



Duquesne Light

Our Energy...Your Power

Legal Department
411 Seventh Avenue, 16-1
Pittsburgh, PA 15219

Tel 412-393-6505
Fax 412-393-1418
kkubiak@duqlight.com

Krycia M. Kubiak
Assistant General Counsel

September 14, 2011

Via Electronic Filing

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: Tristaca Freeman v. Duquesne Light Company
Docket No. C-2011-2257620

Dear Secretary Chiavetta:

Duquesne Light Company's Certification of Satisfaction is enclosed for filing. A copy of this document has been served upon Complainant in accordance with Commission regulations.

Sincerely,

Krycia Kubiak
Attorney for Duquesne Light Company

Enclosure

cc: Tristaca Freeman (with enclosure)

Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION

| | | |
|-------------------------|---|---------------------------|
| TRISTACA FREEMAN, |) | |
| |) | |
| Complainant, |) | |
| |) | |
| v. |) | Docket No. F-2011-2257620 |
| |) | |
| DUQUESNE LIGHT COMPANY, |) | |
| |) | |
| Respondent. |) | |

CERTIFICATION OF SATISFACTION

AND NOW comes Respondent Duquesne Light Company, by and through its attorney Krysia Kubiak, and files this Certification of Satisfaction in accordance with Commission Regulation 5.24, 52 Pa. Code § 5.24:

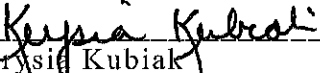
1. Respondent contacted Complainant to discuss settlement of the case. The parties were able to reach a settlement.
2. Respondent will remove Complainant from Respondent's e-Bill system.
3. Respondent spoke with Complainant regarding the rude treatment that she received from Respondent's customer service representatives and assured her that the representatives in question would be retrained.
4. Respondent advised Complainant that her August CAP bill is 100% of her budget amount.
5. Complainant acknowledged that her complaint was satisfied.
6. There is no need for further Commission action.

WHEREFORE, Respondent requests that the Commission close its file on these matters.

Respectfully submitted,

DUQUESNE LIGHT COMPANY

By Counsel:



Krysta Kubiak
Attorney for Respondent
Pa. I.D. # 90619

Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION

TRISTACA FREEMAN,)
)
 Complainant,)
)
 v.) Docket No. C-2011-2257620
)
 DUQUESNE LIGHT COMPANY,)
)
 Respondent.)

RESPONDENT'S CERTIFICATION OF SATISFACTION

TO: TRISTACA FREEMAN:

TAKE NOTICE THAT COMMISSION REGULATION 5.24(c) PROVIDES THAT YOU HAVE THE RIGHT TO OBJECT IN WRITING TO THIS CERTIFICATION WITHIN 10 DAYS OF ITS SERVICE UPON YOU.

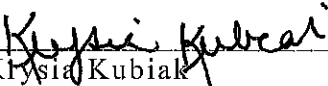
Respondent Duquesne Light Company, by and through its attorney Kryisia Kubiak, files this Certification of Satisfaction in accordance with Commission Regulation 5.24, 52 Pa. Code § 5.24:

1. Respondent has satisfied this Formal Complaint.
2. There is no need for further Commission action.

WHEREFORE, Respondent requests that the Commission close its file on these matters.

Respectfully submitted,

DUQUESNE LIGHT COMPANY
By Counsel:



Kryisia Kubiak
Attorney for Respondent
Pa. I.D. # 90619

Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION

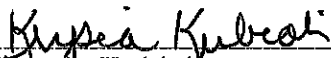
TRISTACA FREEMAN,)
)
 Complainant,)
)
 v.) Docket No. C-2011-2257620
)
 DUQUESNE LIGHT COMPANY,)
)
 Respondent.)

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participant listed below in accordance with the requirements of 52 PA. Code § 1.54 (relating to service by a participant).

Tristaca Freeman
365 Cypress Hill Drive
Pittsburgh, PA 15235

Dated this 14th day of September 2011.



Krysia Kubiak
Pa. I.D. # 90619
Duquesne Light Company
411 Seventh Avenue
Mail Drop 16-1
Pittsburgh, PA 15219
Telephone: (412) 393-6505
FAX (412) 393-1418