

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: 10/17/02
8. DOCKET NO: Z-01185142	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SICHER, DEXTER ROBERT

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: LEHIGH

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WANTS THE PUC TO CONSIDER THE FACT THAT HE HAS CONSISTENTLY KEPT IN CONTACT WITH PPL. HE STATES THAT AT LEAST HE IS MAKING AN EFFORT TO RESOLVE THIS DEBT.

DOCUMENT
FOLDER

DOCKETED

OCT 22 2002

ORIGINAL

FORMAL COMPLAINT FORM

Pennsylvania Public Utility Commission

Please Print:

2-01185142
110500

ST 1185142
10/21/02

1. Your Name, Mailing Address and Telephone Number.

Name Dexter Robert Sicker

Street/P.O. Box 36 South 5th St Apt.# 7

City Allentown State PA Zip 18102

County Lobich Home Telephone-Area Code (610) 820-0930
Work Telephone-Area Code () see above

2. Name of Company your complaint concerns: P.P.L. utilities

3. What is your complaint?

I, Dexter Sicker, have made Regular "good Faith" payments to P.P.L. under the agreement of maintaining Regular monthly payments, to which I have attempted to adhere. I Fully intend to absolve this debt.

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

(-over-)

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

Please take into consideration the fact that I have consistently kept in contact with P.P.L. Please consider I am making an effort to resolve this debt.

(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.

Dexter R. Sicker

10-07-02

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 N.A.

Street N.A.

City N.A. State N.A. Zip N.A.

Telephone Number-Area Code () N.A.

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 9/18/2002. 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.)

DEXTER R SICHER
36 S. 5TH ST.
ALLENTOWN PA 18101

(610) 820-0930
(Area Code) Telephone Number

Dexter Sicher
Signature

Mail this completed form to:

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

ST Number:	1185142	Date of mailing:	9/18/2002
Company:	PPL UTILITIES		

RECEIVED 12/97
SECRETARY'S BUREAU
02 SEP 26 11:10:13

55



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
P.O. BOX 3265, HARRISBURG, PA 17105-3265
9/18/2002

S.T. No: 1185142

DEXTER R SICHER
36 S. 5TH ST.
ALLENTOWN PA 18101

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. We have also sent a copy of this decision to your utility company. This decision is binding on all parties, and unless you or the company appeal this decision, it will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date indicated on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms your appeal will begin. The Commission will assign your complaint to an Administrative Law Judge, and a hearing date will be scheduled.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call 1-800-692-7380.

Sincerely,

JOAN GORENC
Investigator

Enclosure
PPL UTILITIES
2400036126

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

Date: 9/18/2002

DEXTER R SICHER
36 S. 5TH ST.
ALLENTOWN PA 18101

S.T. No: 1185142

V.

Acct. No: 2400036126

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 \$302.39. This balance does not include any payments or bills sent out on or after 7/12/2002.
- Beginning 10/15/02 you must pay the company a special budget amount of \$114.00 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 \$74.00 per month, which is based on your monthly usage, plus \$40.00 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.

JOAN GORENC
Investigator



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

10/21/02

IN REPLY PLEASE
REFER TO OUR FILE

OCTOBER 1, 2002

ST 1185142

DEXTER R. SICHER
36 SOUTH 5TH STREET
ALLENTOWN PA 18101

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:

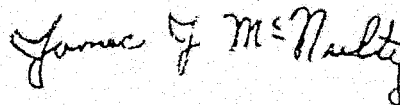
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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 23, 2002

DEXTER ROBERT SICHER
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: Z-01185142

DOCUMENT
FOLDER
DOCKETED
OCT 22 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,

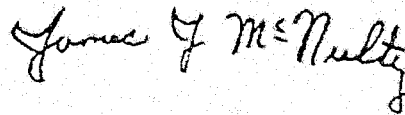
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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 23, 2002

Z-01185142

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 DEXTER ROBERT SICHER. 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.

DOCUMENT
FOLDER

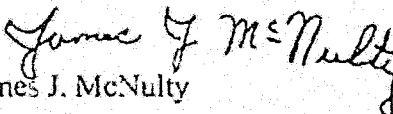
OCTOBER 23, 2002

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,


James J. McNulty
Secretary

JH

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
ELIZABETH R. GRAVER
ALLEN I. TULLAR
JOHN F. GROSS
KIMBERLY G. KRUPKA
ROBERT A. ALPERT
K. A. SPOTTIS-KIMMEL

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

(610) 820-5450
TELEFAX (610) 820-6006
E-MAIL wfries@gmle.com

November 7, 2002

RECEIVED
2002 NOV 12 AM 9:30
PA P.U.C.
SECRETARY'S BUREAU

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

**RE: Dexter Robert Sicher v. PPL Electric Utilities Corporation
No. Z-01185142**

Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three copies of a Certificate of Satisfaction of Complaint under 52 Pa. Code § 5.24(b).

Because all legal and factual issues in this proceeding have been resolved, PPL respectfully requests that this docket be terminated.

I hereby certify that I have provided a copy of the Certificate to the Complainant in this proceeding. In addition, I have provided a copy of the Certificate to Administrative Law Judge Robert A. Christianson.

Thank you for your assistance.

Very truly yours,

William J. Fries
WILLIAM J. FRIES

DOCUMENT
FOLDER

WJF/sjm
Enclosures

cc: The Honorable Robert A. Christianson, w/encl.
Mr. Dexter Robert Sicher, w/encl.
Ms. Deborah M. Thiel, w/encl. (via telefax)
Ms. Deidre L. Bilger, w/encl. (via telefax)

ORIGINAL

44

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DEXTER ROBERT SICHER

v.

PPL ELECTRIC UTILITIES CORPORATION

Complaint Docket
NO. Z-01185142

RECEIVED
2002 NOV 12 AM 9:31
P.A.U.C.
SECRETARY'S BUREAU

CERTIFICATE OF SATISFACTION OF COMPLAINT

1. Complainant is Dexter Robert Sicher (hereinafter "Complainant").
2. Respondent is PPL Electric Utilities Corporation (hereinafter "PPL").
3. This Certificate of Satisfaction of Complaint is submitted pursuant to Section 5.24(b), Title 52 of the Pennsylvania Code, 52 Pa. Code § 5.24(b).

4. PPL hereby certifies that the parties to the above-referenced formal Complaint, which is now pending before the Pennsylvania Public Utility Commission, have mutually and voluntarily agreed upon the following terms as full satisfaction of all outstanding legal and factual disputes in this proceeding, and Complainant has acknowledged satisfaction to PPL:

- a. Beginning with the December, 2002 electric bill, Complainant agrees to pay the budget bill plus \$15 toward an outstanding balance of \$357.23 on Account No. 24000-36126 until paid in full.

DOCUMENT
FOLDER

DOCKETED

NOV 13 2002

b. Complainant agrees to withdraw the Complaint filed with the Commission at the above term and number with prejudice.

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

Respectfully submitted,

PPL Electric Utilities Corporation

By: William J. Fries
WILLIAM J. FRIES
Its Attorney

Dated: November 8, 2002
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DEXTER ROBERT SICHER

Complaint Docket
NO. Z-01185142

v.

PPL ELECTRIC UTILITIES CORPORATION

CERTIFICATE OF SERVICE

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

Dexter Robert Sicher
36 South 5th Street, Apt. 7
Allentown, PA 18101

Dated this 8th day of November, 2002.

GROSS, MCGINLEY, LaBARRE & EATON, LLP

BY: William J. Fries
WILLIAM J. FRIES, ESQUIRE
Attorney for PPL Electric Utilities Corporation
33 South 7th Street
P.O. Box 4060
Allentown, PA 18105-4060
(610) 820-5450
I.D. #25914

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: November 14, 2002

SUBJECT: Certification of Satisfaction Filed
Z-01185142 Dexter Robert Sicher v. PPL Electric Utilities Corporation

TO: Wanda Zeiders
Docket Management

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

On November 13, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by William J. Fries, 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)
Beth Plartz
Case File

DOCUMENT
FOLDER

DOCKETED
NOV 22 2002