

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED  
03 NOV -6 PM 1:48

PA.P.U.C.  
SECRETARY'S BUREAU  
Z-01352758

Nicole Renee Carman :  
v :  
PPL Electric Utilities Corporation :

DOCUMENT  
FOLDER

PREHEARING ORDER

DOCKETED  
NOV 12 2003

An Initial Telephonic Hearing in this case is scheduled for Tuesday, January 13, 2004 at 10:00 a.m. Accordingly, the parties are hereby directed to comply with the following requirements:

1. Commission policy promotes settlements. 52 Pa.Code §5.231(a). You are urged to contact each other at least one week before the scheduled hearing to talk over a possible settlement of this case. Even if you are unable to settle this case, you may still resolve many questions or issues during your talks. If an agreement is reached, a formal hearing will not be necessary and the scheduled hearing will be cancelled.

2. The customer is required to make regular monthly payments towards their utility bill while their complaint is pending. **FAILURE TO MAKE REGULAR PAYMENTS MAY RESULT IN AN ORDER REQUIRING A CATCH UP PAYMENT EQUAL TO THE AMOUNT OF THE PAYMENTS THAT SHOULD HAVE BEEN MADE.**

3. If the Commission's Bureau of Consumer Services (BCS) has directed the customer to make payments and those payments have not been made, the customer must be prepared to explain at the hearing why those payments have not been made. The utility must submit a copy of the latest BCS decision as a hearing exhibit.

RJP

4. If you intend to present any documents or exhibits for my consideration, you must send one copy to the other party and three (3) copies to me one week before the hearing. Proposed exhibits should be properly pre-marked for identification purposes.

5. If you or any proposed witness will be at a telephone number that is different than the number on the hearing notice, you must notify me of that telephone number at least one week before the hearing.

6. At the hearing, the customer must be prepared to testify about, or otherwise document, the total net monthly income of the household. A household includes all individuals regularly residing there and receiving the benefit of the utility service. The "total net monthly income of the household" includes, but is not limited to, the following payments received by every person residing in the customer's home: (a) the "after taxes take-home-pay" from salaries, wages, tips or other compensation; (b) pension, retirement or social security benefits; (c) Supplemental Security Income (SSI); (d) unemployment compensation benefits, (e) workers' compensation benefits; (f) alimony; (g) support; (h) public assistance; and (i) any other source(s) of income.

7. If the customer or any member of the customer's household is receiving food stamps and/or medical assistance, the customer must be prepared to testify or document the amount of food stamps or the nature of the medical assistance received.

8. At the hearing, the customer must be prepared to testify about or document the total monthly expenses of the household, which shall include, but are not limited to, the following items: (a) rent or mortgage payments; (b) utility bills (including electric, gas, telephone, water, sewer, cable television, etc.); (c) food, in addition to any food stamp benefits; (d) clothing; (e) automobile (loan payments, gasoline, maintenance, etc.); (f) transportation (bus, taxicabs, jitneys, etc.); (g) insurance premiums (homeowners' or renters' insurance, automobile insurance, life insurance, medical insurance, etc.); (h) medical bills, (doctors, dentists, hospitals, prescriptions, etc.); (i) credit card and charge account payments; (j) loan payments; and (k) miscellaneous

expenses. When testifying to these expenses, the customer should be prepared to give balances due and missed payments for each item.

9. TO ASSIST THE CUSTOMER IN PROVIDING THE INCOME AND EXPENSE INFORMATION REQUIRED BY THIS ORDER, THREE (3) COPIES OF A BUDGET INFORMATION FORM ARE ENCLOSED. THE CUSTOMER MUST FILL OUT THIS FORM, RETURN ONE (1) COMPLETED COPY TO ME, AND SEND ONE (1) COMPLETED COPY TO THE ATTORNEY FOR THE UTILITY AT LEAST ONE WEEK BEFORE THE HEARING. YOU SHOULD KEEP ONE (1) COMPLETED COPY AND THIS ORDER FOR YOUR USE DURING THE HEARING.

10. The utility must prepare and submit the following documents at least one week before the hearing: (a) an account statement, showing the history of the account for a minimum of 24 months or the entire history of the account, whichever is less; (b) a service usage comparison report for the same period as the account statement; (c) a copy of the most recent BCS decision, if any; and, (d) a brief summary of any payment arrangement(s) made between the utility and the customer other than determinations of the BCS or the Commission.

11. Pursuant to 52 Pa.Code §§1.21 & 1.22, you may represent yourself, if you are an individual, or you may have an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice*, represent you. However, if you are a partnership, corporation, trust, association, or governmental agency or subdivision, you must have an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice*, represent you in this proceeding. Unless you are an attorney, you may not represent someone else. Attorneys shall insure that their appearance is entered in accordance with the provisions of 52 Pa.Code §1.24(b).

12. If you intend to subpoena witnesses for the hearing, you should review the procedures established in 52 Pa.Code §5.421. You must submit your written application to me sufficiently in advance of the hearing date so that the other parties will have the required ten (10)

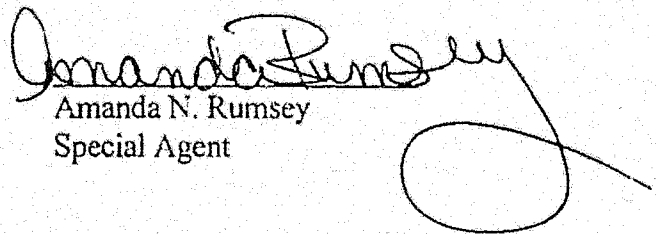
days' notice to answer or object, and so that you will have enough time to receive the subpoena and serve it.

13. A request for a change of the scheduled hearing date must state the agreement or opposition of other parties, and must be submitted in writing no later than five (5) days prior to the hearing. 52 Pa.Code §1.15(b). Requests for changes of hearing dates must be sent to me and all parties of record. The correct address is: Special Agent Amanda N. Rumsey, P.O. Box 3265, Harrisburg, PA 17105-3265. Changes are granted only in rare situations where good cause exists.

**14. YOU MAY LOSE THIS CASE IF YOU DO NOT TAKE PART IN THE HEARING AND PRESENT EVIDENCE ON THE ISSUES RAISED.**

15. Although the hearing is being conducted telephonically for the convenience of the parties, it is still a formal hearing and will be conducted in accordance with the Commission's Rules of Practice and Procedure.

Date: November 5, 2003

  
Amanda N. Rumsey  
Special Agent

MONTHLY BUDGET INFORMATION

Customer's Name: Nicole Renee Carman

Date: November 5, 2003

Name of Utility: PPL Electric Utilities Corporation

P.U.C. Docket No.: Z-01352758

Hearing Date: Tuesday, January 13, 2004 @ 10:00 a.m.

Special Agent: Amanda N. Rumsey

Monthly Household Income

Amount

(Include net income from all persons living in your home.)

Salaries, wages & tips

\$ \_\_\_\_\_

Public assistance

\_\_\_\_\_

Social security or SSI

\_\_\_\_\_

Alimony

\_\_\_\_\_

Child support

\_\_\_\_\_

Pension

\_\_\_\_\_

Retirement benefits

\_\_\_\_\_

Unemployment compensation

\_\_\_\_\_

Workers' compensation

\_\_\_\_\_

Food stamps

\_\_\_\_\_

Other income (List source & amount):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Total:

\$ \_\_\_\_\_

(IMPORTANT: COMPLETE EXPENSE INFORMATION ON NEXT PAGE.)

Monthly Household Expenses

Amount

Balance

Owed

Rent/mortgage

\$ \_\_\_\_\_

\$ \_\_\_\_\_

Electric

\_\_\_\_\_

\_\_\_\_\_

Gas

\_\_\_\_\_

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Telephone

\_\_\_\_\_

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Water

\_\_\_\_\_

\_\_\_\_\_

Sewage

\_\_\_\_\_

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Trash pickup

\_\_\_\_\_

\_\_\_\_\_

Cable television

\_\_\_\_\_

\_\_\_\_\_

Food (Other than food stamps)

\_\_\_\_\_

\_\_\_\_\_

Clothing

\_\_\_\_\_

\_\_\_\_\_

Automobile:

    Loan payment

\_\_\_\_\_

\_\_\_\_\_

    Gasoline

\_\_\_\_\_

\_\_\_\_\_

    Repairs & maintenance

\_\_\_\_\_

\_\_\_\_\_

    Car insurance

\_\_\_\_\_

\_\_\_\_\_

Other transportation:

    Bus

\_\_\_\_\_

\_\_\_\_\_

    Taxicabs

\_\_\_\_\_

\_\_\_\_\_

    Jitneys

\_\_\_\_\_

\_\_\_\_\_

Insurance premiums:

    Renters'/homeowners' insurance

\_\_\_\_\_

\_\_\_\_\_

    Life insurance

\_\_\_\_\_

\_\_\_\_\_

    Medical insurance

\_\_\_\_\_

\_\_\_\_\_

Medical bills:

    Doctors

\_\_\_\_\_

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    Dentists

\_\_\_\_\_

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    Hospitals

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    Prescriptions

\_\_\_\_\_

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List credit cards & charge accounts:

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List loan payments:

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List other expenses:

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\_\_\_\_\_

**Total:**

\$ \_\_\_\_\_

\$ \_\_\_\_\_

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

January 7, 2004

**FEDERAL EXPRESS**

Special Agent Amanda Rumsey  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, Pennsylvania 17105-3265

**DOCUMENT**

2004 JAN - 9 AM 9:10  
P.U.C.  
SECRETARY'S BUREAU

RECEIVED

Re: **Nicole Renee Carman v.  
PPL Electric Utilities Corporation  
Docket No. Z-01352758**

Dear Special Agent Rumsey:

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, January 13, 2004 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 / RB*  
John F. Gross

Enclosures

cc: Nicole Renee Carman  
James J. McNulty, Secretary

2-01352758

Account Activity Statement

Date: 01/06/04  
Page: 1

\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

Account Number:  
05070-95073

Mail To:  
NICOLE CARMAN  
-26 N GAY ST  
MARIETTA

Payment Agreement  
Installment: \$0.00 Balance: \$0.00

FA 17547

Budget Bill Amortization  
Installment: \$0.00 Balance: \$0.00

Requested By:  
NICOLE CARMAN  
(717)684-6612 Extension:

Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	ROG/TYPE	DAYS USED	KWH	BILLED KW
09/09/2002	ELECTRIC SERVICE		\$126.99								
09/09/2002	DEPOSIT		\$76.00								
09/09/2002	Regular Bill	09/30	\$202.99				0003/0285	04307A	27	1579	
09/30/2002	Transfer Debit		\$5.48								
10/09/2002	ELECTRIC SERVICE		\$128.57								
10/09/2002	DEPOSIT		\$76.00								
10/09/2002	Late Payment Charge		\$1.59								
10/09/2002	Regular Bill	10/30	\$414.63	\$202.99			0051/0132	05908A	30	1601	
11/05/2002	Late Payment Charge		\$0.02								
11/05/2002	Late Payment Charge		\$3.20								
11/07/2002	ELECTRIC SERVICE		\$174.01								
11/07/2002	DEPOSIT		\$76.00								
11/07/2002	Regular Bill	12/02	\$667.86	\$414.63			0538/0C00	08140A	29	2232	
12/09/2002	ELECTRIC SERVICE		\$245.80								
12/09/2002	DEPOSIT		\$76.00								
12/09/2002	Regular Bill	12/30	\$989.66	\$667.86			0880/0000	11369A	32	3229	
12/10/2002	Late Payment Charge		\$0.06								
12/10/2002	Late Payment Charge		\$5.38								
01/08/2003	Late Payment Charge		\$0.06								
01/08/2003	Late Payment Charge		\$8.45								
01/09/2003	BUDGET BILLING		\$164.00								
01/09/2003	Regular Bill	01/30	\$1167.61	\$989.66	\$259.26	\$95.26	1021/0000	14783A	31	3414	
02/07/2003	BUDGET BILLING		\$164.00								
02/07/2003	Regular Bill	03/03	\$1331.61	\$1167.61	\$287.39	\$218.65	1179/0000	18582A	29	3799	
03/10/2003	BUDGET BILLING		\$164.00								
03/10/2003	Regular Bill	03/31	\$1495.61	\$1331.61	\$235.74	\$352.39	1210/0000	22497A	31	3915	
03/11/2003	Late Payment Charge		\$0.24								
03/11/2003	Late Payment Charge		\$4.10								
03/11/2003	Late Payment Charge		\$8.45								
04/09/2003	BUDGET BILLING		\$546.94								
04/09/2003	Regular Bill	04/30	\$2055.34	\$1495.61	\$196.55		0664/0000	25037A	30	2540	
05/09/2003	ELECTRIC SERVICE		\$154.98								
05/09/2003	Regular Bill	06/02	\$2210.32	\$2055.34			0319/0005	27001A	30	1964	

DOCUMENT

DOCUMENT  
FEB 04 2004

DATE	TRANSACTION TYPE	CUE DATE	TRANSACTION AMOUNT	BALANCE FORWARDED	ACTUAL BILLED	DEFERRED BALANCE	DES DAY H/C	RGS/TYPE	DAYS USED	KWH	BILLED KW
05/10/2003	Late Payment Charge		\$12.99								
05/10/2003	Late Payment Charge		\$10.39								
05/11/2003	BUDGET BILLING		\$180.00								
05/11/2003	Regular Bill	07/02	\$2414.10	\$2210.32	\$135.21	\$ 44.79	0202/002C	28691A	33	1690	
05/27/2003	BUDGET BILLING		\$1.04								
05/27/2003	Regular Bill	07/21	\$2111.14	\$1906.32	\$45.83		0013/0079	292400	14	549	

# PUC Closing Records Archive

**CASENBR: 1352758**

**COMPANYNAME** PPL (EDC - ELECTRIC)  
**COMPANYCODE** 0010  
**COMPANYTYPE** ELECTRIC DISTRIBUTOR  
**CUSTOMERFIRSTNAME** NICOLE  
**CUSTOMERMIDDLEINITIAL** R  
**CUSTOMERLASTNAME** CARMAN  
**ACCOUNTNUMBER** 0507098023  
**SERVADDRESS1** 126 NORTH GAY STREET  
**SERVADDRESS2**  
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**DOCUMENT**

**POCKETED**  
FEB 04 2004

2-01352758

Wednesday, June 25, 2003

Page 1 of 1

PPL EXHIBIT 2

Agreement Edit Help

Start Date	Type	Status	Agreement Amount
06/16/03	Catch-Up	Pending	2,414.1
06/10/03	Catch-Up	Canceled	2,210.3
05/21/03	PUC Non-Catch-Up	Defaulted	2,210.3
04/08/03	Catch-Up	Dispute Cancel	1,508.4
01/20/03	Non-Catch-Up	Defaulted	1,167.6
12/11/02	Non-Catch-Up	Defaulted	995.1

- Add...
- Change...
- Delete
- Undelete

**DOCKETED**

FEB 04 2004

2-01352758

**DOCUMENT**

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

**DATE:** January 12, 2004  
**SUBJECT:** Nicole Renee Carman v. PPL Electric Utilities Corp.  
Docket Number: Z-01352758  
**TO:** Wanda Zeiders, Supervisor of Docket Management  
Docketing Section, Secretary's Bureau  
**FROM:** Amanda N. Rumsey, Special Agent  
Office of Administrative Law Judge

11:20:11 AM  
01 JAN 14 AM 10:28  
SECRETARY'S BUREAU

I have attached two copies of the following exhibits, which have been admitted,  
by into evidence in the above-referenced case for a hearing held on January 13, 2004:

**PPL Exhibits 1, 2**

PLEASE HAVE THESE EXHIBITS DOCKETED AND PLACED IN THE RED  
DOCUMENT FOLDER.

If you have any questions about the exhibits, or this Memo, please contact me at  
(717) 787-4497.

**DOCUMENT**

Attachments

Account Activity Statement

Date: 01/06/04  
Page: 1

\*\*\* Account Information \*\*\*

Account Number:  
05070-99023

Mail To:  
NICOLE CARMAN  
126 N GAY ST  
MARIETTA

Requested By:  
NICOLE CARMAN  
717)684-5612 Extension:

\*\*\* Current Account Status \*\*\*

PA 17547  
Payment Agreement Installment: \$0.00 Balance: \$0.00  
Budget Bill Amortization Installment: \$0.00 Balance: \$0.00  
Current Rate: RS

PA.F.U.C.  
SECRETARY'S BUREAU

04 JAN 14 AM 10:28

DATE	TRANSACTION TYPE	DCE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED
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03/11/2003	Late Payment Charge		\$8.45						
04/09/2003	BUDGET BILLING		\$546.94						
04/09/2003	Regular Bill	04/30	\$2055.34	\$1495.61	\$196.55		0664/0000	25037A	30
05/09/2003	ELECTRIC SERVICE		\$154.98						
05/09/2003	Regular Bill	06/02	\$2210.32	\$2055.34			0319/0005	27001A	30

DOCUMENT

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BILLED RW

196

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/10/2003	Late Payment Charge		\$12.99								
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06/27/2003	BUDGET BILLING		\$1.04								
06/27/2003	Regular Bill	07/21	\$2111.14	\$1906.32	\$45.63		0C13/0079	292400	14	549	

# PUC Closing Records Archive

**CASENBR:** 1352758

**COMPANYNAME:** PPL (EOC - ELECTRIC)

**COMPANYCODE:** 0010

**COMPANYTYPE:** ELECTRIC DISTRIBUTOR

**CUSTOMERFIRSTNAME:** NICOLE

**CUSTOMERMIDDLEINITIAL:** R

**CUSTOMERLASTNAME:** CARMAN

**ACCOUNTNUMBER:** 0507099023

**SRVADDRESS1:** 126 NORTH GAY STREET

**SRVADDRESS2:**

**SRVCITY:** MARIETTA

**SRVSTATE:** PA

**SRVZIP:** 17547

**SRVZIP2:** 0

**DECISIONISSUE:** Y

**ORALWRITTEN:** W

**VIOLATION NO:**

**CHAPTER:**

**SECTIONRULE:**

**TOTAL BALANCE:** 1858.70

**DATECLOSED:** 4/17/2003

**RESOLUTION:** STRAIGHT PAR-WAVE LPC'S

**BALANCEDATE:** 4/14/2003

**SERVICEINSTOREDPAY:** 0

**SERVICECONTINUEAMOUNT:** 0

**SERVICECONTINUEDATE:**

**TERMS:** MAY 2003

**SPECIAL BUDGET AMOUNT:** 188

**REGULAR BUDGET AMOUNT:** 173

**ARRARS PAYMENT PLUS:** 15

**FINAL MONTHLY PAYMENT:** 0

**CURRENT MONTHLY PAYMENT:** 0

**END MONTHLY PAYMENT:** 0

**LETTER DESCRIPTION:** EQW STRAIGHT PARNO LPCS/BUDGET +

**ISSU DATE:**

**PARDESCR:** YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES FOR FINANCIAL ENERGY ASSISTANCE.

**RECONNECT DATE:**

**RECONNECT AMOUNT:** 0

**PAY AMOUNT:**

**DCS INVESTIGATOR NAME:** VERNELL

**DCS INVESTIGATOR NAME2:** BRIDDELIE

**NRROFTIME SEND:** 1

**NRROFTIME FAXED:** 0

**FAXARRACORR:** 0

**PUC FAX:** 7870041

**PUC TYPE:** E

**BY RCVD:** 4/17/2003 2:03:11

**XML CREATED DATE/TIME:** 4/17/2003 12:47:04

**XML FILE NAME:** PPLE\_CL\_04172003\_124704.xml

SECRETARY'S BUREAU

04 JAN 14 AM 10:28

**DOCUMENT**

2-01352758

**DOCKETED**

FEB 04 2004



# Chapter 56 Hearing Report

*Please Check Those Blocks Which Apply*

Docket No.:	Z-01352758		YES	NO
Case Name:	Nicole Renee Carman v. PPL Electric Utilities Corporation	Prehearing Held:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Location:	Harrisburg	Hearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Date:	January 13, 2004	Testimony Taped:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Special Agent:	SA Amanda N. Rumsey	Transcript Due:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Hearing Concluded:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Further Hearing Needed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Estimated Add'l Days:		
		RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		DATE:	1/13/04	
		Briefs to be Filed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		DATE:		
		Bench Decision:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		REMARKS:		

# DOCUMENT

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

Name and Telephone Number	Address	Who are you representing?
Nicole Renee Carman Telephone: 717-424-4715	126 N. Gray St City: Marietta State: PA Zip: 17541	Pro Se
John F. Gross Esq Telephone: 610-774-2199	33 S. 7th St City: Allentown State: PA Zip: 18101	PPL

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	
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	
Telephone:	E-mail Address:			Fax Number:

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