



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Harrisburg Office
15th Floor, Strawberry Square
Harrisburg, Pennsylvania 17120
(717) 787-9707
September 18, 2013

Flora Mosaka-Wright
333 Columbia Avenue
Pittsburgh, PA 15229

F-2013-2371635

Re: Duquesne Light Company
BCP-13-05-024382

Dear Mrs. Mosaka-Wright:

Your complaint regarding the above referenced matter has been reviewed and appears to come within the primary jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint, we believe the issues you raise will be addressed by the agency primarily responsible for dealing with these types of problems.

Please direct any further inquiries about this matter to that office. If you would like more information on this referral, please feel free to contact our office.

A copy of your complaint will remain on file for our future reference. On behalf of the Office of Attorney General, thank you for bringing this matter to our attention.

Very truly yours,

Richard A. Lebo
Richard A. Lebo
Agent Supervisor

sjw
23

cc: Public Utility Commission ✓
Commonwealth Keystone Building
PO Box 3265
Harrisburg, PA 17105-3265

RECEIVED
2013 SEP 19 PM 3:36
P.A.P.U.C.
SECRETARY'S BUREAU

Hby

PWC

RECEIVED

AUG 23 2013

BCP - WRO



CONSUMER COMPLAINT FORM

RECEIVED

www.attorneygeneral.gov

AUG 29 2013

Office Use Only Complaint #	Investigator:	Code 1	Code 2	Bureau of Consumer Protection 15 th Floor, Strawberry Square Harrisburg, PA 17109 (717) 787-9707
		75	105	

Office of Attorney General - Harrisburg

YOUR NAME FLORA K. MOSAKA-WRISHT

ADDRESS 333 COLUMBIA AVENUE

CITY PITTSBURGH STATE PA ZIP 15229 COUNTY Allegheny

HOME PHONE NUMBER 412-415-0913 BEST NUMBER TO CALL DURING THE DAY SAME

NAME OF BUSINESS COMPLAINT IS AGAINST DUQUESNE LIGHT COMPANY

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED DUQUESNE LIGHT

ADDRESS PAYMENT PROCESSING CENTER

CITY PITTSBURGH STATE PA ZIP 15267-0001 COUNTY

PHONE

WEBSITE/E-MAIL ADDRESS

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASE PRICE

To what other agencies have you complained? PWC AND CONSUMER COMPLAINT

What action was taken? Acknowledged complaint

Have you retained an attorney? Yes No Have no resources to do so.

If yes, please provide your attorney's name, address and telephone number: N/A

Have you filed a legal action? Yes No

If yes, please state WHEN, WHERE and WHAT decision was made? N/A

- Your Age:
- 18-29
 - 30-44
 - 45-59
 - 60 or older
- How did you find out about us:
- Visited Office
 - Attended County/Senior Fair or Speaking Engagement
 - State Legislator/Agency
 - News Story
 - Internet
 - Other - Please Specify

(This information will be used for Statistical & Enforcement Purposes Only)

1-800-441-2555

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell WHAT happened, WHEN it happened and WHERE it happened. Be specific about any oral statements the business made to you, ESPECIALLY those that influenced you to deal with the company. Describe events in the order in which they happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

Ms. Kathryn L. Passarelli, with reference to our conversation on Friday, 4th August, 2013, Please find complaint against Duquesne Light to the PUC, which remains the same to you. 1) Most of the information was also encapsulated to you in my previous complaint to you. 2) Find also a copy to the PUC from Jennifer L. Allison 3) Spreadsheet Duquesne Light prepared by Masaka-Wright, WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT? \$1,809.20 just as already discussed with you. posted with \$1,291.

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.


The Attorney General, through the Bureau of Consumer Protection ("Bureau"), provides a mediation service to consumers where an attempt may be made to mediate individual consumer complaints which fall within the Bureau's jurisdiction. The information you provide will be used in an attempt to resolve your complaint and will be shared with the party(ies) against which the complaint is filed. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

NOTE that we cannot mediate a matter which is or has been the subject of legal action.

Your complaint will be kept on file and may be used to establish violations of PA law.

By signing below:

1. I certify that the information provided in my complaint, including my identity and any factual statements or allegations, are true and correct to the best of my knowledge, information and belief.
2. I certify that I have read and understand the informational sheet about the mediation process; and, further certify my understanding that the Bureau cannot provide individual legal representation to me.
3. I certify that I have authorized the Bureau to contact the party(ies) against which I have filed a complaint; and, that I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau.
4. I certify that I have authorized the Bureau to transfer my complaint, and any or all attachments related to it, to another federal, state, local or other agency which may have jurisdiction over this matter.


YOUR SIGNATURE

8/21/13
DATE

Duquesne Light
 Customer Name: Flora M Wright
 Address: 301 Tally Drive, Pittsburgh, PA 15237
 Account Number: 7001203992003

Date Prepared	Meter Number	Next Scheduled Meter Reading	Present Meter Read	Prior Meter Read	Difference	Amount of Last Bill	Total Amount Owed Due from last bill	Payment Due	Amount Due - DLC Basic Service Charge	Supplier Basic Charge	Total Amount Balance Payable to DLC	Budget Plan Amount	Payment Received	Payment Received Date
11/8/2012	G63103934	12/7/2012	6383 (11/7/12)	6293 (10/26/12)	90	\$0	\$0	11/29/2012	\$147.73		\$147.73	\$114	N/A	N/A
12/10/2012	G63103934	1/9/2013	6665 (12/7/12)	6383 (12/7/12)	282	\$147.73	(\$54.27)	12/31/2012	\$692.82		\$692.82	\$441.69	\$202.00	12/3/2012
1/10/2013	G63103934	2/7/2013	7048 (1/9/13)	6665 (12/7/12)	381	\$638.55	\$333.55	1/31/2013	\$603.73		\$937.28	\$362.00	\$305.00	1/4/2013
2/8/2013	G63103934	3/8/2013	7406 (2/7/13)	7046 (1/9/13)	360	\$937.28	\$587.28	3/4/2013	\$184.70	\$342.07	\$1,114.05	\$364.00	\$350.00	2/6/2013
3/11/2013	G63103934	4/9/2013	7752 (3/8/13)	7406 (2/7/13)	346	\$1,114.05	\$1,114.05	4/1/2013	\$166.55	\$328.76	\$1,609.36	\$698.00		
4/10/2013	G63103934	5/8/2013	8064 (4/9/13)	7752 (3/8/13)	312	\$1,609.36	\$1,175.36	5/1/2013	\$150.91	\$296.45	\$1,622.72	\$598.00	\$434.00	4/9/2013
5/7/2013	G63103934	6/7/2013	8189 (5/7/13)	8064 (4/9/13)	125	\$1,622.72	\$1,622.72	5/28/2013	\$67.71	\$118.77	\$1,809.20	\$1,809.20	\$1,291.00	
Total														

*Moved into Alder Ridge Apartments on October 27, 2012, at this time, there was no previous balance due.

There was a 10 Day Shut off Notice Dated 11/27/12 for \$201.54 - Due 12/7/12

How is it possible that a shut-off notice could be sent one month after moving into Alder Ridge. Therefore, this calculation could only be based on another tenant or apartment reading.

When taken to look at Apartment 301, in October 2012, the apartment was vacant. Based on the aforementioned, it is fair to conclude that the reading came from a wrong meter.

A second 10 Day Shut off Notice was issued on 12/13/12 for \$190.42 - Due 12/26/12

This was the 2nd Shut Off Notice sent within two months of moving into Alder Ridge Apartments

On January 9, 2013 Duquesne Light visited 301 apartment, at our invitation. It was discovered, by Duquesne Light, that the billing came from an incorrect/wrong

Astonishingly, after Duquesne Light acknowledged that they were reading from the wrong meter, they continued to read from the same meter number in all subsequent invoices

As the season changed from Winter to Spring, the meter reading continued to rise. The assumption here is that the meter reading was not from 301 apartment only. It did not possibly from more than one apartment

We began to vacate the apartment on 5/2/2013 - 5/5/13. At this point, we had paid \$1,291.00 to Duquesne Light, and still owed \$1,809.20. It doesn't make sense at the amount of electricity consumed that is being reflected for May by Duquesne Light after only 6 months of 301 apartment rental, which averages to \$618.20 per month.

As tenants at Alder Ridge, Duquesne Light was paid \$1291.00. In all seriousness, how possibly could so much electricity be consumed in such a short period for that size of apartment with only two tenants? The rent was \$875 per month and was always paid on time.

There were numerous deficiencies voiced to Alder Ridge management. Notwithstanding, no formal letter was written to address our concerns, except for the cosmetic changes done on a piecemeal basis, until one formal letter that we could move if not happy.