

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: 08/08/02
8. DOCKET NO: Z-01107626	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: VIOLA, FRANK AND JUDI

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: LACKAWANNA

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THEY CANNOT PAY \$100 OVER THE MONTHLY BUDGET AMOUNT. THEY ASK THAT THE EXTRA FEE BE LOWERED AS MUCH AS POSSIBLE.

DOCUMENT
FOLDER

DOCKETED

AUG 09 2002

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

ST 1107626
8-15-02

Please Print:

Z-01107626
110500

1. Your Name, Mailing Address and Telephone Number.

Name Frank + Judi Viola

Street/P.O. Box 130 Living Water Rd ~~APT#~~ ^{Previously} GRA 5 BOX 5931

City Lake Ariel State PA Zip 18436

County Lackawanna Home Telephone-Area Code (570) 698-7932
Work Telephone-Area Code (570) 698-7932

Township
now
has
given
street
address

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

3. What is your complaint?

Due to loss of income, our budget is very tight
and we cannot afford the extra \$100 plus our
monthly budget.

We are hoping that extra money can be lowered,
the least amount would be the best for
us until we can catch up on all our bills
(mortgage included).

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

(-over-)

70

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

Please lower the monthly amount due so that we can squeeze it into our budget.

We'd appreciate your help in doing this.

Thank you

(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.

Judi Viola
Original Signature of complaining person

8/5/02
Date

Judi Viola

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 (_____) _____

Timely

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 7/8/2002. 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.)

FRANK AND JUDY VIOLA
130 LIVING WATERS RD
LAKE ARIEL PA, 18436

(570) 698-7932
(Area Code) Telephone Number

Frank Viola
Judy Viola

Signature

Mail this completed form to:

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

ST Number:	1107626	Date of mailing:	7/24/02	7/8/2002
Company:	PPL UTILITIES			

REVISED 12/97

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

8-15-02

IN REPLY PLEASE
REFER TO OUR FILE

JULY 26, 2002

ST 1107626

FRANK AND JUDY VIOLA
130 LIVING WATERS RD
LAKE ARIEL PA 18436

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 15, 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:

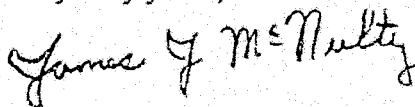
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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 9, 2002

FRANK AND JUDI VIOLA
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: Z-01107626

DOCUMENT
FOLDER

DOCKETED
AUG 09 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,

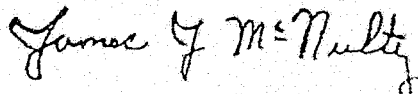
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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 9, 2002

Z-01107626

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by FRANK AND JUDI VIOLA. 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.

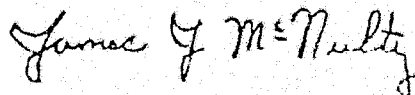
AUGUST 9, 2002

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

dbb

ORIGINAL

John F. Gross
Gross McCinley LaBarre & Eaton
33 South Seventh Street
Allentown, Pennsylvania 18101
(610) 820 5450

SRB

RECEIVED

August 29, 2002

AUG 29 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

James J. McNulty, Esquire
Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17105-3265

Frank and Judi Viola
v.
PPL Electric Utilities Corporation
Docket No. Z-01107626

Dear Secretary McNulty:

Enclosed for filing in the above-captioned matter are an original and three 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 August 29, 2002, 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

Enclosures

cc: Frank and Judi Viola

DOCUMENT

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PPL denies that Complainants are unable to pay current budget bill in addition to \$100.00 a month towards the arrearage as indicated in the most recent BCS decision.

PPL does not have sufficient information to either admit or deny Complainants' allegations regarding ability to pay. PPL does not have sufficient information to either admit or deny all other allegations in Complainants' complaint. Therefore, all such allegations are denied.

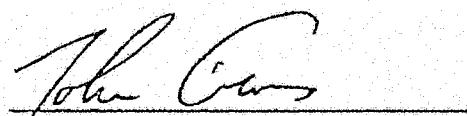
Attached hereto as Exhibit A is a copy of the Bureau of Consumer Services Decision dated July 3, 2002 at BCS Case Number 1107626.

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 Commission deny the above-captioned Complaint.

Respectfully submitted,

PPL Electric Utilities Corporation
By:



John F. Gross
Its Attorney

Dated: August 29, 2002
at Allentown, Pennsylvania

RECEIVED

AUG 29 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CSS03101

PA. PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
CLOSING DATA

7/3/02

BCS CASE NUMBER: 1107626

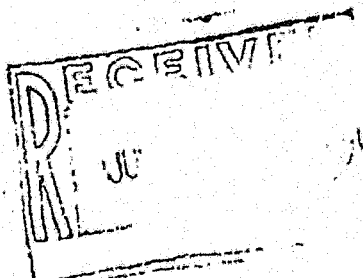
DATE CASE OPENED: 3/26/02

CUSTOMER NAME: FRANK AND JUDY VIOLA
SVC. ADDRESS: LIVING WATERS RD
RR5 BOX 5934
LAKE ARIEL, PA 18436

MAILING ADDRESS: 130 LIVING WATERS RD
LAKE ARIEL, PA 18436

COMPANY NAME: PPL (EDC - ELECTRIC)

ACCOUNT #: 8618126004



INCOME LEVEL: 3
TOTAL BALANCE/BASIC: \$661.30
PRIOR CASE NO:

RESOLUTION: STRAIGHT PAR-APPLY LPC'S

AMOUNT MONEY SAVED: \$88,888.88

COMPLIANCE
VIOLATION (ALLEGED, ACTUAL, NO): NO
CHAP 56/64/OTHER: SECTION/RULE:

DECISION ISSUED: Y ORAL/WITTEN: W
INVESTIGATOR: BRIDDELLE VERNELL
CLOSING DATE: 7/3/02

*Frank
V+DIA*

*22
ALB/10*

RECEIVED

AUG 29 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CS17

PA. PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
DECISION DATA

7/3/2002

BCS CASE NUMBER: 1107626 BCS UTILITY CODE: 0010

CUSTOMER NAME: FRANK AND JUDY VIOLA
ADDRESS: 130 LIVING WATERS RD
LAKE ARIEL, PA 18436

DATE CASE CLOSED: 7/3/2002
TOTAL/FINAL ACCOUNT BALANCE: \$661.30
DATE OF ACCOUNT BALANCE: 3/28/2002
NO.2'S (OFFS)
TO HAVE SERVICE RESTORED PAY: \$0.00
NO 3'S (REMEDI)
TO KEEP SERVICE ON PAY THIS AMOUNT: \$0.00 BY
TERMS: BEGINNING: JULY 26, 2002 (EXTENDED JULY DUE DATE)
SPECIAL BUDGET OR OPTIONAL PAYMENT AMOUNT: \$287.00
REGULAR BUDGET AMOUNT: \$187.00
PLUS PAYMENT TOWARD ARREARS: \$100.00
FINAL BILL MONTHLY PAYMENT: \$0.00
CURRENT BILL MONTHLY PAYMENT: \$0.00
END OF MONTH PAYMENT: \$0.00
10 DAY PAYMENT OR RECONNECT AMOUNT: \$0.00
BEGINNING WITH THE BILL DATED:
CUSTOMER WILL PAY CB PLUS: \$0.00

INVESTIGATOR - VERNELL BRIDDELL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Frank and Judi Viola

v.

PPL Electric Utilities Corporation

Complaint Docket
No. Z-01107626

ORIGINAL

CERTIFICATION OF SERVICE

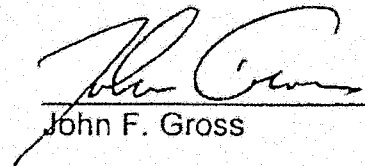
I hereby certify that I have this day served a true copy of the foregoing document upon the participant(s), listed below, in accordance with the requirements of §1.54 (relating to service by a participant):

Frank and Judi Viola
130 Living Water Road
Lake Ariel, PA 18436

Dated this 29th day of August, 2002.

RECEIVED

AUG 29 2002
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

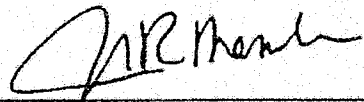


John F. Gross

VERIFICATION

COMMONWEALTH OF PENNSYLVANIA)
: SS
COUNTY OF LEHIGH)

I, John R. Menichini, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).



Date: August 29, 2002



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

November 6, 2002

In Re: Z-01107626

DOCUMENT
FOLDER

(See attached list)

Frank & Judi Viola v. PPL Electric Utilities Corporation

Requests payment arrangements.

SRD

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 telephone hearing
Date: Monday, January 6, 2003
Time: 10:00 a.m.
Presiding: Administrative Law Judge Debra Paist
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

The judge will be presiding as authorized by Chapter §56.174 of the Pennsylvania Code.

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 12 2002

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

Frank and/or Judi Viola (570) 698-7932
John F. Gross, Esquire (610) 820-5450

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge 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: Judge Paist
Susan Licon
Beth Plantz
Docket Section
Calendar File