

CAPTION SHEET

CASE MANAGEMENT SYSTEM

|                          |   |                             |
|--------------------------|---|-----------------------------|
| 1. REPORT DATE: 00/00/00 | : |                             |
| 2. BUREAU: ALJ           | : |                             |
| 3. SECTION(S):           | : |                             |
| 5. APPROVED BY:          | : | 4. PUBLIC MEETING DATE:     |
| DIRECTOR:                | : | 00/00/00                    |
| SUPERVISOR:              | : |                             |
| 6. PERSON IN CHARGE:     | : | 7. DATE FILED: 06/02/03     |
| 8. DOCKET NO: Z-01357444 | : | 9. EFFECTIVE DATE: 00/00/00 |

PARTY/COMPLAINANT: MAYO, ANGELA

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: MONROE

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE CAN NOT AFFORD \$245 PER MONTH. SHE WOULD LIKE TO BE PUT ON WRAP PROGRAM AND PAY \$150 PER MONTH.

DOCUMENT

JUN 03 2003

RECEIVED

Z-013574

ORIGINAL

JUN 02 2003

FORMAL COMPLAINT FORM

6/3/03

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU  
Please Print:

Pennsylvania Public Utility Commission

110500

ST 1357444

1. Your Name, Mailing Address and Telephone Number.

Name Angela Mayo

Street/P.O. Box \_\_\_\_\_ Apt.# \_\_\_\_\_

City 228 Winona Road State PA Zip 18344

County Monroe Home Telephone-Area Code (570) 839-6839  
Work Telephone-Area Code ( )

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

3. What is your complaint?

I am on temporary disability - I can't pay 245 a month after explaining my hardship & PP&L you still expect me to pay 245. I was on the whap program for 150 a month & in January they kicked me off. Before kicking me off I called the whap program & told them about my temp disability. I spoke to an employee named Luise & she told me not to tell the truth - because they would kick me off. Either way I lost. My entire house is run by electricity. Me & my 2 children can't survive without it. I feel destitute.

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

I would like to request a phone <sup>(-over-)</sup> interview as early as possible. I cannot travel.  
Thank you,  
Angela Mayo

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

I would like to be put on the wrap program. I was paying \$150 a month which is a struggle but not as much as \$245 a month. I will be able to go back to work in a few months & I will be able to maintain a payment of \$150 a 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.

Angela Mayo  
Original Signature of complaining person

6-1-03  
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number-Area Code ( \_\_\_\_\_ ) \_\_\_\_\_

5/6/03.

**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 5/1/2003. 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.)

ANGELA MAYO  
228 WINONA ROAD  
MOUNT POCONO PA 18344

570-839-6839

(Area Code) Telephone Number

Angela Mayo

Signature

Mail this completed form to:

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

|            |               |                  |          |
|------------|---------------|------------------|----------|
| ST Number: | 1357444       | Date of mailing: | 5/1/2003 |
| Company:   | PPL UTILITIES |                  |          |

RECEIVED  
2003 MAY 9 AM 9:31  
SECRETARY'S BUREAU

5/6/03

INFORMAL COMPLAINT DECISION  
BUREAU OF CONSUMER SERVICES, RESIDENTIAL TERMINATION UNIT  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Date: 5/1/2003

ANGELA MAYO  
228 WINONA ROAD  
MOUNT POCONO PA 18344

S.T. No: 1357444

V

Acct. No: 8363136009

PPL UTILITIES

You contacted the Public Utility Commission asking for help in preventing the termination of your utility service. The Residential Termination Unit looked into your records with the company and decided that:

- Your total account balance is \$1,018.62. This balance does not include any payments or bills sent out on or after 4/22/2003.
- Beginning MAY 2003 you must pay the company a special budget amount of \$243.00 per month. This amount may change depending on any change in the amount of service you use.
- This special budget amount includes a regular budget amount of \$228.00 per month, which is based on your monthly usage, plus \$15.00 that will be paid toward the account balance.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or if you do not keep this agreement.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.

You are advised to contact the Department of Public Welfare and other available social agencies for financial energy assistance. *I have exhausted any & all funds I can receive, which I stated over the phone.*

TIMOTHY PLATT  
Investigator

Dear Mr. Platt,  
I do not understand the investigation. I called  
you up for help & your monthly amount of 243.  
is the same as the PPL rep stated before I called the  
PUC.

Regarding the attached letter paragraph #6 - I already  
asked for special programs & was told there was none.  
I am on welfare w/ 2 children at home - therefore  
I am appealing the decision.

Angela Mayo



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

6/3/03

IN REPLY PLEASE  
REFER TO OUR FILE

May 14, 2003

ST 1357444

ANGELA MAYO  
228 WINONA ROAD  
MOUNT POCONO PA 18344

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 3, 2003 to the address listed below:

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

**While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.**

**Commission Procedures for Formal Complaints**

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

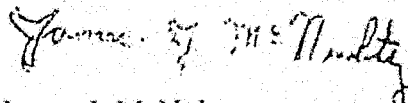
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.**

**YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).**

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty  
Secretary

nvl

CC: PPL UTILITIES

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 9, 2003

ANGELA MAYO  
Complainant

VS.

PPL ELECTRIC UTILITIES  
CORPORATION  
Respondent

Complaint Docket  
No: Z-01357444

COMPLAINT  
FILED

JUN 09 2003

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PPL ELECTRIC UTILITIES CORPORATION

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

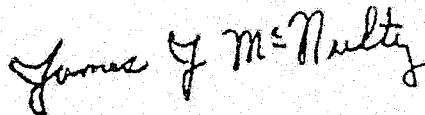
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

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

DATE SERVED: JUNE 9, 2003

Z-01357444

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

JUN 11 2003  
10:12 AM  
PPL

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by ANGELA MAYO. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

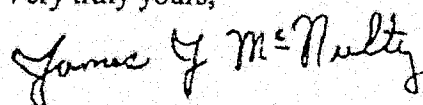
JUNE 9, 2003

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

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

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

James J. McNulty  
Secretary

KSB

ORIGINAL

GROSS, MCGINLEY, LABARRE & EATON LLP

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

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

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  
DEBRAH A. CAVACINI

JUN 20 2003

June 20, 2003

PA PUBLIC UTILITY COMMISSION  
S. STATE ST. HARRISBURG, PA 17105

VIA FEDERAL EXPRESS

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

DOCUMENT  
FOLDER

RE: Angela Mayo v. PPL Electric Utilities Corporation  
No. Z-01357444

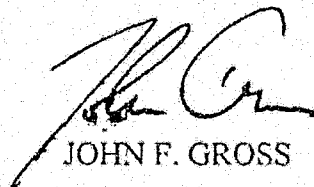
Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three (3) copies of the Answer of PPL Electric Utilities Corporation.

Pursuant to 52 Pa. Code §1.11, the enclosed document is to be deemed filed on June 20, 2003, which is the date it was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

In addition, please date and time-stamp the enclosed extra copy of this letter and return it to me in the envelope provided.

Very truly yours.

  
JOHN F. GROSS

RJP

JFG/afr

Enclosures

cc: Angela Mayo (w/ encs.)  
Ms. Deidre L. Bilger (w/ encs.)

ORIGINAL

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ANGELA MAYO,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET  
NO. Z-01357444

[RECEIVED]

JUN 4 2003

PA PU  
SECRETARY COMMISSION

ANSWER OF PPL ELECTRIC UTILITIES CORPORATION

PPL Electric Utilities Corporation (hereafter "PPL"), by its attorney, hereby answers the Complaint in the above-captioned proceeding as follows:

1. Admitted.
2. Admitted.
3. Denied. PPL denies that it has been unreasonable in billing Complainant or in any other way in this matter.

DOCUMENT  
FOLDER

By way of further answer, Complainant's current overdue balance is \$1,037.62. Complainant's payments on this account have been sporadic making eight (8) payments in 2002 and four (4) payments in 2003. PPL has made numerous reasonable payment arrangements on this account and Complainant has defaulted on all of them.

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

DOCKETED

JUN 24 2003

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

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

Attached hereto as Exhibit A is a copy of the Bureau of Consumer Services Decision dated April 28, 2003 at Docket Number 1357444.

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

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

Respectfully submitted,

PPL Electric Utilities Corporation

By:   
JOHN F. GROSS

Dated: June 20, 2003  
at Allentown, Pennsylvania

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ANGELA MAYO,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET  
NO. Z-01357444

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CERTIFICATION OF SERVICE

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

Angela Mayo  
228 Winona Road  
Mt. Pocono, PA 18344

Dated this the 20<sup>th</sup> day of June, 2003.

GROSS, MCGINLEY, LABARRE & EATON, LLP

By: 

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



# PUC Closing Records Archive

CASENR: 1367444

COMPANYNAME PPL (ELEC - ELECTRIC)  
COMPANYCODE 0010  
COMPANYTYPE ELECTRIC DISTRIBUTOR

CUSTOMERKEYNAME ANGELA  
CUSTOMERKEYID 00000000000000000000

LASTPOWERLASTNAME MAYO  
ACCOUNTNUMBER 6560138900  
LENYADDRESS 220 WILSON ROAD  
SERVADDRESS

SERVICES MOUNT POCONO

SERVICES PA  
SERVICES 10001  
SERVICES 0

DOCTORS Y  
ORAL HYGIEN W  
PHYSICIAN NO

CLUBS

EDUCATION

TOTAL BALANCE 0.00

INSTRUMENT 47242003

RESOLUTION WAIVER LPO'S

BASE CONTRACT 47242003

SERVICES DIRECT 0

SERVICES CONTRACT 0

SERVICES CONTRACT 0

TERMS MAY 2003

SPECIAL DISCOUNT 213

REGULAR DISCOUNT 213

ANNUAL PAYMENT 15

FINAL MONTHLY PAYMENT 0

CURRENT MONTHLY PAYMENT 0

END OF MONTHLY PAYMENT 0

RETTIREMENT OPTION BOW STRAIGHT PIANO LPO'S BUDGET \*

HEADLINE

PARM.104 YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES FOR FINANCIAL ENERGY ASSISTANCE.

BILLED DATE

ATTORNEY WORK 0

PAY AMOUNT

DISCOUNT FOR PPL TWO THY

DISCOUNT FOR PPL TWO THY

DISCOUNT FOR PPL TWO THY

DISCOUNT FOR PPL TWO THY

DISCOUNT FOR PPL TWO THY

PUC FAX TOTAL

PUC TYPE B

DT\_0177 47242003 0.0000

FILE\_CREATE\_DATE 47242003 0.0000

FILE\_PATH PPL\_F\_04\_0402003\_14660.PPL





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-01357444

(SEE ATTACHED LIST)

Angela Mayo 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: Wednesday, January 7, 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

DOCUMENT  
FOLDER

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.

**DOCKETED**

NOV 13 2003

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

|                        |              |
|------------------------|--------------|
| Angela May             | 570.839.6839 |
| 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