

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: 10/15/02
 8. DOCKET NO: Z-01190018 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MILLER, DARRELL

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: DAUPHIN

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT REQUESTS BALANCE OF \$426.82 BE DROPPED.

DOCUMENT FORWARDED

DOCKETED

OCT 16 2002

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

2-01190018

ST 1190018
10/14/02

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Darrell Miller

Street/P.O. Box 6102 Nassau Rd. Apt.# 113

City HARRISBURG State PA Zip 17112

County Dauphin Home Telephone-Area Code (717) 671-8587
Work Telephone-Area Code (717) 770-7491

DOCKETED

2. Name of Company your complaint concerns: PPL Electric Utilities

3. What is your complaint? OCT 16 2002

DOCUMENT FOLDER

My Family and I have been at 6102 Nassau Road since August 2001. The electric bill averaged about \$115.00 per month up until March 2002 when I received a bill for about \$96.00. In April 2002, I received a bill for \$53.20. In May 2002, my bill, once again, was about \$115.00. I received no bill in June 2002, due to a misunderstanding about the meter being read. I agreed to have the amount due included in the following month's bill. When I received

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

(-over-)

20

3. What is your complaint (Continued)

The July 2002 bill, the amount due was \$626.82. There is no way I used that much electricity in such a short time. ~~It~~ It is my belief that my electric meter was improperly read. We have/use oil to heat the house and water. It was at this time I contacted PPL about my bill and filed a complaint. Even after I filed the complaint, I still mailed in a payment of \$200.00.

When the August 2002 bill arrived, the amount due was only \$102.99 (not including the disputed bill). September 2002's bill was only \$104.81 (again, not including disputed amount). This is why I can't and don't understand why two months of electric would be \$626.82 (The two months being June and July 2002).

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

"I think the balance due of \$426.82 should be dropped." My monthly usage and billing periods/bills show that I use about the same amount of electric every month. To receive a bill for \$626.82 almost triples what I normally average per month.

(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.

Darrell B. Miller
Original Signature of complaining person

11 October 2002
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)

10/14/02

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 9/16/2002. 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.)

DARRELL MILLER
6102 NASSAU RD
HARRISBURG PA 17112

717-671-8587
(Area Code) Telephone Number

Darrell B. Miller
Signature

Mail this completed form to:

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

SECRETARY
P. O. BOX 3265
HARRISBURG PA 17105-3265

ST Number:	1190018	Date of mailing:	9/16/2002
Company:	PPL UTILITIES		

REVISED 12/97

17



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

10/14/02

IN REPLY PLEASE
REFER TO OUR FILE

September 24, 2002

ST 1190018

DARRELL MILLER
6102 NASSAU ROAD
HARRISBURG PA 17112

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 OCTOBER 14, 2002 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:

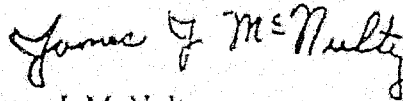
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

jih

CC: PPL UTILITIES

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 17, 2002

DARRELL MILLER
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: Z-01190018

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,

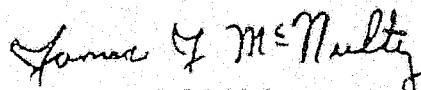
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120**, an answer (original and two copies), in writing, under oath, which, as required 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: October 17, 2002

Z-01190018

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

DOCKETED

OCT 16 2002

DOCUMENT FOLLOWING

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by DARRELL MILLER. 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.

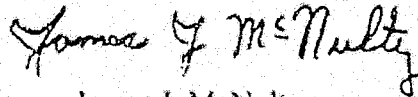
October 17, 2002

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

JEP

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 ELLIS WILD
ELIZABETH R. GRAVER
ALLEN I. TULLAR
JOHN F. GROSS
KIMBERLY G. KRUPKA
ROBERT A. ALPERT
K. A. SPOTTS KIMMEL

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

(610) 820-5450
TELEFAX (610) 820-6006
E-MAIL wfries@gmle.com

ORIGINAL

SRB

November 6, 2002

RECEIVED

NOV 06 2002

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Darrell Miller v. PPL Electric Utilities Corporation
No. Z-01190018

Dear Mr. 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 November 6, 2002, 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,

William J. Fries
WILLIAM J. FRIES

DOCUMENT
FOLDER

WJF/sjm
Enclosures
cc: Darrell Miller, w/encl.

10/31/02 sjm
W:\WDO\CLIENTS\ppl\pucusto\00010629.DOC

RECEIVED

NOV 06 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DARRELL MILLER,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. Z-01190018

ORIGINAL

ANSWER OF PPL ELECTRIC UTILITIES CORPORATION

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

1. Admitted.

DOCUMENT

2. Admitted.

FOLDER

3. Admitted in part and denied in part. After reasonable investigation, PPL is without

knowledge or information sufficient to form a belief as to the truth of Complainant Darrell Miller's (Complainant) allegation that he and his family have been at the subject electric service premises, which is located at 6102 Nassau Road, Harrisburg, Pennsylvania, since August, 2001, and strict proof regarding the same is hereby demanded by trial to the extent it is relevant. By way of further response, PPL avers that Complainant established an electric service account at the subject electric service premises on August 15, 2002.

PPL denies, as averred, that Complainant's electric bill averaged about \$115 per month up until March, 2002. To the contrary, PPL avers that Complainant's electric bill was \$154.15 in

DOCKETED

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October, 2001, \$94.91 in November, 2001; \$90.36 in December, 2001; \$123.06 in January, 2002; and \$115.10 in February, 2002.

PPL admits that in March, 2002, it issued to Complainant an electric bill for \$95.90.

PPL admits that in April, 2002, it issued to Complainant an electric bill for \$53.20.

PPL denies that it issued to Complainant in May, 2002, an electric bill for about \$115.

To the contrary, PPL issued to Complainant in May, 2002, an electric bill for \$47.53.

PPL denies, as averred, that Complainant received no bill in June, 2002, due to a misunderstanding about the electric meter being read. To the contrary, PPL issued to Complainant in June, 2002, an electric bill for \$39.96, which was based on an estimated reading of Complainant's electric usage at the subject electric service premises.

PPL admits that Complainant agreed to have the amount due included in the following month's electric bill.

PPL admits that when it issued to Complainant the July, 2002 bill, the amount due was \$626.82.

PPL denies that there is no way Complainant used the amount of electricity indicated in his July, 2002 electric bill in such a short time, and that Complainant believes his electric meter was improperly read. To the contrary, PPL avers that from January, 2002 to June, 2002, it estimated Complainant's electric usage at the subject electric service premises because PPL did not have access to Complainant's electric meter, which is located in the rear of his house. By way of further response, PPL avers that it was unable to gain access to Complainant's electric meter due to a locked gate. PPL also avers that it obtained an actual reading of Complainant's electric meter on July 10, 2002, and Complainant was billed for 8,915 kilowatt hours of electricity, which was the total amount of electric

usage not previously billed to Complainant from January, 2002, to June, 2002. In addition, PPL avers that in July, 2002, it issued to Complainant an electric bill for \$626.82, and a letter offering a special payment arrangement.

After reasonable investigation, PPL is without knowledge or information sufficient to form a belief as to the truth of Complainant's allegation that he has oil to heat the house and water, and strict proof regarding the same is hereby demanded by trial to the extent it is relevant. By way of further response, PPL avers that Complainant does not use electric heat.

PPL admits that Complainant contacted PPL by telephone on July 17, 2002, concerning his July 10, 2002 electric bill. By way of further response, PPL avers that it explained to Complainant during the aforesaid telephone contact that the July 10, 2002 electric bill was a makeup bill for the low estimates of Complainant's electric usage from January, 2002 to June, 2002, and that said bill was higher than previous electric bills because amounts of electric usage not billed from January, 2002 to June, 2002 were included in the July 10, 2002 electric bill. PPL also avers that during the aforementioned telephone contact, it gave Complainant an oral utility report.

PPL admits that after Complainant contacted PPL on July 17, 2002, he filed a formal Complaint with the Pennsylvania Public Utility Commission (Commission).

PPL admits that after Complainant filed the instant Complaint, he paid \$200 towards his electric bill. By way of further response, PPL avers that on September 26, 2002, Complainant entered into budget billing as a result of the Commission's mediation, and that the budget amount is \$134 per month, which commenced October 9, 2002. PPL also avers that the current balance on Complainant's electric service account is \$426.82.

PPL admits that it issued to Complainant in August, 2002, an electric bill for \$104.81, excluding the overdue balance on Complainant's electric service account.

PPL admits that it issued to Complainant in September, 2002, an electric bill for \$104.81, excluding the overdue balance on Complainant's electric service account.

After reasonable investigation, PPL is without knowledge or information sufficient to form a belief as to the truth of Complainant's allegation that he does not "understand why two months of electric would be \$626.82 ([t]he two months being June and July 2002)," and strict proof regarding the same is hereby demanded by trial to the extent it is relevant. By way of further response, PPL incorporates by reference herein its aforementioned response to Paragraph 3 of the Complaint. PPL also avers that a high bill investigation was issued on October 28, 2002, and that it left a message on Complainant's answering machine on October 28, 2002, for Complainant to contact PPL to schedule an appointment for the investigation.

4. Paragraph 4 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 3.

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

Respectfully submitted,

PPL Electric Utilities Corporation

By: William J. Fries
WILLIAM J. FRIES

Dated: November 10, 2002
at Allentown, Pennsylvania

10/31/02 sjm
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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DARRELL MILLER

Complaint Docket
NO. Z-01190018

v.

PPL ELECTRIC UTILITIES CORPORATION

ORIGINAL

CERTIFICATE OF SERVICE

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

Darrell Miller
6102 Nassau Road
Harrisburg, PA 17112

Dated this 16th day of November, 2002.

GROSS, McGINLEY, LaBARRE & EATON, LLP

BY:

William J. Fries

WILLIAM J. FRIES, ESQUIRE

Attorney for PPL Electric Utilities Corporation

33 South 7th Street

P.O. Box 4060

Allentown, PA 18105-4060

(610) 820-5450

I.D. #25914

ORIGINAL

GROSS, MCGINLEY, LABARRE & EATON, LLP

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2002 DEC -6 AM 8:37

SECRETARY'S BUREAU

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 ELLIS WILD
ELIZABETH R. GRAVER
ALLEN I. TULLAR
JOHN F. GROSS
KIMBERLY G. KRUPKA
ROBERT A. ALPERT
K. A. SPOTTS-KIMMEL

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

(610) 820-5450
TELEFAX (610) 820-6006
E-MAIL wfries@gmle.com

December 4, 2002

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

DOCUMENT
FOLDER

RE: Darrell Miller v. PPL Electric Utilities Corporation
No. Z-01190018

Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three 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.

I hereby certify that I have provided a copy of the Certificate to the Complainant in this proceeding. In addition, I have provided a copy of the Certificate to Administrative Law Judge Robert A. Christianson.

Thank you for your assistance.

Very truly yours,

William J. Fries
WILLIAM J. FRIES

WJF/sjm
Enclosures

cc: The Honorable Robert A. Christianson, w/encl.
Mr. Darrell Miller, w/encl.
Ms. Lori A. Bickford, w/encl. (via telefax)
Ms. Colleen M. Marx, w/encl. (via telefax)

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07

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2002 DEC -6 AM 8:38

SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DARRELL MILLER

Complaint Docket
NO. Z-01190018

v.

PPL ELECTRIC UTILITIES CORPORATION

DOCUMENT
FOLDER

CERTIFICATE OF SATISFACTION OF COMPLAINT

1. Complainant is Darrell Miller.
2. Respondent is PPL Electric Utilities Corporation.
3. This Certificate of Satisfaction of Complaint is submitted pursuant to Section 5.24(b), Title 52 of the Pennsylvania Code.
4. PPL Electric Utilities Corporation hereby certifies that the parties to the above-referenced formal Complaint, now pending before the Pennsylvania Public Utility Commission, have mutually and voluntarily agreed that the following terms constitute full satisfaction of all outstanding legal and factual disputes in this proceeding:
 - a. PPL agrees to credit Complainant's electric service account (Account No. 74050-72010) in the amount of \$190.82, resulting in an adjusted account balance of \$220.
 - b. Complainant agrees to pay the adjusted account balance of \$220 by his next billing due date, along with Complainant's regular budget payment of \$134, for a total of \$354.

DOCKETED
DEC 13 2002

c. Complainant agrees to withdraw his Complaint with the Pennsylvania Public Utility Commission at the above docket number 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: William J. Fries

WILLIAM J. FRIES

Its Attorney

Dated: December 4, 2002
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DARRELL MILLER

Complaint Docket
NO. Z-01190018

v.

PPL ELECTRIC UTILITIES CORPORATION

CERTIFICATE OF SERVICE

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

Darrell Miller
6102 Nassau Road
Harrisburg, PA 17112

Dated this 4TH day of December, 2002.

GROSS, MCGINLEY, LaBARRE & EATON, LLP

BY: William J. Fries
WILLIAM J. FRIES, ESQUIRE
Attorney for PPL Electric Utilities Corporation
33 South 7th Street
P.O. Box 4060
Allentown, PA 18105-4060
(610) 820-5450
I.D. #25914



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

December 6, 2002

DOCUMENT
FOLDER

In Re: Z-01190018

(See attached list)

Darrell Miller v. PPL Electric Utilities Corporation

Billing dispute.

Telephone Hearing Notice

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

Type: Initial telephone hearing
Date: Monday, February 3, 2003
Time: 10:00 a.m.
Presiding: Administrative Law Judge Michael C. Schnierle
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

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.

DOCKETED

DEC 09 2002

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

Darrell Miller	(717) 671-8587
William J. Fries, Esquire	(610) 820-5450

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge 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 Schnierle
Susan Licon
Beth Plantz
Docket Section
Calendar File



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

DOCUMENT
FOLDER

December 13, 2002

In Re: Z-01190018

DOCKETED
DEC 17 2002

(See letter of 12-6-02)

Darrell Miller v. PPL Electric Utilities Corporation

Cancellation Notice

This is to inform you of the following cancellation:

Type: Initial telephone hearing
Date: Monday, February 3, 2003
Time: 10:00 a.m.
Location: Harrisburg
Presiding: Administrative Law Judge Michael C. Schnierle

Please mark your records accordingly.

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

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: December 13, 2002

SUBJECT: Certification of Satisfaction Filed
Z-01190018 Darrell Miller v. PPL Electric Utilities Corporation

TO: Wanda Zeiders
Docket Management

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

On December 6, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by William J. Fries, 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 Michael C. Schrierle
Beth Plantz
Case File

DOCUMENT
FOLDER

DOCKETED
DEC 17 2002