

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00  
 2. BUREAU: ALJ  
 3. SECTION(S):  
 5. APPROVED BY:  
 DIRECTOR:  
 SUPERVISOR:  
 6. PERSON IN CHARGE:  
 8. DOCKET NO: Z-01352758

4. PUBLIC MEETING DATE:  
 00/00/00  
 7. DATE FILED: 06/09/03  
 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CARMAN, NICOLE RENEE

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: LANCASTER

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE CAN NOT AFFORD \$188 A MONTH. SHE WANTS THE AMOUNT LOWERED.

DOCUMENT  
FOLDER

JUN 7

Z-01352758

**ORIGINAL** FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

6/11/03

Please Print:

110500

ST 1852758

1. Your Name, Mailing Address and Telephone Number.

Name Nicole Renee Carman

Street/P.O. Box 126 North Gay St. Apt.# \_\_\_\_\_

City Marietta State PA Zip 17547

County Lancaster Home Telephone-Area Code (717) 426-4715  
Work Telephone-Area Code (717) 299-0526

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

3. What is your complaint?

I am very behind in my electric bill, i called the Public Utility Commission to try to get a payment arrangement. My usual bill runs \$250.00 to 300.00/monthly i could not afford that. They sent me a paper 1 month after i called and set a monthly payment at \$188.00/mo. With all my other bills i cannot afford that. The most i can afford is \$100.00/month I only make 6.50/hr. I pay \$100.00/mo water \$200.00/mo fines, \$50.00/mo phone, i have very little money left over for food. Please reconsider the amount.

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

(-over-)

SECRETARY'S BUREAU  
2003 JUN -9 AM 9:48  
RECEIVED

114

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

All i want is for you to please take into consideration my other bills. As much as i want to catch up on this bill, i just cant afford \$188.00 /month

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

5. You must sign and date your complaint below.

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

Nick R. Carman  
Original Signature of complaining person

6-3-03  
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 4/21/2003. 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.

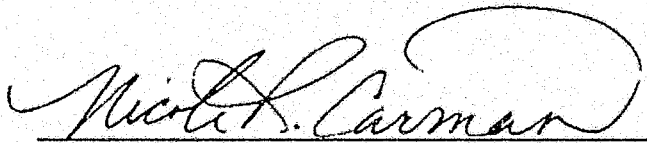
Thank You  
Pennsylvania Public Utility Commission

**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.)

NICOLE R CARMAN  
126 NORTH GAY STREET  
MARIETTA PA 17547

(717) 426-4715  
(Area Code) Telephone Number

  
Signature

Mail this completed form to:

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

ST Number:	1352758	Date of mailing:	4/21/2003
Company:	PPL UTILITIES		

RECEIVED  
2003 APR 25 9AM 10: 04  
SECRETARY'S BUREAU



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

6/11/03

IN REPLY PLEASE  
REFER TO OUR FILE

May 22, 2003

ST 1352758

NICOLE R. CARMAN  
126 NORTH GAY STREET  
MARIETTA PA 17547

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 11, 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:

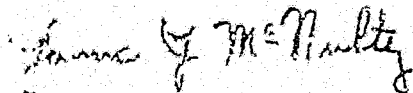
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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 23, 2003

NICOLE RENEE CARMAN  
Complainant

VS.

PPL ELECTRIC UTILITIES  
CORPORATION  
Respondent

Complaint Docket  
No: Z-01352758

DOCUMENT  
FILED

JUN 7

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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,

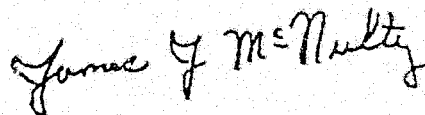
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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 23, 2003

Z-01352758

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

DOCUMENT  
JUN 23 2003

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by NICOLE RENEE CARMAN. 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.

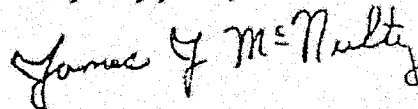
JUNE 23, 2003

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,

A handwritten signature in cursive script that reads "James J. McNulty".

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. SPOTTS-KIMMEL  
JEANETTE N. SIMONE  
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](mailto:jgross@gmle.com)  
Direct number: (610) 871-1324

BTL

RECEIVED

July 11, 2003

JUL 11 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 BUREAU

RE: Nicole Renee Carman v. PPL Electric Utilities Corporation  
No. Z-01352758

DOCUMENT  
FOLDER

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 July 11, 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/afr

Enclosures

cc: Nicole Renee Carman (w/ encs.)  
Ms. Diedre L. Bilger (w/ encs.)

W:\WDOXX\CLIENTS\ppl\pplccs\w\00032113.DOC

ORIGINAL

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

NICOLE RENEE CARMAN,  
Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,  
Respondent.

COMPLAINT DOCKET  
NO. Z-01352758

RECEIVED

JUL 11 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

DOCUMENT  
FOLDER

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.

DOCKETED  
JUL 16 2003

By way of further answer, Complainant's current overdue balance is \$2,414.10. Complainant has made no payments on this account. 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 \$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 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 17, 2003 at Docket Number 1352758.

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: July 11, 2003  
at Allentown, Pennsylvania

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

NICOLE RENEE CARMAN,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET  
NO. Z-01352758

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):

Nicole Renee Carman  
126 North Gay Street  
Marietta, PA 17547

Dated this the 11<sup>th</sup> day of July, 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





# PUC Closing Records Archive

**CASENR: 1352758**

COMPANYNAME PPL (DOC - ELECTRIC)  
COMPANTCODE 0010  
COMPANYTYPE ELECTRIC DISTRIBUTOR  
CUSTOMERFIRSTNAME NICOLE  
CUSTOMERMIDDLEINITIAL R  
CUSTOMERKLASNAME CARMAN  
ACCOUNTNUMBER 0507098023  
SERVADDRESS1 126 NORTH GAY STREET  
SERVADDRESS2  
SERVCTY MARUETTA  
SERVSTATE PA  
SERVZIP 17647  
SERVZIP2 0  
DISCONTYESTUB Y  
ORALYESTUB W  
VIOLATION NO  
CHAPTER  
DICTIONAL  
TOTALBALANCE 1858.70  
DATECLOSED 4/17/2003  
RESOLUTION STRAIGHT PAR-WAVE LPC'S  
BALANCEDATE 4/14/2003  
SERVICERSTOREDPAY 0  
SERVICEDCONTINUAMOUNT 0  
SERVICEDCONTINIBDATE  
TERMS MAY 2003  
SPECIALMIDGRYAMOUNT 185  
REGULARBUDGETAMOUNT 173  
ANNUALPAYMENTPLUS 15  
FINALMONTHLYPAYMENT 0  
CURRENTMONTHLYPAYMENT 0  
DUALMONTHLYPAYMENT 0  
LETTERDESCRIPTION EQW STRAIGHT PARNO LPCS/BUDGET +  
HEADDATE  
PARDESCR YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES  
FOR FINANCIAL ENERGY ASSISTANCE.  
BILLDATE  
RECONNECTAMOUNT 0  
PAYAMOUNT  
DISINVESTIGATORFNAME VERNELL  
DISINVESTIGATORLNAME SKIDDELE  
NRROPTINSHND 1  
NRROPTINUFAXED 0  
FAXARKCODE 0  
PUCPAX 7070641  
PUC\_YYPE C  
DT\_MCYD 4/17/2003 2:05:11  
XML\_FEBATDDDAYSTONS 4/17/2003 12:47:04  
XML\_FILENAME PPLE\_CL\_04172003\_121704.xml



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

IN REPLY PLEASE  
REFER TO OUR FILE

November 4, 2003

In Re: Z-01352758

(SEE ATTACHED LIST)

Nicole Renee Carman 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 telephonic hearing.  
Date: Tuesday, January 13, 2004  
Time: 10:00 a.m.  
Presiding: Special Agent Amanda Rumsey  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 783-5452  
Fax: (717) 787-0481

**DOCKETED**  
NOV 13 2003

The special agent 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:

Nicole Renee Carman            717.426.4715  
John F. Gross, Esquire        610.871.1324

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Special Agent 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: Special Agent Amanda N. Rumsey  
Dawn Reitenbach  
Beth Plantz  
Docket Section  
Calendar File