

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): :
4. PUBLIC MEETING DATE: :
5. APPROVED BY: : 00/00/00 :
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 05/22/03 :
8. DOCKET NO: Z-01356615 : 9. EFFECTIVE DATE: 00/00/00 :

PARTY/COMPLAINANT: GOLDSTEIN, DAVID

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: LANCASTER

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WAS PAYING A BUDGETED AMOUNT OF \$132 PLUS \$40 TOWARDS PAST DUE AND IN APRIL WAS LATE. HE WAS INFORMED HE HAD DEFAULTED. HE FILED A COMPLAINT AND WAS TOLD TO PAY \$124 PLUS \$100 TOWARDS PAST DUE. HE WANTS PUC TO REDUCE THE AMOUNT OF PAYMENT TO BUDGET AMOUNT PLUS \$40 PER MONTH.

DOCUMENT

JUN 10 2003

RECEIVED

Z-0135615

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

6/8/03

2003 MAY 22 PM 2:29

Please Print
SECRETARY'S BUREAU

110500

ST 1356615

1. Your Name, Mailing Address and Telephone Number.

Name DAVID GOLDSTEIN

Street/P.O. Box 149 Cobblestone Lane Apt.#

City LANCASTER State PA Zip 17601

County LANCASTER Home Telephone-Area Code (717) 569-9448
Work Telephone-Area Code (717) 764-1193
(after 9:00pm)

2. Name of Company your complaint concerns: PP&L

3. What is your complaint?

We were paying a budgeted amount of \$132.00 plus \$40.00 towards a past due balance for a total of \$172.00 per month. However, in April '03, with permission from a PP&L representative I paid the bill at a bill payment center on April 11th as opposed to April 9th and I immediately called in the payment. I was suddenly informed that because the payment was "late", I defaulted on the agreement and although they would enter

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

(-over-)

What is your complaint? (cont'd).
into another agreement, the best
that they would do is for me to pay
the budgeted amount of \$132.00 plus
\$100.00 towards the past due balance
for a total monthly payment of \$232.00.
I explained that \$100.00 in addition to
the \$132.00 would be a tremendous
hardship. I was told "that's the
best we can do and if that's not
acceptable to you, contact the PUC".
I contacted the PUC and explained
the situation and the PUC investigator
that spoke to my wife, investigator
Vernell Berdell, assured my wife
that she would be the investigator
rendering the final decision and
not to worry that at worst, the
most amount that I would have
to pay in addition to the \$132.00
towards the past due balance
would be \$40.00, if not less for
a total payment of \$172.00.

However, when I did receive the
decision, first of all, the investigator
was not Vernell Berdell, it was
Edward Hartman, and, the decision

indicated that we were to pay a budgeted amount of \$124.00 plus \$100.00 towards the past due balance for a total monthly payment of \$224.00, and, that as a hardship, therefore, I want to appeal this decision and I am filing a formal complaint and I am requesting a hearing.

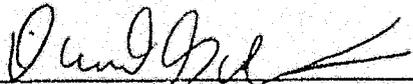
4. What do you want the Public Utility Commission to do about your complaint?

I want the PUC to reduce the amount we were instructed to pay towards the past due balance from \$100.00 to no more than \$40.00 per month in addition to our budgeted amount. We are a family of three (3) as I have a wife who is disabled and a sixteen year old son and we have other mandatory monthly responsibilities besides P&H that must be paid.

(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.

x 
Original Signature of complaining person

May 20, 2003
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 4/24/2003. 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.

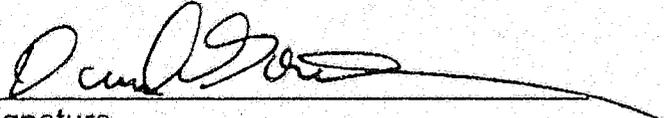
Thank You
Pennsylvania Public Utility Commission

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.)

DAVID GOLDSTEIN
149 COBBLESTONE LANE
LANCASTER PA 17601

717 569-9448
(Area Code) Telephone Number


Signature

Mail this completed form to:

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

ST Number:	1356615	Date of mailing:	4/24/2003
Company:	PPL UTILITIES		

REVISED 12/97

RECEIVED

MAY 07 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

79

RECEIVED

2003 MAY 7 PM 1:08

SECRETARY'S BUREAU

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

Dear Secretary,

Enclosed, please find the signed form appealing the decision that was made by the PUC on the matter of our electric bill account with PPA.

We are asking for a formal hearing to be scheduled on this matter as there is a discrepancy as well as some mis-communication, and the figure that I was given by the investigator that said was assigned to the matter and who would ultimately be making the decision was a different figure on the decision than what was originally told to me, and it was made by a different investigator than I was originally told as well.

Prior to receiving the PUC's decision I spoke to investigator Vernell Berdell who informed me positively that we

would not be told to pay more than \$40.00 per month in addition to the budgeted amount of \$132.00 that PPA had told us our budgeted amount was for a total monthly payment of \$172.00 per month until our past due balance was satisfied.

However, when we received the decision from the PUC they have us at a monthly budgeted amount of \$124.00 as opposed to the monthly budgeted amount of \$132.00 that PPA had established for us. And, the PUC is ordering us to pay \$100.00 per month in addition to the budgeted amount of \$124.00 for a total monthly payment of \$224.00 per month until our past due balance is satisfied. \$100.00 per month towards our past due balance is \$60.00 more than \$40.00 per month and that is a tremendous hardship which I had indicated to Verne Berdel and she informed me that the most we would have to pay over our budgeted amount would be \$40.00 and since she was the investigator rendering the decision not to worry.

Meanwhile, she is not the investigator

- 2 -

May 7th (cont'd)
that rendered the decision. The
decision was rendered by:
Edward Hartman.

After we received the PUC's
decision, I tried contacting investigator
Vernell Berdell, however, to no avail.

Therefore, unless you can change
the decision for us to pay no more
than \$40.00 per month in addition to
our budgeted amount until our past
due balance is satisfied, we are
requesting that a formal hearing
be scheduled.

Thank you for your cooperation
and understanding in this matter.
Our PPAH account number is:
43340-81000

Respectfully,
Aunt Bob

149 Cobblestone Lane
Harcoster, PA 17601
717-569-9448

Enclosure



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

6/8/03

IN REPLY PLEASE
REFER TO OUR FILE

May 14, 2003

ST 1356615

DAVID GOLDSTEIN
149 COBBLESTONE LANE
LANCASTER PA 17601

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 June 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:

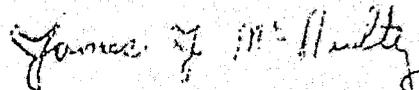
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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: JUNE 16, 2003

DAVID GOLDSTEIN
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: Z-01356615

DOCUMENT

JUN 16 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,

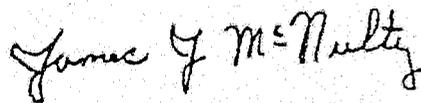
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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: JUNE 16, 2003

Z-01356615

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

DOCUMENT
FILED

Dear Sir/Madam,

A complaint has been filed against you before the Pennsylvania Public Utility Commission by DAVID GOLDSTEIN. 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.

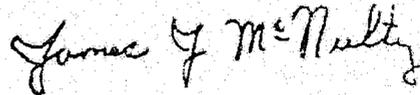
JUNE 16, 2003

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

KSB

ORIGINAL

RECEIVED

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. FRIES
ANNE K. MANLEY
SUSAN ELIS WILSON
VICTOR F. CAVACINI
ELIZABETH R. GRAVER
JOHN F. GROSS
KIMBERLY G. KRUPKA
ROBERT A. ALPERT
K. A. SPOTTS-KIMMEL
DEBORAH A. CAVACINI

ATTORNEYS AT LAW
33 SOUTH SEVENTH STREET
P.O. BOX 4060
ALLENTOWN, PENNSYLVANIA 18105-4060

2003 JUN 27 AM 9:59

SECRETARY'S BUREAU

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

June 25, 2003

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

RE: David Goldstein v. PPL Electric Utilities Corporation
No. Z-01356615

DOCUMENT
FOLDER

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

JFG/af

Enclosures

cc: David Goldstein (w/ encs.)
Susan Licon (w/ encs.)
Ms. Diedre L. Bilger (w/ encs.)

\\\\WDOX.CLIENTS\jfg\puctuato:90010521.DOC

RECEIVED

2003 JUL 27 AM 9:59

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SECRETARY'S BUREAU

DAVID GOLDSTEIN,
Complainant,

Complaint Docket
NO. Z-01356615

v.

PPL ELECTRIC UTILITIES CORPORATION,
Respondent,

DOCUMENT
FOLDER

CERTIFICATE OF SATISFACTION OF COMPLAINT

1. Complainant is David Goldstein.
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 July 7, 2003, Complainant agrees to pay his current budget bill plus \$100.00 a month towards an overdue balance of \$3,003.77 on Account Number 43340-81000 until paid in full.

DOCKETED

JUL 03 2003

(b) PPL agrees not to apply late payment charges to the amount of the arrearage at Account No. 43340-81000 for as long as the 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: June 25th, 2003
at Allentown, Pennsylvania

RECEIVED

2003 JUN 27 AM 9:59

SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DAVID GOLDSTEIN,
Complainant,

v.

PPL ELECTRIC UTILITIES CORPORATION,
Respondent,

Complaint Docket
NO. Z-01356615

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):

David Goldstein
149 Cobblestone Lane
Lancaster, PA 17601

Dated this 25th day of June, 2003.



JOHN F. GROSS, ESQUIRE

DOCUMENT FOLDER

COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: June 27, 2003

SUBJECT: Certification of Satisfaction Filed
Z-01356615 David Goldstein v. PPL Electric Utilities Corporation

TO: Wanda Zeiders,
Docket Management

FROM: Susan Licon, Scheduling Officer
Office of Administrative Law Judge

On June 27, 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)
Elzy Ditzler
Beth Plantz
Case File

DOCKETED

JUL 01 2003

RJP