



Duquesne Light

Our Energy...Your Power

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September 21, 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:

The corrected first page of Duquesne Light Company's Certification of Satisfaction is enclosed for filing. The original filing contained an incorrect docket number.

Sincerely,

Krysia Kubiak
Attorney for Duquesne Light Company

Enclosure

cc: Tristaca Freeman (with enclosure)

Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION

TRISTACA FREEMAN,)	
)	
Complainant,)	
)	
v.)	Docket No. C-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.