

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: 10/21/02
8. DOCKET NO: Z-01184423	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SMITH, ZOLA - REVEREND

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: PIKE

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WANTS MORE TIME TO BEGIN HER PAYMENTS SINCE SHE HAD A SURGERY AND WASN'T ABLE TO WORK FOR AWHILE.

DOCUMENT
FOLDER

DOCKETED
OCT 29 2002

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Z-01184423 ST 1184423
110500 10/21/02

Please Print:

1. Your Name, Mailing Address and Telephone Number.

ORIGINAL

Name Reverend Zola Smith
Street/~~PO~~ Box HC12; Box 511B Apt.# _____
City Pectus Pond State PA Zip 18328
County Pike Home Telephone-Area Code (570) 775-9873
Work Telephone-Area Code ()

2. Name of Company your complaint concerns: Pennsylvania Power & Light

3. What is your complaint?

Emergency
On July 29th I had major surgery. I was unable to return to work until Wed September 25th. When I waited in the door I did not receive a paycheck. I will have to work through 2 pay periods - the 1st one the check will be held and then (2 weeks later) I'll be paid. I'll not receive funds until Monday, October 28th. Everything in my household is past due. I am ^{literally} struggling.

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

15:3 10/21/02
12

(-over-) _____ (over please)

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

Give more time to begin payments.
 Include entire bill from my initial request (on all past due amounts) and whatever is current, and
 Lower monthly payments - stretching time to repay, thereby reducing payments.

(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.

James R. Smith
 Original Signature of complaining person

October 10, 2002
 Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name N/A (The Wonderful Counselor)
 Street Golden
 City Weaver State Idaho Zip _____
 Telephone Number-Area Code () B4G-IVEN

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

~~★~~ Give more time to begin payments.
~~★~~ Include entire bill from my initial request (on all past due amounts) and whatever is current, and
~~★~~ Allow monthly payments - stretching time to repay, thereby reducing payments.

(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.

Reverend Zola Smith (original)
~~Reverend Zola Smith (copy)~~
 Original Signature of complaining person

October 10, 2002
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name N/A (The Wonderful Counselor)
 Street Galena
 City Heaven State Mary Zip _____
 Telephone Number-Area Code () B4G-IVEN

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 9/18/2002. 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.)

REV. ZOLA SMITH
HC12 BOX. 511B
PECKS POND PA 18328

570-775-9873
(Area Code) Telephone Number

Reverend Zola Smith
Signature

Mail this completed form to:

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

ST Number:	1184423	Date of mailing:	9/18/2002
Company:	PPL UTILITIES		

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REVISED 12/97

... Just had major surgery (7/02)... thought I would've been released to go back to work by now, but have not been released as yet. Even when I go to work I cannot begin to pay 300(+) per month. Please wait with me - please. Thank You



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

10/21/02

IN REPLY PLEASE
REFER TO OUR FILE

OCTOBER 1, 2002

ST 1184423

REV ZOLA SMITH
HC 12 BOX 511B
PECKS POND PA 18328

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 OCTOBER 21, 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:

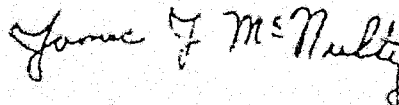
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

JH

CC: PPL UTILITIES

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 30, 2002

REVEREND ZOLA SMITH
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: Z-01184423

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

DOCKETED
OCT 29 2002

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,

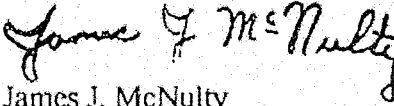
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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 30, 2002

Z-01184423

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 REVEREND ZOLA SMITH. 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.

DOCUMENT
FOLDER

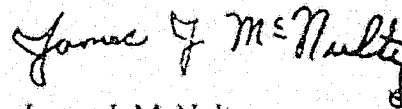
OCTOBER 30, 2002

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

JHH

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

RECEIVED

2002 NOV 20 PM 1:34

SECRETARY'S BUREAU

November 19, 2002

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

Reverend Zola Smith v.
PPL Electric Utilities Corporation
Docket No. Z-01184423

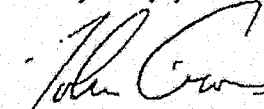
Dear Secretary McNulty:

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 19, 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

DOCUMENT
FOLDER

Enclosures

cc: Reverend Zola Smith

ORIGINAL

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Reverend Zola Smith

v.

PPL Electric Utilities Corporation

Complaint Docket
No. Z-01184423

SECRETARY'S BUREAU

2002 NOV 20 PM 1:34

RECEIVED

DOCUMENT
FOLDER

ANSWER OF
PPL ELECTRIC UTILITIES CORPORATION

DOCKETED
NOV 20 2002

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 \$3,468.03. Complainant's payments on account number 44811-34010 have been sporadic making only five payments in 2002 totaling \$1,049.00. PPL has made one reasonable payment arrangement on this account for which Complainant has defaulted.

PPL denies that Complainant is unable to pay the current budget bill in addition to \$15.00 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.

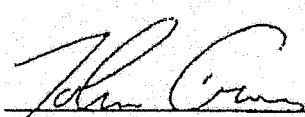
Attached hereto as Exhibit A is a copy of the Bureau of Consumer Services Decision dated September 14, 2002 at BCS Case Number 1184423.

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 19, 2002
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Reverend Zola Smith

v.

PPL Electric Utilities Corporation

.....

Complaint Docket
No. Z-01184423

SECRETARY'S BUREAU

2002 NOV 20 PM 1:34

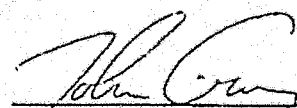
RECEIVED

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):

Reverend Zola Smith
HC12 Box 511B
Pecks Pond, PA 18328

Dated this 19th day of November, 2002.



John F. Gross

PUC Closing Records Archive

CASENBR: 1184423
COMPANYNAME PPL (EDC - ELECTRIC)
COMPANYCODE 0010
COMPANYTYPE ELECTR C DISTRIBUTOR
CUSTOMERFIRSTNAME REV. ZOLA
CUSTOMERMIDDLEINITIAL
CUSTOMERLASTNAME SMITH
ACCOUNTNUMBER 4401134010
SERVADDRESS1 HC12 BOX 511B
SERVADDRESS2
SERVCITY PECKS POND
SERVSTATE PA
SERVZIP1 16326
SERVZIP4 0
DECISIONISSUE Y
ORALWRITTEN W
VIOLATION NO
CHAPTER
SECTIONRULE
TOTALBALANCE 2423.40
DATECLOSED 9/14/2002
RESOLUTION Q/T JEG08B 306 + 15 STRT 10/15/02
BALANCEDATE 7/11/2002
SERVICERESTOREDPA 0
SERVICECONTINUEAMOUNT 0
SERVICECONTINUEDATE
TERMS 10/15/02
SPECIALBUDGETAMOUNT 321
REGULARBUDGETAMOUNT 308
ARREARSPAYMENTPLUS 15
FINALMONTHLYPAYMENT 0
CURRENTMONTHLYPAYMENT 0
ENDMONTHLYPAYMENT 0
LETTERDESCRIPTION EGW STRAIGHT PAR/NO LPCS/BUDGET +
HEADDATE
PARDESCR YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES
FOR FINANCIAL ENERGY ASSISTANCE

BILLDATE
RECONNECTAMOUNT 0
PAYAMOUNT
DCSINVESTIGATORPKNAME JOAN
BCSINVESTIGATORLNAME GORENC
NDROFTIMESEND 1
NDROFTIMEFAXED 0
FAXAREACODE 0
PUCFAX 7838820
PUC_TYPE E
DT_RCVD 9/16/2002 6:03:48
XMI_CREATEDDATETIME 9/16/2002 10:47:58
XMI_FILENAME

Wednesday, November 06, 2003

Page 1 of 4



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

DOCUMENT
FOLDER

January 23, 2003

In Re: Z-01184423

DOCKETED

JAN 27 2003

(See attached list)

Reverend Zola Smith 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: Tuesday, February 25, 2003
Time: 10:00 a.m.
Presiding: Special Agent Amanda Rumsey
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

The special agent will be presiding as authorized by 52 Pa. Code §56.174.

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:

Reverend Zola Smith (570) 775-9873
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: Special Agent Rumsey
Susan Licon
Beth Plantz
Docket Section
Calendar File