

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 03/16/07
8. DOCKET NO: C-20077477	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SWEENEY, BETTY J

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: CLINTON

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES INCORRECT CHARGES ON BILL. SHE WOULD LIKE THE PUC TO HAVE THESE TAKEN OFF OF BILL.

DOCUMENT
FOLDER

DOCKETED
MAR 28 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20077477

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

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

Name Betty I Sweeney

Street/P.O. Box 100 Short St Apt # B-4

City Lock Haven State PA Zip 17745

County CLINTON

Area Code/HOME Phone 570-753-8209

Area Code/WORK Phone _____

Utility Account Number 90740-58039
(from your bill)

RECORDED
2007 MAR 16 11 09:25
SECRET

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PPL

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER
(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

26

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

We had a real bad storm. My bill was sent out \$8 a month for May June July. I paid that. In the meantime I called P&S and ask them to check, it took them 3 months. then I get this Bill. There is a mistake on this Bill.

5. RELIEF

I never used this much Electric, all 48 people ^{who} live here agree

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

I only get \$7.83 a month and this has been a real hardship. I would like the money you owe me. If you can't find the mistake, forget it.

Sincerely,

Betty Sweeney

P.S. I don't believe this was done delibeat mistakes happen⁵.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

NO

I sent them all these papers in August. I never heard back!

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Betty Sweeney, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Betty J. Sweeney
(Signature)

3/14/07
(Date)

9. **LEGAL REPRESENTATION (IF ANY)**

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

Lawyer's Name DM not a lawyer

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. **FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.



Our Bill Account Number
90740-58039
Use when calling or writing

Electric Service

For:
 BETTY J SWEENEY
 100 SHORT ST APT B-4
 LOCK HAVEN PA 17745

PPL Electric Utilities
 Customer Service
 827 Hausman Rd.
 Allentown, PA
 18104-9392
 1-800-342-5775
 (1-800-DIAL-PPL)
 www.pplelectric.com

Total from Last Bill \$ 8 00
 Payment Received Jul 5 - Thank You! \$ 8 00

Billing Details

Balance as of Jul 19, 2006 \$ 0 00

Current Charges

Charges for - PPL ELECTRIC UTILITIES

Residential Rate: RS for Jun 19 - Jul 19

Distribution Charge:

Customer Charge	8.00
200 KWH at 2.19300000¢ per KWH	4.39
600 KWH at 1.98400000¢ per KWH	11.90
1,591 KWH at 1.86200000¢ per KWH	29.62
PA Tax Adj Surcharge at -0.05200000%	-0.03

Transmission Charge:

2,391 KWH at 0.60500000¢ per KWH	14.47
PA Tax Adj Surcharge at -0.05100000%	-0.01

Transition Charge:

200 KWH at 1.36100000¢ per KWH	2.72
600 KWH at 1.20600000¢ per KWH	7.24
1,591 KWH at 1.11400000¢ per KWH	17.72
PA Tax Adj Surcharge at -0.05100000%	-0.01

Generation Charge:

Capacity and Energy	
200 KWH at 5.66300000¢ per KWH	11.33
600 KWH at 4.97500000¢ per KWH	29.85
1,591 KWH at 4.56400000¢ per KWH	72.61
PA Tax Adj Surcharge at -0.05100000%	-0.06

Total PPL ELECTRIC UTILITIES Charges \$ 209.74

Pay This Amount No Later Than Aug 9, 2006 \$ 209.74

Account Balance \$ 209.74

General Information

Next meter reading on or about Aug 17

		KWH Use By Meter			Kilowatt Hours
Reading Dates Previous/Present	Meter Number	Meter Constant	Meter Reading Previous/Present		
Jun 19 Jun 28	24227782	1	13034	15247	2213
Jun 28 Jul 19	83484176	1	00000	00178	178
				Total	2391

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$14.87 of this bill to pay state taxes. In addition, about \$12.50 of this bill pays the PA Gross Receipts Tax.

The Transition Charge includes an Intangible Transition Charge (ITC) and the applicable gross receipts tax which together amount to \$22.87. The ITC is a per usage charge approved by the Public Utility Commission which PPL Electric Utilities collects as agent for PPL Electric Utilities Transition Bond Company LLC and which that company uses to service debt incurred to recover a portion of PPL Electric Utilities' stranded costs. The gross receipts tax, which is collected for the Commonwealth of Pennsylvania, is equal to 5.96% of the ITC.

PPL Electric Utilities



Your Bill Account Number
90740-58039
Use when calling or writing

Electric Service

For:
 BETTY J SWEENEY
 100 SHORT ST APT B-4
 LOCK HAVEN PA 17745

PPL Electric Utilities
 Customer Service
 827 Hausman Rd
 Allentown, PA
 18104-9392
 1-800-342-5775
 (1-800-DIAL-PPL)
 www.pplelectric.com

Total from Last Bill
 Payment Received Aug 7 - Thank You!

\$209.74
\$137.13 *this is not true*

Billing Details

I do not owe this ✓

Amount You Still Owe as of Aug 17, 2006

\$ 72.61

Current Charges

Charges for - PPL ELECTRIC UTILITIES

Residential Rate: RS for Jul 19 - Aug 17

Distribution Charge:	
Customer Charge	8.00
200 KWH at 2.19300000¢ per KWH	4.39
94 KWH at 1.98400000¢ per KWH	1.86
PA Tax Adj Surcharge at -0.08613700%	-0.01
Transmission Charge:	
294 KWH at 0.60500000¢ per KWH	1.78
Transition Charge:	
200 KWH at 1.36100000¢ per KWH	2.72
94 KWH at 1.20600000¢ per KWH	1.13
Generation Charge:	
Capacity and Energy	
200 KWH at 5.66300000¢ per KWH	11.33
94 KWH at 4.97500000¢ per KWH	4.68
PA Tax Adj Surcharge at -0.06465400%	-0.01

Total PPL ELECTRIC UTILITIES Charges

\$ 35.87

This is the amt after →

Pay This Amount No Later Than Sep 7, 2006 \$108.48

Account Balance

\$ 108.48

New thing put on

General Information

Next meter reading on or about Sep 19

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$7.69 of this bill to pay state taxes. In addition, about \$6.46 of this bill pays the PA Gross Receipts Tax.

The Transition Charge includes an Intangible Transition Charge (ITC) and the applicable gross receipts tax which together amount to \$3.79. The ITC is a per usage charge approved by the Public Utility Commission which PPL Electric Utilities collects as agent for PPL Electric Utilities Transition Bond Company LLC and which that company uses to service debt incurred to recover a portion of PPL Electric Utilities' stranded costs. The gross receipts tax, which is collected for the Commonwealth of Pennsylvania, is equal to 5.96% of the ITC.

For your convenience, you can now pay your bill using your Visa, MasterCard, Discover, or ATM Card. Call BillMatrix at 1-800-672-2413. BillMatrix will charge your credit and ATM card a service fee for making this payment.

Now you can receive and pay your PPL Electric Utilities' bill online. Check our web site for more information and to sign up -- www.pplelectric.com

No charge
 Convenient
 Secure
SAVE MONEY



Your Bill Account Number
90740-58039
Use when calling or writing

**Electric
Service**

For:
BETTY J SWEENEY
100 SHORT ST APT B-4
LOCK HAVEN PA 17745

Summary Page

Balance as of Jun 19, 2006	\$ 0.00
Charges:	
Total PPL ELECTRIC UTILITIES Charges	\$ 8.00
Total Charges	\$ 8.00

Pay This Amount No Later than Jul 10, 2006 \$8.00

Account Balance \$ 8.00

Questions about
this bill? Please
contact us by Jul 10
at 1-800-342-5775 or
484-634-4900

or write to:
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
www.pplelectric.com

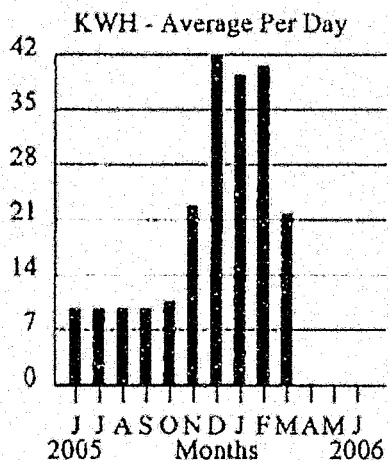
*Sent 8.00
7/3/06*

**Electric
Use**

This graph shows
your electric use
over the last 13
months.

**Types of
Meter Readings:**

- Actual
- Estimated
- Customer



Meter Reading Information

Meter #24227782		
Jun 19	Actual	13034
May 18	Actual	13034
32 Days	KWH Billed	0

Average - Jun	2005	2006
Temperature	65F	63F
KWH Per Day	10	0

Yearly Use:	Total Use	Average Monthly
Jul 2004 - Jun 2005	7407	617
Jul 2005 - Jun 2006	6297	525

Other important information on back →



Your Bill Account Number
90740-58039
Use when calling or writing

**Electric
Service**

Summary Page

For:
BETTY J SWEENEY
100 SHORT ST APT B-4
LOCK HAVEN PA 17745

Balance as of Apr 19, 2006	\$ 0.00
Charges:	
Total PPL ELECTRIC UTILITIES Charges	\$ 8.00
Total Charges	\$ 8.00

Pay This Amount No Later than May 10, 2006 \$8.00

Account Balance \$ 8.00

Questions about
this bill? Please
contact us by May 10
at 1-800-342-5775 or
484-634-4900

*Pa 8.00
5/3/06*

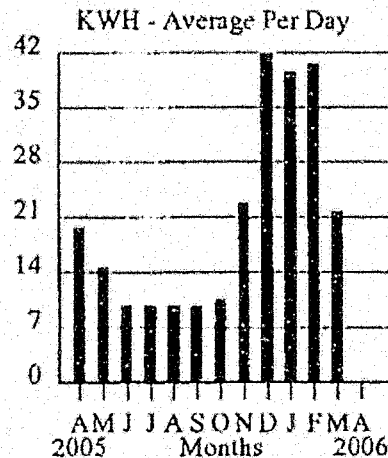
or write to:
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
www.pplelectric.com

**Electric
Use**

This graph shows
your electric use
over the last 13
months

Types of
Meter Readings:

- Actual
- Estimated
- Customer



Meter Reading Information

Meter #24227782	
Apr 19 Actual	13034
Mar 20 Actual	13034
30 Days KWH Billed	0

Average - Apr	2005	2006
Temperature	47F	46F
KWH Per Day	20	0

Yearly Use:	Total Use	Average Monthly
May 2004 - Apr 2005	7324	610
May 2005 - Apr 2006	7075	590

Other important information on back →



Your Bill Account Number
90740-58039
Use when calling or writing

**Electric
Service**

For:
BETTY J SWEENEY
100 SHORT ST APT B-4
LOCK HAVEN PA 17745

PPL Electric Utilities
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
1-800-342-5775 or
484-634-4900
www.pplelectric.com

Total from Last Bill \$ 8.00
Payment Received Jun 5 - Thank You! \$ 8.00

Billing Details

Balance as of Jun 19, 2006 \$ 0.00

Current Charges

Charges for - PPL ELECTRIC UTILITIES
Residential Rate: RS for May 18 - Jun 19
Distribution Charge:
Customer Charge 8.00
Total PPL ELECTRIC UTILITIES Charges \$ 8.00

Pay This Amount No Later Than Jul 10, 2006 \$ 8.00

Account Balance \$ 8.00

**General
Information**

Next meter
reading
on or about
Jul 19

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$0.56 of this bill to pay state taxes. In addition, about \$0.47 of this bill pays the PA Gross Receipts Tax.

For your convenience, you can now pay your bill using your Visa, MasterCard, Discover, or ATM Card. Call BillMatrix at 1-800-672-2413. BillMatrix will charge your credit and ATM card a service fee for making this payment.

Now you can receive and pay your PPL Electric Utilities' bill online. Check our web site for more information and to sign up -- www.pplelectric.com

No charge
Convenient
Secure
SAVE MONEY

Save postage and late charges - sign up for Automated Bill Payment.

Air conditioning is probably the biggest part of your summer energy needs. You can save money while keeping cool. Check air conditioner filters monthly. Clean or change filters as needed. You'll stay cool and your system will use less energy.

Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, www.pplelectric.com.



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: MARCH 29, 2007

C-20077477

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

**DOCUMENT
FOLDER**

Dear Mr. Russell:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by BETTY SWEENEY. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

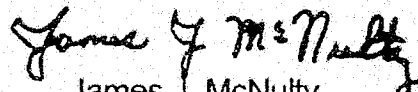
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

MARCH 29, 2007

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

SS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 29, 2007

BETTY SWEENEY
Complainant

v.

PPL ELECTRIC UTILITIES CORPORATION
Respondent

Complaint Docket
No: C-20077477

DOCKETED
MAR 28 2007

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

**DOCUMENT
FOLDER**

TO: PPL ELECTRIC UTILITIES CORPORATION

TAKE NOTICE:

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

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

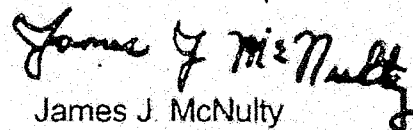
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

GROSS, MCGINLEY, LABARRE & EATON, LLP

MALCOLM J. GROSS
PAUL A. MCGINLEY
DONALD LABARRE, JR.
J. JACKSON EATON, III
MICHAEL A. HENRY
PATRICK J. REILLY
ANNE K. MANLEY
SUSAN ELLIS WILD
VICTOR F. CAVACINI
THOMAS E. REILLY, JR.
ROBERT A. ALPERT
JOHN P. SERVIS
ALLEN I. TULLAR
RICHARD T. CURLEY
RAYMOND J. DERAYMOND
THOMAS A. CAPEHART
JOHN F. GROSS

ATTORNEYS AT LAW
33 SOUTH SEVENTH STREET
P.O. BOX 4060
ALLENTOWN, PENNSYLVANIA 18105-4060

(610) 820-5450
TELEFAX (610) 820-6006
E-MAIL kkrupka@gmle.com
Direct number: (610) 871-1325

KIMBERLY G. KRUPKA
K. A. SPOTTS-KIMMEL
ERROL C. DEANS, JR. *
ANDREW H. RALSTON, JR.
LUCAS J. REPKA

OF COUNSEL
DAVID C. KEEHN
MICHAEL J. PIOSA

*Also admitted in NY

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

April 18, 2007

VIA FEDERAL EXPRESS

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
Post Office Box 3265, 400 North Street
Harrisburg, PA 17105-3265

ORIGINAL RECEIVED
APR 18 2007

RE: Betty J. Sweeney v. PPL Electric Utilities Corporation
No. C-20077477

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

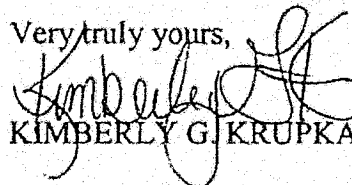
Dear Mr. McNulty:

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

Pursuant to 52 Pa. Code §1.11, the enclosed document is deemed to be filed on April 18, 2007 and was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

In addition, please date and time-stamp the enclosed extra copy of this letter and return it to me in the envelope provided.

Very truly yours,


KIMBERLY G. KRUPKA

**DOCUMENT
FOLDER**

KGK/dm

Enclosures

cc: Ms. Deidre Bilger (w/encl./via e-mail and U.S. Mail)
Ms. Mildred A. Castillo (w/encl./via e-mail and U.S. Mail)
Ms. Linda J. Waskevich (w/enc. via U.S. Mail)
Ms. Betty J. Sweeney (w/encl. via U.S. mail)

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DOCKETED
APR 20 2007

BETTY J. SWEENEY,

Complainant

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. C-20077477

ORIGINAL

ANSWER OF PPL ELECTRIC UTILITIES CORPORATION

PPL Electric Utilities Corporation (PPL), by its attorney, hereby Answers Complaint in the above-captioned proceeding as follows:

1. Admitted.
2. Admitted.
3. Admitted.

4a. Denied. PPL denies any incorrect charges on Complainant's bill.

4b. Admitted in part, denied in part. PPL admits that in April, May, and June, 2007, PPL issued Complainant's bills in the amount of \$8.00 a month. Admitted that Complainant paid the same. PPL admits that such bills were in error. By way of further response, on June 28, 2006, PPL removed the existing meter at Complainant's residence, as the meter in place during February 2006 through June 2006 contained a module which was not properly communicating with Respondent. However, the meter in place was accurately recording electric consumption. Accordingly, when the meter was removed on June 28, 2006, PPL was able to obtain an accurate reading evidencing the usage from February 16, 2006 through June 28, 2006. Accordingly, on August 21, 2006, PPL issued a corrected bill for 2,391 kwh, including 178 kwh from the new meter installed on June 28, 2006. Moreover, Respondent informed Complainant that she did not

RECEIVED

APR 18 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**DOCUMENT
FOLDER**

have to pay the bill in one lump sum, but that the company would extend payments for a minimum of three months. PPL denies any improper billing.

5. Paragraph 5 constitutes a request for relief to which no Answer is required. To the extent a response is required, PPL incorporates by reference herein the averments set forth in its Answer to Paragraph 4 of the Complaint.

6. No response of answering Respondent is required as the allegations of this paragraph do not pertain to answering Respondent.

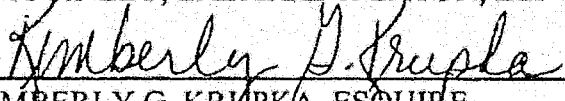
7. Admitted.

WHEREFORE, in view of the foregoing, PPL respectfully requests that the Commission deny the above-captioned Complaint.

Respectfully submitted,

GROSS, MCGINLEY, LABARRE & EATON, LLP

BY:


KIMBERLY G. KRUPKA, ESQUIRE
Attorney for Respondent, PPL Electric Utilities Corporation

Dated: April 18, 2007
In Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BETTY J. SWEENEY,

Complainant

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET
NO. C-20077477

This is to certify that ANSWER of PPL ELECTRIC UTILITIES CORPORATION TO THE COMPLAINT OF BETTY J. SWEENEY was mailed to counsel/complainant of record on behalf of Complainant by first class United States mail, postage on this the 18th day of April, 2007.

BETTY J. SWEENEY
100 SHORT STREET
LOCK HAVEN, PA 17745

GROSS, MCGINLEY, LaBARRE & EATON, LLP

By: Kimberly G. Krupka

KIMBERLY G. KRUPKA, ESQUIRE

I.D. # 83071

Counsel for Defendant, PPL Electric Utilities
Corporation

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

VERIFICATION

COMMONWEALTH OF PENNSYLVANIA)
: SS
COUNTY OF LEHIGH)

I, Robert M. Geneczko, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Robert M. Geneczko

Date: April 18, 2007

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SECRETARY'S BUREAU