

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
HARRISBURG, PA 17120**

**Daniel C. Matesic vs Duquesne Light Company**

**Public Meeting – June 11, 2015**

**2438493-ALJ**

**Docket No. C-2014-2438493**

**STATEMENT OF  
COMMISSIONER PAMELA A. WITMER**

Before the Pennsylvania Public Utility Commission (Commission) today is the Initial Decision of Administrative Law Judge Mary D. Long with regard to Daniel C. Matesic's (Complainant) Formal Complaint against Duquesne Light Company (Duquesne).

The Complainant alleges that Duquesne did not properly post a payment to his account in time to avoid termination of his service. When he contacted the company to restore his service, he was required to provide his social security number over the telephone, to which he also objected. Upon provision of his social security number, the Complainant was advised by the Duquesne customer service representative that a different social security number was associated with his account. The error occurred when Duquesne's computer system associated the Complainant's service address with a service address at which his parents had resided, thereby adding the Complainant's mother's social security number to his account and removing his social security number. The error was not discovered until the Complainant contacted Duquesne about his termination of service.

Fortunately, it does not appear that the Complainant's personal identifying information or identity was compromised as a result of this error. However, this does not mitigate the serious concerns brought to light about Duquesne's handling of a customer's sensitive information. The fact that Duquesne had an undetected issue with their computer system relative to sensitive information highlights how potentially susceptible our critical infrastructure systems can be to cyber threats.

In 2014, the energy sector accounted for 32% of all cyber attacks against the 16 critical infrastructure sectors tracked by the U.S. Department of Homeland Security. This fact alone underscores the critical nature of cybersecurity in the energy sector. I understand that personal identifying information helps provide an expedient way to appropriately associate customers with correct service addresses, but that need is matched by a utility's responsibility to properly protect the information necessary to do so.

This case serves as an opportunity to remind all of our regulated entities about the importance of cybersecurity and customer protection at a time when both technology and cyber threats are constantly evolving. The Commission takes very seriously the need to be vigilant about

cybersecurity, and provides resources to assist with preparedness such as the Cybersecurity Best Practices for Small and Medium Utilities available on our website. I remind all of the Commission's regulated utilities of their regulatory responsibility to continuously address both their cyber and physical security plans, as well as their emergency response plans. Our regulated entities should also examine the interplay between these areas and take steps to remediate any issues, especially when involving specific customer identifying information.

**DATE: June 11, 2015**

  
**PAMELA A. WITMER,  
COMMISSIONER**