

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: 08/22/07
 8. DOCKET NO: F-02263587 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WILSON, KRISTEN MARIE

RESPONDENT/APPLICANT: PPL ELECTRIC UTILITIES CORP

COMP/APP COUNTY: DAUPHIN

UTILITY CODE: 110500

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE IS DISPUTING HER CHARGES FOR THE MONTH OF MARCH IN 2007. COMPLAINANT STATES THE CHARGES FOR THIS MONTH WERE DOUBLED. ALSO THERE WAS A PAYMENT AGREEMENT FOR THE MONTHLY BILL AND THE PAST DUE AMOUNT AND THE AMOUNT AGREED TO WAS \$150.00 PLUS \$40.00 FOR THE PAST DUE AMOUNT AND AFTER THIS WAS SET UP THEN THE BILLS STARTED READING \$163.00 A MONTH PLUS \$40.00 FOR PAST DUE AMOUNT DUE. COMPLAINANT STATES SHE CAN NOT MEET THESE CHARGES.

DOCKET
 AUG 22 2007

DOCUMENT
 FOLDER

Must be returned by August 27, 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

F-02263587

1. CUSTOMER NAME (COMPLAINANT)

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

Name Kristen Marie Wilson

Street/P.O. Box 325 W Caracas Ave Apt # 1

City Hershey State PA Zip 17033

County Dauphin

Area Code/HOME Phone 717-557-1392

Area Code/WORK Phone 717-720-3611

Utility Account Number 34430-99088
(from your bill)

RECEIVED
2007 AUG 22 AM 8:28
SECRETARY'S OFFICE

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 Electric Utilities

DOCUMENT
FOLDER

ORIGINAL

DOCKETED
AUG 22 2007

23

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER
(taxi, moving company, limousine)

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. *please see attached type sheets*
(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.

** please see attached sheet w/
typed information.*

5. RELIEF

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

*Please see attached sheet.

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

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 Christen M. Wilson, 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).

Christen M. Wilson
(Signature)

8/20/07
(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 _____

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.

4a) I am disputing the charges for the month of March 2007 as well as the payment arrangement set up by PPL and PUC due to financial reasons.

4b) I am first disputing the charges for the month of March 2007. That is the only month during the winter that my usage doubled. I do not feel that I used any more electric that month than any other. I set my thermostat at one temperature and let it there as well as kept after the lights and making sure that they are used as least as possible. I am also disputing the payment arrangement set up by PPL as well as the PUC. PPL originally set my payment agreement up at 150.00 month plus and additional 40.00 for the backed bill. Only a month later I received a new bill stating that my payment arrangement was going up to 163.00 a month plus the additional 40.00 for the backed bill. I explained that I am unable to pay the raised rate due to the fact that I am the only steady income. My boyfriend which lives me makes 12.00 an hour, but his hours a week can vary anywhere between 20-40 hours as well as he is only employed 6 months of the year and the other 6 months he collections unemployment, which is only 43% of his normal income. That month I made a payment of 140.00 dollars and still had the additional 63.00 to pay. I was unable to pay that amount by the end of the month. I received a 3 day shut off notice the beginning of July. I called PPL immediately to pay the rest of June's and set up a payment for July. They told me that I could no longer pay the 63.00 past due and July's. They said I would need to pay 277.00 by 7/16/07 and an additional 222.00 by 7/23/06. I told PPL that the amount was too much for me to afford and they said there was nothing they could do. I immediately contacted PUC and they sent me forms to fill out. The PUC completed their investigation and sent me an amount of 164.00 a month plus 273.00 from the backed bill, which amounts to 437.00. That amount is double what I was paying before and could not afford, which have explained to them multiple times to both companies. PPL then sent me a bill for 436.00, which was a dollar less than what the PUC set up, which I received last week. I in turn filled the Intent to Appeal.

5) I would like the public utility commission to argue the charges for the month of March as well as settle a payment agreement between PPL and I to which is affordable for me. I am able to pay 150.00 a month set agreement plus and additional 20.00 dollars of my backed bill, till the backed amount is paid off. The total amount comes to the sum of 170.00 dollars.



Your Account Number
34430-89088
Use when calling or writing

**Electric
Service**

Summary Page

Balance as of Aug 1, 2007 \$ 1,637.09

Charges:
 Total PPL ELECTRIC UTILITIES Charges \$ 436.00
 Payment Plan Adjustment \$ -1,637.09

Total Charges \$ 436.00

Pay This Amount No Later than Aug 22, 2007 **\$ 436.00**

Account Balance \$ 1,800.09

For:
 KRISTEN M WILSON
 325 W CARACAS AVE APT 1
 HERSHEY PA 17033

Questions about
 this bill? Please
 contact us by Aug 22
 at 1-800-342-5775
 (1-800-DIAL-PPL)

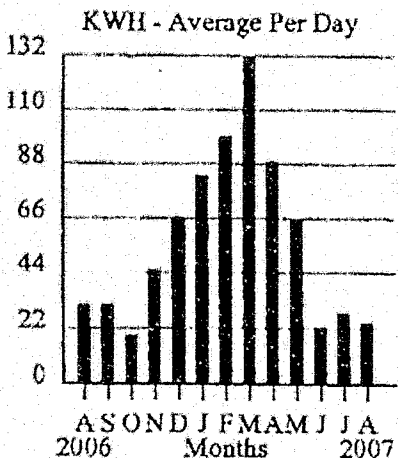
or write to:
 Customer Service
 827 Hausman Rd.
 Allentown, PA
 18104-9392
 www.pplelectric.com

**Electric
Use**

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

**Types of
Meter Readings:**

- Actual
- Estimated
- Customer



Meter Reading Information

Meter #98985338		
Aug 1	Actual	95143
Jul 2	Actual	94379
30 Days	KWH Billed	764

Average - Aug	2006	2007
Temperature	78F	75F
KWH Per Day	32	25

Yearly Use:	Total Use	Average Monthly
Sep 2006 - Aug 2007	21603	1800

Other important information on back →

Return this part to address below with a check payable to PPL Electric Utilities Corporation

Your Bill Account Number
34430-89088

Please Pay By
Aug 22, 2007

Pay This Amount
\$ 436.00

AV 01 014877 12776B 78 A**5DGT
 KRISTEN M WILSON
 325 W CARACAS AVE APT 1
 HERSHEY PA 17033-1613

Amount Enclosed

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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PPL ELECTRIC UTILITIES
 21 NORTH 9TH STREET RPC-GENN1
 ALLENTOWN PA 18101-1575



1 4400018000746001801355 34430-89088



PPL Electric Utilities
 Two North Ninth Street
 Allentown, PA 18101
 1-800-358-6623

3-DAY SHUT-OFF NOTICE

AVISO DE SUSPENSION DE SERVICIO

Name: Kristen M. Williams Date: 7-12-07
 Billing Address: 325 W. Conover Ave Apt 1
 City/State/Zip: Northey
 Customer Account No.: 3443089088

YOUR ELECTRIC SERVICE MAY BE SHUT OFF!

Because your bill is past due, we will shut off the service to Street above on or after 8:00 a.m. on 7-17-07 without further notice.

We will NOT Shut off your electric service if you do ONE of the following:

- Call us at 800-358-6623 to arrange to pay your past due bill of \$ 1,426.06
- Pay the amount you owe on your payment plan. Call us at 1-800-358-6623 for this amount.
- Show us a paid receipt for the past due amount.
- Call 1-800-358-6623 right away if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment agreement or special assistance programs.

If we shut off your electric service, you may have to pay all of the following before we can turn your service on:

Past Due Bill	\$ <u>1,426.06</u>
Security Deposit	\$ <u>25.00</u>
Turn-on Charge	\$ _____
Total	\$ <u>1,471.06</u>

To talk about your bill, please call our office at 1-800-358-6623

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT OFF YOUR SERVICE provided you.

Have your licensed physician or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 7 days. AND

Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

IMPORTANT TO KNOW

Before we shut off your utility service, please read the back of this notice. You may be eligible for certain protections from shut off.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llame a 1-800-358-6623.

Request for Formal Complaint Form
(Notification of Intent to Appeal)

Timely

Notice to Customer:

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 7/17/2007. The Commission will send you formal complaint forms if you return this form.

You must comply with 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 shut off your service.

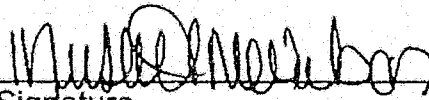
Sincerely,
Pennsylvania Public Utility Commission

Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

KRISTEN WILSON
325 W CARACAS AVE
APT 1
HERSHEY PA 17033

717-557-1392
(Area Code) Telephone Number
BCS: 2263587
Company: PPL UTILITIES



Signature
Date of Mailing: 7/17/2007

Mail this completed form to:

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

SECRETARY'S BUREAU

2007 JUL 25 AM 8:47

2



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

IN REPLY PLEASE
REFER TO OUR FILE

August 7, 2007

BCS: 2263587

KRISTEN WILSON
325 W CARACAS AVENUE APT #1
HERSHEY PA 17033

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 August 27, 2007 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:**

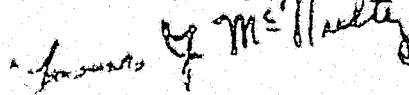
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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 UTILITIES

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 22, 2007

KRISTEN MARIE WILSON
Complainant

DOCUMENT
FOLDER

v.

PPL ELECTRIC UTILITIES CORPORATION
Respondent

Complaint Docket
No: F-02263587

FILED
AUG 22 2007

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 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).

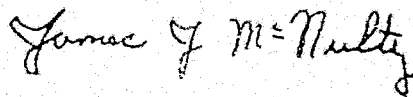
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: AUGUST 22, 2007

F-02263587

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

Dear Mr. Russell:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by KRISTEN MARIE WILSON. 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.

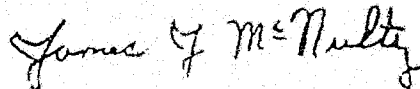
DOCUMENT
FOLDER

AUGUST 22, 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,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty
Secretary

ddi

DOCUMENT
FOLDER

ORIGINAL

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
ALLEN I. TULLAR
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
KELLY RUSH SULLIVAN

OF COUNSEL
DAVID C. KEEHN
MICHAEL J. PIOSA

*Also admitted in NY

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

September 11, 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

RECEIVED

SEP 11 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

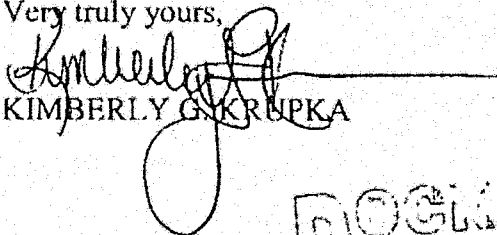
RE: Kristen Marie Wilson v. PPL Electric Utilities Corporation
No. F-02263587

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 September 11, 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

KGK/dm

Enclosures

cc: Ms. Valerie O'Connell (w/enclosure)
Ms. Anita E. Scott (w/enclosure)
Ms. Theresa Albright (w/enclosure)
Ms. Kristen Marie Wilson (w/enclosure)

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DOCUMENT
SEP 13 2007

RJP

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

SEP 11 2007

KRISTEN MARIE WILSON,
Complainant

vs.

PPL ELECTRIC UTILITIES CORPORATION,
Respondent.

COMPLAINT DOCKET

NO. F-02263587

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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 valid Complaint. By way of further response, Complainant alleges "Other, please see attached typed sheet". By way of further response, PPL incorporates its more specific answer set forth in 4b below.

4b. PPL denies that Complainant was improperly billed for March 2007. By way of further response, all billings were based upon actual consumption. In addition, PPL denies that it failed to offer an appropriate payment arrangement.

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.

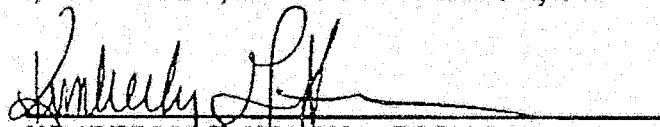
7. Admitted.

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: September 11, 2007
In Allentown, Pennsylvania

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

KRISTEN MARIE WILSON,
Complainant

vs.

PPL ELECTRIC UTILITIES CORPORATION,
Respondent.

COMPLAINT DOCKET

NO. F-02263587

RECEIVED

SEP 11 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

This is to certify that ANSWER of PPL ELECTRIC UTILITIES CORPORATION TO THE COMPLAINT OF KRISTEN MARIE WILSON, was mailed to counsel/complainant of record on behalf of Complainant by first class United States mail, postage on this the 11th day of September, 2007.

KRISTEN MARIE WILSON
325 W. CARACAS AVENUE, APT. 1
HERSHEY, PA 17033

GROSS, MCGINLEY, LaBARRE & EATON, LLP

By:


KIMBERLY G. KRURKA, ESQUIRE

I.D. # 83071

Counsel for Defendant, PPL Electric Utilities
Corporation

33 South 7th Street, P.O. Box 4060

Allentown, PA 18105

Phone (610) 820-5450

Fax (610) 820-6006

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COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
October 3, 2007

IN REPLY PLEASE
REFER TO OUR FILE

In Re: F-02263587

(SEE ATTACHED LIST)

Kristen Marie Wilson v. PPL Electric Utilities Corporation

RJP

Billing Dispute / Requests Payment Arrangements

Telephone Hearing Notice

DOCUMENT
FOLDER

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing
Date: Thursday, November 29, 2007
Time: 10:00 a.m.
Presiding: Administrative Law Judge David A. Salapa
PO Box 3265
Harrisburg, PA 17105-3265
Phone: 717-783-5452
Fax: 717-787-0481

DOCKETED
OCT 16 2007

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

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OCT 15 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

At the above date and time, the Presiding Officer will contact the parties as follows:

Kristen Marie Wilson
Kimberly G. Krupka, Esquire

717-557-1392
610-871-1325

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 5 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: 717-787-1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired:
1-800-654-5988

pc: Judge Salapa
Stacy Nolan, Scheduling Officer
Beth Plantz
Docket Section
Calendar File