

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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SECRETARY'S BUREAU

Maureen Civiletti (Michaels)

v.

PPL Electric Utilities Corporation

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Docket No. Z-01177159

PREHEARING ORDER

An initial telephonic hearing in this case is scheduled for Wednesday, February 26, 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 than 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 REQUIRING A LUMP SUM PAYMENT EQUAL TO THE AMOUNT OF THE PAYMENTS THAT SHOULD HAVE BEEN MADE.** The utility must submit a copy of the latest BCS decision as a hearing exhibit.

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4. At the hearing, the customer must be prepared to testify about, or otherwise document, the total net monthly income of the household. A household includes all individuals 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 PROVIDE 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.

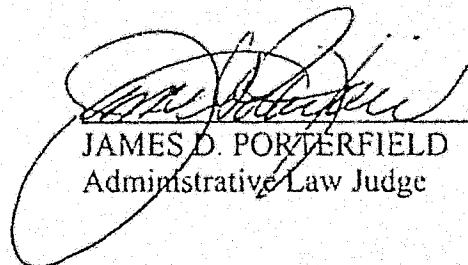
9. A request for a change of the scheduled hearing date must be submitted in writing no later than five (5) days before the hearing. 52 Pa. Code §1.15(b). Requests for changes of initial hearings must be sent to the undersigned Administrative Law Judge, with copies to all parties of record. The correct address is: Pennsylvania Public Utility Commission, Office of Administrative Law Judge, 1103 Pittsburgh State Office Building, 300 Liberty Avenue, Pittsburgh, PA 15222-1210. Only the undersigned Administrative Law Judge or Office of Administrative Law Judge Scheduling Unit may grant a request for a change of an initial hearing. Such changes are granted only in rare situations where sufficient cause exists. Should any party have any questions regarding this procedure, you may contact me at 412-565-3550.

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. It is the Commission's policy 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: January 3, 2003



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JAMES D. PORTERFIELD  
Administrative Law Judge

# DOCUMENT FOLDER

John F. Gross  
Gross McGinley LaBarre & Eaton  
33 South Seventh Street  
Allentown, Pennsylvania 18101  
(610) 820-5450  
(610) 820 6006 (FAX)

February 25, 2003

## VIA FAX AND FEDERAL EXPRESS

The Honorable James D. Porterfield  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
1103 Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, Pennsylvania 15222

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

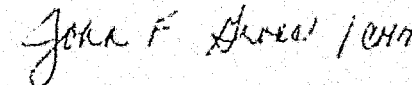
Re: Maureen Civiletti Michaels v.  
PPL Electric Utilities Corporation  
Docket No. Z-01177159

Dear Judge Porterfield:

Enclosed for filing in the above-captioned matter are three (3) copies of PPL Hearing Exhibit Nos. 1 and 2. I propose to introduce these documents into evidence at the telephonic hearing scheduled for Wednesday, February 26, 2003 at 10:00 AM. Please telephone number (610) 774-2199 for the hearing.

I have mailed copies of these exhibits to the Complainant.

Very truly yours,



John F. Gross

Enclosures

cc: Maureen Civiletti Michaels  
James J. McNulty, Secretary

2-01177159

Account Activity Statement

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

Account Number: 31581-24114  
Mail To: MAUREEN MICHAELS  
417 HEATHER HIGHLANDS  
PITTSBURGH PA 15260

Requested By: MAUREEN MICHAELS  
(570) 654-1246 Extens:cn

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

Payment Agreement: \$40.00 Balance: \$746.35  
Installment: \$40.00  
Budget Bill Amortization: \$0.00 Balance: \$0.00  
Current Rate: RS

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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	FORWARD BALANCE	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USPD	KWH	BILLED KW
04/29/1999	BUDGET BILLING		\$39.99		\$31.85	\$-8.14	0387/0000	89904A	20	326	
04/29/1999	Regular Bill	05/20	\$39.99								
05/18/1999	Payment		\$-39.99								
05/28/1999	Budget Bill Int Only		\$-0.03								
05/28/1999	BUDGET BILLING		\$60.00		\$51.84	\$-16.30	0168/0005	90444A	29	540	
05/28/1999	Regular Bill	06/21	\$59.97								
06/24/1999	Payment		\$-59.97								
06/29/1999	Budget Bill Int Only		\$-0.06								
06/29/1999	BUDGET BILLING		\$60.00		\$83.60	\$7.30	0034/0156	91395A	32	951	
06/29/1999	Regular Bill	07/20	\$59.94								
07/27/1999	Late Payment Charge		\$0.75								
07/29/1999	Payment		\$-59.94								
07/29/1999	BUDGET BILLING		\$120.00		\$97.15	\$-15.51	0004/0310	92531A	30	1126	
07/29/1999	Regular Bill	08/19	\$120.75								
08/27/1999	Regular Bill	09/20	\$120.75	\$120.75					29		
09/28/1999	Late Payment Charge		\$1.50								
09/28/1999	Late Payment Charge		\$0.01								
09/29/1999	BUDGET BILLING		\$60.00		\$69.02	\$72.15	0103/0116	94195A	33	767	
09/29/1999	Regular Bill	10/20	\$182.26	\$120.75							
10/26/1999	Late Payment Charge		\$2.25								
10/26/1999	Late Payment Charge		\$0.03								
10/27/1999	BUDGET BILLING		\$60.00		\$48.39	\$60.54	0448/0004	94699A	28	504	
10/27/1999	Regular Bill	11/17	\$244.54	\$182.26							
11/16/1999	Payment		\$-110.00								
11/29/1999	BUDGET BILLING		\$71.00		\$54.03	\$43.57	0611/0000	95275A	33	576	
11/29/1999	Regular Bill	12/20	\$205.54	\$134.54							
12/22/1999	Payment		\$-121.00								
12/29/1999	BUDGET BILLING		\$71.00		\$131.85	\$104.42	0989/0000	96906A	30	1631	
12/29/1999	Regular Bill	01/19	\$155.54	\$84.54							
01/27/2000	BUDGET BILLING		\$71.00		\$170.86	\$204.28	1153/0000	98956E	29	2050	
01/27/2000	Cancelled Bill	02/17	\$276.54	\$155.54							

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DATE	TRANSACTION TYPE	FUEL DATE	TRANSACTION AMOUNT	FORWARD BALANCE	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG TYPE	DAYS USED	KWH	BILLED KW
02/27/2002	OnTrack Credit		\$-24.90								
02/27/2002	ELECTRIC SERVICE		\$75.90								
02/27/2002	Regular Bill	03/20	\$544.89	\$468.99		\$889.0000		14318A	30	871	
03/27/2002	OnTrack Credit		\$-10.16								
03/27/2002	ELECTRIC SERVICE		\$61.16								
03/27/2002	Regular Bill	04/10	\$539.89	\$534.73		\$736.0000		14954A	28	676	
03/28/2002	Payment		\$ 35.00								
04/29/2002	OnTrack Credit		\$-13.96								
04/29/2002	ELECTRIC SERVICE		\$64.96								
04/29/2002	Regular Bill	05/20	\$611.89	\$546.93		\$530.0045		15718A	33	725	
05/29/2002	ELECTRIC SERVICE		\$46.98								
05/29/2002	Regular Bill	06/19	\$658.87	\$611.89		\$336.0010		16213A	30	494	
06/27/2002	ELECTRIC SERVICE		\$39.89								
06/27/2002	Regular Bill	07/18	\$698.75	\$658.87		\$035.0142		16616A	29	403	
07/30/2002	ELECTRIC SERVICE		\$91.34								
07/30/2002	Regular Bill	08/20	\$790.10	\$698.76		\$004.0387		17701A	33	1085	
08/27/2002	ELECTRIC SERVICE		\$75.60								
08/27/2002	Regular Bill	09/17	\$865.70	\$790.10		\$002.0365		18566A	28	865	
09/08/2002	Adjustment		\$-79.35								
09/25/2002	BUDGET BILLING		\$64.00								
09/25/2002	Regular Bill	10/16	\$850.35	\$786.35	\$49.31	\$-14.69	\$045/0087	19080A	29	523	
10/28/2002	BUDGET BILLING		\$64.00								
10/28/2002	Regular Bill	11/18	\$914.35	\$850.35	\$47.04	\$-31.65	\$020/0012	19583A	33	494	
11/27/2002	BUDGET BILLING		\$64.00								
11/27/2002	Regular Bill	12/23	\$978.35	\$914.35	\$43.30	\$-52.35	\$056/0000	20029A	30	446	
12/30/2002	BUDGET BILLING		\$64.00								
12/30/2002	Regular Bill	01/20	\$1042.35	\$978.35	\$50.20	\$-66.25	\$225/0000	20562A	33	533	
01/29/2003	BUDGET BILLING		\$64.00								
01/29/2003	Regular Bill	02/19	\$1106.35	\$1042.35	\$71.68	\$-58.57	\$299/0000	21371E	29	809	

PA. Public Utility Commission  
Bureau of Consumer Services

Closing Data

CASENR: 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:
SERVZIP5: 18640	TOTALBALANCE: \$698.76
SERVZIP4: 0	DATECLOSED: 09/14/2002
BALANCEDATE: 06/28/2002	SPECIALBUDGETAMOUNT: \$104.00
SERVICERESTOREDPA: \$0.00	REGULARBUDGETAMOUNT: \$54.00
UP FRONT AMOUNT: \$0.00	ARREARSPAYMENTPLUS: \$40.00
UP FRONT DUE DATE:	FINALMONTHLYPAYMENT: \$0.00
TERMS: OCTOBER 2002	RECONNECTAMOUNT: 0
CURRENTMONTHLYPAYMENT: \$0.00	BCSINVESTIGATORFNAME: SANDY
ENDMONTHLYPAYMENT: \$0.00	BCSINVESTIGATORLNAME: SIERER
HEADDATE:	
BILLODATE:	
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	

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# Chapter 56 Hearing Report

Please  Check Those Blocks Which Apply

Docket No.:	Z-01177159		YES	NO
Case Name:	Maureen Civiletti Michaels v. PPL Electric Utilities Corporation	Prehearing Held:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Location:	Pittsburgh	Hearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Date:	February 26, 2003	Testimony Taped:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Special Agent:	ALJ James D. Porterfield	Transcript Due:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Hearing Concluded:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Further Hearing Needed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Estimated Add'l Days:		
		RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		DATE:	<del>02/26/03</del> 02/26/03	
		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?
Maureen Civiletti Michaels Telephone: 570-654-1246	417 Heather Highlands City: Pittston State: PA Zip: 18640-3152	<i>Did not appear</i>
E-mail Address:	Fax Number:	
John F. Gross, Esq. Telephone: 610-820-5450 <i>610.774.2199</i>	Gross McGinley Labarre & Eaton 33 South Seventh St. City: Allentown State: PA Zip: 18101	PPL Electric Utilities Corp.
E-mail Address:	Fax Number:	
Telephone:	E-mail Address:	Fax Number:

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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.*