

C-0000 3923

June 9, 2003

Commissioner James McNulty
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
Attention: Doreen Trout

ORIGINAL

Dear Commissioner McNulty,

This comes as a request to reopen case #C003923 for Keith P. Holland of 315 West Mifflin Street, Lancaster, PA 17603. If you should have any questions regarding the information I have compiled I can be reached at 717/299-0817.

I look forward to this situation being rectified as soon as possible.

Thank You,

Keith P. Holland
Keith P. Holland

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JUN 10 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RJP

C-0000 3923

13

TO: PP&L/PUC
FROM: KEITH HOLLAND
DATE: 5/19/03

In 1995 I requested a zoning hearing from the city of Lancaster in order to have the building at 315 West Mifflin Street zoned for light industrial and residential use. The hearing request allowed me to reside on the second floor above my business. The property was rezoned light industrial and residential. At the same time I requested PP&L to initiate electric service. I informed PP&L that the property was residential AND light industrial. I was told that PP&L showed two meters for the property. But PP&L did not inform me that both meters were commercial meters.

Demolition commenced to the second floor where I reside. About three months later the residential unit was completed. Renovations included new plumbing, dry wall, electric, kitchen, bathroom, and living quarters. The lower business level also had a face lift but of minimal nature.

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I began to receive statements from PP&L. At first I did not pay close attention to the statements because I was busy renovating the structure. But a few months later during the winter the bills were running \$700-\$1,200 per month for the second floor residence. I called PP&L to inquire about the high cost. I called several times in a three year period. I did not receive any satisfaction. The representatives informed me that I used the energy therefore I must pay for it. Finally I talked to a manager about the situation, inquiring about a budget plan. At that time I was informed that I have two commercial meters and was being billed commercial rates for both meters. I informed the manager that this was incorrect. I should have a residential meter and a commercial meter.

The situation remained unresolved until one day when the electric to my home was shut off. I turned to the state representative for help. During the outage all the food in my refrigerator and freezer was spoiled. I was told to file with the PUC for action. I filed with the PUC (docket # C-00003923) and received immediate action. See attachment #1. The following were the results:

- A telephone conference was held with PP&L representatives (Renaldo A. Guiliano, Ronald L. Winner and counsel for PP&L William Fries) and myself.

- On September 14, 2000 I received a Certificate of Satisfaction with the agreed settlement
- PP&L agreed to pay for some of the spoiled food (\$150.00) within 30 days.
- PP&L agreed to change the meter at their expense.
- On 02/05/01 I called PUC to protest the fact that PP&L had not completed their items on the settlement terms. I was informed by Ann Himock that I had to refile with the PUC and that process would take approximately three months. At this point I was extremely frustrated. The PUC is supposed to act as an organization to ensure that utility companies conduct themselves appropriately with customers. Now, I have the PUC receiving settlement terms from PP&L and then not caring or enforcing that PP&L lives up to their responsibilities towards consumers.
- In 1999 my account numbers were 20671-02007 (residence) and 21071-02001 (business)
- In 2000 my account numbers were 20671-02016 and 21071-02001. Where did this new account number come from? My residence number (20671-02007) stopped 06/05/00. I do not see on my statements the \$150.00 credit to account 20671-02007 after 30 days as per the Certificate of Satisfaction.
- In 2001 my account number were 20671-02016 and 21071-02001.
- In 2002 my account numbers were 20671-02016 and 63639-9700. Account number 21071-02001 disappeared after 2001. This account number was the commercial account. Account number 20671-02016 showed activity and 63639-9700 (residence) showed activity. My business account has been inactive for two years.
- I started with two account numbers in 1995. These account numbers continued through 1999. In 2000 new account numbers mysteriously appeared.
- Account number 20671-02016 is showing kilowatt hours and account number 63639-9700 (my residence) is the only meter operational.
- Per PP&L correspondence 4/12/02 (see attachment #2), "I have been at this address for some time without receiving a bill for the electricity used". My conclusion concerning this correspondence and the account activity leads me to the conclusion that I have been charged twice for the same product.

PP&L never changed the meters as agreed to in the PUC filing per Certificate of Satisfaction. When I called PP&L to find out why the meter was not changed, I was informed that I needed to pay an electrician to change the meter. This conversation occurred in approximately September of 2001. PP&L sent a representative to my home to determine if it was a residence. I informed the representative (same as the telephone conversation (09/12/00)) that this is my residence. The meter could have been replaced the next day. However, it took 1 1/2 years during which time I was paying commercial rates. Currently, the situation is still unresolved. I request the following:

- I need resolution of my account numbers.
- PP&L never credited my account for the \$150.00 agreed upon in the PUC filing. I request this credit to my account.
- PP&L did not replace the meter at their expense as per the PUC filing. I request reimbursement from PP&L as this was done at my expense.
- I need restitution for the months/years of commercial rate payments.

Attachment #1

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KEITH P. HOLLAND

| Complaint Docket
| NO. C-00003923

vs.

PPL ELECTRIC UTILITIES
CORPORATION d/b/a PPL UTILITIES

CERTIFICATE OF SATISFACTION OF COMPLAINT

1. Complainant is Keith P. Holland.
2. Respondent is PPL Electric Utilities Corporation d/b/a PPL Utilities.
3. This Certificate of Satisfaction of Complaint is submitted pursuant to 52 Pa. Code Section 5.24(b).
4. PPL Electric Utilities Corporation d/b/a PPL Utilities hereby certifies that the parties to the above-referenced formal Complaint, now pending before the Pennsylvania Public Utility Commission, have mutually and voluntarily agreed that the following terms constitute full satisfaction of all outstanding legal and factual issues in this proceeding:
 - a. Complainant will rewire his residence to provide for a single phase meter base at his own expense, after which PPL will install a meter and hook up electric service to

Complainant's meter base at PPL's expense, which will enable Complainant to receive a residential rate for electric service to his residence;

b. Complainant acknowledges that he will continue to be billed for electric service at a non-residential rate on his existing accounts and that he will not be entitled to a residential rate for electric service to his residence until he rewires his residence as set forth in greater detail in paragraph 4 a above;

c. PPL agrees to apply a goodwill customer relations credit of One Hundred Fifty Dollars (\$150) to Complainant's account (Account No. 20671-02007) within thirty (30) days from the date of this Certificate of Satisfaction;

d. Complainant withdraws the Complaint filed with the Commission at the above term and number with prejudice.

WHEREFORE, PPL Electric Utilities Corporation d/b/a PPL Utilities respectfully requests that the docket be marked closed in this matter.

Respectfully submitted,

PPL Electric Utilities Corporation
d/b/a PPL Utilities

By: William J. Fries
WILLIAM J. FRIES
Its Attorney

Dated: September 14, 2000
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KEITH P. HOLLAND

COMPLAINT DOCKET
NO. C-00003923

vs.

PPL ELECTRIC UTILITIES
CORPORATION d/b/a PPL UTILITIES

CERTIFICATION OF SERVICE

I hereby certify that I have this date served a true copy of the foregoing document upon the participant(s), listed below, in accordance with the requirements of Section 1.54 (relating to service by a participant):

Keith P. Holland
315 West Millin Street
Apartment 1
Lancaster, PA 17603

Dated this 13th day of September, 2000.

GROSS, McGINLEY, LaBARRE & EATON, LLP

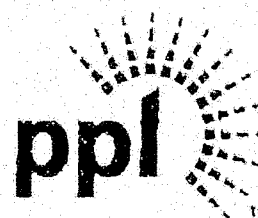
BY:

William J. Fries
WILLIAM J. FRIES, ESQUIRE
Attorney for PPL Electric Utilities Corporation
d/b/a PPL Utilities
33 South 7th Street
P.O. Box 4060
Allentown, PA 18105-4060
(610) 820-5450
ID #25914

Attachment

#2

PPL Electric Utilities
827 Hausman Road
Allentown, PA 18104-9392
Tel 800.342.5775 Fax 484.634.3484
www.pplweb.com



KEITH HOLLAND
315 W MIFFLIN ST, APT 2FL
LANCASTER PA 17603

Service Address:
315 W MIFFLIN ST, APT 2FL
LANCASTER PA 17603

April 12, 2002

BILL ACCOUNT NUMBER: 63639-97000

Dear Keith Holland:

We recently learned that you have been at the above address for some time without receiving a bill for the electricity you used.

I am enclosing your bill(s) from your date of connection. You do not need to pay the full amount in one lump sum. If you cannot pay the full balance by the due date, we'll be glad to set up a payment plan for you.

If you would like to set up a payment plan or if you would like to discuss this matter, please call us at 1-800-342-5775. If we do not hear from you within 15 days, we will assume you can pay the total balance by the due date.

Sincerely,

PPL Electric Utilities

Enclosure (Bill)

DOCUMENT
FOLDER

COMMONWEALTH OF PENNSYLVANIA

DATE: July 3, 2003

SUBJECT: C-00003923

TO: Office of Administrative Law Judge

FROM: James J. McNulty, Secretary KR

DOCKETED
JUL 07 2003

KEITH P. HOLLAND VS PPL ELECTRIC UTILITIES CORPORATION

Attached is a copy of a Letter Petition filed by Keith P. Holland, in connection with the above docketed proceeding.

This matter is being assigned to your Office as the Re-Opening of a formal complaint.

Attachment

cc: OTS

KSB

RJP