

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: 10/15/03
8. DOCKET NO: F-01350093 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: ZENO, MILTA

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY:

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT BELIEVES THE BILLS FOR THE PERIOD ENDING MARCH 7, 2003 WERE TOO HIGH, ASKS FOR AN INVESTIGATION AND AN ADJUSTMENT OF THE BILL.

DOCUMENT
FOLDER

DOCKETED

OCT 29 2003

RECEIVED

OCT 15 2003

ORIGINAL
FORMAL COMPLAINT FORM

BCS 1350093

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
Please Print:

Pennsylvania Public Utility Commission

F - 01350093
110500

10-16-03

1. Your Name, Mailing Address and Telephone Number.

Name MILTA ZENO

Street/P.O. Box 711 Amsterdam Ave Apt.# 8B

City New York State N.Y Zip 10025

County Manhattan Home Telephone-Area Code (212) 749-1535
Work Telephone-Area Code (212) 342-8333

2. Name of Company your complaint concerns: PPL

3. What is your complaint? ^{Re:} Address - 4505 Indian Rd - Stillwater Lakes
POCONO SUMMIT PA
18346

My complaint is that the PPL bill for the period ending
3/7/03 was too high. This is a second home used only
3-4 times a year. The only appliances are a 19" T.V and a
Vacuum cleaner used 2-3 times a year. The refrigerator is
disconnected until May or June. Thermostats in (2) bathrooms
are kept at 50 degree. We do not have a dishwasher, VCR
or stereo system. Enclosed are copies of my acct activity for
the previous year and up to March 2003. I also included copies of
my mothers ^(CHRISTEN PASTRANGE) acct. activity when she owned the house prior to me
buying it 2 years ago. To demonstrate the pattern of usage.

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

Nothing has changed (over-) that would cause the
usage to be so high during the period ending
3/7/03. Even with the extreme winter we had.

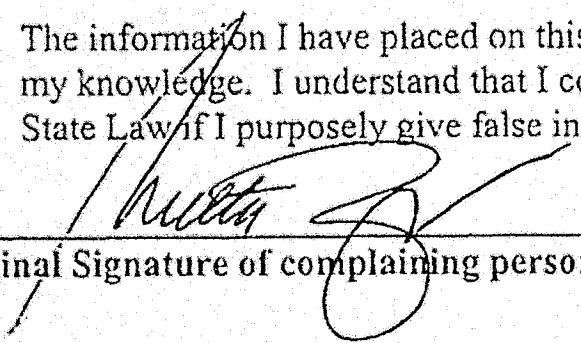
4. What do you want the Public Utility Commission to do about your complaint?

I would like the Public Utility Commission to address my complaint against PPL and request that my account be adjusted

(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.


Original Signature of complaining person

10/13/03
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 (_____) _____

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	ORG DAY H/C	EDG/TYPE	DAYS USED	KWH	BILLED KW
11/30/2002	Payment		\$-26.08								
12/09/2002	CANCELED ELECTRIC SERVICE		\$66.77								
12/09/2002	Canceled Bill	12/30	\$66.77				0852/0000	51479E	31	747	
12/17/2002	Adjustment		\$-56.77								
12/17/2002	ELECTRIC SERVICE		\$56.86								
12/17/2002	Regular Bill	01/07	\$56.86				0852/0000	51479E	31	620	
01/06/2003	Payment		\$-56.86								
01/09/2003	ELECTRIC SERVICE		\$73.37								
01/09/2003	Regular Bill	01/30	\$73.37				1153/0000	52313E	33	834	
01/20/2003	Payment		\$-73.37								
02/21/2003	ELECTRIC SERVICE		\$73.03								
02/21/2003	Regular Bill	03/03	\$73.03				1219/0000	53141E	29	828	
02/21/2003	Payment		\$-73.03								
03/10/2003	CANCELED ELECTRIC SERVICE		\$97.44								
03/10/2003	Canceled Bill	03/31	\$97.44				1183/0000	57366A	29	1066	
03/24/2003	Adjustment		\$-97.44								
03/24/2003	ELECTRIC SERVICE		\$118.11								
03/24/2003	Regular Bill	04/14	\$118.11				1183/0000	57366A	29	4225	


DATE	TRANSACTION TYPE	DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	ESS DAT H/C	KLG/TYPE	DAYS USED	KWH	BILLED
05/08/2000	Regular Bill	05/30	\$-168.75		\$114.62	\$174.71	0413/0035	33034A	31	1399	
06/09/2000	BUDGET BILLING		\$98.00								
06/09/2000	Regular Bill	07/01	\$-70.75		\$16.95	\$323.62	0147/0051	33531A	32	489	
07/11/2000	BUDGET BILLING		\$98.00								
07/11/2000	Regular Bill	08/01	\$-72.75		\$29.40	\$255.02	0013/0228	33801A	33	268	
08/08/2000	BUDGET BILLING		\$98.00								
08/08/2000	Regular Bill	08/29	\$-74.75		\$18.28	\$175.40	0001/0188	33935A	28	134	
09/01/2000	BUDGET BILLING		\$84.00								
09/01/2000	Regular Bill	09/28	\$-90.75		\$20.01	\$212.21	0033/0175	34059A	30	164	
10/06/2000	BUDGET BILLING		\$84.00								
10/06/2000	Regular Bill	10/30	\$-104.75		\$19.24	\$47.45	0747/0037	34204A	32	145	
11/01/2000	BUDGET BILLING		\$129.03								
11/01/2000	Regular Bill	11/29	\$-122.75		\$75.32		0407/0000	35106A	26	862	
12/06/2000	BUDGET BILLING		\$73.00								
12/06/2000	Regular Bill	12/27	\$-49.75		\$124.48	\$50.48	0849/0000	36830A	29	1529	
01/09/2001	BUDGET BILLING		\$73.00								
01/09/2001	SPECIAL AGREEMENT - BR SETTLE		\$9.70								
01/09/2001	Regular Bill	01/31	\$-67.05		\$152.37	\$136.85	1398/0060	38859A	34	2024	
02/06/2001	BUDGET BILLING		\$73.00								
02/06/2001	SPECIAL AGREEMENT - BR SETTLE		\$9.70								
02/06/2001	Regular Bill	02/27	\$15.65		\$115.78	\$179.63	1008/0009	40075A	28	1416	
03/09/2001	BUDGET BILLING		\$88.00								
03/09/2001	SPECIAL AGREEMENT - BR SETTLE		\$9.70								
03/09/2001	Regular Bill	04/07	\$97.70		\$124.84	\$216.47	1049/0000	41076A	31	1541	
04/05/2001	BUDGET BILLING		\$88.00								
04/05/2001	SPECIAL AGREEMENT - BR SETTLE		\$9.73								
04/05/2001	Regular Bill	04/26	\$95.43		\$139.34	\$288.01	0131/0000	42360A	27	1344	
05/09/2001	BUDGET BILLING		\$88.00								
05/09/2001	Regular Bill	05/28	\$93.43		\$25.26	\$205.27	0365/0056	43075A	34	215	
06/05/2001	Latex Payment Charge		\$0.04								
06/08/2001	BUDGET BILLING		\$69.00								
06/08/2001	Regular Bill	07/02	\$72.47		\$3.43	\$24.58	\$150.85	0148/0015	43781A	30	206
07/09/2001	BUDGET BILLING		\$41.47								
07/09/2001	Regular Bill	07/30	\$69.00		\$18.69	\$110.47	0016/0705	43919A	31	138	
08/07/2001	BUDGET BILLING		\$69.00								
08/07/2001	Regular Bill	08/28	\$10.43		\$14.02	\$35.49	0803/0199	44035A	29	96	
09/05/2001	BUDGET BILLING		\$57.00								
09/05/2001	Regular Bill	09/26	\$57.00		\$25.50	\$23.09	0008/0256	44230A	29	119	

Account Activity Statement

Date: 10/03/03
Page: 3

Bill Account: 38441-25007

TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	REG PAY H/C	RNC/TYPE	DAYS USED	KWF	STATED FM
4/2001 BUDGET BILLING										
4/2001 Regular Bill	10/25	\$57.00		\$14.20	\$-18.81	0117/0048	4431A	25	88	
1/2001 BUDGET BILLING										
1/2001 Regular Bill	11/26	\$17.98		\$36.79		0345/0001	44673A	28	362	
5/2001 BUDGET BILLING										
5/2001 Regular Bill	12/26	\$69.00		\$72.53	\$3.53	0603/0000	44492A	34	819	
7/2001 BUDGET BILLING										
7/2001 Regular Bill	01/17	\$53.31		\$49.78		0571/0000	460480	22	556	



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

10-16-03

IN REPLY PLEASE
REFER TO OUR FILE

SEPTEMBER 26, 2003

BCS1350093

MILTA ZENO
711 AMSTERDAM AVENUE APT 8B
NEW YORK NY 10025

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 16, 2003 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:

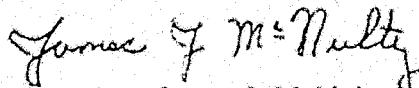
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

ddh

CC: PPL UTILITIES

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 twenty days of this date September 15, 2003. 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:

Milta Zeno
4505 Indiana Road
Stillwater Lakes E
Pocono Summit PA 183r6
Mailing address: Milta Zeno
711 Amsterdam Avenue
Apt 8B
New York NY 10025

(Please correct any mistakes)

212-749-1535
(Area Code) Telephone Number

Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1350093

Date of mailing: September 15, 2003

Company: PPL

SECRETARY'S BUREAU

03 SEP 24 AM 9:08

REVISED 11/97

17

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

DATE SERVED: OCTOBER 29, 2003

F-01350093

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 MILTA ZENO. 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.

OCTOBER 29, 2003

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

dbs

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 29, 2003

MILTA ZENO
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: F-01350093

DOCUMENT
FOLDER

DOCKETED
OCT 29 2003

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

ORIGINAL

LAW OFFICES
MITCHELL, MITCHELL, GRAY & GALLAGHER
A PROFESSIONAL CORPORATION
10 West Third Street

Williamsport, Pennsylvania 17701-6513

Jacob Neafie Mitchell
1979-1996

C Edward S. Mitchell
Richard A. Gray
Robert A. Gallagher
Gary L. Weber
Bret J. Southard
Darryl R. Wishard

Telephone: (570) 323-8404
Facsimile: (570) 323-8585
Email: mmggpc@mmggaw.com
Web Page: MMGGLaw.com

Direct Email: glw@mmgglaw.com

November 18, 2003

DOCUMENT
FOLDER

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

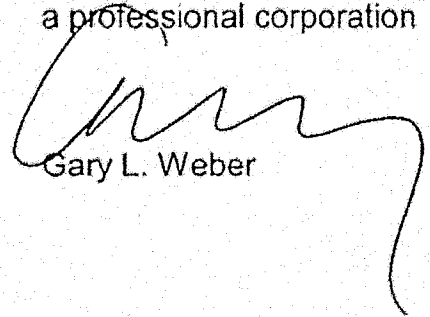
RE: Milta Zeno v. PPL Electric Utilities
Corporation
Docket No. F-01350093

Dear Secretary McNulty:

Enclosed please find an original and three photocopies of the Answer of PPL Electric Utilities to Formal Complaint of Milta Zeno for filing in the above-captioned case.

Very truly yours,

MITCHELL, MITCHELL, GRAY & GALLAGHER
a professional corporation



Gary L. Weber

GLW,bgh

Enclosures

pc.w/enc

PA P.U.C. BUREAU

NOV 19 03

Milta Zeno
Lidre Bilger

SECRETARY'S BUREAU

ORIGINAL

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 29, 2003

DOCUMENT
FOLDER

RECEIVED
MILTA ZENO
03 NOV 19 9:13
PENNSYLVANIA
SECRETARY'S BUREAU
vs.

Complainant

:
: Complaint Docket
: No. F-01350093

DEC 22 2003

PPL ELECTRIC UTILITIES
CORPORATION,
Respondent

ANSWER OF PPL ELECTRIC UTILITIES CORPORATION TO FORMAL
COMPLAINT OF MILTA ZENO

1. Admitted.
2. Denied as stated; the correct name of the Respondent is PPL Electric Utilities Corporation.
3. Denied that PPL rendered a bill for a period ending March 7, 2003. By way of further answer, it is denied that the bill rendered on March 24, 2003, which was based on an actual meter reading, was too high. By way of further answer, electric bills rendered December 17, 2002, January 9, 2003, February 7, 2003, and March 10, 2003 were all estimated bills because Complainant's home was inaccessible due to uncleared snow. Upon information and belief, the foregoing bills were estimated low and the bill dated March 24, 2003, in the amount of \$318.11, included amounts for electric service provided during the periods when the bills were estimated.

After reasonable investigation, PPL is without knowledge or information sufficient to form a belief as to whether Complainant used the home as a second home, when the home was used, or the extent to which the thermostats were turned down during the period in question. By way of further answer, a PPL customer contact

representative attempted to contact Complainant for the purpose of examining Complainant's home and performing a high bill investigation, but Complainant did not respond to the contact attempts and PPL was unable to have a representative examine the interior of Complainant's home to evaluate Complainant's use of electricity.

Admitted that Complainant provided account activity statements that recorded usage and billing information for the property in question for the period of time beginning January 9, 1999 through March 24, 2003. By way of further answer, the usage recorded in the account activity statements shows a pattern of usage that is consistent with that recorded with respect to the winter of 2002-2003 and, in the case of the winter of 2000-2001, the amount of electricity used in Complainant's home exceeded that billed during the winter of 2002-2003, as set forth in the foregoing chart.

Billing period	KWh recorded
12/8/99 - 4/13/00	6776*
12/8/00 - 4/9/01	8254
12/5/01 - 4/9/02	5020
12/17/02 - 4/9/03	7570
*The 4/13/00 bill was estimated and the estimate was likely low	

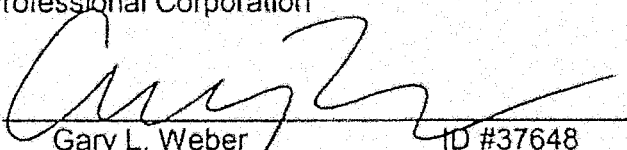
In addition, electric usage during the winter of 2001-2002 would have been expected to have been lower than the electric usage during the winter of 2002-2003, due to the greater number of degree days recorded during the winter of 2002-2003.

4. This is a request for relief to which no response is required. To the extent any response is required, it is denied that Complainant is entitled to the relief requested.

WHEREFORE, PPL Electric Utilities Corporation requests the Commission to deny the relief requested by Complainant and to dismiss the Complaint.

MITCHELL, MITCHELL, GRAY & GALLAGHER
A Professional Corporation

BY:



Gary L. Weber
Attorneys for Respondent

ID #37648

10 West Third Street
Williamsport, PA 17701

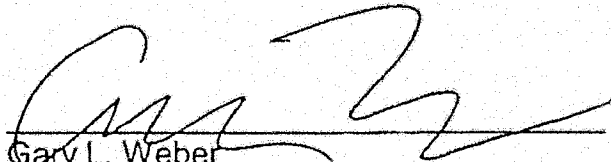
(570) 323-8404
(570) 323-8585 - FAX
glw@mmgglaw.com

CERTIFICATE OF SERVICE

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

Milta Zeno
711 Amsterdam Avenue, Apt 8B
New York, NY 10025

Dated this 18th day of November, 2003.



Gary L. Weber
Counsel for PPL Electric Utilities Corporation

ORIGINAL

LAW OFFICES MITCHELL, MITCHELL, GRAY & GALLAGHER

A PROFESSIONAL CORPORATION
10 West Third Street

Williamsport, Pennsylvania 17701-6513

C. Edward S. Mitchell
Richard A. Gray
Robert A. Gallagher
Gary L. Weber
Bret J. Spuhard
Darryl R. Wishard

Telephone: (570) 323-8404
Facsimile: (570) 323-8585
Email: mmggpc@mmgglaw.com
Web Page: MMGGLaw.com

Jacob Neafie Mitchell
1919-1998

Direct Email: glw@mmgglaw.com

November 25, 2003

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

RE: Milta Zeno v. PPL Electric Utilities
Corporation
Docket No. F-01350093

RECORDED
INDEXED
DEC - 1 AM 11:17
SECRETARY'S BUREAU

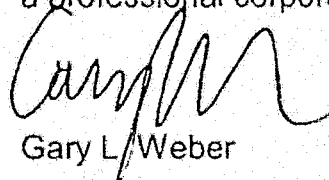
Dear Secretary McNulty:

Enclosed please find for filing in the above-referenced matter an original and three (3) 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 Electric Utilities Corporation respectfully requests that this docket be terminated.

Very truly yours,

MITCHELL, MITCHELL, GRAY & GALLAGHER
a professional corporation



Gary L. Weber

DOCUMENT
FOLDER

GLW.bgh

Enclosures

cc w/enc: Milta Zeno
Deidre Bilger
Mike Gower
Susan Licon

GH

ORIGINAL

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 29, 2003

MILTA ZENO,

Complainant

: Complaint Docket

: No. F-01350093

vs.

PPL ELECTRIC UTILITIES

CORPORATION,

Respondent

DOCUMENT
FOLDER

RECEIVED
03 DEC - 1 PM 11:18
SECRETARY'S BUREAU

DOCKETED

DEC 30 2003

CERTIFICATE OF SATISFACTION
OF COMPLAINT

1. Complainant is Milta Zeno.
2. Respondent is PPL Electric Utilities Corporation (hereafter referred to as "PPL Electric").
3. This Certificate of Satisfaction of Complaint is submitted pursuant to 52 Pa. Code § 5.24(b).
4. PPL Electric 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 Electric:
 - A. PPL Electric agrees to credit Complainant's electric account number 38441-29016 for \$100.00.
 - B. Complainant agrees to withdraw the complaint with prejudice.

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

Respectfully submitted,

PPL Electric Utilities Corporation

BY: 

Gary L. Weber
Attorney for PPL Electric Utilities

10 West Third Street
Williamsport, PA 17701

(570) 323-8404

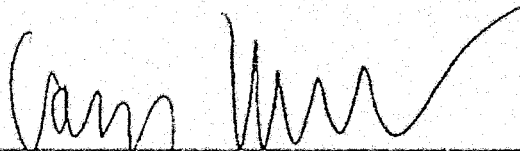
Dated: November 25, 2003

CERTIFICATE OF SERVICE

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

Milta Zeno
711 Amsterdam Avenue, Apt 8B
New York, NY 10025

Dated this 25th day of November, 2003.



Gary L. Weber
Counsel for PPL Electric Utilities Corporation

03 DEC - 1 PM 11: 18
PPL ELECTRIC UTILITIES CORPORATION
SECRETARY'S BUREAU

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: December 5, 2003
SUBJECT: F-01350093
Milla Zeno v. PPL Electric Utilities Corporation
TO: Wanda Zeiders
Docket Management
FROM: Ann M. Humes, Mediation Assistant
Office of Administrative Law Judge

On December 1, 2003, a Certificate of Satisfaction was filed in the above-captioned proceeding. 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)
Herb Nurick
Beth Plantz
Case File

DOCUMENT
FOLDER

COPY

W

LAW OFFICES
MITCHELL, MITCHELL, GRAY & GALLAGHER

A PROFESSIONAL CORPORATION
10 West Third Street

Williamsport, Pennsylvania 17701-6513

Telephone: (570) 323-8464

Facsimile: (570) 323-8585

E-mail: mmggpc@mmgglaw.com

Web Page: MMGGLaw.com

Jacob Neefie Mitchell
1919-1996

03 DEC -2 AM 9:37

PA PUC

Direct Email: glw@mmgglaw.com

C. Edward S. Mitchell
Richard A. Gray
Robert A. Gallagher
Gary L. Weber
Bret J. Southard
Darryl R. W. Shard

November 25, 2003

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

RECEIVED
03 DEC -1 AM 11:17
SECRETARY'S BUREAU

RE: Milta Zeno v. PPL Electric Utilities Corporation
Docket No. F-01350093

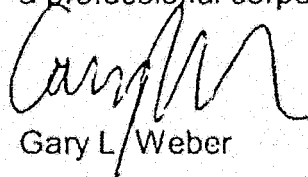
Dear Secretary McNulty,

Enclosed please find for filing in the above-referenced matter an original and three (3) 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 Electric Utilities Corporation respectfully requests that this docket be terminated.

Very truly yours,

MITCHELL, MITCHELL, GRAY & GALLAGHER
a professional corporation



Gary L. Weber

GLW:bgh

Enclosures

pc w/enc: Milta Zeno
Deidre Bilger
Mike Gower
Susan Licon

COPY

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 29, 2003

MILTA ZENO,	:	
Complainant	:	Complaint Docket
	:	No. F-01350093
vs.	:	
PPL ELECTRIC UTILITIES CORPORATION,	:	
Respondent	:	

RECEIVED
 03 DEC - 2 11 58 AM '03
 03 DEC - 1 11 18 AM '03
 PIA PUC
 SECRETARY'S BUREAU

**CERTIFICATE OF SATISFACTION
OF COMPLAINT**

1. Complainant is Milta Zeno.
2. Respondent is PPL Electric Utilities Corporation (hereafter referred to as "PPL Electric").
3. This Certificate of Satisfaction of Complaint is submitted pursuant to 52 Pa. Code § 5.24(b).
4. PPL Electric 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 Electric:
 - A. PPL Electric agrees to credit Complainant's electric account number 38441-29016 for \$100.00.
 - B. Complainant agrees to withdraw the complaint with prejudice.

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

Respectfully submitted,

PPL Electric Utilities Corporation

BY: 

Gary L. Weber
Attorney for PPL Electric Utilities

10 West Third Street
Williamsport, PA 17701

(570) 323-8404

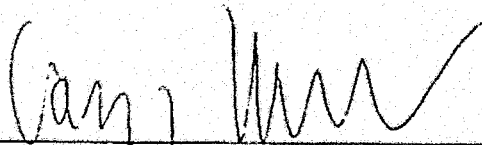
Dated: November 25, 2003

CERTIFICATE OF SERVICE

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

Milta Zeno
711 Amsterdam Avenue, Apt 8B
New York, NY 10025

Dated this 25th day of November, 2003.

A handwritten signature in black ink, appearing to read "Gary Weber", written over a horizontal line.

Gary L. Weber
Counsel for PPL Electric Utilities Corporation

COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: November 26, 2003

SUBJECT: Certification of Satisfaction Filed
F-01350093 Milta Zeno v. PPL Electric Utilities Corporation

TO: Wanda Zeiders,
Docket Management

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

DOCKETED

DEC 17 2003

On November 25, 2003, a Certificate of Satisfaction was filed in the above-captioned proceeding by Gary L. Weber, 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

DOCUMENT

LAW OFFICES
MITCHELL, MITCHELL, GRAY & GALLAGHER

A PROFESSIONAL CORPORATION

10 West Third Street

Williamsport, Pennsylvania 17701-6513

Telephone: (570) 323-8404

Facsimile: (570) 323-8585

Email: munggs@mmggaw.com

Web Page: MMGLaw.com

C. Edward S. Mitchell
Richard A. Gray
Robert A. Gallagher
Gary L. Weber
Bret J. Southard
Darryl R. Wishard

Jacob Neale Mitchell
1913-1996

Direct Email: qlw@mmggaw.com

November 25, 2003

RECEIVED

NOV 25 2003

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

DOCUMENT

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Milta Zeno v. PPL Electric Utilities
Corporation
Docket No. F-01350093

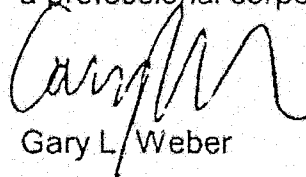
Dear Secretary McNulty:

Enclosed please find for filing in the above-referenced matter an original and three (3) 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 Electric Utilities Corporation respectfully requests that this docket be terminated.

Very truly yours,

MITCHELL, MITCHELL, GRAY & GALLAGHER
a professional corporation



Gary L. Weber

GLW:bgh

Enclosures

pc w/enc: Milta Zeno
Deidre Bilger
Mike Gower
Susan Licon

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 29, 2003

MILTA ZENO, :
Complainant : Complaint Docket
: No. F-01350093
: vs. :
PPL ELECTRIC UTILITIES :
CORPORATION, :
Respondent :

DOCKETED
DEC 17 2003

CERTIFICATE OF SATISFACTION
OF COMPLAINT

DOCUMENT

1. Complainant is Milta Zeno.
2. Respondent is PPL Electric Utilities Corporation (hereafter referred to as "PPL Electric").
3. This Certificate of Satisfaction of Complaint is submitted pursuant to 52 Pa. Code § 5 24(b).
4. PPL Electric 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 Electric:
 - A. PPL Electric agrees to credit Complainant's electric account number 38441-29016 for \$100.00.
 - B. Complainant agrees to withdraw the complaint with prejudice.

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

Respectfully submitted,

PPL Electric Utilities Corporation

BY: 

Gary L. Weber
Attorney for PPL Electric Utilities

10 West Third Street
Williamsport, PA 17701

(570) 323-8404

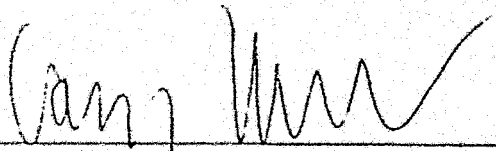
Dated: November 25, 2003

CERTIFICATE OF SERVICE

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

Milta Zeno
711 Amsterdam Avenue, Apt 8B
New York, NY 10025

Dated this 25th day of November, 2003.



Gary L. Weber
Counsel for PPL Electric Utilities Corporation



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

IN REPLY PLEASE
REFER TO OUR FILE

February 11, 2004

F-01350093

MILTA ZENO
711 AMSTERDAM AVENUE APT 8B
MANHATTAN NY 10025

MILTA ZENO
v.
PPL ELECTRIC UTILITIES CORP

DOCKETED
FEB 11 2004

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty
Secretary

nvi
cc: All parties of Record
Office of ALJ

DOCUMENT
FOLDER