

10 November 2019

Docket # ~~G-2019302244~~

C-2019-3012244

To: Special Agent Alphonso Arnold III

400 North Street

Harrisburg, pa 17120

From: Mr. Ross E. Schell

203 Knollwood Drive

Harrisburg, PA 17109

Sir

I take Exception to your decision dated 4 November 2019.

1. I did not request a continuation of the hearing. I withdrew my complaint on the 17<sup>th</sup> Of October 2019 within five days of the Hearing on the 22 October 2019.
2. I did ask you to address the lying that is going on in the hearings and the papers they file. I faxed you some evidence regarding this on the 16 of September 2019
3. I do not know how you thought the letter sent on the 17 October 2019 meant I continued it. That is why I called in to find out what was going on because on the 23 Of October a letter stating that it was changed to 4 December 2019 at 1:00 PM. Even though I withdrew it on the 17 October 2019.

RECEIVED  
2019 NOV 12 AM 9:22  
PA PUC  
SECRETARY'S BUREAU

4. I had no idea there was a form to withdraw a complaint I did not find a form on the PUC website.

A handwritten signature in black ink, consisting of several stylized, overlapping loops and curves.

Ross E. Schell



**GROSSMcGINLEY** LLP

ATTORNEYS AT LAW

**Graig M. Schultz**

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 415 Mahoning Street  
 Lehighton, PA 18235  
 Phone: 610/377-0500

October 14, 2019

**VIA FEDERAL EXPRESS**

Special Agent Alphonso Arnold III  
 Pennsylvania Public Utility Commission  
 Commonwealth Keystone Building  
 P.O. Box 3265, 400 North St  
 Harrisburg, PA 17105-3265

**Re: Ross Schell v. PPL Electric Utilities Corporation**  
**Docket No. C-2019-3012244**

Dear Special Agent Arnold:

Enclosed please find in the above-referenced matter three (3) copies of PPL Hearing Exhibit Nos. 1 through 3. I propose to introduce these documents into evidence at the initial telephonic hearing on Tuesday, October 22, 2019, at 1:00 PM.

I have also Federal Expressed a copy of these exhibits to the Complainant.

Very truly yours,

GRAIG M. SCHULTZ

GMS/kmc  
 Enclosure

cc: Ross Schell (w/ enc.) (via Federal Express)



**Graig M. Schultz**

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415 Mahoning Street  
Lehighton, PA 18235  
Phone: 610/377-0500

September 9, 2019

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

**RE: Ross E. Schell v. PPL Electric Utilities Corporation**  
**Docket No: C-2019-3012244**

Dear Ms. Chiavetta:

Enclosed for E-Filing in the above-captioned matter is the Answer on behalf of PPL Electric Utilities Corporation.

Please note that this filing was E-Filed with the Commission on the date indicated above.

Very truly yours,

**GRAIG M. SCHULTZ**

GMS/tb  
Enclosure

cc: Ross E. Schell (w/enc.)  
Michelle L. Bartolomei (w/ enc.) *via email only*  
Shelbie Frederick Bayda (w/enc.) *via email only*  
Heather N. Brown (w/enc.) *via email only*

01304254.DOCX

Contact Date	Contact Type	Remarks	User
2019-08-19	WUR Assessment	Rob Schell Spouse. Caller's Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MICHELLE WILLIAMS
2019-08-19	Credit - Payment Agreement	Rob Schell Spouse. Reviewed disputed payment plan terms. Confirmed 354.00 is due by 08 17 2019 to bring payment plan current before dispute expires. Next payment of 366.63 is due on 08 21 2019.	MICHELLE WILLIAMS
2019-08-19	Credit	Confirmed termination activity resumes after 08 17 2019.	MICHELLE WILLIAMS
2019-08-19	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 2448369 Created	HEATHER N BROWN
2019-08-19	Credit	Caller Ross Schell Spouse. Spoke with Ross Schell Spouse. said wanted to change payment advised could not reviewed plan hung up fg	FLAXINE GRUBE
2019-08-19	Credit	Confirmed termination activity resumes after 08 17 2019.	FLAXINE GRUBE
2019-08-15	WUR Assessment	Ross Shell Spouse. Caller's Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	SHAUNA-YVETTE MASSEY
2019-08-15	Credit	Caller Ross Shell Spouse. 767.55 to stop term and 334.63 by actual due date of 08 21 customer very much not sat	SHAUNA-YVETTE MASSEY
2019-08-15	Credit	Caller Ross Shell Spouse. customer is not sat edu that p a is automotive based on the cust prms and how they do previous p a options. cust stated he never wanted p a edu he does not have to use it does have choice can do Confirmed 354.00 is due by 08 17 2019 to bring payment plan current before dispute expires. Next pmt of 366.63 is due on 08 21 19 or	SHAUNA-YVETTE MASSEY
2019-08-15	Credit	Caller Ross Shell Spouse. edu that sup did call 08 13 at 10 36am cust states that a lie edu cust term is not from receipt but the date on notice edu that this is the same term from 07 02 missed a pmt so it began again per cust definition they had 44 days and is in disputed term now giving more time term due date will not be extended	SHAUNA-YVETTE MASSEY
2019-08-15	Credit	Caller Ross Shell Spouse. ccl that he says he did not receive disconnected by paper but by text edu he stated at the beginning that he got all notifications cust is saying he is suing the puc edu that is who to call for more time or other assistance edu we do nt interfere with anything of puc for they govern us customer says he cannot pay til 08 23	SHAUNA-YVETTE MASSEY
2019-08-15	Credit - Payment Agreement	Ross Shell Spouse. Reviewed disputed payment plan terms. Confirmed 354.00 is due by 08 17 2019 to bring payment plan current before dispute expires. Next payment of 366.63 is due on 08 21 2019.	SHAUNA-YVETTE MASSEY
2019-08-15	Credit	Confirmed termination activity resumes after 08 17 2019.	SHAUNA-YVETTE MASSEY
2019-08-13	Billing	Caller Back Office Ratepayer. ESC CALL BACK NO ANSWER LEFT MESSAGE TO CALL BACK IF FURTHER ASSISTANCE IS REQUIRED.	JEFFREY TINSLEY
2019-08-13	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2019-08-12	WUR Assessment	Ross Schell Spouse. Caller's Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	DEVIN ADAMS
2019-08-12	Credit - Payment Agreement	Ross Schell Spouse. Reviewed disputed payment plan terms. Confirmed 354.00 is due by 08 17 2019 to bring payment plan current before dispute expires. Next payment of 366.63 is due on 08 21 2019.	DEVIN ADAMS
2019-08-12	Credit	Confirmed termination activity resumes after 08 17 2019.	DEVIN ADAMS
2019-08-12	Billing	Caller Ross Schell Spouse. note cont advise 10 notice by mail req to speak with an sup issue an call back@7176150824	RAESHAWN BROWN
2019-08-12	Billing	Caller Ross Schell Spouse User Comments S...w Ross Schell cst called inquiry term notice adv die schedule after 08 17 19 an pymt 354.00 due 08 19 to avoid shut off he req to make balance 698.39 on 08 23 advise 10 day suspend till 19th service can be cut he sttd we have not send paper notice by law advise 08 07 sttd only receiv text message advise 10 notic	RAESHAWN BROWN
2019-08-12	WUR Assessment	Ross Schell Spouse. Caller's Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	RAESHAWN BROWN
2019-08-12	Credit - Payment Agreement	Ross Schell Spouse. Reviewed disputed payment plan terms. Confirmed 354.00 is due by 08 17 2019 to bring payment plan current before dispute expires. Next payment of 366.63 is due on 08 21 2019.	RAESHAWN BROWN
2019-08-12	Credit	Confirmed termination activity resumes after 08 17 2019.	RAESHAWN BROWN
2019-08-08	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3248596	CSLET
2019-08-07	Credit - Outbound Call		PAMELA HARVEY
2019-08-07	Credit	Caller Ross Schell Spouse. 10 day obc spk w rp adv pd 767.55 scheduled term notice rp sttd he could not remember the amount due date for the pymnt review pag info with rp..	PAMELA HARVEY
2019-08-07	Credit	Caller RAH SCHELL Spouse User Comments CCI STATED HE DIDNT SIGN UP FOR ALERTS...ADV HE IS TO ONLY RECEIVE OUTAGE ALERT WHICH HE DID SIGN UP FOR...ALSO INFORMED OF TERM NOTICE...REVIEWED PAG AND ADV FIRST PYMT WILL BE DUE 08 17 TO ACTIVATE pag and protect services...sat	VIANCA MOFFETT
2019-08-07	WUR Assessment	RAH SCHELL Spouse. Caller's Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	VIANCA MOFFETT
2019-08-07	Credit - Payment Agreement	RAH SCHELL Spouse. Reviewed disputed payment plan terms. Confirmed 354.00 is due by 08 17 2019 to bring payment plan current before dispute expires. Next payment of 366.63 is due on 08 21 2019.	VIANCA MOFFETT

never agreed  
to  
↓

Answer  
was  
11c

## Certificate Of Service

I do Herby Certify That I have This Day 10 November 2019 I Have Served a true And correct copy of the Letter 10 November 2019 upon The person's and manner Set Forth Below.

Via Fax letter

Special Agent Alphonso Arnold III

400 North Street

Harrisburg PA, 17120

Mr. Graig M Schultz Esquire

33 S Seventh Street

P.O. box 4060

Allentown, PA 18105-4060

Mailed To secretary Of PUC



Ross E. Schell



Mr Ross Schell  
203 Knollwood Dr  
Harrisburg, PA 17109



RECEIVED

2019 NOV 12 AM 9:20

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SECRETARY'S BUREAU

Secretary  
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P.O Box 3265  
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17105\$3265 8099

