

ORIGINAL

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

1 THERESA M. WILSON :

2 vs :

3
4 PPL ELECTRIC UTILITIES :
5 CORPORATION

DOCUMENT

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12 BEFORE: KY VAN NGUYEN, Administrative Law Judge

13 APPEARANCES:

14 Theresa M. Wilson
15 Appearing Pro Se (by telephone)
16 KIMBERLY G. GRUPKA, ESQ.
(By telephone)
Counsel for PPL Electric Utilities
Corporation

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WITNESS: THERESA WILSON

EXAMINATION BY:

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MS. THERESA WILSON

WITNESS: KAREY ROBERTS

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2

1 (Via telephone.)

2 JUDGE NGUYEN: Good morning
3 everyone?

4 PARTICIPANTS: Good morning.

5 JUDGE NGUYEN: I am opening the
6 record for a hearing on the Complaint of
7 Theresa M. Wilson vs PPL, Docket No.
8 F-01232854.

9 My name is Ky Van Nguyen. I am the
10 Administrative Law Judge presiding at this
11 hearing.

12 Parties, will you please identify
13 yourselves for the record?

14 Ms. Wilson, please identify yourself
15 for the record.

16 MS. WILSON: I am Theresa Wilson.

17 JUDGE NGUYEN: Where do you reside?

18 MS. WILSON: 232 Yankee Road, L398,
19 Quakertown, Pennsylvania 18951.

20 JUDGE NGUYEN: Ms. Grupka?

21 MS. GRUPKA: My name is Kimberly
22 Grupka, counsel for PPL. I am with the law
23 firm of Gross, McGinley, LaBar and Egan, 33
24 South Seventh Street, Allentown,

1 Pennsylvania.

2 JUDGE NGUYEN: Ms. Wilson?

3 MS. WILSON: Yes?

4 JUDGE NGUYEN: Before you testify,
5 I have to swear you in. Please raise your
6 right hand.

7 ***

8 (WHEREUPON, THERESA M. WILSON, after
9 having been first duly sworn to testify to
10 the truth, testified as reflected herein:)

11 JUDGE NGUYEN: Please tell me what
12 you are complaining about.

13 MS. WILSON: I am sorry. What?

14 JUDGE NGUYEN: What are you
15 complaining about?

16 MS. WILSON: My complaint is that
17 over the time, the dates on this hearing
18 document, a good bit of the time, I would
19 say at least 50 percent, almost 75 percent
20 in some instances, some weeks, I did not
21 live at home.

22 My mother passed away four years
23 ago. The first year she passed away, I
24 lived with my father.

1 After that, I would be back and
2 forth. I would stay there three or four
3 nights a week.

4 I would come home a couple of nights
5 a week.

6 When I wasn't home, I had the heat
7 down to, like, 50.

8 When I was home, the way I had that
9 house set up, I was only heating three
10 rooms, the kitchen, the family room and the
11 bedroom.

12 I had folding doors blocking the
13 rooms off downstairs, and, of course, my
14 bedroom door upstairs.

15 The rest of the house was ice cold
16 when I was home.

17 I just don't understand the fact
18 that, when I wasn't there, and when I was,
19 I was only heating three rooms, how these
20 bills can be so high.

21 JUDGE NGUYEN: Can you tell me about
22 your house, please?

23 MS. WILSON: What?

24 JUDGE NGUYEN: Can you give me a

1 description of your house?

2 MS. WILSON: Yes. It's a
3 four-bedroom two-story colonial.

4 On the first floor, in the back of
5 the house, I had a kitchen and a family
6 room. A door that led into those two rooms
7 was between them.

8 In the front of the house was the
9 dining room and the living room.

10 What I did was I put folding doors
11 between the kitchen and the dining room and
12 folding doors between the family room and
13 the hallway leading to the living room.

14 The two rooms in the back of the
15 house were heated with doors blocking them
16 from the rest of the bottom of the first
17 floor.

18 JUDGE NGUYEN: How about the second
19 floor?

20 MS. WILSON: On the second floor, I
21 had four bedrooms and 2-1/2 baths.

22 The only bedroom I heated was my
23 bedroom.

24 I had electric baseboard heat, so I

1 could heat each room as I wanted.

2 That was the only room I heated, and
3 that would only be when I went to bed at
4 night.

5 Even if I was there for a day, I
6 normally wouldn't keep the heat on in that
7 room, because I was downstairs.

8 JUDGE NGUYEN: Was there a basement
9 in your house?

10 MS. WILSON: Yes, but it wasn't
11 finished. It wasn't heated. It was a full
12 basement.

13 JUDGE NGUYEN: Was the house
14 insulated?

15 MS. WILSON: PPL put me in the WRAP
16 Program, because I did call about it. They
17 came out and reinsulated my attic and
18 sealed some doorways and things like that.

19 I couldn't tell you all the things
20 they did, but I do remember those two
21 things, but it didn't change the bills.

22 It was my understanding that, when
23 they did that, I would see a reduction, and
24 there was none.

1 JUDGE NGUYEN: Tell me about the
2 appliances that were in your house.

3 MS. WILSON: I had a dishwasher,
4 which I never used, because I was there
5 alone.

6 I had a washer and dryer, which I
7 rarely used, because a lot of times I would
8 do my laundry at my father's house, and I
9 had a refrigerator, TV and a microwave,
10 just the standard appliances.

11 In the summer, when I was there, I
12 ran a fairly large air conditioner on the
13 first floor.

14 JUDGE NGUYEN: Was that central air?

15 MS. WILSON: No, it was not central
16 air.

17 I had a fairly large air conditioner
18 in my living room, which I would run in the
19 summer, and I had a smaller one in my
20 bedroom, which I would also run.

21 JUDGE NGUYEN: How about the lights
22 in your house?

23 MS. WILSON: The lights?

24 JUDGE NGUYEN: Yes.

1 MS. WILSON: I just had regular
2 lighting.

3 I had a few lamps in the family room
4 and an overhead light in the kitchen.

5 I had spotlights in the kitchen,
6 which I never used, because those bulbs are
7 too expensive.

8 JUDGE NGUYEN: How about lights
9 outside the house?

10 MS. WILSON: I had a spotlight in my
11 driveway, but I never used it, because I
12 wasn't there that much.

13 JUDGE NGUYEN: How many people are
14 there in your family?

15 MS. WILSON: Just me. I live there
16 alone.

17 My husband and I were separated, and
18 I lived there alone during all that time.

19 JUDGE NGUYEN: Did you use
20 electricity to heat your house?

21 MS. WILSON: It was baseboard
22 electric. It was baseboard things.

23 JUDGE NGUYEN: How many?

24 MS. WILSON: The family room had a

1 fairly large one. I would say it was
2 probably 8 to 10 feet long.

3 The kitchen had one that was maybe
4 six feet long.

5 My bedroom had two that were, like,
6 six feet each under each window, one window
7 on each wall. They are the only ones I
8 really turned on.

9 JUDGE NGUYEN: Tell me about the
10 cost of the bill that you are complaining
11 about?

12 MS. WILSON: Sometimes those bills
13 would run \$250 or \$300. I couldn't even
14 begin to understand why it would be so much
15 just to heat three rooms.

16 JUDGE NGUYEN: Can you tell me about
17 the bills? Which are high?

18 MS. WILSON: I see here there is one
19 February of 2002 of \$274.

20 There is one in January, 2002 of
21 \$316.

22 There is December of \$207.

23 There is November of \$171.

24 JUDGE NGUYEN: What year are they?

1 MS. WILSON: 2002.

2 JUDGE NGUYEN: How about 2003?

3 MS. WILSON: I don't understand how
4 this sheet is written.

5 The one for 1999, there are two
6 numbers on some. I don't really know.

7 I have all the bills, if you want me
8 to look back on them.

9 JUDGE NGUYEN: You have to look back
10 on them.

11 MS. WILSON: Do you want me to look
12 back on them?

13 JUDGE NGUYEN: Yes.

14 Tell me which bills are high.

15 MS. WILSON: I just told you three
16 of them.

17 I can pull out all the other ones,
18 if you want me to.

19 February of 2001 of \$260.

20 January of 2001 of \$251.

21 December of 2000 of \$278.

22 JUDGE NGUYEN: So, only three bills?

23 MS. WILSON: They are the highest.

24 I just don't understand how, even in

1 the cold months, how I would have to pay so
2 much for electricity.

3 Basically, the house was freezing
4 cold, except for three rooms.

5 You couldn't live in that house that
6 way if you had a regular family there.

7 JUDGE NGUYEN: Ms. Grupka --

8 MS. WILSON: I rarely cooked. I
9 would grab something outside when I was on
10 my way home. I rarely cooked. Like I
11 said, a good bit of the time I was with my
12 father.

13 Three or four days a week I would
14 stay down there.

15 I would come home on the weekend,
16 because my daughter lived up that way, and
17 I would see her and my granddaughter.

18 Even when they were over, I never
19 heated the whole place, just those two
20 rooms.

21 JUDGE NGUYEN: Ms. Grupka, your
22 witness.

23 ***

24 EXAMINATION

1 BY MS. GRUPKA:

2 Q. Ms. Wilson, my name is Kimberly
3 Grupka.

4 I want to go over a few things about your
5 testimony. If you have any difficulty hearing
6 me, please interrupt and let me know, and I will
7 speak up a bit more.

8 A. You are very soft, but I think I can
9 hear you.

10 Q. Please interrupt me if you don't
11 hear a question.

12 With regard to the Complaint that you
13 filed, following the Complaint, on February 20,
14 2001, did you speak with a customer contact
15 representative of PPL with regard to your bills?

16 A. I am going to say I don't remember.
17 If there is something on the record saying
18 I did, I am certainly not going to deny it,
19 because I certainly can't remember back that
20 far, to be honest with you. That's a long time
21 ago.

22 Q. Do you recall speaking with PPL and
23 providing them with information with regard to
24 what was in your home in order for them to help

1 them prepare what we call a cost estimate?

2 A. I probably did.

3 When they introduced the WRAP Program to
4 me, I remember them asking me a lot of
5 questions.

6 Q. Do you recall providing information
7 about the appliances in your home, your water
8 heater being an electric water heater?

9 A. I forgot I had an electric water
10 heater. I forgot about that.

11 Q. You provided information such as
12 having a well pump?

13 A. I had a well pump, yes. I forgot
14 about that.

15 Q. And that was information that you
16 provided to PPL?

17 A. That's true. I forgot about those
18 two things down in the basement. I had a hot
19 water heater down there and well pump.

20 Q. With regards to your testimony about
21 the period of time that you were living in your
22 home, you testified that there was one year that
23 you were not living in your home.

24 A. That was 1999.

1 I am sorry. No. My mother died the end of
2 1999. That was the year 2000 when I was with my
3 dad.

4 I would say 90 percent of the time I went
5 home to get clothes. I don't even remember
6 sleeping at home at night that year. I stayed
7 with him.

8 Q. When you stayed with your father,
9 was that both during the week and the weekend?

10 A. That year it was.

11 He had gone through a rough time.

12 That year I was there practically all the
13 time. Maybe I slept there a night here and a
14 night there, but, virtually, I was living with
15 him that year.

16 Q. You testified that you turned your
17 heat down --

18 A. What was that?

19 Q. You testified that you turned your
20 heat down in the other rooms, other than your
21 kitchen, dining room, family room --

22 A. Not the dining room.

23 The kitchen, the family room and the
24 bedrooms. I didn't use the dining room.

1 Q. Those rooms were heated?

2 A. Yes. I had an eat-in kitchen.

3 Q. I presume one of the bathrooms was
4 heated?

5 A. Yes. My bathroom was attached to my
6 bedroom upstairs. I did use heat in that
7 bathroom.

8 However, there was a bathroom downstairs,
9 which was in the hallway on the other side of
10 the family room. I did not heat that. Even
11 though I used that bathroom, I did not heat that
12 one, but I did heat the one in my bedroom.

13 That's where I would take my shower.

14 Q. You had electric heat? Is that
15 correct?

16 A. I had an all electric home.

17 Q. Was that with a single pole
18 thermostat?

19 A. I am sorry? What?

20 Q. Was that with a single pole
21 thermostat?

22 A. I am not sure I am hearing you.

23 Q. With electric heat, when you turn
24 your thermostat down, is it correct you can only

1 turn it down to maybe 50 degrees, that you can't
2 turn the heat completely off?

3 A. Right. Yes. They explained to me
4 that the kind of thermostat I had, there was
5 something about it they weren't -- I don't know.
6 I know they replaced a couple of thermostats to
7 help.

8 They replaced the one in my bedroom, and I
9 believe the one in my family room. I think they
10 were the two.

11 Q. When you testified that you didn't
12 heat the other rooms of your home, you are
13 testifying, essentially, that you turned the
14 heat down?

15 A. Yes. They were freezing cold.

16 Q. But there was some heat? You didn't
17 turn the breaker off?

18 A. No. I just turned them down to the
19 point where the heat never went on.

20 Q. Can you tell me what the lowest
21 degree was on your thermostat that you turned it
22 down to?

23 A. I am sorry. What did you say?

24 Q. On your thermostat, what was the

1 lowest position you could turn it to?

2 A. I think it was, like, 50.

3 Q. You were heating the room up to 50
4 degrees?

5 A. There was no heat coming out. Those
6 rooms were freezing cold.

7 When you say "heating the room", you would
8 walk in that room and there was no heat at 50
9 degrees.

10 Q. With regard to the bathroom
11 downstairs that you didn't use, you didn't
12 winterize any of your pipes to prevent your
13 pipes from freezing, did you?

14 A. The only pipes that were winterized
15 were the ones going from the kitchen sink down
16 the basement, because that wall was cold and
17 they would freeze up. They were winterized.

18 Q. You still had water coming into the
19 bathroom that you didn't use? Is that right?

20 A. Yes, I had water coming to that
21 bathroom.

22 Q. You at least kept the bathroom warm
23 enough so the pipes wouldn't freeze?

24 A. Actually, I never heated that

1 bathroom.

2 Q. You never experienced any problems
3 with the pipe?

4 A. In that bathroom, I never did. I
5 never heated that bathroom.

6 However, that bathroom was in a central
7 location in the house. I would say that was
8 right in the center of the house under the
9 stairwell.

10 Q. You also testified that PPL sent an
11 individual out to perform a WRAP? Is that
12 correct?

13 A. I am sorry. What did you say?

14 Q. You testified that PPL sent an
15 individual or individuals out to perform WRAP
16 services?

17 A. They did, yes.

18 Q. Is it true that that was performed
19 in August, 2001?

20 A. If you say it was. Right, 2001.

21 Q. Do you recall that it was performed
22 during the summer months?

23 A. I guess it was. I really don't
24 recall when they came, to be honest with you. I

1 guess it was.

2 Q. I want to clarify.

3 Your Complaint has allegations with regard
4 to PPL's rates.

5 Are you making any allegations today that
6 PPL has charged you in excess of their tariff?

7 A. There is no way I can say that,
8 because I am sure you are within the guidelines
9 of whatever it is you are allowed to charge. I
10 just think it's too much.

11 Q. You are not making an allegation
12 that PPL improperly charged you in excess of
13 their tariff?

14 A. They are not doing anything illegal.
15 I just feel the rates are too high. I don't
16 know who I would address that to.

17 If you are within the guideline of rates,
18 then maybe that's not who I would need to
19 address it to.

20 I just can't understand how a house can be
21 that cold, I was there living alone.

22 If I had a family there, I couldn't have
23 done that. I would have needed to heat all the
24 rooms.

1 I couldn't imagine what the bill would have
2 been at that point.

3 I don't see how an average family can even
4 afford it.

5 The other thing is I talked to somebody
6 from the Philadelphia area, and they said
7 that --

8 Q. Excuse me. I need to address that
9 point with the court.

10 MS. GRUPKA: I object to any
11 testimony with regard to other utility
12 companies as irrelevant.

13 MS. WILSON: They told me that the
14 Philadelphia Electric Company offers
15 discounts.

16 JUDGE NGUYEN: Ms. Wilson, don't
17 testify to other companies.

18 MS. WILSON: Okay. Sorry.

19 MS. GRUPKA: I have no further
20 questions, your Honor.

21 JUDGE NGUYEN: You may present your
22 case, Ms. Grupka.

23 MS. WILSON: What was that, sir?

24 JUDGE NGUYEN: I ask her to present

1 her case.

2 MS. GRUPKA: At this time, PPL calls
3 Karey Roberts as a witness.

4 ***

5 WHEREUPON, KAREY ROBERTS, after
6 having been first duly sworn to testify to
7 the truth, was examined and testified as
8 follows:

9 EXAMINATION

10 BY MS. GRUPKA:

11 Q. Ms. Roberts, will you please provide
12 your name?

13 A. My name is Karey Roberts, spelled
14 K A R E Y R O B E R T S.

15 Q. By whom are you employed?

16 A. PPL Electric Utilities Corporation.

17 Q. What is your business address?

18 A. My business address is 87 Hausman
19 Road, Allentown, Pennsylvania, 18104.

20 Q. What is your position with PPL?

21 A. Supervisor of Customer Support.

22 Q. How many years have you been in that
23 position?

24 A. About 3 1/2.

1 Q. What are your job responsibilities?

2 A. I supervise the customer contact
3 representatives that do high bill
4 investigations, foreign wiring investigations.

5 Q. Are you familiar with the Complaint
6 that Ms. Wilson filed with the State?

7 A. Yes.

8 Q. In the normal course of business,
9 does PPL maintain business records of contacts
10 with its customers in reference to their
11 accounts?

12 A. Yes.

13 Q. Are the records of accounts made
14 contemporaneously as charges are applied?

15 A. Yes.

16 Q. Have you reviewed the file
17 maintained by PPL on Ms. Wilson in preparation
18 for today's hearing?

19 A. Yes.

20 Q. On what date did PPL first become
21 aware of Ms. Wilson's high bill concerns?

22 A. About February 9.

23 Q. As a result of Ms. Wilson's concern,
24 did PPL test the meter on her home?

1 A. Yes.

2 Q. I refer your attention to PPL
3 Exhibit 3, which has been provided to the court
4 and Ms. Wilson, as well as yourself.

5 Can you identify that exhibit?

6 A. It's a record of customer contacts
7 and cost estimates, showing potential usage, for
8 Ms. Wilson's property.

9 Q. Were these contacts made in the
10 course of PPL's ordinary course of business?

11 A. Yes.

12 Q. What was the result of the meter
13 test?

14 A. The meter test was 100 percent
15 accurate.

16 Q. Is it reported anywhere on PPL
17 Exhibit 3?

18 A. It shows it is dated February 15,
19 2001.

20 Q. Is the results of that meter test
21 acceptable with regard to PUC regulations?

22 A. Yes.

23 Q. As a result of Ms. Wilson's high
24 bill concerns, did PPL perform a cost estimate

1 to determine her likely potential usage?

2 MS. WILSON: I am sorry, but I
3 couldn't hear that.

4 BY MR. GRUPKA:

5 Q. As a result of Ms. Wilson's concerns
6 with regard to her high bill, did PPL perform a
7 cost estimate with regard to her usage?

8 A. Yes.

9 Q. What date was that performed?

10 A. February 20, 2001.

11 Q. Is that information reported in PPL
12 Exhibit 3?

13 A. Yes.

14 Q. Was the cost estimate calculated
15 based on information provided by Ms. Wilson?

16 A. Yes.

17 Q. For what period of time was the
18 calculation based upon?

19 A. The cost estimate was done for the
20 period of time from November 22, 2000, to
21 December 26, 2000.

22 Q. Based on the information provided by
23 Ms. Wilson to PPL, can you tell me her projected
24 domestic usage for that period?

1 A. Projected domestic potential usage
2 was 1,328.

3 Q. What is domestic usage?

4 A. Appliances, water heater, TVs.

5 Q. Does domestic usage include heat?

6 A. No.

7 Q. Did PPL discuss with Ms. Wilson the
8 type of heat she had in her home?

9 A. Yes.

10 Q. What type of heat was reported?

11 A. Electric baseboard heating, with a
12 single pole thermostat.

13 Q. What is a single pole thermostat?

14 A. A single pole thermostat is a
15 thermostat that you can't turn to an "off"
16 position.

17 You can turn it down to the lowest setting
18 on the thermostat, but you cannot actually turn
19 the unit off.

20 It has a minimum setting on the thermostat

21 Q. If the temperature in a given room
22 drops below that minimum setting, will the heat
23 come on?

24 A. Yes.

1 Q. Is it possible to completely turn
2 off the heat by simply turning a single pole
3 thermostat to the lowest position?

4 A. No, not unless the outside
5 temperature is higher than the lowest setting.

6 Q. For instance, if the outside
7 temperature was 0, would the heat come on?

8 A. It would heat to the lowest
9 temperature setting on the thermostat.

10 Q. Did PPL prepare a calculation of
11 projected heating usage for the home during this
12 period of time?

13 A. For that period? Yes.

14 Q. What was the projected heating
15 usage?

16 A. 4,045 kilowatt hours.

17 Q. What was the total projected heating
18 usage during that period of time?

19 A. 5,373 kilowatt hours.

20 Q. Again, is that set forth on PPL
21 Exhibit 3?

22 A. Yes.

23 Q. What was Ms. Wilson's actual
24 kilowatt hour usage during the time period

1 11-22-00 to December 26, 2000?

2 A. 3,293 kilowatt hours.

3 Q. Am I correct that that was
4 substantially lower than her projected usage of
5 5,373 kilowatt hours?

6 A. It was much less than the potential
7 usage, yes.

8 Q. I direct your attention to what has
9 been labeled PPL Exhibit 1.

10 Do you have it in front of you?

11 A. Yes.

12 Q. Can you identify what PPL Exhibit 1
13 is.

14 A. That is an Account Activity
15 Statement. It shows kilowatt hour consumption,
16 billed amounts, payment, the date of the billing
17 period.

18 Q. Is this the Account Activity
19 Statement for Theresa Wilson?

20 A. Yes.

21 Q. Is that account No. 4016020003?

22 A. Yes.

23 Q. Based on the cost estimate performed
24 by PPL, do you have an opinion with regard to

1 whether any of the bills complained about by Ms.
2 Wilson were out of line with the projected
3 potential usage?

4 A. No.

5 Q. Do you have an opinion?

6 A. No, I don't see any that are out of
7 line with the potential usage.

8 Q. So, all the bills are in line with
9 the potential usage?

10 A. Yes.

11 Q. Is Ms. Wilson currently a customer
12 of PPL?

13 A. Yes.

14 Q. Is account No. 4016020003 currently
15 active?

16 A. No.

17 Q. Ms. Wilson has a separate account
18 with PPL currently?

19 A. Correct.

20 Q. Did she at some time request that
21 account 4016020003 be disconnected?

22 A. Yes.

23 Q. When was the account disconnected?

24 A. September 30, 2002.

1 Q. Were all charges made to Ms. Wilson
2 within PPL's approved tariff?

3 A. Yes.

4 Q. What is the final position of PPL?

5 A. That the bills are correct as
6 rendered.

7 Q. What is the final outstanding bill
8 on account No. 4016020003?

9 A. \$3,649.09.

10 Q. Is this reflected in PPL Exhibit 1?

11 A. Yes.

12 MS. GRUPKA: I have no further
13 questions of Ms. Roberts.

14 JUDGE NGUYEN: I have a question for
15 you, Ms. Roberts.

16 Can you tell me about the history of
17 Ms. Wilson's payments?

18 MS. ROBERTS: The history of her
19 payments?

20 JUDGE NGUYEN: Yes.

21 MS. ROBERTS: If you look at Exhibit
22 1, the Account Activity Statement, it shows
23 her payment schedule.

24 It shows the payments that she made.

1

JUDGE NGUYEN: Did she always pay less than the amount required?

4

MS. ROBERTS: Pardon me?

5

JUDGE NGUYEN: Did she pay an amount less than the requested amount?

6

7

MR. ROBERTS: Yes. She was on a budget plan for a while.

8

9

She did pay the budget amount and then she eventually started to pay less than what was requested.

10

11

12

Then what took place was she let the balance build up on her account.

13

14

JUDGE NGUYEN: You testified that she changed her billing account.

15

16

MS. ROBERTS: She actually stopped paying in December, 2000.

17

18

After that, there were no more payments made on her account, except for one in August, 2002.

19

20

21

JUDGE NGUYEN: Does she have a new account now?

22

23

MS. ROBERTS: She has a new account now, yes.

24

1 The address, as stated at the
2 beginning, is her address where she has an
3 account with us.

4 JUDGE NGUYEN: Does she owe any
5 money under the new account?

6 MS. ROBERTS: On the new account, it
7 appears as though she has two bills owing.

8 JUDGE NGUYEN: Ms. Wilson, do you
9 have any questions of the witness?

10 MS. WILSON: Yes.

11 As far as I know, I don't have two
12 bills owing to PPL right now. There is
13 just the current bill, as far as I know.

14 I don't know what other information
15 she has.

16 As far as I know, the current bill
17 is due.

18 Can I comment on anything?

19 JUDGE NGUYEN: After the hearing,
20 you can make a comment.

21 Are you finished?

22 MS. WILSON: Yes.

23 About the bill, as far as I know,
24 only the current bill is due.

1 JUDGE NGUYEN: Ms. Grupka?

2 MS. ROBERTS: I think we just mailed
3 you one recently, Ms. Wilson.

4 JUDGE NGUYEN: Ms. Grupka --

5 MS. ROBERTS: That is probably why
6 there are two there.

7 JUDGE NGUYEN: How about the
8 exhibits?

9 MS. GRUPKA: I would move PPL
10 Exhibit 1, which is the Account Activity
11 Statement, and PPL Exhibit 3, which is her
12 contact and PPL cost estimate.

13 JUDGE NGUYEN: Do you have any
14 objection to that being admitted into the
15 record, Ms. Wilson?

16 MS. WILSON: No.

17 JUDGE NGUYEN: PPL Exhibits 1 and 3
18 will be admitted into the record.

19 You can make your comments, Ms.
20 Wilson.

21 MS. WILSON: The only comments I
22 want to make are two.

23 The first is what I started to say
24 before, the Philadelphia Electric

1 Company does provide discounts to people
2 with all electric homes, because of the
3 type of heating it is. It is just
4 too expensive to heat a home with it.

5 I pose the question to PPL, why
6 they did not offer it, if one company
7 recognized that the heat was too expensive
8 for the average person to maintain, why
9 they didn't offer it.

10 That is my first comment.

11 My second comment is she mentioned
12 the thermostat.

13 The thermostats I had, I have been
14 out of that house for two years, I don't
15 recall them saying 0. I only recall
16 turning them all the way off. Maybe "off"
17 was 50 degrees. I thought it was. I
18 didn't think it said 0. I thought it said
19 45 or 50.

20 I do know that there was no heat
21 coming in those rooms. Those rooms were
22 freezing cold.

23 The way they said it, it sounded
24 like when it was 0 degees out and the

1 thermostat said 45, when it was supposed to
2 be off, it would go on.

3 There was no heat in those rooms.

4 Those rooms were freezing cold.

5 You can walk in a room and tell if
6 there is a little bit of heat coming on now
7 and then. It was freezing cold in those
8 rooms.

9 Secondly, when they put the new
10 thermostats in, which I guess were the kind
11 you could actually turn off, there was no
12 difference in my heating cost.

13 If they put them in in August, 2001,
14 if you look at the winter bills, they
15 were just as high as the year before. I
16 was using the new thermostats, and it
17 didn't make a difference.

18 They are the only two things I want
19 to say.

20 JUDGE NGUYEN: I have one question
21 for you, Ms. Wilson.

22 You had an electric heating system
23 in your house, electric baseboards?

24 MS. WILSON: I had electric

1 baseboards.

2 JUDGE NGUYEN: And you had an
3 electric heating system in your house?

4 MS. WILSON: Yes. My house was all
5 electric. All the baseboards had a heating
6 unit on the wall. Each room had a
7 thermostat. You could turn each one off or
8 on independently of all the other rooms.

9 JUDGE NGUYEN: Ms. Grupka, do you
10 have a final statement?

11 MS. GRUPKA: The position of PPL is
12 that the testimony by Ms. Roberts
13 establishes that Ms. Wilson's potential to
14 use was almost double her actual usage,
15 which would reflect her attempt to save
16 energy.

17 Again, PPL provided testimony that,
18 unless she had a separate type of
19 thermostat, she was unable to turn the heat
20 down to actual 0.

21 The fact her pipes did not freeze
22 supports the fact that there was some heat
23 in the home, although it may feel very,
24 very cold when down to 40 or 50 degrees.

1 Our position is all the electricity
2 which was billed to Ms. Wilson was consumed
3 by Ms. Wilson.

4 The meter tested an accuracy of 100
5 percent.

6 She clearly had the potential to use
7 the electricity that she did.

8 We can certainly empathize with the
9 fact that she had a large four bedroom home
10 which was all electric consume a large
11 amount of electricity. However, the
12 electricity was provided as demanded by Ms.
13 Wilson's home, and all the electricity
14 consumed was within the PPL tariff.

15 JUDGE NGUYEN: Is that the end of
16 your statement?

17 MS. GRUPKA: Yes.

18 JUDGE NGUYEN: The hearing is
19 adjourned. Thank you very much.

20 PARTICIPANTS: Thank you.

21 ***

22 (Whereupon, the hearing concluded at
23 10:50 a.m.)

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