

CAPTION SHEET

SE 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: 04/04/03
8. DOCKET NO: Z-01196480	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: DRUSIK, CHARLENE M.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: LUZERNE

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WILL TRY TO PAY THE BUDGET AMOUNT PLUS \$10 FOR THE PAST DUE AMOUNT.

DOCUMENT  
FOLDER

APR 20 2003

H-16-03  
ST 119648C

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

Please Print:

2-011964800

ORIGINAL

1. Your Name, Mailing Address and Telephone Number:

Name Charlene M Drusk  
Street/P.O. Box 156 Woodlawn Ave Apt.#             
City Mountain Top State Pa Zip 18707  
County Luzerne Home Telephone-Area Code (570) 474-5210  
Work Telephone-Area Code ( )

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

3. What is your complaint?

I would like PUC to tell PP&P that I  
will try to pay the budget plus \$10 for the past  
due amount  
As of June 03 my fixed income drops  
\$491.00 since my son turns 18  
I want to pay my bill but being on a fixed  
income is difficult because I also have large  
medical bills.  
Right now I'm trying to pay the current bill for  
the month

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

2003 APR -4 AM 10:21

RECEIVED

(-over-)

7

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

Help me to set a reasonable way to pay  
my bill, & understand that I'm on a fixed  
income & to consider the high medical bills  
I have  
I do want to pay my bill.

(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.

Charlene Druehl  
Original Signature of complaining person

April 2, 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 ( ) \_\_\_\_\_

*Timely*

**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 3/3/2003. 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.)

CHARLENE DRUSIK  
156 WOODLAWN AVE  
MOUNTAIN TOP PA 18707

570-474-5210  
(Area Code) Telephone Number

*Charlene Drusik*  
Signature

Mail this completed form to:

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

RECEIVED  
2003 MAR -5 AM 8:58  
SECRET

ST Number:	1196480	Date of mailing:	3/3/2003
Company:	PPL UTILITIES		

REVISED 12/97

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Mar 4, 03

Dear Secretary,

I'm writing to appeal the decision. I can't afford \$173.00 a month that my letter told me to clear up past balance. My income is going down \$491.00, because my son will be turn 18 and social security stops for my son. My income will be less 491.00 each month.

I would like to know if the back part of \$392.46 could be dropped less than \$173.00. I hope that you can reduced the back payent plan. I'm on a fixed income and I've been paying the current bill. I do want to pay off the past due balance. I hope you will reconsider.

Thank - you

Charlene M. Ducey



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

4-16-03

IN REPLY PLEASE  
REFER TO OUR FILE

MARCH 27, 2003

ST 1196480

CHARLENE DRUSIK  
156 WOODLAWN AVE  
MOUNTAIN TOP PA 18707

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 APRIL 16, 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:**

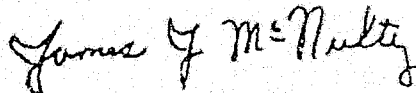
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

KSB

CC: PPL UTILITIES

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: April 30, 2003

CHARLENE M. DRUSIK  
Complainant

VS.

PPL ELECTRIC UTILITIES  
CORPORATION  
Respondent

Complaint Docket  
No: Z-01196480

DOCUMENT  
FOLDER

DOCKETED  
APR 29 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,

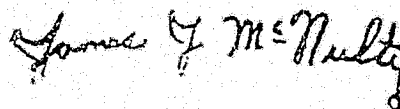
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and two copies), in writing, under oath, which, as 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: April 30, 2003

Z-01196480

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 CHARLENE M. DRUSIK. 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.

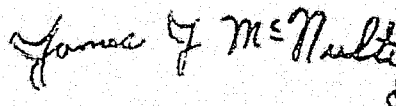
DOCUMENT  
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Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

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

jib

ORIGINAL

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

REP

SECRETARY'S BUREAU

2003 MAY - 9 AM 9:09

RECEIVED

May 7, 2003

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

Re: Charlene M. Drusik v.  
PPL Electric Utilities Corporation  
Docket No. Z-01196480

DOCUMENT  
FOLDER

Dear Mr. McNulty:

Enclosed please find for filing in the above-referenced matter 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 Electric Utilities Corporation respectfully requests that this docket be terminated.

Very truly yours,



John F. Gross

Enclosures

cc: Ms. Charlene M. Drusik  
Ms. Susan Licon

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ORIGINAL

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Charlene M. Drusik

v.

PPL Electric Utilities Corporation

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Complaint Docket  
No. Z-01196480

**DOCKETED**  
MAY 15 2003

DOCUMENT  
FOLDER

CERTIFICATE OF SATISFACTION  
OF COMPLAINT

1. Complainant is Charlene M. Drusik.
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 May 12, 2003, Complainant agrees to pay budget bill plus \$100.00 towards an overdue balance of \$310.26 on Account No. 83100-28005 until paid in full.

(b) PPL agrees not to apply late payment charges to the amount of the arrearage at Account No. 83100-28005 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 her Complaint with prejudice.

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

Respectfully submitted,

PPL Electric Utilities Corporation

By:



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John F. Gross

Dated: 05/07/03  
at Allentown, Pennsylvania

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Charlene M. Drusik

v.

PPL Electric Utilities Corporation

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Complaint Docket  
No. Z-01196480

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CERTIFICATE OF SERVICE

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I hereby certify that I have this day 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):

Charlene M. Drusik  
156 Woodlawn Avenue  
Mountain Top, PA 18707

Dated this 7th Day of May, 2003

  
\_\_\_\_\_  
John F. Gross

COMMONWEALTH OF  
PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: May 9, 2003

SUBJECT: Certification of Satisfaction Filed  
Z-01196480 Charlene M. Drusik v. PPL Electric Utilities Corporation

TO: Wanda Zeiders,  
Docket Management

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

On May 9, 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

DOCUMENT  
FOLDER

DOCKETED  
MAY 09 2003

SRB