

COMMONWEALTH OF PENNSYLVANIA

PUBLIC UTILITY COMMISSION

ORIGINAL

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 :  
Pamela Reeve v. PPL Electric Utilities : Docket No.  
Corporation : C-2010-2169033  
 Billing Dispute. :  
 :  
 Initial Telephonic Hearing :  
 :  
 ----- x

Pages 1 through 34                      Hearing Room No. 2  
    Commonwealth Keystone Building  
    Harrisburg, Pennsylvania

Wednesday, August 4, 2010

Met, pursuant to notice, at 10:02 a.m.

BEFORE:

SUSAN D. COLWELL, Administrative Law Judge

APPEARANCES:

PAMELA REEVER  
 336 West Orange Street, 2nd Floor  
 Lancaster, Pennsylvania 17603  
 (Pro Se)

KIMBERLY G. KRUPKA, Esquire  
 Gross McGinley LaBarre & Eaton  
 33 South Seventh Street  
 Allentown, Pennsylvania 18101  
 (For PPL Electric Utilities Corporation)

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WITNESSES

DIRECT

CROSS

REDIRECT

RECROSS

Pamela Reeve  
(By the Judge)  
(By Ms. Krupka)

7        --        --        --  
--        9        --        --

Jennifer Tomel  
(By Ms. Krupka)

11        --        --        --

EXHIBIT INDEX

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<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>PPL</u>		
No. 1	(contacts re: Account No. 22 67920-96065 and account activity statement)	32
No. 2	(contacts re: Account No. 13 68120-96045 and account activity statement)	32
No. 3	(5/22/09 letter re: meter mix-up and breakdown of the billing adjustments)	18 32
No. 4	(meter investigation information)	17 32

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P R O C E E D I N G S

1  
2 ADMINISTRATIVE LAW JUDGE SUSAN D. COLWELL: This is  
3 the time and place set for a telephonic hearing in the  
4 matter of Pamela Reeve versus PPL Electric Utilities  
5 Corporation filed at PUC Docket No. C-2010-2169033.

6 I am Administrative Law Judge Susan Colwell, appointed  
7 by the Pennsylvania Public Utility Commission to preside in  
8 this matter.

9 I have on the phone with me the attorney for PPL,  
10 Kimberly Krupka, and her witness; and I also have  
11 Ms. Reeve, the Complainant, on the phone. I can hear them  
12 both fairly well; and I assume they can hear me, as they  
13 responded.

14 There is a court reporter present. So, I ask you to  
15 please try to speak clearly, slowly, and loudly.

16 During this hearing, both sides will have the  
17 opportunity to present evidence in the form of sworn  
18 testimony or exhibits.

19 Following the hearing, I will write and issue a  
20 decision, which is appealable to the Commission.

21 It is the Commission's policy to encourage  
22 settlements.

23 Ms. Krupka, have you attempted to settle this matter  
24 prior to today's hearing?

25 MS. KRUPKA: We have left several voice mails for

1 Ms. Reeve to contact us, but we have not received a return  
2 call.

3 JUDGE COLWELL: Ms. Reeve, would you like the  
4 opportunity to try to settle this case before we continue  
5 with the formal hearing?

6 MS. REEVER: Settle it as in? I am not really sure.

7 JUDGE COLWELL: Okay. What would happen here is we  
8 would go off the record and I would leave the room. I have  
9 to leave the telephone on or it will cut you off. I will  
10 leave the room. You can speak with Ms. Krupka and with  
11 Ms. Tomel and try to work out your differences and come to a  
12 negotiated settlement.

13 If you do that, then the hearing doesn't need to go  
14 on. And, if you cannot do that, then the hearing will  
15 continue afterwards.

16 Would you like that opportunity?

17 MS. REEVER: I don't think they are willing to do away  
18 with it. But, I mean, we could try.

19 JUDGE COLWELL: All right.

20 MS. REEVER: Can you hold on for a second?

21 JUDGE COLWELL: Okay.

22 (Pause.)

23 MS. REEVER: Okay. Go ahead. I am sorry.

24 JUDGE COLWELL: At this point, I am going to go off  
25 the record and I am going to leave the room. My court

1 reporter will be here. I will check back with you in about  
2 five minutes. Or, if I hear silence, then I will know -- I  
3 can hear voices, but I can't hear what you are saying from  
4 out there.

5 We are off the record.

6 (Discussion off the record.)

7 JUDGE COLWELL: Then we are back on the record, and we  
8 are going to continue.

9 Ms. Reeve, you will present your case first. After  
10 you have finished, Ms. Krupka will ask you some questions.  
11 And then she will present her witness and submit her  
12 exhibits, and you will have an opportunity to ask questions  
13 of her witness.

14 Do you have any questions about this procedure?

15 MS. REEVER: No, I don't.

16 JUDGE COLWELL: All right. The first thing I have to  
17 tell you is that on your Complaint you said that the facts  
18 of the case were already on record here at the PUC. I want  
19 you to know that that is not true.

20 You spoke with our Bureau of Consumer Services. You  
21 did not speak with my office.

22 So, anything you want me to evaluate, you have to tell  
23 me here today. There is nothing else on the record. Okay?

24 MS. REEVER: Nothing?

25 JUDGE COLWELL: Nothing.

1 Do you want to testify?

2 MS. REEVER: Oh, yes.

3 JUDGE COLWELL: Please raise your right hand.

4 Whereupon,

5 **PAMELA REEVER**

6 having been duly sworn, testified as follows:

7 JUDGE COLWELL: Thank you.

8 Please state your name and your address for the  
9 record.

10 THE WITNESS: Pamela Reever, 336 West Orange Street.

11 I am sorry. I am really pissed off right now.

12 JUDGE COLWELL: Well, take a deep breath, ma'am.

13 THE WITNESS: I am good.

14 JUDGE COLWELL: Okay.

15 **DIRECT TESTIMONY**

16 JUDGE COLWELL: So, you tell me from the beginning  
17 what your complaint is, because I don't have any idea.

18 THE WITNESS: Okay. Well, I don't know when it  
19 actually started. My son called. The power had been turned  
20 off.

21 JUDGE COLWELL: Do you know about when that would have  
22 been?

23 THE WITNESS: Oh, gosh. I don't know. Maybe this has  
24 been going on a year.

25 JUDGE COLWELL: Okay.

1 THE WITNESS: He called PP&L (sic), explained the  
2 situation, said our bill was current, blah, blah, blah.  
3 They said that -- I need to get myself together; I am just  
4 so angry -- there was a mix-up in the meters. They were  
5 going to send somebody out to check it. Our power got  
6 turned back on.

7 The guy came out and checked it. Apparently, there  
8 was an electrical mix-up in the house. He said he was going  
9 to do an estimate, and we ended up being charged \$1,500 for  
10 a mix-up that PP&L did, I guess the wiring. That was back  
11 before we even moved into the apartment.

12 So, you know, I called PP&L. They, basically, weren't  
13 willing to try to work anything out. They said we could do  
14 a payment arrangement. I refused to pay \$1,500 for a mix-up  
15 that they made and the electrician or whoever wired the  
16 house before I moved in.

17 I called the Public Utility Commission and filed a  
18 Complaint. They told us to pay the current balance only  
19 until it was resolved, and that is all we have been doing.

20 After speaking with them today, they are telling me  
21 that they haven't received payment from me since May, which  
22 is not true, because I have all of the documentation showing  
23 I have been paying the current balance.

24 Basically, I absolutely refuse to pay \$1,500, plus  
25 interest or whatever, on something that wasn't our fault.

1 So, that is my case.

2 JUDGE COLWELL: All right. Ms. Krupka, do you have  
3 any questions?

4 MS. KRUPKA: Yes.

5 **CROSS-EXAMINATION**

6 BY MS. KRUPKA:

7 Q Ms. Reeve, am I correct that you live in an  
8 apartment where there is an apartment on the first floor and  
9 you occupy the second and third floor?

10 A Correct.

11 Q On the date that you had no power, PPL did send  
12 someone out that day to turn the power back on, correct?

13 A Yes.

14 Q Do you know when you moved into your apartment?

15 A It was January 1 of '05, I think.

16 Q Would 2007 seem appropriate?

17 A I don't know. The years are flying by. It was  
18 January 1 when we moved in.

19 JUDGE COLWELL: Can you tell me who "we" is, ma'am?  
20 Ms. Reeve, who is "we"? Who lives in your apartment?

21 THE WITNESS: My husband, myself, my daughter, and my  
22 son.

23 JUDGE COLWELL: Okay. Thank you.

24 BY MS. KRUPKA:

25 Q On the date that the electric was turned off and

1 PPL sent a gentleman out to the premises, did that gentleman  
2 speak with you on that date?

3 A He spoke with my son. I was at work.

4 Q Was information provided that, in fact, a meter  
5 mix had happened?

6 A No. That was not that day, no.

7 Q Okay. Do you know what information was provided  
8 on that day to you?

9 A The power was turned back on. They said that they  
10 would do an investigation as to what happened; they would be  
11 sending someone out.

12 Q On the telephone, did PPL offer to make a payment  
13 arrangement with you?

14 A Not that day, but they did offer to make one once  
15 the investigation was done and I received the information in  
16 the mail. Then I called PP&L. They did offer to make a  
17 payment arrangement, and I refused.

18 MS. KRUPKA: I have no further questions.

19 JUDGE COLWELL: Okay.

20 (Witness excused.)

21 JUDGE COLWELL: In that case, then, I will ask  
22 Ms. Krupka to present her witness.

23 MS. KRUPKA: Yes. PPL would present Jennifer Tomel.

24 JUDGE COLWELL: Will you raise your right hand,  
25 please?

1 Whereupon,

2

**JENNIFER TOMEL**

3 having been duly sworn, testified as follows:

4

JUDGE COLWELL: Thank you.

5

Go ahead.

6

**DIRECT EXAMINATION**

7

BY MS. KRUPKA:

8

Q Ms. Tomel, can you provide the spelling of your

9

last name?

10

A "T" as in Thomas, "O" as in Oscar, "M" as in Mary,

11

"E" as in Edward, "L" as in Larry.

12

Q And are you employed by PPL?

13

A Yes, I am.

14

Q And in what position?

15

A I am a customer service representative.

16

Q Can you generally tell us what your job

17

responsibilities are?

18

A I do a lot of rebilling, customer contact, phone

19

work, meter mix activity or wiring issues.

20

Q And how many years have you been employed with

21

PPL?

22

A Eleven years.

23

Q In that 11 years, have you had responsibility with

24

regard to meter mix investigations and rebilling based upon

25

those investigations?

1 A Yes, I have.

2 Q And are you familiar in your capacity as a  
3 customer service rep with customer records such as account  
4 activity statements and investigations for meter mix cases?

5 A Yes.

6 Q Are these types of records maintained at PPL as  
7 business records?

8 A Yes, they are.

9 Q With regard to the meter mix documents, the  
10 investigation, are these documents created at the time of  
11 the investigation?

12 A Yes, they are.

13 Q Does PPL maintain a file on a customer with these  
14 forms contained in there?

15 A Yes. We create a folder with all of the paperwork  
16 from the investigator who was at the property and any  
17 paperwork that was sent to the customer.

18 Q In a very general way, can you tell us what  
19 occurred in May of 2009 with regard to Ms. Reeve's electric  
20 account?

21 A Yes. There were two meters: one for the first  
22 floor, one for the second and third floor. One of the  
23 meters was shut off. It was the meter that serviced  
24 Ms. Reeve's residence.

25 She called. We sent a serviceman out to unblock the

1 meter, because she had no power.

2 On that date, we determined she was being billed for  
3 the wrong meter. The meter she was paying for was actually  
4 the usage for the first floor apartment, and the person on  
5 the first floor was paying for her usage on the second and  
6 third floor.

7 Q As a result of the investigation, was Ms. Reeve  
8 rebilled based upon the usage that she had incurred?

9 A Yes, on the meter that serves her apartment.

10 Q Okay. We will talk about that a little bit later,  
11 but I want to ask if you can put PPL Hearing Exhibit No. 2  
12 in front of you first.

13 A Yes.

14 **(Whereupon, the documents were marked as PPL**  
15 **Exhibit No. 2 for identification.)**

16 BY MS. KRUPKA:

17 Q Can you tell me what the first four pages of this  
18 exhibit are?

19 A These are the contacts from her original account  
20 number that she had been billed from January of '07.

21 Q Okay. And what account number is that?

22 A 68120-96045.

23 Q Okay. And the contacts that are listed on this  
24 exhibit, are these contacts recorded at the time the  
25 customer calls in or outbound calls placed?

1 A Yes.

2 Q Can you tell me if these documents reflect whether  
3 or not on May 4, 2009, PPL sent a representative out to  
4 unblock the meter?

5 A Yes, we did.

6 Q Okay. And which contact is that?

7 A That is the second contact on page 1.

8 Q Okay. And, as a result of that investigation, is  
9 there any notation that PPL notified Ms. Reeve of the  
10 problem?

11 A Yes. That third contact is when we notified her  
12 of a meter mix.

13 Q As a result of determining a meter mix, what is  
14 the next process PPL goes through once they determine that  
15 there, in fact, is an issue where a customer is being billed  
16 on someone else's meter?

17 A We will correct both customers on either side --

18 Q Okay.

19 A -- what their billing is for what they were billed  
20 and what they should have been billed for.

21 Q I am going to ask you to look at the second half  
22 of PPL Hearing Exhibit No. 2, which begins on page 5. Can  
23 you tell me what that document is?

24 A That is her account activity statement for her old  
25 account number, all of the bills and all payments that have

1 come in.

2 Q If we look at the first transaction on that  
3 account statement -- I understand that the first number of  
4 the date is cut off -- can you tell by looking at the due  
5 date what was the date the first bill issued on this account  
6 was?

7 A January 17 of 2007.

8 Q And, if I follow over that entry, under "Days  
9 Used," how many days was that account billed for?

10 A Sixteen.

11 Q Would that correspond with a January 1, 2007,  
12 connect date?

13 A Yes, it does.

14 Q Does the second half of PPL Hearing Exhibit No. 2,  
15 beginning on page 5, reflect all of the charges that were  
16 made onto Ms. Reeve's account and all of the payments made?

17 A Yes.

18 Q And, if we look on the fourth page of the account  
19 activity statement, which is the next-to-the-last page of  
20 PPL Hearing Exhibit No. 2, can you tell me what the last  
21 bill amount was that was issued to Ms. Reeve?

22 A \$176.71.

23 Q And was that issued on or about May 18?

24 A Yes, it was.

25 JUDGE COLWELL: Ms. Krupka, I don't know where you

1 are.

2 MS. KRUPKA: I am sorry. If you look at PPL Hearing  
3 Exhibit No. 2 --

4 JUDGE COLWELL: Okay.

5 MS. KRUPKA: -- it is eight pages in length -- I am  
6 sorry; nine pages in length. If you look at the eighth  
7 page, 8 out of 9 --

8 JUDGE COLWELL: See, they are not numbered on mine.  
9 They are all just stapled together, and the first part of  
10 the date at the very bottom of the page is cut off, so I  
11 don't know what months you are talking about even.

12 MS. KRUPKA: If you look -- and I know they are not  
13 numbered. If you go to the end of the exhibit before  
14 Exhibit 3 --

15 JUDGE COLWELL: Yes.

16 MS. KRUPKA: -- if you count back three pages --

17 JUDGE COLWELL: Okay.

18 MS. KRUPKA: -- the last entry has a due date of  
19 June 8.

20 JUDGE COLWELL: Okay. I am with you now.

21 BY MS. KRUPKA:

22 Q The month is cut off, Ms. Tomel. If it has a due  
23 date of June 8, can you tell me what the month would have  
24 been that it was issued?

25 A May 18 of 2009.

1 Q And that was the last bill issued on this account?

2 A Correct.

3 Q And what was the total amount billed on that date?

4 A \$176.71.

5 Q And how is that \$176.71 comprised? Is there an  
6 overdue balance?

7 A Yes. There is a past due balance of \$159.06 at  
8 that point.

9 Q And what was the regular electric bill for which  
10 she was billed during that period of time?

11 A \$15.66.

12 Q And, if we add the overdue balance and the regular  
13 electric bill, does that come to the entire billed amount of  
14 \$176.71?

15 A The \$159.06 past due balance, the \$15.66 current  
16 bill, and the late charges of \$1.89 and 10 cents equal the  
17 \$176.71.

18 Q Were all of those bills based upon the meter that  
19 was in place up until May 4, 2009?

20 A Yes.

21 **(Whereupon, the documents were marked as PPL**  
22 **Exhibit No. 4 for identification.)**

23 BY MS. KRUPKA:

24 Q I am going to ask you to look at PPL Hearing  
25 Exhibit No. 4. Do you have that in front of you?

1 A Yes.

2 Q Can you tell me what this exhibit is?

3 A This is the information that we receive from the  
4 contact representative who actually goes to the property to  
5 do the investigation on the meters.

6 Q And, based upon this information, was there, in  
7 fact, a meter mix?

8 A Yes.

9 Q And whose meters were mixed?

10 A The first floor and the second and third floor  
11 apartments.

12 Q Okay. And what was the date of this  
13 investigation?

14 A May 14.

15 Q Okay. And, based upon this investigation, did PPL  
16 rebill Ms. Reeve?

17 A Yes, we did.

18 **(Whereupon, the documents were marked as PPL**  
19 **Exhibit No. 3 for identification.)**

20 BY MS. KRUPKA:

21 Q I am going to ask you to look at PPL Hearing  
22 Exhibit No. 3.

23 A Okay.

24 Q Can you tell me what the first page of that  
25 exhibit is?

1           A    That was a letter that we sent to the customer  
2 explaining what we had found.

3           Q    Okay.  And was this sent on May 22, 2009?

4           A    Yes, it was.

5           Q    Okay.  And, if I look at the third page of that  
6 exhibit -- it looks like a chart -- can you tell me what  
7 that is?

8           A    This is a rebilling summary.  It lists all of her  
9 bills that she received, the amounts of the bills, and it  
10 also is a listing of what she should have used on her meter  
11 -- or what she did use on the meter and what the bills would  
12 have been if she would have been billed on that correct  
13 meter and the difference.

14          Q    Am I correct if we look in the far left-hand  
15 column, the billing dates, those represent the dates each  
16 bill was sent to Ms. Reever since inception of the account?

17          A    That is correct.

18          Q    And, if we look down, they go in reverse  
19 chronological order?

20          A    Correct.

21          Q    Okay.  The "Billed Kwh" column, would that match  
22 up with the number of Kwh Ms. Reever was originally billed  
23 prior to the investigation?

24          A    Yes.

25          Q    And the total amount, would that match up for the

1 dollar bills Ms. Reeve received each month prior to the  
2 May 14 investigation?

3 A Yes.

4 Q Okay. Now, the corrected Kwh, where does PPL  
5 obtain the information for a corrected Kwh?

6 A We receive daily readings on each of our meters.  
7 So, we determine what kilowatt-hours were used on the meter  
8 that serves her apartment.

9 Q When PPL determined that there was a meter mix,  
10 that the incorrect meter was servicing Ms. Reeve, was PPL  
11 able to determine what meter had actually been servicing  
12 Ms. Reeve?

13 A Yes; that is correct.

14 Q Are the corrected Kwh based upon that meter's  
15 reading?

16 A Yes.

17 Q Is there any estimation involved with regard to  
18 the corrected Kwh?

19 A No.

20 Q And what is the corrected bill?

21 A The corrected bill is what the dollar amount would  
22 be for that amount of kilowatt-hours.

23 Q Okay. And is that based upon the tariff and the  
24 rates that PPL had in effect for each one of those dates the  
25 bill was issued?

1 A Yes.

2 Q And what is the "Billing Difference" column?

3 A That is the difference between what she was billed  
4 and what the corrected bill total is.

5 Q And, if I look at the total at the bottom of each  
6 column, how many kilowatt-hours was Ms. Reeve billed from  
7 the period of time of January 2007 until May 18, 2009?

8 A She was billed 7065.

9 Q And that resulted in how much dollar amount  
10 billed?

11 A \$947.61.

12 Q What would be the determined Kwh that was actually  
13 used by Ms. Reeve's residence from January 2007 until  
14 May 18, 2009?

15 A 22825.

16 Q And the corrected amount for the bill would have  
17 been how much?

18 A \$2,392.93.

19 Q Now, Ms. Reeve had already been billed the  
20 \$947.61.

21 A Correct.

22 Q So, the billing difference, would that represent  
23 the additional amount?

24 A Correct.

25 Q I see that there was an adjustment made of

1 \$1,523.55. Can you explain how the adjustment was  
2 determined?

3 A Yes. Prior to any of the rebilling done, she had  
4 a balance, as we stated, of \$176.71. She had paid a  
5 security deposit, which we had given credit back to her for  
6 \$98.48. And then we added in the \$1,445.32, equalling  
7 \$1,523.55.

8 Q And, if I look at the letter that is part of PPL  
9 Hearing Exhibit No. 3, at the end it does say on the second  
10 page, "Enclosures."

11 Was this meter mix rebilling summary provided as an  
12 enclosure with the letter sent to Ms. Reeve?

13 A Yes, it was.

14 **(Whereupon, the documents were marked as PPL**  
15 **Exhibit No. 1 for identification.)**

16 BY MS. KRUPKA:

17 Q I am going to ask you to look at PPL Hearing  
18 Exhibit No. 1.

19 A Okay.

20 Q On the first page -- well, can you tell me what  
21 this document is?

22 A This is a list of the contacts for her new account  
23 number after the rebilling was done.

24 Q You indicate a new account number. Why was  
25 Ms. Reeve provided with a new account number?

1           A    Because we have now connected her to the correct  
2 meter, which is now a different account number.

3           Q    Do the contacts on this account indicate that, in  
4 fact, the May 22, 2009, letter was sent?

5           A    Yes.

6           Q    Was PPL willing to offer Ms. Reeveer a payment  
7 arrangement?

8           A    Yes, we were.

9           Q    And did Ms. Reeveer decline a payment arrangement?

10          A    Yes, she did.

11          Q    I am going to ask you to turn to the sixth page of  
12 the exhibit, which is the second-from-last page.

13          A    Okay.

14          Q    Can you tell me what that document is?

15          A    That is the account activity statement for the new  
16 account.

17          Q    Okay. If I look at the left-hand column, I see on  
18 May 21, 2009, there are several entries that say "Transfer  
19 Debit." If you add up all of those transaction amounts, do  
20 you know what the amount comes to?

21          A    \$1,523.55.

22          Q    Does that match exactly with the total adjustment  
23 which was reflected on the rebilling summary which was part  
24 of PPL Exhibit 3?

25          A    Yes, it does.

1 Q Can you tell me why it is listed as "Transfer  
2 Debit"?

3 A The system cannot automatically transfer a debit  
4 of \$1,523.55. It does a breakdown of numerous debits to  
5 equal that amount.

6 Q When did PPL begin, then, billing Ms. Reeveer on  
7 the new corrected meter?

8 A On June 17, 2009.

9 Q And how many days was that for?

10 A Thirty days.

11 Q And, in reviewing this, Ms. Reeveer had some  
12 concerns that she was charged interest or penalties. Have  
13 any interest, penalties, or late fees been charged to this  
14 account?

15 A No, there have not.

16 Q Can you tell me today, if I look on the last page  
17 of PPL Hearing Exhibit No. 1, what is the balance on today's  
18 account?

19 A \$2,599.61.

20 Q Does that include a portion of a bill that is not  
21 due until August 10?

22 A Yes, it does.

23 Q What is the overdue balance as of today?

24 A \$2,370.49.

25 Q And do you know how many months the rebilling was

1 for?

2 A Twenty-nine.

3 Q And was PPL willing to break the bill into payment  
4 arrangements of at least 29 months?

5 A Yes.

6 MS. KRUPKA: I have no further questions of Ms. Tomel.

7 JUDGE COLWELL: Okay. Ms. Reeve, do you have any  
8 questions for Ms. Tomel?

9 MS. REEVER: No.

10 JUDGE COLWELL: You understand everything she said?

11 MS. REEVER: Pretty much so, uh-huh.

12 JUDGE COLWELL: Because this is your opportunity to  
13 have her clarify anything you don't understand.

14 MS. REEVER: Well, I mean, I understand what she is  
15 saying, the formalities of all of this. Like I said, I have  
16 my own concerns with the penalization that we are having to  
17 take into effect for their mistake with the meter mix. I  
18 had no idea there was a meter mix when I was paying my bill  
19 when I moved in. Do you understand what I am saying?

20 JUDGE COLWELL: I do.

21 And I would like to ask Ms. Tomel: Who was in charge  
22 of figuring out which account went with which meter to begin  
23 with?

24 THE WITNESS: We sent a contact representative to the  
25 house to determine which meter served which apartment.

1 JUDGE COLWELL: So, you did that. Do you know when  
2 you did that?

3 THE WITNESS: May 14, after her service was shut off.

4 JUDGE COLWELL: No, no, no. Before that. Originally,  
5 when the accounts were set up, when the meters were put in,  
6 how -- clearly, you had to know at some point which meter  
7 went with which one. Did somebody from PPL install these  
8 meters?

9 THE WITNESS: Yes, we did install the meters.

10 JUDGE COLWELL: And, at the point of installation, did  
11 you determine which meters served which apartments?

12 THE WITNESS: We placed the meter into the base, as  
13 the bases were marked. You know, we don't know who marked  
14 the bases, when they were marked, or anything like that.

15 Can we determine when this occurred? No.

16 JUDGE COLWELL: Okay. I guess that is my question.  
17 When you initiate electric service to an apartment building  
18 such as this one, what do you ask of the building owner  
19 versus what does PPL do?

20 MS. KRUPKA: To clarify, you mean when we originally

21 install the meters not

1 JUDGE COLWELL: So, you did that. Do you know when  
2 you did that?

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17 When you initiate electric service to an apartment building  
18 such as this one, what do you ask of the building owner  
19 versus what does PPL do?

20 MS. KRUPKA: To clarify, you mean when we originally  
21 install the meters, not for each new customer?

22 JUDGE COLWELL: Yes.

23 MS. KRUPKA: Okay.

24 THE WITNESS: Okay. These meters -- this apartment  
25 building, I don't know how long it has been there.

1           When a customer originally calls to have a meter  
2 placed, we do an investigation. We have a technician go out  
3 there and set a meter. That is really all he does.

4           JUDGE COLWELL: So, does he determine which of the --

5           THE WITNESS: The meter bases are normally marked.

6           JUDGE COLWELL: And who does the marking?

7           THE WITNESS: Normally, the owner of the property.

8           Sometimes the bases are not marked.

9           JUDGE COLWELL: And, then, what does PPL do?

10          THE WITNESS: We put the meters in, based off of the  
11 work request number and how the owner -- the sticker that is  
12 on the base, and we go out and put the work request in,  
13 schedule it.

14          But this meter in this building has not had any work  
15 requests, because this was an existing property.

16          JUDGE COLWELL: Okay. I am just trying to figure out  
17 how long this might have been like this. I don't know how  
18 old the building is or when it was separated into  
19 apartments. I don't know any of those things.

20          All I know is Ms. Reeve has lived there since  
21 January 1, 2007. And, at that point, it appeared that the  
22 meters were already switched -- or PPL's records indicated  
23 that.

24          THE WITNESS: That is correct.

25          JUDGE COLWELL: Okay. Okay.

1 THE WITNESS: It is possible that they have been mixed  
2 the entire time that building has been like that.

3 JUDGE COLWELL: But we don't know.

4 THE WITNESS: Correct.

5 JUDGE COLWELL: What we do know is that PPL switched  
6 out its old meters for automatic meter readers somewhere --

7 THE WITNESS: About 2002.

8 JUDGE COLWELL: Yes.

9 Okay.

10 (Witness excused.)

11 JUDGE COLWELL: Well, this is really difficult,  
12 because, Ms. Reeve, I have to tell you that, generally  
13 speaking, a customer is held responsible for the electric  
14 usage that he or she incurs.

15 MS. REEVER: Okay.

16 JUDGE COLWELL: And, if there is a mistake, then what  
17 the Company is required to do is to say: Well, okay. We  
18 have got three years' worth of mistakes here -- or 29 months  
19 in this case. Therefore, you can make up that over a period  
20 of 29 months. And that is what the Commission regulations  
21 require.

22 MS. REEVER: Okay.

23 JUDGE COLWELL: I understand that this was not your  
24 fault, but it does not appear that -- there is no evidence  
25 to say whose fault it was. It is something that happened.

1 It is very unfortunate. But the electricity was consumed  
2 and needs to be paid for.

3 I am not going to have a lot of options when I sit  
4 down to write this decision, and I don't know that I will be  
5 able to offer you anything more than what the Company has  
6 done already, simply because that is how the regulations are  
7 written.

8 MS. KRUPKA: If it does help, we were willing -- and I  
9 had expressed to Ms. Reeve we were willing to negotiate the  
10 balance. If she wants to revisit that, PPL has not closed  
11 that offer.

12 JUDGE COLWELL: I would recommend that.

13 MS. REEVER: What about the landlord? I mean, I don't  
14 know where the responsibility falls, but --

15 JUDGE COLWELL: Well, see, now that is the problem.  
16 We can't really determine here where the responsibility is.  
17 The landlord is not a party to this. This is between you  
18 and the electric company.

19 I don't have any reason to call in the landlord, and I  
20 wouldn't have any ability to assess the landlord anything  
21 unless -- well, it is unlikely that I would be able to do  
22 anything.

23 Your remedy would be to sue the landlord in a civil  
24 court. In that case, you would have to prove that he was  
25 responsible for it.

1 MS. REEVER: Right. I am not willing to do that. He  
2 is a nice guy.

3 JUDGE COLWELL: So, we are stuck with a very  
4 unpleasant situation where, you know, you were going along  
5 thinking: Wow, these are great electric bills. This  
6 company is wonderful. These are really good rates.

7 And, in fact, you were paying for an apartment that  
8 was, what? Half the size of yours. And that person was  
9 paying for your usage.

10 MS. REEVER: Right.

11 JUDGE COLWELL: So, that person, I am sure, has gotten  
12 a hefty refund, and you are being asked to pay for what you  
13 actually used.

14 MS. REEVER: Right.

15 JUDGE COLWELL: It is very unpleasant. I know it is,  
16 but I truly don't know any way around it.

17 I would very much recommend that you talk to this  
18 company and see what they have to offer to make this as easy  
19 as possible on you, because I am pretty limited in what I  
20 can give you, but they can give you a better deal.

21 Ms. Krupka --

22 MS. KRUPKA: Yes.

23 JUDGE COLWELL: -- would you like an opportunity to  
24 speak with Ms. Reever again off the record?

25 MS. REEVER: I, honestly, don't want to talk about

1 this right now. I have to talk to my husband. I mean, our  
2 funds are very limited.

3 JUDGE COLWELL: And that is why they are required by  
4 regulation to give you a payment arrangement that goes out  
5 for as long as the mistake and the misbilling had occurred.  
6 And, if they can give you more than that, then you should  
7 take it.

8 MS. REEVER: Okay.

9 JUDGE COLWELL: And you should take it before I issue  
10 this decision, because once that happens, they don't have  
11 any reason to try to make this go away anymore, whereas  
12 right now they do have some motivation to try to settle it  
13 and keep it from becoming a formal decision that goes up to  
14 the Commission.

15 MS. REEVER: All right.

16 JUDGE COLWELL: I will tell you what I will do. I  
17 will wait for 30 days before I write this decision, and I  
18 would encourage you to speak with the Company  
19 representatives during that time. And, if you can come to a  
20 better deal than what I just laid out, please take it; and  
21 Ms. Krupka will file a Certification of Satisfaction, which  
22 will, in effect, be a withdrawal of your Complaint here.

23 MS. REEVER: Okay.

24 JUDGE COLWELL: Otherwise, after 30 days, I will have  
25 to write the decision, which is going to have to say what I

1 just told you it will, and you will end up having to pay the  
2 difference over a 29-month period.

3 Do you have any questions?

4 MS. REEVER: No.

5 JUDGE COLWELL: Well, I really do encourage you to try  
6 to come to a more amicable resolution, because it is such a  
7 shame that this has happened and it is very unfortunate.  
8 You have my sympathy, but I am bound by what the law says,  
9 and that is not going to be in your favor.

10 Okay?

11 MS. REEVER: I understand. Thank you.

12 JUDGE COLWELL: All right. Again, I apologize.

13 And, Ms. Krupka, is there anything else we need to put  
14 on the record?

15 MS. KRUPKA: Just that we would move Exhibits 1, 2, 3,  
16 and 4.

17 JUDGE COLWELL: All right. At this point, Ms. Reever,  
18 do you have any objection to the admission of PPL Exhibits 1  
19 through 4 into the record?

20 MS. KRUPKA: No.

21 JUDGE COLWELL: All right. Then they are admitted.

22 **(Whereupon, the documents marked as PPL Exhibits**  
23 **Nos. 1 through 4 were received in evidence.)**

24 JUDGE COLWELL: All right. Thank you all very much.  
25 And, Ms. Krupka and Ms. Tomel, please keep in touch with

1 Ms. Reeve. I will wait for 30 days before I issue a  
2 decision, and I hope to hear from you before then.

3 We are off the record.

4 (Whereupon, at 10:45 a.m., the hearing was concluded.)  
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C E R T I F I C A T E

I hereby certify, as the stenographic reporter, that the foregoing proceedings were taken stenographically by me, and thereafter reduced to typewriting by me or under my direction; and that this transcript is a true and accurate record to the best of my ability.

COMMONWEALTH REPORTING COMPANY, INC.

By: Monta E. Gentile  
Monta E. Gentile

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