

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: 10/21/02
8. DOCKET NO: Z-01186532 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HEIM, GLENN ALAN, SR.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: NORTHUMBERLAND

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES HIS ELECTRIC SERVICE IS TOO HIGH. HE WANTS PUC TO SET UP A SPECIAL PROGRAM AFFORDABLE TO MEET HIS INCOME.

OCT 30 2002

RECEIVED

OCT 21 2002

2-0118 6532

110500

PA PUBLIC UTILITY COMMISSION FORMAL COMPLAINT FORM
SECRETARY'S BUREAU
Pennsylvania Public Utility Commission

ORIGINAL

1. Your Name, Mailing Address And telephone Number.

57 1186 532
10/ 21/ 02

Name: Mr Glenn Alan Heim Sr ' et al'

Street / P.O.Box: 29 North Second Street Apt: _____

City: Shamokin State: PA Zip: 17872

County Northumberland Home Telephone-Area Code (570)648-8017

Work Telephone-Area Code _____

2. Name Of Company your Complaint Concerns: PPL Electric Utilities

3) What is your Complaint?

THE Amount of my electric service, is too high, \$84.36
I cannot afford to pay, and keep up. I do
have other expenses other bills besides the electric.
My water is also under termination also. A case
is now pending before the P.U.C. Our water
bill runs \$98.00 a month. I could only pay \$54.00.
I also have a gas bill \$26.00 and a
telephone bill of \$30.00 TV \$35.55 over
mortgage payment of \$50.00 went up to \$75.00
sewage of \$30.00. Food is \$100.00, HEAT \$150.00
BACK TAXES of \$75.00. AS YOU CAN CLEARLY SEE
my expenses exceed my income. I CANNOT
afford to pay all of these bills. I paid
\$84.36 to PPL for October, and by paying
this electric, plus \$54.00 for water, and
I pd \$138.36, all together. This caused a
financial hardship for me and my family.
No money left to buy food for the week. I
we had to do without food. I was able to get a
few canned goods that's about it. Our household
does not receive any food stamps or heating
PROGRAM ASSISTANCE. WE RECEIVED NO FINANCIAL
HELP AT ALL. We cut out all entertainment every
thing. I appealed the decision of the Public
WELFARE for \$100.00 low income. My net pay
is \$352.48.

110

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

I like the P.U.C. to set up a special program on track. One, a hardship to meet my income. One I can afford to pay and keep current. PLEASE, help ppl understand our situation financially. And, REALIZE, my wife and I both are in poor health. She has chronic asthma is on a breathing and sleeping machine, I am on a sleeping machine. I have contacted the on track program I am having a problem reaching them. I left two messages to return my calls so far they haven't called yet. The on track is no longer in Northumberland and County anymore but in Susquehanna County now.

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

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Glenn a Heim Sr

10-19-2002

Original Signature of complaining Person

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 () _____



FORMAL COMPLAINT FORM

PENNSYLVANIA Public Utility Commission

1. Mr GERRY AARON HEIM SR "ET AL"
 29 NORTH SECOND ST
 SHAMOKIN, PA, 17812
 COUNTY NORTHUMBERLAND
 Phone 717-648-8017 + 43d1

2. NAME OF COMPANY YOUR COMPLAINT CONCERNS
 PPL ELECTRIC UTILITIES

3. WHAT IS YOUR COMPLAINT?
 My COMPLAINT is the amount of my electric
 service is too high! \$84.36 a month. I
 cannot afford to pay and keep up! I do have
 other expenses to meet every month besides the
 electric bill. My water is also under terminat
 ion. A CASE now pending before the P.U.C.
 The water bill runs 98.00 a month. I could only
 pay 54.00. I ALSO have GAS \$26.00, telephone
 \$30.00, TV 35.55, MORTGAGE \$50.00, SEWAGE \$30.00
 Food \$100.00, HEAT \$150.00, BACK TAXES \$15.00.
 AS YOU CAN SEE MY EXPENSES EXCEED MY INCOME!
 NO WAY! I cannot pay all these bills! I
 pd \$84.36 to PPL for October and by paying
 this electric plus 54.00 for water pd \$138.36
 caused a FINANCIAL HARDSHIP for me and my
 family no money left to buy food for the week.

→ OVER

FORMAL COMPLAINT FORM

PENNSYLVANIA Public Utility Commission

GERNARD ALAN HEIM SR "eY ai"

ST 118633a

10/21/02

WE had to do without food for the week. I WAS able to get a few CAN goods from our Church but, NO meat or bread milk etc. Our household does NOT Receive ANY food STAMPS OR heating PROGRAM ASSISTANCE. We receive no FINANCIAL HELP AT ALL. So things are REALLY tough! I ALREADY cut entertainment we go nowhere - no new clothing, no luxury. WE only buy food AND HEAT AND PAY bills. I filed A APPEAL on the decision of The Public WELFARE for I AM on LOW INCOME and if I Received food STAMP help, I could use the money I SPEND on food to help PAY Another bill. My NET PAY is \$332.48 every two weeks. Every thing has to COME out of my PAY food, HEAT, AND bills! I CANNOT MAKE ends meet! I AM in A SERIOUS FINANCIAL CRISIS now! I don't know where to TURN so I sought out the help of A FINANCIAL COUNSLOR, to ASSIST ME find A way to MAKE ends meet if she CAN. I AM SINCERELY in a lot of debt. I AM PAYING on BACK TAXES AT THIS TIME.

FORMAL COMPLAINT FORM

PENNSYLVANIA Public Utility Commission

Cherri Alan Heim SA "et al"

ST 1186532

I Am Requesting The P.U.C. To Set Up A Special "PROGRAM" On TRACT" AS Promised. One affordable to meet my INCOME for I must pay other bills. I Successfully Completed The On TRACK PROGRAM 2 YRS AGO. I been on this one year. I done very well. I feel this PROGRAM IS A excellent way to help folks LIKE ME in debt and I need a way out to pay the bill. P.U.C. needs to REALIZE my financial status. I cannot afford the budget billing of \$106.00 a month. ARE they for REAL? PLEASE LOOK INTO P.U.C. over charging for a few years back 1998 we had electric in service at my mother in-law home at 1400 West Walnut St Coak Township. She Passed Away and we had the electric on for a few months for we stored our food in the refrigerator up there and the electric service was terminated for non payment. The electric bill was three hundred \$300.00 I couldn't pay this bill, plus ours anyway we lost over a hundred dollars worth of food and was not compensated for the loss.

PPL Electric Utilities



Your Account Number
15280-41003
Customer Billing Calendar

Electric Service

Total from Last Bill \$ 444.74
 Payment Received Oct 3 - Thank You! \$ 84.36

For:
 GLENN HEIM SR
 29 N 2ND ST
 SHAMOKIN PA 17872

Billing Details

Amount You Still Owe as of Oct 14, 2002 \$ 360.38

PPL Electric Utilities
 Customer Service
 827 Hausman Rd.
 Allentown, PA
 18104-9392
 1-800-342-5775
 www.pplweb.com

Current Charges

Charges for - PPL ELECTRIC UTILITIES
 Residential Rate: RS for Sep 12 - Oct 14

Distribution Charge:	
Customer Charge	6.47
200 KWH at 1.79600000¢ per KWH	3.59
598 KWH at 1.59400000¢ per KWH	9.53
Transmission Charge:	
798 KWH at 0.37700000¢ per KWH	3.01
Transition Charge:	
200 KWH at 1.58800000¢ per KWH	3.18
598 KWH at 1.41000000¢ per KWH	8.43
Generation Charge:	
Capacity and Energy	
200 KWH at 4.92000000¢ per KWH	9.84
598 KWH at 4.32100000¢ per KWH	25.84
PA Tax Adjustment Surcharge at 1.22000000%	0.87
Total PPL ELECTRIC UTILITIES Charges	\$ 70.76
Your Budget Plan Amount	\$ 69.00

Pay This Amount No Later Than Nov 4, 2002	\$ 429.38
Account Balance	\$ 429.38

General Information

Next meter reading on or about Nov 12

Welcome to our BUDGET BILLING PLAN. Budget billing levels out your bill payments.

Budget Summary:

We billed you	\$69.00
Including this bill, you used	70.76
After this payment, your budget is behind	\$1.76

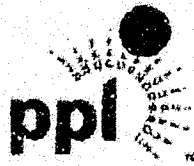
Your account is overdue and scheduled for shut-off. A reconnect charge will be required if service is shut off. A deposit or additional deposit may also be required before service is restored the following day.

If this balance has been paid, please notify our office between 8am to 5pm at 1-800-358-6623.

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$42.50 of this bill to pay state taxes. In addition, about \$18.89 of this bill pays the PA Gross Receipts Tax.

**PPL Electric
Utilities**



Your Bill Account Number
15280-40003
Use when calling or writing

**Electric
Service**

Summary Page

For:
GLENN HEIM SR
29 N 2ND ST
SHAMOKIN PA 17872

Balance as of Oct 14, 2002 **\$ 360.38**
 Charges:
 Total PPL ELECTRIC UTILITIES Charges **\$ 69.00**
 Total Charges **\$ 429.38**

Pay This Amount No Later than Nov 4, 2002 **\$ 429.38**

Account Balance **\$ 429.38**

Questions about
this bill? Please
contact us by Nov 4
at 1-800-342-5775

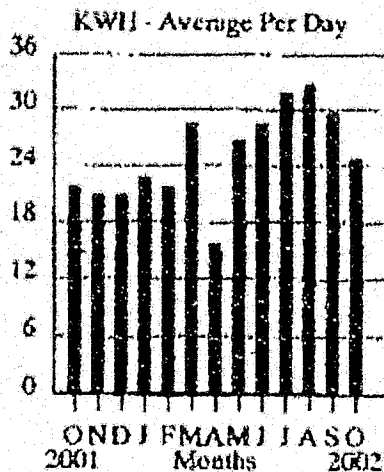
or write to:
Customer Service
827 Hansman Rd.
Allentown, PA
18104-9392
www.pplweb.com

**Electric
Use**

This graph shows
your electric use
over the last 13
months.

Types of
Meter Readings:

- Actual
- Estimated
- Customer



Meter Reading Information

Meter #06643244		
Oct 14	Actual	29006
Sep 12	Actual	28208
32 Days	KWH Billed	798

Average - Oct	2001	2002
Temperature	58F	63F
KWH Per Day	22	25

Yearly Use:	Total Use	Average Monthly
Nov 2000 - Oct 2001	9396	783
Nov 2001 - Oct 2002	9453	788

Other important information on back →

Return this part to address below with a check payable to PPL Electric Utilities Corporation

Your Bill Account Number
15280-40003

Please Pay By
Nov 4, 2002

Pay This Amount
\$ 429.38

Amount Enclosed

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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GLENN HEIM SR
29 N 2ND ST
SHAMOKIN PA 17872 -5121

PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET
ALLENTOWN PA 18101-1175



Balance Before this Bill

28.55

0039270-4

CURRENT BILL
Customer Charge
Distribution Charge

10.50

First .7 DT 4.5589
Total .2 DT
Gas Cost Adj. Chg 2 1.3959/DT
Gas Supply Charge 2 4.5472/DT

.91
.91
.28
.91

State Tax Adjustment Surcharge

.02

Current Charges

12.62

Balance as of this bill

41.17

Budget Due Immediately
Budget Amount Due
by October 29, 2002
Total Balance

26.00
13.00
39.00

Bill for Service to:
Glenn Heim

29 N Second St
Shamokin, PA

Rate Class:
Residential-General
Statement Date:
October 09, 2002
Next Scheduled Meter
Reading On or About:
November 06, 2002

If you have any
questions, please
call us at:
(800)652-0550
or write us at
PPL Gas Utilities
PO Box 508
Lock Haven, PA 17745-0508

74000310770

For Emergency Service
(800)652-0550

Your Gas Usage

Average	Your Gas Usage		Meter Reading Information					Decatherm
	This Year	Last Year	Meter Number	Present Reading	Last Reading	CCF Used	BTU Factor	
DT per Day	.0071		0000142605	143	141	2	.10270	.2
Daily Temperature	64.0° F	56.0° F		Estimate 10/08/02	Estimate 9/10/02			

28 Days in Billing period

Messages from

PPL Gas Utilities

Please read this month's Blue Flame to learn about
the new contest to win a \$500.00 credit on your
gas bill.

Do high winter gas bills hurt your budget? Now is
a good time to join our monthly budget plan. It
evens out your payments over the next twelve
months.

Keep this part for your records.
Call us for details.

Make check payable to

PPL GAS UTILITIES

Please return this part with your payment - bring entire bill when paying in person

Due Date Amount Due

PPL GAS UTILITIES

October 29, 2002

\$39.00

0039270-4

Glenn Heim
29 N Second St
Shamokin PA 17072

I check here if there is a change in your
billing address. Please print and mail
billing address on the back of this form

PPL Gas Utilities
PO BOX 25247
LEHIGH VALLEY, PA 18002-5247

01003927040000039006



1112 7TH AVENUE
MONROE WI 53566-1364

Check box if address, telephone or email has changed. Print changes on back.

Now Balance \$404.63
Payment Due Date 11/10/2002
Minimum Payment Due \$160.00



*****AUTOMALL FOR AADC 170
MRS EILEEN MARY HEIM
29 N 2ND ST
SHAMOKIN PA 17072-5121

ENTER AMOUNT ENCLOSED
Company name MUST show through window of payment envelope.

3

THE SWISS COLONY

813615894840015004046300160004

Please detach and return top portion with remittance

The Swiss Colony

For Customer Service call 608-324-4100 Mon.-Fri. 8 a.m. - Midnight CT. Please have your account number ready.
Or write 1112 7th Avenue, Monroe WI 53566-1364.
To place an order, call 608-324-6000 or visit us at www.swisscolony.com

DATE	REFERENCE NO	DESCRIPTION	PURCHASES/ CHARGES	PAYMENTS/ CREDITS
10/11/2002	FC65066840	FINANCE CHARGE	7.04	

URGENT MESSAGE FOR MRS HEIM:

Your account is far past due!

Please pay at once to avoid an embarrassing call from a collection agency.

PAYMENTS AND CREDITS RECEIVED AFTER 10/11/2002 WILL APPEAR ON YOUR NEXT STATEMENT.
RETURNED CHECKS MAY BE PROCESSED ELECTRONICALLY.

ACCOUNT SUMMARY

Your account number is 813 615 894 684A

PREVIOUS BALANCE	PAYMENTS	CREDITS	FINANCE CHARGE	CHARGES PURCHASED	NEW BALANCE
397.59	0.00	0.00	7.04	0.00	\$404.63

NO. OF DAYS IN BILLING PERIOD	AVERAGE DAILY BALANCE	STATEMENT DATE	PAYMENT DUE DATE	MINIMUM PAYMENT DUE
29	375.57	10/11/2002	11/10/2002	\$160.00

FINANCE CHARGES are computed using the average daily balance as follows:
 PERIODIC RATE 1.875 % ANNUAL PERCENTAGE RATE 22.500 % BALANCES UP TO \$9,999.99
 Remit new balance by payment due date to avoid further finance charge

Monthly Minimum FINANCE CHARGE is \$1.00

TO ENSURE TIMELY RECEIPT OF YOUR PAYMENT WE SUGGEST YOU MAIL NO LATER THAN 10/31/2002

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION

HOURS: 9 AM TO 4 PM
 TEL: (570) 988-4116

NORTHUMBERLAND COUNTY TAX CLAIM BUREAU
 399 SOUTH FIFTH STREET 3rd FLOOR
 SUNBURY, PA 17801

TAX RECEIPT
106479

PURPOSE	COUNTY TAX	COUNTY BOND	COSTS	SCHOOL TAX	BORO. TWP. CITY TAX	TOTAL
TAX	11.27	11.27		11.27	11.27	45.11
% INT	11.27	11.27		11.27	11.27	45.11
TOTAL	22.54	22.54	11.27	22.54	22.54	101.43

HELD, GLENN & FLECK
 80 W 2ND ST
 CHARLOTTE, NC 28202

PARCEL NUMBER : 1013
 TAX YEAR : 1995 PAID ON RECEIPT
 PAYMENT METHOD : CASH
 PAYMENT TYPE : PAYING
 PAYMENT DATE : 11/15/95
 % INTEREST : 1.25%
 PAYMENT AMOUNT : 101.43
 INLET, CO. PA

PAID BY : HELEN GLENN
 RECEIVED BY :
 LGH/EL Corona, N.J.

HOURS: 9 AM TO 4 PM
TEL: (570) 988-4118

NORTHUMBERLAND COUNTY
399 SOUTH FIFTH STREET 3rd FLOOR
SUNBURY, PA 17801

108204

PURPOSE	COUNTY TAX	COUNTY BOND	COSTS	SCHOOL TAX	BOHO, TWP, CITY TAX	TOTAL
TAX	0.00	0.00		45.00	0.00	45.00
% INT	0.00	0.00		0.00	0.00	0.00
TOTAL	0.00	0.00	0.00	45.00	0.00	45.00

HEIN, GLENN & EILEEN
23 N 2ND ST
SHAROKIN, PA 17872

PAID BY : HEIN, GLENN & EILEEN
RECEIVED BY : TW
Loretta Scharfler, Director

SHAROKIN CITY, 10 WARD
PARCEL NUMBER : 1-10-301
TAX YEAR : 1999 (PAID BY ACCOUNT)
PAYMENT METHOD : PREP
PAYMENT TYPE : 07/01/00
PAYMENT DATE : 06/03/00
% INTEREST : 0.0000
PAYMENT AMOUNT : 45.00
BALANCE DUE : 0.00

HOURS: 9 AM TO 4 PM
TEL: (570) 988-4118

NORTHUMBERLAND COUNTY TAX CLAIM BUREAU
399 SOUTH FIFTH STREET 3rd FLOOR
SUNBURY, PA 17801

TAX RECEIPT
107265

PURPOSE	COUNTY TAX	COUNTY BOND	COSTS	SCHOOL TAX	BOHO, TWP, CITY TAX	TOTAL
TAX	0.00	0.00		41.50	0.00	41.50
% INT	0.00	0.00		0.42	0.00	0.42
TOTAL	0.00	0.00	0.00	41.92	0.00	41.92

HEIN, GLENN & EILEEN
23 N 2ND ST
SHAROKIN, PA 17872

PAID BY : HEIN, GLENN & EILEEN
RECEIVED BY : TW
Loretta Scharfler, Director

SHAROKIN CITY, 10 WARD
PARCEL NUMBER : 1-10-301
TAX YEAR : 1999 (PAID BY ACCOUNT)
PAYMENT METHOD : CASH
PAYMENT TYPE : PARTIAL
PAYMENT DATE : 07/05/00
% INTEREST : 0.0000
PAYMENT AMOUNT : 41.92
BALANCE DUE : 0.00

PURPOSE	COUNTY TAX	COUNTY BOND	COSTS	SCHOOL TAX	BORO. TAX, CITY TAX	TOTAL
TAX	2.00	6.00		1.00	2.00	11.00
% INT	0.00	0.00		0.00	0.00	0.00
TOTAL	2.00	6.00		1.00	2.00	11.00

HEIN, CLYDE & BILLEN
29 N 2ND ST
SUNBURY, PA 17801

PARCEL NUMBER :
TAX YEAR :
PAYMENT METHOD :
PAYMENT TYPE :
PAYMENT DATE :
% INTEREST :
PAYMENT AMOUNT :

PAID BY : HEIN, CLYDE & BILLEN
RECEIVED BY :
LOP...

NORTHUMBERLAND COUNTY TAX CLAIM BUREAU
NOTICE OF RETURN AND CLAIM
ADDRESS ALL COMMUNICATIONS IN CONNECTION WITH THIS CLAIM AND MAKE CHECKS OR MONEY ORDERS PAYABLE TO:
NORTHUMBERLAND COUNTY TAX CLAIM BUREAU
399 SOUTH 5TH ST 3RD FL
SUNBURY PA 17801-3201
PHONE: 870-254116
NOT OPEN UNTIL 9 AM
TUES. THRU FRI 9 AM - 5 PM
CLOSED SAT

CERTIFIED MAIL
7101 2090 7474 9003 4620

RECEIPT
479

988.80

AMOUNTS BELOW INCLUDE PENALTY AND INTEREST

TAX YEAR	COUNTY	COUNTY BOND	SCHOOL	TWP/BORO/CITY	TAX CLAIM BUREAU COST	TOTAL AMOUNT
2001	51.40	2.45	126.05	115.63	19.00	314.53
2000	30.25	22.99	124.63	114.35	45.05	337.27
1999	27.83	2.42	124.63	114.35	66.88	336.10
PRIOR YEARS	0.00	0.00	0.00	0.64	0.17	0.81
TOTAL	109.48	27.86	375.31	344.97	131.18	

OWNER OR REPUTED OWNER

This amount is in payment of... 05/31/02

HEIN, CLYDE & BILLEN
29 N 2ND ST
SUNBURY PA 17801-3201

TOTAL 988.80

PARCEL NO
1 10-142 18

WARNING
IF YOU FAIL TO PAY THIS CLAIM OR FAIL TO TAKE LEGAL ACTION TO CHALLENGE THIS CLAIM, YOUR PROPERTY WILL BE SOLD WITHOUT YOUR CONSENT AS PAYMENT FOR THESE TAXES. YOUR PROPERTY MAY BE SOLD FOR A SMALL FRACTION OF ITS FAIR MARKET VALUE. IF YOU PAY THIS CLAIM BEFORE JULY 1, 2003, YOUR PROPERTY WILL NOT BE SOLD. IF YOU PAY THIS CLAIM AFTER JULY 1, 2003, BUT BEFORE ACTUAL SALE, YOUR PROPERTY WILL NOT BE SOLD BUT WILL BE LISTED ON ADVERTISEMENTS FOR SUCH SALE. IF YOU HAVE ANY QUESTIONS, PLEASE CALL YOUR ATTORNEY, THE TAX CLAIM BUREAU AT (570) 988-4116 OR THE COUNTY LAWYER REFERRAL SERVICE AT (570) 266-5687.

INTEREST RATE CHANGES THE 1ST OF EVERY MONTH

Notice is hereby given that the property above described has been returned to the Tax Claim Bureau of Northumberland County for non-payment of taxes and a claim has been entered under the provisions of Act No. 542 of 1947. If payment of these taxes is not made to the Tax Claim Bureau on or before December 31 of this year, and no exceptions filed, the claim will become absolute. A one year period for discharge of tax claim will commence or has commenced to run on July 1 of this year. If the claim is not paid in full before the end of this one year period the property will be advertised for and exposed to sale pursuant to the provisions of the act as amended and there shall be no redemption after the

Residential - Single Unit
For Service To:
GLENN ALAN HEIM
29 N. 2ND ST.
SHAMOKIN, PA.

Billing Summary

Payments	Balance Forward	New Charges	Total Amount Due
\$ 50.83	\$ 1,098.80	\$ 94.96	\$ 1,193.76

Meter Reading Data

Billing Period from: July 12 to: August 13

Next Billing on or about September 19

Meter	Cur. Read	Read Type	Prev. Read	Read Type	Usage
1	024	Estimate	914	Actual	10

Days of Service this Period: 32 Total Usage (1000 gallons): 10

Readings are in 1000 gallons
Average daily usage is 313 gallons
Average daily cost is \$2.54

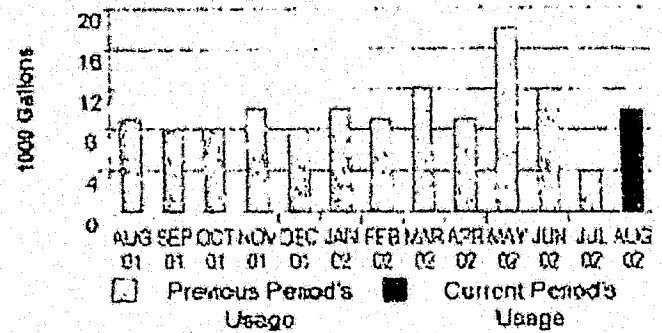
Billing Detail

Amount of Last Bill	\$1,149.63
Payments Received	-50.83
Balance Forward	\$1,098.80
Current Charges	
Prior Balance Penalty	13.74
Fixed Service Charge	7.37
Water Charge	71.40
DSIC Charge	2.45
Total Current Charges	94.96
Total Amount Due by 09/09/2002	\$1,193.76

Message Center

AS A CONVENIENCE TO OUR CUSTOMERS, CONSUMERS PA WATER CO. PAYMENTS ARE BEING ACCEPTED AT THE FOLLOWING LOCATIONS:
NATURES HEALTH FOODS—SHAMOKIN FIRST NATIONAL TRUST BANKS
GIDARO'S STORE KULPMONT SHAMOKIN—KULPMONT &
JEFFY MART—GIRARDVILLE MT CARMEL
UNION BANK—TREVORTON GRAYSON'S OLDE BUTCHER SHOPPE-M.C

Water Usage History



Return this portion with your payment. Keep top portion for your records

204 EAST SUNBURY ST
SHAMOKIN, PA 17872-0900

CONSUMERS
PENNSYLVANIA
WATER COMPANY

Forwarding Service Requested

Seq-1093 Cyl-0020 Status-PASH Acct-00047561 01

*****AUTOOCR**C-007
GLENN ALAN HEIM
29 N 2ND ST
SHAMOKIN PA 17872-5121



33

Account Number.....00047561-01

Due Date.....September 09, 2002

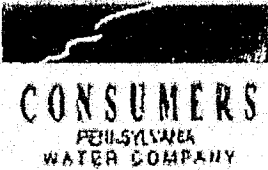
Total Amount Due..... \$ 1,193.76

Amount Enclosed

\$, .

Please make check payable to CPAWC. Print your account number on your check, then mail to:
CPAWC, PO BOX 267, STRUTHERS, OH 44471-0267

080475610100119376



Billing Date
September 10, 2002

Account Number
08047561-01

Payment Due Date
October 09, 2002

Residential - Single Unit

For Service To:
GLENN ALAN HEIM
29 N. 2ND ST.
SHAMOKIN, PA.

Billing Summary

Payments	Balance Forward	New Charges	Total Amt. Due
\$ 0.00	\$ 1,193.76	\$ 58.77	\$ 1,252.53

Meter Reading Data

Billing Period from: August 13 to: September 17

Next Billing on or about October 19

Meter	Cur. Read	Read Type	Prev. Read	Read Type	Usage
1	929	Actual	924	Estimate	5

Days of Service this Period: 35 Total Usage (1000 gallons) 5

Readings are in 1000 gallons
Average daily usage is 143 gallons
Average daily cost is \$1.25

Billing Detail

Amount of Last Bill	\$1,193.76
Payments Received	0.00
Balance Forward	\$1,193.76
Current Charges	
Prior Balance Penalty	14.92
Fixed Service Charge	8.15
Water Charge	35.70
Total Current Charges	58.77
Total Amount Due by 10/09/2002	\$1,252.53

PAID

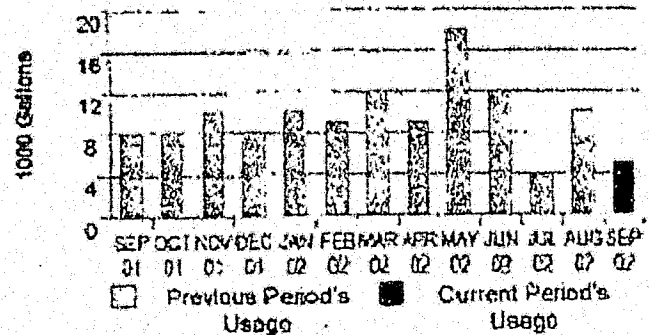
OCT 07 2002

Message Center

CONSUMERS PA WATER CO.
ROARING CREEK DIVISION

AS A CONVENIENCE TO OUR CUSTOMERS, CONSUMERS PA WATER CO. PAYMENTS ARE BEING ACCEPTED AT THE FOLLOWING LOCATIONS:
NATURE'S HEALTH FOODS-SHAMOKIN FIRST NATIONAL TRUST BANKS
GIDARO'S STORE-KULPMONT SHAMOKIN-KULPMONT &
JEFFY MART-GIRARDVILLE MT CARMEL
UNION BANK-TREVORTON GRAYSON'S OLDE BUTCHER SHOPPE-M.C.

Water Usage History



LAW OFFICES
JAMES A. ZURICK
220 SOUTH MARKET STREET
SHAMOKIN, PENNSYLVANIA 17872

TELEPHONE (570) 644-0100
FAX (570) 644-0251
E-MAIL zurick@pid.net

October 1, 2002

25

J. D.

Mr. & Mrs. Glenn Heim
29 N. Second Street
Shamokin, PA 17872

Re: Property located at
29 N. Second Street
Shamokin, PA 17872

Dear Mr. & Mrs. Heim:

This firm represents the Shamokin-Coal Township Joint Sewer Authority. The records of the Authority indicate that your sewer rental account is presently two quarters past due. I have been directed to request that you contact the Sewer Authority Office (Telephone number 648-1262) and satisfy in full your sewer rental account and legal charges regarding the above property within thirty (30) days of the above date. In addition, a ten (\$10.00) dollar legal charge has been added to your account.

Failure to do so may result in water service termination and/or a municipal lien being filed against your property in the Office of the Northumberland County Prothonotary. Your prompt attention to this matter will avoid unnecessary costs being assessed against you which are non-refundable. Please note that all payments on this account must be made at the Sewer Authority Office, Route 61, Weigh Scales, Ralpho Township.

The current past due balance (including late charge) is \$76.00 plus a \$10.00 legal charge. Unless you, within thirty days after receipt of this notice, dispute the validity of this debt, the debt will be assumed to be valid. If you notify this office in writing within the thirty day period that the debt or any portion thereof, is disputed we will obtain verification of the debt and a copy thereof will be mailed to you.

This law firm is attempting to collect this debt for your client and any information obtained will be used for that purpose only.

Yours truly,


James A. Zurick

JAZ:lap
Pc: Daniel G. Weaver



Financial Enforcement Section
15th Floor Strawberry Square
Harrisburg, PA 17120
finenf@attorneygeneral.gov
717-787-2949

June 6, 2002

\$75
Payment

Glenn A Heim
29 N Second St
Shamokin, PA 178720000

RE: Docket Number: HF208427352
Amount Due: \$2,478.76

Dear Glenn Heim:

Please be advised that in our prior conversation, you had agreed to contact this office with additional information. You have not done so.

You must contact this office immediately. If you fail to contact me within the next fifteen (15) days, it will be interpreted as a refusal to pay your liability to the Commonwealth. Appropriate legal proceedings can be instituted against you which could result in additional costs to you.

Thank you.

Very truly yours,

Sherry Bellaman
Financial Enforcement Section

JLW/185



SERVICE ELECTRIC CABLEVISION
 800 GRANT ST, SHAMOKIN PA
 17981 8860 3000 VO T 10 0004672

Statement of Service

Page 1 of 3

Billing Date: October 10, 2002
 Account Number: 8860 30 041 0010272

GLENN HEIM
 29 N 2ND ST
 SHAMOKIN PA 17872-5121

How to reach us
 FOR SERVICE OR QUESTIONS REGARDING
 YOUR STATEMENT CALL: 570-260-5951 OR
 800-522-2389



Account Summary

IMPORTANT REMINDER: OUR RECORDS SHOW A BALANCE IS PAST DUE. WE WOULD APPRECIATE YOUR ATTENTION ON THIS MATTER. PAYMENTS RECEIVED AFTER THIS STATEMENT DATE WILL BE REFLECTED ON YOUR NEXT STATEMENT. THANK YOU. THANK YOU.

Previous Balance	\$ 35.05
Payment(s)	.00
Monthly Charge(s)	33.99
Taxes & Fee(s)	1.06
Balance Due	\$ 70.10
Payment Due Date	10/25/02

Please see page 3 for account details.

For Your Information

SERVICE ELECTRIC CABLEVISION will soon introduce more DIGITAL CABLE choices. DIGITAL BASIC CABLE with up to 30 new networks, including Turner Classic Movies, National Geographic, The Golf Channel, Lifetime Movie Network, ESPN Classic and many others. More screens of Cinemax, Showtime and Starz will be added and more pay-per-view. Watch for the official announcement soon!

Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to SERVICE ELECTRIC CABLEVIS.

Billing Date: October 10, 2002

Account Number: 8860 30 041 0010272

Name: GLENN HEIM
 29 N 2ND ST
 SHAMOKIN PA 17872-5121

Are You Moving?
 If so, please contact your
 local Service Electric office.

Balance Due \$ 70.10
 Payment Due Date 10/25/02

Amount Enclosed \$

SERVICE ELECTRIC CABLEVIS
 P.O. BOX 84711
 BALTIMORE MD 21284-4711



886030041001027200070102

Account Details

This statement is for services from 10/16/02 through 11/15/02.

Previous Balance		\$ 35.05
Monthly Charge(s)		
10 - 11/15	Basic Service	33.99
Charges And Fee(s)		
10	Franchise Fee	1.02
10	FCC Regulatory Fee	.04
	Subtotal	1.06
Balance Due		\$ 70.10

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 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.)

GLENN A HEIM SR
29 NORTH 2ND ST
SHAMOKIN PA 17872

*Deal 570 + code
648-8017 + 4521*

570 648-8017 + 4521
(Area Code) Telephone Number

Mr Glenn A Heim Sr
Signature

Mail this completed form to:

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

RECEIVED
2002 SEP 27 AM 9:25
SECRETARY'S OFFICE

ST Number:	1186532	Date of mailing:	9/16/2002
Company:	PPL UTILITIES		

To Whom This May Concern;

REVISED 12/97

3

I'm appealing this decision for the amount \$84.00 I cannot afford to pay, I have a water bill of 96.00 it's \$180.00 for just 2 bills. Please set up a special program like On Track I been on before and done well. I have heat and food to purchase out of this one paycheck yet.



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

10/21/02

IN REPLY PLEASE
REFER TO OJR FILE

OCTOBER 1, 2002

ST 1186532

GLENN A. HEIM, SR.
29 NORTH 2ND STREET
SIAMOKIN PA 17872

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 21, 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:

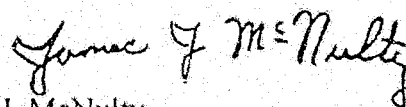
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

JH

CC: PPL UTILITIES

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 30, 2002

GLENN ALAN HEIM, SR.
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: Z-01186532

DOCKETED
OCT 30 2002

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,

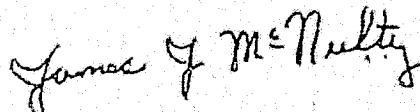
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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 30, 2002

Z-01186532

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 GLENN ALAN HEIM, SR. 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.

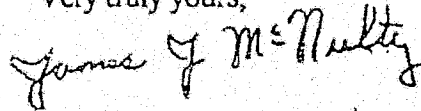
OCTOBER 30, 2002

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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name.

James J. McNulty
Secretary

KSB

ORIGINAL

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

RECEIVED

NOV 19 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

November 19, 2002

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

Glenn Heim, Sr. v.
PPL Electric Utilities Corporation
Docket No. Z-01186532

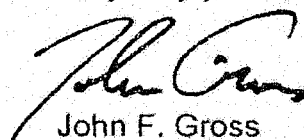
Dear Secretary McNulty:

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

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on November 19, 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,


John F. Gross

Enclosures

cc: Glenn Heim, Sr.

DOCUMENT
FOLDER

122

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Glenn Heim, Sr.

v.

PPL Electric Utilities Corporation

:
:
:
:
:
:
:

Complaint Docket
No. Z-01186532

DOCUMENT
FOLDER

ANSWER OF
PPL ELECTRIC UTILITIES CORPORATION

DOCKETED

NOV 25 2002

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.

By way of further answer, Complainant's current overdue balance is \$429.38. Complainant's payments on account number 15280-4003 have been sporadic making only five payments in 2002 totaling \$345.61. PPL has made numerous reasonable payment arrangements on this account and Complainant has defaulted on all of them. PPL does admit that the Complainant participated in the PPL ONTRACK program in 2001, however, said participation ended on August 16, 2001.

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

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

PPL denies that Complainant has a claim for any loss with respect to an account for 1400 West Walnut Street, Coal Township or any other claim with respect to an account for that address. An account for that address was in Complainant's name from May of 1995 until January 29, 1998. Thus, any claim would have arisen on or before January 29, 1998 and is therefore barred by the applicable Statute of Limitations. Further, PPL cannot find any record of any complaints by Complainant while that account was open.

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 September 13, 2002 at BCS Case Number 1186532.

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

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

Respectfully submitted,

PPL Electric Utilities Corporation
By:



John F. Gross
Its Attorney

Dated: November 19, 2002
at Allentown, Pennsylvania

PUC Closing Records Archive

CASENBR: 1186532
COMPANYNAME PPL (EDC - ELECTRIC)
COMPANYCODE 0010
COMPANYTYPE ELECTRIC DISTRIBUTOR
CUSTOMERFIRSTNAME G.ENN
CUSTOMERMIDDLEINITIAL A
CUSTOMERLASTNAME HEIM SR
ACCOUNTNUMBER 1528040003
SERVADDRESS1 29 NORTH 2ND ST
SERVADDRESS2
SERVCITY SHAMOKIN
SERVSTATE PA
SERVZIP1 17872
SERVZIP2 0
DECISIONISSUE Y
ORALWRITTEN W
VIOLATION NO
CHAPTER
SECTIONRULE
TOTALBALANCE 277.26
DATECLOSED 9/13/2002
RESOLUTION STRAIGHT WAVE LPCS
BALANCEDATE 7/15/2002
SERVICERESTOREDPAID 0
SERVICECONTINUEAMOUNT 0
SERVICECONTINUEDATE
TERMS OCTOBER 2002
SPECIALBUDGETAMOUNT 84
REGULARBUDGETAMOUNT 69
ARREARSPAYMENTPLUS 15
FINALMONTHLYPAYMENT 0
CURRENTMONTHLYPAYMENT 0
ENDMONTHLYPAYMENT 0
LETTERDESCRIPTION LGW STRAIGHT PAR/NO LPCS/BUDGET +
HEADDATE
PARDESCR YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES
FOR FINANCIAL ENERGY ASSISTANCE.
BILLDATE
RFCONNECTIONAMOUNT 0
PAYAMOUNT
BCSINVESTIGATORPKNAME NANCY
BCSINVESTIGATORLNAME WALTERS
NBROFTIMEVEND 1
NBROFTIMEFAXED 0
FAXAREACODE 0
PULFAX 7836820
PUC_TYPE E
DT_RCVD 9/13/2002 8:01:03
XMI_CREATEDDATETIME 9/13/2002 7:46:17
XMI_FILENAME

Wednesday, November 06, 2002

Page 1 of 1

PPL EXHIBIT A

VERIFICATION

COMMONWEALTH OF PENNSYLVANIA)
: SS
COUNTY OF LEHIGH)

I, Robert M. Geneczko, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Robert M. Geneczko

Date: November 19, 2002

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

ORIGINAL

RECEIVED
2003 JAN 22 AM 9:33
PENNSYLVANIA
SECRETARY'S BUREAU

January 16, 2003

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

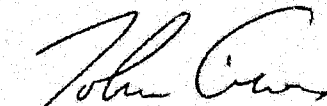
Re: **Glenn Alan Heim, Sr. v.
PPL Electric Utilities Corporation
Docket No. Z-01186532**

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: Mr. Glenn Alan Heim, Sr.
Ms. Susan Licon

DOCUMENT
FOLDER

5

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Glenn Alan Heim, Sr.

v.

PPL Electric Utilities Corporation

Complaint Docket
No. Z-01186532

RECEIVED
SECRETARY'S OFFICE
P.P.U.C.

JAN 22 PM 9:33

DOCKETED
JAN 28 2003

CERTIFICATE OF SATISFACTION
OF COMPLAINT

DOCUMENT
FOLDER

1. Complainant is Glenn Alan Heim, Sr.
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) The Complainant has been enrolled in the PPL ONTRACK Program and, as a result, Complainant has agreed to withdraw his complaint with prejudice.

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

Respectfully submitted,

PPL Electric Utilities Corporation

By:

A handwritten signature in black ink, appearing to read "John F. Gross", is written over a horizontal line.

John F. Gross

Dated: 01/16/03
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Glenn Alan Heim, Sr.

v.

PPL Electric Utilities Corporation

Complaint Docket
No. Z-01186532


RECEIVED
2003 JAN 22 11 9:33
PA. P.U.C.
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

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):

Glenn Alan Heim, Sr.
29 North Second Street
Shamokin, PA 17872

Dated this 16th Day of January, 2003



John F. Gross

COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: January 23, 2003

SUBJECT: Certification of Satisfaction Filed
Z-01186532 Glenn Alan Heim, Sr. v. PPL Electric Utilities Corporation

TO: Wanda Zeiders,
Docket Management

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

DOCKETED
JAN 24 2003

On January 23, 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