

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: 01/17/07
8. DOCKET NO: C-20077285	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GEORGE, BONNIE L.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: BERKS

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WOULD LIKE A PAYMENT AGREEMENT THAT SHE CAN AFFORD.

DOCUMENT
FOLDER

DOCKETED
JAN 19 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

ORIGINAL

110500

Please print or type.

C-20077285

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Bonnie L. George

Street/P.O. Box 9005 Grandview Dr Apt #

City Levittown State PA Zip 19068

County Delco

Area Code/HOME Phone 610/927-4607

Area Code/WORK Phone ---

Utility Account Number _____
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER
(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

Stamp: JUN 17 11:12 AM '07

Handwritten mark: 77

4. **COMPLAINT** (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement. *That I can afford.*
- Other.
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

See attached letter

5. **RELIEF**

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

*make them walk straight and
stop their lies.*

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:
I Dorrie L. George, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Dorrie L. George
(Signature)

01/17/07
(Date)

9. **LEGAL REPRESENTATION (IF ANY)**

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 _____

10. **FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

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

Keep a copy of your complaint for your records.

Bonnie L. George
3005 Grandview Blvd.
Sinking Spring, PA 19608
January 17, 2007

Dennis
Pennsylvania Public Utility Commission
Box 3265
Harrisburg, PA 17105

RE: PPL Utilities, Inc.

Dear Dennis:

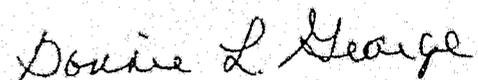
Per our conversation approximately 1-1/2 weeks ago in which you informed me that PPL Utilities, Inc. has stated that I agreed to the \$106 /month and that I closed the case. This is a lie from the deepest pits of hell. I most certainly did not, however, Rod did ask me if I wanted a hearing and I declined because of someone on my phone line and I felt it was none of his business. What I'm wondering is because I declined, does that mean I agreed and that I closed the case? He did not tell me that was the case.

I cannot pay \$106./month - \$65. is about my limit. I really am in dire straits as I have not found employment yet and I am in danger of losing my happy home. Everyone else is working with me except the greedy. I truly believe that we should walk through life with an open mind and an open heart or at least that's what the Bible tells us

Last month, I received a bill for \$148. so they continue to violate the ruling.

Thank you for your help - I do appreciate it.

Sincerely,



Bonnie L. George

Bonnie L. George
3005 Grandview Blvd.
Sinking Spring, PA 19608
January 17, 2007

Secretary
PA Public Utility Commission
Box 3265
Harrisburg, PA 17105

RE: Charlie Hill

Gentlemen:

Along with my last PUC Formal Complaint form, I complained about Charlie Hill on my phone line and electrical line. No one around here will do a darned thing about this. He is on the thermostat at times keeping me from getting heat, he is trying to ruin the speakers in my TV's, he turns off my alarm system or trips it and he is also on my phone line and Verizon will do nothing. He has illegally installed a "wireless card" in my computer and he has a small piece of wireless equipment in my home. This is how he is doing these things. At first, I thought it was a router, but I found out differently. He has my computer totally programmed over to his computer at work and at home - I mean he has complete control of my home. He turns the volume on my TV's and computer way down so I can barely hear anything. My TV in the living room is a stereo surround sound TV and he programmed it to HiFi thru the electrical line and the volume is usually blasting at 19 on the volume control, but now I must put the volume to 45 in order to hear it.

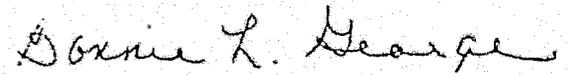
I need help with this jerk. There was nothing going on, trust me. He offered to help me set up Quicken because I didn't know how to bring the bank information for my checking account over onto the software and this is why he was in my home. He just lives about 5 minutes away and I thought he was a professional because of his job and a friend, but that was not the case. He came into my home under fraudulent pretenses and that's scamming. Then he just went on to other things and at this point in time, I have had it. I don't want to do anything stupid, but I am not going to allow him to continue in his evil ways. As I told the DA in Berks County, it's either the legal way or my way and they're sitting on it. They don't even check it out to see if it is really going on. Now, that's stupid. I have called Jeff Coleman, the GM of Interstate Container in Reading and he told me he would look into it, but did nothing. This jerk's using company equipment to do this and he does nothing. Speaking of stupid - he didn't believe me, but never looked into it. I desperately need this to come to a screeching halt.

Page #2

Then, Charlie Hill called the police and told them I was harassing him, so without even checking phone records to see if this was true, the Spring Township police called me and threatened to arrest me and I did nothing but try to resolve the problem and I only called Jeff Coleman once. What is wrong with this picture? Again, I think the word "stupid" would be very apropos. Because I'm a senior citizen, the police are saying I'm senile and delusional since that is what Charlie Hill told them. How else can he get out of it if he doesn't lie? Do I seem to be senile or delusional? I have a mind like a computer chip and Charlie knows it.

Thank you for listening. Can you help me before I get myself in trouble?

Sincerely,

A handwritten signature in cursive script that reads "Bonnie L. George". The signature is written in dark ink and is positioned to the right of the typed name.

Bonnie L. George



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: January 19, 2007

C-20077285

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

DOCUMENT
FOLDER

Dear Mr. Russell:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by BONNIE L. GEORGE . 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.

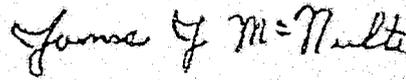
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

January 19, 2007

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

ane

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 19, 2007

DOCUMENT
FOLDER

BONNIE L. GEORGE
Complainant

v.

PPL ELECTRIC UTILITIES CORPORATION
Respondent

Complaint Docket
No: C-20077285

DOCKETED
JAN 19 2007

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 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

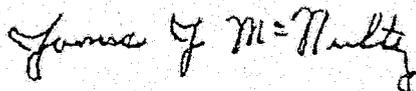
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

GROSS, MCGINLEY, LABARRE & EATON, LLP

MALCOLM J. GROSS
PAUL A. MCGINLEY
DONALD LABARRE, JR.
J. JACKSON EATON, III
MICHAEL A. HENRY
PATRICK J. REILLY
ANNE K. MANLEY
SUSAN ELIJS WILD
VICTOR F. CAVACINI
THOMAS E. REILLY, JR.
ROBERT A. ALPERT
JOHN P. SERVIS
ALLEN I. TULLAR
RICHARD T. CURLEY
RAYMOND J. DERAYMOND
THOMAS A. CAPEHART
JOHN F. GROSS

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

(610) 820-5450
TELEFAX (610) 820-6006
E-MAIL LRepka@gmle.com
Direct number: (610) 871-1318

KIMBERLY G. KRUPKA
K. A. SPOTTS-KIMMEL
ERROL C. DEANS, JR. *
ANDREW H. RALSTON, JR.
LUCAS J. REPKA

OF COUNSEL
DAVID C. KEEHN
MICHAEL J. PIOSA

*Also admitted in NY

EASTON OFFICE:
717 WASHINGTON ST
EASTON PA 18042
(610) 258-1576

January 29, 2007

Ms. Bonnie L. George
3005 Grandview Boulevard
Sinking Spring, PA 19608

RE: **Bonnie L. George v. PPL Electric Utilities Corporation**
No.: **C-20077285**

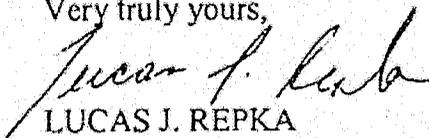
Dear Ms. George:

Enclosed please find a copy of a Certificate of Satisfaction that I am filing with the Pennsylvania Public Utility Commission in your case, based upon your recent settlement with PPL.

I believe this Certificate of Satisfaction accurately sets forth the agreement which has been reached between you and PPL regarding your pending formal complaint. However, if for any reason you disagree with the contents of the Certificate of Satisfaction, you have the right to file written objections with the Secretary of the Commission within 10 days from the date of this letter, in which case you should also provide a copy of your objections to my office.

Please contact me if you have any questions. Thank you for your cooperation in bringing this matter to an amicable resolution.

Very truly yours,


LUCAS J. REPKA

LJR:eab

Enclosure

cc: James J. McNulty, Secretary
Ms. Deidre L. Bilger (w/enc.)

SECRETARY'S OFFICE
2007 JAN 31 PM 8:25

GROSS, MCGINLEY, LABARRE & EATON, LLP

MALCOLM J GROSS
PAULA MCGINLEY
DONALD LABARRE, JR.
J JACKSON EATON, III
MICHAEL A HENRY
PATRICK J REILLY
ANNE E MANLEY
SEAN ILLIS WILD
VICTOR F CAVACINI
THOMAS E REILLY, JR.
ROBERT A ALPERT
JOHN P SERVIS
ALLEN I FULLAR
RICHARD T CURLEY
RAYMOND J DFRAYMOND
THOMAS A CAPEHART
JOHN F GROSS

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

(610) 820-5450
TELEFAX (610) 820-6006
E-MAIL LRepka@gmle.com
Direct number: (610) 871-1318

KIMBERLY G. KRUPKA
K A SPOTTS-KIMMEL
ERROL G. DEANS, JR. *
ANDREW H. RALSTON, JR.
LUCAS J. REPKA

OF COUNSEL
DAVID C. KEEHN
MICHAEL J. PIUSA

*Also admitted in NY

EASTON OFFICE:
717 WASHINGTON ST
EASTON PA 18042
(610) 258-1500

SECRETARY'S DESK

2007 JAN 31 AM 8:25

RECORDED

January 29, 2007

ORIGINAL

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
Post Office Box 3265, 400 North Street
Harrisburg, PA 17105-3265

RE: Bonnie L. George v. PPL Electric Utilities Corporation
Docket No. C-20077285

DOCUMENT
FOLDER

Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three copies of a Certificate of Satisfaction of Complaint under 52 Pa. Code § 5.24(b).

Because all legal and factual issues in this proceeding have been resolved, PPL respectfully requests that this docket be terminated.

I hereby certify that I have provided a copy of the Certificate to the Complainant in this proceeding.

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

Very truly yours,

Lucas J. Repka
LUCAS J. REPKA

LJR:eab

Enclosures

cc: Ms. Bonnie L. George (w/enc.)
Deidre Bilger (w/enc.)

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BONNIE L. GEORGE,

Complainant,

v.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

Complaint Docket
NO. C-20077285

SECRETARY'S OFFICE

2007 JAN 31 PM 8:25

RECEIVED

CERTIFICATE OF SATISFACTION OF COMPLAINT

1. Complainant is Bonnie L. George (hereafter "Complainant").
2. Respondent is PPL Electric Utilities Corporation (hereafter "PPL").
3. This Certificate of Satisfaction of Complaint is submitted pursuant to Section 5.24(b) of Title 52 of the Pennsylvania Code, 52 Pa. Code § 5.24(b).
4. PPL hereby certifies that the parties to the above-referenced formal Complaint, now pending before the Pennsylvania Public Utility Commission (hereafter "Commission"), have mutually and voluntarily agreed upon the following terms as full satisfaction of all outstanding legal and factual disputes in this proceeding, and Complainant has acknowledged satisfaction to PPL:

**DOCUMENT
FOLDER**

DOCKETED
FEB 02 2007

(a) Complainant agrees to make her Ontrack payment of \$56 beginning with the electric bill due February 5, 2007 and continuing thereafter, on Account No. 25071-11026 until the overdue balance is paid in full.

(b) PPL agrees not to terminate Complainant's aforesaid account based on Complainant's arrearage for as long as Complainant makes payments as stated in Paragraph 4(a) hereof.

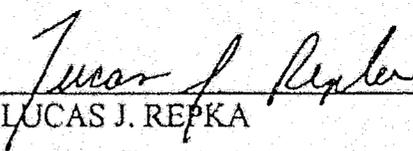
(c) Complainant agrees to withdraw her Complaint with the Commission at the above docket number with prejudice.

5. Respondent, PPL hereby notifies Complainant of the filing of this Certificate of Satisfaction, and that if Complainant objects or disagrees with the terms of the Certificate of Satisfaction, Complainant must notify the Commission in writing of her objection and/or disagreement within ten (10) days of the date of this Certificate of Satisfaction was signed and served, or the terms of the Certificate of Satisfaction will become final and binding.

WHEREFORE, PPL Electric Utilities Corporation respectfully requests that the docket be marked closed in this matter.

Respectfully submitted,

PPL Electric Utilities Corporation

By: 
LUCAS J. REPKA

Dated January 29, 2007
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BONNIE L. GEORGE

Complaint Docket
NO. C-20077285

v.

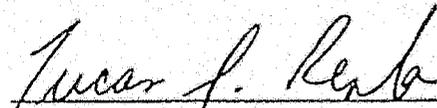
PPL ELECTRIC UTILITIES CORPORATION

CERTIFICATE OF SERVICE

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

Bonnie L. George
3005 Grandview Boulevard
Sinking Spring, PA 19608

Dated this 29th day of January 2007.



LUCAS J. REPKA, ESQUIRE

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: February 1, 2007
SUBJECT: C-20077285
Bonnie L. George v. PPL Electric Utilities Corporation
TO: Wanda Zeiders
Docket Management
FROM: Dawn M. Reitenbach, ALJ Support Staff
Office of Administrative Law Judge

DOCUMENT
FOLDER

On January 31, 2007, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: (None Assigned)
Beth Plantz
Case File

DOCKETED
FEB 2 2007

BTL



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

IN REPLY PLEASE
REFER TO OUR FILE

March 9, 2007

C-20077285

BONNIE L. GEORGE
3005 GRANDVIEW BLVD
SINKING SPRING PA 19608

BONNIE L. GEORGE
v.
PPL ELECTRIC UTILITIES CORPORATION

DOCKETED
MAR 08 2007

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty
Secretary

cc: All parties of Record

nvl

DOCUMENT
FOLDER