

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	4. PUBLIC MEETING DATE:
5. APPROVED BY:	:	00/00/00
DIRECTOR:	:	
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 06/13/03
8. DOCKET NO: F-G1232854	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WILSON, THERESA M.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: BUCKS

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WAS CHARGED TOO MUCH. SHE WANTS THE AMOUNT OWING REDUCED TO A LEVEL IN ALIGNMENT WITH SERVICE PROVIDED.

DOCUMENT  
FOLDER

JUL 01

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

6/19/03

IN REPLY PLEASE  
REFER TO OUR FILE

May 30, 2003

BCS 1232854

THERESA WILSON  
6780 LAMOUR STREET  
COOPERSBURG PA 18036

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 19, 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:

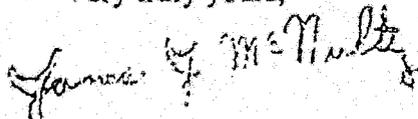
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

**APPEAL FORM**

I want to appeal this Informal Complaint Decision. Please send me formal complaint forms at the address listed below.

1232854  
BCS Number

MAY 9, 2003  
Date of Mailing

Company Name:  
PPL

**CUSTOMER NAME AND ADDRESS**

Please correct any mistakes in your name and address.

Theresa M Wilson  
Customer Signature

THERESA WILSON  
6780 LAMOUR ST  
COOPERSBURG PA 18036

215-536-6157  
(Area code) Telephone no.

Mail this completed form to:

Secretary  
PA Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

**THIS SLIP MUST BE RETURNED WITHIN 20 DAYS OF THIS DATE:**

MAY 9, 2003

APPEAL DATE

**You Do Not Need a Lawyer to File  
A Formal Complaint and Have a Hearing!**

RECEIVED  
R  
2003 MAY 21 AM 9:53  
SECRETARY'S BUREAU

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RECEIVED

F-~~001~~01232854

ORIGINAL

JUN 13 2003

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

6/17/03

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

110500

mes 1232854

1. Your Name, Mailing Address and Telephone Number.

Name THERESA M WILSON

Street/P.O. Box L398 - 232 YANKEE RD Apt.#

City QUAKERTOWN State PA Zip 18951

County BUCKS Home Telephone-Area Code (610) 536-6157  
Work Telephone-Area Code (267) 228-5441

2. Name of Company your complaint concerns: PENNSYLVANIA POWER & LIGHT

3. What is your complaint?

RESIDENCE - 6700 LAUREL ST, COOPERSBURG, PA 18936  
ALL ELECTRIC HOME - DURING THE APPROXIMATELY TEN  
YEARS THAT THE AMOUNT BEING DISPUTED COVERS,  
I FEEL THAT AMOUNT CHARGED FOR THE AMOUNT  
OF ELECTRIC PROVIDED IS EXTREMELY IMBALANCED.  
DURING THAT PERIOD, I WAS ONLY HOME APPROXIMATELY  
3-4 EVENINGS A WEEK. (NEVER HOME DURING THE  
DAY) IN ADDITION, ALL THE ROOMS WERE CLOSED OFF  
EXCEPT THE FAMILY ROOM, KITCHEN AND BEDROOM. THESE  
WERE THE ONLY ROOMS LIT AND HEATED IN THE WINTER

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

OR THESE THREE ROOMS WERE (over-) ALL CLOSED OFF TO THE  
REST OF THE HOUSE SO THAT NO HEAT OR AIR  
CONDITIONING WAS GOING INTO THE OTHER AREAS  
OF THE HOME)

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

OR COOLED IN THE SUMMER THERE WAS VERY MINIMAL COOKING DONE AND 1-2 LOADS OF LAUNDRY EACH WEEK. THE HALLWAYS AND STAIRWELL WERE NOT HEATED. HOWEVER, I RECEIVED BILLS AS HIGH AS OVER \$300 IN JANUARY. THEREFORE, I FEEL EVEN <sup>THRU</sup> ~~THOUGH~~ ~~THE~~ ~~RATE~~ ~~HAVING~~ ~~BEING~~ ~~CHARGED~~ IS ALLOWED BY ~~THE~~ ~~COMPANY~~ THEY DO NOT PROVIDE EVEN ADEQUATE SERVICE <sup>FOR WHAT THEY CHARGE.</sup> DUE TO THE FACT THAT MY USAGE WAS SO MINIMAL. PLUS, I WAS ENTERED INTO THE WRAP PROGRAM AND WAS PROVIDED WITH INSULATION AND SEALING -

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

SEE ADDITIONAL → SHEET

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.

Theresa M Wilson  
Original Signature of complaining person

6/13/03  
Date

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

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number-Area Code (\_\_\_\_) \_\_\_\_\_

FORMAL COMPLAINT  
FORM

PAGE 2

6

THERESA M WILSON  
L398-232 YANKEE RD  
QUAKERTOWN, PA 18951

RE: ~~1280~~ 80 LAMOUR ST  
COOPERSBURG PA. 18036  
ACCT. # 40160-20003

ACS 1232854

COMPLAINT - CONTINUED

TO THE HOME, AND THE BILLS CONTINUED TO BE THE SAME AMOUNTS.

I CONTACTED THE PHILADELPHIA ELECTRIC BECAUSE I HEARD THAT THEY HAD A DISCOUNT FOR ALL ELECTRIC HOMES, WHICH THEY DO.

I FEEL THAT PPEL RATES ARE TOO HIGH AND DO NOT PROVIDE A FAIR OR ADEQUATE SERVICE FOR WHAT THEY ARE CHARGING

IN ADDITION, PHILA. ELECTRIC DOES PROVIDE A DISCOUNT FOR ALL ELECTRIC HOMES AND I FEEL THAT ~~THEY~~ THEY CAN PROVIDE DISCOUNT, THEN PPEL SHOULD BE ABLE TO DO THE SAME

I FEEL THAT PPEL IS GULCHING THE PUBLIC AND TAKING ADVANTAGE OF THEM WITH THEIR HIGH RATES TO THE POINT WHERE PEOPLE CAN BARELY HEAT OR COOL THEIR HOMES.

I FEEL THE AMOUNT OWING IS UNFAIR AND SHOULD BE REDUCED TO A LEVEL THAT IS IN ALIGNMENT WITH THE ACTUAL SERVICE THAT WAS PROVIDED.



888-642-2300  
888-782-3228

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

MAY 9, 2003

**BCS No: 1232854**

THERESA WILSON  
6780 LAMOUR ST  
COOPERSBURG PA 18036

The Bureau of Consumer Services has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. A copy of this decision has also been sent to your utility company. This decision is binding on all parties, and unless it is appealed, it will become final 20 days after the date of this letter.

Anyone involved with this complaint may appeal this decision. If you want to appeal, you must request a formal hearing. To request a formal hearing:

1. Fill in the Appeal Form on the last page of this letter.
2. Return it to the Pennsylvania Public Utility Commission within twenty (20) days of the mailing date shown on the Appeal Form. If you return this form late, the Commission may dismiss your appeal. You would have to prove you had a good reason for filing late.

**You do not need a lawyer to appeal this decision.**

Please remember that you must make all of the payments required by this decision, even if you appeal the decision. If you do not make these payments, the utility company is permitted to pursue termination of your utility service.

Very truly yours,

Sandra L. Sierer  
Utility Complaint Investigator

Enclosure  
PPL

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Date:** MAY 9, 2003

THERESA WILSON  
6780 LAMOUR ST  
COOPERSBURG PA 18036

V.

**BCS No:** 1232854

PPL

**Acct. No:** 40160-20003

**DECISION ON INFORMAL COMPLAINT  
BY THE BUREAU OF CONSUMER SERVICES:**

The above-captioned informal complaint was received by the Bureau of Consumer Services on September 16, 2002 from THERESA WILSON. In the complaint it was alleged that:

The customer disputes the rates charged by the company for electric baseboard heat. The customer disputes that other companies have discounted rates for heat and PPL does not. The customer feels all bills are too high and she needs a payment agreement.

**INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER  
SERVICES REVEALED:**

- 1) That, according to company records, on August 26, 2002, the company mailed a 10-day termination notice to the customer for \$3,494.13, which had a scheduled termination date of September 9, 2002.
- 2) That, according to company records, on September 4, 2002, the company attempted a 3-day contact with the customer; however, the telephone number was disconnected.
- 3) That, according to company records, on September 5, 2002, the customer contacted the company to negotiate a payment agreement.
- 4) That, according to company records, on September 9, 2002, the customer contacted the company regarding the payment agreement, and the company reviewed the terms with the customer. The customer did not agree and had no offer; therefore, the company issued a utility report to the customer.

5) That, according to company records, on September 9, 2002, the customer contacted the company to request a discontinuance of service effective September 30, 2002.

6) That, according to company records, on September 30, 2002, the company terminated the customer's account.

7) That, according to company records, the customer has an outstanding final bill dated October 7, 2002 in the amount of \$3,649.09 on account 40160-20003.

8) That, according to company records, PPL's rates are based on the rate schedule as approved under their Tariff.

**BASED ON THESE FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES THAT:**

The customer was billed according to the company's approved rate schedule as noted in their Tariff.

**THEREFORE, IT IS DECIDED THAT:**

1) The customer is ordered to pay the final bill of \$3,649.09 to PPL within twenty (20) days of the date of this decision (by May 29, 2003). Failure to do so, then PPL is permitted to pursue collection activity on the customer's account.

That appeal of this decision may only be taken by filing a written intention to appeal with the Commission within twenty (20) days of the mailing of this decision. Any questions concerning the right of appeal of Commission procedures should be directed to me at 1-800-782-1110.

  
Sandra L. Sierer  
Utility Complaint Investigator  
Bureau of Consumer Services  
PA Public Utility Commission

**APPEAL FORM**

I want to appeal this Informal Complaint Decision. Please send me formal complaint forms at the address listed below.

1232854

BCS Number

MAY 9, 2003

Date of Mailing

Company Name:

PPL

**CUSTOMER NAME AND ADDRESS**

Please correct any mistakes in your name and address.

*Theresa M Wilson*

Customer Signature

THERESA WILSON  
6780 LAMOUR ST  
COOPERSBURG PA 18036

215-536-6157

(Area code) Telephone no.

Mail this completed form to:

Secretary  
PA Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

**THIS SLIP MUST BE RETURNED WITHIN 20 DAYS OF THIS DATE:** MAY 9, 2003

**APPEAL DATE**

**You Do Not Need a Lawyer to File  
A Formal Complaint and Have a Hearing!**

RECEIVED

JUN 13 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

98

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

DATE SERVED: JULY 2, 2003

F-01232854

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

DOCUMENT  
FILED

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by THERESA M. WILSON. 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.

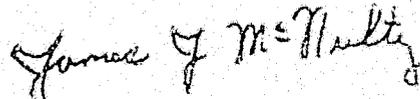
JULY 2, 2003

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

KSB

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JULY 2, 2003

THERESA M. WILSON  
Complainant

VS.

PPL ELECTRIC UTILITIES  
CORPORATION  
Respondent

Complaint Docket  
No: F-01232854

DOCUMENT  
RECORDED

JUL 02 2003

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PPL ELECTRIC UTILITIES CORPORATION

TAKE NOTICE:

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

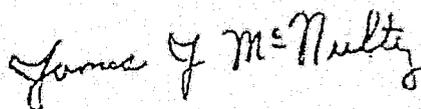
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must 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

# ORIGINAL

GROSS, MCGINLEY, LABARRE & EATON, LLP

MALCOLM J. 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](mailto:kkrupka@gmle.com)  
Direct number: (610) 871-1325

July 22, 2003

RECEIVED

JUL 22 2003

VIA FEDERAL EXPRESS

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

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: Theresa Wilson v. PPL Electric Utilities Corporation  
No. F-01232854

DOCUMENT  
FOLDER

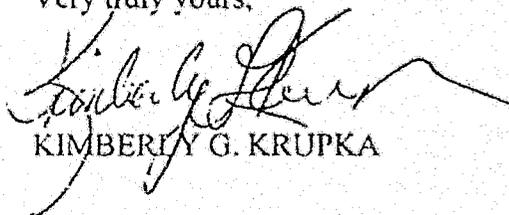
Dear Mr. McNulty:

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 22, 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

KGK/cad  
Enclosures

cc: Ms. Theresa M. Wilson, w/encl.  
Ms. Deidre L. Bilger, w/encl.

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# ORIGINAL

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

THERESA M. WILSON,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET  
NO. F-01232854

RECEIVED

JUL 22 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

ANSWER OF PPL ELECTRIC UTILITIES CORPORATION

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

1. Admitted.
2. Admitted.
3. Admitted in part, denied in part. Complainant alleges that she was billed for electrical services provided to her residence located in Coopersburg, Pennsylvania. PPL admits that service was provided to Complainant at this location.

Complainant alleges that during a period of two years, specific dates not provided, she feels that the amount charged for the amount of electricity provided was imbalanced. PPL specifically denies the inference that Complainant was overcharged for the electricity provided. PPL's rates are based on the rate schedule as approved under its tariff and Complainant was billed in accordance with the tariff.

DOCUMENT  
FOLDER

DOCKETED  
JUL 29 2003

Complainant further alleges that she was home only three to four evenings per week, and was never home during the day. Complainant further alleges that she closed off certain sections of her home during the heating and cooling seasons. Complainant further alleges that she only minimally uses the appliances located within her home. After reasonable investigation, PPL is without specific information to form a belief as to the truth or falsity of these allegations.

Complainant further alleges that she entered into the WRAP Program and was provided with insulation and sealing for the home, and yet the bills continued to be the same amount. PPL admits that Complainant entered into the WRAP Program. PPL denies that the bills continued to be the same amount.

Complainant alleges that she contacted the Philadelphia Electric Company in order to ascertain information about a discount offered by the Philadelphia Electric Company for all electric homes. Complainant further alleges that the Philadelphia Electric Company offers a discount for all electric homes, which is not provided by PPL. After reasonable investigation, PPL is without sufficient information to form a belief as to the truth or falsity of Complainant contacting the Philadelphia Electric Company and the programs offered by the Philadelphia Electric Company. By way of further response, PPL denies that it does not offer any program required by law.

With regard to all other allegations asserted by Complainant, after reasonable investigation, PPL is without sufficient information to form a belief as to the truth and falsity of the same.

4. This paragraph constitutes a request for relief to which no answer is required.

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

Respectfully submitted,

GROSS, MCGINLEY, LABARRE & EATON, LLP

BY:

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

Dated: July \_\_\_\_, 2003  
In Allentown, Pennsylvania

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

THERESA M. WILSON

Complaint Docket  
NO. F-01232854

v.

PPL ELECTRIC UTILITIES CORPORATION

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):

THERESA M. WILSON  
L398 - 232 YANKEE ROAD  
QUAKERTOWN, PENNSYLVANIA 18951

Dated this 22 day of July, 2003.

GROSS, MCGINLEY, LaBARRE & EATON, LLP

BY:

  
KIMBERLY G. KRUPKA, ESQUIRE  
Attorney for PPL Electric Utilities Corporation  
33 South Seventh Street, Post Office Box 4060  
Allentown, Pennsylvania 18105-4060  
Telephone: (610) 820-5450  
Attorney I.D. # 83071



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

November 10, 2003

In Re: F-01232854

(SEE ATTACHED LIST)

Theresa M. Wilson v. PPL Electric Utilities Corporation

Service & billing dispute.

Telephone Hearing Notice

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

Type: Initial telephonic hearing.  
Date: Friday, January 9, 2004  
Time: 10:00 a.m.  
Presiding: Administrative Law Judge Ky Van Nguyen  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: (215) 560-2105  
Fax: (215) 560-3133

DOCUMENT  
FOLDER

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

At the above date and time, the Presiding Officer will contact the parties as follows:

Theresa M. Wilson 215.536.6157  
Kimberly G. Krupka, Esquire 610.820.5450

**DOCKETED**

NOV 13 2003

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

*Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.*

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 Nguyen  
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

December 30, 2003

**FEDERAL EXPRESS**

The Honorable Ky Van Nguyen  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, Pennsylvania 19130

Re: Theresa M. Wilson v.  
PPL Electric Utilities Corporation  
Docket No. F-01232854

DOCUMENT  
FOLDER

SECRETARY'S BUREAU  
04 JAN - 2 AM 9:30

Dear Judge Van Nguyen:

Enclosed please find in the above-referenced matter three (3) copies of PPL Hearing Exhibits Nos. 1, 2 and 3. I propose to introduce these documents into evidence at the telephonic hearing scheduled for Friday, January 9, 2004 at 10:00 a.m. I can be reached at 1-800-975-3213 access code 1011# at the aforesaid date and time to participate in the hearing.

I have mailed copies of these exhibits to the Complainant.

Very truly yours,

*Kimberly G. Krupka*  
Kimberly G. Krupka /ACB

Enclosures

cc: Theresa M. Wilson  
Mr. James J. McNulty, Secretary

Account Activity Statement

Date: 12/30/03  
Page: 1

\*\*\* Account Information \*\*\*

Account Number: 40160-20003  
Mail To: THERESA M WILSON  
9220 GILLESPIE ST  
PHILADELPHIA PA 19114

Requested By: THERESA M WILSON  
(215)536-6157 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	POG/TYPE	PAYS USED	KWH	BILLED KW
01/15/1999	Payment		\$-225.00								
01/15/1999	SPECIAL AGREEMENT		\$50.00								
01/25/1999	BUDGET BILLING		\$175.00								
01/26/1999	Regular Bill	02/16	\$267.04	\$225.00	\$391.26	\$265.46	1009/0000	27037A	33	5397	
02/09/1999	Payment		\$-225.00								
02/24/1999	BUDGET BILLING		\$175.00								
02/24/1999	Regular Bill	03/17	\$217.04	\$42.04	\$303.01	\$390.47	0980/0000	31178A	30	4141	
03/12/1999	Payment		\$-225.00								
03/25/1999	BUDGET BILLING		\$175.00								
03/25/1999	Regular Bill	04/15	\$167.04		\$299.19	\$514.66	0868/0000	35307A	29	4129	
04/14/1999	Payment		\$-167.04								
04/26/1999	CANCELED BUDGET BILLING		\$239.00								
04/26/1999	Carceled Bill	05/17	\$235.00		\$203.93	\$479.59	0537/0000	38062A	32	2755	
04/29/1999	Adjustment		\$-239.00								
04/30/1999	BUDGET BILLING		\$175.00								
04/30/1999	Regular Bill	05/24	\$175.00		\$203.93	\$543.59	0537/0000	38062A	32	2755	
05/24/1999	Payment		\$-175.00								
05/25/1999	BUDGET BILLING		\$175.00								
05/25/1999	Regular Bill	06/15	\$175.00		\$111.86	\$480.45	0202/0001	39489A	29	1427	
06/16/1999	Payment		\$-175.00								
06/23/1999	BUDGET BILLING		\$175.00								
06/23/1999	Regular Bill	07/14	\$175.00		\$103.20	\$408.65	0037/0112	40791A	29	1302	
07/08/1999	Payment		\$-200.00								
07/27/1999	BUDGET BILLING		\$230.00								
07/27/1999	Regular Bill	08/17	\$205.00		\$191.52	\$330.17	0001/0435	42790A	34	1999	
08/18/1999	Payment		\$-205.00								
08/24/1999	BUDGET BILLING		\$230.00								
08/24/1999	Regular Bill	09/14	\$230.00		\$120.15	\$220.32	0003/0285	44359A	28	1569	

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JAN 26 2004

SECRETARY'S BUREAU  
JAN 26 AM 9:30

F-01232854  
1569  
PPL EXHIBIT 1





DATE	TRANSACTION TYPE	QUR DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDS/TYPE	DAYS USED	KWH	BILLED KW
04/24/2002	ELECTRIC SERVICE Regular Bill	05/15	\$172.56 \$3265.26	\$3092.80			0546/0037	03845A	33	2215	
05/23/2002	ELECTRIC SERVICE Regular Bill	06/13	\$115.77 \$3381.13	\$3265.26			0360/0003	05326A	79	1481	
06/25/2002	BUDGET BILLING Regular Bill	07/16	\$334.00 \$3519.13	\$3385.13	\$109.79	\$-24.21	0032/0138	06668A	33	1342	
07/26/2002	BUDGET BILLING Regular Bill	08/19	\$34.00 \$3553.13	\$3519.13	\$77.66	\$-80.55	0000/0331	07563A	31	895	
08/07/2002	Payment		\$-159.00								
08/21/2002	BUDGET BILLING Regular Bill	09/11	\$134.00 \$3628.13	\$3494.13	\$83.93	\$-130.62	0000/0339	00325A	26	981	
08/27/2002	Late Payment Charge		\$3.36								
08/27/2002	Late Payment Charge		\$40.34								
09/20/2002	BUDGET BILLING Regular Bill	10/14	\$165.00 \$3836.83	\$3628.13	\$76.67	\$-218.95	0016/0134	01205A	30	880	
10/07/2002	Budget Bill Settlement		\$-187.74								
10/07/2002	BUDGET BILLING Regular Bill	10/28	\$3649.09	\$3440.39	\$31.21		0032/0030	015770	10	372	

Public Utility Commission  
Bureau of Consumer Services

BCS: 1232854

BCS INVEST CLEA

TERM STATUS

SERVICE CLASS R

TERM DATE SUSP

OPEN ON DATE 09/16/2002

F NAME THERESA M.

C NAME WILSON, THERESA M.

STREET ADDRESS1 6780 LAMOUR ST

STREET ADDRESS2

CITY, ST ZIP COOPERSBURG PA 18036-

CALLER OTHER

PHONE HOME 267 - 2285941

PHONE WORK: 0 - 0

PROBLEM CODE

REASON FOR CONTACT BILLING DISPUTES

C POS PUC BY C

C POS PUC BY PPL LCC: LAST WEEK - CALL THE PUC

C DISPUTE

INCOME 960

OTHER RELATED .....TERM W/BILL DISPUTE..... CUST DISPUTES  
RATES CHARGED BY CO FOR ELEC BASEBOARD HEAT. CUST DISPUTES THAT OTHER  
COMPANIES HAVE DISCOUNTED RATES FOR HEAT AND PPL DOES NOT. CUST FEELS ALL  
BILLS ARE TOO HIGH AND NEEDS A PAR.

SERVICE STATUS

DECISION No

DECISION DATE

ENROLLED IN BB No

CATCHUP DATE

ARREARAGE \$3,000.00

CATCHUP AMT

BB MO AMT

PA MO AMT

PA START DATE

SUPPRESS LT PY No

1st Time Call Yes

INQUIRY TYPE I

FAMILY SIZE 1
ADULTS 1
CHILD 0
AGE 0

DOCUMENT  
FOLDER

**DOCKETED**  
JAN 26 2004

SECRETARY'S BUREAU

04 JAN - 2 AM 9:31

RECEIVED

F-01232854  
*[Handwritten signature]*



HERESA M. WILSON FORMAL COMPLAINT

- 2/6/2001 Customer filed PUC Mediation MDIA/PUTRIC - BCS#0899426
- 2/9/2001 Customer informed the PUC that she wants the bills investigated since she is hardly home and the bills are extremely high. PPL's CSR issued a high bill investigation to be done with the mediation results.
- 2/15/2001 Meter 62227928 tested at 100% accurate with a reading of 75856
- 2/20/2001 Customer went over a cost estimate with the Customer Contact Representative over the phone. PPL's CCR discussed the electric baseboard heating and the single pole thermostat functionality. Customer understood and was satisfied.

<u>COST ESTIMATE</u>	
kWh	
385	Lighting - Indoor and Outdoor
	Refrigeration
190	Refrigerator
	Kitchen Appliances
150	Range
40	Microwave
38	Coffee Maker
25	Dishwasher
250	Water Heating - Electric
	Laundry
8	Washer
75	Dryer
	Home Entertainment
90	2 TV's
9	VCR
	Miscellaneous
45	Well Pump
15	Hair Dryer
8	Vacuum Cleaner
1328	Sub Total for Domestic:

DOCUMENT FOLDER

06 JAN - 2 AM 9:31

STATE PUC  
UTILITY'S BUREAU

**DOCKETED**

JAN 26 2004

2004

F-01232854  
PPL EXHIBIT 3

	<b>Heating</b>
4045	Electric Baseboard Heat
	<b>SUMMARY</b>
3293	<b>Customer's Actual KWH Usage 11/22/00 TO 12/26/00</b>
1270	<b>Heating Degree-Days</b>
1328	<b>Projected Domestic Usage</b>
4045	<b>Projected Heating Usage</b>
5373	<b>TOTAL PROJECTED USAGE</b>

- 2/23/2001 The Customer Contact Representative had offered to do an on-site cost estimate even though the cost estimate over the phone showed that the total estimated kwh was in line with the actual kwh billed to the customer. The customer then proceeded to call and cancel the appointment stating that she could not get home from Philadelphia due to snow. Customer stated that she lives in Philadelphia with her father during the week and comes home on the weekends.
- 03/02/2001 Customer called to say that she has 74 feet of electric baseboard heat.
- 6/29/2001 Customer called PPL to say she was called into work and had to cancel her WRAP audit.
- 8/6/2001 Theresa Wilson stated that she is receiving WRAP and that the contractors left some equipment. Customer was given telephone # for WRAP coordinator
- 3/13/2002 PUC Mediation open on account – No decision reached yet
- 6/11/2002 BCS #899426 closed 6/5/02 - 1st payment PUC BB (134) + 60 = 194  
Budget of \$134.00 plus 60 per month is payment arrangement entered.
- 7/5/2002 10-day STN sent to customer for termination on or after 07/17/02 in the amount of \$3,385.13.
- 7/12/2002 Theresa Wilson called and agreed to the payment arrangement of \$159.00 by 7/26/02 then current bill plus \$40.00 per month. Customer stated she appealed the PUC decision because she does not think she should have to pay for all of the bill.
- 7/25/2002 Theresa Wilson called and asked if she had to pay full \$156. Customer was informed that she did need to pay that amount. Customer then stated that she could pay \$156 due 7/26/02 on 8/2/02. PPL's CSR agreed to those terms under the under 5 day grace as the customer stated she will pay at a bill payment center –

customer was given a location and the fee. Customer stated that she filed a written complaint with the PUC but had not heard anything as yet

- 8/14/2002 Meter 62227928 was removed at the reading of 08219 and an AMR meter 83605862 was installed at a reading of all zeros
- 8/26/2002 See PUC Informal Complaint 1232854 for information starting at this point Informal complaint was filed on 09/16/02.
- 09/30/2002 Customer disconnected electric service in her name.
- 5/16/2003 Decision of Mediation:

THE CUSTOMER IS ORDERED TO PAY THE FINAL BILL OF \$3,649.09 TO PPL WITHIN TWENTY (20) DAYS OF THE DATE OF THIS DECISION (BY MAY 29, 2003). FAILURE TO DO SO, THEN PPL IS PERMITTED TO PURSUE COLLECTION ACTIVITY ON THE CUSTOMER'S ACCOUNT

- 7/7/2003 PUC Formal Complaint Filed

Note: Customer informed CCR on 2/20/01 that she lives with her father in Philadelphia during the week and is only home on weekends...the customer states in her PUC Formal that she is home 3 to 4 evenings a week, which I would assume did not include the weekend in which she was home all day on both days.

# OALJ Hearing Report

Please  Check Those Blocks Which Apply

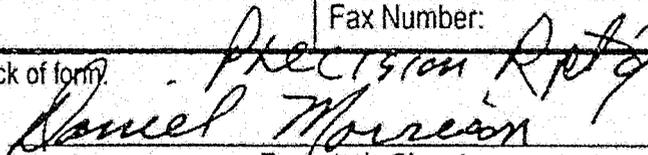
Docket No.:	F-01232854		YES	NO
Case Name:	Theresa M. Wilson v. PPL Electric Utilities Corporation	Prehearing Held:	<input type="checkbox"/>	<input type="checkbox"/>
Location:	Philadelphia, PA	Hearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Date:	January 9, 2004	Testimony Taken:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ALJ:	Ky Van Nguyen	Transcript Due:	<input type="checkbox"/>	<input type="checkbox"/>
Reporting Firm:	Precision Reporting, Inc.	Hearing Concluded:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Further Hearing Needed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Estimated Add'l Days:		
		RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		DATE:	Jan. 9, 04	
		Briefs to be Filed:	<input type="checkbox"/>	<input type="checkbox"/>
		DATE:		
		Bench Decision:	<input type="checkbox"/>	<input type="checkbox"/>
		REMARKS:		

## DOCUMENT

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

Name and Telephone Number	Address	Who are you representing?
Theresa Wilson, Telephone: 215-536-6157	City: _____ State: _____ Zip: _____	Self
Kimberly G. Krzyzka, Esq. Telephone: 1-800-975-3213	City: _____ State: _____ Zip: _____	PPL
Telephone: _____	E-mail Address: _____	Fax Number: _____
City: _____ State: _____ Zip: _____	E-mail Address: _____	Fax Number: _____
Telephone: _____	E-mail Address: _____	Fax Number: _____
City: _____ State: _____ Zip: _____	E-mail Address: _____	Fax Number: _____

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

  
 Daniel Morrison  
 Reporter's Signature

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

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PLEASE DOCKET



Office of Administrative Law Judge  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, Pennsylvania 19130  
Telephone: (215) 560-2105  
Fax: (215) 560-3133

IN REPLY PLEASE  
REFER TO OUR FILE

DOCUMENT

February 4, 2004

DOCKETED  
APR 07 2004

Kimberly G. Krupka, Esquire  
Gross McGinley LaBarre & Eaton  
33 South Seventh Street  
Allentown, PA 18101

Re: Theresa Wilson v. PPL Electric Utilities Corporation  
Docket Number F-01232854

Dear Ms. Krupka:

Please answer the following questions:

1. Is Ms. Wilson still your customer? If she still is, what is her new account number (her old account was terminated on September 30, 2002 (N.T. 20))?
2. According to your answer, her account statement, and the transcript, Ms. Wilson has three addresses:

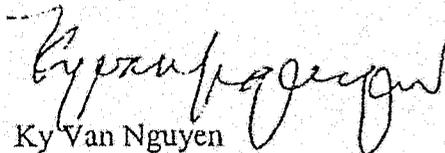
PPL Answer Address:	Coopersburg, PA
PPL Exhibit 1 Address:	9220 Gillespie Street Philadelphia, PA 19144
Transcript Address:	232 Yankee Road, L398 Quakertown, PA 18951

Please explain the differences above and tell me which one was her address at the time she applied for service and which one is her current address. The transcript (N.T. 32) mentioned some explanations about the addresses, but I could not find them. Apparently, the explanations were not recorded.

February 4, 2004  
Page two

Because I will admit your answer into the record, please send a copy of your letter to Ms. Wilson for her possible objections.

Sincerely,



Ky Van Nguyen  
Administrative Law Judge

KVN:kn

cc: Theresa Wilson

PPL DOCKET

## GROSS, MCGINLEY, LABARRE &amp; EATON, LLP

MALCOLM J. 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  
 ROBERT A. ALPERT  
 JOHN F. GROSS  
 KIMBERLY G. KRUPKA  
 K. A. SPOTTS-KIDMEL  
 ERROL C. DEANS, JR.\*  
 ANDREW H. RALSTON, JR.  
 DEBORAH A. CAVACINI

\*Admitted in NY only

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](mailto:kkrupka@gmle.com)  
 Direct number: (610) 871-1325

DOCUMENT

February 13, 2004

REGISTERED

FEB 25 2004

Administrative Law Judge Ky Van Nguyen  
 Commonwealth of Pennsylvania  
 Pennsylvania Public Utility Commission  
 1302 Philadelphia State Office Building  
 1400 West Spring Garden Street  
 Philadelphia, PA 19130

PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU

Re: Theresa Wilson v. PPL Electric Utilities Corporation  
 Docket Number F-01232854

DOCKETED

APR 15 2004

The Honorable Ky Van Nguyen:

In response to your correspondence dated February 4, 2004, I have been in contact with Karey Roberts, a Customer Contact Supervisor of PPL who testified during the January 9, 2004 hearing in this matter. In response to your questions, Ms. Roberts has informed me that Ms. Wilson is currently a customer of PPL. Ms. Wilson contacted PPL on October 25, 2002 to connect electric service at 232 Yankee Road, L398, Quakertown, PA 18951, effective November 1, 2002 and continues to receive service at this address. The account number for service at this address is 30260-22018. With regard to your second question, PPL was contacted by Ms. Wilson on September 9, 2002 to disconnect electric service at 6780 Lamour Street, Coopersburg, PA 18006 effective September 30, 2002. On that date, Ms. Wilson provided a mailing address of 9220 Gillespie Street, Philadelphia, PA 19144. Approximately six weeks later, Ms. Wilson again contacted PPL at which time she requested that PPL connect electric service at 232 Yankee Road, L398, Quakertown, PA 18951.

PPL Exhibit 4

[www.gmle.com](http://www.gmle.com)

Administrative Law Judge Ky Van Nguyen  
February 13, 2004  
Page 2

Thank you for the opportunity to clarify these questions. PPL would be happy to provide further information if requested.

Very truly yours,

  
KIMBERLY G. KRUPKA

KGK: es

cc: Theresa Wilson  
Karey Roberts ( via email [karoberts@pplweb.com](mailto:karoberts@pplweb.com) )