

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: 10/07/02
 8. DOCKET NO: Z-01177159 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MICHAELS, MAUREEN (CIVILETTI)

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CCRP

COMP/APP COUNTY: LUZERNE

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT ALLEGES BUDGET PLAN IS TOO HIGH AND REQUESTS LOWER BUDGET AMOUNT.

DOCKETED
 OCT 16 2002

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 _____

Area Code/Phone Number _____

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

For more information, please contact the Secretary's Bureau at 717-772-7777.

NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)

2-01177159

2/19/99

Notice to Customer:

2002 OCT -7 AM 10:32

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.

SECRETARY OF APPEAL

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.

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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.)

MAUREEN GIVILETTI *Michraels*
417 HEATHER HIGHLANDS
PITTSTON PA 18640

(570) 654-1246
(Area Code) Telephone Number

Maureen Giviletti Michraels
Signature

Mail this completed form to:

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

ST Number:	1177159	Date of mailing:	9/18/2002
Company:	PPL UTILITIES		

REVISED 12/97

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 17, 2002

MAUREEN CIVILETTI
MICHAELS

Complainant

VS.

Complaint Docket
No: Z-01177159

PPL ELECTRIC UTILITIES
CORPORATION

Respondent

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).

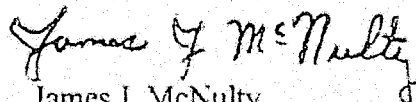
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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)

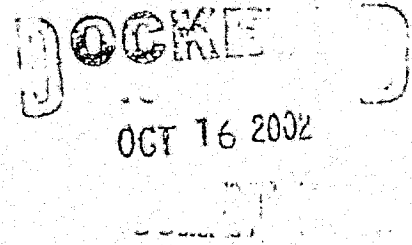
Certified Mail
Return Receipt Requested

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

DATE SERVED: October 17, 2002

Z-01177159

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 MAUREEN CIVILETTI MICHAELS. 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.

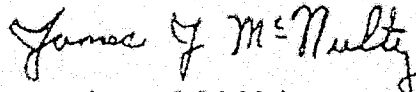
October 17, 2002

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

JEP

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

ORIGINAL

RECEIVED

November 6, 2002

NOV 06 2002

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCUMENT

Maureen Civiletti Michaels v.
PPL Electric Utilities Corporation
Docket No. Z-01177159

SRB

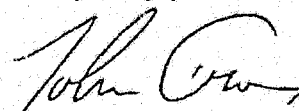
Dear Secretary McNulty:

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 November 6, 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: Maureen Civiletti Michaels

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Maureen Civiletti Michaels

v.

PPL Electric Utilities Corporation

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Complaint Docket
No. Z-01177159

DOCKETED

NOV 06 2002

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NOV 06 2002

**ANSWER OF
PPL ELECTRIC UTILITIES CORPORATION**

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCUMENT

PPL Electric Utilities Corporation (hereafter "PPL"), by its attorney,

hereby answers the Complaint in the above-captioned proceeding as follows:

1. Admitted.
2. Admitted.
3. Denied. PPL denies that it has been unreasonable in billing

Complainant or in any other way in this matter.

By way of further answer, Complainant's current overdue balance is \$850.35. Complainant's payments on this account have been sporadic making only two payments in 2002 totaling \$86.00 and eight payments in 2001 totaling \$384.00. PPL has made numerous reasonable payment arrangements on this account and Complainant has defaulted on all of them.

PPL denies that Complainant is unable to pay the current budget bill in addition to \$40.00 a month towards the overdue balance as indicated in the most recent BCS Decision.

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

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

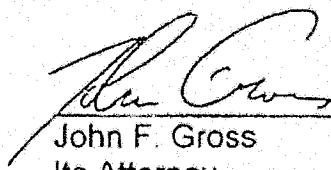
Attached hereto as Exhibit A is a copy of the Bureau of Consumer Services Decision dated September 14, 2002 at BCS Case Number 1177159.

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: November 6, 2002
at Allentown, Pennsylvania

PA. Public Utility Commission
Bureau of Consumer Services

Closing Data

CASENBR: 1177159	ACCOUNTNUMBER: 3158124114
CUSTOMERFIRSTNAME: MAUREEN	Date Received: 09/16/2002 06:1
CUSTOMERMIDDLEINITIAL:	
CUSTOMERLASTNAME: CIVILETTI	DECISIONISSUE: Y
SERVADDRESS1: 417 HEATHER HIGHLANDS	ORALWRITTEN: W
SERVADDRESS2:	VIOLATION: NO
SERV CITY: PITTSTON	CHAPTER:
SERVSTATE: PA	SECTIONRULE:
SERVZIP6: 18540	TOTALBALANCE: \$698.76
SERVZIP4: 0	DATECLOSED: 09/14/2002
BALANCEDATE: 06/28/2002	SPECIALBUDGETAMOUNT: \$104.00
SERVICERESTOREDPA: \$0.00	REGULARBUDGETAMOUNT: \$64.00
UP FRONT AMOUNT: \$0.00	ARREARSPAYMENTPLUS: \$40.00
UP FRONT DUE DATE:	FINALMONTHLYPAYMENT: \$0.00
TERMS: OCTOBER 2002	RECONNECTAMOUNT: 0
CURRENTMONTHLYPAYMENT: \$0.00	
ENDMONTHLYPAYMENT: \$0.00	BCSINVESTIGATORFNAME: SANDY
HEADDATE:	BCSINVESTIGATORLNAME: SIERER
BILLDATE:	
PAYAMOUNT:	
RESOLUTION: SEE CS17 FOR TERMS OF PAR.	
LETTERDESCRIPTION, EGW STRAIGHT PAR/NO LPCS/BUDGET +	
PARDESCR: YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF PUBLIC WELFARE OTHER AVAILABLE SOCIAL AGENCIES FOR FINANCIAL ENERGY ASSISTAN	

RECEIVED

NOV 06 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Maureen Civiletti Michaels

v.

PPL Electric Utilities Corporation

Complaint Docket
No. Z-01177159

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):

Maureen Civiletti Michaels
417 Heather Highlands
Pittston, PA 18640

Dated this 6th day of November 2002.

RECEIVED

NOV 06 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



John F. Gross



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

December 27, 2002

In Re: Z-01177159

DOCUMENT
FOLDER

(See attached list)

Maureen Michael (Civiletti) v. PPL Electric Utilities Corporation
Requests payment arrangements.

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial telephone hearing
Date: Wednesday, February 26, 2003
Time: 10:00 a.m.
Presiding: Administrative Law Judge James D. Porterfield
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
Telephone: (412) 565-3550
Fax: (412) 565-5692

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
DEC 30 2002

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

Maureen Civiletti (Michaels) (570) 654-1246
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 Porterfield
Susan Licon
Beth Plantz
Docket Section
Calendar File