

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :  
 2. BUREAU: ALJ :  
 3. SECTION(S): :  
 4. PUBLIC MEETING DATE: :  
 5. APPROVED BY: :  
   DIRECTOR: :  
   SUPERVISOR: :  
 6. PERSON IN CHARGE: :  
 7. DATE FILED: 08/08/02 :  
 8. DOCKET NO: Z-01179802 :  
 9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: DAVIS, JEAN MARIE

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: LACKAWANNA

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE PAID \$387 TO PPL BUT DID NOT GET CREDIT FOR IT. NOW SHE IS EXPECTED TO PAY \$900 SHE JUST DOESN'T HAVE. SHE ASKS FOR HELP.

DOCUMENT  
FOLDER

**DOCKETED**  
AUG 09 2002

**ORIGINAL**

02  
Z-01179802  
110500

3T 1179802  
8-12-02

**FORMAL COMPLAINT FORM**  
Pennsylvania Public Utility Commission

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name JEAN MARIE DAVIS

Street/P.O. Box 20165 Apt.# \_\_\_\_\_

City SCRANTON State PENNA Zip 18510

County \_\_\_\_\_ Home Telephone-Area Code (570) 941-9041  
Work Telephone-Area Code ( ) \_\_\_\_\_

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

3. What is your complaint?

*I have given Pennsylvania Power and Light three hundred eighty seven dollars as a good faith ~~payment~~ payment on July 3, 2002*

*Please read enclosed letter*

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

(-over-)

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Jean Marie Davis  
Post Office Box 20165  
Scranton, Pennsylvania 18503  
Lackawanna County  
Home Telephone (570) 941-9041

Pennsylvania Power and Light Inc

Dear Mr Mc Nulty

I have given Pennsylvania Power and Light Inc. the sum of three hundred eighty seven dollars as a good faith payment on July 3, 2002 and I was not given any credit for it at that time. But now the Pennsylvania Public Utility Commission is now asking me to come up with nine hundred dollars more that I didn't have so what do you suggest that I go to do to get this money. Maybe I should just go out and hold up a bank to get your company's money or maybe I should go and stand on the streets and sell drugs for a living to get your company's money or maybe I should just become a whore and sell myself on the streets just in order for me to get this money to pay your company. This means that I could not pay my other bills and would not be able to food to eat so that I can work and also forget about having clean clothes to wear for work because I would not have the money to wash them and Pennsylvania Power and Light Inc are asking me also to pay one hundred forty four dollars a month on

top of the nine hundred dollars that they want to put the power back on at my home. My father is not going to help me with this bill. This is my problem and so are all the other things. The only choice that I have left to me is to give up on living and pray for a very quick death. Because my light bill is only five thousand one hundred, fourteen dollars and twenty cents

Truly yours

Miss Jean Marie Davis

**NOTIFICATION OF INTENT TO APPEAL**  
(Request For Formal Complaint Form)

*Timely*

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 7/12/2002. 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.)

JEAN MARIE DAVIS  
1319 OLIVE ST  
SCRANTON PA 18510

SECRETARY'S BUREAU

7/12/02 11:23

*570-944-9047*  
(Area Code) Telephone Number

*Jean Marie Davis*  
Signature

Mail this completed form to:

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

ST Number:	1179802	Date of mailing:	7/12/2002
Company:	PPL UTILITIES		

REVISED 12/97



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

8-12-02

IN REPLY PLEASE  
REFER TO OUR FILE

JULY 23, 2002

ST 1179802

JEAN MARIE DAVIS  
1319 OLIVE ST  
SCRANTON PA 18510

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 12, 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:

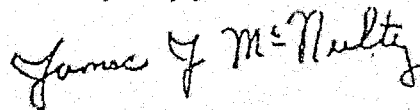
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

JEAN MARIE DAVIS  
Complainant

VS.

PPL ELECTRIC UTILITIES  
CORPORATION  
Respondent

Complaint Docket  
No: Z-01179802

DOCUMENT  
FOLDER  
**DOCKETED**  
AUG 09 2002

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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,

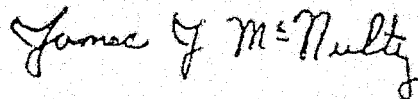
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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-01179802

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 JEAN MARIE DAVIS. 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.

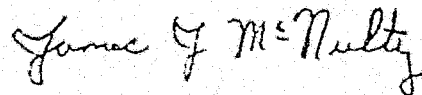
AUGUST 9, 2002

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

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

ORIGINAL

SRB

August 29, 2002

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

RECEIVED

AUG 29 2002

Jean Marie Davis v.  
PPL Electric Utilities Corporation  
Docket No. Z-01179802

PENNSYLVANIA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

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: Jean Marie Davis

DOCUMENT

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Jean Marie Davis

v.

PPL Electric Utilities Corporation

Complaint Docket  
No. Z-01179802

ORIGINAL

**DOCKETED**

SEP 01 2002

ANSWER OF  
PPL ELECTRIC UTILITIES CORPORATION

RECEIVED

AUG 29 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

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 overdue balance is \$1,114.20. Complainant's payments on this account have been sporadic, making only five payments on this account during 2002 and one payment during 2001. PPL has made numerous reasonable payment arrangements on this account and Complainant has defaulted on all of them. PPL admits that on July 3, 2002 Complainant paid \$387.00 towards Account Number 40191-23001.

DOCUMENT

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.

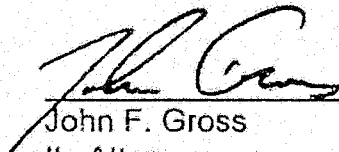
Attached, as Exhibit A, is a copy of the Bureau of Consumer Services Decision dated July 10, 2002 at Docket Number 1179802.

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



BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Jean Marie Davis

v.

PPL Electric Utilities Corporation

Complaint Docket  
No. Z-01179802

CERTIFICATION OF SERVICE

ORIGINAL

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):

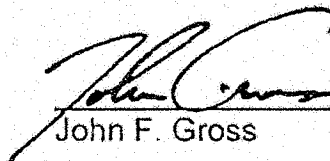
Jean Marie Davis  
1319 Olive Street  
Scranton, PA 18510

Dated this 29th day of August 2002

RECEIVED

AUG 29 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

  
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

November 6, 2002

DOCUMENT  
FOLDER

In Re: Z-01179802

(See attached list)

**DOCKETED**

NOV 12 2002

Jean Marie Davis v. PPL Electric Utilities Corporation

Requests payment arrangements.

SRB

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, December 18, 2002

Time: 2:00 p.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.

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

Jean Marie Davis (570) 941-9041  
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