

# Informal Complaint Form

Questions 1, 2, 3, 4, 5, 6, 7, 8, 9 and 13 must be completed or we will not make a record of your informal complaint, opinion or comment. \* Required fields

1. Have you called the company about your complaint?\*

Yes  No

If you selected NO to the above question, you should contact the company first to resolve your complaint.

2. Name and address on the monthly bill or the name of the person applying for service.

Name\*: Vicki Courne  
Street Address\*: 4 Ogden St  
City\*: Carnegie  
State/Province\*: PA  
County\*: Allegheny  
Zip/Postal Code\*: 15106

Pennsylvania PUC

SEP 23 2010

Consumer Services  
CAC Division

3. Mailing address if **different** than billing address. \*

Street Address:  
City:  
State/Province:  
County:  
Zip/Postal Code:

4. Name of person filing the informal complaint or opinion if different than the name on the bill or if not the applicant for service.\*

Vicki Courne

5. Home Telephone Number. If you do not have a home telephone number, please state "no home phone." If your service was turned off by the company, please provide the number that was turned off.

Home Phone\*: 412-278-2415

6. Daytime telephone number where we can contact you\*.

SECRETARY'S BUREAU  
PA-P.U.C.

412-498-2855

2010 OCT -1 PM 3:57

SCANNED

2739682-

LINKED

RECEIVED

FILE

7. Name of your utility company.\*

Duquesne Light

8. Your account number with the utility company.\*

7661-648-965-001

9. Summary of problem or summary of opinion.\*

No rate increase! The electric is a necessity & there is no real competition so how can the rate increase be justified? The SUC has declined, the trees / branches aren't maintained / trimmed & there are more outages & SUC interruptions now than 10-15 yrs ago. The economy will never improve if utilities keep going up b/c incomes aren't rising. Be fair, honest & use sense.

10. How do you want your complaint to be resolved?

No increase! Protect the consumer, not the company that has lobbyist, campaign donations, Corp. welfare.

11. Approximate date you contacted the company.

8/

12. Summary of company response.

they'll pass it along, the SUC Rep has no say, power, control over the matter.

13. Your e-mail address\*.

Seven394@gmail.com.

14. Sometimes the information we gather while investigating a complaint is useful in a PUC formal case or in a legal action by the PA Attorney General's Office. Do we have your permission to use information we gather during this investigation in a formal or legal action?

Yes  No

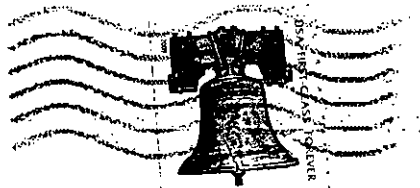
**Mail this Informal Complaint Form to:**

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
P.O. Box 3265  
Harrisburg, PA 17105-3265

409th St  
Carnegie PA 15106

PITTSBURGH PA 152

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