would help you do that.

14 A. Okay.

15 JUDGE COCHERES:

16 All right. So for three years --- and I
17 didn't bother asking this question, but I'm fairly
18 confident. That the reason they say three years is
19 that the limit on the refund from the state Department
20 of Revenue is three years. You can ask for that money
21 back from the Department of Revenue. And Ms. Krupka,
22 would I be correct that the Department of Revenue
23 would normally pay it under those kinds of
24 circumstances?

25 ATTORNEY KRUPKA:

1 Mr. Durics?

2 MR. DURICS:

3 Yes. If you prepare an affidavit and
4 then the form, they will give a refund.

5 ATTORNEY KRUPKA:

6 Directly to the customer?

7 MR. DURICS:

8 Yes.

9 JUDGE COCHERES:

10 Okay. All right. So this is a system
11 that's worked in the past. You cooperate with them,
12 they give you the form from work that you need to do,
13 you sign it in the right places, one of you two sends
14 it to the Department of Revenue, and the Department of
15 Revenue sends Mr. Lehmier a three-year refund?

16 ATTORNEY KRUPKA:

17 Yes.

18 JUDGE COCHERES:

19 So that's part of your money back. They
20 are also --- because I know what the statute says,
21 they are also offering you that fourth year, because
22 the statute says if the customer overpaid the bill,
23 they have to make a refund. Now, I also know from
24 your testimony earlier today, Mr. Lehmier, that you
25 and Ms. Krupka had some settlement negotiations. Now,

1 I realize you didn't know the rules of the game when
2 you talked with her, and you didn't realize that she
3 was offering you a better deal than you could get
4 here. At the same token, because Ms. Krupka appears
5 in front of me with some regularity, she should have
6 known that there is some potential additional
7 liability if I decide that the company rendered
8 unreasonable service. And incidentally, sir, I could
9 do that at the rate of \$1,000 per mistake, ---

10 A. Okay.

11 JUDGE COCHERES:

12 --- which, of course, could have been
13 once a month for four years --- or three. So that
14 could get up pretty high. But I assure you, I have no
15 intention of doing that. All right. If the company
16 made a mistake and if I decide to assess penalty, the
17 maximum would be \$1,000 per mistake. It's perfectly
18 obvious to me that this is not of the magnitude of
19 \$1,000 per mistake. The reason I've gone through this
20 little analysis, sir, is not only for your benefit,
21 but it's also for Ms. Krupka's benefit. And what I'm
22 suggesting, Ms. Krupka, is this might be a good case
23 to have one more settlement discussion with Mr.
24 Lehmier now that both of you understand the rules.
25 Would you agree?

1 ATTORNEY KRUPKA:

2 We'll certainly engage in settlement
3 discussions.

4 JUDGE COCHERES:

5 Fine. All right. Now, Mr. Lehmier,
6 again, what they say in settlement can be completely
7 different from their litigation position. I have
8 their litigation position written down here. All
9 right.

10 A. Okay.

11 JUDGE COCHERES:

12 And again, settlement discussions take
13 place outside of the judge's hearing. Whatever they
14 talk about here is between you and them.

15 A. Okay.

16 JUDGE COCHERES:

17 So I leave the room. Now, sometimes my
18 court reporter stays, and they are sworn to a vow of
19 secrecy. They might as well be monks or nuns. They
20 won't tell me anything. Sometimes they go out and get
21 a cigarette. Sometimes they wait long enough until
22 you signal that you've either come to an agreement or
23 you can't, and they will come up to my office and
24 fetch me. But otherwise, if we leave, I'll come back
25 in about five or ten minutes. Usually, my sign that

1 you're done means that it's quiet. I don't know why
2 I'm getting this beeping noise on another phone line
3 here.

4 A. I don't know, either.

5 JUDGE COCHERES:

6 It's gone away. All right.

7 A. Just one quick thing.

8 JUDGE COCHERES:

9 Yes.

10 A. Is there anything that the PUC can do for people
11 in my position that would order PP&L to be very
12 specific on their bill to inform someone that they are
13 a landlord, and they are being charged a PA sales tax
14 because they are a landlord? In other words, is there
15 anything good that can come out of this for somebody
16 else in my position, and won't go 24 years that, you
17 know, they think that --- in fact, it's listed on the
18 bill, you're being --- you are a landlord. You're
19 being charged the PA sales tax for that.

20 JUDGE COCHERES:

21 That is certainly a recommendation that I
22 can bring before the Commission. I don't know what
23 they will do with it. I cannot commit to telling you
24 they will do something about it. It's an interesting
25 point. I think that one of the things that mitigates

1 in favor of the company on that issue is that they
2 have just made an effort to review their records and
3 check the accuracy of them. Should they have waited
4 24 years? No. But they did it once, and they could
5 be encouraged to do it more often than once every four
6 times a century. All right.

7 A. All right.

8 JUDGE COCHERES:

9 But it is certainly a good suggestion.
10 But like I said, at least the company has already made
11 a start. So I'm not going to promise you any results.
12 I can make that suggestion if I care to. How's that?

13 A. Okay.

14 JUDGE COCHERES:

15 All right. That being said, I'm going to
16 take us off the record. I'm leaving. I don't know if
17 Hilary's leaving or not. She's our court reporter
18 today. Thank you. I'll check on you shortly.

19 OFF RECORD DISCUSSION

20 JUDGE COCHERES:

21 During their off the record discussion,
22 the parties were able to come to a settlement.
23 They've explained the terms of the settlement to me in
24 the following manner. First of all, we must recognize
25 that what I said earlier and what the company

1 indicated is, of course, that sales tax is a
2 pass-through to the Department of Revenue. So the
3 company and Mr. Lehmier have agreed to cooperate in
4 the preparation of the necessary affidavit and other
5 paperwork that must be submitted to the Department of
6 Revenue to allow Mr. Lehmier to be reimbursed by the
7 Commonwealth for a 36-month period. The parties
8 anticipate that the amount of that refund will be
9 approximately \$95 plus or minus, depending on the date
10 the paperwork is submitted. The company has further
11 agreed to supplement the refund, when they know what
12 the amount is, to bring the total amount refunded to
13 Mr. Lehmier to the amount of \$199.19. So if, for
14 example, the amount to be refunded was exactly \$95,
15 the company would have to come up with \$104.19. But
16 we don't know exactly what that number is right now,
17 so there is some flexibility there. Ms. Krupka, did I
18 properly state what you told me off the record?

19 ATTORNEY KRUPKA:

20 Yes.

21 JUDGE COCHERES:

22 And do you agree to it on behalf of the
23 company?

24 ATTORNEY KRUPKA:

25 Yes.

1 JUDGE COCHERES:

2 And Mr. Lehmier, do you also agree that I
3 properly stated the settlement terms?

4 A. Yes.

5 JUDGE COCHERES:

6 And do you agree to it on behalf of
7 yourself?

8 A. Yes.

9 JUDGE COCHERES:

10 All right. Now, Ms. Krupka, as an
11 additional point here, off the record, you explained
12 to me that you would submit a certificate of
13 satisfaction; is that correct?

14 ATTORNEY KRUPKA:

15 Yes.

16 JUDGE COCHERES:

17 And Mr. Lehmier, did she explain to you
18 what a certificate of satisfaction would do?

19 A. I believe so. I don't remember exactly, you know
20 ---. If you want to refresh my memory, go ahead.

21 JUDGE COCHERES:

22 All right. Well, basically, it is the
23 administrative process which ends this case. Never
24 forget that you have sent paper to the state
25 government, and in order to end this case, we must

1 have more paper. So essentially, Ms. Krupka has
2 agreed that she will send me a document that says,
3 essentially, to the Public Utility Commission that the
4 case was settled in a manner satisfactory to the
5 company. And oftentimes, attorneys, and I think Ms.
6 Krupka does this as a matter of course, she will state
7 the terms that were satisfactory to the customer. And
8 the last paragraph of the letter, or sometimes the
9 first, depending on the author, contains the words to
10 the effect that if the customer disagrees, they have
11 ten days from receipt of the letter to respond in
12 writing. Now, since we already know what she's going
13 to say, there should be no need for you to respond.

14 A. Right.

15 JUDGE COCHERES:

16 And if you do not respond, you will get a
17 final piece of paper from the Commission that says
18 your case has been closed.

19 A. Okay.

20 JUDGE COCHERES:

21 All right?

22 A. Okay.

23 JUDGE COCHERES:

24 All right. Ms. Krupka, have I pretty
25 much summarized the certificate of satisfaction

1 process?

2 ATTORNEY KRUPKA:

3 Yes.

4 JUDGE COCHERES:

5 Fine. All right. I want to thank both
6 of you. I appreciate it. It took us a little time to
7 get to this point, but I believe that, in fact, you're
8 much better off doing it this way. And I appreciate
9 your cooperation. Have a good day. Unless there's
10 some other thing I have to deal with, and I hear
11 nothing, I'm going to sever the phone connection. By
12 now.

13 ATTORNEY KRUPKA:

14 Thank you.

15 A. Yeah, thank you.

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* * * * *

HEARING CONCLUDED AT 12:25 P.M.

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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.



Court Reporter

PP&L

MARCH 10, 82

THOMAS LEHMIER
504 GOLDEN ST
LITITZ PA 17543

DOCUMENT FOLDER

SERVICE 512 GOLDEN ST
TO: LITITZ PA 17543

CONNECT DATE MAR 4, 82
CUSTOMER NUMBER 61-103-6289-2

It is our pleasure to serve you as a customer of the Pennsylvania Power & Light Company. To help you better understand our services, we invite you to read the enclosed information describing our operations.

If your name, address, or connect date are not correct as shown above, please contact us at the toll free number listed in your telephone directory under Pennsylvania Power & Light Company.

To help us identify your account and provide you with quality service, we have assigned you the customer number shown above. It would be helpful if you would record this number in a handy place and mention it when calling or writing us.

Energy conservation is very important. Following are some helpful hints:

- Send for your FREE workbook "Energy Conservation Makes Sense - Make It Work For You."
- Request PP&L's Home Energy Audit for \$15.00 when you receive your availability notice.
- Energy Conservation is a family effort - get everyone involved.
- When you are away from home, turn down or turn off unneeded electrical appliances such as air conditioners.
- For meals with several dishes, cooking together in the oven is more efficient than on surface units.

Thank You,

Pennsylvania Power &
Light Company

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SEP 18 2006

Lehmier Ex 1
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SEP 12 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

C-1

C-20066052
HBG, 8-28-06

CALL BEFORE THE DUE DATE IF YOU HAVE ANY QUESTIONS - ADDITIONAL INFORMATION ON THE REVERSE SIDE

SERVICE TO: TIMOTHY LEHMIER
512 GOLDEN ST
LITITZ PA 17543

PLEASE USE YOUR CUSTOMER NUMBER
WHEN CALLING OR WRITING
61 103 6289 2

SECURITY DEPOSIT OF RECORD \$.00 PREVIOUS BALANCE .00
BALANCE AS OF APR 20 .00

CURRENT BILLING FOR 43 DAYS USE
TO APR 16 ACTUAL METER READING 99162
FROM MAR 4 ACTUAL METER READING 98770
RESIDENTIAL SERVICE RATE RS FOR 392 KWH 27.50
SURCHARGE FOR PA TAXES 1.76
ENERGY CHARGE \$.006422 PER KWH 2.52
SALES TAX 1.91
CURRENT BILL DUE DATE MAY 11 82 33.69

WITH KITE-FLYING WEATHER HERE, NOW'S THE TIME TO WARN YOUR YOUNGSTERS NOT TO FLY KITES OR MODELS NEAR ELECTRICAL WIRES. KITE STRINGS AND MODEL WIRES CAN CARRY ELECTRIC CURRENT.

DOCKETED
SEP 18 2006

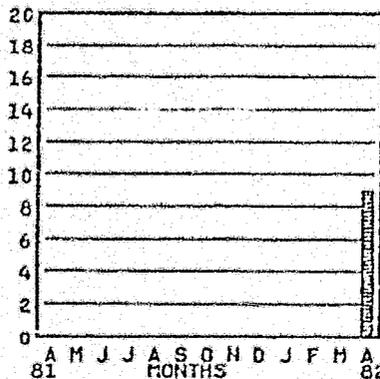
DOCUMENT
FOLDER

paid 4/23/82
check #573

ESTIMATED GROSS RECEIPTS TAX (%) INCLUDED IN YOUR BILL	RATE	AMOUNT
	4.50	1.43

TOTAL AMOUNT
33.69

AVG KWH PER DAY



THIS IS YOUR ELECTRIC USE PROFILE

THIS PROFILE IS BEING PROVIDED TO ENCOURAGE ENERGY CONSERVATION BY GIVING YOU A CONTINUING IDEA OF HOW MUCH ENERGY YOU ARE USING.

ON EACH BILL YOU WILL BE PROVIDED WITH A CHART SHOWING THE AVERAGE NUMBER OF KILOWATT-HOURS USED EACH DAY OF THE BILLING PERIOD. THIS BILLING PERIOD YOU USED 392 KWH IN 43 DAYS OR AN AVERAGE OF 9 KWH PER DAY.

YOU WILL ALSO BE PROVIDED THE AVERAGE DAILY TEMPERATURE FOR EACH BILLING PERIOD. THIS BILLING PERIOD IT IS 41 F.

EACH PERIOD YOUR CHART WILL BE EXPANDED UNTIL IT CONTAINS ONE YEAR OF HISTORY. YOU CAN THEN COMPARE YOUR USE FOR THE CURRENT PERIOD WITH THE SAME PERIOD A YEAR AGO.

Pennsylvania Power & Light Company
TWO NORTH NINTH STREET, ALLENTOWN, PA. 18101

First electric Bill

Lehmi Ex. 2
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SEP 12 2006

C-2

C-20066052
HBG, 8-28-06

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PPL Electric Utilities

ppl

Your Bill Account Number
53850-96001
Use when calling or writing

Electric Service

Total from Last Bill \$ 50.94
 Payment Received Feb 27 - Thank You! \$ 50.94

Billing Details

Balance as of Mar 7, 2006

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SEP 1 8 2006

\$ 0.00

For:
 TIMOTHY LEHMIER
 517 GOLDEN ST
 LITITZ PA 17543

Current Charges

Charges for - PPL ELECTRIC UTILITIES

Residential Rate: RS for Feb 3 - Mar 7

Distribution Charge:

Customer Charge 8.00
 200 KWH at 2.19300000¢ per KWH 4.39
 341 KWH at 1.98400000¢ per KWH 6.77
 PA Tax Adj Surcharge at -0.05200000% -0.01

Transmission Charge:

541 KWH at 0.60500000¢ per KWH 3.27

Transition Charge:

200 KWH at 1.36100000¢ per KWH 2.72
 341 KWH at 1.20600000¢ per KWH 4.11

Generation Charge:

Capacity and Energy
 200 KWH at 5.66300000¢ per KWH 11.33
 341 KWH at 4.97500000¢ per KWH 16.96
 PA Tax Adj Surcharge at -0.05100000% -0.01

✓ PA Sales Tax 3.46

Total PPL ELECTRIC UTILITIES Charges \$ 60.99

Automatic Bill Payment on Mar 28, 2006	\$ 60.99
----------------------------------------	----------

Account Balance \$ 60.99

Last bill for PA sales Tax

DOCUMENT FOLDER

PPL Electric Utilities
 Customer Service
 827 Hausman Rd.
 Allentown, PA
 18104 9392
 1-800-342-5775 or
 484-634-4980
 www.pplelectric.com

General Information

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

Next meter reading on or about Apr 5

PPL Electric Utilities uses about \$4.07 of this bill to pay state taxes. In addition, about \$3.42 of this bill pays the PA Gross Receipts Tax.

The Transition Charge includes an Intangible Transition Charge (ITC) and the applicable gross receipts tax which together amount to \$5.65. The ITC is a per usage charge approved by the Public Utility Commission which PPL Electric Utilities collects as agent for PPL Electric Utilities Transition Bond Company LLC and which that company uses to service debt incurred to recover a portion of PPL Electric Utilities' stranded costs. The gross receipts tax, which is collected for the Commonwealth of Pennsylvania, is equal to 5.96% of the ITC.

PPL Electric Utilities: Highest in Customer Satisfaction with Residential Electric Service in the Eastern U.S., Five Years in a Row
 J.D. Power and Associates 2001-2005 Electric Utility Residential Customer Satisfaction Studies(sm). 2005 study based on a total of 26,782 consumer responses. The 15 largest electric companies in the Eastern U.S. were ranked in the study.
 www.jdpower.com

C-3

Lehmier ET 3

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C-20066052
HBG, 8-28-06

SEP 1 8 2006

PUBLIC UTILITY COMMISSION

GROSS, MCGINLEY, LABARRE & EATON, LLP

MALCOLM J GROSS
PAUL A. MCGINLEY
DONALD LABARRE, JR.
J JACKSON EATON, III
MICHAEL A HENRY
PATRICK J. REILLY
WILLIAM J. PRIES
ANNE K. MANLEY
SUSAN ELI IS WILD
VICTOR F. CAVACINI
ROBERT A. ALPERT
JOHN P. SERVIS
ALLEN I TULLAR
RICHARD T. CURLEY
RAYMOND J. DERAYMOND

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
Direct number: (610) 871-1325

JOHN F. GROSS
KIMBERLY G. KRUPKA
K. A. SPOTTS-KIMMEL
ERROL C. DEANS, JR.
ANDREW H. RALSTON, JR.
LOREN A. WALMER

OF COUNSEL
DAVID C. KEETIN

*Also admitted in NY

EASTON OFFICE:
717 WASHINGTON ST
EASTON PA 18042
(610) 258-1506

April 19, 2006

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

DOCUMENT
FOLDER

RE: Timothy P. Lehmier v. PPL Electric Utilities Corporation
Docket No. C-20066052

DOCKETED
SEP 18 2006

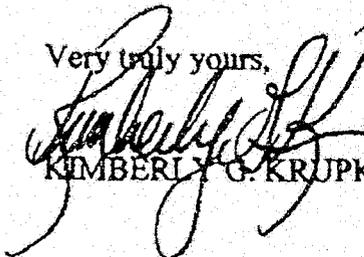
Dear Mr. McNulty:

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 April 19, 2006 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

RECEIVED

SEP 18 2006

KGK:dm
Enclosures

cc: Ms. Deidre Bilger (w/encl./via e-mail and U.S. Mail)
Ms. Mildred A. Castillo (w/encl./via e-mail)
Timothy P Lehmier (w/encl.)

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Lehmier Et

C-4

C-20066052
HBG, 8-28-06

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

TIMOTHY P. LEHMIER

Complainant

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. C-20066052

ANSWER AND NEW MATTER OF PPL ELECTRIC UTILITIES CORPORATION

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

1. Admitted.

2. Admitted.

3. Admitted.

4a. Denied. PPL denies any incorrect charges on Complainant's bill.

4b. Admitted in part, denied in part. PPL admits that it recently conducted a telephone survey of residential customers to check the accuracy of some current records. PPL further admits that during a telephone conversation with Complainant, PPL was informed that Complainant resides in his home and as of the date of the contact, and possibly beforehand, should not be charged the Pennsylvania sales tax. PPL confirms that for at least the past four years, it has charged Complainant a sales tax as a landlord. PPL is unable to admit or deny any allegations with regard to bills more than four years old, as PPL's retention policy permits it to retain information only for a period of four years. PPL denies that it has not offered to discontinue charging sales tax to Complainant.

PPL is without sufficient information to form a belief as to the truth or falsity of all other allegations, and the same are denied.

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.

6. No response of answering Respondent is required as the allegations of this paragraph do not pertain to answering Respondent.

7. Admitted.

NEW MATTER

8. Respondent, PPL, hereby incorporates its answers to Paragraphs 1-7 as if more fully set forth at length herein.

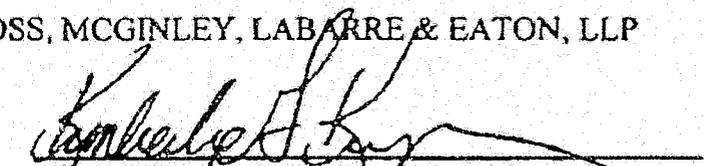
9. Complainant's claims are barred in part by the applicable statute of limitations to the extent Complainant seeks reimbursement for any amounts paid prior to March 20, 2002.

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: April 19, 2006
In Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

TIMOTHY P. LEHMIER

Complainant
vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

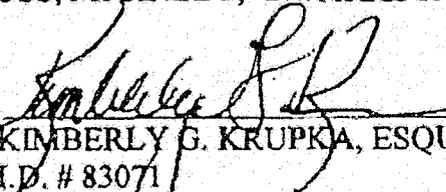
COMPLAINT DOCKET
NO. C-20066052

CERTIFICATE OF SERVICE

This is to certify that ANSWER of PPL ELECTRIC UTILITIES CORPORATION TO THE COMPLAINT OF TIMOTHY P. LEHMIER was mailed to counsel/complainant of record on behalf of Complainant by first class United States mail, postage on this the 19th day of April, 2006.

TIMOTHY P. LEHMIER
512 GOLDEN STREET
LITITZ, PA 17543

GROSS, MCGINLEY, LaBARRE & EATON, LLP

By: 

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

Counsel for Defendant, PPL Electric Utilities
Corporation

33 South 7th Street, P.O. Box 4060

Allentown, PA 18105

Phone (610) 820-5450

Fax (610) 820-6006

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TAXES BY MONTH FROM 1982 TO 2006

DOCUMENT FOLDER

1982
 1-23 5-21 6-25 7-23 8-28 9-23 10-22 11-26 12-15
 \$33.69, \$17.77, \$17.84, \$23.24, \$24.87, \$15.81, \$14.57, \$19.55, \$28.37
 Total = \$195.56 x .0567 = \$11.08 Tax for 1982

1983
 1-83 2-23 3-23 4-21 5-24 6-21 7-21 8-23 9-20 10-20
 \$25.84, \$21.15, \$18.69, \$19.56, \$18.05, \$18.30, \$20.93, \$28.23, \$26.12, \$19.22
 11-19 12-22
 \$23.91 \$24.86 Total \$264.86 x .0567 = \$15.01 Tax for 1983

1984
 1-23 2-19 3-21 4-20 5-19 6-23 7-22 8-19 9-21
 \$30.39, \$26.10, \$25.12, \$22.15, \$22.57, \$24.87, \$25.43, \$24.69, \$20.62
 10-21 11-18 12-22
 \$20.62, \$19.69, \$23.82 Total \$286.01 x .0567 = \$16.22 Tax for 1984

1985
 1-21 2-21 3-23 4-21 5-23 6-20 7-22 8-19 10-7 11-7
 \$26.79, \$27.26, \$24.02, \$22.85, \$20.38, \$20.31, \$24.07, \$24.47, \$27.15, \$23.97
 12-05
 \$24.33 Total \$265.60 x .0567 = \$15.05 Tax for 1985

1986
 2-6 3-10 4-7 5-7 6-9 7-8 8-7 9-8 10-7
 \$34.59, \$31.55, \$29.67, \$27.87, \$26.43, \$28.31, \$33.51, \$38.24, \$27.41
 12-8
 \$28.77 Total \$363.94 x .0567 = \$20.63 Tax for 1986

1987
 2-9 3-9 4-7 5-6 6-4 7-6 8-5 9-8 10-6
 \$35.94, \$31.42, \$33.21, \$32.10, \$30.02, \$27.43, \$29.22, \$40.01, \$40.78, \$31.77
 11-5 12-7
 \$29.85, \$30.15 Total \$397.95 x .0567 = \$22.56 Tax for 1987

1988
 1-6 2-8 3-9 4-7 5-9 6-7 7-5 8-3 9-1 10-2
 \$32.82, \$36.24, \$34.08, \$31.56, \$28.96, \$26.36, \$23.67, \$34.96, \$54.28, \$37.49
 11-1 12-1
 \$27.21, \$28.59 Total \$396.22 x .0567 = \$22.46 Tax for 1988

1989
 1-3 2-2 3-6 4-4 5-4 6-5 7-3 8-2 9-5 10-2
 \$28.57, \$37.26, \$32.13, \$33.72, \$28.54, \$26.75, \$24.88, \$36.30, \$35.73, \$27.19
 11-2 11-29
 \$48.09, \$32.79 Total \$401.85 x .0567 = \$22.72 Tax for 1989

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 SEP 18 2006

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C-5

SEP 12 2006

Lehman Ex. 5

1990 1-2 2-1 3-1 4-2 5-1 5-31 7-2 7-31 8-30
 \$36.94, \$44.55, \$40.56, \$48.33, \$43.98, \$47.25, \$28.56, \$33.65, \$40.37
 10-2 11-1 12-3 12-31
 \$41.77, \$39.92, \$41.05, \$53.00 Total \$538.89 x .0567 = \$30.55 Tax for 1990

1991 2-4 3-4 4-2 5-6 6-3 7-3 8-5 9-3 10-2
 \$67.27, \$59.35, \$57.33, \$53.95, \$44.57, \$48.99, \$49.29, \$46.69, \$47.69
 11-4 12-2
 \$43.25, \$42.02 Total \$62.40 x .0567 = \$3.53 Tax for 1991

1992 1-2 2-3 3-3 4-1 5-4 6-2 7-1 8-3 9-1 10-5
 \$46.39, \$49.74, \$57.41, \$44.13, \$45.01, \$53.38, \$51.83, \$42.33, \$48.25, \$49.57
 11-2 12-2
 \$44.43, \$52.36 Total \$84.83 x .0567 = \$4.75 Tax for 1992

1993 1-4 2-3 3-4 4-5 5-6 6-7 7-6 8-5 9-1 10-5
 \$49.95, \$59.60, \$52.75, \$52.75, \$54.26, \$52.04, \$55.30, \$57.21, \$42.42, \$56.68
 11-3 11-30 12-30
 \$55.83, \$54.75, \$61.65 Total \$700.19 x .0567 = \$39.70 Tax for 1993

1994 2-2 3-21 4-4 5-4 6-2 7-5 8-3 8-31 10-3 11-3
 \$75.60, \$68.79, \$64.67, \$61.68, \$53.00, \$49.38, \$58.60, \$47.59, \$43.90, \$48.29
 12-5
 \$45.19 Total \$616.69 x .0567 = \$34.96 Tax for 1994

1995 1-3 2-2 3-2 4-3 5-3 6-5 7-5 8-3 9-5 10-4
 \$47.51, \$57.53, \$46.72, \$49.83, \$46.72, \$45.65, \$57.23, \$68.73, \$92.86, \$86.09
 11-2 11-30
 \$66.49, \$18.80 Total \$684.16 x .0567 = \$38.79

1996 1-2 2-5 3-27 5-2 6-3 7-2 8-5 9-3 10-1 10-31
 \$19.11, \$143.91, \$2.76, \$49.28, \$50.41, \$52.81, \$73.56, \$78.89, \$79.57, \$51.57
 12-3
 \$52.81 Total \$654.68 x .0567 = \$37.12 Tax for 1996

1-2 2-4 3-5 4-2 5-5 6-2 7-3 8-4 9-2 10-2
\$55.06, \$62.52, \$54.98, \$51.32, \$53.48, \$47.84, \$49.75, \$64.75, \$68.45, \$72.28

1997

11-3 12-1

\$51.23 45.83 Total \$677.49 x .0567 = \$38.41 TAX for 1997

1-2 2-2 3-2 4-1 5-4 6-1 7-1 8-3 8-31 10-1
\$53.64, \$56.56, \$52.49, \$55.56, \$48.23, \$60.82, \$64.21, \$68.62, \$78.83, \$83.97

1998

11-2 12-2

\$56.73, 42.17 Total \$711.83 x .0567 = \$40.36 TAX for 1998

1-4 2-3 3-3 4-1 6-2 7-6 8-3 8-31 10-4 11-6
\$39.75, \$51.37, \$42.76, \$44.91, \$80.29, \$34.41, \$47.45, \$84.98, \$76.72, \$48.70

1999

11-20 12-18

\$54.27 \$9.08 Total \$614.69 x .0567 = \$34.85 TAX for 1999

1-16 2-17 3-19 4-15 5-14 6-17 7-16 8-16 9-15 10-31
\$47.64, \$53.64, \$48.43, \$40.03, \$41.34, \$44.77, \$69.61, \$71.95, \$69.13, \$39.34

2000

11-28 12-28

\$36.02 \$45.39 Total \$607.29 x .0567 = \$34.43

1-31 2-27 4-2 4-30 5-29 7-2 7-31 8-29 10-1 10-29
\$56.39, \$44.08, \$49.74, \$49.74, \$41.41, \$44.27, \$75.01, \$75.43, \$77.97, \$48.00

2001

11-26 12-27

\$36.93 \$39.69 Total \$638.66 x .0567 = \$36.21 TAX for 2001

1-30 3-4 4-1 4-29 5-30 7-1 8-1 8-29 10-1 10-28
\$44.71, \$40.97, \$38.59, \$40.97, \$42.73, \$43.53, \$69.03, \$50.10, \$92.93, \$47.93

2002

11-26 12-36

\$38.95 \$44.33 Total \$680.13 x .0567 = \$38.38 TAX for 2002

1-28 2-26 3-27 4-28 5-28 6-30 7-29 8-27 9-29 10-28
\$53.18, \$50.79, \$46.97, \$44.31, \$39.44, \$37.54, \$61.97, \$75.04, \$64.66, \$45.65

2003

11-26 12-29

\$38.45 \$46.80 Total \$604.80 x .0567 = \$34.29 TAX for 2003

2004
 1-28 2-25 3-29 4-26 5-26 6-28 7-27 8-26 9-27
 \$51.43, \$48.36, \$48.69, \$48.03, \$41.06, \$49.43, \$56.49, \$66.40, \$55.67
 10-27 11-29 12-28
 \$52.14, \$42.70, \$48.30 Total \$608.70 $\times .0567 = 34.51$ Tax for 2004

2005
 1-27 2-28 3-29 4-28 5-31 6-28 7-28 8-29 9-27 10-27
 \$51.14, \$56.52, \$57.93, \$52.30, \$48.52, \$49.23, \$74.53, \$81.97, \$85.89, \$60.56
 11-28 12-27
 \$45.97, \$53.91 Total \$717.47 $\times .0567 = 40.68$ Tax for 2005

2006
 1-30 2-27 3-28
 \$55.46, \$50.94, \$60.99 Total \$167.39 $\times .0567 = 9.47$ Tax for 2006

Total Taxes paid from 4-23-82 to 3-28-06 is \$727.99

August 16, 2006

Re: C-20066052

Administrative Law Judge Louis G. Cochres
PO Box 3265
Harrisburg, PA 17105-3265

DOCKETED
SEP 18 2006

**DOCUMENT
FOLDER**

PA PUC
06A 113 12:20

Dear Judge Cochres,

This letter is in response to a notice I received from you dated 7/12/06 regarding a telephonic hearing between myself and PP&L Utilities Corp. In that notice you requested I send you a copy of any exhibits I intend to introduce at this hearing. I am sending you copies of every single payment I made to PP&L for my electric bills beginning with a copy of my very first electric bill dated May 11, 1982 for the first 43 days of electric usage from my hook up date of March 4, 1982 to April 16, 1982. From my very first bill you can clearly see I have been charged a PA sales tax by PP&L for being a landlord which I am not! I have lived in this house at 512 Golden Street, Lititz, Pa. from March of 1982 until the present time. This is my residence not a rental property. I will also send you a copy of a letter PP&L sent to my father's house addressed to Thomas Lehmier, 504 Golden St. Lititz, Pa. I lived with my father and mother at this address until March of 1982 when I moved to 512 Golden St. Lititz. You will clearly see the connection date of March 4, 1982 and my customer number 61-103-6289-2.

In February of this year PP&L was conducting a telephone survey of it's customers to check the accuracy of it's record pertaining to the address on the bill and who resided at this address. I informed the woman I spoke with that I have lived here since March of 1982. She informed me that I was listed as a landlord and I was being charged a PA sales tax. I told her I still had my very first electric bill and had records of every payment I made to PP&L until the present time and PP&L has always charged me a PA sales tax. I told her I wanted a full refund and she said that they wouldn't go back that far. I asked her if she had all my bills on record and she told me that they did in fact have all of the bills on microfilm. She then connected me with her supervisor and he informed me that she told me too much and that he wasn't going to change anything if at all until the survey was completed. The following month my bill had not changed and I was still being charged the PA sales tax. Again I phoned PP&L and was told again by the same supervisor the same thing as before, nothing would be done until the survey was completed and that could take months. I then contacted the PUC and filed a complaint against PP&L.

From the very first bill on 4/20/82 until the last bill on 3/7/06 PP&L had taken 5.67% in PA sales tax off the total of my electric bill because they had me listed as a landlord. I calculate the total sales tax that I paid from 4/20/82 to 3/4/06 to be \$727.99. I am asking the PUC to order PP&L to refund me this full amount because of their mistake. I never should have been required to pay this tax in the first place because I am not a landlord. I feel that in no way will this create a financial hardship for PP&L since in my estimation they have paid the law firm of Gross, McGinley, Labarre & Eaton more than double that amount to avoid a \$727.99 judgment.

RECEIVED

SEP 12 2006

Lehmier EXT.

C-7

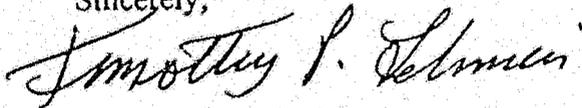
C-20066052
HBG, 8-28-06

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

I received a copy of a letter dated April 19, 2006 from Gross, McGinley, LaBarere & Eaton addressed to James J. McNulty, Secretary PUC. In my opinion, Kimberly Krupka and Robert Geneczko perjured themselves by stating PP&L is unable to admit or deny any allegation with regard to bills more than four years old and is without sufficient information to form a belief as to truth or falsity of all other allegations and the same are denied. This is completely contrary to what the PP&L receptionist told me during our telephone conversation when she clearly stated that all of my electric bills were on microfilm. She even confirmed my original connection date of 3/4/82.

I am looking forward to the Telephonic Hearing on 8/28/2006. The telephone number to contact me for the Telephonic Hearing is (717) 575-7678.

Sincerely,

A handwritten signature in cursive script that reads "Timothy P. Lehmier". The signature is written in black ink and is positioned below the word "Sincerely,".

Timothy P. Lehmier

*** Account Information ***

*** Current Account Status ***

Account Number: 53850-96001
Requested By: TIMOTHY LEHMIER
(717) 527-0192 Extension:

Mail To: TIMOTHY LEHMIER
512 GOLDEN ST
LITITZ

PA 17543

Payment Agreement
Installment: \$0.00 Balance: \$0.00
Budget Bill Amortization
Installment: \$0.00 Balance: \$0.00
Current Rate RS

RECEIVED

SEP 12 2006

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH
07/11/2002	ELECTRIC SERVICE		\$69.02							
08/01/2002	Payment									
08/08/2002	ELECTRIC SERVICE		\$50.10							
08/29/2002	Payment									
09/10/2002	ELECTRIC SERVICE	10/01	\$92.93							
09/10/2002	Regular Bill		\$92.93							
10/01/2002	Payment									
10/07/2002	ELECTRIC SERVICE	10/28	\$42.92							
10/07/2002	Regular Bill		\$42.92							
10/28/2002	Payment									
11/05/2002	ELECTRIC SERVICE	11/26	\$38.95							
11/05/2002	Regular Bill		\$38.95							
11/26/2002	Payment									
12/05/2002	ELECTRIC SERVICE	12/26	\$44.33							
12/05/2002	Regular Bill		\$44.33							
12/26/2002	Payment									
01/07/2003	ELECTRIC SERVICE	01/28	\$53.18							
01/07/2003	Regular Bill		\$53.18							
01/28/2003	Payment									
02/05/2003	ELECTRIC SERVICE	02/26	\$50.79							
02/05/2003	Regular Bill		\$50.79							
02/26/2003	Payment									
03/06/2003	ELECTRIC SERVICE	03/27	\$46.97							
03/06/2003	Regular Bill		\$46.97							
03/27/2003	Payment									
04/07/2003	ELECTRIC SERVICE	04/28	\$44.31							
04/07/2003	Regular Bill		\$44.31							
04/28/2003	Payment									

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C-20066052
HBG, 8-28-06

PPL HEARING EXHIBIT 1

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
05/07/2003	ELECTRIC SERVICE Regular Bill	05/28	\$39.44				0371/0005	03830A	30	367	
05/28/2003	Payment		\$-39.44								
06/06/2003	ELECTRIC SERVICE Regular Bill	06/30	\$37.54				0190/0008	04174A	30	344	
06/30/2003	Payment		\$-37.54								
07/08/2003	ELECTRIC SERVICE Regular Bill	07/23	\$61.97				0027/0247	04811A	32	639	
07/29/2003	Payment		\$-61.97								
08/06/2003	ELECTRIC SERVICE Regular Bill	08/27	\$75.04				0000/0290	05610A	29	797	
08/27/2003	Payment		\$-75.04								
09/01/2003	ELECTRIC SERVICE Regular Bill	09/29	\$64.66				0000/0297	06282A	30	672	
09/29/2003	Payment		\$-64.66								
10/07/2003	ELECTRIC SERVICE Regular Bill	10/28	\$45.65				0136/0072	06724A	32	442	
10/28/2003	Payment		\$-45.65								
11/05/2003	ELECTRIC SERVICE Regular Bill	11/26	\$38.45				0309/0000	07079A	29	355	
11/26/2003	Payment		\$-38.45								
12/05/2003	ELECTRIC SERVICE Regular Bill	12/29	\$46.80				0662/0000	07535A	30	456	
12/29/2003	Payment		\$-46.80								
01/07/2004	ELECTRIC SERVICE Regular Bill	01/28	\$51.43				0993/0000	08048A	33	513	
01/28/2004	Payment		\$-51.43								
02/04/2004	ELECTRIC SERVICE Regular Bill	02/25	\$48.36				1268/0000	08528A	28	480	
02/25/2004	Payment		\$-48.36								
03/05/2004	ELECTRIC SERVICE Regular Bill	03/29	\$48.69				0935/0000	09012A	30	484	
03/29/2004	Payment		\$-48.69								
04/05/2004	ELECTRIC SERVICE Regular Bill	04/26	\$48.03				0699/0000	09488A	31	476	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/26/2004	Payment		\$-48.03								
05/05/2004	ELECTRIC SERVICE Regular Bill	05/25	\$41.06				0318/0013	09879A	30	391	
05/26/2004	Payment		\$-41.06								
06/04/2004	ELECTRIC SERVICE Regular Bill	06/28	\$49.43				0037/0143	10372A	30	493	
06/28/2004	Payment		\$-49.43								
07/06/2004	ELECTRIC SERVICE Regular Bill	07/27	\$56.49				0021/0228	10951A	32	579	
07/27/2004	Payment		\$-56.49								
08/05/2004	ELECTRIC SERVICE Regular Bill	08/26	\$66.40				0000/0279	11651A	30	700	
08/26/2004	Payment		\$-66.40								
09/03/2004	ELECTRIC SERVICE Regular Bill	09/27	\$55.67				0002/0204	12220A	29	559	
09/27/2004	Payment		\$-55.67								
10/06/2004	ELECTRIC SERVICE Regular Bill	10/27	\$52.14				0062/0098	12746A	33	526	
10/27/2004	Payment		\$-52.14								
11/04/2004	ELECTRIC SERVICE Regular Bill	11/29	\$42.70				0348/0000	13157A	29	411	
11/29/2004	Payment		\$-42.70								
12/06/2004	ELECTRIC SERVICE Regular Bill	12/28	\$48.30				0621/0000	13636A	32	479	
12/28/2004	Payment		\$-48.30								
01/06/2005	ELECTRIC SERVICE Regular Bill	01/27	\$51.14				0922/0000	14139A	31	503	
01/27/2005	Payment		\$-51.14								
02/04/2005	ELECTRIC SERVICE Regular Bill	02/28	\$56.52				1054/0007	14662A	29	523	
02/28/2005	Payment		\$-56.52								
03/08/2005	ELECTRIC SERVICE Regular Bill	03/29	\$57.93				0980/0000	15201A	32	539	
03/29/2005	Payment		\$-57.93								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RPG/ BILLED TYPE	DAYS USED	KWH	BILLED KW
04/07/2005	ELECTRIC SERVICE		\$52.30								
04/07/2005	Regular Bill	04/28	\$52.30				0686/0000	15676A	30	475	
04/28/2005	Payment		\$-52.30								
05/06/2005	ELECTRIC SERVICE		\$48.52								
05/06/2005	Regular Bill	05/31	\$48.52				0318/0004	16108A	29	432	
05/31/2005	Payment		\$-48.52								
06/07/2005	ELECTRIC SERVICE		\$49.23								
06/07/2005	Regular Bill	06/28	\$49.23				0116/0056	16548A	12	440	
06/28/2005	Payment		\$-49.23								
07/07/2005	ELECTRIC SERVICE		\$74.53								
07/07/2005	Regular Bill	07/28	\$74.53				0000/0365	17276A	30	728	
07/28/2005	Payment		\$-74.53								
08/05/2005	ELECTRIC SERVICE		\$81.97								
08/05/2005	Regular Bill	08/29	\$81.97				0000/0416	18090A	29	814	
08/29/2005	Payment		\$-81.97								
09/06/2005	ELECTRIC SERVICE		\$85.89								
09/06/2005	Regular Bill	09/27	\$85.89				0000/0357	18952A	32	862	
09/27/2005	Payment		\$-85.89								
10/06/2005	ELECTRIC SERVICE		\$60.56								
10/06/2005	Regular Bill	10/27	\$60.56				0019/0190	19521A	30	569	
10/27/2005	Payment		\$-60.56								
11/04/2005	ELECTRIC SERVICE		\$45.97								
11/04/2005	Regular Bill	11/28	\$45.97				0304/0010	19924A	29	403	
11/28/2005	Payment		\$-45.97								
12/06/2005	ELECTRIC SERVICE		\$52.91								
12/06/2005	Regular Bill	12/27	\$52.91				0720/0000	20406A	32	482	
12/27/2005	Payment		\$-52.91								
01/06/2006	ELECTRIC SERVICE		\$55.46								
01/06/2006	Regular Bill	01/30	\$55.46				1069/0000	20911A	31	505	
01/30/2006	Payment		\$-55.46								
02/03/2006	ELECTRIC SERVICE		\$50.94								
02/03/2006	Regular Bill	02/27	\$50.94				0754/0000	21344A	28	433	
02/27/2006	Payment		\$-50.94								
03/07/2006	ELECTRIC SERVICE		\$60.99								

Bill Account 53850-9600:

Account Activity Statement

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KM
03/07/2006	Regular Bill	03/28	\$66.99				1027/0000	21885A	32	541	
04/05/2006	CANCELED ELECTRIC SERVICE		\$47.79								
04/05/2006	Canceled Bill	04/26	\$108.78	\$60.99			0556/0000	22315A	29	430	
04/10/2006	Adjustment		\$-47.79								
04/10/2006	ELECTRIC SERVICE	05/01	\$47.79				0556/0000	22315A	29	430	
04/10/2006	Regular Bill		\$108.78	\$60.99							
04/26/2006	Payment		\$-108.78								
05/05/2006	ELECTRIC SERVICE		\$42.89								
05/05/2006	Regular Bill	05/30	\$42.89				0280/0007	22689A	30	374	
05/30/2006	Payment		\$-42.89								
06/06/2006	ELECTRIC SERVICE		\$50.61								
06/06/2006	Regular Bill	06/27	\$50.61				0115/0085	23151A	32	462	
06/27/2006	Payment		\$-50.61								
07/06/2006	ELECTRIC SERVICE		\$55.87								
07/06/2006	Regular Bill	07/27	\$55.87				0004/0243	23673A	30	522	
07/27/2006	Payment		\$-55.87								
08/04/2006	ELECTRIC SERVICE		\$90.40								
08/04/2006	Regular Bill	08/25	\$90.40				0000/0427	24598A	29	925	

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Electric Service, PPL Electric Utilities

Acct#: 5385096001	Name: TIMOTHY LEHMIER	Svc Addr: 512 GOLDEN ST	Service Street Address Line 2:	LITITZ	Service Zip Code: 17		
Meter Read Date	Calendar Date	Billing Days	Tariff Rate	\$ State Sales Tax SUM	\$ Total Bill (PPL)	State Tax Exempt % Elec	State Tax Exempt % Lighting
1	08/04/06	29	RS	0.00	90.40	100.00%	0.00%
2	07/06/06	30	RS	0.00	55.87	100.00%	0.00%
3	06/06/06	32	RS	0.00	50.61	100.00%	0.00%
4	05/05/06	30	RS	0.00	42.89	100.00%	0.00%
5	04/05/06	29	RS	0.00	47.79	100.00%	0.00%
6	04/05/06	29	RS	0.00	0.00	100.00%	0.00%
7	03/07/06	32	RS	3.46	60.99	0.00%	0.00%
8	02/03/06	28	RS	2.88	50.94	0.00%	0.00%
9	01/06/06	31	RS	3.14	55.46	0.00%	0.00%
10	12/06/05	32	RS	3.00	52.91	0.00%	0.00%
11	11/04/05	29	RS	2.61	45.97	0.00%	0.00%
12	10/06/05	30	RS	3.43	60.56	0.00%	0.00%
13	09/06/05	32	RS	4.86	85.89	0.00%	0.00%
14	08/05/05	29	RS	4.64	81.97	0.00%	0.00%
15	07/07/05	30	RS	4.22	74.53	0.00%	0.00%
16	06/07/05	32	RS	2.79	49.23	0.00%	0.00%
17	05/06/05	29	RS	2.75	48.52	0.00%	0.00%
18	04/07/05	30	RS	2.96	52.30	0.00%	0.00%
19	03/08/05	32	RS	3.28	57.93	0.00%	0.00%
20	02/04/05	29	RS	3.20	56.52	0.00%	0.00%
21	01/06/05	31	RS	2.90	51.14	0.00%	0.00%
22	12/06/04	32	RS	2.74	48.30	0.00%	0.00%
23	11/04/04	29	RS	2.42	42.70	0.00%	0.00%
24	10/06/04	33	RS	2.96	52.14	0.00%	0.00%
25	09/03/04	29	RS	3.16	55.67	0.00%	0.00%
26	08/05/04	30	RS	3.76	66.40	0.00%	0.00%
27	07/06/04	32	RS	3.20	56.49	0.00%	0.00%
28	06/04/04	30	RS	2.80	49.43	0.00%	0.00%

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SECRETARY'S BUREAU

Electric Service, PPL Electric Utilities

Acct#: 5385096001	Name: TIMOTHY LEHMIER	Svc Addr: 512 GOLDEN ST	Service Street Address Line 2	: LITITZ	Service Zip Code: 17			
29	Meter Read Date: 05/05/04	Calendar Date: 05/05/04	Billing Days: 30	Tariff Rate: RS	\$ State SalesTax SUM: 2.33	\$ Total Bill (PPL): 41.06	StateTax Exmpt % Elec: 0.00%	StateTax Exmpt % Lighting: 0.00%
30	04/05/04	04/05/04	31	RS	2.72	48.03	0.00%	0.00%
31	03/05/04	03/05/04	30	RS	2.76	48.69	0.00%	0.00%
32	02/04/04	02/04/04	28	RS	2.74	48.36	0.00%	0.00%
33	01/07/04	01/07/04	33	RS	2.92	51.43	0.00%	0.00%
34	12/05/03	12/05/03	30	RS	2.65	46.80	0.00%	0.00%
35	11/05/03	11/05/03	29	RS	2.18	38.45	0.00%	0.00%
36	10/07/03	10/07/03	32	RS	2.58	45.65	0.00%	0.00%
37	09/05/03	09/05/03	30	RS	3.66	64.66	0.00%	0.00%
38	08/06/03	08/06/03	29	RS	4.25	75.04	0.00%	0.00%
39	07/08/03	07/08/03	32	RS	3.51	61.97	0.00%	0.00%
40	06/06/03	06/06/03	30	RS	2.13	37.54	0.00%	0.00%
41	05/07/03	05/07/03	30	RS	2.24	39.44	0.00%	0.00%
42	04/07/03	04/07/03	32	RS	2.51	44.31	0.00%	0.00%
43	03/06/03	03/06/03	29	RS	2.66	46.97	0.00%	0.00%
44	02/05/03	02/05/03	29	RS	2.88	50.79	0.00%	0.00%
45	01/07/03	01/07/03	33	RS	3.01	53.18	0.00%	0.00%
46	12/05/02	12/05/02	30	RS	2.51	44.33	0.00%	0.00%
47	11/05/02	11/05/02	29	RS	2.21	38.95	0.00%	0.00%
48	10/07/02	10/07/02	27	RS	2.43	42.92	0.00%	0.00%
49	09/10/02	09/10/02	33	RS	5.26	92.93	0.00%	0.00%
50	08/08/02	08/08/02	28	RS	2.84	50.10	0.00%	0.00%
51	07/11/02	07/11/02	31	RS	3.91	69.02	0.00%	0.00%
52	06/10/02	06/10/02	32	RS	2.41	42.52	0.00%	0.00%
53	05/09/02	05/09/02	31	RS	2.31	40.72	0.00%	0.00%
54	04/08/02	04/08/02	31	RS	2.32	40.97	0.00%	0.00%
55	03/08/02	03/08/02	28	RS	2.19	38.59	0.00%	0.00%
56	02/08/02	02/08/02	30	RS	2.32	40.97	0.00%	0.00%

Electric Service, PPL Electric Utilities

Acct#	5385096001	Name:	TIMOTHY LEHMIER	Svc Addr:	512 GOLDEN ST	Service Street	Address Line 2:	:	LITITZ	Service Zip Code:	17
Meter Read Date	Calendar Date	Billing Days	Tariff Rate	\$ State SalesTax SUM	\$ Total Bill (PPL)	StateTax Exmpt % Elec	StateTax Exmpt % Lighting				
57	01/09/02	34	RS	2.64	46.71	0.00%	0.00%				
58	12/06/01	31	RS	2.25	39.69	0.00%	0.00%				
59	11/05/01	28	RS	2.09	36.93	0.00%	0.00%				
60	10/08/01	31	RS	2.72	48.00	0.00%	0.00%				
61	09/07/01	30	RS	4.42	77.97	0.00%	0.00%				
62	08/08/01	29	RS	4.27	75.43	0.00%	0.00%				
63	07/10/01	29	RS	4.25	75.01	0.00%	0.00%				
64	06/11/01	34	RS	2.51	44.27	0.00%	0.00%				
65	05/08/01	29	RS	2.34	41.41	0.00%	0.00%				
66	04/09/01	31	RS	2.82	49.74	0.00%	0.00%				
67	03/09/01	31	RS	2.82	49.74	0.00%	0.00%				
68	02/06/01	27	RS	2.50	44.08	0.00%	0.00%				
69	01/10/01	34	RS	3.20	56.39	0.00%	0.00%				
70	12/07/00	30	RS	2.57	45.39	0.00%	0.00%				
71	11/07/00	28	RS	2.04	36.02	0.00%	0.00%				
72	10/10/00	29	RS	2.23	39.34	0.00%	0.00%				
73	09/11/00	32	RS	3.92	69.13	0.00%	0.00%				
74	08/10/00	31	RS	4.08	71.95	0.00%	0.00%				

Acct#:538509600 Name:TIMOTHY LEHMAN Svc Addr:512 GOLDEN ST
 The Pa DOR may start the adjustment period from the most recent bill

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Service Zip Code:17543

Meter Read Date	Calendar Date	Billing Days	Tariff Rate	\$ State SalesTax	\$ Total bill (PPL)	StateTax Exmpt %	StateTax Exmpt %
8/4/2006	8/4/2006	29 RS		0	90.4	100.00%	0.00%
7/6/2006	7/6/2006	30 RS		0	55.87	100.00%	0.00%
				Revised 2 Month Adjustment			
6/6/2006	6/6/2006	37 RS		0	50.61	100.00%	0.00%
5/5/2006	5/5/2006	30 RS		0	42.89	100.00%	0.00%
4/5/2006	4/5/2006	29 RS		0	47.79	100.00%	0.00%
4/5/2006	4/10/2006	29 RS		0	0	100.00%	0.00%
03/07/06	03/07/06	32 RS		3.46	60.99	0	0
02/03/06	02/03/06	28 RS		2.88	50.94	0	0
01/06/06	01/06/06	31 RS		3.14	55.46	0	0
12/06/05	12/06/05	32 RS		3	52.91	0	0
11/04/05	11/04/05	28 RS		2.61	45.97	0	0
10/06/05	10/06/05	30 RS		3.43	60.56	0	0
09/06/05	09/06/05	32 RS		4.66	85.89	0	0
08/05/05	08/05/05	29 RS		4.64	81.97	0	0
07/07/05	06/07/05	37 RS		4.22	74.53	0	0
06/07/05	05/06/05	29 RS		2.79	49.23	0	0
05/06/05	04/07/05	30 RS		2.75	48.52	0	0
03/08/05	02/04/05	32 RS		3.28	57.93	0	0
02/04/05	01/08/05	29 RS		3.2	56.52	0	0
01/08/05	12/06/04	31 RS		2.9	51.14	0	0
12/06/04	11/04/04	32 RS		2.74	48.3	0	0
11/04/04	10/06/04	29 RS		2.42	42.7	0	0
10/06/04	09/03/04	33 RS		2.96	52.14	0	0
09/03/04	08/05/04	30 RS		3.16	55.67	0	0
08/05/04	07/06/04	29 RS		3.76	66.4	0	0
07/06/04	06/04/04	30 RS		2.8	56.49	0	0
06/04/04	05/05/04	30 RS		2.13	49.43	0	0
05/05/04	04/05/04	31 RS		2.72	41.06	0	0
04/05/04	03/05/04	30 RS		2.76	48.03	0	0
03/05/04	02/04/04	28 RS		2.74	48.69	0	0
02/04/04	01/07/04	33 RS		2.92	51.43	0	0
01/07/04	12/05/03	30 RS		2.65	46.8	0	0
12/05/03	11/05/03	29 RS		2.18	38.45	0	0
11/05/03	10/07/03	32 RS		2.58	45.65	0	0
10/07/03	09/05/03	30 RS		3.66	64.66	0	0
09/05/03				95.7			
Revised Affidavit for Customer							
08/06/03	08/06/03	29 RS		4.25	75.04	0	0
07/08/03	07/08/03	32 RS		3.51	61.97	0	0
06/06/03	06/06/03	30 RS		2.13	37.54	0	0
05/07/03	05/07/03	30 RS		2.24	39.44	0	0
04/07/03	04/07/03	31 RS		2.51	44.31	0	0
03/06/03	03/06/03	29 RS		2.66	46.97	0	0
02/05/03	02/05/03	29 RS		2.88	50.79	0	0
01/07/03	01/07/03	31 RS		3.01	53.18	0	0
12/05/02	12/05/02	30 RS		2.51	44.33	0	0
11/05/02	11/05/02	29 RS		2.21	38.95	0	0
10/07/02	10/07/02	27 RS		2.43	42.92	0	0

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	09/10/02	09/10/02	Additional 4th Year	33 RS	5.26	92.93	0	0
09/08/02	08/08/02	28 RS	2.84	50.1	0	0	0	
07/11/02	07/11/02	31 RS	3.91	59.02	0	0	0	
06/10/02	06/10/02	32 RS	2.41	42.52	0	0	0	
05/09/02	05/09/02	31 RS	2.31	40.72	0	0	0	
04/08/02	04/08/02	31 RS	2.32	40.97	0	0	0	
03/08/02	03/08/02	28 RS	2.19	38.59	0	0	0	
02/08/02	02/08/02	30 RS	2.32	40.97	0	0	0	
01/09/02	01/09/02	34 RS	2.64	46.71	0	0	0	
12/06/01	12/06/01	31 RS	2.25	39.69	0	0	0	
11/05/01	11/05/01	28 RS	2.09	36.93	0	0	0	
10/08/01	10/08/01	31 RS	2.72	48	0	0	0	
09/07/01	09/07/01	30 RS	4.42	77.97	0	0	0	
08/08/01	08/08/01	29 RS	4.27	75.43	0	0	0	
07/10/01	07/10/01	29 RS	4.25	75.01	0	0	0	
06/11/01	06/11/01	34 RS	2.51	44.27	0	0	0	
05/08/01	05/08/01	29 RS	2.34	41.41	0	0	0	
04/09/01	04/09/01	31 RS	2.82	49.74	0	0	0	
03/09/01	03/09/01	27 RS	2.82	49.74	0	0	0	
02/08/01	02/08/01	27 RS	2.5	44.08	0	0	0	
01/10/01	01/10/01	34 RS	3.2	56.39	0	0	0	
12/07/00	12/07/00	20 RS	2.57	45.39	0	0	0	
11/07/00	11/07/00	28 RS	2.04	36.02	0	0	0	
10/10/00	10/10/00	29 RS	2.23	39.34	0	0	0	
09/11/00	09/11/00	32 RS	3.92	69.13	0	0	0	
	Balance		57.39					

Total Sales Tax charged to customer

199.19

Account Number 53850-96001
 Timothy Lehmler
 512 Golden Street
 Lilitz Pa 17543

Account Opened 3/4/82

**DOCUMENT
 FOLDER**

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SEP 12 2006

**PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU**

Date CSR Contact Type

1/1/2001 Issued by Batch Process Phase I release of information
 8/3/1999 TMPUSRID Billing
 8/23/2002 PAM001 Change meter only issued
 9/16/2002 Kathi Riepensell High Bill
 9/16/2002 Kathi Riepensell Meter
 9/16/2002 CSSDR044 Correspondence General
 10/21/2002 001 Electric outage issuance
 8/16/2003 001 Electric outage issuance
 9/19/2003 001 Electric outage issuance
 2/14/2006 ADM Electric outage issuance
 3/9/2006 Catherine Tobias Call Transfer
 3/13/2006 Mark Gavura Sales Tax
 3/13/2006 Erik Zemek Sales Tax
 3/14/2006 e06510-Lori Blomstrom SC-PUC Informal Complaint
 3/14/2006 Lori Blomstrom Maintain EFT
 3/23/2006 Lori Blomstrom Sales Tax

VOLUNTEER THRU PHONE OR CSR 100 000%
 PARTICIPATION VOLUNTEER SELECTED
 RE-BILLED DUE TO INCORRECT CTC/ITC
 CHARGES APPLIED ON THE 8/10 BILL
 This order was issued for an AMR replacement
 meter OLD METER: 26167931 OUT KWH 08235
 DATE: 2002-08-22 NEW METER: 83844082 IN
 KWH: 00000 IN KW: 0.0
 9/10 rdng high; but prior month low. ave of two
 months is 24kwh/day which is in line w/ 7/11
 rdng/satisf.
 Sent amr brochure---modified info req ltr also sent
 apologizing for misinformation that rdng sent thru
 phone lines (NOI); it is transmitted via PPL power
 lines to billing system.
 inforeq;089467;L0197.V001
 Cond 1:001 NO LIGHTS Cond 2:000
 Cond 3:000 Cond 4:000
 Note:CALL CUSTOMER AT 7176270192
 Cond 1:001 NO LIGHTS Cond 2:000
 Cond 3:000 Cond 4:000
 Note:CALL CUSTOMER AT 7176270192
 Cond 1:001 NO LIGHTS Cond 2:000
 Cond 3:000 Cond 4:000
 Note:CALL CUSTOMER AT
 Cond 1:001 NO LIGHTS Cond 2:000
 Cond 3:000 Cond 4:000
 Note:
 rp calling about misclassified residential survey;
 refer'd to 570-496-7920 to discuss credit on sales
 tax. RP ?ing refund from date of connect, 1982.
 Supv req'd we transfer rp to 570#
 clms has been paying pa sales tax since 1982.
 transfr to 570# per prev contact. clms was told cbil
 would show \$6 diff in bill? explnd cbil was maild 3/7
 prior to 3/9 call. so cbil wou'd not likely show any
 chng. rep took call
 we are aware of sales tax on mr lehmler's acct. he
 is part of the sales tax survey being done. its been
 explained that once the survey is complete, the data
 taken will be reviewed and a determination will be
 made as how to handle these accts.
 puc/informal/scatton/bcs#2044485
 changed acct to 100% tax exempt & rev class to
 res. cust lives here

DOCKETED
 SEP 18 2006

C-20066052
 HBG, 8-28-06

Date	Name	Issue	Description
3/27/2006	Gerry Villvacieno	Data Repair	The customer's response to the survey indicate this account to be currently exempt from Pa Sales Tax. The tax factor and revenue class have been changed to reflect the exempt status. Phone survey result, owner/occupant, exempt
4/3/2006	diandis	SC-PUC Formal Complaint	PUC Formal Complaint Docket No. C-20066052 (also prior PUC Informal BCS No. 2044485) "Landlord Fees" and "PA Sales Tax"; referred to Linda Waskevich for review and response to OGC. RP wants to speak to supv regarding pending sales tax complaint, claiming he was charged sales tax of \$727.99 since April '82. Wants to give us copies. Supv refer'd me to S. Durics for disposition. Snt email to D. Landis and S Durics to contact rp re status. Sd he is willing to drop PUC formal if we reimburse sales tax back to April '82. Will relay msg/sat
4/10/2006	Catherine Tobias	Sales Tax	issued referral to work q,EFT. Timothy lehmier acknowledges he contact the PUC but did not want EFT stopped. he would like total amt deducted on 4/26. issued callback req,ph#'s 717-627-0192 or 717-575-7678.
4/10/2006	Billie Gregory	EFT Account	Unuspended EFT per workq referal dated 4/10/06, s/w Timothy Lehmier and expl 108.78 will pull on 4/26/06, cust satis
4/10/2006	Francis Steier	Maintain EFT	cancel rebill to pull c/b
4/10/2006	Francis Steier	Cancel/Rebil	Changed EFT amt to 108.78 and due date to 4/26/06 per customer request, see 1/10/06 contact from BJJ
4/11/2006	Francis Steier	Maintain EFT	Spoke to outside counsel who will contact customer regarding the complaint.
4/11/2006	Steven Durics	Sales Tax	
4/13/2006	Steven Durics	Sales Tax	Email from Kim Krupka, attorney for Gross, Labarre, Mckinley and Eaton to S Durics indicates that she left voice mail on cusotmers home and cell phone for a return call to discuss this matter. THIS CUST FILED FORMAL (C-20066052), INFORMAL BEING CLOSED WITH NO FURTHER ACTION.
5/5/2006	e34329	SC-Grace Extension	
5/24/2006	Steven Durics	Sales Tax	On 5/23/06- SJD, MLS and K Krupka of Gross, Mckinley, Labar and Eaton attempted a confrence call with Mr Lehmier to discuss this complaint. He was supposed to call into the meeting but did not at the appointed time. Ms Krupka called him and he refused to speak with her and hung up.

Contact List

Contacted	Type	User Name
09/16/02	Meter	KATHI E RIEPENSELL
09/16/02	High Bill	KATHI E RIEPENSELL
09/23/02	Change Meter Only Issued	PAM0001
09/30/99	Online	TIMPUSRID
01/01/01	Phase 1 - Release All Informatio	ISSUED BY BATCH PROCESS

Contact Information

Name:	TIMPUSRID		Add
Date:	09/30/99	Time:	02:05 PM
Phone:	()	Extension:	
Type:	Billing		Delete

<input checked="" type="checkbox"/> Critical Contact	Expiration Date:	09/28/99	Enter...
------------------------------------------------------	------------------	----------	----------

Comments:

RE-BILLED DUE TO INCORRECT CTC/TC CHARGES APPLIED ON THE 8/0 BILL

Enter Values	Excel Values	Display Comments
--------------	--------------	------------------

Contact Job

Contacted	Type	User Name
09/16/02	Meter	KATHI E RIEPENSELL
09/16/02	High Bill	KATHI E RIEPENSELL
08/23/02	Change Meter Only Issued	TPM000
08/30/99	Billing	TPM000
01/01/91	Phase I - Release All Informatio	ISSUED BY BATCH PROCESS

Contact Information

Name:	SYSTEM GENERATED			Add
Date:	08/23/02	Time:	09:59 AM	Delete
Phone:	(717) 627-0192	Extension:		Update
Type:	Change Meter Only Issued			

<input type="checkbox"/> Critical Contact	Expiration Date:	1/1	Letter...
-------------------------------------------	------------------	-----	-----------

Comments:

This order was issued for an AMI replacement meter. Old ME-11 (E-20-117431) Old KW11: 00719 (DATE: 2002-08-27) New MFT1 (E-3-0044882) IN KW11: 00000 IN KY2: 0.0

Enter values

Reset Values

Display comment

Contacted	Type	User Name
09/16/02	Meter	KATHI E RIEPENSELL
09/16/02	High Bill	KATHI E RIEPENSELL
08/23/02	Change Meter Only Issued	PAM0001
08/30/99	Billing	TMPOSRI0
01/01/01	Phase 1 - Release All Informatio	ISSUED BY BATCH PROCESS

Contact Information Add

Name: Delete

Date: Time: Update

Phone: Extension:

Type:

Critical Contact Expiration Date: Letter...

Comments:

Display Comments

Reset Values

Contact Log

Contacted	Type	User Name
10/21/02	Electric Outage - Issuance	001
05/16/02	Correspondence - General	CSSDR044
09/16/02	Meter	KATHI FRIEPPENSELL
09/16/02	High Bill	KATHI FRIEPPENSELL
08/23/02	Change Meter Only Issued	PAM0001
08/23/02	Billing	TMPUSBIO

Contact Information Add

Name: Delete

Date: Time: Delete

Phone: Extension: Delete

Type:

Critical Contact Expiration Date: Letter...

Comments:

Display Contents

Contact List

Contacted	Type	User Name
09/19/03	Electric Outage - Issuance	001
09/16/03	Electric Outage - Issuance	001
10/23/02	Electric Outage - Issuance	001
11/11/02	Correspondence - General	SYSTEM44
09/16/02	Meter	KATHIE RIEPENSELL
09/16/02	High Bill	KATHIE RIEPENSELL

Contact Information

Name: SYSTEM GENERATED Add

Date: 09/16/02 Time: 05:49 AM Delete

Phone: (717) 627-0192 Extension: Update

Type: Correspondence - General

Critical Contact Expiration Date: / / Enter...

Comments:

09/16/02 05:49 AM

Enter Values Reset Values Display Comments

Contact for Job

Contacted	Type	User Name
09/19/03	Electric Outage - Issuance	001
08/16/03	Electric Outage - Issuance	001
11/09/02	Electric Outage - Issuance	001
09/16/02	Correspondence - General	CSSDR044
09/16/02	Meter	KATHIE RIEPENSELL
09/16/02	High Bill	KATHIE RIEPENSELL

Contact Information

Name:

Date: Time:

Phone: Extension:

Type:

Critical Contact Expiration Date:

Comments:

Cond 1:000 600 100000 Cond 2:000 Cond 3:000 Cond 4:000

Contacted	Type	User Name
03/14/06	SC - PUC Informal Complaint	e06510
03/13/06	Sales Tax	DMITRY LEHMIER
03/13/06	Sales Tax	MARK T GAVURA
03/09/06	Call Transfer	CATHERINE M TOBIAS
02/14/06	Electric Outage - Issuance	ADM
03/13/06	Electric Outage - Issuance	001

Contact Information

Name: Add

Date: Time: Delete

Phone: Extension: Undelete

Type:

Critical Contact Expiration Date: Enter...

Comments:

we are aware of sales tax on mr lehmler's acct. he is part of the sales tax survey being done. He been explained that once the survey is complete, the data taken will be reviewed and a determination will be made as how to handle these accts.

Contact Log

Contacted	Type	User Name
03/14/06	Maintain EPT	LORI D BLOMSTROM
03/14/06	SC - PUC Informal Complaint	ADG/NI
03/13/06	Sales Tax	ERIC J ZEMEK
03/13/06	Sales Tax	MARK T GAVURA
03/09/06	Cell Transfer	CATHERINE M TOBIAS
02/14/06	Electric Outage - Insurance	ADM

Contact Information

Name: SYSTEM GENERATED Add

Date: 03/14/06 Time: 12:31 PM Delete

Phone: (717) 627-0192 Extension: Undelete

Type: SC - PUC Informal Complaint

Critical Contact Expiration Date: 1/1 Letter...

Comments:

pucinformalvacation/bcs#2044485 -

-

Enter Values Reset Values Display Comments

Contact List

Contacted	Type	User Name
01/14/06	Maintain EFT	IRIS DILLON@SPSW
03/14/06	SC - PUC Informal Complaint	c06510
03/13/06	Sales Tax	ERIC J ZEMEK
03/13/06	Sales Tax	MARK T GAVURA
03/09/06	Call Transfer	CATHERINE M TODAS
02/14/06	Electric Outage - Issuance	ADM

Contact Information

Name:

Date: Time:

Phone: Extension:

Type:

Critical Contact Expiration Date:

Comments:

Contact for 1990

Contacted	Type	User Name
03/27/06	Data Repair	GT JAHDO M VII AVCP/NC10
03/23/06	Maintain Bill Determinis	LORI D BLOMSTROM
03/14/06	Maintain EF3	LORI D BLOMSTROM
03/14/06	SC - PUC Informal Complaint	e06510
03/13/06	Sales Tax	ERIC J ZEMEK
03/13/06	Sales Tax	MARK T GAVURA

Contact Information

Name:

Date: Time:

Phone: Extension:

Type:

Critical Contact Exp. Follow Date:

Comments:

Contact Log 1/16

Contacted	Type	User Name
04/11/06	Maintain EFT	FRANCES K STEIER
04/10/06	Cancel/Rebill Service	FRANCES K STEIER
04/10/06	Maintain EFT	FRANCES K STEIER
04/08/06	EFT Account	BILLIE J GREGORY
04/10/06	Sales Tax	CATHERINE M TOBIAS
04/03/06	SC - PUC Formal Complaint	dlandis

Contact Information

Name: SYSTEM GENERATED Add

Date: 04/10/06 Time: 04:59 PM Delete

Phone: (717) 627-0192 Extension: Udelete

Type: Cancel/Rebill Service

Critical Contact Expiration Date: 1/1 Letter...

Comments:

cancel rebill to pull c/b

Enter Values Display Comments

Contact Log 1040

Contacted	Type	User Name
04/11/06	Maintain EFT	FRANCES K STEIER
04/10/06	Cancel/Rebill Service	FRANCES K STEIER
04/10/06	Maintain EFT	FRANCES K STEIER
04/10/06	EFT Account	BILLIE J GREGORY
04/10/06	Sales Tax	CATHERINE M TOBIAS
04/09/06	SC - RUC Formal Complaint	Disin/dis

Contact Information Add

Name: SYSTEM GENERATED Delete

Date: 04/11/06 Time: 02:08 PM Update

Phone: (717) 627-0192 Extension: Delete...

Type: Maintain EFT

Critical Contact Expiration Date: / / Delete...

Comments

Changed EFT amt to 108.78 and due date to 4/26/06 per customer request see 1/10/06 contact from BJG Delete

Enter Values Model Values Display Comments

Contact Log

Contacted	Type	User Name
05/24/06	Sales Tax	STEVEN J DURICS
05/17/06	SC - GRACE EXTENSION	STEVEN J DURICS
04/13/06	Sales Tax	STEVEN J DURICS
04/11/06	Sales Tax	STEVEN J DURICS
04/11/06	Maintain EFT	FRANCES K STEIER
04/10/06	Cancel/Rebill Service	FRANCES K STEIER

Contact Information

Name: SYSTEM GENERATED Add

Date: 05/05/06 Time: 11:03 AM Delete

Phone: (717) 527-0192 Extension: Update

Type: SC - GRACE EXTENSION

Critical Contact Expiration Date: 05/20/06 Letter...

Comments:

THIS CUST FILED FORMAL (C-20066052), INFORMAL BEING CLOSED WITH NO FURTHER ACTION.

Contact Log

Contacted	Type	User Name
04/22/06	Sales Tax	STEVEN J DURICS
05/05/06	SC - GRACE EXTENSION	E34329
04/13/06	Sales Tax	STEVEN J DURICS
04/11/06	Sales Tax	STEVEN J DURICS
04/11/06	Maintain EFT	FRANCES K STEIER
04/10/06	Center/Health Service	FRANCES K STEIER

Contact Information

Name:

Date: Time:

Phone: Extension:

Type:

Optical Contact Expiration Date:

Comments:

On 5/23/06 SJD, MLS and K Krupke of Gross, McKinley, Labar and Eston attempted a conference call with Mr Lehmier to discuss this complaint. He was supposed to call into the meeting but did not at the appointed time. Ms Krupka called him and he refused to speak with her and hung up.

Your Bill Account Number
53850-96001
Use when calling or writing

Electric Service

For:
 TIMOTHY LEHMIER
 512 GOLDEN ST
 LITITZ PA 17543

Summary Page

Balance as of Aug 4, 2006	\$ 0.00
Charges	
Total PPL ELECTRIC UTILITIES Charges	\$ 90.40
Total Charges	\$ 90.40
Automatic Bill Payment on Aug 25, 2006	\$ 90.40
Account Balance	\$ 90.40

Questions about this bill? Please contact us by Aug 22 at 1-800-342-5775 (1-800-DIAL-PPL)

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

DOCUMENT FOLDER

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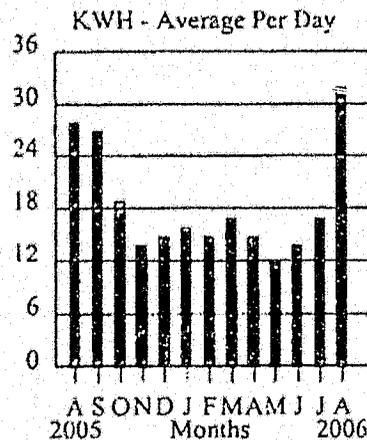
SEP 18 2006

Electric Use

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

Types of Meter Readings:

- Actual
- Estimated
- Customer



Meter Reading Information

Meter #83844082		
Aug 4	Actual	24598
Jul 6	Actual	23673
29 Days	KWH Billed	925

Average - Aug	2005	2006
Temperature	78F	79F
KWH Per Day	28	32

Yearly Use:	Total Use	Average Monthly
Sep 2004 - Aug 2005	6439	537
Sep 2005 - Aug 2006	6508	542

Other important information on back →

Your Bill Account Number
53850-96001

Please Pay By

Pay This Amount
Auto Pay

TIMOTHY LEHMIER
 512 GOLDEN ST
 LITITZ PA 17543

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

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SEP 12 2006

PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU



1 4800000904080000090403 5385096001

PPL HEARING EXHIBIT 5

C-20066052
 HBG, 8-28-06

Understanding Your Bill

Bill Account Number - 53850-96001

Customer Charge - A monthly basic distribution charge to cover costs for billing, meter reading, equipment, maintenance, and advanced metering when in use.

Distribution Charge - Charges for the use of local wires, transformers, substations, and other equipment used to deliver electricity to end-use consumers from the high voltage transmission lines.

Generation Charge - Charges for the production of electricity.

KWH (Kilowatt-hour) - The basic unit of electric energy for which most customers are charged. The amount of electricity used by ten 100-watt lights left on for 1 hour. Consumers are usually charged for electricity in cents per kilowatt-hour.

State Tax Adjustment Surcharge - A charge, or a credit, on electric rates to reflect changes in various state taxes included in your bill. The surcharge may vary by bill component.

Rate RS - The rate for service to a private home.

Transition Charge - A combination of competitive transition charge (CTC) and intangible transition charge (ITC) on every customer's bill designed to recover an electric utility's transition or stranded costs as determined by the Public Utility Commission.

Transmission Charge - Charges for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

Types of Meter Readings:

Actual - A reading by distribution company.

Adjusted - We determine your usage from an actual reading we got close to the billing date.

Customer - A reading you give distribution company.

Estimated - Charges based on the weather and your past energy use.

* Visit our local office at 651 Delp Rd, Lancaster PA 17601 to see a copy of your rate schedule or view your rate schedule at <http://www.pplweb.com>.

* Mail payments to: 2 North Ninth Street RPC-GENN1, Allentown, PA 18101-1175.

* Mail notes and letters in a separate envelope to: Customer Service, 827 Hausman Road, Allentown, PA 18104-9392.



Your Bill Account Number

53850-96001

Use when calling or writing

**Electric
Service**For
TIMOTHY LEHMIER
512 GOLDEN ST
LITITZ PA 17543

Total from Last Bill	\$ 55.87
Payment Received Jul 27 - Thank You!	\$ 55.87

Billing Details

Balance as of Aug 4, 2006	\$ 0.00
---------------------------	---------

Current Charges**Charges for - PPL ELECTRIC UTILITIES**

Residential Rate: RS for Jul 6 - Aug 4

Distribution Charge:

Customer Charge	8.00
200 KWH at 2.19300000¢ per KWH	4.39
600 KWH at 1.98400000¢ per KWH	11.90
125 KWH at 1.86200000¢ per KWH	2.33
PA Tax Adj Surcharge at -0.06596500%	-0.02

Transmission Charge:

925 KWH at 0.60500000¢ per KWH	5.60
--------------------------------	------

Transition Charge:

200 KWH at 1.36100000¢ per KWH	2.72
600 KWH at 1.20600000¢ per KWH	7.24
125 KWH at 1.11400000¢ per KWH	1.39
PA Tax Adj Surcharge at -0.05658500%	-0.01

Generation Charge:

Capacity and Energy	
200 KWH at 5.66300000¢ per KWH	11.33
600 KWH at 4.97500000¢ per KWH	29.85
125 KWH at 4.56400000¢ per KWH	5.71
PA Tax Adj Surcharge at -0.05658500%	-0.03

Total PPL ELECTRIC UTILITIES Charges	\$ 90.40
--------------------------------------	----------

Automatic Bill Payment on Aug 25, 2006	\$ 90.40
----------------------------------------	----------

Account Balance	\$ 90.40
-----------------	----------

**General
Information**Next meter
reading
on or about
Sep 6

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$6.40 of this bill to pay state taxes. In addition, about \$5.38 of this bill pays the PA Gross Receipts Tax.

The Transition Charge includes an Intangible Transition Charge (ITC) and the applicable gross receipts tax which together amount to \$9.38. The ITC is a per usage charge approved by the Public Utility Commission which PPL Electric Utilities collects as agent for PPL Electric Utilities Transition Bond Company LLC and which that company uses to service debt incurred to recover a portion of PPL Electric Utilities' stranded costs. The gross receipts tax, which is collected for the Commonwealth of Pennsylvania, is equal to 5.96% of the ITC.

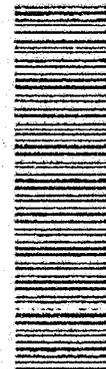
Now you can receive and pay your PPL Electric Utilities' bill online. Check our web site for more information and to sign up --
www.pplelectric.com

No charge
Convenient
Secure
SAVE MONEY

Don't set your thermostat lower than normal when you turn on your air conditioner. It will NOT cool faster. It WILL cool to a lower temperature than you need and waste energy.

Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, www.ppilectric.com.

000000G02



DOCUMENT FOLDER

Informal Case View

General

BCS Case No.	2044485	Case Notes	Count ; 2 Detail...
CSS Account No.	5385096001	Received Date	03/14/2006
CSS Name	TIMOTHY LEHMIER	Due Date	04/12/2006
Name	TIMOTHY LEHMIER	Investigator Name	SCATTON, DENNIS
Service Address 1	512 GOLDEN ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	LITITZ, PA 17543-	Mailing City, State Zip	
PUC Address	512 GOLDEN ST,,LITITZ,PA,17543-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number	(717) 627-0192	Prior Case Number	2044478
Income Level		On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		

DOCKETED
SEP 18 2006

Customer Position
CUST IS BEING CHARGED FOR "LANDLORD FEES" WHICH IS DONE THRU THE "PA SALES TAX" PER ADVICE OF CO REP. CUST HAS BEEN PAYING THIS CHARGE SINCE 1982 THE CO HAS REALIZED THE MISTAKE BUT SAY THERE IS NOTHING THEY CAN DO TO FIX IT.

Company Position
03/13/2006 CO SAID THEY ARENT GOING TO DO ANYTHING UNTIL AFTER THEIR SURVEY IS DONE, BUT THEN WILL ONLY GO BACK A COUPLE OF MONTHS. CO REP IN CHARGED OF SURVEY WAS RUDE AND NASTY, AND WONT LET CU TALK WITH ANY ABOVE HIM.

Related Information
Misc Info

Heating	No	Service On	
Acct Bal Due Date	03/28/2006	Total Account Balance	60.99
Budget Bill Amount	60.00		

6

C-20066052
HBG, 8-28-06

RECEIVED
SEP 12 2006
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
PPL HEARING

Arrearage	Reported Income Amount
Date of Last Customer Contact prior to Complaint	03/13/2006

Type Assignment

Case Type Informal

Category and Section

Primary Category Sales Tax
 Secondary Category
 Tertiary Category
 Assign To Section CCC-

Ownership

Contact Person E34329 - Wenrich,Rhonda S
 Written By Wenrich,Rhonda S
 Written By Date 04/10/2006

Other Information

Adults	Children
Amount Needed to Update Most Recent Payment Arrangement	Universal Service Program No

Informal Final Report

Details of the Company's Original Investigation
 3/04/82 - Date of connection.

3/13/06 (last customer contact) - Timothy Lehmier contacted the company regarding a survey conducted by the company. The Customer Service Representative (CSR) explained that the company was collecting the information and a decision on how to handle the previously collected sales tax would be made in a few months.

Company's Final Position to the Customer

The company gathered information from the customer in an effort to determine if the account was being taxed properly for Pennsylvania Sales Tax.

Based on the information provided, the company listed the account as 100% tax exempt.

Any adjustments on previous billing would be determined within the

next couple of months.

Details of Company's Investigation after BCS Contact

No further investigation necessary.

Company's Final Position to BCS

It is the customer's responsibility to check their monthly bill for accuracy and contact the company in a prompt manner if they believe something is incorrect.

The company will provide the customer with an affidavit for \$110.34 (2 month adjustment plus a 34 month affidavit) for the customer to seek a refund from the Pennsylvania Department of Revenue. In addition, the company in good faith issued a goodwill credit back in 2/10/99 of approximately \$145.00.

A normal affidavit is prepared for up to 3 years.

The company is only obligated to credit or rebill back 4 years.

The account balance is the current bill of \$60.99 with a due date of 3/28/06.

Analysis Information

Justified No

No Analysis Items Found

Case History	Return to Normal View	Change State
	Dismiss	
