

CAPTION SHEET

USE MANAGEMENT SYSTEM

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: 08/16/02
8. DOCKET NO: Z-01110481	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SMITH, RAYMOND H.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: NORTHAMPTON

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES HIS ESTIMATED BILLS ARE TOO HIGH DURING SUMMER. PPL IS REPLACING HIS METER. HE WANTS TO APPEAL TO HAVE THE SPECIAL BUDGET AMOUNT LOWERED.

DOCKETED
AUG 14 2002

DOCUMENT
FILED

Z-0 1110481

ST 1110481
8-28-02

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Please Print:

110500

SECRET

1. Your Name, Mailing Address and Telephone Number.

Name RAYMOND H SMITH
Street/P.O. Box 3381-E-BLVD Apt.# # 2
City BETHLEHEM State P.A. Zip 18017
County NORTHAMPTON Home Telephone-Area Code 610 691-1407
Work Telephone-Area Code ()

2. Name of Company your complaint concerns: PPTL Electric Utilities
827-HAUSMAN Rd
3. What is your complaint? ALLENTOWN, P.A. 18104
1-888-622-1220

My electric Meter, AND ESTIMATED high
bills, during the SUMMER MONTHS, WHICH
ARE ONE OF THE CAUSES, WHY I'M
COMPLAINING. PPTL ^{KNOW} OF THE PROBLEM, I
WAS NOTIFIED BY PPTL, BY LETTER ON 8-1-2002
THEY WILL REPLACE MY OLD METER, AND
INSTALL A NEW METER, TO REPORT, MY
ELECTRIC USE, AUTOMATICALLY. MY APPEAL
TO YOU IS TO LOWER, THE SPECIAL BUDGET

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

AMOUNT, OF \$125.00 PER MONTH, APPEAL YOUR
DECISION, PAYMENTS PLAN. I'M ON A DISABILITY,
EARLY shut-down PENSION, FROM BETHLEHEM STEEL
CORP, SINCE 1994!

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

My Disability, CERVICAL disc disease, SEIZURE disorder AND depression. I FILED AN APPLICATION FOR disability INSURANCE BENEFITS ON 8-5-1994, I'M STILL WAITING ON A DECISION. MY CASE IS NOW IN U.S. DISTRICT COURT. MY EARNING WENT FROM 43,000.00 PER YEAR, TO 14,000.00 PER YEAR. ON JUNE, 2002, I APPLY FOR ENERGY ASSISTANCE, FOR help, MY bill WAS AS high AS 700.00. I WAS ELIGIBLE, BECAUSE, MY INCOME WAS 14,000.00 PER YEAR.

(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.

Raymond H Smiel

8-14-2002

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 (_____) _____

400.00 WAS PAID ON MY ACCOUNT, MY BAL, NOW IS \$288.95. PLEASE LOWER THE SPECIAL budget AMOUNT. I CANNOT TRAVEL, BECAUSE OF MY SEIZURE disorder. PLEASE HAVE THE HEARING, held by PHONE. THANK-YOU - MR MENULLEY - FOR YOUR TIME.

SIGN
RAYMOND H SMIEL. 610-691-1407

Timothy

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 7/31/2002. 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.)

RAYMOND H SMITH
PO BOX 94
BETHLEHEM PA 18016

3381 - EAST BLV APT 2

P.O. Box #94 - Bethlehem P.A. 18016

610-691-1407
(Area Code) Telephone Number

Raymond H Smith
Signature

Mail this completed form to:

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

ST Number:	1110481	Date of mailing:	<i>8-2-2002</i> 7/31/2002
Company:	PPL UTILITIES		

8-5-2002

REVISED 12/97

26

*THANK YOU FOR YOUR SUPPORT,
I APPEAL THE DECISION, 125.00 PER MONTH,
IS TOO MUCH. I'M ONLY LIVING ON A 1,000.00
PER MONTH PENSION. SIGN R.H SMITH*



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

8-28-02

IN REPLY PLEASE
REFER TO OUR FILE

AUGUST 8, 2002

ST 1110481

RAYMOND H SMITH
PO BOX 94
BETHLEHEM PA 18016

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 AUGUST 28, 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:

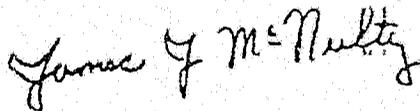
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

KSB

CC PPL UTILITIES

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 19, 2002

RAYMOND H. SMITH
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complain: Docket
No. Z-01110481

DOCUMENT
FILED

DOCKETED
AUG 19 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,

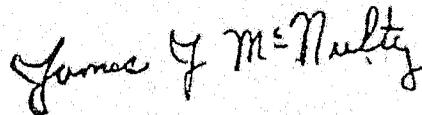
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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: AUGUST 19, 2002

Z-01110481

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

DOCUMENT
FILED

Dear Sir/Madam

A complaint has been filed against you before the Pennsylvania Public Utility Commission by RAYMOND H SMITH. 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.

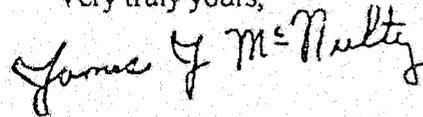
AUGUST 19, 2002

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 and title.

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. KELLY
WILLIAM J. FRIES
ANNE K. MANLEY
SUSAN ELLIS WILD
ELIZABETH GRAVER
ALLEN I. TULLAR
JOHN F. GROSS
KIMBERLY G. KRUPKA
ROBERT A. ALPERT
K. A. SPOTIS-KIMMEL

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

2002 SEP -3 11 5:13

SECRETARY'S BUREAU

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

September 3, 2002

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

DOCUMENT
FOLDER

RE: Raymond H. Smith v. PPL Electric Utilities Corporation
No. Z-01110481

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

WJF/dtb

Enclosures

cc: The Honorable Robert A. Christianson, w/encl.
Mr. Raymond H. Smith, w/encl.
Ms. Colleen M. Marx, w/encl. (via telefax)

BTL

9/3/02 dtb
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ORIGINAL

2002-09-10

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SECRETARY'S OFFICE

RAYMOND H. SMITH

Complaint Docket
NO. Z-01110481

v.

PPL ELECTRIC UTILITIES CORPORATION

DOCUMENT
FOLDER

CERTIFICATE OF SATISFACTION OF COMPLAINT

1. Complainant is Raymond H. Smith.
2. Respondent is PPL Electric Utilities Corporation.
3. This Certificate of Satisfaction of Complaint is submitted pursuant to Section 5.24(b),

Title 52 of the Pennsylvania Code.

4. PPL Electric Utilities Corporation hereby certifies that the parties to the above-referenced formal Complaint, now pending before the Pennsylvania Public Utility Commission, have mutually and voluntarily agreed that the following terms constitute full satisfaction of all outstanding legal and factual disputes in this proceeding:

a. PPL Electric Utilities Corporation will apply a \$415 credit to Complainant Raymond H. Smith's electric account, which will come from the CARES Program and will eliminate Complainant's existing balance.

DOCKETED
SEP 10 2002

b. Complainant Raymond H. Smith will make regular monthly budget payments in the future, and the present monthly budget amount is \$81.00.

c. Complainant Raymond H. Smith acknowledges that he was told by PPL to apply for LIHEAP funds in late October or early November of 2002 because the income guidelines change.

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: ~~August~~ Sept 3, 2002
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RAYMOND H. SMITH

Complaint Docket
NO. Z-01110481

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):

Raymond H. Smith
3381-E Boulevard
Apartment 2
Bethlehem, PA 18017

Dated this 3rd day of September, 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: September 10, 2002

SUBJECT: Certification of Satisfaction Filed
Z-01110481 Raymond H. Smith v. PPL Electric Utilities Corporation

TO: Wanda Zeiders
Docket Management

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

SRB

On September 9, 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 Plantz
Case File

DOCKETED

SEP 12 2002

DOCUMENT FOLDER