

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Frank and Judi Viola  
Complainant

v.

PPL Electric Utilities Corporation  
Respondent

Docket No. Z-01107626

SECRETARY'S BUREAU

2003 JAN 12 10:53

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PREHEARING ORDER

SRB

An initial telephonic hearing in this case has been scheduled for Monday, January 6, 2003 at 10:00 a.m. Accordingly, the parties are hereby directed to comply with the following requirements:

1. If you intend to present any documents or exhibits for my consideration, you must send one copy to the other party and three copies to me one week before the hearing.

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

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. **FAILURE TO MAKE REGULAR PAYMENTS AS DIRECTED BY THE BCS MAY RESULT IN AN ORDER**

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.

5. 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.

6. 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 or missed payments for each item.

7. TO ASSIST THE CUSTOMER IN PROVIDING THE INCOME AND EXPENSE INFORMATION REQUESTED BY THIS ORDER, THREE (3) COPIES OF A BUDGET INFORMATION SHEET ARE ENCLOSED WITH THIS ORDER. THE CUSTOMER MUST FILL OUT THIS BUDGET SHEET, RETURN ONE COPY TO ME AND SEND ONE COPY TO COUNSEL FOR THE UTILITY AT LEAST ONE WEEK BEFORE THE HEARING. YOU MAY KEEP ONE COPY OF THE BUDGET SHEET AND THE ORDER FOR YOUR USE.

8. 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.

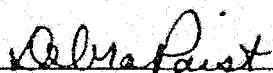
9. A request for a change of the scheduled hearing date must be submitted in writing no later than five (5) days prior to the hearing. 52 Pa.Code §1.15(b). Requests for changes of initial or subsequent hearings must be sent to Administrative Law Judge Debra Paist, Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265. Copies of requests must be sent to all parties of record shown on the accompanying service list. Such changes are granted only in rare situations where good cause exists.

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

11. **ALTHOUGH THIS 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.**

12. Commission policy is to encourage settlements. 52 Pa.Code §5.231(a). Therefore, you are urged to discuss informally between yourselves the possible settlement of this case at least one week before the hearing. If you are unable to settle this case, you may still resolve as many questions or issues as possible during your informal discussion.

Dated: November 8, 2002

  
\_\_\_\_\_  
Debra Paist  
Administrative Law Judge

MONTHLY BUDGET INFORMATION

Customer's Name: Frank & Judi Viola

Date: \_\_\_\_\_

Name of Utility: PPL Electric Utilities Corporation

P.U.C. Docket No.: Z-01107626

Hearing Date: January 6, 2003

Administrative Law Judge: Paist

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	_____	_____
Telephone	_____	_____
Water	_____	_____
Sewage	_____	_____
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	_____	_____
Dentists	_____	_____
Hospitals	_____	_____
Prescriptions	_____	_____
List credit cards & charge accounts:		
_____	_____	_____
_____	_____	_____
_____	_____	_____
List loan payments:		
_____	_____	_____
_____	_____	_____
_____	_____	_____
List other expenses:		
_____	_____	_____
_____	_____	_____
_____	_____	_____
Total:	\$ _____	\$ _____

**Frank & Judi Viola**

130 Living Water Road  
Lake Ariel, PA 18436

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2002 DEC 28 AM 10:00  
HARRISBURG DALJ  
PUBLIC UTILITY COMM.

December 18, 2002

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Administrative Law Judge Debra Paist,  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Re: ~~Docket~~ No. Z-01107626  
Hearing Date January 6, 2003

Dear Madam:

We are sending you the monthly budget information and are writing to tell you that Judi will be talking to you on the phone since she is the one who writes out the bills. Frank will be at the telephone too if you need to speak to him.

We also want you to know that Judi's disability involves having trouble with her speech due to scars on the brain from surgery in that area. Therefore, she thought it might be best if we explained our situation in this letter.

We ran into financial difficulties when Frank lost his third job and Judi's hours were cut (she worked from home doing computer work). Then Judi's work cut hours two more times until finally this summer they just had a major lay off and Judi lost her job.

We honestly feel badly that we have fallen so far behind with our electric bill, that and all our other bills. We came very close to a foreclosure on our mortgage, but were on payment arrangements where we would have to pay over \$1800 per month to catch up on that account. We now are struggling to keep up with that.

Frank is still working two jobs and Judi has just gotten another job that she can work around her disabilities, but the pay won't kick in until the new year, but that will help things. Her pay will vary so it is hard to tell you how much it will be, but we are hoping \$300 - 400 per month.

We would like to set up a payment arrangement with PP&L. Please understand that our budget is still tight and are hoping for a payment we can manage. When we were asked for a payment, we were not able to handle it at that time. We are hoping our situation will improve.

Sincerely,

*Frank & Judi Viola*  
Frank and Judi Viola

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CC John F Gross Esquire



Monthly Household Expenses

Amount

(was on payment plan had to pay 180 k per month) hoping to get on payment arrangement

Balance Owed

- Rent/mortgage
- Electric
- Gas
- Telephone
- Water
- Sewage
- Trash pickup
- Cable television *(needed for second job)*
- 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
  - Dentists
  - Hospitals
  - Prescriptions

\$ 1350	\$ 155,000
approx 80	2000,00
-	approx 300
-	-
60	0
75	0
500	0
0	0
300	11,321.00
80	<del>3000</del>
varies	0
130	13.0
-	-
-	-
-	-
65	65
-	-
-	-
20	-
7	-
5	50
60	0
81	320
20	2,000
20	60
\$ 2821	\$ 17,241

\* Frank's second job

tried debt consolidation all are past due now but couldn't afford it when Jud: lost job

List credit cards & charge accounts:  
 List loan payments: + Frank's 3rd American General

List other expenses:  
 Internet\*

Total:

+ credit card debt

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

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December 27, 2002

**FEDERAL EXPRESS**

SR3

The Honorable Debra Paist  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, Pennsylvania 17120

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

Dear Judge Paist:

Enclosed please find for filing in the above-referenced matter three (3) copies of PPL Hearing Exhibits 1, 2 and 3. Please note that, due to a prior commitment by John F. Gross, Esquire, I will participate in the hearing on behalf of PPL. I propose to introduce said documents into evidence at the telephonic hearing scheduled for Monday, January 6, 2003 at 10:00 a.m. I can be reached at telephone number (610) 774-2199 at the aforesaid date and time.

I have mailed copies of said exhibits to the Complainants.

Very truly yours,

*William J. Fries /WJF*

William J. Fries

Enclosures

cc: Frank and Judi Viola  
James J. McNulty, Secretary

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Account Activity Statement

Date: 12/27/02  
Page: 2

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

Account Number: 86181-16004  
Mail To: FRANK VIOLA  
LIVING WATERS RD.  
PRS-BOX 5934  
LAKE ARIEL PA 18436

Requested By: FRANK VIOLA  
(570)698-1932 Extension:

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

Payment Agreement Installment: \$100.00 Balance: \$1074.28  
Budget Fall Amortization Installment: \$0.00 Balance: \$0.00  
Current Rate: RS

DATE	TRANSACTION TYPE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	BEG DAY	REG/TYPE	DAYS USED	KWH	BILLED KW
01/18/1999	Special Agreement	\$-1323.86								
01/29/1999	BUDGET BILLING	\$189.00	\$1333.86	\$230.27	\$41.27	1103/0000	74460A	29	3135	
01/29/1999	Regular Bill	\$1522.86								
02/01/1999	Payment	\$-500.00								
03/01/1999	BUDGET BILLING	\$170.00	\$1022.86	\$266.87	\$139.14	1086/0000	78123A	32	3663	
03/01/1999	Regular Bill	\$-192.86								
03/02/1999	Payment	\$-289.00								
03/22/1999	Payment	\$-289.00								
03/30/1999	BUDGET BILLING	\$170.00	\$614.86	\$233.39	\$201.53	0896/0000	81303A	29	3180	
03/30/1999	Regular Bill	\$784.86								
04/16/1999	Payment	\$-270.00								
04/29/1999	BUDGET BILLING	\$170.00	\$514.86	\$171.68	\$203.21	0512/0000	83593A	30	2290	
04/29/1999	Regular Bill	\$684.86								
05/21/1999	Payment	\$-270.00								
05/28/1999	BUDGET BILLING	\$190.00	\$414.86	\$115.12	\$128.33	0168/0005	85067A	29	1474	
05/28/1999	Regular Bill	\$604.86								
06/29/1999	BUDGET BILLING	\$190.00	\$604.86	\$105.96	\$44.29	0034/0156	86409A	32	1342	
06/29/1999	Regular Bill	\$794.86								
07/29/1999	BUDGET BILLING	\$380.00	\$794.86	\$134.88	\$-200.83	0004/0310	88168A	30	1759	
07/29/1999	Regular Bill	\$1174.86								
08/02/1999	Credit	\$-190.00								
08/23/1999	Payment	\$-290.00								
08/27/1999	Regular Bill	\$694.86	\$694.86					29		
09/15/1999	Payment	\$-100.00								
09/28/1999	BUDGET BILLING	\$190.00	\$594.86	\$115.67	\$12.33	0103/0112	90908A	32	1503	
09/28/1999	Regular Bill	\$784.86								
10/25/1999	Payment	\$-290.00								
10/27/1999	BUDGET BILLING	\$190.00								

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Z-0110782 PPL EXHIBIT 1

DATE	TRANSACTION TYPE	TRF DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DES DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
11/23/1999	Payment		\$-290.00							
11/29/1999	BUDGET BILLING		\$174.00							
11/29/1999	Regular Bill	12/20	\$568.86	\$394.86	\$169.67	\$-5.26	0556/0000	95599A	31	2292
12/21/1999	Payment		\$-274.00							
12/29/1999	BUDGET BILLING		\$174.00							
12/29/1999	Regular Bill	01/19	\$468.85	\$294.86	\$265.42	\$86.16	1029/0000	99292A	32	3693
01/19/2000	Payment		\$-274.00							
01/27/2000	Special Agreement		\$-192.98							
01/27/2000	BUDGET BILLING		\$366.98							
01/27/2000	Regular Bill	02/17	\$368.85	\$194.86	\$280.82		1153/0000	03000A	29	3708
02/18/2000	Payment		\$-274.00							
02/29/2000	BUDGET BILLING		\$178.00							
02/29/2000	SPECIAL AGREEMENT - BB SETTLE	03/21	\$48.24	\$94.86	\$328.68	\$150.68	1244/0000	07354A	33	4354
02/29/2000	Regular Bill		\$321.10							
03/20/2000	Payment		\$-326.24							
03/24/2000	Deposit		\$-421.38							
03/29/2000	BUDGET BILLING		\$178.00							
03/29/2000	SPECIAL AGREEMENT - BB SETTLE	04/19	\$48.24		\$210.46	\$183.14	0647/0000	10076A	29	2722
03/29/2000	Regular Bill		\$-200.28							
04/28/2000	BUDGET BILLING		\$178.00							
04/28/2000	SPECIAL AGREEMENT - BB SETTLE	05/22	\$48.24		\$180.40	\$185.54	0555/0000	12383A	30	2307
04/28/2000	Regular Bill		\$25.96							
05/22/2000	Payment		\$-25.96							
05/30/2000	BUDGET BILLING		\$197.00							
05/30/2000	SPECIAL AGREEMENT - BB SETTLE	06/20	\$48.26		\$142.79	\$131.33	0230/0047	14171A	32	1788
05/30/2000	Regular Bill		\$245.26							
06/20/2000	Payment		\$-245.26							
06/28/2000	BUDGET BILLING		\$197.00							
06/28/2000	Regular Bill	07/19	\$197.00		\$124.12	\$58.45	0071/0109	15705A	29	1534
07/24/2000	Payment		\$-197.00							
07/28/2000	BUDGET BILLING		\$197.00							
07/28/2000	Regular Bill	08/21	\$197.00		\$121.75	\$-16.80	0026/0079	17210A	30	1505
08/28/2000	BUDGET BILLING		\$183.00							
08/28/2000	Regular Bill	09/18	\$380.00		\$197.00	\$-53.97	0031/0131	19049A	31	1839
09/25/2000	Payment		\$-380.00							

DATE	TRANSACTION TYPE	BUK DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H-C	RDG TYPE	DAYS USED	KWH	BILLED KW
09/27/2000	BUDGET BILLING		\$183.00		\$139.50	\$-97.47	0147/0090	C0800A	30	1751	
09/27/2000	Regular Bill	10/18	\$382.74								
10/25/2000	Payment		\$-182.74								
10/26/2000	Budget Bill Int Only		\$-0.47								
10/26/2000	BUDGET BILLING		\$183.00		\$153.77	\$-126.70	0377/0000	22749A	29	1949	
10/26/2000	Regular Bill	11/16	\$182.53								
11/20/2000	Payment		\$ 182.53								
11/29/2000	Budget Bill Int On-y		\$-0.61								
11/29/2000	BUDGET BILLING		\$178.00		\$259.78	\$-44.92	0855/0000	26168A	34	3419	
11/29/2000	Regular Bill	12/20	\$177.39								
12/28/2000	BUDGET BILLING		\$178.00		\$268.16	\$46.24	1202/0000	24717A	29	3549	
12/28/2000	Regular Bill	01/18	\$355.39	\$177.39							
01/08/2001	Payment		\$-177.39								
01/26/2001	Special Agreement		\$-162.69								
01/26/2001	BUDGET BILLING		\$340.69		\$294.45		1202/0000	33601A	29	3884	
01/26/2001	Regular Bill	02/20	\$356.00	\$178.00							
02/29/2001	Payment		\$-178.00								
02/28/2001	Payment		\$-178.00								
02/28/2001	BUDGET BILLING		\$198.00		\$311.83	\$113.83	1190/0000	37723A	33	4122	
02/28/2001	SPECIAL AGREEMENT - BB SETTLE	03/21	\$40.67								
02/28/2001	Regular Bill		\$238.67								
03/28/2001	BUDGET BILLING		\$198.00		\$254.24	\$170.07	0934/0000	41050A	28	3327	
03/28/2001	SPECIAL AGREEMENT - BB SETTLE	04/18	\$40.67								
03/28/2001	Regular Bill		\$477.34	\$238.67							
03/29/2001	Payment		\$-238.67								
04/26/2001	Payment		\$-238.67								
04/27/2001	BUDGET BILLING		\$198.00		\$192.86	\$164.93	0359/0006	43530A	30	2480	
04/27/2001	SPECIAL AGREEMENT - BB SETTLE	05/21	\$40.67								
04/27/2001	Regular Bill		\$238.67								
05/29/2001	Payment		\$-238.67								
05/30/2001	BUDGET BILLING		\$198.00		\$134.75	\$101.68	0220/0027	45208A	32	1678	
05/30/2001	SPECIAL AGREEMENT - BB SETTLE	06/20	\$40.68								
05/30/2001	Regular Bill		\$238.68								
05/27/2001	BUDGET BILLING		\$198.00		\$109.99	\$13.67	0072/0119	46544A	29	1336	
06/27/2001	Regular Bill	07/18	\$436.68	\$238.68							
07/10/2001	Payment		\$-238.68								
07/30/2001	BUDGET BILLING		\$198.00		\$140.78	\$-43.55	0027/0162	48305A	31	1761	
07/30/2001	Regular Bill	08/20	\$396.00	\$198.00							

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/27/2001	BUDGET BILLING		\$198.00								
08/27/2001	Regular Bill	09/17	\$594.00	\$396.00	\$132.44	\$-109.11	0000/0247	49951A	30	1646	
08/29/2001	Payment		\$ 198.00								
09/26/2001	BUDGET BILLING		\$198.00								
09/26/2001	Regular Bill	10/17	\$594.00	\$396.00	\$137.15	\$-189.96	0094/0054	51682A	30	1711	
10/23/2001	Payment		\$-298.00								
10/25/2001	BUDGET BILLING		\$198.00								
10/25/2001	Regular Bill	11/15	\$494.00	\$296.00	\$139.54	\$-228.42	0309/0001	53406A	29	1744	
11/26/2001	Payment		\$-298.00								
11/26/2001	BUDGET BILLING		\$198.00								
11/26/2001	Regular Bill	12/17	\$394.00	\$196.00	\$213.38	\$-213.04	0621/0000	56169A	32	2763	
12/27/2001	BUDGET BILLING		\$198.00								
12/27/2001	Regular Bill	01/17	\$592.00	\$394.00	\$252.64	\$-158.40	0766/0000	59474A	31	3305	
12/28/2001	Payment		\$-298.00								
01/28/2002	BUDGET BILLING		\$126.44								
01/28/2002	Regular Bill	02/19	\$420.44	\$294.00	\$284.84		11/2/0000	63247A	32	3773	
02/27/2002	BUDGET BILLING		\$192.00								
02/27/2002	Regular Bill	03/20	\$612.44	\$420.44	\$240.86	\$48.86	0889/0000	66412A	30	3165	
03/27/2002	BUDGET BILLING		\$269.29								
03/27/2002	Regular Bill	04/17	\$681.73	\$612.44	\$320.43		0786/0000	69293A	28	2881	
04/26/2002	ELECTRIC SERVICE		\$184.42								
04/26/2002	Regular Bill	05/20	\$1066.15	\$881.73	\$881.73		0480/0045	71673A	30	2380	
05/30/2002	ELECTRIC SERVICE		\$170.11								
05/30/2002	Regular Bill	06/20	\$1236.26	\$1361.28	\$161.63	\$-25.37	0389/0017	73859A	34	2181	
06/26/2002	ELECTRIC SERVICE		\$125.02								
06/26/2002	Regular Bill	07/17	\$1361.28	\$1236.26	\$1236.26		0035/0127	75408A	27	1554	
07/29/2002	BUDGET BILLING		\$187.00								
07/29/2002	Regular Bill	08/19	\$1548.28	\$1361.28	\$161.63	\$-25.37	0004/0289	77470A	33	2062	
08/27/2002	BUDGET BILLING		\$187.00								
08/27/2002	Regular Bill	09/17	\$1735.26	\$1548.28	\$158.62	\$-53.75	0002/0283	79488A	29	2018	
09/26/2002	BUDGET BILLING		\$187.00								
09/26/2002	Regular Bill	10/17	\$1922.26	\$1735.26	\$151.34	\$-89.41	0051/0097	81405A	30	1917	
10/28/2002	BUDGET BILLING		\$187.00								
10/28/2002	Regular Bill	11/18	\$2109.26	\$1922.26	\$170.64	\$-105.77	0415/0012	83590A	32	2185	
11/26/2002	BUDGET BILLING		\$187.00								
11/26/2002	Regular Bill	12/17	\$2296.26	\$2109.26	\$260.14	\$-32.63	0712/0000	87018A	29	3428	

CSS03101

PA. PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
CLOSING DATA

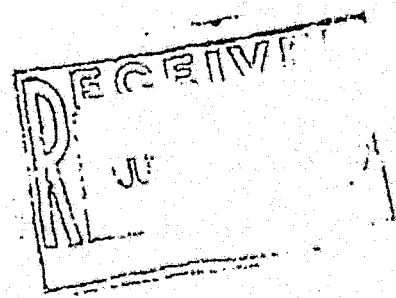
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2-01107626

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 LPCS

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

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JAN 09 2003

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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 BRIDDELLE





Agreement Edit Help

Start Date	Type	Status	Agreement Amount
01/18/99	PUC Catch-Up	Defaulted	1,333.8
11/23/98	Catch-Up	Expired	900.5
07/30/98	Non-Catch-Up	Defaulted	895.0
06/19/98	Non-Catch-Up	Defaulted	912.1
06/11/98	Catch-Up	Defaulted	801.5
05/13/98	Non-Catch-Up	Defaulted	801.5
03/03/98	Non-Catch-Up	Defaulted	401.2
01/06/98	Non-Catch-Up	Defaulted	592.6

- Add...
- Change...
- Delete
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**Chapter 56 Hearing Report**

Please Check Those Blocks Which Apply

Docket No.:	Z-01107626		YES	NO
		Prehearing Held:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Case Name:	Frank & Judi Viola v. PPL Electric Utilities Corporation	Hearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Testimony Taped:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Transcript Due:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Hearing Concluded:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Location:	Harrisburg	Further Hearing Needed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Estimated Add'l Days:	/	
Date:	January 6, 2003			
		RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Special Agent:	ALJ Debra Paist	DATE:	1/6/03	
		Briefs to be Filed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		DATE:	/	
		Bench Decision:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		REMARKS:		

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

Name and Telephone Number	Address	Who are you representing?
William J. Fries, Esq.	Gross McGinley Labarret + Eaton 33 S. 7th St. City: Allentown State: PA Zip: 18101	PPL Electric Utilities Corp.
Telephone: 610-820-5450	E-mail Address:	Fax Number:
Frank & Judi Viola	130 Living Water Road City: Lake Ariel State: PA Zip: 18436	pro se
Telephone: 570-698-7932	E-mail Address:	Fax Number:
	City: State: Zip:	
Telephone:	E-mail Address:	Fax Number:

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.

Commonwealth of Pennsylvania  
Public Utility Commission

January 8, 2003

Subject: Exhibits – Frank and Judi Viola v. PPL Electric Utilities Corporation  
Docket No. Z-01107626

To: Wanda Zeiders  
Docket Management - Secretary's Bureau  
2nd floor North Commonwealth Keystone Building

From: Debra Paist, Administrative Law Judge  
Office of Administrative Law Judge  
2nd floor West Commonwealth Keystone Building

DOCUMENT  
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I have attached copies of three PPL exhibits admitted into evidence in the above-captioned case at a Special Agent hearing held on January 6, 2003 at 10:00 a.m.

Please have the exhibits docketed and placed in the red document folder.  
Thank you.

If you have any questions about the exhibits or my memo, please contact me at 7-3988.

Attachments

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

Account Number:  
86181-26004

Mail To:  
FRANK VIOLA  
LIVING WATERS RD,  
RR5-BOX 5534  
LAKE ARIEL

PA 18436

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

Payment Agreement  
Installment: \$100.00 Balance: \$1074.28

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

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SECRETARIAT SYSTEM

Current Rate: R3

Requested By:  
FRANK VIOLA  
(570) 698-7932 Extension:

DATE TRANSACTION TYPE DUE DATE TRANSACTION AMOUNT BALANCE FORWARD ACTUAL BILLED DEFERRED BALANCE DEG DAY H/C RDG/ TYPE DAYS USED KWH BILLED KW

01/18/1999 Special Agreement \$-1333.86

01/29/1999 BUDGET BILLING \$189.00 \$1333.86 \$130.27 \$41.27 1103/0000 74460A 29 3135

01/29/1999 Regular Bill \$1522.86

02/01/1999 Payment \$-530.00

03/01/1999 BUDGET BILLING \$170.00 \$1022.86 \$266.87 \$138.14 1086/0000 78123A 32 1663

03/01/1999 Regular Bill \$1192.86

03/02/1999 Payment \$-289.00

03/22/1999 Payment \$-289.00

03/30/1999 BUDGET BILLING \$170.00 \$614.86 \$233.39 \$201.53 0896/0000 81303A 29 3180

03/30/1999 Regular Bill \$784.86

04/16/1999 Payment \$-270.00

04/29/1999 BUDGET BILLING \$170.00 \$514.86 \$171.68 \$203.21 0512/0000 83593A 30 2290

04/29/1999 Regular Bill \$684.86

05/21/1999 Payment \$-270.00

05/28/1999 BUDGET BILLING \$190.00 \$414.86 \$115.12 \$128.33 0168/0005 85067A 29 1474

05/28/1999 Regular Bill \$604.86

06/29/1999 BUDGET BILLING \$190.00 \$604.86 \$105.96 \$14.25 0034/0156 86409A 32 1362

06/29/1999 Regular Bill \$794.86

07/29/1999 BUDGET BILLING \$380.00 \$794.86 \$134.88 \$-290.83 0004/0310 88168A 30 1759

07/29/1999 Regular Bill \$1174.86

08/02/1999 Credit \$-190.00

08/23/1999 Payment \$-290.00

08/27/1999 Regular Bill \$694.86 \$694.86

09/15/1999 Payment \$-100.00

09/29/1999 BUDGET BILLING \$190.00 \$594.86 \$115.63 \$12.25 0103/0112 90908A 32 1503

09/29/1999 Regular Bill \$784.86

10/25/1999 Payment \$-290.00

10/27/1999 BUDGET BILLING \$190.00

10/27/1999 Regular Bill \$190.00

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JAN 10 2003

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PPL EXHIBIT 1



DATE	TRANSACTION TYPE	DIE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDC/TYPE	DAYS USED	KWH	BILLED - KN
09/27/2000	BUDGET BILLING										
09/27/2000	Regular Bill	10/18	\$183.00		\$139.30	\$-97.47	0147/0050	20300A	30	1751	
10/25/2000	Payment		\$-182.74								
10/26/2000	Budget Bill Int Only		\$-0.47								
10/26/2000	BUDGET BILLING		\$183.00								
10/26/2000	Regular Bill	11/16	\$182.53		\$153.77	\$-126.70	0377/0000	22749A	29	1949	
11/20/2000	Payment		\$-182.53								
11/29/2000	Budget Bill Int Only		\$-0.61								
11/29/2000	BUDGET BILLING		\$178.00								
11/29/2000	Regular Bill	11/20	\$177.39		\$259.78	\$-44.92	0855/0000	26168A	34	3419	
12/00/2000	BUDGET BILLING		\$178.00								
12/28/2000	Regular Bill	01/18	\$355.39		\$177.39	\$269.16	1202/0000	29717A	29	3549	
01/08/2001	Payment		\$-177.39								
01/26/2001	Special Agreement		\$-162.69								
01/26/2001	BUDGET BILLING		\$340.69								
01/26/2001	Regular Bill	02/20	\$355.00		\$178.00	\$234.45	1202/0000	33601A	29	3884	
01/29/2001	Payment		\$-178.00								
02/28/2001	Payment		\$-178.00								
02/28/2001	BUDGET BILLING		\$198.00								
02/28/2001	SPECIAL AGREEMENT - BB SETTLE		\$40.67								
02/28/2001	Regular Bill	03/21	\$233.67		\$311.83	\$113.83	1190/0000	37233A	33	4122	
03/28/2001	BUDGET BILLING		\$198.00								
03/28/2001	SPECIAL AGREEMENT - BB SETTLE		\$40.67								
03/28/2001	Regular Bill	04/18	\$477.34		\$238.67	\$254.24	0934/0000	41050A	29	3327	
03/29/2001	Payment		\$-238.67								
04/00/2001	Payment		\$-238.67								
04/27/2001	BUDGET BILLING		\$198.00								
04/27/2001	SPECIAL AGREEMENT - BB SETTLE		\$40.67								
04/27/2001	Regular Bill	05/21	\$238.67		\$162.86	\$164.93	0959/0000	43530A	30	2480	
05/29/2001	Payment		\$-238.67								
05/30/2001	BUDGET BILLING		\$198.00								
05/30/2001	SPECIAL AGREEMENT - BB SETTLE		\$40.68								
05/30/2001	Regular Bill	06/20	\$238.68		\$134.75	\$101.68	0220/0037	45208A	32	1678	
06/01/2001	BUDGET BILLING		\$198.00								
06/01/2001	Regular Bill	07/18	\$436.68		\$278.68	\$109.99	0812/0113	46544A	23	1335	
07/10/2001	Payment		\$-238.68								
07/30/2001	BUDGET BILLING		\$198.00								
07/30/2001	Regular Bill	08/20	\$396.00		\$198.00	\$140.18	0021/0182	48305A	31	1761	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEC DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/27/2001	BUDGET BILLING										
08/27/2001	Regular Bill	09/17	\$198.00	\$396.00	\$132.44	\$-109.11	0000/0247	49951A	30	1646	
08/29/2001	Payment		\$-198.00								
09/26/2001	BUDGET BILLING										
09/26/2001	Regular Bill	10/17	\$198.00	\$396.00	\$137.15	\$-169.96	0094/0054	51662A	30	1711	
10/23/2001	Payment		\$-298.00								
10/25/2001	BUDGET BILLING										
10/25/2001	Regular Bill	11/15	\$198.00	\$296.00	\$139.54	\$-228.42	0309/0001	53406A	29	1744	
11/26/2001	Payment		\$-298.00								
11/26/2001	BUDGET BILLING										
11/26/2001	Regular Bill	12/27	\$198.00	\$196.00	\$213.38	\$-213.04	0621/0000	56169A	32	2163	
12/27/2001	BUDGET BILLING										
12/27/2001	Regular Bill	01/13	\$592.00	\$394.00	\$252.64	\$-158.40	0766/0000	59474A	31	3305	
12/28/2001	Payment		\$-298.00								
01/28/2002	BUDGET BILLING										
01/28/2002	Regular Bill	02/19	\$126.44	\$294.00	\$284.84		1112/0000	63247A	32	3773	
02/27/2002	BUDGET BILLING										
02/27/2002	Regular Bill	03/20	\$192.00	\$420.44	\$240.86	\$48.86	0889/0000	66412A	30	3155	
03/21/2002	BUDGET BILLING										
03/21/2002	Regular Bill	04/17	\$269.29	\$612.44	\$220.43		0786/0000	69293A	28	2891	
04/26/2002	ELECTRIC SERVICE										
04/26/2002	Regular Bill	05/20	\$184.42	\$861.73			0480/0045	71673A	30	2380	
05/30/2002	ELECTRIC SERVICE										
05/30/2002	Regular Bill	06/20	\$170.11	\$1066.15			0389/0017	73854A	34	2181	
06/26/2002	ELECTRIC SERVICE										
06/26/2002	Regular Bill	07/17	\$125.02	\$1236.26			0035/0127	75408A	27	1554	
07/29/2002	BUDGET BILLING										
07/29/2002	Regular Bill	08/19	\$187.00	\$1361.28	\$161.63	\$-25.37	0004/0289	77470A	33	2062	
08/27/2002	BUDGET BILLING										
08/27/2002	Regular Bill	09/17	\$187.00	\$1548.28	\$158.62	\$-53.75	0002/0283	79489A	29	2018	
09/26/2002	BUDGET BILLING										
09/26/2002	Regular Bill	10/17	\$187.00	\$1736.28	\$151.34	\$-89.41	0051/0087	81405A	30	1917	
10/28/2002	BUDGET BILLING										
10/28/2002	Regular Bill	11/18	\$187.00	\$1922.28	\$110.64	\$-105.77	0415/0012	83590A	32	2185	
11/26/2002	BUDGET BILLING										
11/26/2002	Regular Bill	12/17	\$187.00	\$2109.28	\$260.14	\$-32.63	0712/0000	87018A	29	3428	

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PA. PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
CLOSING DATA

7/3/02

BCS CASE NUMBER: 1107626

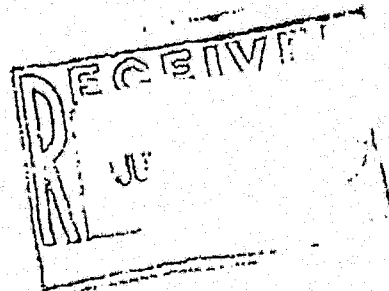
DATE CASE OPENED: 3/26/02

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 LPCS

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

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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

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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

Start Date	Type	Status	Agreement Amount
07/25/02	PUC Non-Catch-Up	Active	1,361.2
03/11/02	Non-Catch-Up	Dispute Cancel	612.4
10/05/01	Non-Catch-Up	Defaulted	594.0
08/02/99	Non-Catch-Up	Kept	984.8
07/06/99	Catch-Up	Expired	794.8
05/03/99	PUC Catch-Up	Defaulted	684.8
04/05/99	PUC Catch-Up	Defaulted	784.8
01/18/99	PUC Catch-Up	Defaulted	1,333.8
11/23/98	Catch-Up	Expired	900.5

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Z-01107626

