



Duquesne Light

Our Energy...Your Power

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Jennifer L. Allison, Esq.

June 5, 2012

Burton Samuel Comensky
32 S. 6th St.
Duquesne, PA 15110

Dear Mr. Comensky,

I am writing to you with regards to the Notice of Non-Compliance that you recently filed with the Public Utility Commission. As part of the settlement of the Formal Complaint at docket number C-2011-2259883, Duquesne Light Company has enrolled you in its Customer Assistance Program (CAP).

The initial CAP bill that you received was for \$55. You paid \$35, leaving \$20 unpaid, which caused you to receive a termination notice. Duquesne Light will not terminate your electric service if you make up the missed payment. \$20 is past-due, and your most recent CAP bill was \$46 (this amount is not due until June 14). When we received your Notice of Non-Compliance yesterday, on June 4, we put a ten-day dispute hold on your account, so there will be no termination action until June 14, which will give you time to bring your account current.

Duquesne Light's CAP program works by billing CAP customers at a percentage of their monthly budget bill. As the budget bill can change, based on usage, the company cannot commit to a CAP payment at a specific dollar amount, and I cannot identify any evidence that the company has done so. If you refer to the Certification of Satisfaction that Duquesne Light filed on January 23, 2012, you will see that the company agreed to enroll you in CAP, but did not agree to any dollar amount.

Although Duquesne Light believes that it has complied with the settlement agreement in this formal complaint, we are aware that you have concerns and we have been trying to contact you. Most recently, on June 1, a CAP representative left you a voicemail and asked you to contact her to schedule an appointment, and I left you a voicemail today advising you of the hold and asking you to call me or the CAP representative. If you return our calls, or if you call Duquesne Light's customer service at (412) 393-7200, we would be happy to assist you.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Jennifer L. Allison

cc: Administrative Law Judge Conrad A. Johnson
Krycia Kubiak

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JUN 06 2012

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



Commonwealth of Pennsylvania
Office of Administrative Law Judge
301 Fifth Ave., Suite 220, Piatt Place
Pittsburgh, PA 15222

Return Service Requested

ROSEMARY CHIAVETTA
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