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JUN 6 2013

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

May 29, 2013

C-2013-2342423-Docket Number

Duquesne Light Company account number: 6001-107-418-003 for  
Ralph and Sylvia Burnett  
Mailing address 3552 Bakerstown Road Bakerstown, Pennsylvania 15007  
Property address-4268 Verona Road Verona, Pennsylvania 15147

Dear Judge Dunderdale:

On April 10, 2013, I was scheduled to participate in a telephone hearing on a complaint that I filed with the PUC, against Duquesne Light Company of Pittsburgh, Pennsylvania 15219. However, the hearing never occurred because of blatant misconduct and misrepresentation by the attorney for the Respondent, Jennifer Allison.

A few days before the hearing was to occur, I received a telephone call from Ms. Allison, who explained that she was the legal representative for Duquesne Light Company. She said that the PUC notified her to contact me to see if we could work out a settlement to avert having the telephone hearing.

We talked for approximately fifteen minutes about our financial situation. We are paying Three Duquesne Light bills a month on three separate properties, subsisting on Social Security and pensions. My husband is 79 years old and I am 75. We struggle every month, trying to stay current to pay all of these bills. It's impossible with all of our other expenses. We are in a totally hardship situation.

Ms Allison asked me how much money did I think we could afford to pay on the bill. I told her \$200 a month, which she agreed to. She said she would contact the PUC and inform them that we had reached an agreement.

I sent Duquesne Light the agreed upon \$200 on May 15, 2013. Several weeks later we received a second bill due on May 29, 2013. When I called Duquesne Light to inquire as to why we received two bills in one month, I was told that we had broken the agreement. I told the woman that I had made the May payment on May 15, 2013.

That was when I was told that we were supposed to pay \$200 plus the amount of the current bill or the budget amount. I told her that was absolutely not the agreement that I made with Ms. Allison. I immediately phoned Ms. Allison to question why she reported that our agreement was to be \$200 plus the amount of the bill or budget amount. To my astonishment, she lied and said that's what we agreed upon. I told her that she knew that was not true, because I never would have agreed to such a plan, because we definitely could not afford that amount. She stuck to her version. I realize that it is her word against mine. I trust that you will not let the fact that she is an attorney influence your decision of the veracity of my testimony. I DO NOT LIE.

As a result of Ms. Allison's dishonesty, our electricity was shut off on May 29, 2013, one day after my conversation with Ms Allison, with no prior notice that it would be

terminated. We found out that the electricity had been shut off because our security alarm company called to inform us that there was something wrong at the building, because they were not getting a signal. Thus, our burglar and fire alarms are disabled, rendering our restaurant building vulnerable to any possible tragedy.

In addition, the usage diagram shot up dramatically in May, 2013, for no apparent reason. From October, 2012 to April, 2013, the usage bar has remained the same. All of a sudden, the graph escalates to unbelievable heights. Nothing has changed from last year to this. The restaurant has been closed for eight years. Therefore, no one is there using any electrical appliances. There is nothing going on in that building.

We are requesting that you intervene in this injustice that has been perpetrated upon us. Any assistance that you can render to us would be greatly appreciated. Thank you in advance for your consideration.

Very sincerely,

A handwritten signature in cursive script that reads "Ralph and Sylvia Burnett". The signature is written in black ink and is positioned above the typed name.

Ralph and Sylvia Burnett

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Public Utility Commission

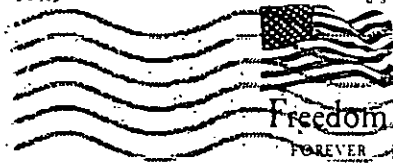


ALUMNI  
ASSOCIATION

Ms. Sylvia Wofford Burnett  
3552 Bakerstown Rd  
Bakerstown, PA 15007-9705

PITTSBURGH PA 150

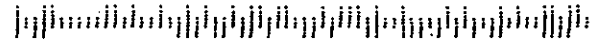
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COMMONWEALTH OF PENNSYLVANIA

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