

DOCKET NO.: C-20016331
RESPONDENT OR APPLICANT: PPL ELECTRIC UTILITIES CORP
PARTY OR COMPLAINANT: STEELE KENDRICK LYNN

| ENTRY TYPE | DATE | BUREAU | PERSONNEL |
|-------------------------------------------------------------------------------|----------|--------|-----------|
| 1 N | 10/24/01 | SEC | IMES |
| FORMAL COMPLAINT OF KENDRICK LYNN STEELE V. PPL ELECTRIC UTILITIES | | | |
| 2 N | 10/30/01 | SEC | IMES |
| NOTICE OF COMPLAINT SERVED ON RESPONDENT TO ANSWER IN 20 DAYS | | | |
| 3 N | 11/19/01 | SEC | TFRISCIA |
| RESPONDENT FILED ANSWER TO COMPLAINT WITH CERTIFICATION OF SERVICE | | | |
| 4 H | 03/04/02 | ALJ | COCHERES |
| INITIAL TELEPHONIC HEARING 10 AM | | | |
| 5 N | 01/29/02 | SEC | BENJAMIN |
| ALJ COCHERES WILL BE PRESIDING AS AUTHORIZED BY CHAPTER 56.174 | | | |
| 6 N | 01/31/02 | SEC | FRISCIA |
| ALJ COCHERES PREHRG ORDER ISSUED-COMPLY W/CERTAIN RQMTS BEFORE 3/4/02 TEL HRG | | | |
| 7 N | 02/28/02 | SEC | FRISCIA |
| RESPONDENT FILED HRG EXHS 1, 2 & 3 FOR INTRO INTO EVIDENCE @ 3/4/02 TEL HRG | | | |
| 8 N | 03/13/02 | SEC | FRISCIA |
| SPECIAL AGENT COCHERES FILED REPORT OF HEARING 3/4/02 | | | |
| 9 N | 03/22/02 | SEC | FRISCIA |
| ALJ COCHERES' INITIAL DECISION SERVED TO PARTIES | | | |
| 10 N | 04/11/02 | COR | FRISCIA |
| EXCEPTIONS TO BE FILED | | | |
| 11 N | 04/22/02 | COR | FRISCIA |
| REPLY EXCEPTIONS TO BE FILED | | | |
| 12 N | 04/05/02 | SEC | FRISCIA |
| COMMISSIONERS FILED REVIEW FORMS-NO REVIEW REQUESTED | | | |
| 13 N | 04/17/02 | SEC | MOTTER |
| SEC MEMO TO ALJ-NEITHER EXCEPTIONS NOR REQUESTS FOR REVIEW HAVE BEEN RECEIVED | | | |
| 14 N | 04/29/02 | SEC | FRISCIA |
| ORDER ADOPTED 4/29/02 ISSUED (SEE DOCS 324896 FOR CONTENTS OF ORDER) | | | |

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: 10/24/01
 8. DOCKET NO: C-20016331 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: STEELE KENDRICK LYNN

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: DAUPHIN

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THEY WOULD LIKE FOR PUC TO REEVALCATE THE FILE AND RECON-
SIDER A ADJUSTMENT TO THE MONTLY PAYMENT.

DOCUMENT
FOLDER

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OCT 30 2001

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C-2001633

C 20016331

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

028489

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Kendrick Lynn Steebe

Street/P.O. Box 923 N. 2nd Apt.# 3

City Harrisburg State Pa Zip 17102

County Dauphin Home Telephone-Area Code (717) 232-2107
Work Telephone-Area Code ()

01 OCT 24 11:07 AM '08
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PUC

2. Name of Company your complaint concerns: PP&L

3. What is your complaint?

I just received my 1st correspondence from the PUC ST NO 0936203 dated 9-25-01 after filing back on April 2001. I understand that there was some type of hold placed on my account pending a investigation & your letter states that during the investigation a ST #0777121 was sent to me. I never received such ST# even until to date. The first correspondence I received was the one that initiated this complaint because I didn't (as I thought) receive a reply until 5 month later. I never received ST 0777121. And the reason why I never filed a request for that decision is because

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

As to date I never received ^(over-) mentioned ST.

However I tried to pay as much as possible when payment was due. Could you investigate this matter? Thank you

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

*To re-evaluate my file or reconsider adjustment
to monthly payment. Monthly income has changed
also.*

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

5. You must sign and date your complaint below.

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

[Handwritten Signature]
Original Signature of complaining person

October 19, 2007
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 (_____) _____

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

DATE SERVED: OCTOBER 30, 2001

C-20016331

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by KENDRICK LYNN STEELE. 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.

OCTOBER 30, 2001

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

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 30, 2001

KENDRICK LYNN STEELE
Complainant

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: C-20016331

DOCUMENT
FOLDER
DOCKETED

OCT 30 2001

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PPL ELECTRIC UTILITIES CORPORATION

TAKE NOTICE:

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

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120**, an answer (original and two copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

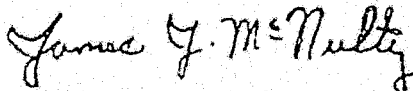
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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JANIE SLAMON
ATTORNEY AT LAW
821 KEYSTONE AVE
EMMAUS, PENNSYLVANIA 18049

NOV 19 2001

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

(610) 967-4899

November 19, 2001

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

DOCUMENT
FOLDER

Kendrick Lynn Steele v
PPL Electric Utilities Corporation
Docket No. C-20016331

Dear Secretary 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 November 19, 2001, 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,

Janie Slamon

Janie Slamon

Enclosures

cc Kendrick Lynn Steele

KJR

139

ORIGINAL
BEFORE THE

RECEIVED

PENNSYLVANIA PUBLIC UTILITY COMMISSION

NOV 19 2001
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Kendrick Lynn Steele

v.

PPL Electric Utilities Corporation

Complaint Docket
No. C-20016331

DOCUMENT
FOLDER

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. Denied. PPL denies that it has been unreasonable in billing

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Complainant or in any other way in this matter.

By way of further answer, Complainant's current arrearage is \$714.12.

Complainant has made only two payments on this account during 2000 and six payments during 2001.

PPL does not have sufficient information to either admit or deny Complainant's allegations regarding the Bureau of Consumer Services (BCS) investigation or his receipt of correspondence from the BCS. By way of further answer, BCS Decision No. 077121, dated July 20, 2000 was received by PPL July

24, 2000 (Exhibit A). In addition, PPL does not have sufficient information to either admit or deny that Complainant tried to pay as much as possible when payment was due. However, as indicated above, Complainant's payments have been sporadic.

By way of further answer, Complainant was referred to PPL's ONTRACK Program but failed to keep the scheduled appointment.

Attached as Exhibit B is the Bureau of Consumer Services Decision dated September 24, 2001 at BCS Case Number 0936203.

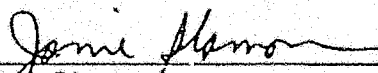
4. This paragraph constitutes a request for relief to which no answer is required.

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

Respectfully submitted,

PPL Electric Utilities Corporation

By:



Jamie Slamon
Its Attorney

Dated: November 19, 2001
at Allentown, Pennsylvania

CSS03101

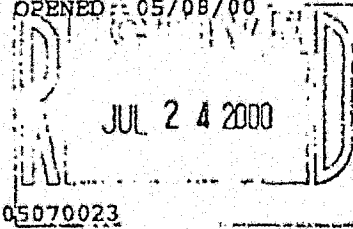
07/20/00

PA. PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
CLOSING DATA

BCS CASE NUMBER: 0777121

DATE CASE OPENED: 05/08/00

CUSTOMER NAME: KENDRICK STEELE
SVC. ADDRESS: 923 N 2ND ST APT 3
HARRISBURG PA 17102
MAILING ADDRESS:
COMPANY NAME: PPL



ACCOUNT #: 9205070023

KENDRICK
*
STEELE

INCOME LEVEL : 1
TOTAL BALANCE/BASIC: 443.29
PRIOR CASE NO: 0553732

RESOLUTION: PAY 100 UPFRONT BY AUGUST 16, 2000.
BEGINNING SEPTEMBER 7, 2000 PAY 77 MO....BB62 PLUS 15.

RECEIVED

AMOUNT MONEY SAVED: .00

NOV-19-2001--

COMPLIANCE
VIOLATION (ALLEGED, ACTUAL, NO): NO
CHAP 56/64/OTHER: SECTION/RULE:

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DECISION ISSUED [Y] ORAL/WRITTEN: [W]
INVESTIGATOR: TROUTT
CLOSING DATE 07/20/00

CSS03701

07/20/00

PA. PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
DECISION DATA

BCS CASE NUMBER: 0777121

CUSTOMER NAME: KENDRICK STEELE
ADDRESS: 923 N 2ND ST APT 3
HARRISBURG PA 17102-----
DATE CASE CLOSED : 07/20/00
DECISION TYPE: REPEATER WAIVE LPC'S
TOTAL OR FINAL ACCOUNT BALANCE: 443.29
DATE OF ACCOUNT BALANCE: MAY 30, 2000NO. 2'S (OFFS)
TO HAVE SERVICE RESTORE PAY :NO. 3'S (REMEDI)
TO KEEP YOUR SERVICE ON PAY THIS AMOUNT : 100.00 BY AUGUST 16, 2000

TERMS: BEGINNING : SEPTEMBER 7, 2000

SPECIAL BUDGET OR OPTIONAL PAYMENT AMOUNT : 77.00
REGULAR BUDGET AMOUNT : 62.00
PLUS PAYMENT TOWARD ARREARS : 15.00

FINAL BILL MONTHLY PAYMENT : .00

CURRENT BILL MONTHLY PAYMENT : .00

END OF MONTH PAYMENT : .00

V. G. ... 11/11/01 date

CS803101

09/24/01

PA. PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
CLOSING DATA

BCS CASE NUMBER: 0936203

DATE CASE OPENED: 04/23/01

CUSTOMER NAME: KENDRICK STEELE
SVC. ADDRESS: 923 NORTH 2ND ST APT 3
HARRISBURG PA 17102
MAILING ADDRESS: SAME
COMPANY NAME: PPL

SEP 27 2001

ACCOUNT #: 9205070023

Kendrick

INCOME LEVEL : 2
TOTAL BALANCE/BASIC: 621.66
PRIOR CASE NO: 0777121

RESOLUTION: PAY 187 UPFRONT BY OCTOBER 19, 2001.
BEGINNING NOVEMBER 8, 2001 PAY 78 MO....BB58 PLUS 20.

Steele

AMOUNT MONEY SAVED: .00

COMPLIANCE
VIOLATION (ALLEGED, ACTUAL, NO): NO
CHAP 56/64/OTHER: SECTION/RULE:

DECISION ISSUED [Y]
INVESTIGATOR: TROUTT
CLOSING DATE 09/24/01

ORAL/WRTTEN: [W]

RECEIVED

NOV 19 2001
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CSS03701

09/24/01

PA. PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
DECISION DATA

BCS CASE NUMBER: 0936203

CUSTOMER NAME: KENDRICK STEELE
ADDRESS: 923 NORTH 2ND ST APT 3
HARRISBURG PA 17102-----
DATE CASE CLOSED : 09/24/01
DECISION TYPE: REPEATER WAIVE LPC'S
TOTAL OR FINAL ACCOUNT BALANCE: 621.66
DATE OF ACCOUNT BALANCE: MAY 9, 2001NO. 2'S (OFFS)
TO HAVE SERVICE RESTORE PAY :NO. 3'S (REMEDI)
TO KEEP YOUR SERVICE ON PAY THIS AMOUNT : 187.00 BY OCTOBER 19, 2001

TERMS: BEGINNING : NOVEMBER 8, 2001 (EXTEND NOV DUE DATE)

SPECIAL BUDGET OR OPTIONAL PAYMENT AMOUNT : 78.00
REGULAR BUDGET AMOUNT : 58.00
PLUS PAYMENT TOWARD ARREARS : 20.00

FINAL BILL MONTHLY PAYMENT : .00

CURRENT BILL MONTHLY PAYMENT : .00

END OF MONTH PAYMENT : .00

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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NOV 19 2001
PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Kendrick Lynn Steele

v.

PPL Electric Utilities Corporation

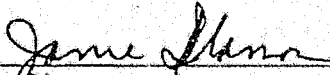
Complaint Docket
No. C-20016331

CERTIFICATION OF SERVICE

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):

Kendrick Lynn Steele
923 North 2nd Street, Apt. 3
Harrisburg, PA 17102

Dated this 19th day of November, 2001



Janie Slamon



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

January 29, 2002

In Re: C-20016331

(See attached list)

Kendrick L. Steele v. PPL Electric Utilities

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 telephone hearing
Date: Monday, March 4, 2002
Time: 10:00 a.m.
Presiding: Administrative Law Judge Louis G. Cocheres
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

The judge will be presiding as authorized by Chapter §56.174 of the Pennsylvania Code.

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
FEB 04 2002

DOCUMENT
FOLDER

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

| | |
|-----------------------|----------------|
| Kendrick L. Steele | (717) 232-9107 |
| Janie Slamon, Esquire | (610) 967-4899 |

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 Cocheres
Susan Licon
Beth Plantz
Docket Section
Calendar File