

1. REPORT DATE: 00/00/00 :
 2. BUREAU: ALJ :
 3. SECTION(S): : 4. PUBLIC MEETING DATE:
 5. APPROVED BY: : 00/00/00
 DIRECTOR: :
 SUPERVISOR: :
 6. PERSON IN CHARGE: : 7. DATE FILED: 04/11/02
 8. DOCKET NO: F-01081788 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BUCHARD, NICOLE

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: LACKAWANNA

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT HER ELECTRIC BILL TRIPLED, AND SHE WANTS SOMEONE TO LOOK INTO IT TO SEE WHAT HAPPENED.

DOCUMENT
FOLDER

DOCKETED
APR 16 2002

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

4/22/02

Please Print:

F - 01081788
110500

01081788

1. Your Name, Mailing Address and Telephone Number.

Name Nicole Buchard

Street/P.O. Box 916 Madison Avenue Apt.# 2F left

City Seranton State PA Zip 18510

County Lackawanna Home Telephone-Area Code (570) 343 2758
Work Telephone-Area Code ()

2. Name of Company your complaint concerns: PPL Electric Utilities

3. What is your complaint?

On January 30, 2002, I received my bill which was
\$ 94.96, three times more than my last bill.
I know as a fact that it is not possible for me to use
three times the amount of electricity when the temperature
was basically the same.
in December, temperature 46 F use 293 kWh
in January, temperature 43 F use [redacted] kWh
I am certain that an error occurred somewhere
but according to PPL, the reading was correct for
this month.

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

(-over-)

RECEIVED
2002 APR 11 AM 8:41
PA PUC
SECRETARY'S BUREAU

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

I would like the Public Utility Commission to look into this matter and find out what could have taken place for such a jump in use.

I am afraid that this could happen again and I need to know what took place.

(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.

Nicole Buchard
Original Signature of complaining person

04/08/2002
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 (_____) _____

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 15, 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.)

NICOLE BUCHERD
916 MADISON AVENUE
APT 2F LEFT
SCRANTON PA 18510

(570) 343-2758
(Area Code) Telephone Number

Nicole Bucherd
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: 1081788
Company: SUE BURNS
QUALITY ASSURANCE SPECIALIST
PA POWER & LIGHT COMPANY
827 HAUSMAN ROAD
ALLENTOWN PA 18104-9392

Date of mailing: MARCH 15, 2002

SECRETARY'S BUREAU
PA P.U.C.

2002 MAR 25 AM 10:58

RECEIVED

61

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

4/22/02

April 2, 2002

BCS 1081788

NICOLE BUCHARD
916 MADISON AVENUE APT 2F LEFT
SCRANTON PA 18510

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 22, 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:

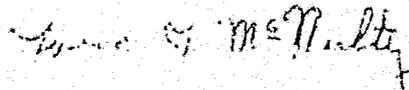
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

nvl

CC: PA POWER & LIGHT COMPANY

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: APRIL 17, 2002

NICOLE BUCHARD
Complainant

DOCUMENT
FOLDER

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: F-01081788

DOCKETED
APR 16 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,

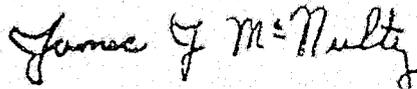
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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 17, 2002

F-01081788

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 NICOLE BUCHARD. 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.

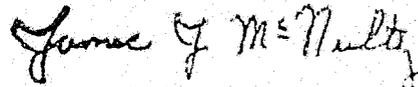
APRIL 17, 2002

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

LAW OFFICES
MITCHELL, MITCHELL, GRAY & GALLAGHER

A PROFESSIONAL CORPORATION

10 West Third Street

Williamsport, Pennsylvania 17701-6513

Telephone: (570) 323-8404

Facsimile: (570) 323-8585

Email: mmggpc@mmgglaw.com

Web Page: MMGGLaw.com

Jacob Neafie Mitchell
1919-1998

2002 MAY -1 AM 9:17

SECRETARY'S BUREAU

Direct Email: glw@mmgglaw.com

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

ORIGINAL

April 30, 2002

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

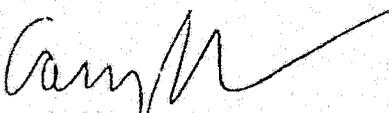
**RE: Nicole Buchard v. PPL Electric Utilities Corporation
Complaint Docket No. F-01081788**

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 Nicole Buchard for filing in the above-captioned case.

Very truly yours,

MITCHELL, MITCHELL, GRAY & GALLAGHER
a professional corporation


Gary L. Weber

GLW:bgh

Enclosures

pc w/enc: Nicole Buchard
Martha Reinert

DOCUMENT
FOLDER

ORIG

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: April 17, 2002

NICOLE BUCHARD,
Complainant

vs.

PPL ELECTRIC UTILITIES
CORPORATION,
Respondent

Complaint Docket No. F-01081788

ANSWER OF PPL ELECTRIC UTILITIES TO FORMAL COMPLAINT OF
NICOLE BUCHARD

1. Admitted.

2. Admitted.

3 Admitted that on January 25, 2002, PPL rendered a bill to Complainant for electric service in the amount of \$94.96 for 1,219 kilowatt hours of electric use.

Admitted that the bill rendered on January 25 was roughly three times more than the bill rendered on December 26, 2001. By way of further answer, the amount billed was well within the Complainant's potential for use of electricity. In addition, the billing period for the bill of January 25, 2002 was 34 days, eight (8) days more than the billing period for the bill of December 26, 2001 of 26 days.

Denied that the temperature was basically the same in December and January. To the contrary, the heating degree days in January was more than twice that for December. This would be attributed to both the lower temperature in January and the fact that the apartment was heated for an additional eight (8) days in January.

Denied that an error occurred in billing or in metering the electrical use of Plaintiff; to the contrary, the meter properly measured the amount of electricity used

DOCUMENT
FOLDER

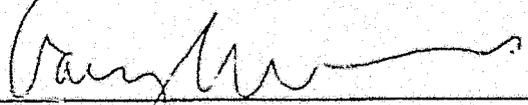
SEARCHED
MAY 06 2002

and the bill was correct as rendered on January 25, 2002.

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

WHEREFORE, PPL Electric Utilities Corporation requests the Commission to deny the relief requested by Complainant 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

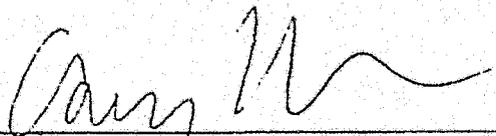
(570) 323-8404
(570) 323-8585 - FAX
glw@mmgglaw.com

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).

Nicole Buchard
916 Madison Avenue, Apartment #2F Left
Scranton, PA 18510

Dated this 30th day of April, 2002.



Gary L. Weber
Counsel for PPL Electric Utilities Corporation