

CAPTION SHEET

USE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): :
5. APPROVED BY: : 4. PUBLIC MEETING DATE:
DIRECTOR: : 00/00/00
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 03/03/03
8. DOCKET NO: Z-01266348 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BURWELL, EUGENA & MILLS, JUDITH

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: DAUPHIN

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THEY CAN'T AFFORD THE AMOUNTS WHICH WERE PRESENTED TO THEM AS A BUDGET AMOUNT. THEY WANT AN AMOUNT THAT THEY CAN AFFORD TO PAY.

DOCUMENT
FOLDER

DOCKETED
MAR 1 2003

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

3/3/03

Please Print:

2-01266348
110500

ST 1266348

1. Your Name, Mailing Address and Telephone Number.

Name Eugene Burwell / Judith Mills

Street/P.O. Box 2237 Penn Street Apt.# _____

City HARRISBURG State PA Zip 17110

County Dauphin Home Telephone-Area Code () _____
Work Telephone-Area Code () _____

2. Name of Company your complaint concerns: PPL/UGT

3. What is your complaint?

Cannot Afford the Amounts which were presented to my self as a Budget Amount.

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

(-over-)

SECRETARY BUREAU

2003 MAR -X AM 9:16

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RECEIVED

3/15/03

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

Arrange for myself an amount which I can afford until I start working again. Right now I am on Public Assistance and I do not get a sufficient amount of income at the present time. \$ 70.00 / \$ 139.00 per month for both utilities is entirely too much for my self right now.

(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.

Judith Mills
Original Signature of complaining person

2/29/03
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 (_____) _____

NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)

Notice to Customer:

If you sign and return this form, you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 1/24/2003. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may pursue the termination of your service.

Thank You
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

EUGENE L BURWELL
2237 PENN ST
HARRISBURG PA 17110

(717) 234-1385
(Area Code) Telephone Number

Eugene L Burwell
Signature

Mail this completed form to:

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

ST Number:	1266348	Date of mailing:	1/24/2003
Company:	PPL UTILITIES		

SECRETARY'S BUREAU
REVISED 12/97

2003 FEB -6 PM 9:19

45



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

3/8/03

IN REPLY PLEASE
REFER TO OUR FILE

February 11, 2003

ST 1266348

EUGENE L. BURWELL
2237 PENN STREET
HARRISBURG PA 17110

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before March 3, 2003 to the address listed below:

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

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

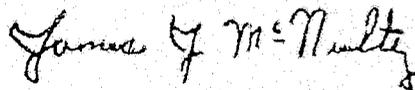
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

nvl

CC: PPL UTILITIES

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 14, 2003

EUGENA BURWELL & JUDITH
MILLS

Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION

Respondent

Complaint Docket
No: Z-01266348

DOCUMENT
FOLDER
DOCKETED
MAR 14 2003

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PPL ELECTRIC UTILITIES CORPORATION

TAKE NOTICE:

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

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two 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).

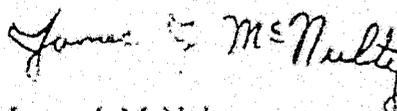
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: MARCH 14, 2003

Z-01266348

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

Dear Sir/Madam:

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

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

CUSTOMER OF A UTILITY

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

COMPANY/UTILITY

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

DOCUMENT
FOLDER

MARCH 14, 2003

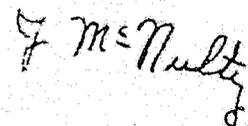
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

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,

James J. McNulty
Secretary



JH

John F. Gross
Gross McGinley Labarre & Eaton
33 South Seventh Street
Allentown, Pennsylvania 18101
Phone (610) 820-5450
Fax (610) 820 6006

ORIGINAL

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APR 03 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

April 3, 2003

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

DOCUMENT
FOLDER

Eugena Burwell & Judith Mills v.
PPL Electric Utilities Corporation
Docket No. Z-01266348

Dear Secretary McNulty:

Enclosed for filing in the above-captioned matter are an original and three copies of the "Answer of PPL Electric Utilities Corporation."

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on April 3, 2003, which is the date it 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,


John F. Gross

Enclosures

cc: Eugena Burwell & Judith Mills

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ORIGINAL

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APR 03 2003

PA PUBLIC UTILITY COMMISSION
BEFORE THE SECRETARY'S BUREAU
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Eugena Burwell & Judith Mills

v.

PPL Electric Utilities Corporation

:
:
:
:
:
:
:

Complaint Docket
No. Z-01266348

DOCUMENT
FOLDER

**ANSWER OF
PPL ELECTRIC UTILITIES CORPORATION**

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

1. Admitted.
2. Admitted.
3. Denied. PPL denies that it has been unreasonable in billing

DOCKETED
APR 08 2003

Complainants or in any other way in this matter.

By way of further answer, Complainants' current overdue balance is \$563.29. Complainants' payments on this account have been sporadic. PPL has made numerous reasonable payment arrangements on this account and Complainants have defaulted on all of them.

PPL denies that Complainants are unable to pay the current budget bill in addition to \$15.00 a month towards the overdue balance, as indicated in the most recent BCS Decision.

PPL does not have sufficient information to either admit or deny Complainants' allegations regarding Complainants' ability to pay.

PPL does not have sufficient information to either admit or deny all other allegations in Complainants' Complaint. Therefore, all such allegations are denied.

Attached hereto as Exhibit A is a copy of the Bureau of Consumer Services Decision dated January 22, 2003 at Docket Number 1266348.

4. This paragraph constitutes a request for relief to which no answer is required.

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

Respectfully submitted,

PPL Electric Utilities Corporation
By:



John F. Gross
Its Attorney

Dated: April 3, 2003
at Allentown, Pennsylvania

PUC Closing Records Archive

CASENR: 1266348

COMPANYNAME PPL (COG - ELECTRIC)
COMP.INYCODE 00:0
COMPANYTYPE ELECTRIC DISTRIBUTOR
CUSTOMERFIRSTNAME EUGENE
CUSTOMERMIDDLEINITIAL L
CUSTOMERLASTNAME BURWELL
ACCOUNTNUMBER 2157061026
SRVADDRESS1 2231 PENN ST
SRVADDRESS2
SRVCITY HARRISBURG
SRVSTATE PA
SRVZIP 17110
SRVZIP 0
SRVZIP 0
DECISIONISSUE Y
ORALYWRITTEN W
VIOLATION NO
CHAPTER
SECTIONRULE
TOTALBALANCE 262.6
DATECLOSED 1/22/2003
RESOLUTION WAIVE LPC
BALANCEDATE 10/31/2002
SRVICERESTOREDPA 0
SRVICCONTINUEAMOUNT 0
SRVICCONTINUEDATE
TERMS 262.60
SPECIALBUDGETAMOUNT 70
REGULARBUDGETAMOUNT 65
ARREARPAYMENTPLUS 15
FINALMONTHLYPAYMENT 0
CURRENTMONTHLYPAYMENT 0
ENDMONTHLYPAYMENT 0
LETTERDESCRIPTION EGW STRAIGHT PARNO LPCS/BUDGET +
HEADDAT:
PARNUSCR YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES
FOR FINANCIAL ENERGY ASSISTANCE.
BILLDATE
RECONNLCTAMOUNT 0
PAYAMOUNT
DCSINVESTIGATORNAME EDWARD
DCSINVESTIGATORNAME HARTMAN
NRROFTIMESEND 1
NRROFTIMEFAXED 0
FAXAREACODE 0
PUCFAX 7870641
PUC_TYPP E
DT_RCYD 1/22/2003 12:02:15
XML_CREATEDATETIME 1/22/2003 10:48:28
XML_FILENAME PPL_CL_01222003_104528.xml

Friday, March 21, 2003

Page 1 of 1

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

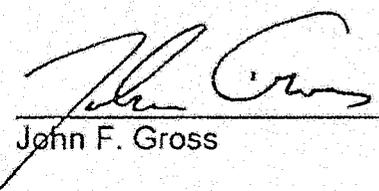
Eugena Burwell & Judith Mills :
 :
 :
 v. : Complaint Docket
 : No. Z-01266348
 :
 :
 PPL Electric Utilities Corporation :

CERTIFICATION OF SERVICE

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

Eugena Burwell & Judith Mills
2237 Penn Street
Harrisburg, PA 17110

Dated this 3rd day of April 2003.



John F. Gross



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

May 29, 2003

In Re: Z-01266348

(See attached list)

DOCUMENT
FOLDER

Eugena Burwell and Judith Mills v. PPL Electric Utilities
Corporation

Requests payment arrangements.

In-person/Telephone Hearing Notice

This is to inform you that a hearing by telephone and in-
person on the above-captioned case will be held as follows:

Type: Initial in-person/telephone hearing

Date: Tuesday, July 8, 2003

Time: 10:00 a.m.

Location: Hearing Room 3
Plaza Level
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania

Presiding: Administrative Law Judge Louis G. Cocheres
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

DOCKETED
MAY 30 2003

The special agent will be presiding as authorized by
52 Pa. Code §56.174.

RJF

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

John F. Gross, Esquire (610) 820-5450

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Special Agent and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Cocheres
Susan Licon
Beth Plantz
Docket Section
Calendar File