

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: 05/07/04  
8. DOCKET NO: Z-01638266 : 9. EFFECTIVE DATE: 00/00/00

---

PARTY/COMPLAINANT: TROUP, WESLEY J.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMF/APP COUNTY: SNYDER

UTILITY CODE: 110500

---

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE CANNOT PAY \$200.00 TO \$400.00/MO. HE OFFERS TO PAY \$100.00/MO. OR HIS BUDGET AMOUNT PLUS \$15.00/MO.

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

FORMAL COMPLAINT

Please Print:

Z-01638266  
110500

1. Your Name, Mailing Address and Telephone Number.

Name Wesley J Trap

Street/P.O. Box 534 Paxtonville rd. Apt.# \_\_\_\_\_

City Middletown State Pa Zip 17842

County Snyder Home Telephone-Area Code (717) 837-6674  
Work Telephone-Area Code ( )

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

3. What is your complaint?

There is no way I can pay \$200.00 - 400.00  
it don't even bring that much home.  
it bring home at the most \$200.00 weekly.  
it just can't do it.  
why do we need a hearing when I agreed to pay  
\$100.00 a month. There's what it cost  
under street.

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

(-over-)

SECRETARIAT BUREAU  
2004 MAY -7 AM 10:31  
RECEIVED

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

I want PUC to tell PPE that I will pay my budget amount plus \$45.00 each month until my balance is paid in full.

(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.

Wesley J. Howard

Original Signature of complaining person

5/16/04

Date

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

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number-Area Code ( \_\_\_\_\_ ) \_\_\_\_\_

**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 4/20/2004. 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.

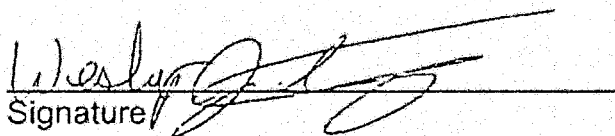
Thank You  
Pennsylvania Public Utility Commission

**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.)

WESLEY TROUP  
534 PAXTONVILLE RD  
MIDDLEBURG PA 17842 - 8810

570 837-0624  
(Area Code) Telephone Number

  
Signature

Mail this completed form to:

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

|            |               |                  |           |
|------------|---------------|------------------|-----------|
| ST Number: | 1638266       | Date of mailing: | 4/20/2004 |
| Company:   | PPL UTILITIES |                  |           |

RECEIVED  
BUREAU  
APR 21 2004  
REVISED 12/97

20



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

5/25/04

IN REPLY PLEASE  
REFER TO OUR FILE

May 5, 2004

ST1638266

WESLEY TROUP  
534 PAXTONVILLE RD  
MIDDLEBURG PA 17842-8810

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 May 25, 2004 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:

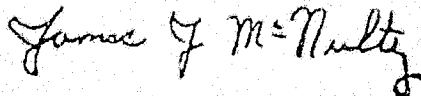
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

ddi

CC: Pennsylvania Power & Light Company

DATE SERVED: 06/04/04

Wesley J. Troup  
Complainant

VS.

PPL ELECTRIC UTILITIES  
CORPORATION  
Respondent

Complaint Docket  
No: Z-01638266

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

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 17105-3265, an answer (original and three 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, 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: 06/04/04

Z-01638266

PPL ELECTRIC UTILITIES CORPORATION  
PAUL E RUSSELL GEN COUNSEL  
TWO N 9TH ST  
ALLENTOWN PA 18101-1179

**DOCKETED**

JUN 04 2004

DOCUMENT  
FOLDED

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Wesley J. Troup. 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.

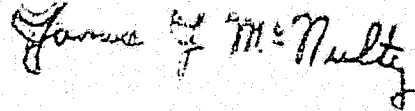
06/04/04

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,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty  
Secretary

es

GROSS, MCGINLEY, LABARRE & EATON, LLP

RECEIVED

MALCOLM J. GROSS  
PAUL A. MCGINLEY  
DONALD LABARRE, JR.  
J. JACKSON EATON, III  
MICHAEL A. HENRY  
PATRICK J. REILLY  
WILLIAM J. FRLES  
ANNE K. MANLEY  
SUSAN ELLS WILD  
VICTOR E. CAVACINI  
ELIZABETH R. GRAVER  
ROBERT A. ALPERT  
JOHN F. GROSS  
EMBERLY G. KRUPKA  
K. A. SPOTTS-KIMMEL  
LORGE C. DEANS, JR. \*  
ANDREW H. RALSTON, JR.  
\*Also admitted in NY

ATTORNEYS AT LAW  
33 SOUTH SEVENTH STREET  
P.O. BOX 4060  
ALLENTOWN, PENNSYLVANIA 18105-4060

2004 JUN 17 11:10:10

SECRET. ... BUREAU

(610) 820-5450  
TELEFAX (610) 820-6006  
E-MAIL jgross@gmle.com  
Direct number: (610) 871-1324

ORIGINAL

June 14, 2004

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

DOCUMENT  
FOLDER

RE: Wesley J. Troup v. PPL Electric Utilities Corporation  
No. Z-01638266

Dear Mr. McNulty:

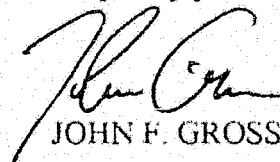
Enclosed for filing in the above-captioned matter are an original and three copies of a Certificate of Satisfaction of Complaint under 52 Pa. Code § 5.24(b).

Because all legal and factual issues in this proceeding have been resolved, PPL respectfully requests that this docket be terminated.

I hereby certify that I have provided a copy of the Certificate to the Complainant in this proceeding.

Thank you for your assistance.

Very truly yours,

  
JOHN F. GROSS

JFG/jeh  
Enclosures  
cc: Wesley J. Troup, w/ enc.  
Deidre L. Bilger, w/enc.  
W:\DOX\CLIENTS\ppl-puc\atp\00063062.DOC

27

ORIGINAL

RECEIVED  
JUN 17 2004

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION BUREAU

WESLEY J. TROUP

v.

PPL ELECTRIC UTILITIES CORPORATION

Complaint Docket  
NO. Z-01638266

**DOCKETED**  
JUN 18 2004

CERTIFICATE OF SATISFACTION OF COMPLAINT

DOCUMENT  
FOLDER

1. Complainant is Wesley J. Troup.
2. Respondent is PPL Electric Utilities Corporation (hereafter referred to as "PPL").
3. This Certificate of Satisfaction of Complaint is submitted pursuant to 52 Pa. Code § 5 24(b).
4. PPL hereby certifies that the parties to the above-referenced formal Complaint, now pending before the Pennsylvania Public Utility Commission, have mutually and voluntarily agreed upon the following terms as full satisfaction of all outstanding legal and factual disputes in this proceeding, and Complainant has acknowledged satisfaction to PPL:
  - (a) Complainant agrees to make a payment of \$150 by June 25, 2004.
  - (b) Beginning with the billing statement due on June 28, 2004, and continuing therefrom, Complainant will pay the budget bill amount plus \$100 per month on Account No. 12450-55057 until the outstanding balance of \$1,221.59 is paid in full.
  - (c) PPL agrees not to apply late payment charges to the amount of the arrearage at Account No. 12450-55057 for as long as Complainant makes payments as stated in Paragraph 4(a).

(c) PPL agrees not to terminate Complainant's account based on Complainant's arrearage for as long as Complainant makes payments as stated in Paragraph 4(a).

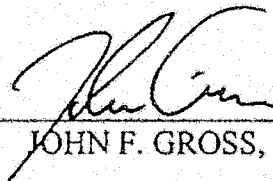
(d) Complainant agrees to withdraw the Complaint with prejudice.

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

Respectfully submitted,

PPL Electric Utilities Corporation

By:



JOHN F. GROSS, ESQUIRE

Dated: June 14, 2004  
at Allentown, Pennsylvania

2004 JUN 17 11:00

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION - BUREAU

WESLEY J. TROUP

Complaint Docket  
NO. Z-01638266

v.

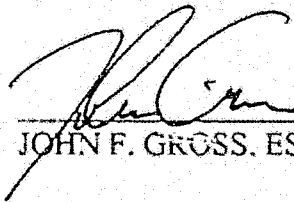
PPL ELECTRIC UTILITIES CORPORATION

CERTIFICATE OF SERVICE

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

Wesley J. Troup  
534 Paxtonville Road  
Middleburg, PA 17842

Dated this 14<sup>th</sup> day of June, 2004.



JOHN F. GROSS, ESQUIRE

COMMONWEALTH OF  
PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: June 18, 2004

SUBJECT: Certification of Satisfaction Filed  
Z-01638266 Wesley J. Troup v. PPL Electric Utilities Corporation

TO: Wanda Zeiders,  
Docket Management

FROM: Susan Licon, Scheduling Officer  
Office of Administrative Law Judge

On June 16, 2004, a Certificate of Satisfaction was filed in the above-captioned proceeding by John F. Gross, Esquire. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ (None Assigned)  
Elzy Ditzler  
Beth Plantz  
Case File

**DOCKETED**  
JUN 21 2004

**DOCUMENT  
FOLDER**