

To: Commonwealth of Penn.

08/28/2024

Bureau of Consumer Services

BCS#3991065

400 North St.

Docket # ~~F-2024-3024-3050324~~

F-2024-3050324

Harrisburg PA. 17120

Att: Lisa Coley Investigator

Dear Ms. Coley,

I appreciate the help you have given us, however, this is not the same PPL

RCVD PUC SEC BUR
SEP 3 2024 AM 11:35

That I dealt with in 1985 when I had my house built: NO MORTGAGE.

Please have PPI check all calls telling them about my WIFE'S condition.

On Feb 14, my wife was diagnosed with stage 4 Kidney Cancer at NORTHWELL

HOSPITAL. We were supposed to be up that weekend. Please check the following

Telephone numbers: 718-698-5878, 917-673-3281

#1 I was never NOTIFIED OF THE SHUT OFF NOTICE. THE PAPER ON THE DOOR DID NOT HAVE THE DATE OF THE SHUT OFF.

#2 Please Notice that all our bills in PA were PAID. I have paid Adams Cable Although, I have not been in Pa.

#3 I have lived in my house since 1969 with the same telephone number.

If I called on a 718 number and told them the problem, she has to text you. Please get all the calls I have made and then you will see. My cell is 917. You call and get a person, they pass you on to another person.

I found a paper that looks like an e-mail from PPL. HOW COME THEY DID NOT TRY TO REACH ME. I never made a complaint since they send so many pages: I FEEL I CANNOT HAVE A FAIR TRIAL IN PA. I would need a change of venue to New York. I FEEL THAT THIS IS AGEISM. HOW COME A UTILITY COMPANY DOES NOT DO DUE DILIGENCE.

Respectfully Yours,

Barry Kaplan
Barry Kaplan

Pennsylvania PUC

SEP 02 2024

Consumer Services
CAC Division

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#10



PPL Electric Utilities

This is an update for the power outage in the area of 4146 CHESTNUT HILL DR.

Your restoration will be delayed. Severe weather has caused significant damage to our electrical system.

Most customers in your area should have their power restored by 06:00 AM today, 03/29. Your power may be restored sooner.

Currently, about 3530 customers are being affected by outages throughout the PPL Electric Utilities service territory.

~~For your safety, always stay away from downed wires.~~

For more outage information, or for options on receiving outage messages and setting the time of day you do not wish to be disturbed, visit our website.

This message is for the account ending in 20003.

PPL Electric Utilities

Pennsylvania PUE

SEP 29 2024

Consumer Services
AC Division

Please do not reply to this automated email. This mailbox is not monitored.

Please visit the PPL Electric Utilities website for the latest news and services.

Questions? You may also contact PPL Electric Utilities Customer Service by calling 1-800-DIAL-PPL (1-800-342-5775) between 8 a.m. and 5 p.m., Monday - Friday.



Interact with us



To ensure delivery of important email messages regarding your account, add CustomerService@pplweb.com to your address book .



[Privacy Policy](#) | [Terms of Use](#) | [© PPL Electric Utilities Corporation](#)

~~Pennsylvania PUC
SEP 03 2024
Consumer Services
CAC Division~~

Notification of Intent to Appeal BCS Decision
and
Request for Formal Complaint Forms

Send this ONLY if you want to appeal this informal decision.

If you intend to appeal this decision, you must return this form to the Secretary of the Commission by 7/7/2024. (You MUST meet this filing deadline).

This form is NOT your Formal Complaint form. The formal complaint form will be sent to you when the Secretary's Office receives this document. (This form is your intent to appeal).

- Your appeal begins when your signed and dated formal complaint form is received by the Secretary, who will then serve your formal complaint on the utility. (Please know the utility may also appeal the BCS decision).
- The utility must file an Answer to your complaint and they must send you a copy. The Complaint and Answer is then sent to the Office of Administrative Law Judge to schedule a hearing and assign a Judge to your case.
- The Judge will then send you directions to follow as your complaint proceeds through the process.
- *You do not need a lawyer to file an appeal or a formal complaint.*
- **You must attend the hearing** and offer evidence to prove your complaint has merit. Hearings may be held in person or by telephone.

Even if you appeal the informal decision, **you must continue to pay current bills and undisputed charges from your utility.** Failure to pay your current bill and undisputed charges could result in the termination of your utility service.

Yes, I want to appeal this decision.

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

Barry Kaplan
132 Walcott Ave
Staten Island NY 10314

718-6985878
(Area Code) Telephone Number

Barry Kaplan
Signature

917 673 3281
(Cell Phone Number)

Permission to Text: Yes: No:

BCS: 3991065
Company: PPL Utilities

Date of Mailing: 6/17/2024
Filing Due Date: 7/7/2024 (You MUST meet this deadline).

Send this completed appeal form one of three ways:

1. **Mail by overnight delivery to (deposit date preserves your filing date):**
Secretary - Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

(Note: if you send by regular mail, you risk not meeting the filing deadline) 2024

2. **Email to: RA-PCAppeals@pa.gov**
3. **Fax to: 717-265-8273**

~~Pennsylvania PUC~~

~~Consumer Services
CAC Division~~

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~~PA
SEP 18 2024
Consumer Services
CAC Division~~

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

Barry Kaplan
132 Walcott Ave
Staten Island NY 10314

Date: 6/17/2024

V.

BCS: 3991065

Acct. No: _____

PPL Utilities

INFORMAL COMPLAINT DECISION BY THE BUREAU OF CONSUMER SERVICES:

STATEMENT OF COMPLAINT:

You contacted the Bureau of Consumer Services on 5/30/2024. In your complaint, you reported that you did not receive a termination notice, and your service was terminated. PPL does not have your phone numbers or account number on file. PPL also has the wrong address on file. Bills were not received, and you were not aware of outstanding bills. You asked for help with restoring your service

INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER SERVICES REVEALED THAT:

1. Title 66 Pa. C.S. §1406(b)(1) states that a ten day termination notice remains in effect for 60 days. A public utility "Shall attempt to contact the customer or occupant, either in person or by telephone, to provide notice of the proposed termination at least three days prior to the scheduled termination. Phone contact shall be deemed complete upon attempted calls on two separate days to the residence between the hours of 7 a.m. and 9 p.m. if the calls were made at various times each day."
2. PPL reported that on 4/15/2024, they sent you a notice stating your service would be terminated on 4/29/2024 for overdue bills.
3. PPL reports that the post office did not return that termination notice as undeliverable.
4. PPL reports that they attempted to reach you by phone on 4/19/2024 at 10:04 AM and 4/22/2024 at 5:33 PM to talk to you about the termination.
5. PPL reports that all bills and correspondence were sent to 1031 The Hideout Lake Ariel, PA 18436. There is no record of any returned mail on your account.
6. PPL reports that on 5/29/2024, you contacted PPL and requested to update your phone number from 570-698-6229 to 917-673-3281.
7. PPL reports that there was no notification of a change in mailing address until 6/11/2024. On 6/11/2024, you contacted PPL and updated your mailing address to Box 1031 The Hideout Lake Ariel PA 18436.
8. PPL reports that they will restore your service if you to pay \$33.00. This amount is lower than any amount we can offer you. You must pay this amount to get your service turned back on.
9. Your total account balance is \$812.41. This balance does not include any payments or bills sent out on or after 5/30/2024.

~~Consumer Services
CALC DIVISION~~
PENNSYLVANIA PUBLIC UTILITY COMMISSION
SERVICES

**Post &
Schell** PC.
ATTORNEYS AT LAW

17 North Second Street
12th Floor
Harrisburg, PA 17101-1601
717-731-1970 Main
717-731-1985 Main Fax
www.postschell.com

Megan E. Rulli

mrulli@postschell.com
717-612-6012 Direct
717-731-1985 Direct Fax
File #: 207589

August 21, 2024

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Barry Kaplan v. PPL Electric Utilities Corporation
Docket No. F-2024-3050324

Dear Secretary Chiavetta:

Attached for filing please find the Preliminary Objection on behalf of PPL Electric Utilities Corporation in response to the Complaint of Barry Kaplan in the above-referenced proceeding. Copies are being provided as indicated on the Certificate of Service.

Respectfully submitted,



Megan E. Rulli

MER/kl
Attachment

cc: Certificate of Service

~~Pennsylvania PUC
SEP 03 2024
Consumer Services
OAC Division~~

ADAMS CABLE SERVICE

19 North Main Street, Carbondale, PA 18407

**570 - 282 - 6121
1 - 888 - 222 - 0077
Fax: 570 - 282 - 3787
www.adamsable.com**

July 1, 2020

Dear Adams Cable Annual Customer,

Thank you for being a valued customer with Adams Cable Service. We are grateful to have the opportunity to serve you and the community for so many years.

It is with great regret we have to inform you that our Annual Pay Discount program is being discontinued. As a result, this is the final month of your prepaid Annual subscription. Effective August 1, 2020 your account will convert to monthly billing and you will begin receiving monthly statements.

For your convenience, we do offer e-mail billing and EZ Pay (auto pay) with a checking account or credit/debit card. If you would like to sign up for either or both of these options you can do so by logging in to your Adams Cable account at adamsable.com and selecting these options. You can also call the office and a representative would be happy to help you. Customer services reps are available 24/7 to assist customers over the phone by calling 570-282-6121.

Adams Cable is committed to keeping the prices as low as we can for ALL our customers. With the rising costs of programming it is not cost effective to continue the Annual Pay Discount program. We are very disappointed to have to end this program, but it is unavoidable.

Respectfully,

Adams Cable Service

~~Pennsylvania PUC
SEP 3 2024
Consumer Services
CAC Division~~

#1
7/28/2020
2:15 PM
SPDK



We deliver.

1-800-342-5775

For hours of operation and to pay/manage your account, visit ppelectric.com.

Meter 300980658 Account

Due Date	Amount Due
9/3/24	\$25.25

PPL Electric Utilities

Service to:
BARRY KAPLAN
4146 CHESTNUT HILL DR
LAKE ARIEL, PA 18436

Billing Details on Back!

Rec'd 21 Dec 24
08/21/24

Supply	\$9.54	Usage from Jul 18 - Aug 9	\$15.71	Delivery
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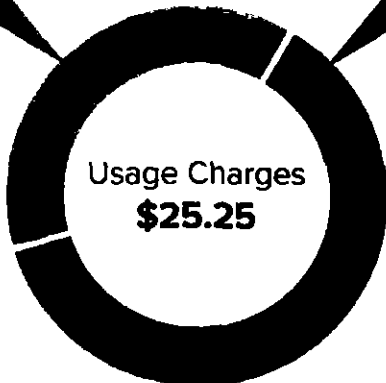
PPL Electric Utilities
1-800-342-5775

Effective Date
7/18/24

PPL Electric Utilities

PPL Electric Utilities Price to Compare

\$0.10040 Use this price when comparing supplier offers.



This bill covers a shorter period than usual.

Consider making a monthly pledge to Operation HELP to assist those in need to heat their homes.

WANT TO SAVE?

Close blinds and curtains on south- and west-facing windows to block out summer sunlight.

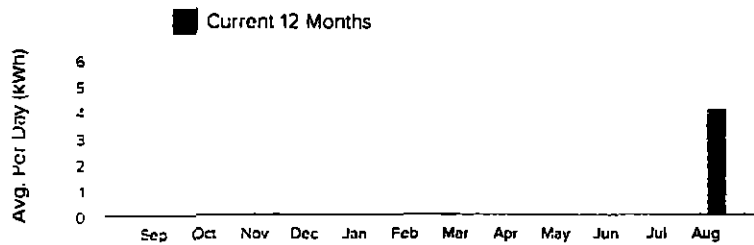
SHOP FOR ELECTRICITY

visit PPowerSwitch.com or www.oca.state.pa.us if you're shopping. know your contract expiration date. Account Number: The price to compare is updated June 1st and December 1st. Rate: RS. View schedule at ppelectric.com/rates

006569 112

Usage Summary

August



Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
95	73°	\$1.15
2024	2024	2024

For usage and billing details, visit us online at ppelectric.com

Contact us by 9/3/24

Sign back of bill stub to enroll in auto bill pay.

1-800-342-5775

Visit ppelectric.com for hours of operation.

Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

Account Number	Due Date	Amount Due
	9/3/24	\$25.25

MB 01 006569 73129 H 27 A



BARRY KAPLAN
BARRY KAPLEN

Pennsylvania PUE
Consumer Services
CAC Division

Please make check payable to: PPL ELECTRIC UTILITIES

Amount Enclosed:



PAID
100.00



Mr. & Mrs. Barry Kaplan
132 Walcott Ave.
Staten Island, NY 10314-6312

Retail



17120

RDC 99

U.S. POSTAGE PAID
FCM LG ENV
STATEN ISLAND, NY 10314
AUG 29, 2024

\$2.04

R2305K141344-2

To: Commonwealth of PA.
Bureau of Consumer Services
400 North St.
Harrisburg, PA. 17120
ATT: Miss Coley Investigator

~~Pennsylvania PUC
SEP 03 2024
Consumer Services
CAC Division~~