

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: 06/03/05
8. DOCKET NO: Z-01356133		:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MCELWAIN, AMY

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: YORK

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE CAN NOT AFFORD \$120 PER MONTH. SHE WANTS PUC TO HELP HER LOWER PAYMENTS.

DOCUMENT
FILED

JUN 09 2005

ORIGINAL

Z-01356133

6/17/03

RECEIVED FORMAL COMPLAINT FORM

Pennsylvania Public Utility Commission

2003 JUN -3 AM 9:42

1105 00

Please Print:

SECRETARY'S BUREAU

ST 1356133

1. Your Name, Mailing Address and Telephone Number.

Name Amy McElwain

Street/P.O. Box 891 Traver Drive Apt.#

City Lewisberry State PA Zip 17339

County York Home Telephone-Area Code (717) 938-8058 Work Telephone-Area Code (717) 302-0174

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

3. What is your complaint?

I want PP&L to lower my assigned monthly payments. I cannot afford the \$120.00 per month. My budget is extremely tight each month.

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

(-over-)

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

provide help in lowering my monthly
payments to P&L.

(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.

Amy G. McElwain
Original Signature of complaining person

6/1/03
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 4/22/2003. 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.)

AMY MC ELWAIN
891 TRAVER DRIVE
LEWISBERRY PA 17339

717-938-8058
(Area Code) Telephone Number

Amy G. McElwain
Signature

Mail this completed form to

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

ST Number.	1356133	Date of mailing.	4/22/2003
Company.	PPL UTILITIES		

RECEIVED

REVISED 12/97

MAY 1 2 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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

6/7/03
IN REPLY PLEASE
REFER TO OUR FILE

May 28, 2003

ST 1356133

AMY MC ELWAIN
891 TRAVER DRIVE
LEWISBERRY PA 17339

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 17, 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:

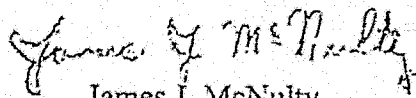
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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 9, 2003

AMY MCELWAIN
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: Z-01356133

JUN 0 3 2

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,

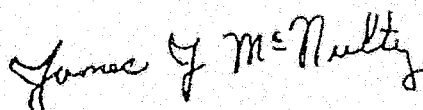
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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 9, 2003

Z-01356133

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

RECEIVED
JUN 10 2003
PPL ELECTRIC UTILITIES CORPORATION
ALLENTOWN PA

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by AMY MCELWAIN. 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.

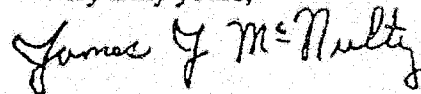
JUNE 9, 2003

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

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
VICTOR F. CAVACINI
ELIZABETH R. GRAVER
JOHN F. GROSS
KIMBERLY G. KRUPKA
ROBERT A. ALPERT
K. A. SPOTIS-KIMMEL
DEBORAH A. CAVACINI

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

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

RECEIVED

June 20, 2003

JUN 20 2003

VIA FEDERAL EXPRESS

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

DOCUMENT
FOLDER

**RE: Amy McElwain v. PPL Electric Utilities Corporation
No. Z-01356133**

Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three (3) 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 June 20, 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

JFG/af

Enclosures

cc: Amy McElwain (w/ encs.)
Ms. Deidre L. Bilger (w/ encs.)

RJP

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

AMY McELWAIN,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. Z-01356133

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JUN 20 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

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 Complainant or in any other way in this matter.

DOCUMENT
FOLDER

By way of further answer, Complainant's current overdue balance is \$802.37. Complainant's payments on this account have been sporadic making ten (10) payments in 2002 and three (3) payments in 2003. PPL has made numerous reasonable payment arrangements on this account and Complainant has defaulted on all of them.

PPL denies that Complainant is unable to pay the current budget bill in addition to \$25.00 a month towards the overdue balance, as indicated in the most recent BCS Decision.

DOCKETED

JUN 24 2003

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

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

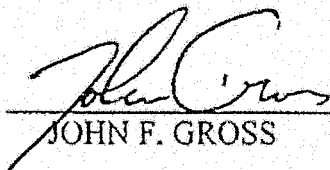
Attached hereto as Exhibit A is a copy of the Bureau of Consumer Services Decision dated April 18, 2003 at Docket Number 1356133.

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 Pennsylvania Public Utility Commission deny the above-captioned Complaint.

Respectfully submitted,

PPL Electric Utilities Corporation

By: 
JOHN F. GROSS

Dated: June 20, 2003
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

AMY McELWAIN,

Complainant.

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. Z-01356133

CERTIFICATION OF SERVICE

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

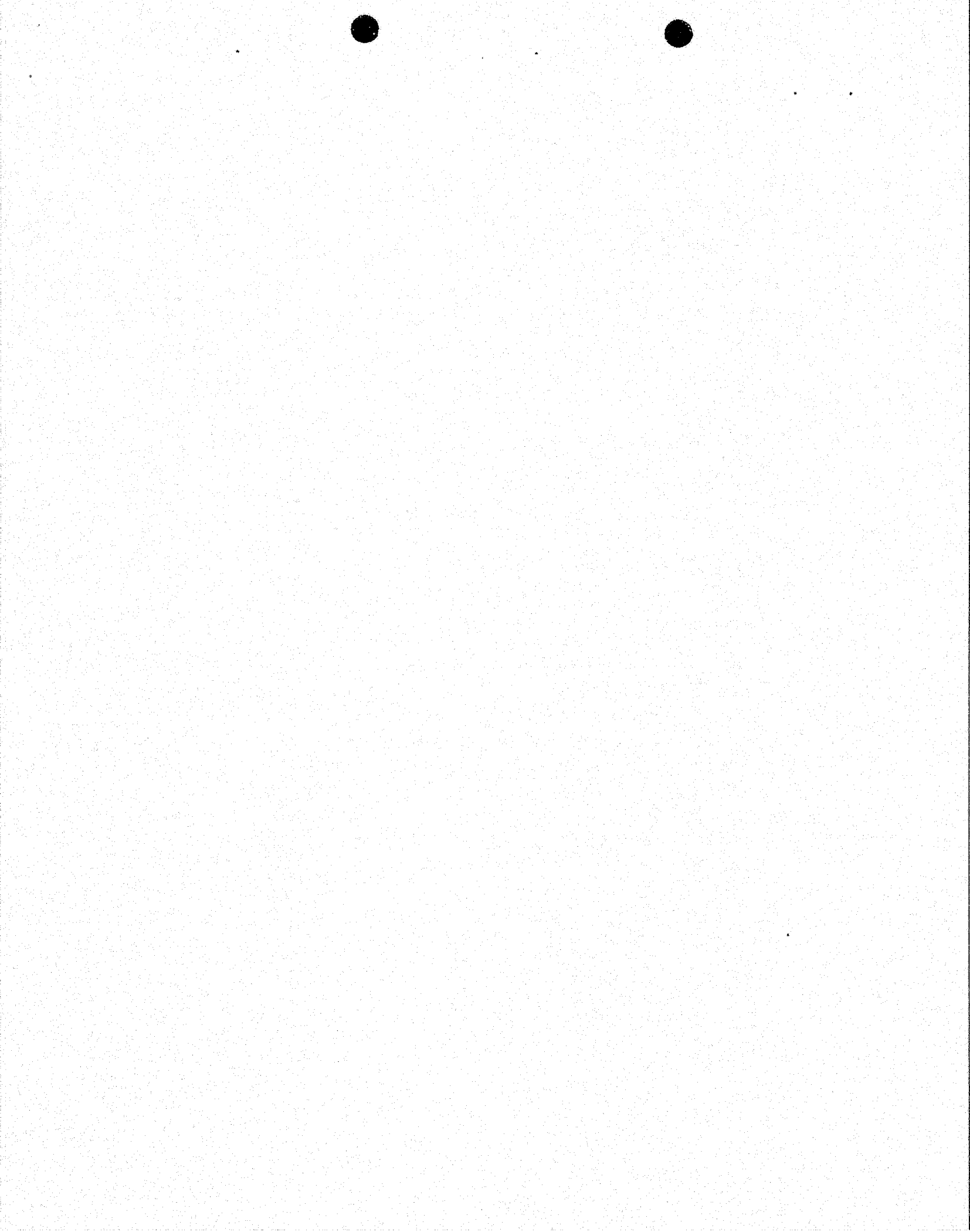
Amy McElwain
891 Traver Drive
Lewisberry, PA 17339

Dated this the 20th day of June, 2003.

GROSS, MCGINLEY, LABARRE & EATON, LLP

By: 

JOHN F. GROSS, ESQUIRE
Attorney for PPL Electric Utilities
Corporation
33 South 7th Street, P.O. Box 4060
Allentown, PA 18105-4060
(610) 820-5450
I.D. #82079





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

November 3, 2003

In Re: Z-01356133

(See attached list)

DOCUMENT
FOLDER

Amy McElwain v. PPL Electric Utilities Corporation

Requests payment arrangements.

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: Tuesday, December 16, 2003
Time: 10:00 a.m.
Presiding: Administrative Law Judge Herbert Smolen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

DOCKETED
NOV 06 2003

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

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.

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

Amy McElwain	717.938.8058
John F. Gross, 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 Smolen
Susan Licon
Beth Plantz
Docket Section
Calendar File

RECEIVED

2003 DEC 11 AM 9:51

PA P.U.C.
SECRETARY'S BUREAU

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

December 8, 2003

VIA FEDERAL EXPRESS

The Honorable Herbert Smolen
Administrative Law Judge
Pennsylvania Public Utility Commission
1302 Philadelphia State Office Building
Philadelphia, Pennsylvania 19130

DOCUMENT

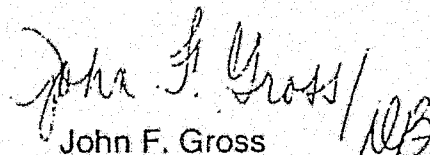
Re: **Amy McElwain v.
PPL Electric Utilities Corporation
Docket No. Z-01356133**

Dear Judge Smolen:

Enclosed please find in the above-referenced matter three (3) copies of PPL Hearing Exhibits Nos. 1, 2 and 3. I propose to introduce these documents into evidence at the telephonic hearing scheduled for Tuesday, December 16, 2003 at 10:00 a.m. I can be reached at telephone number 610-774-2199 at the aforesaid date and time to participate in the hearing.

I have mailed copies of these exhibits to the Complainant.

Very truly yours,


John F. Gross

Enclosures

cc: Amy McElwain
Mr. James J. McNulty, Secretary

Account Activity Statement

Date: 12/08/03
Page: 1

*** Account Information ***

Account Number: 1470-81035
Mail To:
AMY MCELWAIN
891 TRAVER RD
LEWISBERRY

Requested By:
AMY MCELWAIN
1717938-8058 Extension:

*** Current Account Status ***

Payment Agreement Installment: \$0.00 Balance: \$0.00
Budget Bill Amortization Installment: \$0.00 Balance: \$0.00
Current Rate: RS

DATE	TRANSACTION TYPE	QUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED \$*
10/10/2001	ELECTRIC SERVICE		\$118.63				0160/015:	32122A	44	1364	
10/10/2001	Regular Bill	10/31	\$118.63								
10/23/2001	Payment		\$-118.63								
11/08/2001	ELECTRIC SERVICE		\$79.70				0307/0001	33040A	29	918	
11/29/2001	Regular Bill	11/29	\$79.70								
12/05/2001	Late Payment Charge		\$1.00								
12/10/2001	ELECTRIC SERVICE		\$116.15	\$79.70			0565/0000	34461A	32	1421	
12/10/2001	Regular Bill	12/31	\$196.85								
01/07/2002	Payment		\$-50.00								
01/08/2002	Late Payment Charge		\$1.82								
01/08/2002	Late Payment Charge		\$0.01								
01/10/2002	ELECTRIC SERVICE		\$113.53	\$146.85			0953/0000	35821A	31		
01/10/2002	Regular Bill	01/31	\$260.21								
01/30/2002	Payment		\$-50.00								
02/06/2002	Late Payment Charge		\$2.60								
02/06/2002	Late Payment Charge		\$0.02								
02/12/2002	ELECTRIC SERVICE		\$101.00	\$210.21			0971/0000	37041A	33	1220	
02/12/2002	Regular Bill	02/05	\$313.83								
02/25/2002	Payment		\$-210.21								
03/12/2002	ELECTRIC SERVICE		\$82.31	\$103.62			0734/0000	38001A	28	960	
03/12/2002	Regular Bill	04/02	\$185.93								
03/13/2002	Late Payment Charge		\$1.26								
03/13/2002	Late Payment Charge		\$0.03								
04/08/2002	Payment		\$-50.00								
04/09/2002	Late Payment Charge		\$1.70								
04/10/2002	ELECTRIC SERVICE		\$89.85	\$135.93			0605/0000	39066A	29	1065	
04/10/2002	DEPOSIT		\$86.00								
04/10/2002	Regular Bill	05/01	\$314.77								
05/07/2002	Late Payment Charge		\$2.82								
05/07/2002	Late Payment Charge		\$0.04								

DOCUMENT

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2003 DEC 11 AM 9:51
PA 17339
SECRETARY'S BUREAU

PROCESSED
JAN 13 2004

Z-01356133

DATE	TRANSACTION TYPE	QUR DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	RWR	BILLED RW
02/11/2003	Late Payment Charge		\$6.28								
02/11/2003	Regular Bill	03/04	\$614.76	\$520.94			1181/0000	49818A	28	998	
03/11/2003	Payment		\$-50.00								
03/11/2003	Late Payment Charge		\$0.28								
03/11/2003	Late Payment Charge		\$6.77								
03/13/2003	ELECTRIC SERVICE		\$91.14								
03/13/2003	Regular Bill	04/03	\$662.95	\$564.76			1150/0000	50897A	30	1079	
03/24/2003	Payment		\$-50.00								
04/09/2003	Late Payment Charge		\$0.36								
04/09/2003	Late Payment Charge		\$7.28								
04/14/2003	ELECTRIC SERVICE		\$95.53								
04/14/2003	Regular Bill	05/05	\$716.12	\$612.95			0625/0000	52037A	32	1140	
05/14/2003	ELECTRIC SERVICE		\$86.25								
05/14/2003	Regular Bill	06/04	\$802.37	\$716.12			0251/0012	53048A	30	1011	
06/13/2003	BUDGET BILLING		\$92.00								
06/13/2003	Regular Bill	07/01	\$894.37	\$802.37	\$-15.44		0181/0022	53925E	29	877	
06/30/2003	Payment		\$-50.00								
07/15/2003	BUDGET BILLING		\$92.00								
07/15/2003	Regular Bill	08/05	\$936.37	\$844.37	\$124.84		0013/0291	55471A	33	1546	
08/08/2003	BUDGET BILLING		\$92.00								
08/08/2003	Regular Bill	09/02	\$1028.37	\$936.37	\$98.23		0000/0249	00743A	24	1214	
08/22/2003	Payment		\$-25.00								
09/09/2003	BUDGET BILLING		\$92.00								
09/09/2003	Regular Bill	09/30	\$1095.37	\$1003.37	\$95.62		0000/0307	02416A	32	1673	
10/10/2003	BUDGET BILLING		\$92.00								
10/10/2003	Regular Bill	11/03	\$1187.37	\$1095.37	\$97.50		0151/0054	03389A	31	973	
11/06/2003	Payment		\$-275.00								
11/07/2003	BUDGET BILLING		\$92.00								
11/07/2003	Regular Bill	12/01	\$1004.37	\$912.37	\$82.99		0305/0000	04355A	28	966	

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PUC Closing Records Archive

2003 DEC 11 AM 9:51

PA P.U.C. SECRETARY'S BUREAU

CASENBR: 1356133
 COMPANYNAME PPL (DOC - ELECTRIC)
 COMPANYCODE 0010
 COMPANYTYPE ELECTRIC DISTRIBUTOR
 CUSTOMERFIRSTNAME AMY
 CUSTOMERMIDDLEINITIAL
 CUSTOMERLASTNAME MC ELWAIN
 ACCOUNTNUMBER 1047081035
 SERVADDRESS1 891 TRAVER DRIVE
 SERVADDRESS2
 SERVCITY LEVISOBERRY
 SERVSTATE PA
 SERVZIP 17039
 SERVZIP 0
 DECISIONISSUE Y
 DAILYWRITTEN W
 VIOLATION NO
 CHAPTER
 SECTIONRULE
 TOTALBALANCE 020.55
 DATECLOSED 4/15/2003
 RESOLUTION WAIVE LPC'S
 BALANCEDATE 4/16/2003
 SERVICEINTERRUPTPAY 0
 SERVICECONTINUANCEAMOUNT 0
 SERVICECONTINUANCE
 TERMS MAY 13, 2003 (EXTENDED DUE DATE)
 SPECIALBUDGETAMOUNT 118
 REGULARBUDGETAMOUNT 01
 ARREARS PAYMENT FEE 25
 FINALMONTHLYPAYMENT 0
 CURRENTMONTHLYPAYMENT 0
 ANOMONTHLYPAYMENT 0
 LEITERDESCRIPTION EQW STRAIGHT PARNO LPCS/BUDGET -
 HEADDATA
 PARDESCR YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES FOR FINANCIAL ENERGY ASSISTANCE
 BILLDATE
 RECONNECTAMOUNT 0
 PAYAMOUNT
 REINVESTIGATIONPERCENT THROTHY
 REINVESTIGATIONNAME PLATT
 HDROPTIMESND 1
 NDROPTIMLAYED 0
 MAXLINECODE 0
 PUCCLX 7876643
 PUC_TYPE E
 DT_RCFD 4/18/2003 2:01:18
 XML_CHECKSTEDDLETTER 4/18/2003 1.40.04
 XML_FILENAME PPLE_CL_04182003_124604.XML

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JAN 13 2004

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2-01356133

Thursday, June 12, 2003

Page 1 of 1

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Maintain Payment Agreement for Account 11470-81035

.BX

Agreement Edt Help

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PA P.U.C.
SECRETARY'S BUREAU

Start Date	Type	Status	Agreement Amount
05/29/03	PUC Non-Catch-Up	Defaulted	802.3
04/11/03	UpFront	Dispute Cancel	620.5
10/18/02	Non-Catch-Up	Defaulted	538.2
08/20/02	Non-Catch-Up	Defaulted	475.7
06/03/02	Non-Catch-Up	Defaulted	444.5

Add...

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Delete

Undelete

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MALCOLM J. GROSS
 PAUL A. MCGINLEY
 DONALD LABARRE
 J. JACKSON EATON, III
 MICHAEL A. HENRY
 PATRICK J. REILLY
 WILLIAM J. TRUFF
 ANNE K. MANDEL
 SUSAN ELLIS WILD
 VICTOR F. CAVACINI
 ELIZABETH R. GRAVER
 JOHN F. GROSS
 KIMBERLY G. KRUPKA
 ROBERT A. ALPERT
 K. A. SPOTTS-KIMMEL
 ERROL C. DEANS, JR.
 ANDREW H. RALSTON, JR.
 DEBORAH A. CAVACINI
 *Admitted in NY only

GROSS, MCGINLEY, LABARRE & EATON, LLP

DEC 18 AM 10:00
 PA P.U.C.
 SECRETARY'S BUREAU

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

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

December 16, 2003

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

DOCUMENT FOLDER

RE: Amy McElwin v. PPL Electric Utilities Corporation
No. Z-01356133

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.

Thank you for your assistance.

Very truly yours,


 JOHN F. GROSS

JFG/jeh

Enclosures

cc: Administrative Law Judge Herbert Smolen, w/ enc (via fax #215-560-3133 only)

Ms. Amy McElwain, w/ enc.

Ms. Deidre L. Bilger, w/enc.

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2003 DEC 18 AM 10:00

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PA P.U.C.
SECRETARY'S BUREAU

AMY McELWAIN

DOCUMENT
FOLDER

Complaint Docket
NO. Z-01356133

v.

PPL ELECTRIC UTILITIES CORPORATION

DOCKETED
JAN 08 2004

CERTIFICATE OF SATISFACTION OF COMPLAINT

1. Complainant is Amy McElwain.
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 December 30, 2003, Complainant agrees to pay budget bill amount plus \$25.00 a month towards an overdue balance of \$1,092.94 on Account No. 11470-81035 until the balance is paid in full.

(b) PPL agrees not to apply late payment charges to the amount of the arrearage at Account No. 11470-81035 for as long as Complainant makes payments as stated in Paragraph 4(a).

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

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

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

Respectfully submitted,

PPL Electric Utilities Corporation

By: _____


JOHN F. GROSS, ESQUIRE

Dated: December 16, 2003
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

AMY McELWAIN

Complaint Docket
NO. Z-01356133

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, listed below, in accordance with the requirements of § 1.54 (relating to service by a participant):

Amy McElwain
891 Traver Drive
Lewisberry, PA 17339

Dated this 16th day of December, 2003.



JOHN F. GROSS, ESQUIRE

Chapter 56 Hearing Report

Please Check Those Blocks Which Apply

Docket No.:	Z-01356133		YES	NO
Case Name:	Amy McElwain v. PPL Electric Utilities Corporation	Prehearing Held:	<input type="checkbox"/>	<input type="checkbox"/>
Location:	Philadelphia	Hearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Date:	December 16, 2003	Testimony Taped:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Special Agent:	ALJ Herbert Smolen	Transcript Due:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Hearing Concluded: <i>X</i>	<input type="checkbox"/>	<input type="checkbox"/>
		Further Hearing Needed:	<input type="checkbox"/>	<input type="checkbox"/>
		Estimated Add'l Days:		
		RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		DATE:		
		Briefs to be Filed:	<input type="checkbox"/>	<input type="checkbox"/>
		DATE:		
		Bench Decision:	<input type="checkbox"/>	<input type="checkbox"/>
		REMARKS:	<i>X HEARING CANCELLED CERT/SATIS FILED</i>	

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JAN - 5 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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 OFFICE OF ALJ
 04 JAN - 2 PM 12:40
 PA PUC

PLEASE PRINT CLEARLY - Incomplete Information may result in delay of processing.

Name and Telephone Number	Address	Who are you representing?	
AMY McELWAIN 717-938-8058 (HOME)	891 TRAUER DRIVE	SELF	
	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; border: none;">City LEWISBERRY</td> <td style="width: 33%; border: none;">State PA</td> <td style="width: 33%; border: none;">Zip 17339</td> </tr> </table>		City LEWISBERRY
City LEWISBERRY	State PA	Zip 17339	
Telephone:	E-mail Address:	Fax Number:	
JOHN F GROSS, ESQ	33 S. 7TH ST P.O BOX 4060	PPL	
	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; border: none;">City ALLENTOWN</td> <td style="width: 33%; border: none;">State PA</td> <td style="width: 33%; border: none;">Zip 18105-4060</td> </tr> </table>		City ALLENTOWN
City ALLENTOWN	State PA	Zip 18105-4060	
Telephone: 610-828-5450	E-mail Address:	Fax Number:	
Telephone:	E-mail Address:	Fax Number:	

Check this box if additional parties or attendees appear on back of form.

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.

Name and Telephone Number	Address			Who are you representing?
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
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	City	State	Zip	
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	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:

COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: December 23, 2003

SUBJECT: Certification of Satisfaction Filed
Z-01356133 Amy McElwin v. PPL Electric Utilities Corporation

TO: Wanda Zeiders,
Docket Management

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

On December 18, 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 Herbert Smolen
Elzy Ditzler
Beth Plantz
Case File

DOCUMENT
FOLDER

DOCKETED
JAN 15 2004