

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALC	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 09/15/03
8. DOCKET NO: Z-01435824	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: ADAMS, EILEEN M.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: NORTHUMBERLAND

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE CAN NOT AFFORD PAYMENT. SHE WANTS IT LOWERED.

DOCUMENT  
FOLDER

**DOCKETED**  
SEP 30 2003

ORIGINAL

Z - 01435824

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

ST 1435824  
03 SEPT 15  
SECRETARY'S BUREAU  
All 9:46  
10:03

110500

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Eileen M Adams

Street/P.O. Box 562 Chestnut, St. Apt.# ReAR

City Kulpmont State PA Zip 17834

County Northumberland Home Telephone-Area Code (570) 373-1182  
Work Telephone-Area Code ---

2. Name of Company your complaint concerns: PPL

3. What is your complaint?

The problem is I'm on a fixed income  
& when I & a lot of people lost on-track when  
they moved it to Columbia County. I worked  
around my bills to pay PPL \$130.00 a month.  
now they want me to pay 130 + 15. This is  
very hard for me.

I receive the fuel asst. every year which  
starts in Oct. & that alone will pay & get  
me caught up, it always does. The problem  
is I could afford \$10.00 on my back bill not

\$15.00,

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

(-over-)

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

Please help & see if I could pay 10.00 on back Bill, + 130.00 on the Budget, even when I get the fuel cost or fuel grants either way it will be caught up, & I'll continue paying 130 per month & be able to pay 10.00 on Back Bill

This is what I wanted the P.U.C. to help me with, I do have other Bills & do without a lot, so to pay 10.00 on back Bill not 15.00

Thank you - Sincerely Ms Eileen Adams

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

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Eileen M Adams  
Original Signature of complaining person

9-11-03  
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

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

Street \_\_\_\_\_

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

Telephone Number-Area Code ( ) \_\_\_\_\_

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: SEPTEMBER 30, 2003

EILEEN M. ADAMS  
Complainant

VS.

PPL ELECTRIC UTILITIES  
CORPORATION  
Respondent

Complaint Docket  
No: Z-01435824

DOCUMENT  
FOLDER

**DOCKETED**  
SEP 30 2003

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PPL ELECTRIC UTILITIES CORPORATION

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

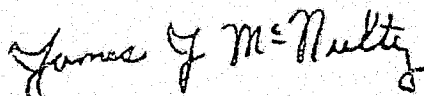
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq., and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

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

DATE SERVED: SEPTEMBER 30, 2003

Z-01435824

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

DOCUMENT  
SEP 30 2003

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by EILEEN M. ADAMS. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

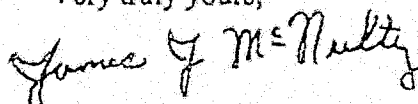
SEPTEMBER 30, 2003

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty  
Secretary

KSB

MALCOLM J. GROSS  
PAUL A. MCGINLEY  
DONALD LABARRE, JR.  
J. JACKSON EATON, III  
MICHAEL A. HENRY  
PATRICK J. KELLY  
WILLIAM J. FRIES  
ANNE K. MANLEY  
SUSAN ELLIS WILD  
VICTOR F. CAVACINI  
ELIZABETH R. GRAVER  
JOHN F. GROSS  
KIMBERLY G. KRUPKA  
ROBERT A. ALPERT  
K. A. SPOTTS-KIMMEL  
DEBORAH A. CAVACINI

GROSS, MCGINLEY, LABARRE & EATON, LLP

ATTORNEYS AT LAW  
33 SOUTH SEVENTH STREET  
P.O. BOX 4060

ALLENTOWN, PENNSYLVANIA 18105-4060

(610) 820-5450  
TELEFAX (610) 820-6006  
E-MAIL [jgross@gmle.com](mailto:jgross@gmle.com)  
Direct number: (610) 871-1324

ORIGINAL

October 10, 2003

RECEIVED  
03 OCT 16 AM 9:07  
P.A.U.C.  
SECRETARY'S BUREAU

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

RE: Eileen M. Adams v. PPL Electric Utilities Commission  
Docket No. Z-01435824

Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three (3) copies of a Certificate of Satisfaction of Complaint under 52 Pa. Code § 5.24(b).

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

Thank you for your assistance.

Very truly yours.

  
JOHN F. GROSS

DOCUMENT  
FOLDER

JFG/afr

Enclosures

cc: Eileen M. Adams (w/ encs.)  
Susan Licon (w/ encs.)  
Ms. Diedre L. Bilger (w/ encs.)

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RECEIVED  
03 OCT 16 AM 9:07  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

EILEEN M. ADAMS

Complaint Docket  
NO. Z-01435824

v.

PPL ELECTRIC UTILITIES CORPORATION

ORIGINAL

CERTIFICATE OF SATISFACTION OF COMPLAINT

1. Complainant is Eileen M. Adams.
2. Respondent is PPL Electric Utilities Corporation (hereafter referred to as "PPL").
3. This Certificate of Satisfaction of Complaint is submitted pursuant to 52 Pa. Code § 5.24(b).
4. PPL hereby certifies that the parties to the above-referenced formal Complaint, now pending before the Pennsylvania Public Utility Commission, have mutually and voluntarily agreed upon the following terms as full satisfaction of all outstanding legal and factual disputes in this proceeding, and Complainant has acknowledged satisfaction to PPL:
  - (a) Beginning with payment due on November 7, 2003, Complainant agrees to pay budget bill amount plus \$15.00 a month towards an overdue balance of \$186.86 on Account No. 88490-35005, until paid in full.

DOCUMENT  
FOLDER

DOCKETED  
OCT 21 2003

(b) PPL agrees not to apply late payment charges to the amount of the arrearage at Account No. 88490-35005 for as long as Complainant makes payments as stated in Paragraph 4(a).

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

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

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

Respectfully submitted,

PPL Electric Utilities Corporation

By: \_\_\_\_\_



JOHN F. GROSS, ESQUIRE

Dated: October 16, 2003  
at Allentown, Pennsylvania

ORIGINAL

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

EILEEN M. ADAMS

v.

PPL ELECTRIC UTILITIES CORPORATION


Complaint Docket  
NO. Z-01435824

CERTIFICATE OF SERVICE

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

Eileen M. Adams  
562 Chestnut Street Rear  
Kulpmont, PA 17834

Dated this 10<sup>th</sup> day of October, 2003.

  
JOHN F. GROSS, ESQUIRE

RECEIVED  
03 OCT 16 AM 9:08  
SECRETARY'S BUREAU  
PPL ELECTRIC UTILITIES CORPORATION

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: October 21, 2003  
SUBJECT: Z-01435824  
Eileen M. Adams v. PPL Electric Utilities Corporation  
TO: Wanda Zeiders  
Docket Management  
FROM: Dawn M. Reitenbach, Support Staff  
Office of Administrative Law Judge

On October 10, 2003, a Certificate of Satisfaction was filed in the above-captioned proceeding by John F. Gross, Esquire. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

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

Attachment

pc: ALJ (None Assigned)  
Beth Plantz  
Case File

DOCUMENT  
FOLDER

DOCKETED  
OCT 23 2003

RJP