

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Faith Hurd

v.

Z-01643706

North Penn Gas Company  
(Formerly captioned as PPL Electric  
Utilities Corporation)

DOCUMENT

FIRST INTERIM ORDER CHANGING CAPTION

The complaint in this proceeding, filed July 6, 2004, names PPL Electric Utilities Corporation (PPL Electric) as the respondent. On July 22, 2004 PPL Electric and North Penn Gas Company (North Penn) filed an answer and new matter asserting that (1) the complaint of Faith Hurd pertains to bills for gas service, (2) PPL Electric does not provide service to Ms. Hurd, (3) North Penn provides Ms. Hurd with gas service and (4) the caption of this proceeding should be amended to delete references to PPL Electric and substitute North Penn therefore.

The order below makes the requested changes to the caption of this proceeding.

ORDER

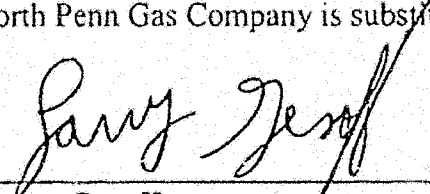
THEREFORE,

IT IS ORDERED:

**DOCKETED**  
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That PPL Electric Utilities Corporation is deleted from the caption of the proceeding at Docket No. Z-01643706 and North Penn Gas Company is substituted therefore.

Dated: October 20, 2004

  
\_\_\_\_\_  
Larry Gesoff  
Administrative Law Judge

Morgan, Lewis & Bockius LLP  
One Commerce Square  
417 Walnut Street  
Harrisburg, PA 17101-1904  
Tel: 717 237 4000  
Fax: 717 237 4001  
www.morganlewis.com

**Morgan Lewis**  
COUNSELORS AT LAW

John H. Isom  
717 237 4022  
jisom@morganlewis.com

DOCUMENT

October 28, 2004

James J. McNulty  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor North  
PO Box 3265  
Harrisburg, PA 17105-3265

Re: **Faith Hurd v. North Penn Gas Company**  
(formerly captioned PPL Electric Utilities Corporation)  
**Docket No. Z-01643706**

Dear Secretary McNulty:

North Penn Gas Company ("North Penn") is hereby providing three copies of exhibits for possible use during the telephonic hearing in this proceeding which is scheduled for Monday, November 8, 2004, at 10:00 a.m. These exhibits are being provided pursuant to Paragraph No. 8 of the Prehearing Order dated October 7, 2004, in the above-referenced proceeding.

Provided as North Penn Exhibit No. 1 is the account statement for the Complainant's account, which is in the name of Norman Hurd. The account statement shows, among other things, usage, amounts billed, amounts paid and amounts owed for the period commencing on December 9, 1997 through October 7, 2004. As shown there, as of October 7, 2004, the Complainant owed North Penn Gas Company \$878.26.

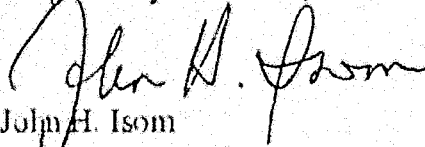
Provided as North Penn Exhibit No. 2 is a copy of the decision of the Commission's Bureau of Consumer Services that was issued on June 3, 2004, in response to the Complainant's informal complaint. As shown there, the Bureau of Consumer Services determined that it was appropriate for the Complainant to pay \$219.00 to North Penn per month, consisting of a regular budget payment amount of \$119 and \$100 toward the arrearage. The exhibit also indicates that the

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James J. McNulty  
October 28, 2004  
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Complainant had entered into payment arrangements with North Penn effective February 24, 2000, July 19, 2001 and April 19, 2002. It is noted that North Penn Exhibit No. 2 was provided previously as Exhibit "B" to the Answer to the Complaint which was filed on July 22, 2004.

Respectfully submitted,



John H. Isom

JHI/jl

Enclosure

- c. Administrative Law Judge Larry Gesoff (w/enclosures)
- Faith Hurd (w/enclosures)

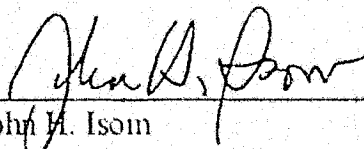
CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing correspondence and exhibits have been served upon the persons listed below in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

FIRST CLASS MAIL

Honorable Larry Gesoff  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
1103 State Office Building  
300 Liberty Avenue  
Pittsburgh, PA 15222

Faith Hurd  
P.O. Box 371  
Coudersport, PA 16915

  
\_\_\_\_\_  
John H. Isom

Dated: October 28, 2004

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ACCOUNT STATEMENT

ACCT# 0061719 1 CLASS. PU

Hurd, Norman PO Box 371

Coudersport PA

READING DATES	DAYS OF USE	METER READINGS USED	CCF	DT	BILLED	AV/C	DAYS	DEGREE	CURR BILL	DATE	AMOUNT	PAYMENT DATE	LATE CHARGE	BALANCE
FROM 12/09/1997 TO 1/09/1998	31	3653 3826 A	173	17.8	17.8	941 .0179	1011	133.59	1/10/1998	1/10/1998	100.00CR	2/27/1998		328.32
FROM 1/09/1998 TO 2/06/1998	28	3826 4002 A	176	18.1	18.1	0179	942	135.58	2/10/1998	2/10/1998	100.00CR			463.90 363.90
FROM 2/06/1998 TO 3/09/1998	31	4002 4169 A	167	17.2	17.2	0182	760	130.15	3/11/1998	3/11/1998				494.05
FROM 3/09/1998 TO 4/06/1998	28	4169 4303 A	134	13.7	13.7	0180	505	108.25	4/08/1998	4/08/1998	112.00CR 112.00CR	5/01/1998 5/01/1998		502.30 490.30 378.30
FROM 4/06/1998 TO 5/06/1998	30	4303 4387 A	84	8.6	8.6	0170	249	73.63	5/08/1998	5/08/1998				451.93
FROM 5/06/1998 TO 6/09/1998	34	4387 4436 A	45	5.0	5.0	0200	174	49.45	6/11/1998	6/11/1998	100.00CR	7/01/1998		501.38 401.38
FROM 6/09/1998 TO 7/09/1998	30	4436 4472 A	36	3.7	3.7	0212	56	39.48	7/13/1998	7/13/1998	378.30CR 62.56CR	7/15/1998 7/31/1998		440.86 62.56 .00
FROM 7/09/1998 TO 8/07/1998	29	4472 4500 A	28	2.9	2.9	0517	32.77	8/11/1998	8/11/1998	7.64CR		8/12/1998		32.77 25.33

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DOCUMENT

Z-01643706

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North Penn  
Exhibit No. 1

MPA/ERR

Hurd, Norman PO Box 371

Condiersport PA

DEGRBS

READING DATES	DAYS OF USE	METER READINGS USED	DT	BILLED	AV/C	CURR BILL	BILL DATE	PAYMENT AMOUNT	PAYMENT DATE	LATE CHARGE	BALANCE
FROM 8/07/1998 TO 9/08/1998	32	4500 4531 A	31	3.2	72 .0444	35.29 Payment	9/10/1998	25.33CR	9/11/1998		60.62 35.29
FROM 9/08/1998 TO 10/08/1998	30	4531 4569 A	38	3.9	274 .0142	41.15 Payment	10/12/1998	35.29CR	11/02/1998		76.44 41.15
FROM 10/08/1998 TO 11/05/1998	28	4569 4636 A	67	6.9	462 .0149	63.69	11/09/1998				104.84
FROM 11/05/1998 TO 12/08/1998	33	4636 4757 A	121	12.4	780 .0158	101.89 Payment	12/10/1998	104.84CR	12/16/1998		206.73 101.89
FROM 12/08/1998 TO 1/09/1999	32	4757 4989 A	232	23.8	1325 .0179	178.30	1/14/1999				280.19
FROM 1/09/1999 TO 2/08/1999	30	4989 5142 A	153	15.7	1091 .0143	122.81	2/10/1999				403.00
FROM 2/08/1999 TO 3/10/1999	30	5142 5325 A	183	18.8	1104 .0170	139.82	3/15/1999				542.82
FROM 3/10/1999 TO 4/09/1999	30	5325 5451 A	126	13.0	794 .0163	101.39	4/13/1999				644.21
FROM 4/09/1999 TO 5/10/1999	31	5451 5534 A	83	8.5	535 .0158	71.58 Remittance Payment	5/12/1999	100.00CR	6/01/1999		715.79 615.79
FROM 5/10/1999 TO 6/10/1999	31	5534 5575 A	41	4.2	179 .0234	40.44	6/11/1999				656.23

MEMBER: 0661719-1 CLASS: FU

Hurd, Norman PO Box 371

Cendersport PA

DEGREES

READING DATES	OF USE	DAYS	METER	CCF	DT	BILLED	AV/C	CURR BILL	BILL DATE	PAYMENT AMOUNT	PAYMENT DATE	LATE CHARGE	BALANCE
FROM 6/10/1999			5575				90						689.06
TO 7/12/1999	32		5606	31	3.2	3.2	.0355	32.83	7/13/1999		7/16/1999		639.06
								Remittance Payment		50.00CR			
FROM 7/12/1999			5606	29	3.0	3.0	20	31.31	8/10/1999				670.37
TO 8/09/1999	28		5635				.1500						
FROM 8/09/1999			5635	34	3.5	3.5	63	34.52	9/10/1999				704.89
TO 9/09/1999	31		5669				.0555						
FROM 9/09/1999			5669	36	3.7	3.7	311	36.00	10/08/1999				740.89
TO 10/07/1999	28		5705				.0118	Remittance Payment	10/09/1999	180.00CR	10/09/1999		560.89
								Remittance Payment		86.00CR	11/01/1999		474.89
FROM 10/07/1999			5705	78	8.0	8.0	519	63.91	11/05/1999				538.80
TO 11/04/1999	28		5783				.0154						
FROM 11/04/1999			5783	131	13.5	13.5	838	100.66	12/09/1999				639.46
TO 12/08/1999	34		5914				.0161						
FROM 12/08/1999			5914	196	20.1	20.1	1148	140.02	1/12/2000				775.48
TO 1/11/2000	34		6110				.0175						
FROM 1/11/2000			6110	213	21.8	21.8	1338	145.61	2/09/2000				925.09
TO 2/08/2000	28		6323				.0162	Remittance Payment		86.00CR	3/01/2000		839.09
FROM 2/08/2000			6323	157	16.1	16.1	925	115.67	3/10/2000				954.76
TO 3/09/2000	30		6480				.0174	Remittance Payment		86.00CR	3/31/2000		868.76
FROM 3/09/2000			6480	117	12.0	12.0	727	89.91	4/10/2000				958.67
TO 4/07/2000	29		6597				.0165						

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ACCOUNT STATEMENT

MDAUBER

MTR# 0061719-1 CLASS: P/J

Hurd, Norman PO Box 371

Coudersport PA

DEGRBE

METER	DAYS	METER	CCF	BT	LAYS	AV/C	CURR BILL	BILL DATE	PAYMENT DATE	LATE CHARGE	BALANCE
FROM 4/07/2000 TO 5/08/2000	31	6597 6688 A	91	9.3	520 .0178 Remittance Payment	72.95	5/09/2000	172.00CR	6/05/2000		1031.62 859.62
FROM 5/08/2000 TO 6/08/2000	31	6698 6734 A	46	4.7	272 .0172 Remittance Payment	43.03	6/09/2000	86.00CR	7/03/2000		902.65 816.65
FROM 6/08/2000 TO 7/11/2000	33	6734 6783 A	49	5.0	54 .0925 Remittance Payment	45.12	7/12/2000	86.00CR	8/01/2000		861.77 775.77
FROM 7/11/2000 TO 8/09/2000	29	6783 6820 A	37	3.8	55 .0690 Remittance Payment	36.23	8/10/2000	86.00CR	9/01/2000		812.00 726.00
FROM 8/09/2000 TO 9/11/2000	33	6820 6863 A	43	4.4	107 .0411	41.58	9/12/2000				767.58
FROM 9/11/2000 TO 10/09/2000	28	6863 6914 A	51	5.2	355 .0146	47.34	10/10/2000				814.92
FROM 10/09/2000 TO 11/06/2000	28	6914 7004 A	90	9.3	534 .0174 Remittance Payment	73.22	11/07/2000	86.00CR	12/04/2000		888.14 802.14
FROM 11/06/2000 TO 12/07/2000	31	7004 7179 A	175	18.1	1064 .0170	158.05	12/08/2000				960.19
FROM 12/07/2000 TO 1/10/2001	34	7179 7437 A	253	26.0	1483 .0175 Remittance Payment	220.75	1/11/2001	172.00CR	2/05/2001		1180.94 1008.94

ACT# 0061719-1 CLASS. PU

Hurd, Norman PC Box 371

Cordersport PA

DEGREES

METER	DAYS OF USE	METHR	CCF	DT	BILLED	AV/C	CURR BILL	RILL. DATE	PAYMENT DATE	LATE CHARGE	BALANCE
FROM 1/10/2001	29	7432	194	20.0	1127	187.06	2/09/2001				1196.00
TO 2/08/2001		7626 A			.0177						
FROM 2/08/2001	32	7626	205	21.2	1215	217.81	3/13/2001				1413.81
TO 3/12/2001		7831 A			.0174	Remittance Payment	172.00CR	4/02/2001			1241.81
FROM 3/12/2001	28	7831	160	16.5	871	200.80	4/10/2001				1442.61
TO 4/09/2001		7991 A			.0189						
FROM 4/09/2001	29	7991	73	7.5	430	101.96	5/09/2001				1544.57
TO 5/08/2001		8064 A			.0174	Remittance Payment	172.00CR	5/14/2001			1372.57
FROM 5/08/2001	34	8064	51	5.3	345	75.90	6/12/2001				1448.47
TO 6/11/2001		8115 A			.0151	Remittance Payment	86.00CR	7/02/2001			1362.47
FROM 6/11/2001	30	8115	37	3.8	59	54.98	7/12/2001				1417.45
TO 7/11/2001		8152 A			.0644	Remittance Payment	201.00CR	8/03/2001			1216.45
FROM 7/11/2001	37	8152	38	3.9	44	55.14	8/14/2001				1272.59
TO 8/13/2001		8190 A			.0886	Remittance Payment	201.00CR	9/04/2001			1071.59
FROM 8/13/2001	29	8190	33	3.4	86	50.01	9/12/2001				1121.60
TO 9/11/2001		8221 A			.0395	Remittance Payment	201.00CR	10/08/2001			920.60
FROM 9/11/2001	28	8221	43	4.4	370	61.06	10/10/2001				981.66
TO 10/09/2001		8266 A			.0118						

ACCT#: 0061719-1 CLASS: PU

Hurd, Norman PO Box 371

Coudersport PA

DEGREES

METER	DAYS	OP USE	METER	CCF	DT	BILLED	AV/C	CURR BILL	DATE	PAYMENT	DATE	CHARGE	BALANCE
FROM 10/09/2001 TO 11/07/2001	29		8266 8348 A	82	8.4	534	0157	100.83	11/08/2001				1082.49
FROM 11/07/2001 TO 12/10/2001	33		8348 8469 A	121	12.5	786	0159 Remittance Payment	138.80	12/11/2001	261.00CR	1/04/2002		1221.29 1020.29
FROM 12/10/2001 TO 1/10/2002	31		8469 8657 A	188	19.1	1180	0163	197.55	1/11/2002				1217.84
FROM 1/10/2002 TO 2/07/2002	28		8657 8821 A	164	16.9	970	0174	175.11	2/08/2002				1392.95
FROM 2/07/2002 TO 3/08/2002	29		8821 8988 A	167	17.2	956	0179 Remittance Payment	175.15	3/11/2002	201.00CR	4/03/2002		1568.10 1367.10
FROM 3/08/2002 TO 4/09/2002	32		8988 9242 A	254	26.1	930	0280 Remittance Payment	244.85	4/10/2002	123.00CR	5/02/2002		1611.95 1488.95
FROM 4/09/2002 TO 5/08/2002	29		9211 9211 A			438	0000 Remittance Payment	22.97CR	5/09/2002	123.00CR	6/05/2002		1465.98 1342.98
FROM 5/08/2002 TO 6/10/2002	33		9211 9269 A	58	6.0	348	0172 Remittance Payment	71.28	6/11/2002	123.00CR	7/03/2002		1434.26 1291.26
FROM 6/10/2002 TO 7/10/2002	30		9269 9301 A	32	3.3	50	0660 Remittance Payment	44.83	7/11/2002	123.00CR	7/31/2002		1336.09 1213.09

10/25/2004 14:45

ACCOUNT STATEMENT

ACCT# 0061719-1 CLASS: FU

HUIQ, NORTON FO BOX 371

Condorport PA

DEGREE

METER	DAYS	MTBR	CCF	DI	BILLED	AV/C	CURR BILL	BILL DATE	PAYMENT DATE	LATE CHARGE	BALANCE
FROM 7/10/2002	29	9301	29	3.0		46					
TO 8/08/2002		9330 A				.0652	41.84	8/09/2002	8/30/2002		1254.93
							Remittance Payment	123.00CR			1131.93
FROM 8/08/2002	33	9330	35	3.6		66					
TO 9/10/2002		9365 A				.0545	48.20	9/11/2002	10/03/2002		1180.13
							Remittance Payment	123.00CR			1057.13
FROM 9/10/2002	28	9365	30	1.1		193					
TO 10/08/2002		9395 A				.0160	43.06	10/09/2002	11/01/2002		1100.19
							Remittance Payment	123.00CR			977.19
FROM 10/08/2002	29	9395	111	11.4		721					
TO 11/06/2002		9506 A				.0158	118.47	11/07/2002	12/02/2002		1095.66
							Remittance Payment	123.00CR			972.66
FROM 11/06/2002	14	9506	173	17.8		1168					
TO 12/10/2002		9679 A				.0142	170.17	12/11/2002	12/30/2002		1142.81
							Remittance Payment	123.00CR			1019.83
FROM 12/10/2002	31	9679	175	18.0		1164					
TO 1/10/2003		9854 A				.0154	162.57	1/13/2003	1/31/2003		1182.40
							Remittance Payment	123.00CR			1059.40
FROM 1/10/2003	28	9854	9792	21.3		1374					
TO 2/07/2003		62 A				.0155	188.45	2/10/2003	3/03/2003		1747.85
							Remittance Payment	123.00CR			1124.85
FROM 2/07/2003	31	62	196	20.1		1403					
TO 3/10/2003		258 A				.0143	186.39	3/11/2003	3/29/2003		1311.24
							Remittance Payment	123.00CR			1188.24
FROM 3/10/2003	29	258	118	12.1		797					
TO 4/08/2003		376 A				.0151	129.50	4/09/2003	5/05/2003		1317.74
							Remittance Payment	123.00CR			1194.74

10/25/2004 14:45

ACCOUNT STATEMENT

ACCT#: 0061719-1 CLASS. FU

Hurd, Norman PO Box 371

Condersport PA

EBGREE

METER	DAYS	OF USE	READING	CCF	DI	BILLED	AV/C	CURR BILL	BILL. DATE	PAYMENT DATE	LATE CHARGE	BALANCE
FROM 5/08/2003 TO 5/08/2003	30	75	376 451 A		7.7	523	.0147 Remittance Payment	89.52	5/09/2003	5/02/2003		1284.26 1161.26
FROM 5/08/2003 TO 5/09/2003	31	48	451 499 A		5.0	380	.0131 Remittance Payment	64.97	6/10/2003	7/01/2003		1226.23 1103.23
FROM 6/09/2003 TO 7/09/2003	30	22	499 521 A		2.3	66	.0248 Remittance Payment	35.48	7/10/2003	8/08/2003		1138.71 1015.71
FROM 7/09/2003 TO 8/08/2003	30	16	521 537 A		1.7	32	.0531 Remittance Payment	28.97	8/11/2003	9/02/2003		1034.68 921.68
FROM 8/08/2003 TO 9/09/2003	32	17	537 554 A		1.8	86	.0209 Remittance Payment	29.97	9/10/2003	10/06/2003		951.65 828.65
FROM 9/09/2003 TO 10/07/2003	28	142	554 696 A		14.6	337	.0433 Remittance Payment	149.25	10/08/2003	11/03/2003		977.90 854.90
FROM 10/07/2003 TO 11/06/2003	30		680 680 A			538	.0000 Remittance Payment	6.63CR	11/07/2003	12/01/2003		848.27 725.27
FROM 11/06/2003 TO 12/09/2003	33	158	680 838 A		16.3	1077	.0151 Remittance Payment	166.71	12/10/2003	1/02/2004		891.98 768.98
FROM 12/09/2003 TO 1/09/2004	31	167	838 1005 A		17.2	1094	.0157 Remittance Payment	181.51	1/12/2004	2/06/2004		950.49 827.49

MDAUBER

CONDERSPOIT PA

FO BOX 371

DEGREE

READING DATES	MTBR	DAYS	OF USE	MTBR	CF	DI	BILLED	AV/C	CURR BILL	BILL DATE	PAYMENT AMOUNT	PAYMENT DATE	LATE CHARGE	BALANCE
FROM 1/09/2004 TO 2/06/2004	1005 1222 E	28	217	22.4	1425	.0157	230.47		2/09/2004					1057.96
FROM 2/06/2004 TO 3/08/2004	1222 1386 A	31	164	16.9	1162	.0145	181.90		3/09/2004					1239.94
FROM 3/08/2004 TO 4/07/2004	1386 1531 A	30	145	14.9	936	.0159	171.11		4/08/2004					1411.05
							Remittance Payment		250.00CR		5/04/2004			1161.05
							Remittance Payment		123.00CR		5/05/2004			1038.05
FROM 4/07/2004 TO 5/10/2004	1531 1612 A	33	81	8.1	526	.0157	103.98		5/11/2004					1142.03
							Remittance Payment		119.00CR		5/02/2004			1023.03
FROM 5/10/2004 TO 6/08/2004	1612 1639 A	29	27	2.8	133	.0210	43.80		6/09/2004					1066.83
							Remittance Payment		123.00CR		6/30/2004			943.83
FROM 6/08/2004 TO 7/09/2004	1639 1667 A	31	28	2.9	93	.0311	44.27		7/12/2004					988.10
FROM 7/09/2004 TO 8/09/2004	1667 1695 A	31	28	2.9	76	.0381	44.27		8/10/2004					1032.37
							Remittance Payment		123.00CR		8/17/2004			909.37
FROM 8/09/2004 TO 9/09/2004	1695 1720 A	31	25	2.6	67	.0388	40.78		9/10/2004					950.15
							Remittance Payment		115.00CR		9/30/2004			835.15
FROM 9/09/2004 TO 10/07/2004	1720 1747 A	28	27	2.8	284	.0098	43.11		10/08/2004					878.26

CS03101

PA. PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
CLOSING DATA

SECRET  
6/3/2004  
BUREAU  
4/20/2004

BCS CASE NUMBER: 1643706

DATE CASE OPENED:

CUSTOMER NAME: NORMAN HURD  
SVC. ADDRESS: 24 AVENUE B

COUDERSPORT, PA 16915-9734

MAILING ADDRESS: PO BOX 371  
COUDERSPORT, PA 16915-

COMPANY NAME: PPL (NGDC-GAS) (F/K/A North Penn Gas & PFG)

ACCOUNT #: 617191

INCOME LEVEL: 3  
TOTAL BALANCE/BASIC: \$1,142.30  
COMPANY CAP AGREEMENT AMOUNT:  
PRIOR CASE NO:

PRIOR CASE CLOSED DATE:

RESOLUTION:

SEE CS17 FOR TERMS OF PAR. WAIVE LPCS

AMOUNT MONEY SAVED: \$88,888.88

COMPLIANCE  
VIOLATION (ALLEGED, ACTUAL, NO): NO  
CHAP 56/64/OTHER: SECTION/RULE:

DECISION ISSUED: Y  
INVESTIGATOR: CHANG LILY  
CLOSING DATE: 5/20/2004

ORAL/WITTEN: W

DOCKETED  
DEC 10 2004

DOCUMENT

2-0164 3706

CS17

PA. PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
RTU PAR DECISION DATA

6/3/2004

BCS CASE NUMBER: 1643706 BCS UTILITY CODE: 0767

CUSTOMER NAME: NORMAN D HURD  
ADDRESS: PO BOX 371  
COUDERSPORT, PA 16915

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DATE CASE CLOSED: 5/20/2004  
TOTAL/FINAL ACCOUNT BALANCE: \$1,142.30  
DATE OF ACCOUNT BALANCE: 5/14/2004  
LETTER CODE / DESCRIPTION: 1NSB EGW STRAIGHT PAR/NO LPCS/BUDGET +  
DATE OF DECISION: 5/20/2004  
SPECIAL PARAGRAPHS INCLUDED IN LETTER: N/A  
EGW Terms:  
NO 2'S (OFFS)  
TO HAVE SERVICE RESTORED PAY: \$0.00  
NO 3'S (REMEDS)  
TO KEEP SERVICE ON PAY THIS AMOUNT: \$0.00 BY  
TERMS: BEGINNING. JUNE DUE DATE  
SPECIAL BUDGET OR OPTIONAL PAY AMOUNT: \$219.00  
REGULAR BUDGET AMOUNT: \$119.00  
PLUS PAYMENT TOWARD ARREARS: \$100.00  
FINAL BILL MONTHLY PAYMENT: \$0.00  
CURRENT BILL MONTHLY PAYMENT: \$0.00  
END OF MONTH PAYMENT: \$0.00

INVESTIGATOR - LILY CHANG

PPL Gas Utilities  
 PO Box 500  
 Lock Haven, PA 17745  
 COMPANY REPORT TO RTU

GENERAL INFORMATION

Customer Name: Norman D Hurd  
 Account Number: 61719  
 Service Address:  
 24 Avenue B

Mailing Address:  
 PO Box 371  
 Coudersport PA 16915

BCS Investigator: VERNELL BRIDDELLE  
 BCS Case Number: 1643706  
 Type of Account:  
 Residential  Landlord/Tenant  
 General/Commercial/Industrial

Heating:  Yes Service:  On  
 No  Off

Total Account Balance: \$1,142.03  
 Termination Date: 0/00/00

Total Gross Income: \$ .00 Check Source

PAYMENT INFORMATION

Employment:  Disability:   
 DPW:  Pension:   
 Social Security:  Other:   
 Unemploy. Comp.:

(List last 6 Payments & Date)

5/05/04 PAY \$123.00  
 5/04/04 PAY \$250.00  
 2/06/04 PAY \$123.00  
 1/02/04 PAY \$123.00  
 12/01/03 PAY \$123.00  
 11/03/03 PAY \$123.00

Date Info Obtained: 0/00/00

Amt to update most recent payment arrangement:  
 \$ .00

Family Size (# of occupants): 2

Budget: \$119.00 Due Date: 4/28/04

PRIOR AGREEMENTS (Most recent first, attach additional sheets if necessary)

Type: PAY AGR Level: 1  
 Date: 4/19/02  
 Balance: \$1,611.95  
 Terms:  
 \$108 A/B + \$15  
 Beginning Date: 5/03/02  
 Income: \$1,000.00  
 Expense: \$1,235.00

Type: PAY AGR Level: 3  
 Date: 7/19/01  
 Balance: \$1,611.95  
 Terms:  
 \$141 A/B + \$60  
 Beginning Date: 8/02/01  
 Income: \$1,900.00  
 Expense: \$971.00

Type: PAY AGR Level: 1  
 Date: 2/24/00  
 Balance: \$1,417.45  
 Terms:  
 \$71 A/B + \$15  
 Beginning Date: 3/09/00  
 Income: \$527.00  
 Expense: \$840.00

FINAL REPORT INFORMATION

Date of last contact with customer prior to current BCS complaint: 4/19/04

Did the customer accurately state the company position at the date of last contact:  Yes  
 No

What did the company tell the customer at time of last contact:

Customer questioned when her payment was due. Company requested \$246.00 to catch-up payment agreement.

Company final position:

Customer paid \$250 on 5/4 and \$123 on 5/5. Company offers a payment agreement of \$219.00 (\$119 A/B + \$100). Customer has a level 3 income and an outstanding balance of \$1,142.03.

Prepared by:  Phone: (570) 893-5703

Date: 5/14/2004

Stacey H Struck

Attach dispute information if applicable

PA. PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES

CASE NUMBER: 1643706

OPENED ON: 4/20/2004

INVESTIGATOR: BRIDDELLE, VERNELL

ACCOUNT NUMBER: 617191

UTILITY TYPE: Gas Transporter

CO NAME: PPL (NGDC-GAS) (F/K/A North Penn Ga

CLASS OF SERVICE: RESIDENTIAL

CASE ORIGIN: Telephone

REASON FOR CONTACT: ON - PAR NEEDED (ul)

TERMINATION/SUSPENSION DATE: 4/26/2004

PRIOR CASE: N

CUSTOMER NAME AND SERVICE ADDRESS:

INTERVIEWER: DAWN MANIGAULT

NORMAN D HURD  
24 AVENUE B  
COUDERSPORT PA 16915-9734

CALLER OTHER THAN RATEPAYER/BUSINESS NAME: AUTH CALLER WIFE FAITH H

MAILING ADDRESS:

PO BOX 371  
COUDERSPORT PA 16915

TELEPHONE (HOME) (814)274-9696

(WORK) (814)435-3545

DID YOU REFER THE CUSTOMER TO THE UNIVERSAL SERVICE PROGRAM? N

MISCELLANEOUS INFORMATION:

ARREARAGE ON NOTICE: 5246.00

COMPANY POSITION:

PPL ELEC WANTS THE CUST TO PAY THE AMOUNT OF 246.00 TO KEEP THE SERVICE ON.

GROSS INCOME: EMPLOYMNT  
EMPLOYMNT

\$1,923.08  
5742.00 \$3  
2,665.08

NET INCOME:

OTHER RELATED INFORMATION/DISPUTES:

✓ STRAIGHT PAR- THE CUST DOESN'T PAY FOR WATER.

FAMILY SIZE: ADULTS: 2

CHILDREN: 0

AGE