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AUG 20 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

August 20, 2015

Janice Wideman de Hoff
61 Wesley Street
Stillwater, PA 17878
570-925-5706

8/20/15

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
400 North Street
Commonwealth Keystone Building, 2nd Floor
Harrisburg, PA 17120
717-772-7777

Re: Janice deHoff v. PPL Electric Utilities Corporation
Docket No: F-2015-2473981


Dear Ms. Chiavetta:

Attached for filing in the above-referenced case is Agreement Proposal by Complainant in answer to PPL's July 30th offer.

I certify that a copy of this Agreement Proposal (12 pages) attached to this letter is mailed to both Respondent and the Presiding Judge in this matter today.

I am grateful for your help.

Sincerely,


Janice Wideman de Hoff

cc: Kimberly G. Krupka, Esquire
Administrative Law Judge Conrad A. Johnson

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JANICE DEHOFF,
Complainant.

COMPLAINT DOCKET
NO. F-2015-2473981

vs.

PPL ELECTRIC UTILITIES CORPORATION,
Respondent

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SECRETARY'S BUREAU

AGREEMENT PROPOSAL

A copy of August 20, 2015, Agreement Proposal (12 pages) is attached.

Copy of 3-page letter to Respondent and the enclosed copy of July 17th "Letter to the Court" with 6 Exhibits A-F (9 pages) are attached in this Agreement Proposal.

I certify that a copy of this Agreement Proposal is mailed to Respondent by first class mail today.

Respectfully submitted,

Janice Wideman de Hoff
Janice Wideman de Hoff

August 20, 2015

August 20, 2015

Janice Wideman de Hoff
61 Wesley Street
Stillwater, PA 17878
570-925-5706

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AUG 20 2015

Kimberly G, Krupka, Esquire
Gross McGinley LLP
33 South Seventh Street PO Box 4060
Allentown, PA 18105-4060
610-820-5450

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Janice de Hoff v. PPL Electric Utilities Corporation
Docket No: F-2015-2473981

AGREEMENT PROPOSAL

In answer to July 30th offer, Complainant agrees to settle the above-referenced Complaint, if PPL agrees to the following:

1. PPL agrees that no holder of a PPL account, who is legally responsible for paying PPL's charges, will be instructed not to pay his bill by PPL's inspector of foreign wiring, as noted in enclosed Exhibit E. This is entrapment. If PPL wishes to accomplish this, it will do so in writing.
2. PPL agrees to hand a copy of PPL's letter to the owner to the tenant on the date and time of foreign wiring discovery. PPL's failure to do this is a violation of due process that deprives the tenant of any clear concept of the date of transfer, amount to be transferred, and applicable law. A copy was finally mailed to me on May 14, 2014 (Exhibit A). and received May 17th.
3. PPL agrees to close tenants' accounts on the date that foreign wiring is discovered and promptly return payments received after this date.

The only purpose in keeping my account open for 13 days was funneling payments into an open account. PPL has no more authority to accept payments to a closed account than a bank.

Every entry on my Account Activity Statement (Exhibit C) from discovery date on April 22 to May 5, 2014, is a violation of Act 54, and Section 1529.1 of Pennsylvania's Public Utility Code:

a. On April 23rd, the balance due on both my Statement and bill (Exhibit D) should have been zero, not \$433.44 as of April 23rd.

My only written confirmation of anything that had been said during PPL's inspection was this April 23rd bill, which

contradicted any suggestion by the inspector that part or all of my balance had or would be transferred. If I had received a copy of PPL's letter to the owner on April 22nd, I would not have sent a check to a closed account.

April 23rd bill was a calculated subversion of the Utility Code by the PPL Corporation.

A bill is a legal document; the balance due is a demand for payment and was paid in full (Exhibit B).

Sending a formal demand for monies that should not by law be owed on April 23, 2014, is fraud.

b. On April 25th, my check #1634, which was clearly directed to my account # 59320-52148 by the account number in the memo (Exhibit B), was received and subtracted from my account, and the balance due was removed. No payment to this account can be applied to this account on April 25, 2014, or in future.

Accepting my \$418.75 payment into my account on April 25th in violation of the Utility Code is fraud. Doing anything with this \$418.75 other than returning it to me is embezzlement.

As defined by the "American College Dictionary" (1951) "to embezzle" is "to appropriate fraudulently to one's own use, as money or property entrusted to one's possession."

c. On May 5, 2014, a \$14.69 payment "in advance" was secretly applied to my account, and the account was finally closed. No future charges to which this payment can be applied exist.

Immediate subtractions of this \$14.69 by "Special Agreement" and "Transfer" are in conflict with this payment's stated purpose. These notations are transparent fraud. Nothing is being paid for; it's just money moved in and out.

On May 7, 2014, my check #143 for \$14.69, assigned to account # 59320-52148 in the memo (Exhibit B), was mailed to my PPL account and later refunded by check that was never cashed.

May 13th Shut-Off notice (Exhibit F) provides a context for the 'Special Agreement' that preceeded it, and illustrates PPL's tactics overall. If there had been any agreement between us, no such notice would be posted. The facts speak for themselves.

The date certain in the Pennsylvania Utility Code is there for very good reasons. Manipulating dates allows fraud and embezzlement to follow. In effect, PPL can then do whatever it chooses to anyone's account.

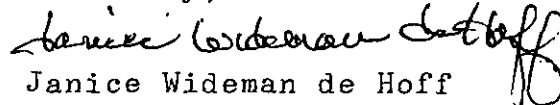
I had little understanding of my Statement or anything else

on May 12, 2014 (Exhibit E). My belief that I owed money on my account was confirmed by April 23rd bill. I had assumed - incorrectly - that PPL would return any monies I didn't owe.

4. PPL agrees to send \$837.50 to Complainant by check. Having spent at least \$418.75 in pursuit of the original \$418.75 that PPL has illegally held onto for almost 16 months, I regard this amount as fair and reasonable.

If you have any questions or problems with these terms, I can be reached by phone.

Sincerely,


Janice Wideman de Hoff

Enclosed and attached is copy of my July 17th letter "To the Court" and 6 Exhibits A-F (9 pages).

Also enclosed is copy of August 20th request for filing of Agreement Proposal with th PUC (13 pages).

July 17. 2015

Janice Wideman de Hoff
61 Wesley Street
Stillwater, PA 17878
570-925-5706

Pennsylvania Public Utility Commission
Office of Administrative Law Judge
Piatt Place, Suite 2203265
301 Fifth Avenue
Pittsburgh, PA 15222
412-565-3550

To the Court:

Enclosed please find documents for your consideration during
the hearing scheduled for Thursday, July 30, 2015 at 10:00 a.m.:

Exhibit A - Pennsylvania Law

Exhibit B = 2 cancelled checks assigned to my PPL account

Exhibit C - Violations of Pennsylvania Law

Exhibit D - April 23, 2014 PPL Bill

Exhibit E - 1st Letter to PPL May 12, 2014

Exhibit F - May 13, 2014 Shut-off Notice and Response

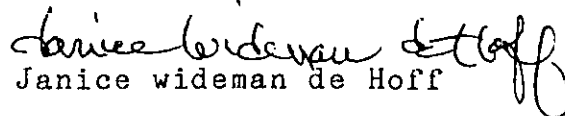
Exhibit G - June 13 Letter to PPL Billing and June 20 Response

Exhibit H - June 17, 2014 authorization of service in my name

Exhibit I - 1st PPL Bill on New Account Number

Exhibit J - May 23, 2014 Letter to PPL

Respectfully submitted,


Janice wideman de Hoff

Copy: Kimberly G, Krupka, Esquire
Gross McGinley LLP
33 South Seventh Street PO Box 4060
Allentown, PA 18105-4060
610-820-5450

Exhibit A

F-2015-2473981

PPL Electric Utilities
Street Address
City, State Zip
Telephone / Fax
www.pplelectric.com



Owner Name
Owner Mailing Address
City, State Zip

Service Address:
Rental Premise Address
City, State Zip

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

May 14, 2014

Subject: Bill Account Number

Meter Serial #: Meter #

Dear Owner Name:

As we discussed on date owner informed, a Pennsylvania law is now in place that affects utility service to apartments and rental units. The law is known as Act 54 of 1993, and was made part of the Public Utility Code.

We investigated the wiring in your building at building service address. We found that the wiring for results of investigation, i.e., common area(s), furnace, etc is connected to the meter serving rental unit number. This is known as "foreign load."

Act 54, and Section 1529.1 of the Public Utility Code, treat a rental unit with foreign load as "not individually metered." When this exists, the law requires the utility to change the name on the account from the tenant's to the owner's as of the date they find the "foreign load". Also, utilities are required to transfer any unpaid balance from the tenant's account to the account in the owner's name. The owner then must pay for the electric service until he/she fixes the wiring to eliminate the foreign load.

To comply with the law, the electric bill that was in the name of your tenant, Mr./Mrs./Ms. tenant's last name, will now be in your name as of date of discovery. This is the date we confirmed the foreign load. Also, an unpaid balance of \$tenant's final balance will be transferred from your tenant's account to the account in your name. This balance will be transferred based on the Opinion and Order adopted by the Public Utility Commission (Docket No. C-00967757, Elizabeth Santos Vs. Metropolitan Edison Company dated July 10, 1997).

You are responsible for the amount of the unpaid balance which is due on due date. If you are unable to pay the full amount by the due date, please call us toll-free at 1-800-342-5775 to set up a payment plan.

If you are not the owner of this property, please call us immediately.

For your information we are attaching a copy of Section 1529.1 of Act 54 of 1993.

The account will remain in your name until 1) you correct the foreign wiring; and 2) you notify us in writing that you corrected the foreign wiring. To notify us that the foreign wiring has been corrected, you must use the attached form and provide all information required in the form including the date the wiring was fixed, a description of the work and the name of the person who did the work, etc.

Please inform the tenant that you corrected the foreign wiring. We cannot put the account back in your tenant's name without your tenant's authorization. It is your duty to have the tenant sign the

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS USED	KWH	BILLED KW
11/15/2013	Payment		\$-75.58								
12/11/2013	Payment		\$-155.91								
12/16/2013	ELECTRIC SERVICE		\$207.57								
12/16/2013	Regular Bill	01/06	\$207.57				1055/0000	85788A	32	1630	
11/10/2014	Payment		\$-207.57								
11/16/2014	ELECTRIC SERVICE		\$191.34								
11/16/2014	Regular Bill	02/06	\$191.34				1201/0000	87273A	31	1485	
12/12/2014	Late Payment Charge		\$2.39								
12/14/2014	ELECTRIC SERVICE		\$259.44								
12/14/2014	Regular Bill	03/07	\$453.17	\$191.34			1331/0000	89320A	29	2047	
13/05/2014	Payment		\$-453.17								
13/17/2014	ELECTRIC SERVICE		\$277.67								
13/17/2014	Regular Bill	04/07	\$277.67				1179/0000	91520A	31	2200	
14/16/2014	ELECTRIC SERVICE		\$141.08								
14/16/2014	Regular Bill	05/07	\$418.75	\$277.67			0701/0008	92572A	30	1052	
14/23/2014	ELECTRIC SERVICE		\$14.69								
14/23/2014	Regular Bill	05/14	\$433.44	\$277.67			0117/0000	926700	6	98	
14/25/2014	Payment		\$-418.75								
15/05/2014	Paid In Advance		\$14.69								
15/05/2014	Special Agreement		\$-14.69								
15/05/2014	Transfer		\$-14.69								

Exhibit C

F-2015-2473981

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 SECRETARY'S BUREAU



PPL Electric Utilities

Questions? Please contact us by May 14. 1-800-DIAL-PPL (1-800-342-5775) M-F: 8am to 5pm

Visit us online at ppelectric.com

Final Bill

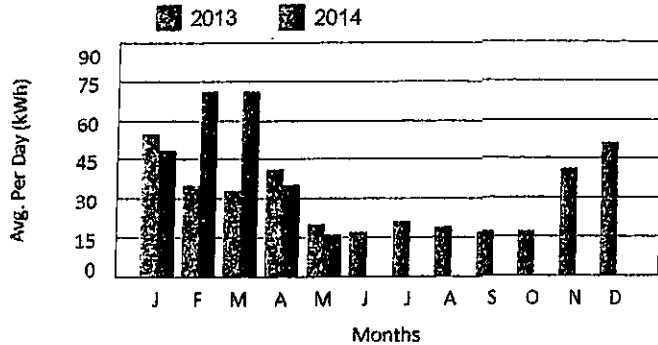
Page 1

Bill Acct. No.	Due Date	Amount Due
59320-52148	May 14, 2014	\$433.44

Your Electric Usage Profile

Service to: JANICE WIDEMAN DEHOFF
61 WESLEY ST
STILLWATER, PA 17878
Meter: 16373193

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Billing Summary

(Billing details on back)

Balance as of Apr 23, 2014	\$418.75
Charges:	
Total PPL Electric Utilities Charges	\$14.69
Total Charges	\$433.44
Amount Due By May 14, 2014	\$433.44
Account Balance	\$433.44

PPL Electric Utilities' price to compare for your rate is \$0.08754 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit papowerswitch.com or www.oca.state.pa.us for supplier offers.

Your Message Center

- With paperless billing, you can receive and pay your PPL Electric Utilities bills online. The process is free, quick, convenient and secure. To learn more or sign up, visit ppelectric.com.
- Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, ppelectric.com/e-power
- Before digging around your home or property, you should always call the state's One Call notification system to locate any underground utility lines. You can do this by simply dialing 811, which will connect you to the One Call system. Be safe and call 811 before you dig.

Payment Methods

Online at: ppelectric.com

By phone: 1-800-342-5775 or call BillMatrix (service fee applies) at 1-800-672-2413 to pay using Visa, MasterCard, Discover or debit card.

By Mail: 2 North 9th Street
CPC-GENN1
Allentown, PA 18101-1175

Correspondence should be sent to: Customer Services
827 Hausman Road
Allentown, PA 18104-9392

Other important information on the back of this bill →

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Exhibit D

F-2015-2473981

Your Default Supplier Contact Info.

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:

✉ **PPL Electric Utilities**
Customer Services
827 Hausman Rd
Allentown, PA 18104-9392

☎ **Phone:**
1-800-342-5775
(1-800-DIAL-PPL)

ppllectric.com

Manage Your Account

Visit ppllectric.com for self-service options including:

- View your bill, payment, and usage history.
- Make a payment, set up a payment agreement.
- Start/stop service.
- Enroll in paperless billing, automatic bill pay, budget billing.
- Report an outage, check outage status, and more.

View your rate schedule at ppllectric.com/rates or call 1-800-342-5775 to request a copy.

General Information

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$0.52 of this bill to pay state taxes and about \$25.57 is used to pay the PA Gross Receipts Tax.

Understanding Your Bill

Customer Charge - Monthly basic distribution charge to cover costs for billing, meter reading, equipment, maintenance and advanced metering when in use.

Distribution Charge - Charge for the use of local wires, transformers, substations and other equipment used to deliver electricity to end-use consumers from the high voltage transmission lines.

System Improvement Charge - A charge used to recover costs for repairing, improving, or replacing distribution facilities in order to provide safe, reliable, and efficient service.

Generation Charge - Charge for the production of electricity.

kWh (Kilowatt-hour) - The basic unit of electric energy for which most customers are charged. The amount of electricity used by ten 100-watt lights left on for 1 hour. Consumers are usually charged for electricity in cents per kilowatt-hour.

Rate RS - Rate for service to a private home.

Billing Details - (Bill Acct. 59320-52148)

Page 2

Previous Balance	\$418.75
Balance as of Apr 23, 2014	\$418.75
Charges for - PPL Electric Utilities	
Residential Rate: RS for Apr 16 - Apr 22	
Distribution Charge:	
Customer Charge	2.83
98 kWh at 3.21500000¢ per kWh	3.15
System Improvement Charge at 2.35%	0.14
PA Tax Adj Surcharge at -0.08500000%	-0.01
Transmission Charge:	
98 kWh at 0.91100000¢ per kWh	0.89
Generation Charge:	
Capacity and Energy	
98 kWh at 7.84300000¢ per kWh	7.69
Total PPL Electric Utilities Charges	\$14.69
Amount Due By May 14, 2014	\$433.44
Account Balance	\$433.44

State Tax Adjustment Surcharge - Charge or credit on electric rates to reflect changes in various state taxes included in your bill. The surcharge may vary by bill component.

Transmission Charge - Charge for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

Type(s) of Meter Readings:

Actual - Reading by distribution company.

Exhibit E

1st letter

F-2015-2473981

May 12, 2014

Janice Wideman de Hoff
61 Wesley Street
Stillwater, PA 17878
570-925-5706

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PPL Electric Utilities
600 Larch Street
Scranton, PA 18509
1-800-342-5775 Fax 570-348-4689
www.pplelectric.com

Subject: 59320-52148

Meter Serial #: 16373193

To Whom It May Concern:

In response to your May 3rd mailing, I have several questions and concerns.

Can you explain why the PPL inspector, on his first visit on April 22nd, told me not to pay my current bill? He said that the Landlord and I could save half of the cost of the bill (around \$200.00), if February and March bills weren't paid.

I regard this as very poor and most unusual advice. In effect, he was advising me to be a deadbeat, ruin my credit, and create a loss for his company. Therefore, I paid the current charges by check #1634 for \$418.75, despite being told not to.

Several days later, I received a phonecall from the Landlady telling me exactly what I owed PPL, a figure around \$213 or \$218 that I've forgotten. She was informed that my check had already been mailed on April 23rd. If all of this is standard procedure for your company, it should be changed.

After phoning on April 14th in response to Mr. Hoffman's card in the door on April 12th to set a time for his inspection, my only contacts with Mr. Hoffman were his two visits to 61 Wesley Street on April 22nd and May 1st. I thought the man could not be trusted.

What exactly is the 'Special Agreement' noted at the end of my Account Activity Statement? This is an account in my name only. My Final bill had a due date of May 14th and was paid by check #1643 for \$14.69 on May 7th. Nothing should have been done on this account without my knowledge and consent.

On his first visit, Mr. Hoffman said that I was not responsible for all or part of the \$418.75 that I owed to PPL at the time. If this is correct, does the landlord owe me reimbursement for usage on my meter?

The Eden-pure has supplied most of my heat in the apartment since its purchase at the end of January 2011. Usage from year to year is relatively consistent, as indicated by the graph on my December 2013 bill, which compares the monthly usage throughout 2013 and 2012. Only February 2012 is slightly above the 60 KWH line for average daily usage, maybe 61 or 62. The average daily usage for the other 23 months is below or far below 60 KWH; and the average daily usage for January 2014 was 48 KWH. Average daily usage in February and March 2014 was 71 KWH both months. The average temperature in March was 28 degrees, one degree warmer than January 2014.

Repairs to a Jeep that wouldn't start or work, and were conducted beside the garage bay containing the apartment's outlets during both months, may be more closely related to the doubling of total monthly usage from the prior year in February and March of 2014, than any use of the Eden-pure.

I would appreciate a review of my case. The only appliances that run at night in my apartment are the refrigerator, water heater, air conditioner in summer, and Eden-pure in winter. Nighttime usage above 2 KWH per hour is excessive.

When the electrician came to correct the wiring, the two sides of a single outlet in the livingroom were separately wired, with one side running down to an outlet in the garages below that the inspector may or may not have been aware of. The electrician cut this wire, and I am concerned that the 220 outlet in the livingroom may also be compromised.

I have notified the Landlord that I plan to leave and will pay the rent and the cost of PPL bills for the apartment on notification from the Landlord or PPL. And I can have my own electrician check the wiring. Please advise.

I am grateful for PPL's efforts on my behalf. Please thank Christine, who initiated the investigation after trying very hard to help me see the usage on the Eden-pure and finally succeeded. And I wish to protect my rights in this matter. I am unwilling to sign any transfer of electric service back to me until my questions and concerns are addressed.

Very truly yours,

Janice Wideman de Hoff
Janice Wideman de Hoff

5/13/14

In response to your shut-off notice, copy on the next page, I am faxing copy of my letter (2 pages), which was mailed yesterday, as indicated by copies of Certificate of Mailing and Postal Receipt below, to PPL Scranton.

I have questions and concerns that I would like answered before billing for electric services at 61 Wesley Street, Stillwater, PA 17878 returns to me.

Tanice Wideman DeHoff

Fax to PPL Utilities 570-348-4689

4 Pages

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FAKED 5/19/14

AUG 20 2015

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

U.S. POSTAL SERVICE **CERTIFICATE OF MAILING**
 MAY BE USED FOR DOMESTIC AND INTERNATIONAL MAIL, DOES NOT PROVIDE FOR INSURANCE-POSTMASTER

Received From:
 Tanice Wideman DeHoff
 61 Wesley St
 Stillwater PA 17878-9388

One piece of ordinary mail addressed to:
 PPL Electric Utilities
 600 Larch St
 Scranton PA 18509



U.S. POSTAGE PAID BENTON, PA 17814 NOV 12, 2014 \$1.30 AMOUNT 00013708-02

BENTON PA 17814 BENTON, Pennsylvania 178149998 4134870814 -0098 05/12/2014 (570)925-2021 01:23:36 PM

Product Description	Sales Receipt		Final Price
	Sale Qty	Unit Price	
Domestic Certificate of Mailing	1	\$1.30	\$1.30
Total:			\$1.30
Paid by:			
Cash			\$2.00
Change Due:			-\$0.70

Order stamps at usps.com/shop or call 1-800-Stamp24. Go to usps.com/clicknship to print shipping labels with postage. For other information call 1-800-ASK-USPS.

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Bill#: 1000201703427 Clerk: 02

All sales final on stamps and postage Refunds for guaranteed services only Thank you for your business

HELP US SERVE YOU BETTER

Go to: https://postalexperience.com/Pos

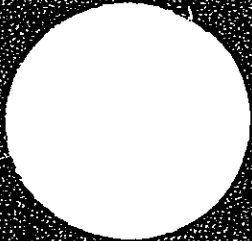
TELL US ABOUT YOUR RECENT POSTAL EXPERIENCE

YOUR OPINION COUNTS

Exhibit F

F-2015-2473981

IMPORTANT



MESSAGE

OCCUPANT NOTICE

PPL Electric Utilities does not have a customer of record for this service address. Please call our Customer Contact Center with the correct date you moved in, so service can be established in your name. *6/ Wesley St*

If you do not contact us at the number below by ~~05/23/14~~, this service may be terminated.

05/23/14

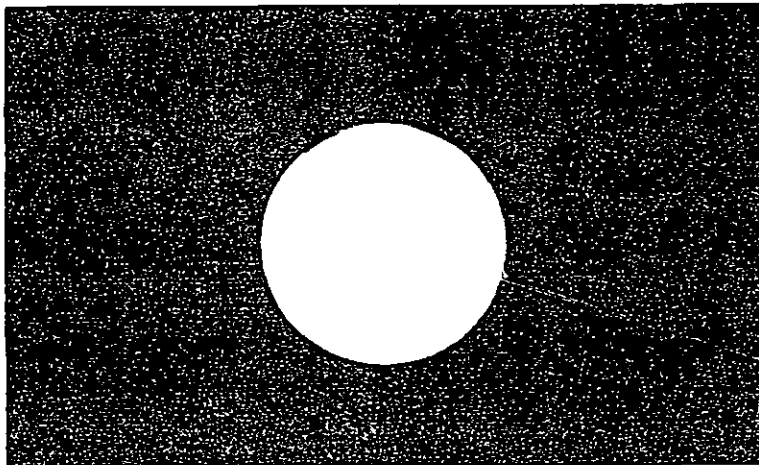
Para información en español, vea el lado inverso.

Please call 1-800-342-5775



PPL Electric Utilities

See reverse side



BEFORE YOU CALL US

To speed the Connection of Service process, please have the following information handy:

- Name
- Social Security Number
- Service Address
- Phone Number (home and/or work)
- Meter Number (if possible)

Este es un aviso importante relacionado con su cuenta. Si usted no entiende el contenido de esta carta o no habla inglés, por favor comuníquese con nuestro representante llamando al teléfono que se encuentra en la parte abajo de esta página.

1-800-342-5775



PPL Electric Utilities

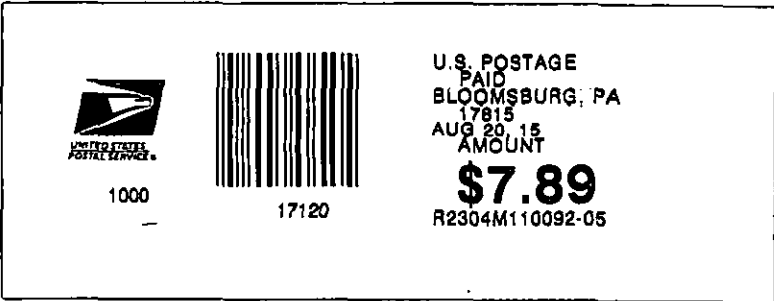
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Janice Wideman De Hoff
 61 Wesley St
 Stillwater, PA 17878



Rosemary Chivetta, Secretary
 PA Public Utility Commission
 400 North St.
 Commonwealth Keystone Bldg, 2nd Floor
 Harrisburg, PA 17120