

58.00000 (40/40)

3. SECTION(S) : 4. PUBLIC MEETING DATE:
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 03/25/02
8. DOCKET NO: F-01081082 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: KENNEDY, JOHN AND JOSEPHINE

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: MONROE

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT PPL CLAIMED THEIR USAGE WAS 1492 KWH WHILE THE HOUSE WAS UNOCCUPIED AND APPLIANCES WERE TURNED OFF.

DOCUMENT
FOLDER

DOCKETED
APR 03 2002

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Please Print:

F - 01081082
110500

BCS 1081082
4/4/02

1. Your Name, Mailing Address and Telephone Number.

(if not)
Name JOHN + JOSEPHINE KENNEDY

Street/P.O. Box RR2 Box 2020 Apt.# -

City SAYLORS BURG State PA Zip 18353

County MONROE Home Telephone-Area Code (570) 402-1243
Work Telephone-Area Code () N/A

2. Name of Company your complaint concerns: PPL

3. What is your complaint?

Called PPL to have the electric put in our name since
our tenants were moving out on Dec 31, 2001 and wished to
be there for the reading. They could not give me a time, as
on Dec 31, 2001 at 3:00 P.M. mine husband read the meter
at 15973. PPL read the meter on Jan 3, 2002 and read
15034 a prorated usage back to connection date. PPL
stated we used 1,492 KWH's for a 21 day period between
Jan 3, 2002 and Jan 24, 2002.

On Feb 6, 2002, Mr. Gonosky phoned and I
gave him information he requested that would allow

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

(-over-)

RECEIVED
30
MAR 25 AM 10:47
P.A. PUC
SECRETARY'S BUREAU

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

him to evaluate energy usage. I am enclosing this
evaluation.

When I spoke to Mr. Gansky I told him there
was no one living in the house that refrige,
microwave, washer, dryer were all disconnected and
the stove and dishwasher were disconnected by my
husband at the circuit breakers. We have two
amps with 40 watt bulbs that ^{we} on times they go
on at 6:00 PM and off by 1:00 AM (cont)

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

5. You must sign and date your complaint below.

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

John Kennedy
Signature of person
Original Signature of complaining person

3/22/02
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

The 6 motion flood lights only go on if triggered and stay on approx 1/2 minute. I believe 70 KWH for a month is too much, the dusk to dawn light is fine.

If you look at the last column on Mr. Janaway's evaluation he has:

190 KWH	month	for	refrigeration
75 "	"	"	range
20 "	"	"	microwave

and so on. If no one lives there who is using these KWH as you can see someone is even vacuuming?

I can not stress this enough and RPL doesn't understand no one lives there ~~there~~ ~~are~~ no appliances being used and the heat is set on 60° and we go over to check the house every other day.

I was a bookkeeper for 30 years and Mr. Janaway's evaluation is a projected use figures, this evaluation is used to back into the bill amount our first bill was for \$151⁶² and strangely his estimated cost is \$158⁸⁰. RPL use KWH amounts to back into their cost, since ^{NO} one lives in this house.

Also I have called RPL and they answer the phone this is Pat how can I ~~help~~ help you, you explain and they put you on hold till you hang up and call again, you ask for Pat and they tell you we have 3 Pats, will if I

they don't want to give you their last
name then why can't they say this
is ~~Pat~~ Pat & how can I help you. my
husband was with the State Troopers for
20 yrs and he wore a name tag and
signed his tickets with his last names
What's There Problem?

NO ONE LIVES at 190 JONAS Rd
WHO IS USING THESE KWH?

Supreme Kennedy

Customer Name: JOSEPHINE P. KENNEDY		Customer Number: 55360-23065	
Usage	Wattage	ONE MONTH KWH	KWH per Month
Heating			
6 to 8 Rooms	735	90	
9 to 12 Rooms	1,065	130	
13 to 16 Rooms	1,435	175	175
6 - Motion Operated Flood Lights	200	70	70
Dusk-to-Dawn Light Over Garage	175	50	50
Refrigeration			
14 to 18 Cu. Ft. Auto Defrost	650	150	
19 to 24 Cu. Ft. Auto. Defrost	750	190	190
Side-by-Side Auto. Defrost	900	225	
Apartment "Cube" Refrigerator	150	40	
Freezers			
15 to 20 Cu. Ft. Manual Defrost	350	90	
15 to 20 Cu. Ft. Auto. Defrost	450	120	
Kitchen Appliances			
Family Space Heating			
Electric Range	12,200	150	75
Microwave Oven	1,500	40	20
Coffee Maker	1,200	38	38
Automatic Dishwasher	1,200	25	13
Water Heating			
Stand-by Losses During Month	4,500	175	175
Average Hot Water Consumption		75	150
High Water Consumption Use		125	
Oil Fired Furnace Water Heating	240	60	
Laundry			
Washer	510	8	4
Electric Dryer	5,500	75	38
Ironing Use	1,100	18	
Home Entertainment			
Miscellaneous			
Jacuzzi, Hot Tub, Whirlpool	6,000	450	
Indoor Spa	1,000	120	
Water Bed	360	100	
Radon Fan	100	70	
Computer System	300	50	
Well Pump	1,400	45	45
Hair Dryer	1,500	15	
Vacuum Cleaner	830	12	12
Sump Pump	Calculate		
Septic Pump	Calculate		25
Basic Domestic Electric Usage -- Sub Total #1:			1,080
Heating			
Electric Heat	827 HDD's X 2,380 sq. ft. X .000541 =		1,065
Auxiliary Electric			
Primary Non-Electric Space Heating:			
Fans, Motors, Etc.			
Other Heating Season Electric Usage:			
Heat Tape			
Cooling			
Central Cooling -- Primary System:			
Central Air Conditioning	3 X 2500 SQ. FT. X .001008 =		
Individual Room Cooling:			
Window Air Conditioning			
Window & Stationary Fans			
Other Cooling Season Electric Usage:			
Swimming Pool			
Dehumidifier			
Other Devices			
COOLING USAGE - Sub Total #3:			
ESTIMATED KWH SUB TOTALS BELOW			
DOMESTIC USAGE SUB TOTAL #1:			1,080
DOMESTIC USAGE:			864
ADJUSTED DOMESTIC USAGE:			864
HEATING USAGE SUB TOTAL #2:			1,065
COOLING USAGE SUB TOTAL #3:			
MISCELLANEOUS SUB TOTAL #4:			
TOTAL ESTIMATED KWH:			1,929
AVERAGE COST PER KWH:			0.08232
TOTAL ESTIMATED COST \$:			\$158.80

Date: 02/06/02

If you disagree with this report, you have the right to file an informal complaint with the Pennsylvania Public Utility Commission by calling them at 1-800-762-1110 or writing to them at Pennsylvania Public Utility Commission, P O Box 3265, Harrisburg, PA 17105-3265. Your complaint must be filed within ten (10) days from the date of this report in order to protect your rights. PPL Utilities will not shut off your electric service during this time or during the informal complaint process as long as you pay all undisputed bills. If you do file a complaint, the PUC will ask you the following:

1. The customer's name and phone number.
2. The customer's address, and if different, the service address.
3. The customer's account number, if there is one.
4. The utility company's name.
5. A brief statement of the dispute.
6. Whether the company has already investigated and reported the dispute.
7. Whether you filed the same formal or informal complaint with the PUC in the past.
8. The proposed shut-off date, if any.

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 twenty days of this date: MARCH 5, 2002. 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.)

JOSEPHINE KENNEDY
RR 2 BOX 2020
SAYLORSBURG PA 18353

990111 11 10:33
BUREAU OF CONSUMER SERVICES

570 402 1243
(Area Code) Telephone Number

Josephine Kennedy
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1081082

Date of mailing: MARCH 5, 2002

Company: SUE BURNS
QUALITY ASSURANCE SPECIALIST
PA POWER & LIGHT COMPANY
827 HAUSMAN ROAD
ALLENTOWN PA 18104-9392



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

4/4/02

IN REPLY PLEASE
REFER TO OUR FILE

MARCH 15, 2002

BCS1081082

JOSEPHINE KENNEDY
RR 2 BOX 2020
SAYLORSBURG PA 18353

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 APRIL 4, 2002 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:

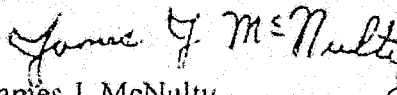
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

JH

CC: PPL

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: APRIL 03, 2002

JOHN AND JOSEPHINE
KENNEDY

Complainant

VS.

Complaint Docket
No: F-01081082

PPL ELECTRIC UTILITIES
CORPORATION

Respondent

DOCUMENT
FOLDER

DOCKETED
APR 03 2002

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PPL ELECTRIC UTILITIES CORPORATION

TAKE NOTICE:

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

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

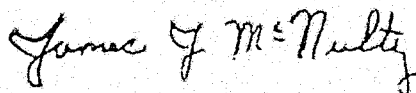
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: APRIL 03, 2002

F-01081082

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JOHN AND JOSEPHINE KENNEDY. 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.

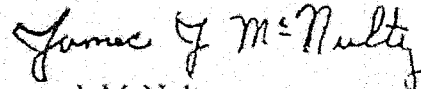
APRIL 03, 2002

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

dbb

ORIGINAL

LAW OFFICES

MITCHELL, MITCHELL, GRAY & GALLAGHER

A PROFESSIONAL CORPORATION

10 West Third Street

Williamsport, Pennsylvania 17701-6513

C. Edward S. Mitchell
Richard A. Gray
Robert A. Gallagher
Gary L. Weber
Bret J. Southard
Darryl R. Wishard

Telephone (570) 323-8464
Facsimile (570) 323-8525
Email mmggpc@mmgglaw.com
Web Page MMGLaw.com

Jacob Neafie Mitchell
1919-1996

KUR

Direct Email glw@mmgglaw.com

April 23, 2002

**DOCUMENT
FOLDER**

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

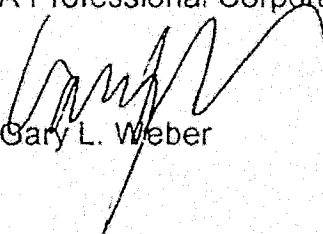
**RE: John and Josephine Kennedy v. PPL Electric Utilities Corporation
Docket No. 0-F-01081082**

Dear Secretary McNulty:

Enclosed please find an original and two photocopies of the Answer and New Matter of PPL Electric Utilities to Formal Complaint of John and Josephine Kennedy for filing in the above captioned case.

Very truly yours,

MITCHELL MITCHELL GRAY & GALLAGHER
A Professional Corporation


Gary L. Weber

Enclosures

pc w/enc: John and Josephine Kennedy
Martha Reinert

2002 APR 23 AM 9:29
SECRETARY'S BUREAU

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ORIGINAL

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: April 3, 2002

JOHN and JOSEPHINE KENNEDY,
Complainants

vs.

PPL ELECTRIC UTILITIES
CORPORATION,
Respondent

Complaint Docket No. F-01081082

ANSWER OF PPL ELECTRIC UTILITIES TO FORMAL COMPLAINT OF
JOHN and JOSEPHINE KENNEDY

1. Admitted.

2. Denied as stated; to the contrary, the correct name of the Respondent is PPL Electric Utilities Corporation.

3. Admitted that Josephine Kennedy called PPL on December 31, 2001, to have service established in her name effective December 31, 2001. By way of further answer, the PPL representative advised Complainant that she had failed to provide sufficient time for a meter reading on that date as seven (7) days notice is required notwithstanding the seven (7) day requirement, PPL was able to read the meter on January 3, 2002.

After reasonable investigation, PPL is without knowledge or information sufficient to form a belief as to whether John Kennedy read the meter on December 31, 2001; by way of further answer, it is denied that the meter reading was at 15973 on December 31, 2001.

Admitted that the meter reading on January 3, 2002 was 15,034. Denied that the meter reading at 15,034 was a pro-rated usage back to the connection date; to the

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2002 APR 24 AM 9:59
SECRETARY'S OFFICE

DOCUMENT
FOI, DEF

DOCKETED

APR 24 2002

contrary, that was an actual meter reading. By way of further answer, after that meter reading was taken, the reading was pro-rated back to the activation date of 12/31/01.

By way of further answer, Complainant's meter is accurate as it was tested to be working 100.06 percent accurate.

After reasonable investigation, PPL is without knowledge or information sufficient to form a belief as to whether anyone was living in the house or whether the microwave, washer, dryer, stove, dishwasher were disconnected from electrical service. Likewise, PPL is without knowledge or information sufficient to form a belief as to the actual extent of Complainant's use of lighting on the property.

Admitted that PPL representative John Janosky evaluated the potential use, by Complainants, of electricity at the home in question.

After reasonable investigation, PPL is without knowledge or information sufficient to form a belief as to the temperature at which the thermostat is set and is likewise without knowledge or information concerning the accuracy of the thermostat.

Denied that PPL's determination of potential is used to "back into the bill amount." To the contrary, PPL's determination of potential use is based on a formula that is applied uniformly, and that provides an accurate basis upon which to determine potential use of electricity under the circumstances at the property in question.

After reasonable investigation, PPL is without knowledge or information sufficient to form a belief as to whether Complainant telephoned a customer service representative and was placed on hold; by way of further answer, PPL provides an adequate number of customer service representatives and any holding time would under ordinary circumstances be minimal. By way of further answer, any customer

service representative contacted by Complainant is able to access Complainant's account and provide information or service with respect to the account.

4. This is a request for relief to which no response is required. To the extent any response is required, it is denied that Complainants are entitled to the relief requested.

WHEREFORE, PPL Electric Utilities Corporation requests the Commission to deny the relief requested by Complainants and to dismiss the Complaint.

MITCHELL, MITCHELL, GRAY & GALLAGHER
A Professional Corporation

BY: 

Gary L. Weber
Attorneys for Respondent

ID #37648

10 West Third Street
Williamsport, PA 17701

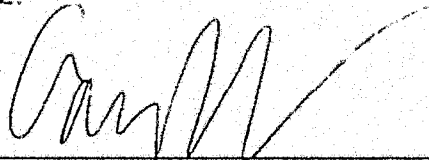
(570) 323-8404
(570) 323-8585 - FAX

CERTIFICATE OF SERVICE

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

John and Josephine Kennedy
RR #2, Box 2020
Saylorsburg, PA 18353

Dated this 23rd day of April, 2002.



Gary L. Weber
Counsel for PPL Electric Utilities Corporation

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2002 APR 24 AM 9:29
PA PUC
SECRETARY'S BUREAU

LAW OFFICES
MITCHELL, MITCHELL, GRAY & GALLAGHER
A PROFESSIONAL CORPORATION
10 West Third Street
Williamsport, Pennsylvania 17701-6513

ORIGINAL

C Edward S. Mitchell
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Darryl R. Wishard

Jacob Neafie Mitchell
1919-1996

Telephone: (570) 323-8404
Facsimile: (570) 323-8585
Email: mmggpc@mmgglaw.com
Web Page: MMGGLaw.com

Direct Email: glw@mmgglaw.com

April 26, 2002

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

DOCUMENT
FOI REC.

Re: John and Josephine Kennedy v. PPL Electric Utilities Corporation
Docket No. ~~C-20027201~~

F-01081082

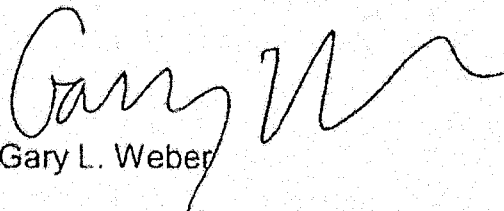
Dear Secretary McNulty:

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

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

Very truly yours,

MITCHELL MITCHELL GRAY & GALLAGHER


Gary L. Weber

17A PUC
SECRETARY'S BUREAU

2002 APR 29 AM 9:15

RECEIVED

Enclosures

pc: John and Josephine Kennedy
Susan Icon

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DOCKETED

John and Josephine Kennedy

Complaint Docket
No. F-01081082

MAY 17 2002

v.

PPL Electric Utilities Corporation

PA PUC
SECRETARY'S BUREAU

2002 APR 29 AM 9:45

RECEIVED

CERTIFICATE OF SATISFACTION
OF COMPLAINT

DOCUMENT
FOI DE

1. Complainants are John and Josephine Kennedy.
2. Respondent is PPL Electric Utilities Corporation (hereafter referred to as "PPL Electric").

3. This Certificate of Satisfaction of Complaint is submitted pursuant to 52 Pa. Code § 5.24(b).

4. PPL Electric hereby certifies that the parties to the above-referenced Formal Complaint, now pending before the Pennsylvania Public Utility Commission, have mutually and voluntarily agreed upon the following terms as full satisfaction of all outstanding legal and factual disputes in this proceeding, and Complainants have acknowledged satisfaction to PPL Electric:

(a) Beginning with the May due date, Complainants agree to pay current actual bill plus \$50.00 per month towards a balance of \$427.67 on Account No. 55360-23065 until paid in full. In addition, PPL agrees to credit Complainants' account in the amount of \$75.00.

(b) PPL Electric agrees not to apply late payment charges to the amount of the arrearage at Account No. 55360-23065 for as long as the Complainants make payments as stated in Paragraph 4(a).

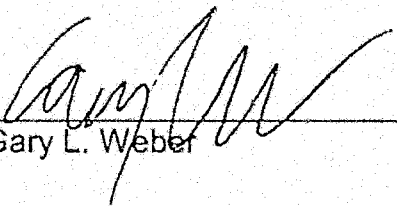
(c) PPL Electric agrees not to terminate Complainants' account based on Complainants' arrearage for as long as Complainants make payments as stated in Paragraph 4(a).

(d) Complainants agree to withdraw the complaint with prejudice.

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

Respectfully submitted,

PPL Electric Utilities Corporation
By:



Gary L. Weber

Dated. 4/26/02

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

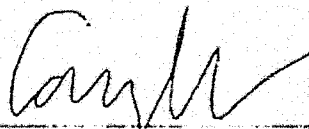
John and Josephine Kennedy :
 :
 v. : Complaint Docket
 : No. F-01081082
 :
 PPL Electric Utilities Corporation :

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):

John and Josephine Kennedy
RR 2 Box 2020
Saylorsburg, PA 18353

Dated this *26th* day of *April*



Gary L. Weber

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: May 1, 2002

SUBJECT: Certification of Satisfaction Filed
F-01081082 John & Josephine Kennedy v. PPL Electric Utilities
Corporation

TO: Wanda Zeiders
Docket Management

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

On April 29, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Gary L. Weber, Esquire. 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

DOCUMENT
FOLDER

MAY 04 2002