

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: 11/15/04 |
| 8. DOCKET NO: Z-01690978 | : | 9. EFFECTIVE DATE: 00/00/00 |

PARTY/COMPLAINANT: HEIM, GLENN ALAN MATTHEW, SR.

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: NORTHUMBERLAND UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES WANTS THE PUC TO TALK TO PPL & EXPLAIN THEIR FINANCIAL SITUATION.

DOCKETED
DEC 06 2004

DOCUMENT
FOLDER

ORIGINAL

ST1690978
PPL UTILITIES

Must be returned by November 24, 2004

Pennsylvania Public Utility Commission

Formal Complaint Form

2-01690978

Please Print.

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

Name CHENN ALAN MATTHEW HEIM SR

Street/P.O. Box 29 NORTH SECOND ST Apt # _____

City SHAMOKIN State PA Zip 17872

County NORTH HUMBELAND

Area Code/HOME Phone 370-648- Area Code/WORK Phone _____

Utility Account Number 15280-40003

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 Electric Utilities Corp

3. Type of Utility (circle one):

GAS WATER MOTOR CARRIER

STEAM HEAT ELECTRIC SEWER

TELEPHONE -- (LOCAL OR LONG DISTANCE)

RECEIVED
2004 NOV 15 AM 9:51
SECRETARY'S BUREAU

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).

TURN OVER →
ON SEPERATE PIECE OF PAPER NEED MORE SPACE

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

TURN OVER →
SEPERATE PIECE OF PAPER NEED MORE SPACE

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.

Alanna Krum NOVEMBER 10, 2004
Signature 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.

Pennsylvania Public Utility Commission Normal Complaint Form

4. What is your complaint?

First of all I have fallen behind on 2 of my on track payments, because of our financial situation which happens to be very serious. We are going through a financial crisis. We are working with a credit counseling agency for our bills. My income is low my net pay is \$455.73 every 2 weeks. The problem is I have more expenses than income.

My bills come out to \$ eighteen hundred. No way can I meet all these bills. I am the only one working in our household, so it's rough. I have payment agreements all over and PUC agreements for electric, water and gas. This is a summary of my budget expenses.

Mortgage \$45 monthly unpaid
 Food \$438.00 No food stamps
 Heat oil \$296.00 monthly No heating help
 Gas 28.00 month P.U.C agreement
 Pd 3 missed payment \$84.00 Pd (October 04)
 Water 89.00 monthly PUC agreement
 Electric 42.00 monthly on track Pd 2 payments of \$84.00 plus 1 extra
 Pd \$126.00 September & October 04.

Pennsylvania Public Utility Commission
Formal Complaint Form

5. What do you want the Public Utility Commission to do about your complaint? Please, talk to the PPL Electric Co, explain to them our financial situation. I have total monthly household expenses of eight or hundred dollars to meet with net income of \$453.73 every 2 weeks to work with. We are struggling financially. In financial hardship here and none of these agencies is helping us. I have a family to support and I am not making ends meet. The electric is the only lower bill I have beside gas but all the other bills are close to a hundred dollars. Water is \$89.00. Let the company know \$210.00 is not reasonable or acceptable amount. I cannot afford to pay that too high I will do my best pay 2 payments \$84.00 best I can do I have 2 other obligations which are also under agreement with P.U.C and taxes with Northumberland Land Tax Claim Bureau Sunbury for \$75 month. Try to work out a reasonable payment plan for I was told to file bankruptcy but I don't have a thousand dollars for Attorney fees. The payments were too high. Just to let you

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 10/26/2004. 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.)

GLENN A HEIM SR
29 N 2ND ST
SHAMOKIN PA 17872

570-648-0903
(Area Code) Telephone Number

Glenn A Heim Sr
Signature

Mail this completed form to:

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

SEC.

10/26/2004

ST Number:	1690978	Date of mailing:	10/26/2004
Company:	PPL UTILITIES		

12



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

IN REPLY PLEASE
REFER TO OUR FILE

November 4, 2004

ST1690978

GLENN A HEIM SR
29 N 2ND STREET
SHAMOKIN PA 17872

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 November 24, 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:**

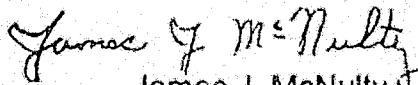
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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: DECEMBER 7, 2004

SR. GLENN ALAN MATTHEW HEIM,
Complainant

VS.

Complaint Docket
No: Z-01690978

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

DOCUMENT
FILED
DOCKETED
DEC 06 2004

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,

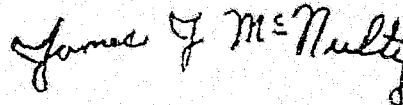
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

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

DATE SERVED: DECEMBER 7, 2004

Z-01690978

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 GLENN ALAN MATTHEW HEIM, SR.. 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.

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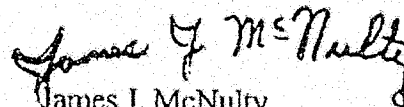
DECEMBER 7, 2004

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

JH

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-KIMMEL
ERROL C DEANS, JR *
ANDREW H RALSTON, JR

*Also admitted in NY

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

ORIGINAL

RECEIVED

December 27, 2004

DEC 22 2004

VIA FEDERAL EXPRESS

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Glenn Alan Matthew Heim, Sr. v. PPL Electric Utilities Corporation
Docket No.: Z-01690978

Dear Mr. McNulty:

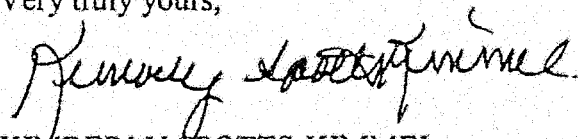
Enclosed for filing in the above-captioned matter are an original and three (3) copies of the Answer of PPL Electric Utilities Corporation.

Pursuant to 52 Pa. Code §1.11, the enclosed document is to be deemed filed on December 27, 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,

DOCUMENT
FOLDER


KIMBERLY SPOTTS-KIMMEL

KSK/sam

Enclosures

cc: Colleen M. Marx (w/enc.)
Mr. Glenn Alan Matthew Heim, Sr. (w/enc.)

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ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

GLENN ALAN MATTHEW HEIM, SR.,

Complainant,

v.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. Z-01690978

RECEIVED

DEC 22 2004

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. PPL admits that it is an electric utility company.
4. Denied. PPL denies that Complainant Glenn Alan Matthew Heim, Sr. (hereafter "Complainant") is unable to pay the current budget bill in addition to \$15 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 November 21, 2004 at Docket Number 1524504.

By way of further answer, Complainant's current overdue balance as of December 9, 2004 is \$595.13.

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JAN 10 2005

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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.

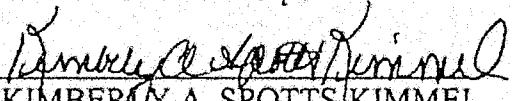
PPL does not have sufficient information to either admit or deny all other allegations in Complainant's Complaint. Therefore, all such allegations are denied, and strict proof regarding the same is hereby demanded by trial.

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: December 27, 2004
at Allentown, Pennsylvania

RECEIVED

DEC 22 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "A"

Decision Detail

Informals Formals

Decision Detail

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

Case No.	1524504	Case No.	1528040003
Case Name	GLENN HEIM	Case Name	GAUMER, COLLEEN
Address	29 N 2ND ST	Property Type	RESIDENTIAL
		Service Type	TELEPHONE
City/State/Zip	SHAMOKIN, PA 17872	Effective Date	12/12/2003
Amount	88.00	Due Date	01/02/2004
Payment Status	Yes	Payment Method	Written
Balance		Payment Status	NO
Amount Due	597.77	Payment Date	12/10/2003
Amount Paid		Payment Date	11/21/2003
Amount Due	88.00	Amount Due	73.00
Amount Paid	15.00		
Remarks	SEE CS17 FOR TERMS OF PAR. WAIVE LPC'S FEBRUARY 2004 DUE DATE		
Description	EGW REPEATER/NO LPCS/BUDGET +		

Required	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Work Order Category	<input type="text"/>		
Sub-Category	<input type="text"/>		
Up-Front Amount	<input type="text"/>	Up-Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		

Decision Detail

PLS AVOID	<input type="text"/>
Reimburse PLS	<input type="text"/>
Work Amount	<input type="text"/>
PLS AVOID	<input type="text"/>
PLS AVOID	<input type="text"/>
SYSTEM	12/10/2003 12:00:30 PM

[Redacted]

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

GLENN ALAN MATTHEW HEIM, SR.,

Complainant,

v.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. Z-01690978

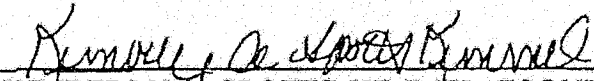
CERTIFICATION OF SERVICE

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):

Glenn Alan Matthew Heim, Sr.
29 North 2nd Street
Shamokin, PA 17872

Dated this the 27th day of December 2004.

GROSS, MCGINLEY, LABARRE & EATON, LLP

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

ORIGINAL

GROSS, MCGINLEY, LABARRE & EATON, LLP

MALCOLM J. GROSS
PAUL A. MCGINLEY
DONALD LABARRE, JR.
J. JACKSON EATON II
MICHAEL A. HENRY
PATRICK J. REILLY
WILLIAM J. FRLES
ANNE K. MANLEY
SUSAN ELLIS WILD
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ELIZABETH R. GRAVER
ROBERT A. ALPERT
JOHN F. GROSS
KIMBERLY G. KRUPKA
K. A. SPOTTS-KIMMEL
ERROL C. DEANS, JR. *
ANDREW H. RALSTON, JR.

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

January 21, 2005

JAN 21 2005

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

RE: Glenn Alan Matthew Heim, Sr. v. PPL Electric Utilities Corporation
Case No.: Z-01690978

Dear Mr. McNulty:

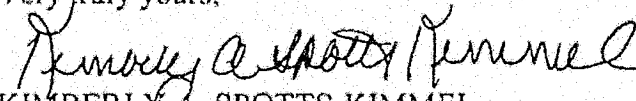
Enclosed for filing in the above-captioned matter are an original and three (3) copies of a Certificate of Satisfaction of Complaint under 52 Pa. Code § 5.24(b).

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.

Thank you for your assistance.

Very truly yours,


KIMBERLY A. SPOTTS-KIMMEL

KSK/sam

Enclosures

cc: Colleen M. Marx (w/enc.)
Carol Carr (w/enc.)
Glenn Heim (w/enc.)

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

GLENN ALAN MATTHEW HEIM, SR.,

Complainant,

v.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

Complaint Docket
NO. Z-01690978

CERTIFICATE OF SATISFACTION OF COMPLAINT

1. Complainant is Glenn Alan Matthew Heim, Sr. (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:
 - (a) Complainant has an overdue balance of \$595.13 on Account No. 15280-40003. Complainant agrees to pay \$84 on or before December 30, 2004 and \$42 on or before

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FEB 03 2005

**DOCUMENT
FOLDER**

January 14, 2005. In addition, Complainant agrees to timely pay all future ONTRACK payments on Account No. 15280-40003.

(b) PPL agrees not to apply late payment charges to the amount of the arrearage at Account No. 15280-40003 for as long as Complainant makes payments as stated in Paragraph 4(a) hereof.

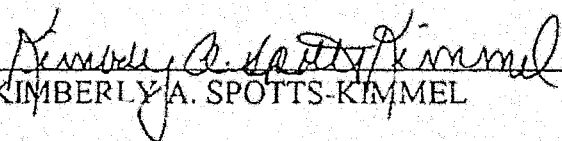
(c) PPL agrees not to terminate Complainant's aforesaid account based on Complainant's arrearage for as long as Complainant makes payments as stated in Paragraph 4(a) hereof.

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

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

Respectfully submitted,

PPL Electric Utilities Corporation

By: 
KIMBERLY A. SPOTTS-KIMMEL

Dated: January 21, 2005
at Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

GLENN ALAN MATTHEW HEIM, SR.

Complaint Docket
NO. Z-01690978

v.

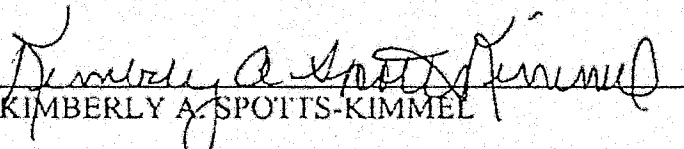
PPL ELECTRIC UTILITIES CORPORATION

CERTIFICATE OF SERVICE

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

Glenn Alan Matthew Heim, Sr.
29 North Second Street
Shamokin, PA 17872

Dated this 21st day of January, 2005.


KIMBERLY A. SPOTTS-KIMMEL

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: January 31, 2005

SUBJECT: Z-01690978 Glenn Alan Matthew Heim, Sr. v. PPL Electric Utilities Corp.

TO: Wanda Zeiders
Docket Management

FROM: Susan Licon, Scheduling Officer
Office of Administrative Law Judge

On January 25, 2005, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, 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: ALJ (None Assigned)
Beth Plantz
Case File

FEB 07 2005