

**PPL ELECTRIC UTILITIES
UTILITY COMPANY REPORT
TO THE FORMAL COMPLAINT UNIT**



| | | | |
|--------------------------|---------------|--------------------------|--|
| Customer: | Pamela Reever | BCS Investigator: | |
| Service Address: | | Case No.: | |
| Mailing Address: | | Date Received: | |
| Phone (Home) | | Time Received: | |
| Phone (Work) | | Rate: | |
| Bill Account No.: | 67920-96065 | Heating: | |

RECEIVED
 2010 AUG 25 PM 12:19
 SECRETARY'S OFFICE

DETAILS OF THE COMPANY'S ORIGINAL INVESTIGATION

5/21/2009 -- Electric working MMIX rebilling .. meter #889-52-137 services Pamela Reever @ 336 W Orange St 2nd & 3rd Fl Apt .. and meter #88952136 services Derek J Firestone @ 336 W Orange St, 1st Fl Apt up to 05/18/09 ... finalled acct .. new tenant here as of 05/22/09 David Ehrhart ... (TRAYCE KIRLIN, SYSTEM GENERATED, Connect Issued)

5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Connect Questions)

5/21/2009 -- working MMIX rebilling .. corrected premise address .. meter #88952137 was listed as 336 W ORANGE ST IFL LANCASTER PA 17603 s/b 336 W ORANGE ST, 2nd & 3rd Fl Apt LANCASTER PA 17603 (TRAYCE KIRLIN, SYSTEM GENERATED, Connect Completed)

5/21/2009 -- working MMIX rebilling .. (TRAYCE KIRLIN, SYSTEM GENERATED, Maintain Building)

5/21/2009 -- working MMIX rebilling .. transferred final baln of \$1523.55 from acct #68120-96045 to active acct #67920-96065 ... (TRAYCE KIRLIN, tw, Billing - In Progress)

5/22/2009 -- Comp'd MMIX. PAMELA REEVER was incorr billed for old mtr 88952136, old acct 68120-96045 as of 01/01/07. S/b billed for mtr 88952137. Rebill from 01/01/07 to 05/18/09 for debit of \$1523.55 which was xfer'd to new acct 67920-96065 (filed) Mailed ltr w/rebill summ (u/r & stmt). Other cust involved DEREK J FIRESTONE @ 67920-96047 & mtr 88952136 (finalled) (TRAYCE KIRLIN, tw, Account Balance)



Customer Name:

Case No.:

- 5/22/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Request Account Activity Stateme)
- 5/22/2009 -- mmix2ur;001166;L0213;V000 (e01166, SYSTEM GENERATED, SC - GRACE EXTENSION)
- 5/23/2009 -- doesn't think she should have to pay the \$1,523.55. needs explanation of billing. sent work q referral. (CSSDR044, SYSTEM GENERATED, Correspondence - General)
- 5/27/2009 -- tried to explain mmix rebilling .. r/p feels should not be respo for any additional charges since she paid bills that were sent, epx'd needs to be respo for all usage under correct meter ... r/p did not agree .. said going to PUC and hung up ... utility report sent on 05/22/09 sw Pamela Reever .. (CUBGM094, SYSTEM GENERATED, Phase 3 - Release All Informatio)
- 5/29/2009 -- (MICHELE GURZ, PAMELA REEVER, Work Q Referral)
- 6/2/2009 -- (TRAYCE KIRLIN, pamelareever, Billing)
- 6/4/2009 -- Verified and sent for printing and mailing (e58043, SYSTEM GENERATED, SC - PUC Informal Complaint)
- 6/18/2009 -- DUPLICATE BILL Update dt_due dt_extn_to on bill_info_hdr (GAAI_BS, SYSTEM GENERATED, Pull Bill)
- 6/19/2009 -- PAMELA REEVER CALLED FOR ACCOUNT NUMBER SHE IS ON LINE AND VIEWING HER OLD ACCOUNT 68120-96045 I ADVISED SHE NEEDS TO LINK THIS NEW ACCOUNT TO HER ON LINE PROFILE. CUSTOMER WAS SATISFD (CSSDR044, PAMELA REEVER, Data Repair)
- 7/16/2009 -- (DEBBIE BARON, PAMELA REEVER, WEB Inquiry)
- 7/16/2009 -- (JEAN A FRYE, SYSTEM GENERATED, CSS WEB Interface Payment)
- 7/16/2009 -- s/w pamelareever made payment of current bill \$79.41, receipt# 9071676, via web interface, sat jf (e160556, SYSTEM GENERATED, SC - Payment Made)
- 8/21/2009 -- Account has a balance transfer > \$1500 with no prior agreements. Issued Work Q referral. (MICHELE L FRITZ, SYSTEM GENERATED, Credit)
- 8/21/2009 -- sw PAMELA REEVER rp wanted to know cb amount gave 161.55 did not ask sat (MICHELE L FRITZ, PAMELA REEVER, Credit)

Customer Name:

Case No.:

9/18/2009 -- Updated e-mail address for customer (SELF SERVICE USER, SYSTEM GENERATED, WEB Maintain Bill Account)

9/18/2009 -- Confirmation No.: 9091861 Scheduled date: 9/18/2009 Amount: \$161.55 User: pamreever Owner: Yes. (SELF SERVICE USER, SYSTEM GENERATED, WEB Customer Initiated Payment)

11/24/2009 -- Privacy Release Mailing (CL2PRA, SYSTEM GENERATED, Choice Inquiry)

11/27/2009 -- Confirmation No.: 9112784 Scheduled date: 11/27/2009 Amount: \$77.27 User: pamreever Owner: Yes. (SELF SERVICE USER, SYSTEM GENERATED, WEB Customer Initiated Payment)

12/29/2009 -- Privacy Release Mailing, Privacy Release: No Response - OK to Release Usage (SYSTEM SYSTEM, SYSTEM GENERATED, Choice Inquiry)

2/25/2010 -- Confirmation No.: 10022514 Scheduled date: 2/25/2010 Amount: \$126.89 User: pamreever Owner: Yes. (SELF SERVICE USER, SYSTEM GENERATED, WEB Customer Initiated Payment)

3/31/2010 -- bcs# 2545989. decision closed: 03/31/2010. CLOSED. CO REBILLED HER FOR THE USAGE FROM 1/1/07 TO 5/18/09. ADV THE REBILLING RESULTED IN AN ADJUSTMENT OF 1,523.55. CO WILLING TO SET UP PAR TO PAY REBILLED BAL OF 1,523.55 OVER NEXT 29 MONTHS IN ADDITION TO HER CURRENT CHGS. CO IS ALLOWED BY LAW AND PUC REGS TO BACK BILL UP TO FOUR YRS. (e02030, SYSTEM GENERATED, SC - GRACE EXTENSION)

4/13/2010 -- PUC Formal Complaint Docket No. C-2010-2169033 (also PUC Informal case BCS No. 2545989). Customer disputes being responsible for billing adjustment due to mixed meter situation. Referred to CCC Supv. Monica Andrews for review and response to OGC. (e02030, SYSTEM GENERATED, SC - PUC Formal Complaint)

4/14/2010 -- left message for Pamela Reeve to call in regards to PUC complaint - please transfer to x4312 (JENNIFER L TOMEL, jlt, Miscellaneous)

4/17/2010 -- DR for IM241301 - Remove Sp Coll CNTC (CSSDR044,

COMPANY'S FINAL POSITION TO THE CUSTOMER

CUSTOMER'S DISPUTE TO BCS

DETAILS OF THE COMPANY'S INVESTIGATION AFTER BCS CONTACT

Customer Name:

Case No.:

COMPANY'S FINAL POSITION TO THE BCS

Prepared by:

Phone:

Date:

*** Account Information ***

*** Current Account Status ***

Account Number:
67920-96065

Mail To:
PAMELA REEVER
336 W ORANGE ST,
2ND & 3RD FL APT
LANCASTER PA 17603

Payment Agreement
Installment: \$0.00 Balance: \$0.00

Requested By:
PAMELA REEVER
(717)823-2951 Extension:

Budget Bill Amortization
Installment: \$0.00 Balance: \$0.00

Current Rate: RS

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 05/21/2009 | Transfer Debit | | \$79.71 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$79.99 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$85.80 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$89.63 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$94.16 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$102.84 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$110.48 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$123.87 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$129.49 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$135.19 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$140.90 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$145.61 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$159.22 | | | | | | | | |
| 05/21/2009 | Transfer Debit | | \$46.66 | | | | | | | | |
| ----- | | | | | | | | | | | |
| 06/17/2009 | ELECTRIC SERVICE | | \$79.41 | | | | | | | | |
| 06/17/2009 | Regular Bill | 07/09 | \$1602.96 | | | | 0062/0101 | 27135A | 30 | 711 | |
| ----- | | | | | | | | | | | |
| 07/16/2009 | Payment | | \$-79.41 | | | | | | | | |
| ----- | | | | | | | | | | | |
| 07/17/2009 | ELECTRIC SERVICE | | \$112.49 | | | | | | | | |
| 07/17/2009 | Regular Bill | 08/07 | \$1636.04 | \$1523.55 | | | 0005/0219 | 28206A | 30 | 1071 | |
| ----- | | | | | | | | | | | |
| 08/18/2009 | ELECTRIC SERVICE | | \$161.55 | | | | | | | | |
| 08/18/2009 | Regular Bill | 09/08 | \$1797.59 | \$1636.04 | | | 0000/0315 | 29821A | 32 | 1615 | |
| ----- | | | | | | | | | | | |
| 09/17/2009 | ELECTRIC SERVICE | | \$118.44 | | | | | | | | |
| 09/17/2009 | Regular Bill | 10/08 | \$1916.03 | \$1797.59 | | | 0020/0162 | 30958A | 30 | 1137 | |
| ----- | | | | | | | | | | | |
| 09/21/2009 | Payment | | \$-161.55 | | | | | | | | |
| ----- | | | | | | | | | | | |
| 10/16/2009 | ELECTRIC SERVICE | | \$69.24 | | | | | | | | |
| 10/16/2009 | Regular Bill | 11/06 | \$1823.72 | \$1754.48 | | | 0225/0022 | 31564A | 29 | 606 | |
| ----- | | | | | | | | | | | |
| 11/17/2009 | ELECTRIC SERVICE | | \$77.27 | | | | | | | | |
| 11/17/2009 | Regular Bill | 12/08 | \$1900.99 | \$1823.72 | | | 0483/0000 | 32253A | 32 | 689 | |
| ----- | | | | | | | | | | | |
| 11/30/2009 | Payment | | \$-77.27 | | | | | | | | |
| ----- | | | | | | | | | | | |
| 12/18/2009 | ELECTRIC SERVICE | | \$77.17 | | | | | | | | |
| 12/18/2009 | Regular Bill | 01/08 | \$1900.89 | \$1823.72 | | | 0731/0000 | 32941A | 30 | 688 | |
| ----- | | | | | | | | | | | |
| 01/19/2010 | ELECTRIC SERVICE | | \$114.47 | | | | | | | | |
| 01/19/2010 | Regular Bill | 02/09 | \$2015.36 | \$1900.89 | | | 1189/0000 | 33855A | 33 | 914 | |
| ----- | | | | | | | | | | | |
| 02/18/2010 | ELECTRIC SERVICE | | \$126.89 | | | | | | | | |
| 02/18/2010 | Regular Bill | 03/11 | \$2142.25 | \$2015.36 | | | 1075/0000 | 34773A | 30 | 918 | |

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 02/25/2010 | Payment | | \$-126.89 | | | | | | | | |
| 03/19/2010 | ELECTRIC SERVICE | | \$99.64 | | | | | | | | |
| 03/19/2010 | Regular Bill | 04/09 | \$2115.00 | \$2015.36 | | | 0701/0000 | 35478A | 29 | 705 | |
| 04/20/2010 | ELECTRIC SERVICE | | \$104.92 | | | | | | | | |
| 04/20/2010 | Regular Bill | 05/11 | \$2219.92 | \$2115.00 | | | 0360/0024 | 36224A | 32 | 746 | |
| 05/19/2010 | ELECTRIC SERVICE | | \$105.56 | | | | | | | | |
| 05/19/2010 | Regular Bill | 06/09 | \$2325.48 | \$2219.92 | | | 0224/0032 | 36975A | 29 | 751 | |
| 05/20/2010 | Payment | | \$-104.92 | | | | | | | | |
| 06/16/2010 | ELECTRIC SERVICE | | \$149.93 | | | | | | | | |
| 06/16/2010 | Regular Bill | 07/09 | \$2370.49 | \$2220.56 | | | 0012/0219 | 38074A | 30 | 1099 | |
| 07/20/2010 | ELECTRIC SERVICE | | \$229.12 | | | | | | | | |
| 07/20/2010 | Regular Bill | 08/10 | \$2599.61 | \$2370.49 | | | 0000/0449 | 39795A | 32 | 1721 | |

**PPL ELECTRIC UTILITIES
UTILITY COMPANY REPORT
TO THE FORMAL COMPLAINT UNIT**



| | | | |
|--------------------------|---------------|--------------------------|--|
| Customer: | Pamela Reever | BCS Investigator: | |
| Service Address: | | Case No.: | |
| Mailing Address: | | Date Received: | |
| Phone (Home) | | Time Received: | |
| Phone (Work) | | Rate: | |
| Bill Account No.: | 68120-96045 | Heating: | |

DETAILS OF THE COMPANY'S ORIGINAL INVESTIGATION

4/20/2009 -- MSG has been sent to ID: 3009 (SELF SERVICE USER, SYSTEM GENERATED, WEB Customer Initiated Payment)

5/4/2009 -- SENT MSG TO UNBLOCK -ACCT # 68120-96045 CUT IN ERROR 2ND FL WAS BLOCKED NOT FIRST 67920-96047 - PLEASE UNBLOCK 2ND FL MTR AND BLOCK 1ST FL - THANKS (CS_LETTE, SYSTEM GENERATED, Correspondence - General)

5/4/2009 -- Notified Pamela she had a meter mix problem @155Pm 05/14/09 Mtr 88952136 serves 1st FL Apt no vacant and Meter 88952137 serves 2nd FL & 3rd FL Apt Pamela Reever (STEPHANIE K KOLINOFSKY, PAM REEVER, Connect/Disconnect)


5/14/2009 -- (RENALDO A GUILIANO, Renny, Miscellaneous)

5/21/2009 -- working MMIX rebilling .. (TRAYCE KIRLIN, SYSTEM GENERATED, Request Account Activity Stateme)

5/21/2009 -- Adj Mtr Usq Spreadsheet - 2007-01-17 (TRAYCE KIRLIN, tw, Billing - In Progress)

5/21/2009 -- Adj Mtr Usq Spreadsheet - 2007-02-14 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)

5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)


 C-2010-2169033
 ms 8-4-10 7hg
PPL EXHIBIT 2

Customer Name:

Case No.:

- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2007-03-16 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2007-04-17 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2007-09-17 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2007-12-14 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2008-02-15 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2008-03-17 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2008-05-15 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2008-06-16 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2008-08-14 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)

Customer Name:

Case No.:

- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2008-09-16 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2008-10-15 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2008-11-14 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2008-12-16 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2009-01-19 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2009-02-17 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2009-03-18 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2009-04-17 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Adj Mtr Usg Spreadsheet - 2009-05-18 (TRAYCE KIRLIN, SYSTEM GENERATED, Adjust Service)
- 5/21/2009 -- Electric working MMIX rebilling .. disconnect 05/18/09 last billed date .. this meter s/b billed to Derek J Firestone per contact rep, tenant has moved out and new tenant is not taking over until 05/22/09 ... since no call to disconnect issued order on last billed date ... (TRAYCE KIRLIN, SYSTEM GENERATED, Disconnect Issued)
- 5/21/2009 -- (TRAYCE KIRLIN, SYSTEM GENERATED, Disconnect Completed)
- 5/21/2009 -- working MMIX rebilling .. corrected premise address .. meter #88952136 was listed as 336 W ORANGE ST, 2ND FLR LANCASTER PA 17603 .. s/b billed to 336 W ORANGE ST, 1st FLR Apt LANCASTER PA 17603 ... (TRAYCE KIRLIN, SYSTEM GENERATED, Maintain Building)
- 5/22/2009 -- working MMIX rebilling .. transferred final baln of \$1523.55 from acct #68120-96045 to active acct #67920-96065 ... (TRAYCE KIRLIN, SYSTEM GENERATED, Account Transfer On)

Customer Name:

Case No.:

5/22/2009 -- Comp'd MMIX. PAMELA REEVER was incorr billed for old mtr 88952136, old acct 68120-96045 as of 01/01/07. S/b billed for mtr 88952137. Rebill from 01/01/07 to 05/18/09 for debit of \$1523.55 which was xfer'd to new acct 67920-96065 (filed) Mailed ltr w/rebill summ (u/r & stmt). Other cust involved DEREK J FIRESTONE @ 67920-96047 & mtr 88952136 (finalled) (TRAYCE KIRLIN, tw, Billing - Mixed Meter)

5/27/2009 -- Verified and not printing - printed bill routed to CSS user (GAAI_BS, SYSTEM GENERATED, Pull Bill)

COMPANY'S FINAL POSITION TO THE CUSTOMER

CUSTOMER'S DISPUTE TO BCS

DETAILS OF THE COMPANY'S INVESTIGATION AFTER BCS CONTACT

COMPANY'S FINAL POSITION TO THE BCS

Prepared by:

Phone:

Date:

Bill Account: 68120-96045

Account Activity Statement

Date: 07/22/10
Page: 2

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | RWH | BILLED KW |
|-----------|---------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 7/18/2007 | Late Payment Charge | | \$0.74 | | | | | | | | |
| 7/16/2007 | CANCELED ELECTRIC SERVICE | | \$40.96 | | | | | | | | |
| 7/16/2007 | Late Payment Charge | | \$1.35 | | | | | | | | |
| 7/16/2007 | Regular Bill | 11/06 | \$151.25 | \$108.20 | | | 0066/0135 | 07856A | 29 | 336 | |
| 7/13/2007 | Late Payment Charge | | \$0.03 | | | | | | | | |
| 7/13/2007 | Late Payment Charge | | \$1.86 | | | | | | | | |
| 7/14/2007 | CANCELED ELECTRIC SERVICE | | \$36.24 | | | | | | | | |
| 7/14/2007 | Regular Bill | 12/05 | \$189.38 | \$151.25 | | | 0390/0012 | 08140A | 29 | 264 | |
| 7/11/2007 | Late Payment Charge | | \$2.31 | | | | | | | | |
| 7/11/2007 | Late Payment Charge | | \$0.05 | | | | | | | | |
| 7/14/2007 | CANCELED ELECTRIC SERVICE | | \$37.41 | | | | | | | | |
| 7/14/2007 | Regular Bill | 01/04 | \$229.15 | \$189.38 | | | 0837/0000 | 08437A | 30 | 297 | |

Bill Account: 68120-96045

Account Activity Statement

Date: 07/22/10

Page: 2

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|---------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 11/2008 | Payment | | \$-80.30 | | | | | | | | |
| 10/16/2008 | CANCELED ELECTRIC SERVICE | | \$34.42 | | | | | | | | |
| 10/16/2008 | Regular Bill | 10/07 | \$244.32 | \$209.90 | | | 0002/0242 | 10921A | 33 | 251 | |
| 10/09/2008 | Payment | | \$-74.42 | | | | | | | | |
| 10/15/2008 | CANCELED ELECTRIC SERVICE | | \$27.63 | | | | | | | | |
| 10/15/2008 | Regular Bill | 11/05 | \$197.53 | \$169.90 | | | 0147/0008 | 11103A | 29 | 182 | |
| 10/05/2008 | Payment | | \$-67.63 | | | | | | | | |
| 12/14/2008 | CANCELED ELECTRIC SERVICE | | \$29.02 | | | | | | | | |
| 12/14/2008 | Regular Bill | 12/05 | \$158.92 | \$129.90 | | | 0485/0005 | 11298A | 30 | 195 | |
| 12/15/2008 | Deposit Interest | | \$-7.93 | | | | | | | | |
| 12/15/2008 | Late Payment Charge | | \$0.04 | | | | | | | | |
| 12/15/2008 | Late Payment Charge | | \$1.84 | | | | | | | | |
| 01/16/2008 | CANCELED ELECTRIC SERVICE | | \$35.30 | | | | | | | | |
| 01/16/2008 | Regular Bill | 01/06 | \$188.17 | \$150.99 | | | 0934/0000 | 11558A | 32 | 260 | |
| 01/17/2008 | Payment | | \$-69.02 | | | | | | | | |
| 01/13/2009 | Late Payment Charge | | \$0.02 | | | | | | | | |
| 01/13/2009 | Late Payment Charge | | \$1.47 | | | | | | | | |
| 02/19/2009 | CANCELED ELECTRIC SERVICE | | \$38.00 | | | | | | | | |
| 02/19/2009 | Regular Bill | 02/09 | \$158.64 | \$119.15 | | | 1222/0000 | 11844A | 34 | 266 | |
| 03/17/2009 | CANCELED ELECTRIC SERVICE | | \$30.99 | | | | | | | | |
| 03/17/2009 | Regular Bill | 03/10 | \$189.63 | \$158.64 | | | 1034/0000 | 12055A | 29 | 211 | |
| 03/18/2009 | Late Payment Charge | | \$1.95 | | | | | | | | |
| 03/18/2009 | Late Payment Charge | | \$0.04 | | | | | | | | |
| 03/17/2009 | Late Payment Charge | | \$0.04 | | | | | | | | |
| 03/17/2009 | Late Payment Charge | | \$2.34 | | | | | | | | |
| 04/18/2009 | CANCELED ELECTRIC SERVICE | | \$33.60 | | | | | | | | |
| 04/18/2009 | Regular Bill | 04/08 | \$227.60 | \$189.63 | | | 0820/0000 | 12293A | 29 | 238 | |
| 04/14/2009 | Late Payment Charge | | \$2.76 | | | | | | | | |
| 04/14/2009 | Late Payment Charge | | \$0.09 | | | | | | | | |
| 05/17/2009 | CANCELED ELECTRIC SERVICE | | \$28.61 | | | | | | | | |
| 05/17/2009 | Regular Bill | 05/08 | \$259.06 | \$227.60 | | | 0575/0000 | 12481A | 30 | 188 | |
| 05/20/2009 | Payment | | \$-100.00 | | | | | | | | |
| 05/14/2009 | Late Payment Charge | | \$1.89 | | | | | | | | |
| 05/14/2009 | Late Payment Charge | | \$0.10 | | | | | | | | |
| 06/18/2009 | CANCELED ELECTRIC SERVICE | | \$15.66 | | | | | | | | |
| 06/18/2009 | Regular Bill | 06/08 | \$176.71 | \$159.06 | | | 0204/0048 | 125490 | 31 | 68 | |

PPL Electric Utilities
827 Hausman Road
Allentown, PA 18104-9392
Tel: 800 342 5775 Fax 484 634 3484
www.pplelectric.com



PAMELA REEVER
336 W ORANGE ST. 2ND & 3RD
FL APT
LANCASTER PA 17603

May 22, 2009

Subject: 67920-96065

Dear Pamela Reeve:

Due to a meter mix-up, you were billed for electricity used by another customer. At the same time, another customer was billed for your electric use.

When we find a meter mix-up, the billing is corrected for each customer. Because you were billed for less electricity than you used, your bill shows an adjustment for an additional charge.

The following information is enclosed:

- A statement of account
- A breakdown of the billing adjustments.

Your current account balance is \$1,523.55. The due date for payment has been extended at least 15 days from the date of this letter. If you have any questions or if you would like to make payment arrangements, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775). If you prefer, you may write to us at the above address.

If, AFTER contacting us, you do not believe that we have answered your questions, you may file an informal complaint with the Pennsylvania Public Utility Commission.

An informal complaint can be filed by calling the Pennsylvania Public Utility Commission at 1-800-782-1110. If you prefer, you may write to the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265.

The complaint must be filed within ten (10) days after the date of this report to protect all your rights. PPL will not shut off your service during this time or during the informal complaint process as long as you pay all undisputed bills.

C-2010-2169033
MS 8-4-10 74kg
PPL EXHIBIT 3

The Pennsylvania Public Utility Commission will ask you to provide the following information:

1. The customer's name and phone number.
2. The customer's mailing address and, if different, the service address.
3. The utility company's name and the customer's account number, if there is one.
4. A brief statement of the dispute and the relief sought.
5. Whether the company has already investigated and reported the dispute.
6. Whether the same formal or informal complaint was filed with the PUC in the past.
7. The proposed shut-off date, if any.

Sincerely,

PPL Electric Utilities

Enclosures

mmix2ur doc_001166_1144160

Meter Mix Rebilling Summary

Final Account #: 68120-96045 - Active Account #:67920-96065

Name:PAMELA REEVER

| <u>Billing Dates</u> | <u>Billed Kwh</u> | <u>Bill Total</u> | <u>Corrected Kwh</u> | <u>Corrected Bill Total</u> | <u>Billing Difference</u> |
|----------------------|-------------------|-------------------|--------------------------|---------------------------------|-------------------------------|
| 5/18/09 | 68 | \$15.66 | 583 | \$66.99 | \$51.33 |
| 04/17/09 | 188 | \$28.61 | 777 | \$85.80 | \$57.19 |
| 03/18/09 | 238 | \$33.60 | 717 | \$79.99 | \$46.39 |
| 02/17/09 | 211 | \$30.99 | 642 | \$72.71 | \$41.72 |
| 01/19/09 | 286 | \$38.00 | 719 | \$79.71 | \$41.71 |
| 12/16/08 | 260 | \$35.30 | 980 | \$102.84 | \$67.54 |
| 11/14/08 | 195 | \$29.02 | 613 | \$68.97 | \$39.95 |
| 10/15/08 | 182 | \$27.63 | 613 | \$68.97 | \$41.34 |
| 09/16/08 | 251 | \$34.42 | 1614 | \$159.22 | \$124.80 |
| 08/14/08 | 280 | \$37.19 | 1408 | \$140.90 | \$103.71 |
| 07/16/08 | 239 | \$33.27 | 1461 | \$145.61 | \$112.34 |
| 06/16/08 | 268 | \$36.06 | 1066 | \$110.48 | \$74.42 |
| 05/15/08 | 144 | \$23.58 | 461 | \$54.48 | \$30.90 |
| 04/16/08 | 202 | \$29.74 | 485 | \$56.75 | \$27.01 |
| 03/17/08 | 392 | \$47.88 | 621 | \$69.73 | \$21.85 |
| 02/15/08 | 323 | \$41.31 | 621 | \$69.73 | \$28.42 |
| 01/17/08 | 385 | \$46.34 | 496 | \$56.68 | \$10.34 |
| 12/14/07 | 297 | \$37.41 | 592 | \$64.30 | \$26.89 |
| 11/14/07 | 284 | \$36.24 | 466 | \$52.82 | \$16.58 |
| 10/16/07 | 336 | \$40.96 | 875 | \$89.63 | \$48.67 |
| 09/17/07 | 425 | \$49.09 | 1279 | \$123.87 | \$74.78 |
| 08/16/07 | 546 | \$59.11 | 1441 | \$135.19 | \$76.08 |
| 07/17/07 | 117 | \$19.44 | 1405 | \$129.49 | \$110.05 |
| 06/15/07 | 168 | \$24.45 | 971 | \$94.16 | \$69.71 |
| 05/16/07 | 129 | \$20.63 | 409 | \$45.94 | \$25.31 |
| 04/17/07 | 126 | \$20.34 | 379 | \$43.31 | \$22.97 |
| 03/16/07 | 223 | \$29.63 | 441 | \$48.74 | \$19.11 |
| 02/14/07 | 181 | \$25.73 | 435 | \$48.21 | \$22.48 |
| 01/17/07 | 121 | \$15.98 | 255 | \$27.71 | \$11.73 |
| Total | 7065 | \$947.61 | 22825 | \$2,392.93 | \$1,445.32 |

| | |
|-------------------------|------------|
| Previous Balance | \$176.71 |
| Security deposit refund | -\$98.48 |
| Billing Difference | \$1,445.32 |

Total Adjustment \$1,523.55

Premise Information
336 W ORANGE ST 1FL LANCASTER PA 17603

Operating Center: Lancaster
Work Area: 00610
Bill Grp: 14
Meter Route: 442
Reading Sequence: 0990
Premise Type: Sgl/Detach Res House
Premise Entr:
Prem Spec Note:
Key: 00000

M Mix

WORK PRO SENT

KEY #36

5/6-820AM - LM
7/7-LL-223 PM LM
Site:

Order Information
Other Customer Inquiry

Order Number: 092982201
Assigned To: RENALDO GUILIANO
Date/Time Scheduled: 05/04/09 01.20.00
Date Wanted: 05/04/09
Issued By: BRAD R EIDEMILLER
Phone: (201) 286-1041 extn:
Acct Spec Note:

Possible meter mix with acct # 68120-96045

88952136

Requested By: DEREK J FIRESTONE

Customer Information

DEREK J FIRESTONE d/b/a:
Primary: (201) 286-1041 extn: Alt: () extn: Acct Type: Residential

Account Information

Bill Acct: 6792096047 Revenue Class: Residential Budget Billing: N Proj Budg Amt: \$ 97
Premise Type: Sgl/Detach Res House Bill Due: 05/08/09 Amount Due: \$ 498.90 Overdue: \$ 407.99
Notices: 10 Returned Items: 000 Disconnects: 01 Deposit: \$ 98.00 Credit-Rating: C

Meter Information

Mtr#: 88952137 Dials: 0005 Phase: Single Status: Cut Out Non-Pay Type: KWH/Demand
Electric: 40257S26020 Serv Loc: Overhead M/L: Right Side
Priority: Rate: 050 (RSO) General Residential - 1999
Service Grid#: 40257S26020 Model Type: A01653 Stock Code: 02S200D
Set Date: 01/04/06 Connect Date: 07/19/07 Elapsed days since last billed reading: 017 Readings not found: ___

Last Reading -- Date: 04/17/09 Current Reading
Annunciator/Reading Code Reading Constant Reading Difference Calc. Daily Avg

Dial
000/Tot KWH 25841.0000 1.0000
000/Pk KW 1P 6.6000 1.0000

Historical Data

| Date | KWH Usage | Days | Daily KWH Avg | KW | Rate | Reading Source | Bill Amount | Budget Bill | Same Cust |
|----------|-----------|------|---------------|--------|------|-----------------|-------------|-------------|-----------|
| 04/17/09 | 777 | 030 | 25 | 6.6000 | RS | Regular Company | \$ 85.80 | \$ 0.00 | Y |
| 03/18/09 | 717 | 029 | 24 | 6.6000 | RS | Regular Company | \$ 79.99 | \$ 0.00 | Y |
| 02/17/09 | 642 | 029 | 22 | 5.7000 | RS | Regular Company | \$ 72.71 | \$ 0.00 | Y |
| 01/19/09 | 719 | 034 | 21 | 6.5000 | RS | Regular Company | \$ 79.70 | \$ 0.00 | Y |
| 12/16/08 | 980 | 032 | 30 | 7.8000 | RS | Regular Company | \$ 102.85 | \$ 0.00 | Y |
| 11/14/08 | 613 | 030 | 20 | 4.7000 | RS | Regular Company | \$ 68.97 | \$ 0.00 | Y |
| 10/15/08 | 613 | 029 | 21 | 3.6000 | RS | Regular Company | \$ 68.97 | \$ 0.00 | Y |
| 09/16/08 | 1614 | 033 | 48 | 5.1000 | RS | Regular Company | \$ 159.21 | \$ 0.00 | Y |
| 08/14/08 | 1408 | 029 | 48 | 4.8000 | RS | Regular Company | \$ 140.91 | \$ 0.00 | Y |
| 07/16/08 | 1461 | 030 | 48 | 4.9000 | RS | Regular Company | \$ 145.61 | \$ 0.00 | Y |
| 06/16/08 | 1066 | 032 | 33 | 4.8000 | RS | Regular Company | \$ 110.48 | \$ 0.00 | Y |
| 05/15/08 | 461 | 029 | 15 | 3.6000 | RS | Regular Company | \$ 54.48 | \$ 0.00 | Y |

285

137

136

Printed: 05/04/09 Time: 1:41:04 PM
HSE 2nd + 3rd 1st

285-07606
137-26350
136-12541
User ID: AUDSP7CH
Pulled MR 12-09

Notification 5/4 @ 1:55 PM

| Historical Data | | | | | | | | | | | |
|-----------------------|------|-----|---------|--------|----|-----------------|----|--------|----|------|---|
| 04/16/08 | 485 | 030 | 16 | 4.4000 | RS | Regular Company | \$ | 56.74 | \$ | 0.00 | Y |
| 03/17/08 | 621 | 031 | 20 | 4.9000 | RS | Regular Company | \$ | 69.74 | \$ | 0.00 | Y |
| 02/15/08 | 621 | 029 | 21 | 4.4000 | RS | Regular Company | \$ | 69.74 | \$ | 0.00 | Y |
| 01/17/08 | 496 | 034 | 14 | 3.6000 | RS | Regular Company | \$ | 56.68 | \$ | 0.00 | Y |
| 12/14/07 | 592 | 030 | 19 | 5.2000 | RS | Regular Company | \$ | 64.31 | \$ | 0.00 | Y |
| 11/14/07 | 466 | 029 | 16 | 2.8000 | RS | Regular Company | \$ | 52.82 | \$ | 0.00 | Y |
| 10/16/07 | 875 | 029 | 30 | 4.2000 | RS | Regular Company | \$ | 89.63 | \$ | 0.00 | Y |
| 09/17/07 | 1279 | 032 | 39 | 3.4000 | RS | Regular Company | \$ | 123.88 | \$ | 0.00 | Y |
| 08/16/07 | 1430 | 028 | 51 | 3.7000 | RS | Regular Company | \$ | 134.46 | \$ | 0.00 | Y |
| Reading Instructions: | | | KEY #36 | | | | | | | | |

Completion Information

Date: 05/14/09 Arrived: 11:45 AM PM Worked by: 31587

Unable to complete: 17:05 AM PM

Comments: _____

88-952-137
 * This note is for
 the 2nd & 3rd fl of
 336 W Orange St.

Transformer Customer Listing [CUSL]

Xfer Grid: 40257S26020 Overhead

Feeder ID: 65202

| Rate/Bill Acct | Cust Name/ Serv Address | Mailing Address |
|---|--|--|
| GS1 6852096029 | ALLEN LAFFERTY | 121 HAMMERSMITH LA L107 LITITZ PA 17543 |
| Mtr # 39316285 PH # 717-560-2249 | 336 W ORANGE ST BASEMNT LANCASTER PA 17603 | Svc Grid 40257S26020 |
| RS 6892096067 | FAITH J D'URBANO | 340 W ORANGE ST, 2FL LANCASTER PA 17603 |
| Mtr # 87872423 PH # 610-299-2591 | 340 W ORANGE ST, 2FL LANCASTER PA 17603 | Svc Grid 40257S26020 |
| RS 6812096045 | PAMELA REEVER | 336 W ORANGE ST, 2ND FLR LANCASTER PA 17603 |
| Mtr # 88952136 PH # 717-823-2951 | 336 W ORANGE ST, 2ND FLR LANCASTER PA 17603 | Svc Grid 40257S26020 |
| RS 4112096049 | HABTAMU KENEA | 337 W ORANGE ST 2FL LANCASTER PA 17603 |
| Mtr # 83902953 PH # 717-293-0430 | 337 W ORANGE ST 2FL LANCASTER PA 17603 | Svc Grid 40257S26020 |
| RS 3872096077 | RYAN BROWN | 345 W ORANGE ST LANCASTER PA 17603 |
| Mtr # 83906893 PH # 717-406-2498 | 345 W ORANGE ST LANCASTER PA 17603 | Svc Grid 40247S26018 |
| RS 7092096133 | ROBERT EISENBERGER | 346 W ORANGE ST 2FR LANCASTER PA 17603 |
| Mtr # 28195379 PH # 717-615-8691 | 346 W ORANGE ST 2FR LANCASTER PA 17603 | Svc Grid 40247S26018 |
| RS 7212096026 | LYLE GALLOWAY | 350 W ORANGE ST LANCASTER PA 17603 |
| Mtr # 83906998 PH # 856-305-3328 | 350 W ORANGE ST LANCASTER PA 17603 | Svc Grid 40247S26018 |
| RS 6792096047 | DEREK J FIRESTONE | 336 W ORANGE ST 1FL LANCASTER PA 17603 |
| Mtr # 88952137 PH # 201-286-1041 | 336 W ORANGE ST 1FL LANCASTER PA 17603 | Svc Grid 40257S26020 |
| RS 7032096073 | CATHERINE I HUCK | 344 W ORANGE ST APT 5 LANCASTER PA 17603 |
| Mtr # 23657242 PH # 484-638-1010 | 344 W ORANGE ST APT 5 LANCASTER PA 17603 | Svc Grid 40247S26018 |
| RS 7172096059 | KATHRYN PEARCE | PO BOX 8554 LANCASTRR PA 17604 |
| Mtr # 83907000 PH # 717-898-1800 | 348 W ORANGE ST 2FL LANCASTER PA 17603 | Svc Grid 40247S26018 |
| GS1 7132096039 | BRAD GOODWIN | 346 W ORANGE ST HSE MTR LANCASTER PA 17603 |
| Mtr # 98674927 PH # 717-672-0303 | 346 W ORANGE ST HSE MTR LANCASTER PA 17603 | Svc Grid 40247S26018 |
| RS 7112096060 | BRAD GOODWIN | 346 W ORANGE ST, 1FL LANCASTER PA 17603 |
| Mtr # 39316286 PH # 717-672-0303 | 346 W ORANGE ST, 1FL LANCASTER PA 17603 | Svc Grid 40247S26018 |
| RS 6972096107 | VINESSA J BIRK | 344 W ORANGE ST APT 2 LANCASTER PA 17603 |
| Mtr # 19017279 PH # 717-917-1695 | 344 W ORANGE ST APT 2 LANCASTER PA 17603 | Svc Grid 40247S26018 |

(148 05/11-LM)

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Informals Formals

Home
Case Details
Reports

Decision Detail

General

| | | | |
|-------------------------|---------------------|-------------------------|-----------------|
| BCS Case No. | 2545989 | CSS Account No. | 6792096065 |
| Customer Name | PAMELA REEVER | Investigator Name | SCATTON, DENNIS |
| Address 1 | 336 W ORANGE ST, | Service Class | RESIDENTIAL |
| Address 2 | 2ND & 3RD FL APT | Case Origin | TELEPHONE |
| City, State Zip | LANCASTER, PA 17603 | Head Date | |
| Service Restore Amount | | Current Monthly Payment | |
| Service Continue Amount | | Service Continue Date | |
| Decision Issue | No | Ending Monthly Payment | |
| Chapter | | Oral/Written Oral | |
| Section Rule | | Violation | NO |
| Total Balance | 1602.96 | Closed Date | 03/31/2010 |
| Reconnect Amount | 0.00 | Balance Date | |
| Special Budget Amount | | Regular Budget Amount | |
| Arrears Payment Plus | | Final Monthly Payment | |

Resolution

VERBAL CLOSE. SPOKE TO PAMELA REEVER ADVISING THE CO IDENTIFIED THAT SHE WAS BEING BILLED FOR THE WRONG METER. ADV THE CO REBILLED HER FOR THE USAGE FROM 1/1/07 TO 5/18/09. ADV THE REBILLING RESULTED IN AN ADJUSTMENT OF 1,523.55. ADV THE CO WOULD BE WILLING TO SET UP PAR TO PAY THE REBILLED BAL OF 1,523.55 OVER THE NEXT 29 MONTHS IN ADDITION TO HER CURRENT CHGS. ADV THE CO IS ALLOWED BY LAW AND PUC REGS TO BACK BILL UP TO FOUR YRS AND OFFER PAR. SHE UNDERSTOOD BUT NOT SATISFIED. CU FEELS THAT THE CO SHOULD NOT BE ABLE TO BACK BILL FOR THEIR ERROR. SENT FORMAL COMPLAINT FORMS.

