

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: 02/02/06
8. DOCKET NO: C-20065828	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HOOK, KEVIN & MEGAN

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: BERKS

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANTS STATE THEY WOULD LIKE TO BE SET UP ON A PAYMENT AGREEMENT.

NOTED

FEB 02 2006

DOCC. #
FOL 3

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

ORIGINAL

Please print or type.

C-20065828

1. CUSTOMER NAME (COMPLAINANT)

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

Name Kevin Hook or Megan Hook

Street/P.O. Box 3218 B Iroquois Ave. Apt # _____

City Sinking Spring State PA Zip 19608

County Berks

Area Code/HOME Phone (610) 796-1772

Area Code/WORK Phone _____

Utility Account Number 65381-09050
(from your bill)

RECEIVED
2006 FEB -2 AM 9:45
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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
- GAS
- WATER
- TELEPHONE
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER
(taxi, moving company, limousine)

DOCUMENT
FOLDER

DOCKETED

FEB 02 2006

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.
- 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.

5. **RELIEF**

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

I would like them to set me up with a payment agreement to help me with my bill.

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 Kevin Hook, 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).

[Signature] _____ (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
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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.

Request for Formal Complaint Forms
(Notification of Intent to Appeal)

*Untimely
Forms sent 1/18/06*

Notice to Customer:

C-20065828

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 9/20/2005. The Commission will send you formal complaint forms if you return this form.

You must comply with 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 shut off your service.

**DOCUMENT
FOLDER**

Sincerely,
Pennsylvania Public Utility Commission

Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

KEVIN M HOOK
3218B IROQUOIS AVE
READING PA 19608 - 1672

(610) 796-1772
(Area Code) Telephone Number
BCS: 1949991
Company: PPL UTILITIES

Kevin Hook

Signature
Date of Mailing: 9/20/2005

Mail this completed form to:

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

BTL

RECEIVED

JAN 1 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

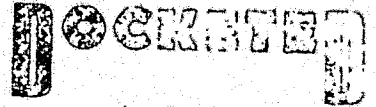
DATE SERVED: February 2, 2006

KEVIN HOOK AND MEGAN HOOK
Complainant

v.

PPL ELECTRIC UTILITIES CORPORATION
Respondent

Complaint Docket
No: C-20065828



FEB 02 2006

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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: February 2, 2006

C-20065828

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

Dear Mr. Russell:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by KEVIN HOOK AND MEGAN HOOK. 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.

DOCUMENT
FOUNDER

February 2, 2006

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

ORIGINAL

GROSS, MCGINLEY, LABARRE & EATON, LLP

MALCOLM J. GROSS
PAUL A. MCGINLEY
DONALD LABARRE, JR.
J. JACKSON EATON, III
MICHAEL A. HENRY
PATRICK J. REILLY
WILLIAM J. FRIES
ANNE K. MANLEY
SUSAN ELLIS WILD
VICTORIA CAVACINI
ELIZABETH R. GRAVER
ROBERT A. ALPERT
JOHN P. SERVIS
ALEXIS TULLAR
RICHARD T. CURLEY
RAYMOND J. DERAYMOND

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-kimme1@gmle.com
Direct number: (610) 871-1330

JOHN F. GROSS
KIMBERLY G. KRUPKA
K. A. SPOTTS-KIMMEL
ERROL C. DEANS, JR. *
ANDREW H. RALSTON, JR.
LOREN A. WALMER

OF COUNSEL
DAVID C. KEHN

*Also admitted in NY

EASTON OFFICE:
717 WASHINGTON ST.
EASTON PA 18042
(610) 258-1506

February 22, 2006

VIA FEDERAL EXPRESS

RECEIVED

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

FEB 22 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Kevin Hook and Megan Hook v. PPL Electric Utilities Corporation
Docket No. C-20065828

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 February 22, 2006, 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.

DOCUMENT
FOLDER

Very truly yours,


KIMBERLY SPOTTS-KIMMEL

KSK/sam
Enclosures

cc: Deidre L. Bilger (w/enc.)
Kevin Hook (w/enc.)
Megan Hook (w/enc.)

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

FEB 22 2006

PA PUBLIC UTILITY COMMISSION
CONSUMER SERVICE BUREAU

KEVIN HOOK AND MEGAN HOOK,

Complainants,

v.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET

NO. C-20065828

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. PPL admits that it is an electric utility company.

DOCKETED
FEB 27 2006

4. Denied. PPL denies that Complainants Kevin Hook and Megan Hook (hereafter "Complainants") are 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 Complainants or in any other way in this matter. Attached hereto as Exhibit "A" is a copy of the Bureau of Consumer Services Decision dated September 20, 2005 at Docket Number 1949991.

By way of further response, Complainants' current overdue balance as of October 19, 2005 is \$332.78.

PPL does not have sufficient information to either admit or deny Complainants' allegations regarding Complainants' 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 Complainants' 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 its aforementioned response to Paragraph 4 of the Complaint.

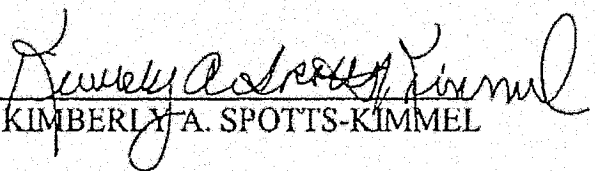
6. Denied. After reasonable investigation, PPL is without knowledge or information sufficient to form a belief as to the truth of this allegation and, therefore, the same is denied.

7. Admitted.

WHEREFORE, in view of the foregoing, PPL respectfully requests that the Pennsylvania Public Utility Commission deny the above-captioned Complaint, and dismiss the Complaint based on the provision of Act 201, Chapter 1405(D), 66 Pa.C.S.A. § 1405(d), which states that "absent a change" in income, the Commission shall not establish a second or subsequent payment agreement if a customer has defaulted on a previous payment agreement.

Respectfully submitted,

PPL Electric Utilities Corporation

By: 
KIMBERLY A. SPOTTS-KIMMEL

Dated: February 22, 2006
at Allentown, Pennsylvania

THIS CASE IS APPROPRIATE FOR CALL OF THE DOCKET

Informals Formals

Home

Decision Detail

Case Search

Reports

General

BCS Case No.	1949991	CSS Account No.	6538109050
Customer Name	KEVIN HOOK	Investigator Name	BRIDDELLE, VERNELL
Address 1	3218 IRIQUOIS AVE UNIT B	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	SINKING SPG, PA 19608	Head Date	09/20/2005
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	332.78	Closed Date	09/20/2005
Reconnect Amount		Balance Date	08/19/2005
Special Budget Amount	70.00	Regular Budget Amount	55.00
Arrears Payment Plus	15.00	Final Monthly Payment	
Resolution	SEE CS17 FOR TERMS OF PAR.....WAIVE LPC		
Terms	OCTOBER 16, 2005		
Letter Description	EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLDS		

Action Required Options

Action Required Yes No

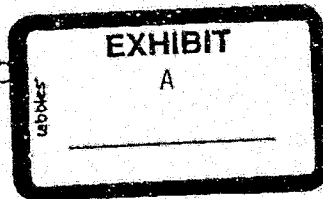
WorkQ Category

Sub Category

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FEB 22 2006

PA PUBLIC UTILITY COMMISSION



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	9/20/2005 6:00:16 PM
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[Return to Case](#)

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KEVIN HOOK AND MEGAN HOOK,

Complainants,

v.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET

NO. C-20065828

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FEB 22 2006

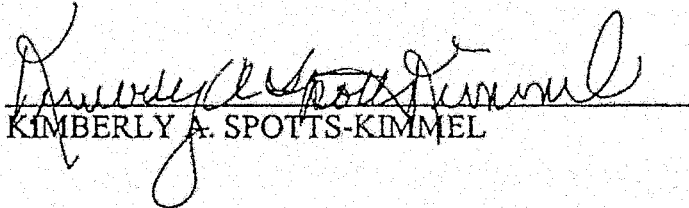
CERTIFICATE OF SERVICE

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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):

Kevin Hook
Megan Hook
3218B Iroquois Avenue
Sinking Spring, PA 19608

Dated this 22nd day of January 2006.


KIMBERLY A. SPOTTS-KIMMEL

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