

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: 06/17/03
8. DOCKET NO: F-01339570	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: YASTISHOCK, DANIEL T.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: DAUPHIN

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES HIS ELECTRIC BILL HAVE BEEN HIGH. HE WANTS THE PUC TO ORDER THE COMPANY TO TEST HIS AUTOMATIC METER READER.

DOCUMENT
FOLDER

DOCKETED
JUN 24 2003



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

6/17/03

IN REPLY PLEASE
REFER TO OUR FILE

May 28, 2003

BCS 1339570

DANIEL YASTISHOCK
1423 WANDA LN
HARRISBURG PA 17109

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 June 17, 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:

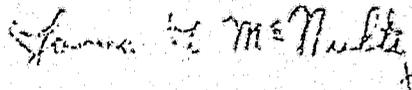
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

nvl

CC: PPL

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 5/12/03. 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.)

DANIEL YASTISHOCK
1423 WANDA LN
HARRISBURG PA 17109

H 717-545-4993
(Area Code) Telephone Number

Daniel Yastishock
Signature

W 717-605-1414

Mail this completed form to.

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

FOR OFFICE USE ONLY	
BCS Number	1339570
Company	PPL
Date of mailing	5/12/03

REVISED 11/97

RECEIVED

MAY 15 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

101

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

6/17/03

Please Print: F-01339570 (es) 1339570
ORIGINAL

1. Your Name, Mailing Address and Telephone Number.

Name Daniel T. Yastishock

Street/P.O. Box 1423 Wanda Lane Apt.# _____

City Harrisburg State PA Zip 17109-5543

County Dauphin Home Telephone-Area Code (717) 545-4993
Work Telephone-Area Code (717) 605-1414

2. Name of Company your complaint concerns: PPL Electric

Utilities

3. What is your complaint?

See Attached Sheet

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

(-over-)

2003 JUN 17 AM 9:26

RECEIVED

7

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

I want the PUC to order the company to:

(AMR) ① To test my automatic meter reader to see if it is running correctly. I feel it is running too fast. Also, I would like them to test if it is my AMR that is being read. Could another meter's reading be read instead of mine when being automatically read at the office. Is my signal inadvertently

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

mixed up with another meter?

5. You must sign and date your complaint below.

③ If meter is not working correctly, I want it

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.

Daniel V. Yastishock
Original Signature of complaining person

June 14, 2003
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 (____) _____

BCS1339570

Case Number: 1339570

Account Number: 4689062006

3. What is your complaint?

My major complaint is since PPL changed my electric meter on 12/20/02, my bills have been high. When looking at the meter, even now in June, the meter wheel (for lack of better terms) seems to be running at a high rate of speed for most of the day. I felt that my bill issued on 2/11/03 for \$258.23 was high due to the fact that I was not even home for a week in January 2003 (1/16/2003 through 1/23/03). I did call PPL and asked for a review, but did not file a formal complaint because this bill included early January. In early January I still had my house decorated with Christmas lights.

When I received my following bill on March 17, 2003 for \$270.41, I felt that something definitely was wrong with my meter and my electric bill since I was not even home for most of that billing period. I asked myself, how my bill can be higher then the previous month when I was not even home for most of the billing period? How could I use more electricity then I had the previous month. I understand that my March 17 bill is for 34 days vs. the previous month of 27 days, but since I was not home for most of the 34 days, something is not right. I blame my high bills on a meter that is incorrectly functioning, emitting false readings, being incorrectly read, or a combination of all three.

As you can see by my attached documentation, I had gone on vacation on the morning of February 14th, 2003 and did not return until the afternoon of March 12th, 2003. I originally was to come home after midnight on March 12th, but my flight from Rome was late and I missed my connecting flights to Cincinnati and to Harrisburg. Alitalia Airlines arranged for an overnight stay in New York City and placed me on an US Airways flight to Harrisburg the afternoon of 12 March. Therefore, I was only home for less then 8 days the billing period of Feb 11 through Mar 17th. Even in these 8 days, I was not even home due to work and visiting relatives on some of those days. On March 12th I was only home for an hour before leaving again and not returning to midnight. I March 13th and 17th, I worked my normal 10 hour day, and on March 15th, I was not home due to visiting out of town relatives.

My electric usage could not be as high as my bill has indicated. First I am only one person living in the house. If you compare my usage to previous years, up until January 31, 2001, I had an elderly parent living with me. At that time, she was home almost all of the time and in the winter, especially due to her age, had the heat on at high temperatures. Since her death, I live alone and work a normal 40 hour week. When I leave, the heat gets turned back to a low temperature, or is even turned off when I am not home. My heat usage has been greatly reduced. PPL performed a cost estimate for me for the billing period of 1/15/2003 - 2/11/2003, and I did not agree with their findings. I barely use a computer (no more then an hour a week) since I use a computer at work all day. I never use a coffee maker (I don't drink coffee) unless I have guests. I don't own a DVD and hardly use my VCR. I think the cost estimate questions do not fairly represent a person's usage. Since I own these things, does not mean I use them. In the month of January, I did have 2 defrost refrigerators in use. Before I left for vacation, I consolidated the items in the refrigerators and turned one off.

When I received my bill for the February 11th through March 17th period, I called PPL and told them I felt my bill was incorrect and too high. I was not treated too politely by the PPL representative. I asked for another cost estimate for this billing period. It was done over the phone (not included in your PUC investigation) and I was told it was "in sync" with my other cost estimate. I found this not to be correct for the following reasons:

First as I had stated, I was not home during most of this billing period. I could not use more electricity in this billing period than the previous month's since: I was not home; I did not use a VCR during the billing period; I did not use an iron, coffee maker, washer, dryer, vacuum, dishwasher and did not even have lights set on a timer when I was gone. I had turned off one of my two refrigerators, only used a computer for less than an hour during the billing period and had my heat turned down to 55 degrees in most of the house and in some rooms had the heat turned off completely. Because of these reasons, I feel that the only reason I could be over billed is an incorrectly functioning meter or my meter reading is being incorrectly read.

Because of my reasons stated above, I disagreed with your investigator's findings and want to have a hearing scheduled for my complaint. I would prefer to have the hearing scheduled for a Friday since I work a 4 ten hour week and have every Friday off. Any Friday would be good except August 29th, 2003.

During my conversations, I was told that PPL replaced some old meters due to the fact that they were "slowing down" and were not correctly reading the correct amount of electric usage by the customer. I was told that the electric company was not receiving the proper readings from the old meters, therefore they were reading low. It makes you stop and think that if I had one of these old meters, it was replaced with a meter that now runs quickly in order to recoup some of the money that PPL lost due to the old ill functioning meters. It is a point to ponder!

Yastishock Daniel T MECH

From: Yastishock Daniel T MECH
Sent: Wednesday, January 15, 2003 9:57
To: Yastishock Daniel T MECH
Subject: DL Itinerary Confirmation - Egypt

Subject: DL Itinerary Confirmation

Delta confirmation #: GMLBAN
Passenger(s):
YASTISHOCK, DANIEL SkyMiles ID: 4010031179

Day/Date	Flight	Status	Carrier	City	Time	Seat	Class	Meal
Fri 14FEB	5588	OK	Delta	LV HARRISBURG AR CINCINNATI	1035A 1205P		Coach	
Operated by Comair a Delta Connection Carrier								
Fri 14FEB	822	OK	Delta	LV CINCINNATI AR NEWARK	240P 437P		Coach	
Fri 14FEB	607	OK	Alitalia	LV NEWARK	640P		(U)	
Sat 15FEB				AR MILAN-MALPENSA	825A			
Sat 15FEB	882	OK	Alitalia	LV MILAN-MALPENSA AR CAIRO	1000A 255P		(U)	
Sun 09MAR	897	OK	Alitalia	LV CAIRO AR ROME	305P 535P		(U)	
Tue 11MAR	610	OK	Alitalia	LV ROME AR NYC-KENNEDY	100P 425P		(U)	
Tue 11MAR	5694 6	OK	Delta	LV NYC-KENNEDY AR CINCINNATI	805P 1014P		Coach	
Operated by Comair a Delta Connection Carrier								
Tue 11MAR	5601	OK	Delta	LV CINCINNATI	1100P		Coach	
Wed 12MAR				AR HARRISBURG	1226A			
Operated by Comair a Delta Connection Carrier								

Itinerary copy only.

Due to delay in returning from Italy to NYC, I was scheduled on US Airways Flight 453747 on March 12, 1205 pm. Documentation attached.

PASSENGER TICKET AND BAGGAGE CHECK
 SUBJECT TO CONDITIONS OF CONTRACT
 17140ADF37
 DELTA AIR LINES INC

PASSENGER RECEIPT 10F1
 14FEB03 0066 SITI US
 DL/DA EWR FTO

PASSENGER TICKET AND BAGGAGE CHECK
 PASSENGER COUPON

YASTISHOCK/DANIEL
 NOT VALID FOR TRANSPORTATION
 THIS IS YOUR RECEIPT

DL 5588 N 14FEB VSM050/ST131
 DL 822 N 14FEB VSM050/ST131
 DL 607 U 14FEB VSM050/ST131
 DL 882 U 15FEB VSM050/ST131
 DL 897 U 09MAR VSM050/ST131
 DL 610 U 11MAR VSM050/ST131
 DL 5034 N 11MAR VSM050/ST131
 DL 5601 N 11MAR VSM050/ST131

0060874780108 SLC RES 22DEC02B9 12.3400621350396836 25-26
 MDT DL X/CUG DL X/MYC AZ X/MIL AZ CAI 0.00VSM050/ST131 AZ X/RUN AZ X/MYC DL X/CUG DL M
 DT 0.00VSM050/ST131 VCS.00 X77.00 XA3.10 AV10.00 IT16.90 V13.70 QH6.26

VOID BOARD TIME SEAT SMOKE
 VOID
 VOID
 VOID
 VOID

FORM OF PAYMENT
 PCS CK WT UNCL WT
 00601836385353 0 006 2556299825 4

NOT VALID FOR TRAVEL
 0 006 2556299825 4

BOARDING CARD

YASTISHOCK/DANIEL

FLIGHT AZ882 DATE 15FEB SEAT 19A
 ORIGIN MILAN-MALPENSA
 DESTINATION CAIRO
 OPERATED BY ALITALIA

BOARDING CARD

YASTISHOCK/DANIEL

FLIGHT AZ607 DATE 14FEB SEAT 35A
 ORIGIN NEWARK
 DESTINATION MILAN-MALPENSA
 OPERATED BY ALITALIA

BOARDING CARD

YASTISHOCK/DANIEL

FLIGHT DL822 DATE 14FEB SEAT 11C
 ORIGIN CINCINNATI
 DESTINATION NEWARK
 OPERATED BY DELTA AIR LINES INC

BAGS
 01

AZ1

AZ4

ECONOMY
Alitalia
CARTA D'IMBARCO - BOARDING PASS
 NAME OF PASSENGER / NOME DEL PASSEGGERO
YASHOCK F
 (GATE) (SEAT)
 AIRPORT **NYC**
 (CLASS) (CLASS) (DATE) (TIME) (CITY OF DEPARTURE) (CITY OF ARRIVAL)
AZ 610 Y 11 MAR
C 28122 3F J NO
 (CARRIER) (FLIGHT) (CLASS) (DATE) (TIME) (STATUS)

ECONOMY
Alitalia
CARTA D'IMBARCO - BOARDING PASS
YASTISHOCK/DANIEL
CAIRO/CAI
ROME/FCO
AZ 897 Y 14 MAR
031430 12A
031 MG

PASSENGER TICKET AND BAGGAGE CHECK

BOARDING PASS

ISSUED BY AIRWAYS NOT TRANSFERABLE
 SUBJECT TO CONDITIONS OF CONTRACT

FLIGHT COUPON TOUR CODE
 OF

AIRLINE CODE FEE

PASSENGER NAME
YASTISHOCK/DANIEL
NEW YORK LGA
HARRISBURG INTL

PLACE OF ISSUE
LEH/LGA LGA
 CARRIER
BUKROO US
 CLASS
US3747 Y
 DATE
12MAR12
 TIME
085P

DATE OF ISSUE
12MAR03

6A

ATTACHED
 XBAG...
 UPG...
 ICF...
 SST...

 * COACH CLASS *
 * BOARDING PASS ONLY *
 * NOT VALID WITHOUT *
 * FLIGHT COUPON ATTACHED *

10854329102

LEH/LGA

YASTISHOCK/DANIEL			
DIVIDEND MILES			
FROM NEW YORK LGA			
TO HARRISBURG INTL			
CARRIER US EXP-ALLEGHENY			
FLIGHT CLASS DATE TIME			
US3747 Y 12MAR12085P			
GATE	BOARDING TIME	SEAT	SMOKING
4	1135A	6A	NO

DIVIDEND MILES NUMBER
DM/US 36605F8

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

DATE SERVED: JUNE 25, 2003

F-01339570

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by DANIEL T. YASTISHOCK. 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.

DOCUMENT
FOLDER

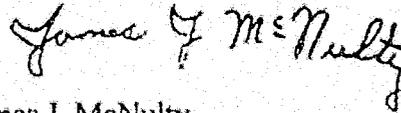
JUNE 25, 2003

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

JHH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 25, 2003

DANIEL T. YASTISHOCK
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: F-01339570

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PPL ELECTRIC UTILITIES CORPORATION

DOCKETED
JUN 24 2003

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,

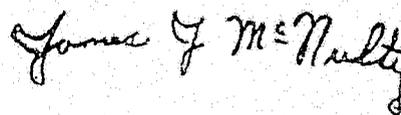
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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 file, 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

GROSS, MCGINLEY, LABARRE & EATON LLP

ORIGINAL

MALCOLM I. GROSS
PAUL A. MCGINLEY
DONALD LABARRE, JR.
J. JACKSON EATON, III
MICHAEL A. HENRY
PATRICK J. REILLY
WILLIAM J. FRIES
ANNE K. MANLEY
SUSAN ELLIS WILD
VICTOR F. CAVACINI
ELIZABETH R. GRAVER
JOHN F. GROSS
KIMBERLY G. KRUPKA
ROBERT A. ALPERT
K. A. SPOTTS-KIMMEL
JEANETTE N. SIMONE
DEBORAH A. CAVACINI

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

(610) 820-5450
TELEFAX (610) 820-6006
E-MAIL kkrupka@gmle.com
Direct number: (610) 871-1325

July 15, 2003

FEDERAL EXPRESS

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

DOCUMENT
FOLDER

RE: Daniel T. Yastishock v. PPL Electric Utilities Corporation
No. F-01339570

Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three copies of the Answer of PPL Electric Utilities Corporation.

Pursuant to 52 Pa. Code §1.11, the enclosed document is to be deemed filed on July 15, 2003, which is the date it was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

In addition, please date and time-stamp the enclosed extra copy of this letter and return it to me in the envelope provided.

Very truly yours,

Kimberly G. Krupka
KIMBERLY G. KRUPKA
RECEIVED
JUL 15 2003

RJP

KGK/cad
Enclosures

cc: Mr. Daniel T. Yastishock, w/encl.
Ms. Deidre L. Bilger, w/encl.
W:\WDOX\CLIENTS\ppl\pccusto\00032326.DOC

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

28

ORIGINAL RECEIVED

JUL 15 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DANIEL T. YASTISHOCK,
Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,
Respondent.

COMPLAINT DOCKET
NO. F-01339570

ANSWER OF PPL ELECTRIC UTILITIES CORPORATION

PPL Electric Utilities Corporation (PPL), by its attorney, hereby Answers the Complaint in the above-captioned proceeding as follows:

1. Admitted.
2. Admitted.
3. Admitted in part and denied part. Complainant alleges that on December 20, 2002, PPL

**DOCUMENT
FOLDER**

DOCKETED

JUL 21 2003

Replaced his electric meter with an AMR meter, and that the AMR meter installed at his residence is not working properly. PPL admits that a new meter was installed at Complainant's residence in December 2002. PPL denies that the bills issued to Complainant are incorrect. By way of further response, PPL performed a telephone cost estimate on March 14, 2003 for the billing period of January 15, 2003 through February 11, 2003. Complainant's potential for usage exceeded his actual usage. On March 19, 2003, Complainant again contacted PPL and PPL performed a cost estimate for the billing period of February 14, 2003 through March 17, 2003. The cost estimate again indicated that Complainant had the

ability to consume more electricity than billed. On that date, Complainant requested that his meter be tested and PPL offered to test the meter for a fee of \$20.00, which would be refunded if the meter tested inaccurate. The customer refused the meter test.

On July 11, 2003, PPL performed a high bill investigation, which revealed that Complainant's current actual usage is less than Complainant's potential wage. PPL also performed a test of Complainant's meter, which showed an accuracy of 99.92%, which is within PUC regulations

Complainant further alleges that he was on vacation from February 14, 2003 through March 12, 2003. In addition, Complainant alleges that he works ten-hour days and visits relatives, thus reducing his electric usage. After reasonable investigation, PPL is without sufficient information to form a belief as to the truth or falsity of these allegations.

Complainant further alleges that he has been the only individual living in the home since January 31, 2001. Prior to January 31, 2001, Complainant alleges that he had an elderly parent living with him and since that date his heat usage has been greatly reduced. After reasonable investigation, PPL is without sufficient information to form a belief as to the truth or falsity of these allegations.

Complainant further alleges that he does not use many of the devices, which have the potential to consume electricity located within his home. After reasonable investigation, PPL is without sufficient information to form a belief as to the truth or falsity of these allegations.

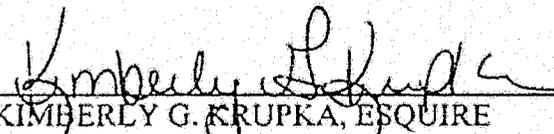
4. Paragraph 4 constitutes a request for relief to which no Answer is required. To the extent a response is required, PPL incorporates by reference herein the averments set forth in its Answer to Paragraph 3 of the Complaint.

WHEREFORE, in view of the foregoing, PPL respectfully requests that the Commission deny the above-captioned Complaint.

Respectfully submitted,

GROSS, MCGINLEY, LABARRE & EATON, LLP

BY:


KIMBERLY G. KRUPKA, ESQUIRE
Attorney for Respondent, PPL Electric Utilities Corporation

Dated: July 15, 2003
In Allentown, Pennsylvania

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RECEIVED
JUL 15 2003
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DANIEL T. YASTISHOCK,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. F-01339570

CERTIFICATE OF SERVICE

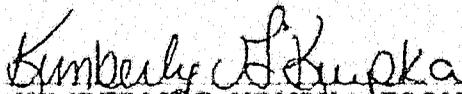
I hereby certify that I have this date served a true copy of the foregoing document upon the participant(s), listed below, in accordance with the requirements of Section 1.54 (relating to service by a participant):

DANIEL T. YASTISHOCK
1423 WANDA LANE
HARRISBURG, PENNSYLVANIA 17109-5543

Dated this 15 day of July, 2003.

GROSS, MCGINLEY, LaBARRE & EATON, LLP

BY:


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