

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: 02/26/02
8. DOCKET NO: P-01002432 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WENTZ KELLY

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: CUMBERLAND

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE IS BEING CHARGED FOR A BILL THAT IS NOT HER RESPONSIBILITY. SHE WANTS HER NAME CLEARED.

DOCUMENT
FOLDER

DOCKETED

MAR 05 2002

F-01002432

110500

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

2/26/02

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Kelly L. Wentz

Street/P.O. Box 290 Old Stone House Rd Apt.#

City Carlisle State PA Zip 17013

County Cumberland Home Telephone-Area Code (717) 249-2731
Work Telephone-Area Code (717) 766-6756

2. Name of Company your complaint concerns: PP+L

3. What is your complaint?

Being charged for Bill NOT my responsibility. Want name cleared for debt
GI told PP+L to send to Mr. Sunday who owns property they never did. I did PP+L jobs and received check from Mr Sunday to PPL for 124.30.
I will bring to hearing, I will not mail in due to I want my name cleared and my credit cleared. I PAY MY BILLS

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

RECEIVED

(-over-)

FEB 26 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

30

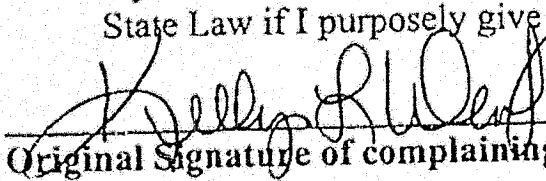
4. What do you want the Public Utility Commission to do about your complaint?

Have PPL straighten up account and
clear my name. Remaining balance due
is 124.36 and Mr Jack Sunday should of
received the bill. I went to Jack Sunday
he knows he is the one to pay, I have a check
from him dated 1-24-02 for ~~100~~ \$124.30
ck# 5163 to give to pay the owed amount
My name needs to be cleared.

(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.


Original Signature of complaining person

2-25-02
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 (_____) _____

NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)

me

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: January 14, 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.)

KELLY WENTZ
290 OLD STONE HOUSE ROAD
CARLISLE PA 17013

(717) ~~0000~~ 249-2731
(Area Code) Telephone Number

Kelly Wentz / 1/18/02
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: 1002432	Date of mailing: January 14, 2002
Company: PPL	
827 HAUSMAN ROAD	
ALLENTOWN PA 18104-9392	

SECRETARY'S BUREAU
2002 JAN 22 AM 9:52
REVISED 1/197

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

February 6, 2002

BCS 1002432

KELLY WENTZ
290 OLD STONE HOUSE ROAD
CARLISLE PA 17013

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 February 26, 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:

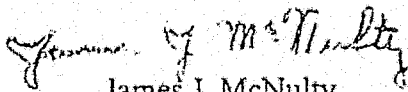
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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 PPL

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 5, 2002

KELLY L WENTZ
Complainant

DOCUMENT
FOLDER

VS.

PPL ELECTRIC UTILITIES
CORPORATION
Respondent

Complaint Docket
No: F-01002432

DOCKETED
MAR 05 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,

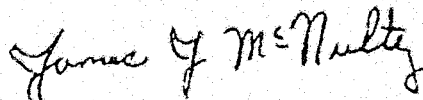
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required 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: MARCH 5, 2002

F-01002432

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 KELLY L WENTZ. 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.

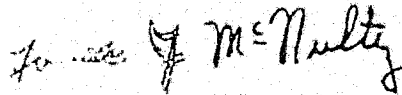
MARCH 5, 2002

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,

A handwritten signature in cursive script that reads "for [unclear] J. McNulty". The signature is written in dark ink and is positioned above the typed name.

James J. McNulty
Secretary

ddi

GROSS, MCGINLEY, LABARRE & EATON, LLP

ATTORNEYS AT LAW

33 SOUTH SEVENTH STREET

P O. BOX 4060

ALLENTOWN, PENNSYLVANIA 18105-4060

(610) 820-5459

TELEFAX (610) 820-6006

E-MAIL WFries@gmlc.com

MALCOLM J. GROSS
PAUL A. MCGINLEY
DONALD LABARRE, JR.
J. JACKSON EATON, III
MICHAEL A. HENRY
PATRICK J. REILLY
WILLIAM J. FRIES
ANNE K. MANLEY
SUSAN ELLIS WILD
ELIZABETH R. GRAVER
ALLEN I. TULLAR
JOHN F. GROSS
KIMBERLY G. KRUPKA
ROBERT A. ALPERT
K. A. SPOTTS-KIMMEL

March 25, 2002

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

DOCUMENT
FOLDER

RECEIVED

MAR 26 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Kelly L. Wentz v. PPL Electric Utilities
Corporation d/b/a PPL Utilities
No. F-01002432

Dear Mr. McNulty:

Enclosed for filing in the above-captioned matter are an original and three copies of the Conditional Answer and Preliminary Motions of PPL Electric Utilities Corporation d/b/a PPL Utilities.

Pursuant to 52 Pa. Code §1.11, the enclosed document is to be deemed filed on March 25, 2002, which is the date it was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

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

Very truly yours,

William J. Fries

WILLIAM J. FRIES

WJF:sjm

Enclosures

cc: Kelly L. Wentz, w/encl.

24

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KELLY L. WENTZ

COMPLAINT DOCKET
NO. F-01002432

vs.

PPL ELECTRIC UTILITIES
CORPORATION d/b/a PPL UTILITIES

RECEIVED

MAR 26 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCUMENT
FOLDER

CERTIFICATION OF SERVICE

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

Kelly L. Wentz
290 Old Stone House Road
Carlisle, PA 17013

Dated this 25TH day of March, 2002.

GROSS, McGINLEY, LaBARRE & EATON, LLP

BY: William J. Fries
WILLIAM J. FRIES, ESQUIRE
Attorney for PPL Electric Utilities Corporation
d/b/a PPL Utilities
33 South 7th Street
P.O. Box 4060
Allentown, PA 18105-4060
(610) 820-5450
I.D. #25914

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KELLY L. WENTZ,
Complainant,

COMPLAINT DOCKET
NO. F-01002432

vs.

PPL ELECTRIC UTILITIES
CORPORATION d/b/a PPL UTILITIES.
Respondent.

CONDITIONAL ANSWER AND PRELIMINARY MOTIONS
OF PPL ELECTRIC UTILITIES CORPORATION
d/b/a PPL UTILITIES

PPL Electric Utilities Corporation d/b/a PPL Utilities (PPL), by its attorney, hereby
Answers the Complaint in the above-captioned proceeding as follows, in the event the within
Preliminary Motions are denied:

1. Admitted.
2. Admitted.
3. Admitted in part and denied in part. PPL denies that Complainant Kelly L.

Wentz (Complainant) is being charged for an electric service bill with respect to an electric service
premises located at 34 South Middlesex Road, RR1, Carlisle, Pennsylvania, that is not her
responsibility. To the contrary, PPL avers that Complainant is responsible for an electric service bill

DOCUMENT
FOLDER

MAR 27 2002

for electric usage at the aforementioned premises between December 1, 1999 and December 5, 2000. By way of further Answer, PPL avers that electric service was established for Complainant at the subject electric service premises in accordance with her request on December 1, 1999. PPL also avers that on June 29, 2000, electric service was established for Complainant, in accordance with her request, at 290 Old Stone House Road, Carlisle, Pennsylvania. In addition, PPL avers that electric service at the 34 South Middlesex Road premises was disconnected in Complainant's name on December 5, 2000, as a result of a new ratepayer taking responsibility for electric service at said premises.

PPL further avers that on March 7, 2001, Complainant's final electric service account balance of \$181.16 for the 34 South Middlesex Road property was referred to Penn Credit for collection. Furthermore, PPL avers that on January 14, 2002, the Bureau of Consumer Services (BCS) issued a decision at BCS No. 1002432, a copy of which is attached hereto as Exhibit "A," wherein the BCS ruled that Complainant is responsible for the aforementioned final balance of \$181.16.

PPL admits that Complainant's Complaint alleges that she wants her "name cleared for debt." By way of further Answer, PPL avers that on August 16, 2001, Complainant contacted PPL concerning the final balance for electric usage at the 34 South Middlesex Road premises, and claimed that she moved out of said premises in October of 2000. PPL also avers that during said telephone conversation, PPL informed Complainant that it had no record of Complainant

calling to request that electric service at the 34 South Middlesex Road premises be disconnected, and that electric service in Complainant's name thereon was disconnected as a result of a new ratepayer taking responsibility for service. In addition, PPL avers that it informed Complainant that in the absence of notice of discontinuance of electric service by Complainant to PPL, Complainant is responsible for the electric service bill for the 34 South Middlesex Road premises.

PPL denies that Complainant told PPL "to send to Mr. Sunday who owns property they never did." By way of further Answer, PPL avers that PPL's records identify Complainant as the customer receiving electric service at the 34 South Middlesex Road premises between December 1, 1999 and December 5, 2000. In addition, PPL incorporates by reference herein its aforementioned response to Paragraph 3 of the Complaint.

PPL denies that Complainant "did PPL jobs." To the contrary, PPL avers that PPL fully performed its duties and responsibilities, at all times relevant to the instant Complaint, with respect to electric service provided by PPL to Complainant at the 34 South Middlesex Road premises.

After reasonable investigation, PPL is without knowledge or information sufficient to form a belief as to the truth of Complainant's allegation that she "received check from Mr. Sunday to PPL for 124.30," and strict proof regarding the same is hereby demanded by trial, to the extent it is relevant.

After reasonable investigation, PPL is without knowledge or information sufficient to form a belief as to the truth of Complainant's allegation that she "will bring to hearing, [Complainant] will not mail in due to . . . [her] want[ing] [her] name cleared and [her] credit cleared," and strict proof regarding the same is hereby demanded at trial to the extent it is relevant.

PPL admits that with the exception of the electric service bill for the 34 South Middlesex Road property that is the subject of the instant Complaint, Complainant has paid her electric service bills to PPL.

4 Paragraph 4 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 3 of the Complaint as though set forth at length herein.

PRELIMINARY MOTIONS OF PPL ELECTRIC UTILITIES CORPORATION
d/b/a PPL UTILITIES

PPL Electric Utilities Corporation d/b/a PPL Utilities (PPL), by its attorney, hereby makes the following Preliminary Motions pursuant to Section 5.101(a)(1), (3) of the Pennsylvania Code, 52 Pa. Code § 5.101(a)(1), (3).

5. Paragraphs 1 through 4 of PPL's Conditional Answer are incorporated herein by reference as though set forth at length herein.

6. In Paragraph 4 of the Complaint, Complainant Kelly L. Wentz (Complainant) requests that the Pennsylvania Public Utility Commission (Commission) remove the negative entry

on Complainant's credit report, and direct the subject electric service bill for 34 South Middlesex Road, RR1, Carlisle, Pennsylvania, to Jack Sunday.

7. The relief Complainant seeks affects the rights of Penn Credit, the credit reporting agency to whom Complainant's final electric service account balance for the 34 South Middlesex Road premises was referred, and that is referenced by implication in the Complaint.

8. The relief Complainant seeks affects the right of Jack Sunday, who is referenced in the Complaint as the party allegedly responsible for the subject electric service bill.

9. The Commission has no jurisdiction to order the removal of any entry on Complainant's credit report.

10. Penn Credit and Jack Sunday are necessary parties to these proceedings, and Complainant has failed to join them as indispensable parties.

WHEREFORE, in view of foregoing, PPL respectfully requests that its Preliminary Motions be granted, and that the Complaint be dismissed for lack of jurisdiction and failure to join indispensable parties.

Respectfully submitted,

PPL Electric Utilities Corporation
d/b/a PPL Utilities

By: William J. Fries
WILLIAM J. FRIES

Dated: March 25, 2002
at Allentown, Pennsylvania



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

January 14, 2002

BCS No: 1002432

KELLY WENTZ
290 OLD STONE HOUSE ROAD
CARLISLE PA 17013

00420-82048

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. A copy of this decision has also been sent to your utility company. This decision is binding on all parties, and unless it is appealed will become final 20 days after the date of this letter.

If you do not agree with any part of this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Request for Formal Complaint Form. Return this form to the Public Utility Commission, and the formal complaint forms will be mailed to you. If you wish to appeal, you must return this form to the Public Utility Commission by the date shown on the form. Your complaint will be assigned to an Administrative Law Judge, and a hearing date will be assigned.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call me toll free at 1-800-782-1110, or you may call me directly at 717-772-1204.

Sincerely,

Kathleen S. Gilson
Utility Complaint Investigator

Enclosure

SUSAN BURNS
PPL
827 HAUSMAN ROAD
ALLENTOWN PA 18104-9392

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

KELLY WENTZ
290 OLD STONE HOUSE
ROAD
CARLISLE PA 17013

PPL
v. 827 HAUSMAN ROAD
ALLENTOWN PA 18104-9392

Case Number: 1002432

Account Number: 0042082048

Decision On Informal Complaint By The Bureau Of Consumer Services:**Statement Of Complaint:**

A summary of the customer's complaint is as follows:

The customer claims she contacted the company the end of September, 2000, to discontinue service at 34 S. Middlesex Rd., RR1, Carlisle, PA 17013. The company failed to disconnect the service as requested. The customer disputes owing the final balance of \$181.16.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

- 1) That according to company records, service was established for Kelly Wentz at 34 S. Middlesex Rd., Carlisle, PA 17013 on December 1, 1999 per her request.
- 2) That on June 29, 2000, service was established for Kelly Wentz at 290 Old Stonehouse Road, Carlisle, PA 17013 per her request.
- 3) That on December 5, 2000, service at 34 S. Middlesex Rd., Carlisle, PA 17013 was discontinued in Kelly Wentz's name as a result of a new ratepayer taking responsibility for the service at this location.
- 4) That on March 7, 2001, the customer's final balance of \$181.16 was referred to Penn Credit for collection.

Based On These Findings, The Bureau Of Consumer Services Concludes:

That PPL records do not indicate that Kelly Wentz called to discontinue the electric service at 34 S. Middlesex Rd., Carlisle, PA 17013. The service at this location was discontinued effective December 5, 2000 as the result of a new ratepayer taking responsibility for the service. In the absence of notice, the customer is responsible for the bill for \$181.16 to December 5, 2000.

Therefore It Is Decided:

- 1) That the informal complaint of Kelly Wentz is dismissed. Ms. Wentz is responsible for the final bill balance of \$181.16.

January 14, 2002

Date

Signature

Kathleen S. Gilson

Utility Complaint Investigator

Bureau of Consumer Services

PA Public Utility Commission

