

110 Bently Down Drive
Coraopolis, PA 15108
(412) 262-4102

Saturday, February 26, 2011

RECEIVED

C-2010-2171693

Mary D. Long, Administrative Law Judge
Piatt Place
301 5th Avenue Suite 220
Pittsburgh, PA 15222

MAR 07 2011

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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OFFICE OF THE
CALLER
11 MAR -4 11 2:09
PA P.U.C.

Re: Andrea Kriska v. Duquesne Light Co. Billing Dispute Hearing; Scheduled for March 2, 2011.

Dear Administrative Law Judge, Mary D. Long;

Sorry for the delay in responding to this Hearing Notice but because of an unprecedented work demand of late, this is the first I am opening this mail. Frankly, I was surprised to receive notice of a hearing, especially when I had told Duquesne Light Co. that I was *not* seeking further action. I will be out of town on Wednesday, traveling for work, but would not have attended if I was in town. I feel that it would be a waste of time for our court system and for me, considering the fact that, what I was seeking from Duquesne Light was for them to be a bit more honest and transparent with their customers.

My dispute with Duquesne Light involves their handling of the discount that the residential service add-on heat pump customers used to receive. When I bought my air conditioner, Duquesne Light offered a nice discount. That incentive, coupled with a rebate and the information that it was better for the environment, convinced me to spend the extra money on a heat-pump.

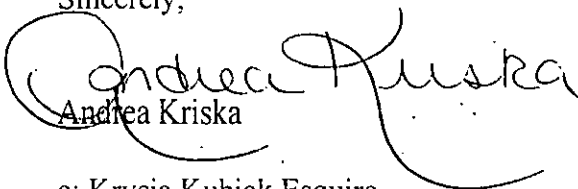
In 2010, Duquesne Light dropped this discount. There had been no mention of this in our monthly bill. There was a mention of rate increases in their little newsletter despite the fact that all important information is usually listed in our monthly bill. Besides, despite all of that, the article did not say a word about dropping the relative discount to residential service add-on heat pump customers.

In numerous conversations with Duquesne Light and their legal department, they informed me the heat pump was not as good for the environment as I had thought and that this fueled their decision to drop the discount. This shocked me as the "benefit to the environment" was part of the reason that I purchased the heat pump in the first place.

What I am seeking is for Duquesne Light to be transparent about their rate increases and place the information in the monthly bills rather than that silly newsletter. I would also like them to inform the public about the heat pump, if it is, indeed, not as good for the environment as was originally suggested.

I do not want to waste the courts time with this issue and want to cancel this hearing without rescheduling. I apologize for any inconvenience to the court.

Sincerely,


Andrea Kriska

c: Krysia Kubiak Esquire,
Duquesne Light Company

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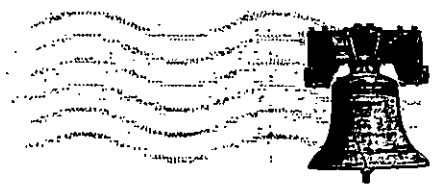
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Pittsburgh Office of A.L.J.
Public Utility Commission

Andrea M. Kriska
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