

DOCUMENT
FOLDER

PLEASE DOCKET

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Daniel T. Yastishock

v.

PPL Electric Utilities Corporation

F-01339570

PREHEARING ORDER

DOCKETED

NOV 19 2003

An initial telephonic hearing in this case has been rescheduled for Friday, January 23, 2004 at 10:00 a.m. The parties are hereby directed to comply with the following requirements:

1. If you intend to present any documents or exhibits for my consideration, you must send one (1) copy to the other party and three (3) copies to me one week before the hearing. Be sure that you serve me directly with a copy of any document that you file in this proceeding at the time of filing. If you send me any correspondence or document, you must send a copy to all other parties. For your convenience, a copy of the Commission's current service list of the parties to this proceeding is enclosed with this Order. My address appears in numbered paragraph 3 below.

2. If you or any proposed witness will be at a telephone number that is different from the number on the hearing notice, you must notify me of that telephone number at least one (1) week before the hearing.

3. A request for a change of the scheduled hearing date must be submitted in writing no later than five (5) days prior to the hearing. 52 Pa. Code §1.15(b). Requests for changes of initial or subsequent hearings must be sent to the Administrative Law Judge, with copies to all parties of record. The correct address is: Administrative Law Judge Debra Paist, Pennsylvania

Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265. Such changes are granted only in rare situations where good cause exists.

4. YOU MAY LOSE THIS CASE IF YOU DO NOT TAKE PART IN THIS HEARING AND PRESENT EVIDENCE ON THE ISSUES RAISED.

5. ALTHOUGH THIS HEARING IS BEING CONDUCTED TELEPHONICALLY FOR THE CONVENIENCE OF THE PARTIES, IT IS STILL A FORMAL HEARING AND WILL BE CONDUCTED IN ACCORDANCE WITH THE COMMISSION'S RULES OF PRACTICE AND PROCEDURE.

6. Pursuant to 52 Pa. Code §§1.21 & 1.22, you may represent yourself, if you are an individual, or you may have an attorney represent you. However, if you are a partnership, corporation, trust, association or governmental agency or subdivision, you must have an attorney represent you in this proceeding. Unless you are an attorney, you may not represent someone else. Any attorney representing a party in this proceeding must enter an appearance in accordance with the Commission regulations at 52 Pa. Code §§1.24-.25.

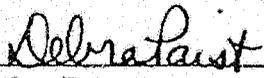
7. The customer-complainant bears the burden of proof in this proceeding and must show by a preponderance of the evidence that the respondent has violated the Public Utility Code or a Pennsylvania Public Utility Commission regulation or order so that the complainant is entitled to the relief requested in the complaint.

8. If you intend to subpoena witnesses for the hearing, you should review the procedures established in 52 Pa. Code §5.421. You must submit your written application to me sufficiently in advance of the hearing date so the other parties will have the required ten (10) days' notice to answer or object, and so you will have enough time to receive the subpoena and serve it.

9. Any party may conduct discovery to learn the factual basis of another party's position in this case. However, 52 Pa. Code §5.331(b) provides, in relevant part, that "[a] participant shall endeavor to initiate discovery as early in the proceedings as reasonably possible." Additionally, 52 Pa. Code §5.322 provides, in relevant part, that "participants are encouraged to exchange information on an informal basis." All parties are urged to cooperate in informal information exchanges and in conducting discovery. Cooperation is preferable to disagreements, which require my participation to resolve. There are limitations on discovery (52 Pa. Code §5.361) and sanctions for abuse of the discovery process (52 Pa. Code §§5.371-.372).

10. Commission policy is to encourage settlements. 52 Pa. Code §5.231(a). Therefore, you are urged to discuss informally between yourselves the possible settlement of this case at least one (1) week before the hearing. If you are unable to settle this case, you may still resolve as many questions or issues as possible during your informal discussion.

Dated: November 13, 2003



Debra Paist
Administrative Law Judge



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

IN REPLY PLEASE
REFER TO OUR FILE

November 13, 2004
2003

DOCUMENT In Re: F-01339570
FOLDER
(SEE ATTACHED LIST)

Daniel T. Yastishock v. PPL Electric Utilities Corporation

Meter dispute.

Hearing Cancellation/Reschedule Notice

This is to inform you that the Initial telephonic hearing, on the above-captioned case previously scheduled for Wednesday, January 14, 2004 has been canceled.

The hearing has been rescheduled as follows:

Type: Initial telephonic hearing.
Date: Friday, January 23, 2004
Time: 10:00 a.m.
Presiding: Administrative Law Judge Debra Paist
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

DOCKETED
NOV 20 2003

Please mark your records accordingly.

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: Judge Paist
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File

Kimberly G. Krupka
Gross McGinley Labarre & Eaton
33 South Seventh Street
Allentown, Pennsylvania 18101
Phone: (610) 820-5450
Fax: (610) 820-6006

2004
January 14, 2003

VIA FEDERAL EXPRESS

The Honorable Debra Paist
Administrative Law Judge
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

DOCUMENT

RECEIVED
04 JAN 16 AM 8:43
F. J. C.
SECRETARY'S BUREAU

Re: **Daniel T. Yastishock v.
PPL Electric Utilities Corporation
Docket No. F-01339570**

Dear Judge Paist:

Enclosed please find for filing in the above-referenced matter three (3) copies of PPL Hearing Exhibits Nos. 1, 2, 3, 4, 5 and 6. I propose to introduce these documents into evidence at the telephonic hearing scheduled for Friday, January 23, 2004 at 10:00 a.m. I can be reached at 1-800-975-3214 access code 1021# at the aforesaid date and time to participate in the hearing.

I have mailed copies of these exhibits via Federal Express to the Complainant.

Very truly yours,

Kimberly G. Krupka
Kimberly G. Krupka

Enclosures

cc: Mary G. Yastishock
James J. McNulty, Secretary

Account Activity Statement

Date: 01/14/04
Page: 1

*** Account Information ***

Account Number: 48850-62006
 Mail To: MARY G YASTISHOCK
 1423 WANDA LA
 HARRISBURG PA 17109

Requested By: MARY G YASTISHOCK
 1711545-4993 Extension: F-01339570

*** Current Account Status ***

Payment Agreement Installment: 50.00 Balance: 50.00
 Budget Bill Amortization Installment: 50.00 Balance: 50.00
 Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	CRG DAY H/C	RDG/TYPE	DAYS USED	RWH	BILLED KW
01/04/2001	Payment		\$-198.27								
01/15/2001	ELECTRIC SERVICE Regular Bill	02/05	\$278.65				1317/0000	81273A	33	3673	
02/05/2001	Payment		\$-278.65								
02/14/2001	ELECTRIC SERVICE Regular Bill	03/07	\$206.64				1009/0000	83943A	30	2670	
02/26/2001	Payment		\$-206.64								
03/16/2001	ELECTRIC SERVICE Regular Bill	04/09	\$147.58				0901/0000	85798A	30	1855	
04/02/2001	Payment		\$-147.58								
04/16/2001	ELECTRIC SERVICE Regular Bill	05/07	\$107.52				0641/0000	87100A	31	1302	
04/26/2001	Payment		\$-107.52								
05/16/2001	ELECTRIC SERVICE Regular Bill	06/06	\$53.26				0234/0044	87672A	30	572	
05/16/2001	Payment		\$-53.26								
06/14/2001	ELECTRIC SERVICE Regular Bill	07/05	\$39.23				0083/0079	88065A	29	393	
06/26/2001	Payment		\$-39.23								
07/13/2001	ELECTRIC SERVICE Regular Bill	08/06	\$30.84					88351A	29	286	
07/13/2001	Payment		\$-30.84								
08/15/2001	ELECTRIC SERVICE Regular Bill	09/05	\$27.77				0000/0396	88598A	33	247	
08/15/2001	Payment		\$-27.77								
09/14/2001	ELECTRIC SERVICE Regular Bill	10/08	\$21.10				0007/0230	88764A	30	166	
09/14/2001	Payment		\$-21.10								
09/28/2001	Payment		\$-21.10								

DOCUMENT

FEB 19 2004

SECURITY BUREAU

24:8 AM 5174710

DATE	TRANSACTION TYPE	DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/12/2001	Regular Bill	11/05	\$32.64				016870029	89073A	28	309	
10/29/2001	Payment		\$-32.64								
11/12/2001	ELECTRIC SERVICE		\$40.33								
11/12/2001	Regular Bill	12/03	\$40.33				032270001	89480A	29	407	
11/28/2001	Payment		\$-40.33								
12/13/2001	ELECTRIC SERVICE		\$85.27								
12/13/2001	Regular Bill	01/03	\$85.27				059970000	90475A	33	995	
12/26/2001	Payment		\$-85.27								
01/14/2002	ELECTRIC SERVICE		\$195.29								
01/14/2002	Regular Bill	02/05	\$195.29				099270000	92996A	32	2521	
01/29/2002	Payment		\$-195.29								
02/13/2002	ELECTRIC SERVICE		\$157.02								
02/13/2002	Regular Bill	03/06	\$157.02				085170000	94995A	30	1999	
02/28/2002	Payment		\$-157.02								
03/14/2002	ELECTRIC SERVICE		\$133.99								
03/14/2002	Regular Bill	04/04	\$133.99				073770000	96674A	29	1679	
03/25/2002	Payment		\$-133.99								
04/16/2002	ELECTRIC SERVICE		\$114.59								
04/16/2002	Regular Bill	05/07	\$114.59				059370012	98083A	33	1409	
04/23/2002	Payment		\$-114.59								
05/15/2002	ELECTRIC SERVICE		\$44.64								
05/15/2002	Regular Bill	06/05	\$44.64				022770041	98547A	29	464	
05/31/2002	Payment		\$-44.64								
06/17/2002	ELECTRIC SERVICE		\$37.42								
06/17/2002	Regular Bill	07/08	\$37.42				010470116	98918A	33	371	
06/26/2002	Payment		\$-37.42								
07/16/2002	ELECTRIC SERVICE		\$21.81								
07/16/2002	Regular Bill	08/06	\$21.81				000070325	99092A	29	174	
08/05/2002	Payment		\$-21.81								
08/14/2002	ELECTRIC SERVICE		\$20.88								
08/14/2002	Regular Bill	09/04	\$20.88				000070438	99255A	29	163	
09/05/2002	Payment		\$-20.88								
09/16/2002	ELECTRIC SERVICE		\$22.46								
09/16/2002	Regular Bill	10/07	\$22.46				000037018	99436A	33	181	

Account Activity Statement

Date: 01/14/04
Page 1

*** Account Information ***

Account Number: 46890-82011
Mail To:
DANIEL T YASTISHOCK
1423 WANDA LA
HARRISBURG PA 17109

Requested By:
DANIEL T YASTISHOCK
(717)545-4893 Extension:

*** Current Account Status ***

Payment Agreement
Installment: \$0.00 Balance: \$0.00
Budget Bill Amortization
Installment: \$0.00 Balance: \$0.00
Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	ROG/TYPE	KWH	DAYS USED	BILLED KW
04/11/2003	ELECTRIC SERVICE		\$109.33								
04/11/2003	Regular Bill	05/05	\$109.33			0490/0000		11353A	1362	25	
04/29/2003	Payment		\$-109.33								
05/13/2003	ELECTRIC SERVICE		\$112.27								
05/13/2003	Regular Bill	06/03	\$112.27			0287/0012		12725A	1372	32	
05/23/2003	Payment		\$-112.27								
06/12/2003	ELECTRIC SERVICE		\$89.24								
06/12/2003	Regular Bill	07/03	\$89.24			0191/0022		13778A	1053	30	
06/30/2003	Payment		\$-89.24								
07/14/2003	ELECTRIC SERVICE		\$67.43								
07/14/2003	Regular Bill	08/04	\$67.43			0013/0282		14532A	754	32	
07/23/2003	Payment		\$-67.43								
08/12/2003	ELECTRIC SERVICE		\$46.96								
08/12/2003	Regular Bill	09/02	\$46.96			0000/0303		15024A	492	29	
08/18/2003	Payment		\$-46.96								
09/11/2003	ELECTRIC SERVICE		\$69.38								
09/11/2003	Regular Bill	10/02	\$69.38			0000/0265		15803A	779	30	
09/24/2003	Payment		\$-69.38								
10/13/2003	ELECTRIC SERVICE		\$72.09								
10/13/2003	Regular Bill	11/03	\$72.09			0160/0042		166.8A	815	32	
10/22/2003	Payment		\$-72.09								
11/11/2003	ELECTRIC SERVICE		\$79.45								
11/11/2003	Regular Bill	12/02	\$79.45			0409/0000		17535A	917	29	
11/25/2003	Payment		\$-79.45								
12/11/2003	ELECTRIC SERVICE		\$140.12								
12/11/2003	Regular Bill	01/02	\$140.12			0744/0000		19293A	1758	30	
12/23/2003	Payment		\$-140.12								
01/13/2004	ELECTRIC SERVICE		\$202.27								
01/13/2004	Regular Bill	02/03	\$202.27			1023/0000		21923A	2630	33	

Bill Cost Estimate Worksheet

For Information Only

Field #11: []
 State: []
 Complete: []
 Date: []
 Bill Number: []
 Customer Name: []
 Mailing Address: []
 Billing Period: []
 Meter Reading: []
 Heating: Heating

MARY G YASTISHOCK

Base Cost Estimate

Lighting	Watts	KWH	#. Of	KWH Usage
How many rooms in your house?				
9-12 rooms	1065	130	N/A	130
Outdoor lights	200	70		0
Kitchen Appliances				
Electric Range	12200	150	1	150
Microwave Oven	1000	40	1	40
Drip Coffee Maker	1200	38	1	38
Dishwasher (1 load per day)	1200	25	1	25
Laundry				
Washer	510	8	1	8
Electric Dryer	5500	75	1	75
Iron	1100	18	1	18
Refrigeration				
How many refrigerators do you have?				
What kind?				
Refrigerators				
14-18 cu. ft. manual defrost	350	100		0
14-18 cu. ft. auto defrost	650	150	2	300
19-24 cu. ft. manual defrost	550	125		0
19-24 cu. ft. auto defrost	750	190		0
Side-by-side, auto defrost	900	225		0
Apartment "cube"	150	40		0
Water cooler (hot and cold)	660	80		0
Freezers				
15-20 cu. ft. manual defrost	350	90		0
15-20 cu. ft., auto defrost	450	120		0

POOR ORIGINAL

DOCUMENT

POSTAL
FEB 19 2004

F-01339570

Water Heating	Watts	KWH	# Of	KWH Usage
<input checked="" type="checkbox"/> Electric (Stand-by heat loss)	4500	175	1	175
- Number of adults (average use)	N/A	75	1	75
- Infants or teenagers (high use)	N/A	125		0
<input type="checkbox"/> Oil-fired, free-standing water heater tank	240	60		0

Miscellaneous

TV up to 27-inch	130	45	2	90
TV over 27-inch	200	75		0
VCR/DVD player	24	9	1	9
Satellite dish	170	51		0
Computer	300	50	1	50
Hair dryer	1000	15	1	15
Vacuum cleaner	100	12	1	12
Radon fan	100	70		0
Outdoor Hot-tub or spa	6000	450		0
Indoor Hot-tub or spa	1000	120		0
Well pump	1400	45		0
Sump pump	825	79		0
Aquarium	100	12		0
Water bed	360	100		0
Humidifier	180	35		0
Dehumidifier	900	300		0

Other KWH

Other KWH Item 1			
Other KWH Item 2			

Enter the Billing Date Range		30 Day KWH	1210
Bill From Date (MM/DD/YY)	1/15/2003		
Bill To Date (MM/DD/YY)	2/11/2003		
(Number of Billing Days)	27		
		Total Base KWH	1089

Degree Days (Used In Heating and/or Cooling Cost Estimates)

Operating Center for Account >>

Airport Location

HAR - Hamsburg	
Bill From Date	1/15/2003
Bill To Date	2/11/2003

DD Information for Date Range

Heating DD	1138	>>
Cooling DD	0	>>
Average Temp	24.4	

% Changes from Previous Year

49.5% HIGHER

Previous Year's DD Information

Heating DD	781
Cooling DD	0
Average Temp	37.8

Premise Information

When was the house built?

Heating Estimate

Energy Usage (Based on indoor temp setting)

What is the average temperature in the house?

How is the house heated?

How many square feet of the house is heated?

H Factor	0.00224		
Square Ft	1800		
Heating DD	1138	Total Heating KWH	4588
		Total Base KWH	1089

How many KWH was the customer billed for?

Customer Satisfied? Yes No

Utility Report Provided?

Total Estimated KWH	5677
% of Billed KWH	167%

Click on "Estimate Not Justified" Sheet if % is not justified

HEATING ESTIMATE JUSTIFIED

Comment (Double click the text area to edit.) 335
 HB ID: 5482, Caller: MARY G YASTISHOCK(Deceased) caller is son, Daniel Yastishock; Heat KWH: 4588; Base KWH: 1089; Total Est KWH: 5677; % of KWH Billed: 167%; JUSTIFIED; Bill From/To: 1/15/2003-2/11/2003; Satisfied? NO; Util Rpt Written
 States was away during billing period, was expecting lower bill, elect BB heat. WUR by Admin.

Bill Cost Estimate Worksheet
 For Internal Use Only

Job No: 1000000000
 Job Name: MARY G YASTISHOCK
 Job Address: HARRISBURG
 Job City: HARRISBURG
 Job State: PA
 Job Zip: 17101
 Job Phone: 717-633-1111
 Job Fax: 717-633-1111
 Job Email: MARY.G.YASTISHOCK@PA.GOV
 Job Manager: MARY G YASTISHOCK
 Job Status: Heating

NO JAN 16 AM 8:43

Category	Watts	KWH	# of	KWH Usage
Lighting				
How many rooms in your house?				
9-12 rooms	1065	130	N/A	130
Outdoor lights	200	70		0
Kitchen Appliances				
Electric Range	12200	150	1	150
Microwave Oven	1000	40	1	40
Drip Coffee Maker	1200	38	1	38
Dishwasher (1 load per day)	1200	25	1	25
Laundry				
Washer	510	8	1	8
Electric Dryer	5500	75	1	75
Iron	1100	18	1	18
Refrigeration				
How many refrigerators do you have?				
What kind?				
Refrigerators				
14-18 cu. ft, manual defrost	350	100		0
14-18 cu. ft, auto defrost	650	150	1	150
19-24 cu. ft manual defrost	550	125		0
19-24 cu. ft, auto defrost	750	190		0
Side-by-side, auto defrost	900	225		0
Apartment "cube"	150	40		0
Water cooler (hot and cold)	660	80		0
Freezers				
15-20 cu. ft, manual defrost	350	90		0
15-20 cu. ft., auto defrost	450	120		0

DOCUMENT

POOR ORIGINAL

F-01339570

Water Heating

	Watts	KWH	# Of	KWH Usage
<input checked="" type="checkbox"/> Electric (Stand-by heat loss)	4500	175	1	175
- Number of adults (average use)	N/A	75	1	75
- Infants or teenagers (high use)	N/A	125		0
<input type="checkbox"/> Oil-fired, free-standing water heater tank	240	60		0

Miscellaneous

TV up to 27-inch	130	45	1	45
TV over 27-inch	200	75		0
VCR/DVD player	24	9	1	9
Satellite dish	170	51		0
Computer	300	50	1	50
Hair dryer	1000	15	1	15
Vacuum cleaner	100	12	1	12
Radon fan	100	70		0
Outdoor Hot-tub or spa	6000	450		0
Indoor Hot-tub or spa	1000	120		0
Well pump	1400	45		0
Sump pump	825	79		0
Aquarium	100	12		0
Water bed	360	100		0
Humidifier	180	35		0
Dehumidifier	900	300		0

Other KWH

Other KWH Item 1			
Other KWH Item 2			

		30 Day KWH	1015
Enter the Billing Date Range			
Bill From Date (MM/DD/YY)	2/11/2003		
Bill To Date (MM/DD/YY)	3/17/2003		
(Number of Billing Days)	34	Total Base KWH	1150

Degree Days (Used In Heating and/or Cooling Cost Estimates)

Operating Center for Account >>

Airport Location

HAR - Harrisburg	
Bill From Date	2/11/2003
Bill To Date	3/17/2003

DD Information for Date Range

Heating DD	1237	>>
Cooling DD	0	>>
Average Temp	29.7	

% Changes from Previous Year

45.7% HIGHER

Previous Year's DD Information

Heating DD	849
Cooling DD	0
Average Temp	40.7

Premise Information

When was the house built?

Heating Estimate

Energy Usage (Based on Indoor temp setting)

What is the average temperature in the house? 55 to 67 (Low)	H Factor	0.001327
How is the house heated? Electricity - Electric Baseboard (Resistance)	Square Feet	1800
How many square feet of the house is heated? 1600 Avg Townhouse	Heating DD	1237
	Total Heating KWH	2626
	Total Base KWH	1150

How many KWH was the customer billed for? Billed KWH	3519	Total Estimated KWH	3776
Customer Satisfied? <input checked="" type="radio"/> Yes <input type="radio"/> No	Utility Report Provided? Written	% of Billed KWH	107%

Click on "Estimate Not Justified" Sheet if % is not justified
 Comment (Double click the text area to edit): 342 **HEATING ESTIMATE JUSTIFIED**

HB ID: 5910; Caller: MARY G YASTISHOCK; Heat KWH: 2626; Base KWH: 1150; Total Est KWH: 3776; % of KWH Billed: 107%; JUSTIFIED; Bill From/To: 2/11/2003-3/17/2003; Satisfied? NO; Util Rpt: Written
 Sent to admin for typing-talked to Daniel Yastishock (son)-mother is deceased. claims not here from 2/14 to 3/17/03-had thermostates turned down.

High Bill Cost Estimate Worksheet

For Internal Use Only

High Bill To: 8749
 Start Date: 01/14/2003 08:55:00 AM
 Complete Date: 01/15/2003 09:07:31 AM
 Done by: Cost Estimator E03189
 Bill Account: 4339042015
 Customer Name: DANIEL T YASTISHOCK
 Premise Address: 4PK WANDA LA HARRISBURG, PA 17109
 Caller Name: DANIEL T YASTISHOCK
 Cost Estimate Type: Heating

Base Cost Estimate

Lighting	Watts	KWH	# Of	KWH Usage
How many rooms in your house? 9-12 rooms	1065	130	N/A	130
Outdoor lights	200	70		0
Kitchen Appliances				
Electric Range	12200	150	1	150
Microwave Oven	1000	40	1	40
Drip Coffee Maker	1200	38	1	38
Dishwasher (1 load per day)	1200	25	1	25
Laundry				
Washer	510	8	1	8
Electric Dryer	5500	75	1	75
Iron	1100	18		0
Refrigeration				
How many refrigerators do you have? What kind? Refrigerators				
14-18 cu. ft. manual defrost	350	100		0
14-18 cu. ft. auto defrost	650	150		0
19-24 cu. ft manual defrost	550	125		0
19-24 cu. ft. auto defrost	750	190	2	380
Side-by-side, auto defrost	900	225		0
Apartment "cube"	150	40		0
Water cooler (hot and cold)	660	80		0
Freezers				
15-20 cu. ft. manual defrost	350	90		0
15-20 cu. ft., auto defrost	450	120		0

DOCUMENT

FEB 19 2004

SECRETARY'S BUREAU

04 JAN 16 AM 8:43

POOR ORIGINAL

F-01339570

Water Heating	Watts	KWH	# Of	KWH Usage
<input checked="" type="checkbox"/> Electric (Stand-by heat loss)	4500	175	1	175
- Number of adults (average use)	N/A	75	1	75
- Infants or teenagers (high use)	N/A	125		0
<input type="checkbox"/> Oil-fired, free-standing water heater tank	240	60		0

Miscellaneous

TV up to 27-inch	130	45	2	90
TV over 27-inch	200	75		0
VCR/DVD player	24	9	1	9
Satellite dish	170	51		0
Computer	300	50	1	50
Hair dryer	1000	15	1	15
Vacuum cleaner	100	12	1	12
Radon fan	100	70		0
Outdoor Hot-tub or spa	6000	450		0
Indoor Hot-tub or spa	1000	120		0
Well pump	1400	45		0
Sump pump	825	79		0
Aquarium	100	12		0
Water bed	360	100		0
Humidifier	180	35		0
Dehumidifier	900	300		0

Other KWH

Other KWH Item 1				
Other KWH Item 2				

30 Day KWH 1272

Enter the Billing Date Range

Bill From Date (MM/DD/YY)	5/13/2003		
Bill To Date (MM/DD/YY)	6/12/2003		
(Number of Billing Days)	30	Total Base KWH	1272

Degree Days (Used in Heating and/or Cooling Cost Estimates)

Operating Center for Account >>

Airport Location

HAR - Harrisburg	
Bill From Date	5/13/2003
Bill To Date	6/12/2003

DD Information for Date Range

Heating DD	191
Cooling DD	22
Average Temp	59.5

% Changes from Previous Year

>> 69.0% HIGHER
>> 79.0% LOWER

Previous Year's DD Information

Heating DD	113
Cooling DD	105
Average Temp	64.7

Premise Information

When was the house built?

Heating Estimate

Energy Usage (Based on indoor temp setting)

What is the average temperature in the house?

How is the house heated?

H Factor

How many square feet of the house is heated?

Square Ft

Heating DD Total Heating KWH

Total Base KWH

How many KWH was the customer billed for?

Billed KWH

Total Estimated KWH

Customer Satisfied? Yes No
Utility Report Provided?

% of Billed KWH

Click on "Estimate Not Justified" Sheet if % is not justified

Comment (Double click the text area to edit)

219

HEATING ESTIMATE JUSTIFIED

HB_ID: 9447; Caller: DANIEL T YASTISHOCK; Heat KWH: 507; Base KWH: 1272; Total Est KWH: 1779; % of KWH Billed: 169%; JUSTIFIED; Bill From/To: 5/13/2003-6/12/2003; Satisfied? NO; Util Rpt. Written, no air conditioning..

CUSTOMER NAME: Daniel Yastishock CUSTOMER NUMBER: _____ DATE: _____
 Billing Period: 2/11/03 to 3/17/03 (34)

SPACE HEATING

Formula: Calculate Above Ground Space Heating KWH
 1001327 1700 1237 2990
 Heating DD

Formula: Calculate Below Ground Space Heating KWH
 water heater & refrigerator 365
 Heating DD

Formula: Calculate Supplemental Heating KWH
 away 2/14/03 to 3/13/03
 Number of Heaters KW per Heater Hours per Day # of Days in Period
 = 89.76

Insert #3 - Number on Cost Estimate Form - SUB TOTAL #2 - HEATING USAGE KWH: 00

CUSTOMER NAME: _____ CUSTOMER NUMBER: _____ DATE: _____
 Billing Period: 2/11/03 to 3/17/03 (34)

SPACE HEATING

31,469 kWh a day

domestic

Formula: Calculate Above Ground Space Heating KWH
 1001327 1700 1237 2791
 Heating DD

Formula: Calculate Below Ground Space Heating KWH
 1070
 Heating DD

Formula: Calculate Supplemental Heating KWH
 Heating DD

Insert #3 - Number on Cost Estimate Form - SUB TOTAL #2 - HEATING USAGE KWH: _____

CUSTOMER NAME: _____ CUSTOMER NUMBER: _____ DATE: _____
 Billing Period: _____ to _____

SPACE HEATING

FEB 19 2004

DOCUMENT

Formula: Calculate Above Ground Space Heating KWH
 Heating DD

Formula: Calculate Below Ground Space Heating KWH
 Heating DD

Formula: Calculate Supplemental Heating KWH
 Heating DD

Insert #3 - Number on Cost Estimate Form - SUB TOTAL #2 - HEATING USAGE KWH: _____

SPACE COOLING

Formula: Calculate Above Ground Space Cooling KWH
 Cooling DD

POOR ORIGINAL

P-01339570

PPL Exhibit 5

7/11

Spud
7/11/03
10 AM

06/30/03
1:27:06

Report Id: CURS006
Residential HBI Order

Operating Center: Harrisburg
Work Area: 00515

Bill Grp: 10
Meter Route: 107
Reading Sequence: 2208
Premise Type: Sgl/Detach Res House
Premise Entr: 107
Fren Spec Note: Key: 00000

Order Number: 504614535
Assigned To: Gary S. Miller
Date/Time Scheduled: 06/30/03 07:30 00
Date Wanted: 06/30/03
Issued By: PARINCH B FERTILE
Phone: (000) 545-4993 extn.
Acct Spec Note:

Acct Type: Residential
Budget Billing: N
Proj Budge Amt: \$ 111
Amount Due: \$ 89.74
Overdue: \$ 0.00
Deposit: \$ 0.00
Credit-Rating: A

Type: KWH/Decand
W/L: Front

Order Information
Residential HBI
FUC FORMAL COMPLAINT Need cost estimate & meter test

Requested By: JUC FORMAL COMPLAINT

Customer Information
DANIEL T YASTISHOCK
Primary: (717) 545-4993 extn. Alt: () extn.
Account Information
Bill Acct: 468902015 Revenue Class: Res-Exec Hanted Home
Premise Type: Sgl/Detach Res House Bill Due: 07/03/03
Notices: 10 Returned Items: 000 Disconnects: 00

Meter Information
Mtr# : 9823686 Dia-s: 0005 Phase: Single Status: Co
Electric: 26619535036 Serv Loc: Overhead
Priority: Rate: 050 (RSO) General Residential - 1999
Service Grid#: 26619535036 Model Type: R03648 Stock Code: 02S200D
Set Date: 12/20/02 Connect Date: 03/17/03 Elapsed days since last billed reading: 018 Readings not found:
Last Reading -- Date: 06/11/03 -- Current Reading -- Difference -- Calc. Daily Avg
Annunciator/Reading Code Reading Source

Historical Data

Date	Usage	Days	Daily KWH Avg	Rate	Reading	Source	Budget Bill	Same Cust
06/12/03	1353	030	35	13.0000 RS	14483	Regular Company	\$ 89.74	\$ 0.00 Y
05/13/03	1372	032	42	13.0000 RS	7051	Regular Company	\$ 112.27	\$ 0.00 Y
04/11/03	1362	025	54	17.6000 RS	29	Regular Company	\$ 109.13	\$ 0.00 Y

Completion Information
Date: 7/11/03
Arrived: 10:00 AM Worked by: *Manaf Leudo*
Departed: 11:00 AM
Unable to complete:
Comments: *not good, filed with the other + cost estimate, Current actual use is less than projected usage 243.05 40.6 kWh the day Meter located 99.92 10 - cost is satisfied with investigation 4:29 PM. returned my call*

Printed: 06/30/03 Time: 1:27:06 AM User ID: AUBSPTCH Order No: 604614535

7/7/03 BOCCA. called with re make eggs for 7/11/03

7/13/03 4:29 PM. returned my call

COST ESTIMATE - Residential Electric Service

Customer Name: Daniel Kastischack		Customer Number: 46890 62015	
Phone Number - Home:		Family Size: 1-A	
Phone Number - Work:			

Equipment	Usage	AVERAGE ONE MONTH KWH	Estimated KWH per month	Estimated KWH per month
Lighting				
4-18 hr/day - Whole House				
4-5 Rooms	490	60	130	
6-8 Rooms	735	90		
9-12 Rooms	1,065	130		
13-16 Rooms	1,435	175		
Outdoor Lighting 12 hrs/day	200	70		
Refrigeration				
Refrigerators				
14-18 Cu Ft. Man. Defrost	380	100	380	
14-18 Cu Ft. Auto. Defrost	650	150		
19-24 Cu Ft. Man. Defrost	550	125		
19-24 Cu Ft. Auto. Defrost	750	190		
Side by Side, Auto. Defrost	900	225		
Apartment "Cube" Refrigerator	150	40		
Water Cooler (Hot & Cold)	660	80		
Freezers				
15-20 Cu Ft. Man. Defrost	350	90		
15-20 Cu Ft. Auto. Defrost	450	120		
Kitchen Appliances				
Family of 4, prepare 2 to 3 meals per day				
Range	12,200	150	150	
Microwave	1,500	40		
Coffee Maker (Drip)	1,200	38		
Dishwasher (1 load per day)	1,200	25		
Water Heating				
Typical electric resistance water heating				
Tank Stand-by heat loss (electric)	4,800	175	175	
Add for each additional person				
Average Water Usage, 12.5 gpm		75		
High Water Usage, 20 gpm		125		
Oil, Free-Standing Water Heater	240	60		
Laundry				
7 to 10 loads per week - Family of 4				
Washer	510	8	75	
Dryer	5,500	75		
Iron	1,100	18		
Home Entertainment				
Used 4 to 10 hours per day				
Color TV up to 27"	130	45	90	
Color TV, Large Screen	200	75		
VCR	24	9		
Miscellaneous				
Outdoor, Hot Tub, Whirlpool	6,000	450	50	
Indoor Jacuzzi, Spa	1,000	120		
Water Bed	360	100		
Radon Fan	100	70		
Computer (Monitor/CPU/Printer)	300	50		
Well Pump	1,400	45		
Aquarium	100	12		
Hair Dryer	1,000	15		
Vacuum Cleaner	630	12		
Sump Pump				

HEATING ELECTRIC USAGE - Sub Total #1:		
COOLING ELECTRIC USAGE - Sub Total #2:		
MISCELLANEOUS ELECTRIC USAGE - Sub Total #3:		
ENTER ESTIMATED KWH SUB TOTALS BELOW		
DOMESTIC USAGE SUB TOTAL # 11		KWH
DOMESTIC USAGE:		KWH
ADJUSTED DOMESTIC USAGE:		KWH
HEATING USAGE SUB TOTAL # 2:		KWH
COOLING USAGE SUB TOTAL # 3:		KWH
MISCELLANEOUS SUB TOTAL # 4:		KWH
TOTAL ESTIMATED KWH:		KWH
AVERAGE COST PER KWH:		KWH
TOTAL ESTIMATED COST \$:		

1219 = 40.63

meter tested 99.9290

COMMENTS

Prepared By: **Margy Fenwick**
 Date: **7/11/03**

FOR ORIGINAL

BCS: 1339570

BCS INVEST GORENC

TERM STATUS

SERVICE CLASS R

TERM DATE SUSP

OPEN ON DATE 3/21/2003

F NAME MARY

C NAME YASTISHOCK, MARY

STREET ADDRESS1 1423 WANDA LN

STREET ADDRESS2

CITY, ST ZIP HARRISBURG PA 17109-

CALLER OTHER

PHONE HOME 0 - 0

PHONE WORK: 0 - 0

PROBLEM CODE

REASON FOR CONTACT BILLING DISPUTES

C POS PUC BY C CU STATES THAT THE CO CHANGED HIS METER IN THE BEGINING OF DEC. CU STATES THAT EVER SINCE THEN HIS BILLS HAVE BEEN MUCH HIGH THAN THEY WHERE IN THE PAST CU LAST BILL WAS 270.00 CU STATES THAT HE WAS AWAY ON VACATION DURING THIS TIME AND WAS NOT EVEN IN THE HOME.

C POS PUC BY PPL LCC.. 3/20 YOUR BILLS ARE CORRECT AS IS
C DISPUTE

INCOME 0

OTHER RELATED

SERVICE STATUS

DECISION No

ENROLLED IN BB No

ARREARAGE \$0.00

CATCHUP AMT

BB MO AMT

PA MO AMT

PA START DATE

SUPPRESS LTPY No

1st Time Call Yes

INQUIRY TYPE 1

DECISION DATE

CATCHUP DATE

FAMILY SIZE 0

ADULTS 0

CHILD 0

AGE 0

*Entered
3-21-3
UM*

*- Res
- Elat Heat
- Conn: 8/5/0*

DOCUMENT

DOCKETED

FEB 19 2004

F-01339570

Cost Estimate
High Bill
CCC
OUT
Amr nets

Create Informal Record

ICID#: 12539

BCS Case Number:	1339570	BCS Acct. Number:	46890-62006
BCS Investigator:	GORENC	Rate Class: Res./Coml:	RES
Interviewer:	BRIAN LEITZEL	Handling Priority:	3
Company Name:	PPL (EDC - ELECTRIC)	CaseType	Informal
Date Received at PPL:	3/21/2003 12:00:41 PM	CaseSubType	B
Budget Billing:	No	TERM_STATUS:	-Heating Account
Case Origine:	TELEPHONE	TERM_DATE_SUSP:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Prior Case:		Caller Other:	
First Name:	MARY	Home Phone:	() - 00
Middle Initial:		Work Phone:	() - 00
Last Name:	YASTISHOCK	Alternate Phone:	Alt Phone Ext:
Customer Full Name:	YASTISHOCK, MARY	Last Contact Date:	3/18/2003
Service Address1:	1423 WANDA LN	Mail Address1:	
Service Address2:		Mail Address2:	
City, State Zip+4:	HARRISBURG PA 17109	Mail Address3:	
Complaint Category:	High Bill	Written By:	SHARP-KATHLEEN M
Reason For Contact:	BILLING DISPUTES	Written Date:	4/9/2003

Send to
BCS

Details of Company's Original Investigation: 3/14/03 - Daniel Yastishock, son of the ratepayer who is deceased, contacted the company and stated that he felt the current bill was too high. The Customer Service Representative (CSR) explained that the bill was based on actual meter readings and is in-line with the customers current usage. The CSR performed a cost estimate for the billing period of 1/15/03 - 2/11/03. The cost estimate based on the information Daniel provided showed the following information:

Domestic Usage:
Lighting - 130

Electric Range - 150
 Microwave - 40
 Coffee maker - 38
 Dishwasher - 25
 Washer - 8
 Electric Dryer - 75
 Iron - 18
 2 - Refrigerators - 300
 Water Heater - 175
 1 Adult - 75
 2 - TVs - 90
 VCR/DVD - 9
 Computer - 50
 Hair Dryer - 15
 Vacuum - 12
 27 day billing period (adjustment) - 121
 Total Domestic Usage - 1089

Heating Usage:
 Electric Baseboard - 4586

Total Domestic/Heating Usage - 5677

Total estimated usage was calculated at 5677 kWh. The CSR explained to the customer that his usage was justified because the cost estimate indicates he has the ability to use more than he was billed, which was 3395 kWh. The customer was not satisfied, the account was disputed and a utility report was provided.

3/17/03-Service was discontinued in Mary Yastishock's name. A final bill was sent to the customer for \$267.18 for 3519 kWh due 4/7/03.

3/19/03-Daniel Yastishock, son of the ratepayer who is deceased, contacted the company and stated that he felt the current bill was too high. The Customer Service Representative (CSR) explained that the bill was based on an actual meter readings and is in-line with the customers current usage. The CSR performed a cost estimate for the billing period of 2/14/03 - 3/17/03. The cost estimate based on the information Daniel provided showed the following information:

Domestic Usage:
 Lighting - 130
 Electric Range - 150
 Microwave - 40
 Coffee maker - 38
 Dishwasher - 25
 Washer - 8
 Electric Dryer - 75
 Iron - 18
 Refrigerators - 150
 Water Heater - 175
 1 Adult - 75
 TV - 45
 VCR/DVD - 9
 Computer - 50

Hair Dryer - 15
Vacuum - 12
Additional days (34 day billing period) - 60
Total Domestic Usage - 1150
Heating Usage:
Electric Baseboard - 2626
Total Domestic/Heating Usage - 3776

Total estimated usage was calculated at 3776 kWh. The CSR explained to the customer that his usage was justified because the cost estimate indicates he has the ability to use more than he was billed, which was 3519 kWh. The CSR also explained to the customer that the billing period covered 34 days. The customer stated he wanted his meter tested, the CSR explained to the customer that the customer can request a meter test for a fee of \$20 and if the meter tests inaccurate the fee will be refunded to the customer. The customer was not satisfied, the account was disputed and a utility report was provided.

Bill is based on actual meter readings.

Cost estimate supports customer's ability to use more than he was billed.

Usage is consistent with customer's current usage.

The customer can request a meter test for \$20 and if the meter tests inaccurate the fee will be refunded to the customer.

The billing period is for 34 days.

The bill is correct as rendered.

A utility report was provided.

CU STATES THAT THE CO CHANGED HIS METER IN THE BEGINNING OF DEC CU STATES THAT EVER SINCE THEN HIS BILLS HAVE BEEN MUCH HIGHER THAN THEY WERE IN THE PAST CU LAST BILL WAS 270.00 CU STATES THAT HE WAS AWAY ON VACATION DURING THIS TIME AND WAS NOT EVEN IN THE HOME.

No further investigation necessary.

Bills are based on actual meter readings.

Cost estimate supports customer's ability to use more than he was billed.

Usage is consistent with customer's current usage.

The billing period is for 34 days.

On 12/20/02 the customer's meter was replaced with an AMR meter. All AMR meters have been calibrated by the vendor(s) prior to installation, and are well within PUC requirements for electric meter accuracy.

The customer can request a meter test for \$20 and if the meter tests inaccurate the fee will be refunded to the customer.

Company's Final Position
to Customer:

Customer's Dispute to
BCS:

Details of Company's
Investigation after BCS
Contact:

Company's Final Position
to BCS:

Based on the information provided by the customer on 3/14/03, the customer's usage is justified based on the customer's heating usage alone.

The bill is correct as rendered.

Account is final, and ratepayer (Mary Yastishock) no longer has an active account within the PPL service territory.

Account balance \$142.18, all of which is overdue.

Other Related Information:

Report Sent to PUC:

OALJ Hearing Report

Please Check Those Blocks Which Apply

Docket No. F-01339570		YES	NO
Case Name: Daniel T. Yastishock v. PPL Electric Utilities Corporation	Prehearing Held:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Hearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Testimony Taken:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Transcript Due:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Hearing Concluded:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Location: HBG	Further Hearing Needed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Date: January 23, 2004	Estimated Add'l Days:	/	
ALJ: Debra Paist	RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reporting Firm: Commonwealth Reporting	DATE: 1/23/04		
	Briefs to be Filed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	DATE:	/	
	Bench Decision:	<input type="checkbox"/>	<input checked="" type="checkbox"/>

answering machine which I left a message each time. Complainant could not be reached for the hearing and did not participate in the hearing. PPL moved to dismiss.

REMARKS: *at 10:00 + 10:16 I phoned Complainant at (717) 545-4993, the home # on this complaint, & I got an*

PLEASE PRINT CLEARLY - Incomplete Information may result in delay of processing.

Name and Telephone Number	Address	Who are you representing?
Kimberly G. Krupka, Esq. Telephone: 610-820-5450	Gross, McGinty, LaBarre + Eaton 33 South 7th St Allentown PA 18101	PPL Electric Utilities Corp.
_____ Telephone: _____	_____ City: _____ State: _____ Zip: _____	_____
_____ Telephone: _____	_____ City: _____ State: _____ Zip: _____	_____
_____ Telephone: _____	_____ City: _____ State: _____ Zip: _____	_____

Check this box if additional parties or attendees appear on back of form.

[Signature]
Reporter's Signature **RJP**

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.