

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: 12/20/02
8. DOCKET NO: F-01226342 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BONO, ANTHONY J.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: BUCKS

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT HE WAS OVERCHARGED FROM AUGUST 2001 TO AUGUST 2002.
HE WANTS IT INVESTIGATED AND HIS BILL ADJUSTED.

DOCUMENT
FOLDER

DOCKETED
DEC 31 2002

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

1/6/82
SECRETARY'S BUREAU
27012 DEC 20 AM 8:37
RECEIVED

Please Print:

F-01226342
110500

hcs

1. Your Name, Mailing Address and Telephone Number.

Name ANTHONY J BONO
Street/P.O. Box 112 SACRAMENTO DR Apt.# _____
City QUAKER TOWN State PA. Zip 18951
County BUCKS Home Telephone-Area Code 610 529 7233
Work Telephone-Area Code () _____

2. Name of Company your complaint concerns: P. P. & J. ELECTRIC

3. What is your complaint?

OVERCHARGED FROM 8/01 to 8/02
I HAD TO COMPLAIN TO THE
PUC AUTHORITY TO GET MY
BILLS CORRECTED I TRIED TO
TELL P.P. & J. MY BILLS WERE
TO HIGH THEY IGNORED MY
REQUEST TELLING ME MY
DEMAND WAS TO HIGH MY
USAGE STAYED THE SAME

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

(-over-)

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

Have my Bills checked AND
ADJUSTED FOR A REFUND

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

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Anthony Bono
Original Signature of complaining person

12-17-07
Date

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

Lawyer's Name NONE

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

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

1/3/03

December 13, 2002

BCS 1226342

ANTHONY BONO
112 SACRAMENTO DRIVE
QUAKERTOWN PA 18951

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 January 3, 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:

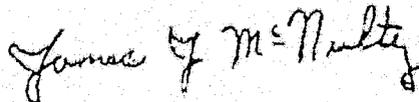
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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: November 20, 2002. 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.)

ANTHONY BONO
112 SACRAMENTO DR
QUAKERTOWN PA 18951

215 529 7233
(Area Code) Telephone Number

Anthony Bono
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY		RECEIVED 2002 NOV 27 AM 11:08 SECRETARY'S BUREAU	
BCS Number:	1226342		Date of mailing: November 20, 2002
Company	PPL 827 HAUSMAN ROAD ALLENTOWN PA 18104-9392		

REVISED 11/97

20

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

DATE SERVED: DECEMBER 31, 2002

F-01226342

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

DOCUMENT
FOLDER

Dear Sir/Madam:

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

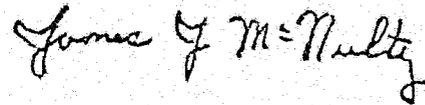
DECEMBER 31, 2002

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

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

James J. McNulty
Secretary

dbs

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: DECEMBER 31, 2002

ANTHONY J. BONO
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: F-01226342

DOCUMENT
FOLDER

DOCKETED
DEC 31 2002

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PPL ELECTRIC UTILITIES CORPORATION

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

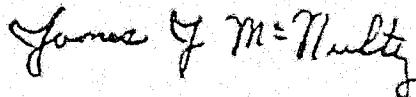
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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

MALCOLM J. GROSS
PAUL A. MCGINLEY
DONALD LABARRE, JR.
JACKSON L. LAYTON, III
MICHAEL A. HENRY
PATRICK J. REILLY
WILLIAM J. FRIES
ANNE K. MANLEY
SUSAN ELLIS WILD
ELIZABETH R. GRAVER
JOHN F. GROSS
KIMBERLY G. KRUPKA
ROBERT A. ALPERT
K. A. SPOTIS-KIMMEL

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

(610) 820-5450
TELEFAX (610) 820-6006
E-MAIL wfries@gmle.com

ORIGINAL

January 20, 2003

FEDERAL EXPRESS

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

RECEIVED

JAN 20 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Anthony J. Bono v. PPL Electric Utilities Corporation
No. F-01226342

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 January 20, 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,

William J. Fries

WILLIAM J. FRIES

SRB

WJF/sjm

Enclosures

cc. Mr. Anthony J. Bono, w/encl.
Ms. Colleen M. Marx, w/encl. (via telefax)

DOCUMENT
FOLDER

2

ORIGINAL

RECEIVED

JAN 20 2003

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ANTHONY J. BONO,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. F-01226342

DOCUMENT
FOLDER

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. PPL denies, as averred, that it overcharged Complainant Anthony J. Bono (Complainant) from August, 2001 to August, 2002. To the contrary, PPL avers that it did not overcharge Complainant for his electric usage from August, 2001 to August, 2002, and that all amounts billed to Complainant during this period of time are accurate. By way of further response, PPL avers that Complainant had the potential for usage of electricity billed to his electric service account.

PPL admits that Complainant filed an informal Complaint with the Bureau of Consumer Services (BCS), and a formal Complaint with the Pennsylvania Public Utility Commission

DOCKETED

JAN 27 2003

(Commission). By way of further response, the BCS found PPL did not overcharge Complainant for electric usage for the period of August, 2001 to August, 2002, and dismissed Complainant's informal Complainant.

PPL admits Complainant contacted PPL to complain that his electric bills were too high for the period of August, 2001 to August, 2002.

PPL denies, as averred, that Complainant had to complain to the Pennsylvania Public Utility Commission to get his electric bills corrected, and that PPL ignored Complainant's request, telling Complainant his demand was too high and his usage stayed the same. To the contrary, PPL avers that it properly addressed Complainant's concern regarding his electric usage for the subject period of time. By way of further response, PPL avers that on June 21, 2002, Complainant contacted PPL questioning his June, 2002 electric bill, and PPL issued a field investigation. PPL also avers that between July 17, 2002 and August 26, 2002, PPL was in contact with Complainant, or attempted to contact Complainant, regarding his aforesaid concerns. In addition, PPL avers that on August 26, 2002, PPL performed an oral cost estimate, which established Complainant had the potential for usage of electricity billed to his electric service account. PPL further avers that on August 1, 2002, a PPL representative, during a telephone conversation with Complainant, explained to Complainant that the demand charge for a RTS customer is \$5.80 for each kilowatt of "on-peak" hour demand in excess of two kilowatts, and that when the representative asked Complainant if he had his system checked, Complainant told PPL he did not and that he would have the system checked.

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,

PPL Electric Utilities Corporation

By: William J. Fries
WILLIAM J. FRIES

at Allentown, Pennsylvania
Dated: January 20, 2003

1/14/03 sjm
W:\WDOX\CLIENTS\ppl\puc\custo\00015967.DOC

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ANTHONY J. BONO

v.

PPL ELECTRIC UTILITIES CORPORATION

Complaint Docket
NO. F-01226342

RECEIVED

JAN 20 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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):

Anthony J. Bono
112 Sacramento Drive
Quakertown, PA 18951

Dated this 20th day of January, 2003

GROSS, McGINLEY, LaBARRE & EATON,LLP

BY: William J. Fries
WILLIAM J. FRIES, ESQUIRE
Attorney for PPL Electric Utilities Corporation
33 South 7th Street
P.O. Box 4060
Allentown, PA 18105-4060
(610) 820-5450
I.D. #25914



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

April 2, 2003

In Re: F-01226342

(See attached list)

DOCUMENT
FOLDER

DOCKETED

APR 04 2003

Anthony J. Bono v. PPL Electric Utilities Corporation

Billing dispute.

Hearing Notice

This is to inform you that a hearing on the above-captioned case will be held as follows:

Type: Initial Hearing

Date: Wednesday, June 11, 2003

Time: 10:00 a.m.

Location: In an available hearing room
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, Pennsylvania

Presiding: Administrative Law Judge Marlane R. Chestnut
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: (215) 560-2105
Fax: (215) 560-3133

Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

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 C hestnut
Susan Licon
Beth Plantz
Docket Section
Calendar File