

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17105-3265

Daniel C. Matesic
v.
Duquesne Light Company

Public Meeting held June 11, 2015
2438493-ALJ
Docket No. C-2014-2438493

MOTION OF CHAIRMAN GLADYS M. BROWN

On August 20, 2014, Daniel C. Matesic filed a Formal Complaint challenging Duquesne Light Company's failure to properly post payment and objecting to the provisioning of his social security number without a guarantee it will be kept secure. As noted by the ALJ, the Complainant made a payment using Duquesne's online website payment link on August 9, 2014 but Duquesne did not credit that payment until August 19, 2014, one day after service was terminated. The termination of service, which occurred on August 18, 2014, is an extreme measure. The termination here occurred 9 days after an online payment and the day before that payment was credited. The Initial Decision (ID) found that Duquesne's termination of service and handling of the online payment did not constitute improper customer service.

The ID, however, did find that Duquesne failed to maintain the integrity of the Complainant's account information and the account information of another Duquesne customer. Duquesne's witness testified that the Complainant's social security number associated with his service address was removed in 2012, and the social security number of another person was placed on his account. Because the error was not discovered until the Complainant called customer service to resolve the termination of his electric service, the implication according to the ID is that the company did not notify the Complainant that a change in the identifying information on his account had been changed. According to the ID, it is also unlikely that the other customer was notified that her social security number was associated with another Duquesne account.

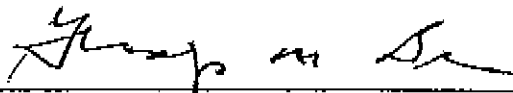
I find that the 10 calendar delay in crediting the online payment was unreasonable under Section 1501 of the Public Utility Code, 66 Pa.C.S. § 1501, and reverse the ID on this issue. I agree with the ALJ, however, that the failure to maintain the integrity of the Complainant's personal and sensitive information on his account violates Section 1501 of the Public Utility Code and warrants a \$500 civil penalty. I also believe that an additional \$500 civil penalty is appropriate given the delay in crediting the payment.

In addition to the civil penalties, I also believe remedial action is necessary to prevent future occurrences of the unreasonable conduct here. Upon review of the record, Duquesne offered no explanation for why it took ten days to post Complainant's payment to his account. Therefore, Duquesne should consult with our Bureau of Consumer Services (BCS) to ensure that the company has adequate processes in place to credit expeditiously a customer's online website payment. Duquesne should also consult BCS to ensure that the company has adequate processes in place to protect the integrity of sensitive customer information, including social security numbers, and has adequate processes in place for when a change is made to the identifying information of a customer's account;

THEFORE, I MOVE THAT:

1. Duquesne be assessed an additional penalty of \$500;
2. Duquesne and the Bureau of Consumer Services (BCS) meet to ensure that the company has adequate processes in place to credit expeditiously a customer's online website payment;
3. Duquesne and the BCS meet to ensure that the company has adequate processes in place to protect the integrity of sensitive customer information, including social security numbers, and has adequate processes in place for when a change is made to the identifying information of a customer's account; and
4. OSA prepare an Opinion and Order consistent with this Motion.

June 11, 2015
Date



Gladys M. Brown, Chairman