

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: 10/04/04
8. DOCKET NO: Z-01693244	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WRIGHT, BENITA

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: DAUPHIN

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE NEEDS SET UP ON A LOWER PAYMENT THEN \$99.00 A MONTH.

DOCUMENT  
FOLDER

**DOCKETED**

OCT 13 2004

RECEIVED

Z-01693244

Must be returned by October 19, 2004

2004 OCT -6 PM: 55  
Pennsylvania Public Utility Commission

Formal Complaint Form

110500

Please Print.

1. Your name, mailing address, telephone number and utility account number:

Name Bessita WRIGHT

Street/P.O.Box 6635 Evelyn St Apt # 1A

City Hannbury State Pa Zip 17111

Area Code/HOME Phone 717-561-8008 Area Code/WORK Phone 717-787-3773

Utility Account Number \_\_\_\_\_

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

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

2. **NAME of utility company** your complaint concerns: PPL

3. Type of Utility (circle one):

- GAS
- WATER
- MOTOR CARRIER
- STEAM HEAT
- ELECTRIC
- SEWER
- TELEPHONE - (LOCAL OR LONG DISTANCE)

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OCT 13 2004

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SECRET  
7:51 AM - 5 PM: 45

5

4. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

D.I.S.O.N 120 Pay 95.00 on budget

5. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if you need more space).

See ... my injury  
Could be lower than 95.00 amount

6. 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.

Seneca Wright  
Signature

10-4-04  
Date

7. If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

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

Street \_\_\_\_\_

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

Area Code/Phone Number \_\_\_\_\_

8. Mail to:

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

If you have additional questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**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 20 days of 9/14/2004. 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.

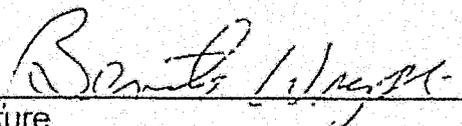
Thank You  
Pennsylvania Public Utility Commission

**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.)

BENITA WRIGHT  
6635 EVELYN STREET  
HARRISBURG PA 17111

717 561-8008  
(Area Code) Telephone Number

  
Signature

Mail this completed form to:

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

ST Number:	1693244	Date of mailing:	9/14/2004
Company:	PPL UTILITIES		

REVISED 12/97

RECEIVED  
BUREAU  
9:03



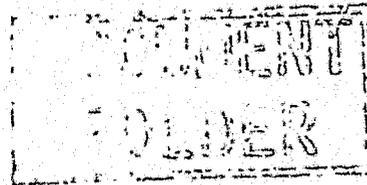
7-01693244  
COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

September 29, 2004

ST1693244

BENITA WRIGHT  
6635 EVELYN STREET  
HARRISBURG PA 17111



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 October 19, 2004 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:**

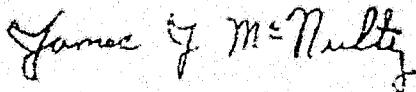
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

ddi

cc: PPL UTILITIES

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 14, 2004

**BENITA WRIGHT**  
Complainant

VS.

**PPL ELECTRIC UTILITIES  
CORPORATION**  
Respondent

Complaint Docket  
No: Z-01693244

DOCUMENT  
FOLDER

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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,

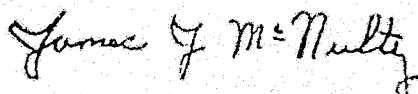
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

DATE SERVED: OCTOBER 14, 2004

Z-01693244

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by BENITA WRIGHT. 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.

**DOCKETED**  
OCT 13 2004

DOCUMENT  
FOLDER

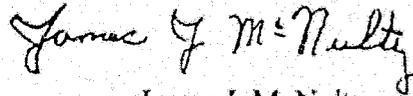
OCTOBER 14, 2004

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

ddi

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 K. GRAVER  
ROBERT A. ALPERT  
JOHN F. GROSS  
KIMBERLY G. KRUPKA  
K. A. SPOTTS-KIMMEL  
ERROL C. DEANS, JR.\*  
ANDREW H. RALSTON, JR.

GROSS, MCGINLEY, LABARRE & EATON, LLP

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

(610) 820-5450  
TELEFAX (610) 820-6006  
E-MAIL kspotts-kimmel@gmle.com  
Direct number: (610) 871-1330

\*Also admitted in NY

November 3, 2004

VIA FEDERAL EXPRESS

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

RE: Benita Wright v. PPL Electric Utilities Corporation  
Docket No. Z-01693244

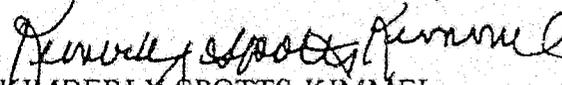
Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three (3) 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 November 3, 2004, 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 SPOTTS-KIMMEL

KSK/sam

Enclosures

cc: Deidre L. Bilger (w/enc.)  
Carol C. Carr (w/enc.)  
Benita Wright (w/enc.)

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FOLDER

RECEIVED  
NOV 03 2004  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

20

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BENITA WRIGHT,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET  
NO. Z-01693244

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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. PPL admits that it is an electric utility company.

4. Denied. PPL denies that Complainant Benita Wright (hereafter "Complainant") is

unable to pay the current budget bill in addition to \$40 a month towards the overdue balance, as indicated in the most recent BCS Decision, or that PPL has been unreasonable in billing Complainant or in any other way in this matter. Attached hereto as Exhibit "A" is a copy of the Bureau of Consumer Services Decision dated June 29, 2004 at Docket Number 1693244.

By way of further answer, Complainant's current overdue balance is \$796.53.

PPL does not have sufficient information to either admit or deny Complainant's allegations regarding Complainant's ability to pay, and strict proof regarding the same is hereby demanded by trial.

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NOV 18 2004

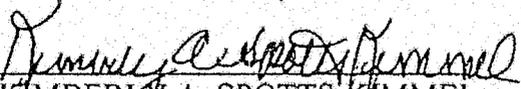
PPL does not have sufficient information to either admit or deny all other allegations in Complainant's Complaint. Therefore, all such allegations are denied, and strict proof regarding the same is hereby demanded by trial.

5. Denied. Paragraph 5 of the Complaint concerns a request for relief to which no answer is required. To the extent a further response is required, PPL incorporates by reference herein it aforementioned response to Paragraph 4 of the Complaint.

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

Respectfully submitted,

PPL Electric Utilities Corporation

By:   
KIMBERLY A. SPOTTS-KIMMEL

Dated: November 3, 2004  
at Allentown, Pennsylvania

# EXHIBIT "A"

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NOV 03 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Informals    Formals

- Home
- Case Search
- Reports
- Formal Search
- Create Formal
- Assign Formals
- List Formals

### Decision Detail

General			
BCS Case No.	1693244	CSS Account No.	3170069078
Customer Name	BENITA WRIGHT	Investigator Name	BRIDDELLE, VERNELL
Address 1	6635 EVELYN ST UNIT 1	Service Class	RESIDENTIAL
Address 2		Case Origin	LETTER
City, State Zip	HARRISBURG, PA 17111	Head Date	09/14/2004
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	796.53	Closed Date	09/14/2004
Reconnect Amount		Balance Date	06/29/2004
Special Budget Amount	99.00	Regular Budget Amount	59.00
Arrears Payment Plus	40.00	Final Monthly Payment	
Resolution	CIC - STRAIGHT PAR - WAIVE LPC'S		
Terms	NOVEMBER 2004		
Letter Description	EGW STRAIGHT PAR/NO LPCS/BUDGET +		

Action Required Options	
Action Required	<input checked="" type="radio"/> Yes <input type="radio"/> No
WorkQ Category	<input type="text" value=""/>
Sub Category	<input type="text" value=""/>

Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<input type="text"/>		
Processed By	SYSTEM	Processed Date	9/14/2004 4:02:53 PM





BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BENITA WRIGHT,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET  
NO. Z-01693244

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CERTIFICATION OF SERVICE

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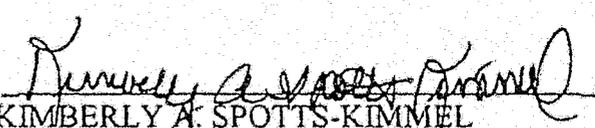
I hereby certify that I have this day served a true copy of the foregoing document upon the participant(s), listed below, in accordance with the requirements of §1.54 (relating to service by a participant).

Benita Wright  
6635 Evelyn Street, Unit 1  
Harrisburg, PA 17111

Dated this the 3<sup>rd</sup> day of November 2004.

GROSS, MCGINLEY, LABARRE & EATON, LLP

By:

  
KIMBERLY A. SPOTTS-KIMMEL  
Attorney for PPL Electric Utilities Corp.  
33 South 7th Street, P.O. Box 4060  
Allentown, PA 18105-4060  
(610) 820-5450  
I.D. #84343

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SECRETARY'S BUREAU



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

IN REPLY PLEASE  
REFER TO OUR FILE

November 15, 2004

In Re: Z-01693244

(SEE ATTACHED LIST)

Benita Wright v. PPL Electric Utilities Corporation

Requests payment arrangements.

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: Tuesday, January 4, 2005  
Time: 10:00 a.m.  
Presiding: Administrative Law Judge Susan D. Colwell  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 783-5452  
Fax: (717) 787-0481

The special agent will be presiding as authorized by 52 Pa. Code §56.174.

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.

**DOCKETED**  
NOV 24 2004

**DOCUMENT  
FOLDER**

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

Benita Wright	717-561-8008
Kimberly Spotts-Kimmel, Esquire	610-871-1330

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Special Agent 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 Colwell  
Cherie Pyle  
Beth Plantz  
Docket Section  
Calendar File