

October 5, 2015

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

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

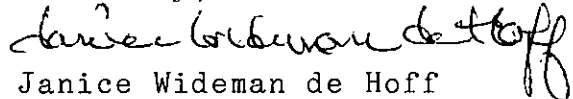
Dear Ms. Chiavetta:

Attached for filing in the above-referenced case is Complainant's
October 2, 2015 Agreement Effort.

I certify that a copy of this October 2, 2015 Agreement Effort
(8 pages) is attached to this letter and mailed to both
Respondent and the Presiding Judge in this matter today.

Thank you!

Sincerely, ~


Janice Wideman de Hoff

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

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OCT 5 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JANICE DEHOFF,

Complainant.

vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent

COMPLAINT DOCKET

NO. F-2015-2473981

OCTOBER 2, 2015 AGREEMENT EFFORT

Copy of October 2, 2015 letter to Kimberly G. Krupka, Esquire is attached. Letter withdraws September 19th and September 22nd requests to document PPL's statements in PPL's Exhibit 3, and agrees to settle for \$418.75 by check to Complainant.

Also attached are September 22nd letter to Ms. Krupka and September 19th letter to Graig M. Schultz, Esquire, which were attached to this letter.

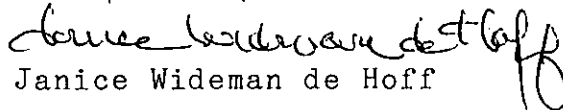
Original and 2 copies with attachments were mailed October 2nd.

A copy of pages 1-4 of PPL's Exhibit 3 is now included and attached.

I certify that a copy of this October 2, 2015 Agreement Effort is mailed to Respondent and the Presiding Judge in the above-referenced case by first class mail today.

October 5, 2015

Respectfully submitted,


Janice Wideman de Hoff

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

October 2, 2015

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

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OCT 5 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

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

Dear Ms. Krupka:

In an effort to simplify matters and reach an agreement, I am withdrawing my requests to you on September 22nd and my requests to Mr. Graig M. Schultz, Esquire on September 19th to document PPL's statements in Exhibit 3 on 5/24/2014 and 06/17/2014. (Copy of September 22nd letter to you and copy of September 19th letter to Mr. Schultz are attached.)

The record in Exhibit 3 is sufficient to explain the backdating of my new account to 5/9/2014 on 06/17/2014.

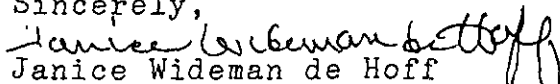
My problem with the May 9th dating of new service has been its justification of the May 13th Shut-off notice. As I understand it, my April 23rd bill (Exhibit D) is essentially a contract that ends on due date of May 14th, making the May 13th Shut-off notice a violation of Section 1406 of the Utility Code.

Since I have no wish to pursue this matter now or in future, I can agree to the May 9th dating and for other reasons as well.

I probably authorized the May 9th date by paying the first bill on my new account without examining the July 17th bill (Exhibit I) more closely until after I had filed my formal complaint.

Having made my own mistakes and after paying the bills on this account # 59320-52166 for over a year, I see no point in rearranging the May 9th date initiating service.

Unlike the \$418.75 extracted from my old account # 59320-52148, these monies were not siphoned out of my account by stealth. The charges were clear and removed from my account after payment. To settle my Complaint, I will accept a check to me for \$418.75.

Sincerely,

Janice Wideman de Hoff

cc. Judge Conrad A. Johnson
Graig M. Schultz, Esquire

Janice Wideman de Hoff
61 Wesley Street
Stillwater, PA 17878
577-925-5706

September 22, 2015

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OCT 5 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 deHoff v. PPL Electric Utilities Corporation
Docket No: F-2015-2473981

Dear Ms. Krupka:

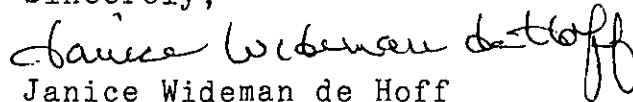
So sad to hear that Mr. Hoffman has cancer, but good to know that he went to the specialist and wonderful to see the humanity from everyone involved. Sincerely appreciate phone message from you and phonecall from Leah at Judge Johnson's office confirming postponement of September 16th hearing.

I phoned September 15th to express my concern and learn what PPL was prepared to agree to. My understanding is that PPL agrees to reimburse the \$418.75 paid to my PPL account, nothing more, not even a copy of letter to the owner to the tenant. I said that I would phone Monday with an answer.

I couldn't reach you yesterday, but left two messages. At 3:30, I left my phone number. At 4:30, I left a message stating that I will accept \$418.75 by check to me to settle my Complaint and that I anticipate PPL's sending me an agreement to sign, which will require at least 10 days after receipt to show it to someone else. I also said that I had sent a letter to Mr. Schultz on September 19th, regarding Exhibits received September 14th, asking him and asking you to mail me a copy of the completed 'fix form' faxed on June 17, 2014, including the number from which it was faxed to PPL and the time. I said that I don't remember and have no record of this document.

This letter is sent to confirm my requests by phone message. In addition to a copy of 06/17/2014 fax to PPL along with the number from which it was faxed and the time, please send the number to which any 'fix form' was faxed by request on 5/24/2014. I could not have requested a fax with no way to receive it. Also, please send a written agreement.

Sincerely,


Janice Wideman de Hoff

c. Judge Conrad A. Johnson

September 19, 2015

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

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OCT 5 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Graig M. Schultz, Esquire
Gross McGinley LLP
33 South Seventh Street PO Box 4060
Allentown, PA 18105
610-820-5450

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

Dear Mr. Schultz:

Received your Praecipe for Appearance on Wednesday, September 16th by mail, and received your Exhibits 1-3 by Fed-Ex on Monday, September 14th.

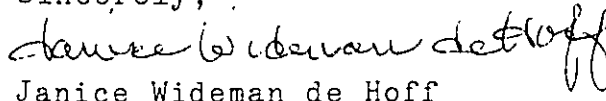
Regarding the enclosed Exhibit 3:

5/24/2014 incorrectly states, "Janice requested that we fax a copy of the 'fix form.'" I have no ability to receive a fax. Also, I had received a copy of the fix form in the 5/14/2014 mailing and had no need for any other copy. To what number was any fax sent?

06/17/2014 states, "The Company received the completed 'fix form' from" me. I have no memory and no record of this document. Please send a copy of this completed 'fix form' to me.

I spoke with Ms. Krupka by phone on Tuesday, September 15th and will phone again on Monday, September 21. In view of Mr. Hoffman's health concerns, an effort to reach agreement seems prudent.

Sincerely, .


Janice Wideman de Hoff

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

Informal Case View

General

BCS Case No.	3249803	Case Notes	Count : 2 Detail...
CSS Account No.	5932052148	Received Date	06/10/2014
CSS Name	JANICE DEHOFF	Due Date	07/09/2014
Name	JANICE DE HOFF	Investigator Name	CASE POOL, BCS
Service Address 1	61 WESLEY ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State	STILLWATER, PA	Mailing City, State	, -
Zip	17878-	Zip	
PUC Address	61 WESLEY STREET, STILLWATER, PA, 17878-		
Service Class	RESIDENTIAL	Case Origin	LETTER
Phone Number	(570) 925-5706	Prior Case Number	0
Income Level		On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position			
Company Position	05/22/2014 CO SENT INVESTIGATOR AND ACCORDING TO CU FOUND FORGIEN LOAD		
Related Information	FORGEIN LOAD CU FEELS SHE IS ENTITLED TO A REFUND OF MONEY PAID CO (WAS IN APARTMENT AND PPL DID INVESTIGATIN RE: FORGEIN LOAD)		
Misc Info			
Heating	No	Service	On
Acct Bal Due Date	05/14/2014	Total Account Balance	0.00
Budget Bill Amount	142.00	Reported Income Amount	0.00
Arrearage	0.00	Date of Last Customer Contact prior to Complaint	05/24/2014

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Type Assignment

PPL Exhibit 3

Case Type Informal

Category and Section

Primary Category	Foreign Load - Act 54
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

Ownership

Contact Person	E02623 - Spotts, Michele K
Written By	Spotts, Michele K
Written By Date	07/09/2014

Other Information

Adults	0	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Informal Final Report

Details of the Company's Original Investigation

06/24/2002 - Date electric service was established in the name of Janice Wideman Dehoff at 61 Wesley St, Stillwater, PA 17878. The Company assigned account number 59320-52148.

03/28/2014 - Janice Wideman Dehoff contacted the Company and advised that she lives above a large garage and only uses one or two bays of garage and the rest is a common area. The customer indicated that she thinks she is paying for the electric for the entire garage. The Customer Service Representative (CSR) issued a field investigation for someone to contact the customer.

04/22/2014 - A Customer Contact Representative (CCR) met with Janice Wideman Dehoff to conduct a foreign wiring investigation. The CCR found that two light switches and a receptacle in the garage are connected to the meter in her name. The CCR explained that the balance in her name would be transferred to the owner, Mary Dougher, and the electric service would be placed in the owner's name until the foreign wiring has been corrected.

05/03/2014 - The Company established the electric service account at 61 Wesley St, Stillwater, PA 17878 in the name of the property owner, Mary Dougher, effective 04/22/2014, which is the date it discovered the foreign wiring. The Company sent the tenant, Janice Wideman Dehoff an informational letter, which explained the Act 54 (foreign wiring) law, as well as tenant's rights and a utility report, which explained her rights and how to register a complaint with the PUC.

05/05/2014 - The Company transferred Janice Wideman Dehoff's unpaid balance of \$14.69 to Mary Dougher's account.

05/09/2014 - The Company received the completed 'fix form' from the owner, Mary Dougher, which states that the two light switches and a receptacle in the garage had been disconnected from the tenant's electric meter on 05/09/2014. The tenant, Janice Wideman Dehoff refused to sign the form to place the electric service back in her name. The Company issued an order to take the service out of the name of the owner, Mary Dougher, and post a 10-day notice at the property.

05/13/2014- The Company posted a 10-day notice at 61 Wesley St, Stillwater, PA 17878.

05/14/2014 - The Company sent the fix form to Janice Dehoff along with a copy of the Act 54 law and utility report. The tenant indicated she will sign the form and fax it back.

05/24/2014- (Date of last customer contact) - The Company spoke with Janice Dehoff and explained the Act 54 law and that her unpaid balance of \$14.69 was transferred to the owner's name. The Company representative also explained that they received a form back from the owner stating that the foreign wiring has been corrected. Janice requested that we fax a copy of the fix form.

Company's Final Position to the Customer

explained the Act 54 law and that her unpaid balance of \$14.69 was transferred to the owner's name.

The Company representative also explained that they received a form back from the owner stating that the foreign wiring has been corrected.

Janice requested that we fax a copy of the fix form.

Details of Company's Investigation after BCS Contact

06/17/2014 - The Company received the completed 'fix form', from the tenant, Janice Dehoff. Both the owner, Mary Dougher and the tenant, Janice Dehoff signed the form. Additionally, the tenant agreed to have the Company re-establish the electric service account at 61 Wesley St, Stillwater, PA 17878 in her name as of 05/09/2014. The Company assigned account number 59320-52166 to Janice Dehoff.

Company's Final Position to BCS

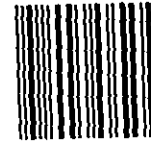


Janice Wideman De Hoff
61 Wesley Street
Stillwater, PA 17878-9388

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



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