

C-2019-3012627

To Whom It May Concern:

I do not agree with the terms and conditions sent to me. You are requesting me to pay off a \$3000.00 balance within 6 month time span. When I spoke to the PUC representative he told me I had at least 41 months left to pay off the balance and that I would have to pay an additional \$250 per month plus current electric bill. Now it has changed to \$577.00 plus current electric bill (\$250 on budget plan) which would be around \$800 per month. I cannot afford such a high amount.

I am continuing with my formal complaint to possible reach a more feasible payment arrangement. I feel that this arrangement is setting me up for failure. I also have other monthly bills - mortgage - water- sewer etc etc.

All current monthly bills will be paid to PPL.

Thankyou



Facenda Fairley

**RECEIVED**

SEP 27 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



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

IN REPLY  
PLEASE REFER  
TO OUR FILE

9/3/2019

BCS: 3708714

Facenda Fairley  
11 Madison Ln  
White Hall PA 18052

Dear Facenda Fairley:

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. We have granted an extension of your prior arrangement. We have also sent a copy of this document to your utility company, PPL Utilities. This arrangement is binding on all parties. 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. If you want to appeal, 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.

Your appeal begins when you complete and return the formal complaint forms. 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.**

Even if you appeal this decision, you must make all of the payments required by this payment arrangement. If you do not make these payments, PPL Utilities may terminate your utility service.

Do not mail your payments to the Public Utility Commission. Payments should be made payable to your utility company and mailed directly to your company the same way you normally make payments.

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

Sincerely,

Butch Comstock

RECEIVED  
2019 SEP 27 PM 1:51  
PA PUC  
SECRETARY'S BUREAU

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

Facenda Fairley  
11 Madison Ln  
White Hall PA 18052

Date: 9/3/2019

V.

BCS: 3708714

Acct. No: 7718019103

PPL Utilities

---

On 6/10/2019, you contacted the Public Utility Commission (PUC) to request a payment arrangement to maintain your utility service. When you filed the complaint, the PUC placed a temporary hold on the termination of your utility service. During our review of your complaint, we found that the PUC previously issued you a payment arrangement under BCS # 3360701. That payment arrangement was not satisfied.

Due to your significant change in circumstance, we will grant you an extension of the prior PUC arrangement. This is not a new arrangement.

We are removing the temporary hold on the termination of your service.

- Your account balance is \$3461.43 as of 9/3/2019.
- Beginning October 2019 due date, you must pay a special budget amount of \$813.00 per month. This amount may change depending on any change in the amount of service you use.
- The special budget amount includes a regular budget amount of \$236.00, which may change based on your usage, plus \$577.00 toward the account balance.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- If you break this payment arrangement, the company may shut off your service. If the company shuts off your service, they may make you pay your full account balance plus a reconnect fee and a security deposit to restore service.

Butch Comstock

**Request for Formal Complaint Forms  
(Notification of Intent to Appeal)**

**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 9/3/2019. 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 of PPL Utilities, 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.)

Facenda Fairley  
11 Madison Ln  
White Hall PA 18052  
ess

484-360-6000  
(Area Code) Telephone Number  
BCS: 3708744  
Company: PPL Utilities

Signature  
Date of Mailing: 9/3/2019

Mail this completed form to:

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

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

FACENDA FAIRLEY,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET

NO. C-2019-3012627

**PRAECIPE FOR APPEARANCE**

TO: ROSEMARY CHIAVETTA:

Kindly enter our appearance for PPL ELECTRIC UTILITIES CORPORATION, in the above case.

GROSS MCGINLEY, LLP



BY: \_\_\_\_\_

GRAIG M. SCHULTZ, ESQUIRE  
ID NO: 207123  
Attorney for Respondent  
PPL Electric Utilities Corporation  
33 S. Seventh Street; P O Box 4060  
Allentown PA 18105-4060  
Ph. (610) 820-5450; Fax (610) 820-6006

Date: September 4, 2019

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

FACENDA FAIRLEY,

Complainant,

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

COMPLAINT DOCKET

NO. C-2019-3012627

**CERTIFICATE OF SERVICE**

This is to certify that the PRAECIPE FOR APPEARANCE on behalf of PPL ELECTRIC UTILITIES CORPORATION was mailed to counsel/complainant of record on behalf of Respondent by First Class Mail, on this the 4<sup>th</sup> day of September, 2019.

FACENDA FAIRLEY  
11 MADISON LANE  
WHITEHALL, PA 18052

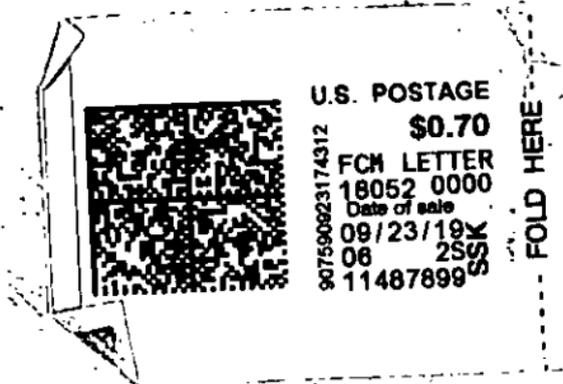
GROSS MCGINLEY, LLP



BY: \_\_\_\_\_

GRAIG M. SCHULTZ, ESQUIRE  
ID NO: 207123  
Attorney for Respondent  
PPL Electric Utilities Corporation  
33 S. Seventh Street; P O Box 4060  
Allentown PA 18105-4060  
Ph. (610) 820-5450; Fax (610) 820-6006

Facenda Fairley  
11 Madison Ln.  
Whitehall PA 18052



Pennsylvania Public Utility  
Commission  
Commonwealth Keystone BLDG  
2nd floor  
Harrisburg, PA 17120