

**Request for Formal Complaint Forms
(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 April 13, 2018. 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)

Christine Neitz
39 Pine St
Fl 2
Pittston, PA 18640

570-606-5546
(Area Code) Telephone Number
BCS: 3577087
Company: PPL Utilities


Signature
Date of Mailing: April 13, 2018

Mail this completed form to:

Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

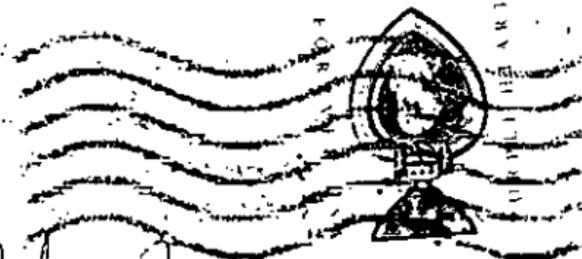
RECEIVED

2018 APR 25 AM 10:37

PA PUC
SECRETARY'S BUREAU

1978 WALLEY PA 100

25 MAR 2018 PM 4 1



Pennsylvania Public Utility Commission
Commonwealth Keystone Building
2nd floor
400 North Street
Harrisburg Pa 17120





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

April 13, 2018

BCS No: 3577087

Christine Neitz
39 Pine St
Fl 2
Pittston, PA 18640

Dear Christine Neitz,

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

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 has the right to shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

Kraig Herst
Investigator

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Christine Neitz
39 Pine St
Fl 2
Pittston, PA 18640

Date: April 13, 2018

BCS: 3577087

Acct. No: 7457122072

V.

PPL Utilities

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):

STATEMENT OF COMPLAINT:

You contacted the Public Utility Commission (PUC) on November 13, 2017 and filed an informal complaint against PPL Utilities. You stated you are enrolled in the Company's OnTrack program. You also stated you just recertified for the OnTrack program and your monthly payment was \$130.00 and stated you cannot afford this payment. You also stated the Company reported an incorrect budget amount to the agency. You want a payment plan you can afford. You also request the PUC to investigate this dispute against PPL Utilities.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:

1. Company records indicate, on July 1, 2015, you established service at 14 Cornelia St, Apt 3 Pittston, PA, 18640. The Company assigned account number 24061-20181.
2. Company records indicate, on March 24, 2016, the Company enrolled you in its Customer Assistance Program, OnTrack (percent of monthly bill) at a monthly rate of \$75.00.
3. Company records indicate, on March 25, 2017, you established service at 39 Pine St, 2nd floor, Pittston, PA, 18640. The Company assigned account number 74571-22072.
4. Company records indicate, on September 28, 2017, the OnTrack agency cancelled the OnTrack program and requested updated financial information from you. The agency requested this information to recertify you for the OnTrack program as you reached your 18-month anniversary date.
5. Company records indicate, on October 23, 2017, the Company enrolled you on OnTrack at a monthly rate of \$130.83. This amount included the surcharge to offset program costs.
6. Company records indicate, on November 10, 2017, you contacted the OnTrack agency in reference to your OnTrack payment amount of \$130.83. You stated there was a hardship in the household. The OnTrack agency re-enrolled you on an Agency Selected Payment of \$86.00 plus the CAP plus of \$4.04 for a total OnTrack amount of \$90.04.

7. According to the 2017-2019 PPL Electric Universal Service & Energy Conservation Plan which was approved by the PUC on December 7, 2017, the monthly payment is based on the following:

Monthly CAP Bill Amount – Minimum Payment Option	<ul style="list-style-type: none"> ▪ The estimated monthly budget amount minus the monthly CAP Credit amount (\$180 for heating and \$71 for non-heat), plus \$5 toward the arrearage plus the \$4.00 CAP Plus amount.
Monthly CAP Bill Amount – Percent of Bill Option	<ul style="list-style-type: none"> ▪ If income is 0-50% FPIG, the customer pays 50% of the bill, plus \$5 payment toward the arrearage plus the CAP Plus amount. ▪ If income is 51-100% FPIG, the customer pays 70% of the bill, plus \$5 toward the arrearage plus the CAP Plus amount. ▪ If income is 101-150% FPIG, the customer pays 80% of the bill, plus \$5 toward the arrearage plus the CAP Plus amount.

8. Company records indicate you have OnTrack arrears of \$331.32.

9. According to 66 Pa C.S. § 1405. Payment arrangements.

(c) Customer assistance programs.--Customer assistance program rates shall be timely paid and shall not be the subject of payment arrangements negotiated or approved by the commission.

10. Company records indicate your total account balance is \$833.75. This balance does not include any payments or bills on or after April 11, 2018.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. Based on the 2017-2019 PPL Electric Universal Service & Energy Conservation Plan, your OnTrack monthly amount is based on a percentage of your monthly budget amount.
2. The 2017-2019 PPL Electric Universal Service & Energy Conservation Plan was approved by the PUC.
3. The OnTrack payment arrangement would be the lowest payment plan you could be placed on.
4. Your bills are correct as rendered.
5. You are not eligible for a PUC payment arrangement per 66 Pa C.S. § 1405(c).

THEREFORE, IT IS DECIDED THAT:

1. This informal complaint is dismissed.
2. You must contact the Company to discuss your options with your account.

If you have any questions, you can contact our office at 1-800-692-7380. If you disagree with this decision, you can appeal it by completing and returning the form on the next page.