

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Donna Knecht

v.

PPL Gas Utilities Corporations

C-20077765

DOCUMENT
FOLDER

PREHEARING ORDER

DOCKETED
JUL 12 2007

An Initial Telephonic Hearing, in the above-captioned cases, is scheduled for Wednesday, August 15, 2007 at 10:00 a.m. **You must be available when contacted by the presiding officer or your case will be dismissed. If you will be at a telephone number that is different than the number on the hearing notice, you must notify me of that telephone number at least five (5) business days before the hearing.**

The parties are hereby directed to comply with the following requirements:

1. A request for a change of the scheduled hearing date must state the agreement or opposition of other parties. and must be submitted in writing no later than five business days prior to the hearing. 52 Pa. Code §1.15(b). Requests for changing a hearing date must be sent to me and all parties of record. The correct address is:

Special Agent Éranda Vero
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 787-3988
Fax: (717) 787-0481

Changes are granted only in rare situations where good cause exists.

2. **Commission policy promotes settlements.** 52 Pa. Code §5.231(a). Each utility shall contact you at least one week before the scheduled hearing to talk over a possible settlement of this case. Even if you are unable to settle this case, you may still resolve many questions or issues

during your talks. If an agreement is reached, a formal hearing will not be necessary and the scheduled hearing will be cancelled.

3. **THIS CASE WILL BE DISMISSED IF YOU DO NOT PARTICIPATE IN THE HEARING AND PRESENT EVIDENCE ON THE ISSUES RAISED.**

4. The Responsible Utility Customer Protection Act, 66 Pa. C.S. §§1401, *et seq.*, became effective on December 14, 2004, and applies to this case. This law provides strict requirements that the Commission must follow in handling customer complaints. The application of this law may result in the issuance of less favorable payment terms than a customer's current payment arrangement.

5. The customer must make monthly payments for current usage on or before the billing due date while this complaint is pending. **FAILURE TO MAKE PAYMENTS MAY RESULT IN TERMINATION OF YOUR SERVICE.**

6. As the party seeking affirmative relief from the Commission, Complainant bears the burden of proof and must present evidence sufficient to demonstrate that the utility has violated the Public Utility Code, or a regulation or order of the Commission. 66 Pa. C.S. 332(a).

7. If you intend to present any documents or exhibits for my consideration, you must send one copy to the other party and three copies to me at least five (5) business days before the hearing. Proposed exhibits should be properly pre-marked for identification purposes.

8. At the hearing, the customer must be prepared to testify about the total gross monthly income of the household. A household includes all adults living at the service address and benefiting from the utility service. The "total gross monthly household income" includes but is not limited to the following:

- (a) salaries, wages, tips or other compensation;
- (b) pension, retirement or social security benefits;
- (c) Supplemental Security Income (SSI);
- (d) unemployment compensation benefits;
- (e) workers' compensation benefits;
- (f) alimony;
- (g) child support;

- (h) public assistance; and
- (i) any other source(s) of income.

9. Each utility must prepare and submit the following documents at least five business days before the hearing:

- (a) an account statement, showing the history of the account for a minimum of 24 months or the entire history of the account, whichever is less;
- (b) a copy of the most recent BCS decision, if any;
- (c) a brief summary of any payment arrangement(s) made between the utility and the customer.
- (d) a usage comparison report for a minimum of 24 months or the entire history of the account, whichever is less

10. Pursuant to 52 Pa. Code §§1.21 & 1.22, you may represent yourself, if you are an individual, or you may have an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice*, represent you. However, if you are a partnership, corporation, trust, association, or governmental agency or subdivision, you must have an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice*, represent you in this proceeding. Unless you are an attorney, you may not represent someone else. Attorneys shall insure that their appearance is entered in accordance with the provisions of 52 Pa. Code §1.24(b).

11. If you intend to subpoena witnesses for the hearing, you should review the procedures established in 52 Pa. Code §5.421. You must submit your written application to me sufficiently in advance of the hearing date so that the other parties will have the required ten days notice to answer or object, and so that you will have enough time to receive the subpoena and serve it.

12. Although the hearing is being conducted telephonically for the convenience of the parties, it is still a formal hearing and will be conducted in accordance with the Commission's Rules of Practice and Procedure.

Date: July 10, 2007



Eranda Vero
Special Agent



17 North Second Street
12th Floor
Harrisburg, PA 17101-1601
717-731-1970 Main
717-731-1985 Fax
www.postschell.com

John H. Isom

jisom@postschell.com
717-612-6032 Direct
File # 2273/133217

August 7, 2007

**DOCUMENT
FOLDER**

VIA HAND DELIVERY

RECEIVED

Eranda Vero
Special Agent
Pennsylvania Public Utility Commission
400 North Street, 2nd Floor West
P.O. Box 3265
Harrisburg, PA 17105-3265

AUG - 7 2007

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

**RE: Donna Knecht v. PPL Gas Utilities Corporation
Docket No. C-20077765**

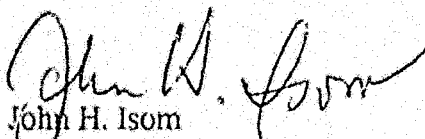
Dear Special Agent Vero:

Enclosed are three copies of PPL Gas Utilities Corporation's exhibits which may be used in the telephonic hearing in the above-referenced proceeding which is scheduled for 10:00 a.m. on August 15, 2007.

Marked as PPL Gas Exhibit 1 is the Account Statement for Ms. Knecht's account. The Account Statement shows Ms. Knecht's usage each month, amounts billed by PPL Gas Utilities Corporation and amounts paid by or on behalf of Ms. Knecht.

Marked as PPL Gas Exhibit 2 is a copy of the most recent decision of the Commission's Bureau of Consumer Services concerning Ms. Knecht's informal complaint.

Respectfully submitted,


John H. Isom

JHI/jl

Enclosures

cc: James J. McNulty, Secretary (for filing)
Certificate of Service

BEL

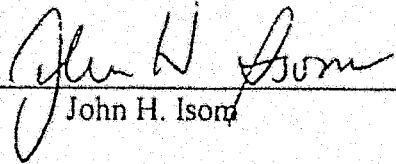
CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of § 1.54 (relating to service by a participant).

VIA FIRST CLASS MAIL

Donna Knecht
89 Henry Street
East Stroudsburg, PA 18301

Date: August 7, 2007



John H. Isom

A C C O U N T S T A T E M E N T

Account#: 0800106-7
Class: PU
Knecht, Donna
89 Henry SE
E Stroudsburg PA

Meter Reading Dates	Days Of Use	Meter Readings	CCF Used	DT Billed	Degree Days Av/C	Current Bill	Bill Date Payment Amount	Payment Date	Balance
FROM 8/04/2005 TO 9/07/2005	34	531 553 A	22	2.3	3 .7666	40.20	9/08/2005		40.20
FROM 9/07/2005 TO 10/06/2005	29	553 583 A	30	3.1	47 .0659	54.59	10/07/2005		94.89
FROM 10/06/2005 TO 11/04/2005	29	583 663 A	80	8.2	438 .0187	121.61	11/07/2005		216.50
FROM 11/04/2005 TO 12/07/2005	33	663 855 A	192	19.8	882 .0224	282.51	12/08/2005		499.01
FROM 12/07/2005 TO 1/09/2006	33	855 1130 A	275	26.4	1209 .0234	484.88	1/10/2006		983.89
FROM 1/09/2006 TO 2/06/2006	28	1130 1340 A	210	21.6	852 .0253	373.35	2/07/2006		1357.24
FROM 2/06/2006 TO 3/07/2006	29	1340 1618 A	278	28.6	1057 .0270	487.20	3/08/2006		1844.44
FROM 3/07/2006 TO 4/06/2006	30	1618 1766 A	148	15.2	666 .0228	266.71	4/07/2006		2111.15
FROM 4/06/2006 TO 5/05/2006	33	1766 1832 A	66	6.8	358 .0189	160.13	5/10/2006		2271.28
					Energy Assistance			100.00CR	2171.28
					Energy Assistance			600.00CR	1571.28
FROM 5/05/2006 TO 5/06/2006	28	1832 1869 A	37	3.8	152 .0250	78.94	6/07/2006		1650.22
FROM 5/06/2006 TO 7/05/2006	30	1869 1912 A	43	4.4	15 .2933	88.71	7/07/2006		1738.93
FROM 7/05/2006 TO 8/03/2006	28	1912 1949 A	37	3.8	.0000	78.03	8/04/2006		1816.96
FROM 8/03/2006 TO 9/06/2006	34	1949 1992 A	43	4.4	29 .1517	117.99	9/07/2006		1934.95
FROM 9/06/2006 TO 10/04/2006	28	1992 2031 A	39	4.0	140 .0285	78.11	10/05/2006		2013.06
FROM 10/04/2006 TO 11/01/2006	28	2031 2101 A	70	7.2	453 .0158	128.22	11/02/2006		2141.28

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PPL Gas
Exhibit 1

Account#: 0800106-7
Class: PU
Knecht, Donna
89 Henry St
E Stroudsburg PA

Meter Reading Dates	Days Of Use	Meter Readings	CCF Used	DT Billed	Degree Days Av/C	Current Bill	Bill Date Payment Amount	Payment Date	Balance
FROM 11/01/2006 TO 12/04/2006	33	2101 2207 A	106	10.9	723 .0150	181.55	12/05/2006		2322.83
FROM 12/04/2006 TO 1/04/2007	31	2207 2420 A	213	21.9	913 .0239	308.43	1/05/2007		2631.26
FROM 1/04/2007 TO 2/02/2007	29	2420 2546 A	226	23.2	1000 .0232	325.39	2/05/2007		2957.65
FROM 2/02/2007 TO 3/05/2007	31	2546 2964 E	318	32.8	1259 .0250 Remittance Payment	469.93	3/06/2007 250.00CR	3/23/2007	3427.58 3177.58
FROM 3/05/2007 TO 4/03/2007	29	2964 3128 A	164	16.8	736 .0228 Remittance Payment	252.80	4/04/2007 300.00CR	4/14/2007	3430.38 3130.38
FROM 4/03/2007 TO 5/07/2007	34	3128 3262 A	134	13.8	576 .0239 Remittance Payment	212.26	5/08/2007 300.00CR	5/09/2007	3342.64 3042.64
FROM 5/07/2007 TO 6/05/2007	29	3262 3289 A	27	2.8	76 .0368	56.49	6/06/2007		3099.13
FROM 6/05/2007 TO 7/03/2007	28	3289 3318 A	29	3.0	13 .2307	59.66	7/05/2007		3158.79



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Case#: 2197583	
Utility Name:	PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
Utility Type:	Gas Transporter
Date Opened:	02/22/2007
Reason For Contact:	CII - CHANGE IN INCOME PAR (#71)
Other Related Information/Disputes:	CII. CUST INCOME DECREASED %10 SINCE PUC LAST PAR., REFER TO CAP AND LIHEAP..
Company Position:	PPL GAS WANTS \$900 TO STOP TERM. CLST SPOKE TO LAST WEEK SOMETIME
Misc. Information:	
Case Origin:	Telephone
Term Date:	
Arrearage:	1400.00
Caller other than Rate Payer/Business Name:	
BCS referral to the Universal Service Program:	Y
BCS Interviewer:	CARLTON ABBOTT
BCS Investigator:	JULIE CARLIN
Investigator Phone:	(717)787-6850
Customer Name:	DONNA KNECHT
Account Number:	8888888888
Service Class:	RESIDENTIAL
Service Address:	89 HENRY ST, EAST STROUDSBURG, PA 18301
Mailing Address:	
Home Phone:	(570)426-1415
Work Phone:	
Customer Income Source	Income Amount
WAGES:	\$870.00
ADULT2:	\$0.00
Family Size	
Number of Adults:	2
Number of Children:	1
Ages:	8

Knecht, Donna
 R - 2/22/07
 R - 2/22/07

2094957
 # 2157321

800106-7

3/22 - spoke w/ PUC no report necessary.
 Sanely

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PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

You are presently logged into PUC/BCS Web Application as PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)

**PPL Gas
 Exhibit 2**



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	Case#: 2197583
Utility Name: Decision Issue: Oral/Written: Violation: Chapter 56/64/Other: Section/Rule: Total Balance: Closing Date: Resolution:	PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG) No W NO \$88,888.88 02/22/2007 THIS COMPLAINT HAS BEEN CLOSED. THE COMPANY HAS BEEN NOTIFIED THAT THIS COMPLAINT HAS BEEN CLOSED. A LETTER HAS BEEN SENT TO THE CUSTOMER WHICH EXPLAINS THAT THIS COMPLAINT HAS BEEN CLOSED, THE LETTER STATES; ON 2/22/2007 YOU CONTACTED THE PUBLIC UTILITY COMMISSION REGARDING YOUR ACCOUNT WITH PPL UTILITIES. THE PUBLIC UTILITY COMMISSION INVESTIGATED YOUR COMPLAINT TO DETERMINE IF YOU QUALIFY FOR A PAYMENT ARRANGEMENT. ACCORDING TO THE COMPANY YOU HAVE BROKEN A PAYMENT ARRANGEMENT THAT WAS ESTABLISHED FOR YOUR ACCOUNT BY THE PUBLIC UTILITY COMMISSION IN BCS #2094957. THAT PAYMENT ARRANGEMENT WAS THE LOWEST PAYMENT ARRANGEMENT THAT THE LAW WOULD ALLOW US TO GIVE TO YOU. ACCORDING TO THE COMPANY, YOU HAVE NOT PAID OFF THE ARREARS FROM THAT PAYMENT ARRANGEMENT. ACCORDING TO THE COMPANY YOU HAVEN'T MADE ANY PAYMENTS ON THIS ACCOUNT SINCE THE SERVICE BEGAN IN AUGUST, 2005. WHEN THE PUBLIC UTILITY COMMISSION MAILS A DECISION LETTER TO A CUSTOMER, THE COMMISSION ASSUMES THAT THE DECISION LETTER WAS RECEIVED BY THE CUSTOMER, UNLESS THE DECISION LETTER IS RETURNED BY THE U.S. POST OFFICE. SINCE THE DECISION LETTER WAS NEVER RETURNED BY THE U.S. POST OFFICE, WE ASSUME THAT YOU RECEIVED THE DECISION LETTER AND YOU WERE RESPONSIBLE FOR PAYING ACCORDING TO THE DECISION. THE LAW DOES NOT ALLOW THE PUBLIC UTILITY COMMISSION TO ISSUE A NEW PAYMENT ARRANGEMENT FOR ANY CUSTOMER WHO HAS BROKEN A PAYMENT ARRANGEMENT, UNLESS THAT CUSTOMER HAS HAD AT

LEAST A 10% DECREASE IN INCOME SINCE THE TIME OF THE MOST RECENT PAYMENT ARRANGEMENT. ACCORDING TO THE INFORMATION THAT YOU PROVIDED TO THE PUBLIC UTILITY COMMISSION ON 2/22/2007 YOUR INCOME HAS INCREASED SINCE THE TIME OF THE MOST RECENT PAYMENT ARRANGEMENT. WE HAVE REVIEWED YOUR ACCOUNT AND THE INFORMATION THAT YOU HAVE PROVIDED. UNDER THE LAW WE CAN NOT ISSUE YOU ANOTHER PAYMENT ARRANGEMENT BECAUSE YOU HAVE BROKEN AT LEAST ONE PAYMENT ARRANGEMENT AND BECAUSE YOUR CIRCUMSTANCES DO NOT QUALIFY YOU TO RECEIVE A NEW PAYMENT ARRANGEMENT. WE CAN NOT HELP YOU. THEREFORE, THIS INFORMAL COMPLAINT HAS BEEN CLOSED WITHOUT A DECISION. PPL UTILITIES HAS BEEN NOTIFIED THAT THIS INFORMAL COMPLAINT HAS BEEN CLOSED AND THEY MAY CONTINUE THEIR COLLECTION PROCESS. THE COMPANY MAY TERMINATE YOUR SERVICE. WE ADVISE YOU TO CONTACT PPL UTILITIES IMMEDIATELY TO DISCUSS HOW MUCH YOU MUST PAY IN ORDER TO KEEP YOUR SERVICE ON.

Service Restored Pay(Offs): \$0.00
 Account Balance Date: 02/22/2007
 Keep Service on Pay(Remedys): \$0.00
 By:

Terms:Begining
 Special Budget/Opt Payment: \$0.00
 Regular Budget Amount: \$0.00
 Plus Pay Toward Arrears: \$0.00
 Final Monthly Pay: \$0.00
 Current Monthly Pay: \$0.00
 End of Month Payment: \$0.00

10 Day/Reconnect Pay: \$0.00

Begin with Bill Date:
 Pay Current Bill Plus: \$0.00

BCS Investigator: JULIE CARLIN

Letter Type: CHAPTER 14 EGW ON DISMISS LETTER

Letter Head Date: 02/22/2007

Customer Name: DONNA KNECHT

Account Number: 8888888888

Service Address: 89 HENRY ST, EAST STROUDSBURG, PA 18301

Home Phone: (570)426-1415

Work Phone:

You are presently logged into PUC/BCS Web Application as PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)



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Case#: 2157361	
Utility Name:	PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
Utility Type:	Gas Transporter
Date Opened:	10/17/2006
Reason For Contact:	CII - CHANGE IN INCOME PAR (#71)
Other Related Information/D.sputes:	CII.... CUSTOMER STATES THAT THETHE FIANCE MOVED ABOUT 29 DAYS AGO.
Company Position:	10/16/2006 PPL WANTS \$496.00 TO MAINTAIN SERVICE
Misc. Information:	CELL # IN WORK # FIELD
Case Origin:	Telephone
Term Date:	10/17/2006
Arrearage:	496.00
Caller other than Rate Payer/Business Name:	
BCS referral to the Universal Service Program:	Y
BCS Interviewer:	DORICE GARDNER
BCS Investigator:	JULIE CARLIN
Investigator Phone:	(717)787-6850
Customer Name:	DONNA KNECHT
Account Number:	8001067
Service Class:	RESIDENTIAL
Service Address:	89 HENRY STREET, EAST STROUDSBURG, PA 18301
Mailing Address:	
Home Phone:	(570)424-6345
Work Phone:	(570)604-2428
Customer Income Source	Income Amount
WAGES:	\$700.00
Family Size	
Number of Adults:	1
Number of Children:	1
Ages:	8,

M
 0-10/17/06
 0-10/17/06
 0-10/17/06

You are presently logged into PUC/BCS Web Application as PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)



US | Logout Case Search | Case Opened | Case Closed | Reports Data | Misc. | Contact

Summary | EGWFULL | EGWINFORMAL | EGCOMP | Attachments
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Data saved successfully

Section	Hide Report Section						
Customer	Case#: 2157361						
Account Info	Utility Information						
Income/Family Size	Name: PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)						
Payment History	Customer Name						
Last Contact Info	First Name: Donna						
Co Final Position To BCS	Last Name: Knecht						
Prior Agreement	Account Number: 8001067						
Misc. Info	Account Type: Residential						
Summary	Customer Mailing Address						
Submit To PUC	Address:						
	City:						
	State:						
	Zip:						
	Customer Service Address						
	Address: 89 Henry St						
	City: East Stroudsburg						
	State: PA						
	Zip: 18301						
	Account Information						
	Case Heating Account: Y						
	Service: On						
	Case Termination Date:						
	Total Account Balance(\$): \$2,013.06						
	Budget/Avg Bill Amount (\$): \$220.00						
	Current Bill Due Date: 10/25/2006						
	CAP Payment Amount(\$):						
	Amount to Update Most Recent Agreement(\$): \$992.00						
	Income/Family Size						
	Date Obtained: 06/19/2006						
	Total Gross Income (\$): \$2,000.00						
	Income Source						
	<table border="1"> <thead> <tr> <th>Income Source</th> <th>Income Amount(\$)</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>EMPLOYMENT</td> <td>2000.00</td> <td></td> </tr> </tbody> </table>	Income Source	Income Amount(\$)	Description	EMPLOYMENT	2000.00	
Income Source	Income Amount(\$)	Description					
EMPLOYMENT	2000.00						
	Family Size						
	Number of Adults: 2						
	Number of Children: 1						
	Family Size: 3						
	List Payments						

Handwritten signature and date: 10/18/06

Payment Date	Payment Amount(\$)	Comments
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Last Contact Information

Did the customer accurately state the company position at last contact?:	No
Did the company refer this customer to the Universal Service Program?:	Yes
Date of the Last Company Contact with the Customer Prior to BCS Intervention:	10/16/2006
What did the company tell the customer during the last contact?:	Customer called requesting to know what type of programs that she may be eligible for since she can not pay her bill. Co advised her of LIHEAP, try Salvation Army and Dollar Energy. Customer has a shut off notice for \$496.00 which was to be terminated on 10/10/06, however Co held account to allow time for the Doctor to call since Son has Asthma.

Company Final Position To BCS

Company Final Position To BCS:	Customer is currently due \$992.00 to bring BCS#2094957 up to date. Customer reported \$2000.00 income to BCS on 4/27/2006 with 3 people in the home. Customer is now reporting to BCS \$700 per mth with 2 people in the home. Company requests Customer to provide name of Occupant that moved from the home and the location that they moved to, so that Co can attempt to confirm that only Donna and her child live at the home. Customer has been connected since 8/2005 and has made no customer payments on account. Customer has been terminated for non payment on two occasions and service was restored once due to LIHEAP crisis payment and second time for medical certificate. Customer does not qualify for company CAP program since no customer payments have been made since connecting service.
--------------------------------	--

Provide Prior Agreement Information

Type	Date	Begin Date	Balance (\$)	Terms	Income (\$)	Expenses (\$)	Income Level
BCS#2094957	06/19/2006	07/03/2006	1650.22	\$248 (\$220 A/B + \$28 arrears)	2000.00		1
Co Pay Agr	04/27/2006	05/11/2006	2111.15	\$279 (\$220 A/B + \$59 arrears)	1200.00	1106.00	1

Miscellaneous Information

Received from BCS on: 10/17/2006
 Prepared By (First Name): Stacey
 (Last Name): Stuck
 Phone#: (570)893-5703
 Date Prepared: 10/18/2006

Documents Sent to PUC



Pennsylvania Public Utility Commission

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Case#:	2157361
Utility Name:	PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
Decision Issue:	No
Oral/Written:	W
Violation:	NO
Chapter 56/64/Other:	
Section/Rule:	
Total Balance:	\$2,013.06
Closing Date:	12/20/2006
Resolution:	<p>THIS COMPLAINT HAS BEEN CLOSED. THE COMPANY HAS BEEN NOTIFIED THAT THIS COMPLAINT HAS BEEN CLOSED. A LETTER HAS BEEN SENT TO THE CUSTOMER WHICH EXPLAINS THAT THIS COMPLAINT HAS BEEN CLOSED. THE LETTER STATES: ON 10/17/2006 YOU CONTACTED THE PUBLIC UTILITY COMMISSION REGARDING YOUR ACCOUNT WITH PPL UTILITIES. THE PUBLIC UTILITY COMMISSION INVESTIGATED YOUR COMPLAINT TO DETERMINE IF YOU QUALIFY FOR A PAYMENT ARRANGEMENT. ACCORDING TO THE COMPANY YOU HAVE BROKEN A PAYMENT ARRANGEMENT THAT WAS ESTABLISHED FOR YOUR ACCOUNT BY THE PUBLIC UTILITY COMMISSION IN BCS #2094957. ACCORDING TO THE COMPANY, YOU DID NOT PAY OFF THE ARREARS FROM THAT PAYMENT ARRANGEMENT. THE LAW DOES NOT ALLOW THE PUBLIC UTILITY COMMISSION TO ISSUE A NEW PAYMENT ARRANGEMENT FOR ANY CUSTOMER WHO BREAKS A PAYMENT ARRANGEMENT UNLESS THAT CUSTOMER HAS HAD A DECREASE IN INCOME THAT MEETS THE LAW'S REQUIREMENTS. WHEN YOU FILED THIS NEW COMPLAINT, YOU CLAIMED THAT YOU HAD A DECREASE IN INCOME. WE NEEDED PROOF OF YOUR INCOME IN ORDER TO DETERMINE IF YOU QUALIFIED FOR A NEW PAYMENT ARRANGEMENT, UNDER THE LAW. ON 11/28/2006 WE SENT YOU A LETTER WHICH REQUESTED THAT YOU SEND PROOF OF YOUR INCOME. THE LETTER THAT WE SENT TO YOU EXPLAINED THAT YOU COULD CALL ME IF YOU HAD ANY QUESTIONS ABOUT WHAT FORMS OF INCOME WE WOULD ACCEPT. THE LETTER EXPLAINED THAT EVEN IF YOU WERE CLAIMING THAT YOU DO NOT HAVE ANY INCOME, THAT YOU MUST PROVIDE PROOF OF THAT CLAIM. THE</p>

for 12/20/06

LETTER REQUESTED THAT YOU COMPLETE AND RETURN THE FORM ALONG WITH DOCUMENTED PROOF OF YOUR INCOME WITHIN TEN (10) DAYS OF THE DATE OF THE LETTER. AS OF 12/20/2006 WE HAVE NOT RECEIVED ANYTHING FROM YOU. WHEN THE PUBLIC UTILITY COMMISSION MAILS A LETTER TO A CUSTOMER, THE COMMISSION ASSUMES THAT THE LETTER WAS RECEIVED BY THE CUSTOMER, UNLESS THE LETTER IS RETURNED BY THE U.S. POST OFFICE. SINCE THE INCOME VERIFICATION LETTER WAS NEVER RETURNED BY THE U.S. POST OFFICE, WE ASSUME THAT YOU RECEIVED THE LETTER AND YOU WERE RESPONSIBLE FOR RETURNING THE COMPLETED FORM ALONG WITH DOCUMENTED PROOF OF YOUR INCOME AND OF YOUR CHANGE IN CIRCUMSTANCES WITHIN TEN (10) DAYS OF THE DATE OF THE LETTER. BECAUSE YOU FAILED TO PROVIDE THE INFORMATION THAT WE REQUESTED, WE ARE UNABLE TO DETERMINE IF YOU QUALIFY FOR A NEW PAYMENT ARRANGEMENT. WE CAN NOT HELP YOU. THEREFORE, THIS INFORMAL COMPLAINT IS BEING CLOSED WITHOUT A DECISION. PPL UTILITIES HAS BEEN NOTIFIED THAT THIS INFORMAL COMPLAINT HAS BEEN CLOSED AND THEY MAY CONTINUE THEIR COLLECTION PROCESS. THE COMPANY MAY TERMINATE YOUR SERVICE. EVEN IF YOU SEND IN PROOF OF YOUR INCOME TO THE PUBLIC UTILITY COMMISSION NOW, WE CAN NOT PREVENT THE TERMINATION OF YOUR SERVICE. WE ADVISE YOU TO CONTACT PPL UTILITIES IMMEDIATELY TO DISCUSS HOW MUCH YOU MUST PAY IN ORDER TO KEEP YOUR SERVICE ON.

Service Restored Pay(Offs): \$0.00
 Account Balance Date: 10/18/2006
 Keep Service on Pay(Remed): \$0.00
 By:
 Terms:Begining
 Special Budget/Opt Payment: \$0.00
 Regular Budget Amount: \$0.00
 Plus Pay Toward Arrears: \$0.00
 Final Monthly Pay: \$0.00
 Current Monthly Pay: \$0.00
 End of Month Payment: \$0.00

10 Day/Reconnect Pay: \$0.00
 Begin with Bill Date:
 Pay Current Bill Plus: \$0.00
 BCS Investigator: JULIE CARLIN

Letter Type: CHAPTER 14 EGW ON DISMISS LETTER
 Letter Head Date: 12/20/2006

Customer Name: DONNA KNECHT
 Account Number: 8001067
 Service Address: 89 HENRY STREET, EAST STROUDSBURG, PA 18301
 Home Phone: (570)424-6345
 Work Phone: (570)604-2428



Pennsylvania Public Utility Commission / BUREAU OF CONSUMER SERVICE

Case Search | Case Opened | Case Closed | Reports
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 OP-Customer Details | OP-Case Details | OP-Other Details | View
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Case#: 2094957	
Utility Name:	PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
Utility Type:	Gas Transporter
Date Opened:	06/19/2006
Reason For Contact:	ON - PAR NEEDED (# 61)
Other Related Information/Disputes:	STRAIGHT PAR CUSTOMER NEEDS A PAR REFERRED TO HARDSHIP CUSTOMER STATES THAT SHE PAID 279.00 TWO WEEKS AGO. CUSTOMER WILL GET IN TOUCH WITH HER BANK TO FIND OUT IF PAYMENT WAS TAKEN FROM THE ACCOJNT.
Company Position:	06/19/2006 PPL IS REQUESTING 279.00 TO MAINTAIN SERVICE. CUSTOMER IS NOT SURE OF ARREARS ON TERM NOTICE.
Misc. Information:	CELL # IN WORK # FIELD
Case Origin:	Telephone
Term Date:	06/20/2006
Arrearage:	0.00
Caller other than Rate Payer/Business Name:	
BCS referral to the Universal Service Program:	Y
BCS Interviewer:	NAFEESAH HOLLIDAY
BCS Investigator:	AVIS CHISHOLM
Investigator Phone:	(717)346-1523
Customer Name:	DONNA KNECHT
Account Number:	08001067
Service Class:	RESIDENTIAL
Service Address:	89 HENRY STREET, EAST STROUDSBURG, PA 18301
Mailing Address:	
Home Phone:	(570)424-6345
Work Phone:	(570)604-2428
Customer Income Source	Income Amount
JOB:	\$900.00
JOB:	\$1,100.00
Family Size	
Number of Adults:	2
Number of Children:	1
Ages:	7

1650.22
 6/27 558
 4/27/04 220 + 59 - 279
 8/8/05

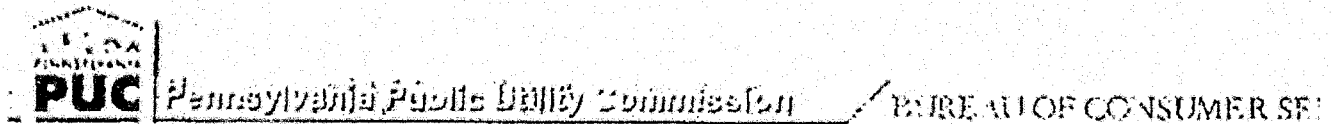


Case Search | Case Opened | Case Closed | Reports Data | Misc. | Contact Us | Logout
Summary | EGWPAR | EGWFULL | EGWINFORMAL | EGCOMP | Attachments
Welcome to - Reports Data - EGWPAR

Data saved successfully

Table with sections: Customer, Utility Information, Customer Name, Customer Mailing Address, Current Account Information, Other Information, Miscellaneous Information, Documents Sent to PUC. Includes handwritten notes on the left margin.

Handwritten signature and date 6/19/06



Case Search | Case Opened | Case Closed | Reports
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 CL-Customer Details | CL-Case Detail's I | CL-Case Details II | View
 For Printing
 Welcome to - Case Closed - Print

Case#: 2094957	
Utility Name:	PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
Decision Issue:	Yes
Oral/Written:	W
Violation:	NO
Chapter 56/64/Other:	
Section/Rule:	
Total Balance:	\$1,650.22
Closing Date:	06/19/2006
Resolution:	STRAIGHT PAR...LVL 1, WAIVE LPC'S...HH INFO \$2000 (2A, 1C)...TERMS BB 220 + 28 = 248 BEGINNING JULY 2006 DD
Service Restored Pay(Offs):	\$0.00
Account Balance Date:	06/19/2006
Keep Service on Pay(Remed):	\$0.00
By:	
Terms:Begining	JULY 2006 DUE DATE
Special Budget/Opt Payment:	\$248.00
Regular Budget Amount:	\$220.00
Plus Pay Toward Arrears:	\$28.00
Final Monthly Pay:	\$0.00
Current Monthly Pay:	\$0.00
End of Month Payment:	\$0.00
10 Day/Reconnect Pay:	\$0.00
Begin with Bill Date:	
Pay Current Bill Plus:	\$0.00
BCS Investigator:	GINA BELLO
Letter Type:	EGW STRAIGHT PAR/NO LPCs/BUDGET + FOR LEVEL 1 HOUSEHOLDS
Letter Head Date:	06/19/2006
Customer Name:	DONNA KNECHT
Account Number:	8001067
Service Address:	89 HENRY STREET, EAST STROUDSBURG, PA 18301
Home Phone:	(570)424-6345
Work Phone:	(570)604-2428

Handwritten signature and date:
 6/19/06

You are presently logged into PUC/BCS Web Application as PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: August 15, 2007

SUBJECT: Donna Knecht v. PPL Gas Utilities Corporation
Docket No.: C-20077765

TO: Wanda Zeiders, Supervisor of Docket Management
Docketing Section, Secretary's Bureau

FROM: Eranda Vero, Special Agent
Office of Administrative Law Judge

I have attached two copies of the following exhibits, which have been admitted, into evidence in the above-referenced cases for a hearing held on August 15, 2007:

PPL Exhibit 1
PPL Exhibit 2

PLEASE HAVE THESE EXHIBITS DOCKETED AND PLACED IN THE
YELLOW EXHIBIT FOLDER.

If you have any questions about the exhibits, or this Memo, please contact me at (717) 787-3988.

Attachments

DOCUMENT
FOLDER

DOCKETED
NOV 29 2007

A C C O U N T S T A T E M E N T

Account#: 080J106-7
Class: PU
Knecht, Donna
89 Henry St
E Stroudsburg PA

Meter Reading Dates	Days Of Use	Meter Readings	CCF Used	DT Billed	Degree Days Av/C	Current Bill	Bill Date Payment Amount	Payment Date	Balance
FROM 8/04/2005 TO 9/07/2005	34	531 553 A	22	2.3	.7666	40.20	9/08/2005		40.20
FROM 9/07/2005 TO 10/06/2005	29	553 583 A	30	3.1	.0659	54.69	10/07/2005		94.89
FROM 10/06/2005 TO 11/04/2005	29	583 663 A	80	8.2	.0187	121.61	11/07/2005		216.50
FROM 11/04/2005 TO 12/07/2005	33	663 855 A	192	19.8	.0224	282.51	12/08/2005		499.01
FROM 12/07/2005 TO 1/09/2006	33	855 1130 A	275	28.4	.0234	484.88	1/10/2006		983.89
FROM 1/09/2006 TO 2/06/2006	28	1130 1340 A	210	21.6	.0253	373.35	2/07/2006		1357.24
FROM 2/06/2006 TO 3/07/2006	29	1340 1618 A	278	28.6	.0270	487.20	3/08/2006		1844.44
FROM 3/07/2006 TO 4/06/2006	30	1618 1766 A	148	15.2	.0228	266.71	4/07/2006		2111.15
FROM 4/06/2006 TO 5/09/2006	33	1766 1832 A	66	6.8	.0189	160.13	5/10/2006		2271.28
FROM 5/09/2006 TO 6/06/2006	28	1832 1869 A	37	3.8	.0250	78.94	6/07/2006		1650.22
FROM 6/06/2006 TO 7/06/2006	30	1869 1912 A	43	4.4	.2933	88.71	7/07/2006		1738.93
FROM 7/06/2006 TO 8/03/2006	28	1912 1949 A	37	3.8	.0000	78.03	8/04/2006		1816.96
FROM 8/03/2006 TO 9/06/2006	34	1949 1992 A	43	4.4	.1517	117.99	9/07/2006		1934.95
FROM 9/06/2006 TO 10/04/2006	28	1992 2031 A	39	4.0	.0285	78.11	10/05/2006		2013.06
FROM 10/04/2006 TO 11/01/2006	28	2031 2101 A	70	7.2	.0158	128.22	11/02/2006		2141.28

Energy Assistance 100.00CR 5/22/2006
Energy Assistance 600.00CR 5/22/2006

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PPL Gas
Exhibit 1

Account#: 0800106-7
 Class: PU
 Knecht, Donna
 89 Henry St
 E Stroudsburg PA

Meter Reading Dates	Days Of Use	Meter Readings	CCF Used	DY Billed	Degree Days Av/C	Current Bill	Bill Date Payment Amount	Payment Date	Balance
FROM 11/01/2006 TO 12/04/2006	33	2101 2207 A	106	10.9	723 .0150	181.55	12/05/2006		2322.83
FROM 12/04/2006 TO 1/04/2007	31	2207 2420 A	213	21.9	913 .0239	308.43	1/05/2007		2631.26
FROM 1/04/2007 TO 2/02/2007	29	2420 2646 A	226	23.2	1000 .0232	326.39	2/05/2007		2957.65
FROM 2/02/2007 TO 3/05/2007	31	2646 2964 E	318	32.8	1259 -0260 Remittance Payment	469.93	3/06/2007 250.00CR	3/23/2007	3427.58 3177.58
FROM 3/05/2007 TO 4/03/2007	29	2964 3126 A	164	16.8	736 .0228 Remittance Payment	252.80	4/04/2007 300.00CR	4/14/2007	3430.38 3130.38
FROM 4/03/2007 TO 5/07/2007	34	3126 3262 A	134	13.8	576 -0239 Remittance Payment	212.26	5/08/2007 300.00CR	5/09/2007	3342.64 3042.64
FROM 5/07/2007 TO 6/05/2007	29	3262 3289 A	27	2.8	76 .0368	56.49	6/06/2007		3099.13
FROM 6/05/2007 TO 7/03/2007	28	3289 3318 A	29	3.0	13 .2307	59.66	7/05/2007		3158.79



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Case#: 2197583
Utility Name: PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
Utility Type: Gas Transporter
Date Opened: 02/22/2007
Reason For Contact: CII - CHANGE IN INCOME PAR (#71)
Other Related Information/Disputes: CII. CUST INCOME DECREASED %10 SINCE PUC LAST PAR.. REFER TO CAP AND LIHEAP..
Company Position: PPL GAS WANTS \$900 TO STOP TERM. CUST SPOKE TO LAST WEEK SOMETIME
Misc. Information:
Case Origin: Telephone
Term Date:
Arrearage: 1400.00
Caller other than Rate Payer/Business Name:
BCS-referral to the Universal Service Program: Y
BCS Interviewer: CARLTON ABBOTT
BCS Investigator: JULIE CARLIN
Investigator Phone: (717)787-6850
Customer Name: DONNA KNECHT
Account Number: 8888888888
Service Class: RESIDENTIAL
Service Address: 89 HENRY ST, EAST STROUDSBURG, PA 18301
Mailing Address:
Home Phone: (570)426-1415
Work Phone:
Customer Income Source: WAGES: \$870.00, ADULT2: \$0.00
Family Size: Number of Adults: 2, Number of Children: 1, Ages: 8

Knecht, Donna
P - 2/22/07
P - 2/22/07

2094957
2157361

800106-7

2/22 - spoke w/ PUC no report necessary.
Sandy

You are presently logged into PUC/BCS Web Application as PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)

PPL Gas Exhibit 2

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Case#: 2197583	
Utility Name:	PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
Decision Issue:	No
Oral/Written:	W
Violation:	NO
Chapter 56/64/Other:	
Section/Rule:	
Total Balance:	\$88,888.88
Closing Date:	02/22/2007
Resolution:	<p>THIS COMPLAINT HAS BEEN CLOSED. THE COMPANY HAS BEEN NOTIFIED THAT THIS COMPLAINT HAS BEEN CLOSED. A LETTER HAS BEEN SENT TO THE CUSTOMER WHICH EXPLAINS THAT THIS COMPLAINT HAS BEEN CLOSED. THE LETTER STATES; ON 2/22/2007 YOU CONTACTED THE PUBLIC UTILITY COMMISSION REGARDING YOUR ACCOUNT WITH PPL UTILITIES. THE PUBLIC UTILITY COMMISSION INVESTIGATED YOUR COMPLAINT TO DETERMINE IF YOU QUALIFY FOR A PAYMENT ARRANGEMENT. ACCORDING TO THE COMPANY YOU HAVE BROKEN A PAYMENT ARRANGEMENT THAT WAS ESTABLISHED FOR YOUR ACCOUNT BY THE PUBLIC UTILITY COMMISSION IN BCS #2094957. THAT PAYMENT ARRANGEMENT WAS THE LOWEST PAYMENT ARRANGEMENT THAT THE LAW WOULD ALLOW US TO GIVE TO YOU. ACCORDING TO THE COMPANY, YOU HAVE NOT PAID OFF THE ARREARS FROM THAT PAYMENT ARRANGEMENT. ACCORDING TO THE COMPANY YOU HAVEN'T MADE ANY PAYMENTS ON THIS ACCOUNT SINCE THE SERVICE BEGAN IN AUGUST, 2005. WHEN THE PUBLIC UTILITY COMMISSION MAILS A DECISION LETTER TO A CUSTOMER, THE COMMISSION ASSUMES THAT THE DECISION LETTER WAS RECEIVED BY THE CUSTOMER, UNLESS THE DECISION LETTER IS RETURNED BY THE U.S. POST OFFICE. SINCE THE DECISION LETTER WAS NEVER RETURNED BY THE U.S. POST OFFICE, WE ASSUME THAT YOU RECEIVED THE DECISION LETTER AND YOU WERE RESPONSIBLE FOR PAYING ACCORDING TO THE DECISION. THE LAW DOES NOT ALLOW THE PUBLIC UTILITY COMMISSION TO ISSUE A NEW PAYMENT ARRANGEMENT FOR ANY CUSTOMER WHO HAS BROKEN A PAYMENT ARRANGEMENT, UNLESS THAT CUSTOMER HAS HAD AT</p>

LEAST A 10% DECREASE IN INCOME SINCE THE TIME OF THE MOST RECENT PAYMENT ARRANGEMENT. ACCORDING TO THE INFORMATION THAT YOU PROVIDED TO THE PUBLIC UTILITY COMMISSION ON 2/22/2007 YOUR INCOME HAS INCREASED SINCE THE TIME OF THE MOST RECENT PAYMENT ARRANGEMENT. WE HAVE REVIEWED YOUR ACCOUNT AND THE INFORMATION THAT YOU HAVE PROVIDED. UNDER THE LAW WE CAN NOT ISSUE YOU ANOTHER PAYMENT ARRANGEMENT BECAUSE YOU HAVE BROKEN AT LEAST ONE PAYMENT ARRANGEMENT AND BECAUSE YOUR CIRCUMSTANCES DO NOT QUALIFY YOU TO RECEIVE A NEW PAYMENT ARRANGEMENT. WE CAN NOT HELP YOU. THEREFORE, THIS INFORMAL COMPLAINT HAS BEEN CLOSED WITHOUT A DECISION. PPL UTILITIES HAS BEEN NOTIFIED THAT THIS INFORMAL COMPLAINT HAS BEEN CLOSED AND THEY MAY CONTINUE THEIR COLLECTION PROCESS. THE COMPANY MAY TERMINATE YOUR SERVICE. WE ADVISE YOU TO CONTACT PPL UTILITIES IMMEDIATELY TO DISCUSS HOW MUCH YOU MUST PAY IN ORDER TO KEEP YOUR SERVICE ON.

Service Restored Pay(Offs): \$0.00
 Account Balance Date: 02/22/2007
 Keep Service on Pay(Remedys): \$0.00
 By:
 Terms:Begining
 Special Budget/Opt Payment: \$0.00
 Regular Budget Amount: \$0.00
 Plus Pay Toward Arrears: \$0.00
 Final Monthly Pay: \$0.00
 Current Monthly Pay: \$0.00
 End of Month Payment: \$0.00

10 Day/Reconnect Pay: \$0.00
 Begin with Bill Date:
 Pay Current Bill Plus: \$0.00
 BCS Investigator: JULIE CARLIN

Letter Type: CHAPTER 14 EGW ON DISMISS LETTER
 Letter Head Date: 02/22/2007

Customer Name: DONNA KNECHT
 Account Number: 8888888888
 Service Address: 89 HENRY ST, EAST STROUDSBURG, PA 18301
 Home Phone: (570)426-1415
 Work Phone:

You are presently logged into PUC/BCS Web Application as PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)



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M
 0-10/17/06
 0-12/30/06
 NECTH. JENNA
 GUSCI. ALLEN

Case#: 2157361	
Utility Name:	PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
Utility Type:	Gas Transporter
Date Opened:	10/17/2006
Reason For Contact:	CII - CHANGE IN INCOME PAR (#71)
Other Related Information/Disputes:	CII... CUSTOMER STATES THAT THETHE FIANCE MOVED ABOUT 29 DAYS AGO.
Company Position:	10/16/2006 PPL WANTS \$496.00 TO MAINTAIN SERVICE
Misc. Information:	CELL # IN WORK # FIELD
Case Origin:	Telephone
Term Date:	10/17/2006
Arrearage:	496.00
Caller other than Rate Payer/Business Name:	
BCS referral to the Universal Service Program:	Y
BCS Interviewer:	DORICE GARDNER
BCS Investigator:	JULIE CARLIN
Investigator Phone:	(717)787-6850
Customer Name:	DONNA KNECHT
Account Number:	8001067
Service Class:	RESIDENTIAL
Service Address:	89 HENRY STREET, EAST STROUDSBURG, PA 18301
Mailing Address:	
Home Phone:	(570)424-6345
Work Phone:	(570)604-2428
Customer Income Source	Income Amount
WAGES:	\$700.00
Family Size	
Number of Adults:	1
Number of Children:	1
Ages:	8,

You are presently logged into PUC/BCS Web Application as PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)



Case Search | Case Opened | Case Closed ; Reports Data | Misc. | Contact Us | Logout
Summary | EGWFULL | EGWINFORMAL ; EGCOMP ; Attachments
Welcome to - Reports Data - EGWFULL

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Section	Hide Report Section	
Customer	Case#: 2157361	
Account Info		
Income/Family Size	Utility Information	
Payment History	Name: PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)	
Last Contact Info	Customer Name	
Co Final Position To BCS	First Name: Donna	
Prior Agreement	Last Name: Knecht	
Misc. Info	Account Number: 8001067	
Summary	Account Type: Residential	
Submit To PUC	Customer Mailing Address	
	Address:	
	City:	
	State:	
	Zip:	
	Customer Service Address	
	Address: 89 Henry St	
	City: East Stroudsburg	
	State: PA	
	Zip: 18301	
	Account Information	
	Case Heating Account: Y	
	Service: On	
	Case Termination Date:	
	Total Account Balance(\$): \$2,013.06	
	Budget/Avg Bill Amount (\$): \$220.00	
	Current Bill Due Date: 10/25/2006	
	CAP Payment Amount(\$):	
	Amount to Update Most Recent Agreement(\$): \$992.00	
	Income/Family Size	
	Date Obtained: 06/19/2006	
	Total Gross Income (\$): \$2,000.00	
	Income Source	
Income Source	Income Amount(\$)	Description
EMPLOYMENT	2000.00	
	Family Size	
	Number of Adults: 2	
	Number of Children: 1	
	Family Size: 3	
	List Payments	

Des
10/18/06

Payment Date	Payment Amount(\$)	Comments
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Last Contact Information

Did the customer accurately state the company position at last contact?: No

Did the company refer this customer to the Universal Service Program?: Yes

Date of the Last Company Contact with the Customer Prior to BCS Intervention: 10/16/2006

What did the company tell the customer during the last contact?: Customer called requesting to know what type of programs that she may be eligible for since she can not pay her bill. Co advised her of LIHEAP, try Salvation Army and Dollar Energy. Customer has a shut off notice for \$496.00 which was to be terminated on 10/10/06, however Co held account to allow time for the Doctor to call since Son has Asthma.

Company Final Position To BCS

Company Final Position To BCS: Customer is currently due \$992.00 to bring BCS#2094957 up to date. Customer reported \$2000.00 income to BCS on 4/27/2006 with 3 people in the home. Customer is now reporting to BCS \$700 per mth with 2 people in the home. Company requests Customer to provide name of Occupant that moved from the home and the location that they moved to, so that Co can attempt to confirm that only Donna and her child live at the home. Customer has been connected since 8/2005 and has made no customer payments on account. Customer has been terminated for non payment on two occasions and service was restored once due to LIHEAP crisis payment and second time for medical certificate. Customer does not qualify for company CAP program since no customer payments have been made since connecting service.

Provide Prior Agreement Information

Type	Date	Begin Date	Balance (\$)	Terms	Income (\$)	Expenses (\$)	Income Level
BCS#2094957	06/19/2006	07/03/2006	1650.22	\$248 (\$220 A/B + \$28 arrears)	2000.00		1
Co Pay Agr	04/27/2006	05/11/2006	2111.15	\$279 (\$220 A/B + \$59 arrears)	1200.00	1106.00	1

Miscellaneous Information

Received from BCS on: 10/17/2006
 Prepared By (First Name): Stacey
 (Last Name): Stuck
 Phone#: (570)893-5703
 Date Prepared: 10/18/2006

Documents Sent to PUC



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Case#: 2157361

Utility Name: PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
 Decision Issue: No
 Oral/Written: W
 Violation: NO
 Chapter 56/64/Other:
 Section/Rule:
 Total Balance: \$2,013.06
 Closing Date: 12/20/2006
 Resolution:

~~THIS COMPLAINT HAS BEEN CLOSED. THE COMPANY HAS BEEN NOTIFIED THAT THIS COMPLAINT HAS BEEN CLOSED. A LETTER HAS BEEN SENT TO THE CUSTOMER WHICH EXPLAINS THAT THIS COMPLAINT HAS BEEN CLOSED. THE LETTER STATES: ON 10/17/2006 YOU CONTACTED THE PUBLIC UTILITY COMMISSION REGARDING YOUR ACCOUNT WITH PPL UTILITIES. THE PUBLIC UTILITY COMMISSION INVESTIGATED YOUR COMPLAINT TO DETERMINE IF YOU QUALIFY FOR A PAYMENT ARRANGEMENT. ACCORDING TO THE COMPANY YOU HAVE BROKEN A PAYMENT ARRANGEMENT THAT WAS ESTABLISHED FOR YOUR ACCOUNT BY THE PUBLIC UTILITY COMMISSION IN BCS #2094957. ACCORDING TO THE COMPANY, YOU DID NOT PAY OFF THE ARREARS FROM THAT PAYMENT ARRANGEMENT. THE LAW DOES NOT ALLOW THE PUBLIC UTILITY COMMISSION TO ISSUE A NEW PAYMENT ARRANGEMENT FOR ANY CUSTOMER WHO BREAKS A PAYMENT ARRANGEMENT UNLESS THAT CUSTOMER HAS HAD A DECREASE IN INCOME THAT MEETS THE LAW'S REQUIREMENTS. WHEN YOU FILED THIS NEW COMPLAINT, YOU CLAIMED THAT YOU HAD A DECREASE IN INCOME. WE NEEDED PROOF OF YOUR INCOME IN ORDER TO DETERMINE IF YOU QUALIFIED FOR A NEW PAYMENT ARRANGEMENT, UNDER THE LAW. ON 11/28/2006 WE SENT YOU A LETTER WHICH REQUESTED THAT YOU SEND PROOF OF YOUR INCOME. THE LETTER THAT WE SENT TO YOU EXPLAINED THAT YOU COULD CALL ME IF YOU HAD ANY QUESTIONS ABOUT WHAT FORMS OF INCOME WE WOULD ACCEPT. THE LETTER EXPLAINED THAT EVEN IF YOU WERE CLAIMING THAT YOU DO NOT HAVE ANY INCOME, THAT YOU MUST PROVIDE PROOF OF THAT CLAIM. THE~~

*for
12/20/06*

LETTER REQUESTED THAT YOU COMPLETE AND RETURN THE FORM ALONG WITH DOCUMENTED PROOF OF YOUR INCOME WITHIN TEN (10) DAYS OF THE DATE OF THE LETTER. AS OF 12/20/2006 WE HAVE NOT RECEIVED ANYTHING FROM YOU. WHEN THE PUBLIC UTILITY COMMISSION MAILS A LETTER TO A CUSTOMER, THE COMMISSION ASSUMES THAT THE LETTER WAS RECEIVED BY THE CUSTOMER, UNLESS THE LETTER IS RETURNED BY THE U.S. POST OFFICE. SINCE THE INCOME VERIFICATION LETTER WAS NEVER RETURNED BY THE U.S. POST OFFICE, WE ASSUME THAT YOU RECEIVED THE LETTER AND YOU WERE RESPONSIBLE FOR RETURNING THE COMPLETED FORM ALONG WITH DOCUMENTED PROOF OF YOUR INCOME AND OF YOUR CHANGE IN CIRCUMSTANCES WITHIN TEN (10) DAYS OF THE DATE OF THE LETTER. BECAUSE YOU FAILED TO PROVIDE THE INFORMATION THAT WE REQUESTED, WE ARE UNABLE TO DETERMINE IF YOU QUALIFY FOR A NEW PAYMENT ARRANGEMENT. WE CAN NOT HELP YOU. THEREFORE, THIS INFORMAL COMPLAINT IS BEING CLOSED WITHOUT A DECISION. PPL UTILITIES HAS BEEN NOTIFIED THAT THIS INFORMAL COMPLAINT HAS BEEN CLOSED AND THEY MAY CONTINUE THEIR COLLECTION PROCESS. THE COMPANY MAY TERMINATE YOUR SERVICE. EVEN IF YOU SEND IN PROOF OF YOUR INCOME TO THE PUBLIC UTILITY COMMISSION NOW, WE CAN NOT PREVENT THE TERMINATION OF YOUR SERVICE. WE ADVISE YOU TO CONTACT PPL UTILITIES IMMEDIATELY TO DISCUSS HOW MUCH YOU MUST PAY IN ORDER TO KEEP YOUR SERVICE ON.

Service Restored Pay(Offs): \$0.00
 Account Balance Date: 10/18/2006
 Keep Service on Pay(Remeds): \$0.00
 By:

Terms:Begining
 Special Budget/Opt Payment: \$0.00
 Regular Budget Amount: \$0.00
 Plus Pay Toward Arrears: \$0.00
 Final Monthly Pay: \$0.00
 Current Monthly Pay: \$0.00
 End of Month Payment: \$0.00

10 Day/Reconnect Pay: \$0.00
 Begin with Bill Date:
 Pay Current Bill Plus: \$0.00
 BCS Investigator: JULIE CARLIN

Letter Type: CHAPTER 14 EGW ON DISMISS LETTER
 Letter Head Date: 12/20/2006

Customer Name: DONNA KNECHT
 Account Number: 8001067
 Service Address: 89 HENRY STREET, EAST STROUDSBURG, PA 18301
 Home Phone: (570)424-6345
 Work Phone: (570)604-2428



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 Welcome to - Case Opened - Print

Case#: 2094957	
Utility Name:	PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
Utility Type:	Gas Transporter
Date Opened:	06/19/2006
Reason For Contact:	ON - PAR NEEDED (# 61)
Other Related Information/Disputes:	STRAIGHT PAR CUSTOMER NEEDS A PAR REFERRED TO HARDSHIP CUSTOMER STATES THAT SHE PAID 279.00 TWO WEEKS AGO. CUSTOMER WILL GET IN TOUCH WITH HER BANK TO FIND OUT IF PAYMENT WAS TAKEN FROM THE ACCOUNT.
Company Position:	06/19/2006 PPL IS REQUESTING 279.00 TO MAINTAIN SERVICE. CUSTOMER IS NOT SURE OF ARREARS ON TERM NOTICE.
Misc. Information:	CELL # IN WORK # FIELD
Case Origin:	Telephone
Term Date:	06/20/2006
Arrearage:	0.00
Caller other than Rate Payer/Business Name:	
BCS referral to the Universal Service Program:	Y
BCS Interviewer:	NAFEESAH HOLLIDAY
BCS Investigator:	AVIS CHISHOLM
Investigator Phone:	(717)346-1523
Customer Name:	DONNA KNECHT
Account Number:	08001067
Service Class:	RESIDENTIAL
Service Address:	89 HENRY STREET, EAST STROUDSBURG, PA 18301
Mailing Address:	
Home Phone:	(570)424-6345
Work Phone:	(570)604 2428
Customer Income Source	Income Amount
JOB:	\$900.00
JOB:	\$1,100.00
Family Size	
Number of Adults:	2
Number of Children:	1
Ages:	7

1650.22
 6/27 558
 4/27/04 220 + 59 - 279
 8/8/05



Case Search | Case Opened | Case Closed | Reports Data | Misc. | Contact Us | Logout
Summary | EGWPAR | EGWFULL | EGWINFORMAL | EGCOMP | Attachments
Welcome to - Reports Data - EGWPAR

Data saved successfully

MISSING WORK
6-19-06
C 6/19/06

Section	Hide Report Section
Customer	Case#: 2094957
Current Account Info	
Other Info	Utility Information
Misc. Info	Name: PPL (NGDC-GAS) (F/K/A NORTH PENN GAS & PFG)
Summary	Customer Name
Submit To PUC	First Name: Donna Last Name: Knecht Account Number: 8001067
	Customer Mailing Address
	Address: City: State: Zip:
	Current Account Information
	Current Bill Due Date: 06/27/2006 Budget Amount(\$): \$220.00 Total Account Balance(\$): \$1,650.22
	Other Information
	Provide any additional/other information related to this case: Customer was connected 08/04/05 and was terminated for non payment on 4/26/06. LIHEAP paid to have service restored. Customer was placed on Co payment agreement of \$279.00 per mth (\$222.00 A/B + \$59.00 arrears). Customer currently owes \$558.00 to bring Company agreement up to date. Customer has not paid since connecting 08/04/05.
	Miscellaneous Information
	Received from BCS on: 06/19/2006 Prepared By (First Name): Stacey (Last Name): Stuck Phone#: (570)893-5703 Date Prepared: 06/19/2006
	Documents Sent to PUC

[Signature]
6/19/06

Chapter 56 Hearing Report

Please Check Those Blocks Which Apply

Docket No.:	C-20077765	Prehearing Held:	<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
Case Name:	Donna Knecht v PPL Gas Utilities Corporation	Hearing Held:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Testimony Taped:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Transcript Due:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Hearing Concluded:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location:	Harrisburg	Further Hearing Needed:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Date:	August 15, 2007	Estimated Add'l Days:				
Special Agent:	SA Eranda Vero	RECORD CLOSED:	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		DATE:	8/15/2007			
		Briefs to be Filed:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		DATE:				
		Bench Decision:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		REMARKS:				

DOCUMENT FOLDER

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24 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PLEASE PRINT CLEARLY - Incomplete Information may result in delay of processing.

Name and Telephone Number	Address	Who are you representing?
Donna Knecht	89 Henry Street City: East Shoupsburg PA Zip: 18301	Pro Se Complainant
Telephone: (570)-328-5807	E-mail Address:	Fax Number:
John H. Isom, Esp.	Post & Schell PC. 17 th North Second St. 12th Floor, Harrisburg PA 1701 City: State: Zip:	PPL Gas Utilities Corporation
Telephone: 717-612-6032	E-mail Address:	Fax Number:
	City: State: Zip:	
Telephone:	E-mail Address:	Fax Number:

BTL

Check this box if additional parties or attendees appear on back of form.

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.