

Pennsylvania Public Utility Commission

Bureau of Consumer Services

400 North Street

Harrisburg, PA 17120

Robert Strydio
130 Georgellen Avenue
East Stroudsburg, PA 18301
(Complainant)

v.

PPL Electric Utilities
827 Hausman Road
Allentown, PA 18104-9392
(Respondent)

and

Gross McGinley
355 Seventh Street
PO Box 4060
Allentown, PA 18105
(Respondent)

and

Kimberely Krupka – PPL Representative of Record
Gross McGinley
355 Seventh Street
PO Box 4060
Allentown, PA 18105
(Respondent)

and

Craig Schultz – previous PPL Representative of Record
Gross McGinley
355 Seventh Street
PO Box 4060
Allentown, PA 18105
(Respondent)

C-2018-300 5545

RECEIVED

JUL 08 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

~~Pennsylvania PUC~~

~~JUL 08 2019~~

~~Consumer Services
CAC Division~~

Informal Complaint

Notifications

Legally required Notification of Status: Disabled

Ethnicity: Spanish-American

Notice of Power Interruption (enclosed) has been received by the Complainant and is scheduled for 7/8/2019

Customer/Utility Contact: The Complainant has been contacted by PPL which has no interest in the Complainant's concerns and only in their money.

Charges

Deceptive Business Practices, Unethical Business Practices, Unauthorized Assessment of Late fees, Denial of Due Process, Pennsylvania Supreme Court Disciplinary Board Rules of Professional Conduct – Standards of Practice

Jurisdictions

JUL 0 8 2019

Consumer Services
CAC Division

- 53
- 54 52 Public Utilities
- 55 66 Pa. C.S.A. Public Utilities
- 56 Chapter 56I Utility Service
- 57 Americans with Disabilities Act (ADA)
- 58 Pennsylvania Human Relations Act (PHRA)
- 59 Pennsylvania Unfair Trade Practices and Consumer Protection Law – pertaining to deceptive practices
- 60 Pennsylvania Supreme Court Disciplinary Board Rules of Professional Conduct – Standards of
- 61 Practice

Exhibits

- 62
- 63
- 64
- 65 Complainant’s Exhibit 1 – Is a photocopy of the Notification of the telephonic hearing signed by
- 66 PPL Representative of Record Krupka. The following is evidenced:
- 67 Item #1 - is the date of origination of the Notification signed by Krupka
- 68 i. the date of the notification is **untimely**
- 69 Item #2 – ostensibly is the day, date, and time of the telephonic hearing
- 70 i. day, date, and time is **disinformation**
- 71 Item #3 - ostensibly is the login code to attend the telephonic hearing -
- 72 i. no method of determining the information accuracy is available to the Complainant
- 73 Item #4 - ostensibly the telephone number where the telephonic hearing would take place -
- 74 i. no method of determining the information accuracy is available to the Complainant
- 75 Complainant’s Exhibit 2 – is a photocopy of the FedEx shipping label that was on the envelope
- 76 exterior containing Complainant’s Exhibit 1 and the requisite discovery in the form of computer
- 77 printouts.
- 78 i. FedEx confirmed the actual pickup for overnight delivery to the Complainant - day, date, and
- 79 time - as Wednesday, 1/15/2019, 10:00AM, the day and start time of the scheduled
- 80 telephonic hearing.
- 81 ii. The delivery date (marked by red arrow) is “WED – 16 Jan 4:30PM” indicating Wednesday
- 82 – January 16 [2019] 4:30PM (estimated delivery time), is one (1) day after the telephonic
- 83 hearing.
- 84 iii. FedEx confirmed the actual delivery day, date, and time as Wednesday – 16 Jan 2:48PM –
- 85 the day after the telephonic hearing
- 86 Complainant’s Exhibit 3 - is a photocopy of an envelope containing a communication from the
- 87 PHRC and evidences that the Complainant was receiving mail in St. Petersburg, Florida as early as
- 88 12/27/2018
- 89 Complainant’s Exhibit 4 – is a photocopy of a PPL envelope with a USPS Mail Forwarding Sticker
- 90 attached evidencing the Complainant was having mail forwarded, to Florida, as late as 01/24/2019.
- 91 Complainant’s Exhibit 5 – is a photocopy of a Judicial Activity Log obtained by the Complainant,
- 92 from the PUC website. The Log evidences that on 1/15/2019, PPL Representative of Record
- 93 Kimberly Krupka submitted a *Praecipe for Appearance* and had full knowledge of, and participated
- 94 in, the telephonic hearing on the matter of Docket No. 2018-3005545 - confirmed by Judicial Law
- 95 Office staff during a telephone call with the Complainant.

Violation - Docket No. 2018-3005545

- 96
- 97
- 98
- 99
- 100 Charges: Deceptive Business Practices, Unethical Business Practices, Unauthorized Assessment of Late
- 101 fees, Denial of Due Process, Pennsylvania Supreme Court Disciplinary Board Rules of Professional
- 102 Conduct

103 **Specifications:**
104 Since, by deception, the Complainant was denied presenting evidence, at the telephonic hearing, in the above
105 encaptioned matter, and by regulation from presenting NEW evidence not presented at a telephonic hearing to
106 which the Complainant was denied access, due to erroneous and egregious disinformation in the Notification
107 of the of a telephonic hearing submitted by PPL / Gross McKinley (McKinley) / Craig Schultz (Schultz) /
108 Kimberely Krupka (Krupka) the Complainant is filing this Informal Complaint against PPL for Deceptive
109 Business Practices, Unethical Business Practices, Unauthorized Assessment of Late fees, Denial of Due
110 Process by intentionally denying the Complainant's attendance at a telephonic hearing by acts of Deception,
111 Unethical Business and legal practices.
112 As the exhibits will attest, by the very nature of their lacking even good subterfuge – that would otherwise be
113 useful in furtherance of “plausible deniability” - assuming, and requiring that the Complainant would not
114 investigate the activities of PPL / McKinley / Schultz / Krupka through requisite procedural communication
115 and informational discovery - which the Complainant did in fact investigate - PPL / McKinley / Schultz /
116 Krupka similarly hoping the Complainant was not sufficiently familiar with applicable statues and regulations
117 - engaged in a plan to deny the Complainant due process through deception by providing untimely and an
118 false Notification of the day, date, time, and possibly other information, required for Complainant's
119 attendance, at the telephonic hearing concerning the above encaptioned docket..
120 It was the purpose of the deception expressly to obtain a judgement favorable to PPL by virtue of non-
121 appearance, by the Complainant, at the telephonic hearing that resulted in, according to court records, just
122 such a decision by administrative law judge Denis J. Bucidey.
123 Undoubtedly the plan was designed to create an atmosphere of “plausible deniability” - by virtue of human
124 error - in the event any disinformation was uncovered by the Complainant.
125 However, the disinformation is so egregious and ill-conceived as to deny any such a theory that
126 might be proffered by PPL / McKinley / Schultz / Krupka, and instead evidences multiple violations
127 of statutes -52 Public Utilities - 66 Pa. C.S.A. Public Utilities - UTPCPL 73 P.S. §§ (4)(xxi) –
128 pertaining to deceptive practices, by all parties - the Pennsylvania Supreme Court Disciplinary Board
129 Rules of Professional Conduct by PPL / McKinley / Schultz / Krupka and instead supporting the
130 conclusion of intentional deception.
131 The PUC has jurisdiction over the activities of McKinley / Schultz / Krupka as they present
132 themselves and are recognized as lawful representatives of, and employees of PPL.
133 For informational and advisory purposes it is mentioned here that a similar complainant against PPL
134 / McKinley / Schultz / Krupka will be to forwarded to the Pennsylvania Supreme Court Disciplinary
135 Board for violations of the Rules of Professional Conduct for the role McKinley / Schultz / Krupka
136 played in this deceptive malfeasance, to Housing and Urban Developed, if necessary the
137 Pennsylvania Attorney General through Senator Scavello, and if necessary the Department of Justice
138 Disability Rights Section through Congressman Cartwright. Wherever this complaint is sent is
139 entirely within the control of the PUC.
140 Since the delivery address of the Notification of the Telephonic Hearing was incorrect at the time of
141 delivery, and the Complainant did not come into possession of the Notification until 3/2019 - after
142 the Complainant's return from Florida - and being well past the statutory maximum of any remedies
143 provided for by regulation after a Final Decision - even resulting from the denial of due process by
144 malfeasance and deception - by PPL, this complaint is being filed.
145

146 **Background Facts**

147
148 In or about September/2018 the Complainant was contacted by telephone, by Craig Schultz - the
149 previous PPL Representative of Record - of Gross McKinley, and in a brief exchange, claiming to want
150 to discuss a Payment Program with the Complainant - which was a ruse - and very quickly turned
151 into an investigation of the Complainant's checking account.
152 Very quickly after the initiation of the call and without further mention of a Payment Program
153 Schultz inquired about the Complainant's checking account balance. The Complainant's initial

154 impression was that the information was none of Schultz's business. The second impression was that
155 it was not germane to a Payment Program.

156 The Complainant responded to Schultz that the Complainant did not know the balance of the account
157 "*off-the-top-of-my-head*". Schultz asked the Complainant to investigate the balance and call him
158 back with the amount.

159 The Complainant examined the checking account, as requested, and discovered there were NO debts
160 in the Complainant's checking account that coincided with three (3) debt card payments - made on
161 line that did appear in the Complainant's Account Payment History page as "Paid", on the PPL
162 website - also indicating the Complainant's arrears continued to rise in spite of the recorded
163 payments and apparent "acceptance" by PPL.

164 After reviewing the Complainant's payment history, either on the PPL website or more likely from
165 computer printouts, Schultz discovered potentially damaging PPL malfeasance by not applying
166 multiple payments made by the Complainant in "good faith" that could not be easily explained away
167 particularly in view of the arrears continuing to increase and a clear cut case of computer record
168 manipulation.

169 Schultz needed confirmation of his discovery by determining whether there were corresponding
170 debts in the Complainant's checking account -- information Schultz did not have access to, and could
171 only be obtained from the Complainant, to confirm or dismiss Schultz suspicions regarding the
172 uncredited payments and PPL malfeasance.

173 Hence, the ruse of contacting the Complainant claiming to want a discussion about a Payment Plan
174 *in spite of being quickly dismissed, so as not to create Complainant suspicion regarding the checking*
175 *account information and the Schultz discovery.*

176 As Instructed by Schultz the Complainant attempted to contact Schultz at Gross McKinley where the
177 Complainant was informed that Schultz was in a meeting and unavailable. The Complainant left a
178 message for Schultz to return the Complainant's call. Schultz never responded; not needing to
179 because the Complainant's return call confirmed what Schultz had discovered - PPL malfeasance in
180 the crediting of Complainant payments on-line.

181 During the conversation with Schultz about the Complainant's checking account the Complainant
182 informed Schultz that the Complainant would be residing in Florida from October 2018 to May 2019
183 -- actually returning in April 2019 - and if communication by mail was required Schultz could send it
184 to the Pennsylvania address where it would be forwarded to the Florida address or more quickly and
185 directly to the Florida address -- no request for the Florida address was made.

186 After not hearing from Schultz the Complainant file a complainant with the PUC, which complaint
187 was to be adjudicated at the 1/15/2019 telephonic hearing, where the Complainant was not in
188 attendance as a result of deliberately being given misinformed, by PPL Representative of Record
189 Kimberly Krupka, regarding the day, date, and time of the telephonic hearing as evidenced by Complainant's
190 Exhibit #1..

191 The ongoing actions of PPL / McKinley / Schultz / Krupka in this matter have resulted in
192 unauthorized assessment of Late Payment Fee over charges in amounts that number in the 100's of
193 dollars which the Complainant disputes and denial of potential relief from those fee's by the court.
194 PPL itself, and through their Representative of Record Kimberly Krupka, have overtly engaged in a
195 pattern of malfeasance and unethical and deceptive business practices in violations of PUC Regulations, in the
196 application of payments, the violation of the UTPCPL, unethical judicial practices now in the courts.

197 The illegal and unethical practices employed by PPL through their Representative of Record Kimberly
198 Krupka, were implemented in the hope that the Complainant would not investigate the practices and if illegal
199 and unethical practices were discovered, by the Complainant, some form of "plausible deniability"
200 would be employed; for the purpose of backing the Complainant into a corner where the
201 Complainant would be required to pay all the arrears in full or the Complainant's service would be
202 interrupted. This is EXTORTION violating Chapter 561 Utility Service, Title 52 Public Utilities, Title 66 Pa.
203 C.S.A. Public Utilities were passed by the Legislature and put into law to prevent such abuse. Since PPL is
204 lawless they have no effect.

205 PPL Representative of Record Kimberely Krupka is guilty of a violation of Pennsylvania Supreme Court
206 Disciplinary Board Rules of Professional Conduct pertaining to “Lawyer Responsibilities” while outside the
207 jurisdiction of the PUC cannot nevertheless be ignored as evidence of PPL unethical behavior.
208 Consequently, violations of PPL’s regulatory obligation’s and Pennsylvania rules of professional conduct
209 concerning a lawyer’s responsibilities, deception, and malfeasance must be considered as part of PPL’s overall
210 behavior as follows:

211 1) Violation of PPL’s regulatory obligation’s and Pennsylvania Rules of Professional Conduct
212 concerning “Lawyer Responsibilities, by their Representative of Record - Krupka.

213 Referring to Complainant’s Exhibit 5 – court records show the telephonic hearing was
214 conducted on 1/15/2019 not “January 123, 2019” as indicated by Item #2 in Complainant’s
215 Exhibit 1. The use of the “123” was **deliberately utilized to add confusion - January 12 or**
216 **January 13(Which?) – neither date being correct - concerning the scheduling of the telephonic**
217 **hearing as proffered by their Representative of Record - Krupka.**

218 2) Violation of PPL’s regulatory obligation’s and Pennsylvania Rules Of Professional Conduct
219 pertaining to “Lawyer Responsibilities.

220 Referring to Complainant’s Exhibit 5 court records show that the telephonic hearing was
221 conducted on 1/15/2019. The notification letter was composed on 1/15/2019 - Complainant’s
222 Exhibit 1 Item #1 - FedEx verifying that the Notification was picked up on 1/15//2019 - the day
223 of the hearing - at 10:00AM for overnight delivery by “WED – 16 Jan at 4:30PM” as evidenced
224 by Complainant’s Exhibit 2, and the day after the telephonic hearing making it impossible for the
225 Complainant to attend the telephonic hearing as was PPL / McKinley / Schultz / Krupuk’s
226 **intention and in violation of PUC and other Regulation’s.**

227 3) Violation of PPL’s regulatory obligation’s and Pennsylvania Rules Of Professional Conduct
228 pertaining “Lawyer Responsibilities”.

229 On or about 1/17/2019, two (2) days after the telephonic hearing, and in furtherance of its
230 deception PPL / McKinley / Schultz / **Krupuk**, contacted the Complainant by telephone to
231 confirm receiving the requisite Notification and discovery, enquiring if the envelope, sent via
232 FedEx, had been received by the Complainant.

233 The Complainant replied the only FedEx that the Complainant received, for the previous two (2)
234 weeks, was merchandise. Krupka replied “*I have confirmation*” (add emphasis) of the delivery.
235 At that moment the Complainant realized that PPL/Krupka had sent the envelope to the
236 Complainant’s Pennsylvania address and not the Complainant’s Florida address and informed
237 PPL/Krupka of the error. PPL/Krupka repeated “*I have confirmation*” (add emphasis) of the
238 delivery. To which the Compliant replied, “Yes, but to the wrong address.” The information
239 didn’t matter PPL/Krupka had “confirmation” of the Notification delivery and discovery even if
240 it was to the wrong address because having a “confirmation” that could be shown to a judge,
241 even an incorrect one, which was all that mattered for providing “plausible deniability”. If
242 PPL/Krupka really wanted to prove delivery she would sent the paperwork to the Florida
243 address, but there was no need the favorable PPL decision had been rendered. Mission
244 accomplished!

245 The Complainant demanded that PPL/Krupka re-send the Notification and discovery. Since the
246 telephonic hearing had already taken place, PPL / Krupka had her “Confirmation” of delivery,
247 and PPL/Krupka had gotten the desired outcome of a dismissal of the Complainant’s case,
248 permitting PPL to move forward with its extortion plan, PPL/Krupka took no action.
249 Furthermore, the Complainant demanded that PPL/Krupka retrieve the envelope as its presence
250 on the Complainant’s steps present a security threat to the Complainant’s home of burglary since
251 the presence of the envelope on the steps, uncollected for weeks, would signal to a potential
252 home invader that no was at home.

253 PPL/Krupka took no action because PPL/Krupka didn’t care about the wellbeing of their
254 customer’s property, which is illustrative of their general demeanor toward their customers.

255 When I arrived home in March the envelope was still on the steps - showing evidence of having
256 been in the weather – and was retrieved.

257 Violation of PPL's regulatory obligation – presented hear as evidence of ongoing violative
258 behavior by PPL and **not a cause off action in this complaint.**

259 On or about 9/10/2018 the Complainant received a phone call from PPL to inform the
260 Complainant that his Payment Plan went into default on 9/8/2018, a Payment Plan of which the
261 Complainant had **NO KNOWLEDGE** and was implemented by PPL without discussion with
262 the Complainant, violating PUC regulations. The issue here is that a Payment Plan default affects
263 an individual's credit worthiness with PPL.

264 The Complainant inquired why PPL didn't call before the default occurred to which the
265 Representative responded "*We don't have too.*" While statutorily correct, by the letter of the
266 regulations, it stands in defiance of the spirit of the regulations to provide effective customer
267 service, to the customer, and not PPL as was the legislative intent.

268 Violation of PPL's regulatory obligation – presented hear as evidence of ongoing violative
269 behavior by PPL and **not a cause off action in this complaint.**

270 On or about 4/5/2018, at or about 2:00PM - several days after a visit to Senator Scavello's office
271 to enlist his assistance with PPL - the Complainant received a telephone call from an individual
272 identifying himself as a representative of PPL. After immediately referencing Senator Scavello
273 the PPL representative informed the Complainant that "PPL will only discuss your account with
274 the PUC." And terminated the call without discussion.

275 This denial of communication is a clear and unambiguous violation of multiple public utility
276 regulations.

277 The PUC can be certain that no recording of the conversation was made because PPL is not so
278 foolish as to make an audio recording of a direct violation of public utility regulation.

279 **Be advised that since this is the position PPL established the Complainant will not be**
280 **having any direct discussion with PPL on matters in this complaint, or related to this**
281 **complaint; instead PPL has made this the province of the PUC.**

282 **Unless and until the PUC takes affirmative action against PPL to correct this violation the**
283 **position as stated by the Complainant will remain in affect** and the PUC can handle the

284 statutorily required customer contact in the manner demanded by PPL. The alternative is to
285 submit this complaint, through Senator Scavello, to the Pennsylvania Attorney General. Since
286 this is a civil and not a criminal matter the Complainant is certain it will be given to the Public
287 Advocate for resolution and the Complainant will have satisfied the Complainant's statutory
288 contact requirement through his representative the Public Advocate who may obtain a better
289 outcome than the Complainant.

290 Furthermore, an Informal Complaint filed by the Complainant was dismissed for Complainant's
291 failure to contact the utility before submitting an Informal Complaint which in view of PPL's
292 demand that PPL would only discuss the Complainant's account with the PUC making it
293 impossible for the Complainant to comply.

294 A request for review of the PUC decision to dismiss was made, by the Complainant, the results
295 of said review the Complainant remains uninformed.

296 PPL violations of the ADA and PHRA – presented hear as evidence of ongoing violative
297 behavior by PPL and **not a cause off action in this complaint.**

298 In the beginning of 2018 the Complainant's ex-wife, JoAnn Colotta, who resides in the same
299 community as the Complainant, was encountering financial difficulties paying her electric bill.
300 Being disable by issues of anxiety and depression Colotta asked the Complainant to broker a
301 Payment Plan, on her behalf through the PUC – this a matter of record with the PUC. A Payment
302 Plan was successfully established as evidenced by a letter of confirmation received by the
303 Complainant from the PUC to that effect.

304 At that time that the Complainant was in the same situation under nearly identical circumstances.
305 After receiving the confirmation letter form the PUC the Complainant, likewise, requested a
306 Payment Plan from PPL. The Payment Plan PPL offered the Complainant differed substantially
307 from the plan offered to Colotta by requiring the Complainant to a pay a "deposit" of
308 approximately \$1129.00 – money which the Complainant did not have and a violation of the

309 ADA and the PHRA. This began very process in which the Complainant is currently embroiled
310 with PPL.

311

312 **Be advised: As new information is uncovered by the Complainant this complaint maybe amend.**

313

314

Verification

315 I, Robert Strydio verify that the facts set forth in this complaint are true and correct to the best of
316 my knowledge, information, and belief. This statement is made subject to the penalties of
317 Section 4904 of the Crimes Code (18 PA C.S. § 4904) related to unsworn falsification to
318 authorities.

319

320


Robert Strydio - Complainant

321

July 1, 2019

322

Date

323

Pennsylvania PUC

JUL 08 2019

Consumer Services
CAC Division



GROSSMcGINLEY LLP

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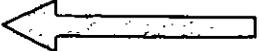
Special Counsel
POLICE & WORKERS

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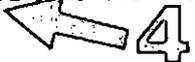
January 15, 2019  1

VIA FEDERAL EXPRESS

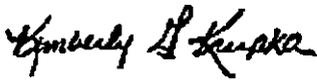
The Honorable Dennis J. Buckley
Administrative Law Judge
Pennsylvania Public Utility Commission
400 North Street
Commonwealth Keystone Building
Harrisburg PA 17120

Re: Robert Strydio v. PPL Electric Utilities Corporation
Docket No. C-2018-3003645

Dear Judge Buckley:

Enclosed please find in the above-referenced matter three (3) copies of PPL's Hearing Exhibit Nos. 1 and 10. I propose to introduce these documents into evidence at the initial telephonic hearing on Wednesday, January 23, 2019 at 10:00-AM. I can be reached at 1-855-710-9964 pass code 75905218 at the above date and time to participate in the hearing.  4  3 

I have Federal Expressed copies of these exhibits to the Complainant.  2

Very truly yours,

KIMBERLY G. KRUPKA

KGK/kmc
Enclosures

Cc: Robert Strydio (w/enc.); via Federal Express

Pennsylvania PUC

JUL 0 8 2019

Consumer Services
CAC Division



pennsylvania
HUMAN RELATIONS COMMISSION

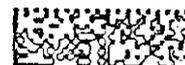
Harrisburg Regional Office
333 Market Street, 8th Floor
Harrisburg, PA 17101-2210

XX12/27/18 HBC 170XX

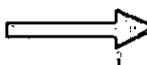


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Robert Strydio
6021 Bahia Del Mar Circle



Saint Petersburg, FL 33715

Pennsylvania PUC

JUL 08 2019

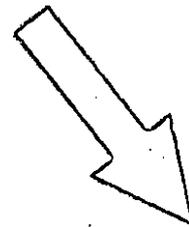
Consumer Services
CAC Division

Exhibit 3

PPL Electric Utilities
Two North Ninth Street
Allentown, PA 18101-1179



Learn how your home uses energy.
Discover ways to save.
Visit ppllectric.com.



T 178 NPS 104161610001/24/18

STRYDIO ROBERT
6021 BAHIA DEL MAR CIR APT 258
ST PETERSBURG FL 33715-2358

EC: 33715235863 *4259-00200-24-31

337152358



Pennsylvania PUC

JUL 08 2019

Consumer Services
CAC Division

Exhibit 4

| <u>Document Name</u> | <u>Public Meeting Date</u> | <u>Received Date</u> | <u>Date Served</u> | <u>Docket Number</u> | <u>Reference Docket Number</u> | <u>Document Type</u> | <u>Case Type</u> | <u>Utility Name</u> | <u>Utility Type</u> | <u>Utility Code</u> | <u>eFiling Confirm Number</u> |
|---|----------------------------|----------------------|--------------------|-----------------------|--------------------------------|----------------------|------------------|-----------------------------|---------------------|---------------------|-------------------------------|
| <u>Principles for Appearance of K Krupka - PPL Electric</u> | | | | | | | | | | | |
| | | 15-Jan-2019 | | | | | | | | | |
| | | | | <u>C-2018-3005545</u> | | | | | | | |
| | | | | | | Notice of Appearance | Formal Complaint | PPL ELECTRIC UTILITIES CORP | Electric | 110500 | 1744238 |

Pennsylvania PUC

JUL 08 2019

Consumer Services
CAC Division

Exhibit 5

RECEIVED

PPL Electric Utilities
2 North 9th Street CPC-GENN1 Allentown, PA 18101-1175
Tel. 800.358.6623 Fax 484.634.3713
ppl@electric.com



2019 JUL -8 PM 2:53

AB 01 004043 91110 B 11 A

PA PAID
SECRETARY'S BUREAU
FRONT
ROBERT STRYDIO
130 GEORGELLEN AVE
EAST STROUDSBURG PA 18301-1837

June 20, 2019

Pennsylvania PUC

JUL 08 2019

Bill Account No: 59921-22072

Consumer Services
CAC Division

10-DAY SHUT-OFF NOTICE
AVISO DE SUSPENSION DE SERVICIO

Your Electric Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 130 GEORGELLEN AVE, EAST STROUDSBURG PA 18301 on or after 8:00 AM on July 8, 2019. We may act on this notice for up to 60 days. If your proposed service shut-off date falls on a Friday, the termination would occur the next business day.

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

- Arrange to pay your past due bill of \$6,425.43 by:
 - Calling us at 800-358-6623, or
 - Visiting ppl@electric.com/payassist and submitting a payment online.
- Pay the amount you owe on your payment plan. Call us at 800-358-6623 for this amount.
- Show us a paid receipt for the past due amount.
- Call 800-358-6623 right away if you believe your bill is wrong or if you cannot afford to pay your bill. You may be eligible for a payment agreement allowing you to pay off your arrears over time. You may also be eligible for a special assistance program such as **OnTrack**, which provides a reduced monthly bill based on your ability to pay. You may be required to show proof of your household's income in order to enroll in OnTrack.

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 | \$6,425.43 |
| Security Deposit | \$255.00 |
| Reconnection Fee: | \$14.00 |

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

MEDICAL EMERGENCY NOTICE

Notice of Service

I, Robert Strydio, hereby certify that on this day of July 2, 2019, have severed on the below encaptioned individuals or entities that are parties to this complaint, or have lawful interest in this complaint, the "Informal Complaint" attached hereto, or enclosed herein, by the mail method as indicated.

Certified Mail

Pennsylvania Public Utility Commission
Bureau of Consumer Services
400 North Street
Harrisburg, PA 17120


Robert Strydio - Complainant

July 2, 2019
Date

~~Pennsylvania PUC
JUL 08 2019
Consumer Services
CAC Division~~

RECEIVED
JUL 08 2019
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BCS

Robert Strydio
120 Georgellen Avenue
East Stroudsburg, PA 18301

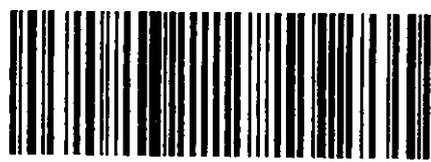
7018 0360 0002 1114 5030

**Pennsylvania Public Utility
Commission
Bureau of Consumer Services
400 North Street
Harrisburg, PA 17120**

10 Day Notice

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL



1000



17120

U.S. POSTAGE PAID
EAST STRONDSBURG, PA
18302-19
R2305E124051-14
\$4.50
MOUNT