

FRIDAY, SEPTEMBER 23, 2016

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SUBJECT REFERENCE: F-2016-2562503
JANET LOUISE MARTIN vs. DUQUESNE LIGHT

DEAR MADAM SECRETARY:

REBUTTAL AND RESPONSE TO DUQUESNE LIGHT'S
ANSWER TO FORMAL COMPLAINT AND
DUQUESNE LIGHT'S PRELIMINARY OBJECTIONS
BY JANET LOUISE MARTIN

WHILE I RECOGNIZE THE COMMENTS OF THE PUC IN RESOLUTIONS DATED MONDAY, AUGUST 15, 2016, I STILL FEEL THAT "ACCOUNTABILITY", IN SOME FORM, IS WARRANTED AND SHOULD BE IMPOSED ON DUQUESNE LIGHT. BESIDES, IT DID STATE, "THE PUC CAN ORDER A UTILITY OR COMPANY TO CORRECT A PROBLEM WITH YOUR SERVICE. OUR SERVICE WAS INTERRUPTED FOR FOUR DAYS, WHICH INCLUDED POWER TO ONLY HALF THE HOUSE BECAUSE OF DUQUESNE LIGHT'S ATTEMPTS AT INSTALLING A NEW METER. THIS IS WHY I CANNOT UNDERSTAND OR APPRECIATE, (AND THE PUBLIC UTILITY COMMISSION SHOULDN'T EITHER), WHY IT WAS NECESSARY FOR DUQUESNE LIGHT IN THEIR "PRELIMINARY OBJECTIONS" TO USE "LACKS JURISDICTION", FOUR TIMES, WHEN MAKING REFERENCE TO MY REQUEST FOR FINANCIAL COMPENSATION. I'M SURE THE COMMISSION DOES NOT HAVE TO BE TOLD ABOUT JURISDICTION OR THE LACK OF.

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NOW FOR CLARIFICATION AND ANSWER TO DUQUESNE LIGHT'S, "COMPANY RECORDS IDENTIFY COMPLAINANT AS MR. MARTIN'S SPOUSE AND ALSO STATE THAT COMPLAINANT, ALONG WITH HER HUSBAND" IN THEIR "ANSWER TO FORMAL COMPLAINT PAPERWORK. THIS IS TOTALLY AND COMPLETELY FALSE. WALLACE E. MARTIN, JR. IS THE BROTHER OF JANET LOUISE MARTIN, AND DUQUESNE LIGHT WAS NEVER, EVER TOLD ANYTHING ABOUT HUSBAND AND WIFE. EVEN IN THE COMPLAINT, IT STATES, "IT WAS NOT UNTIL SATURDAY, MARCH 15, 2016 WHEN MY BROTHER CAME UP TO THE HOUSE AND CHANGED THE FUSES ABOVE THE BREAKER BOX" SO I AM VERY INTERESTED TO LEARN WHERE DUQUESNE LIGHT GOT HUSBAND AND WIFE????????? IN "ANSWER TO FORMAL COMPLAINT", "DUQUESNE LIGHT SPECIFICALLY DENIES THAT THERE ARE INCORRECT CHARGES ON BILL." IN ADDITION TO ME STATING, "THE BILLING FIGURES ARE ALL WRONG." I ALSO STATED, "I HAVE CONTINUED TO PAY ON THE ACCOUNT, EVEN WHEN THERE WAS AN ALLEGED FREEZE ON IT." I FURTHER STATED, "THERE SHOULD NOT BE ANY SUBSTANTIAL BALANCE", WHICH THERE SHOULD NOT HAVE BEEN. DUQUESNE LIGHT SNAPPED TOO FAST AT MY COMMENTS AND THE BILL BEING POSSIBLY INACCURATE, WHICH PROVED TO BE THE CASE, AS THE LAST PAYMENT MADE WAS \$26.96.

IN THE EXHIBITS DUQUESNE LIGHT SUBMITTED, IN THE CUSTOMER RESPONSIBILITIES SECTION, I WISH TO ELABORATE ON: "THE METAL BOX THAT HOUSES THE METER IS THE CUSTOMER'S RESPONSIBILITY", AND "DUQUESNE LIGHT OWNS AND MAINTAINS THE METER." SINCE THERE APPEARED TO BE SO MUCH NEGATIVE BACK AND FORTH WITH AN ALLEGED NEW METER AND ITS HOUSING UNIT, I WILL USE THE WORD "ACCOUNTABILITY AGAIN." COMPENSATION LIES ON AND WITH DUQUESNE LIGHT.

FINALLY, RESPONDING TO DUQUESNE LIGHT'S "PRELIMINARY OBJECTIONS," SPECIFICALLY, "I HAVE DIFFICULTY, AS I THINK MANY BLACK CUSTOMERS HAVE WITH THE LACK OF YOUNG BLACK MEN ON THESE TRUCKS" A BLACK PERSON CAN ALWAYS DEPEND ON A PARANOID MENTALITY, DENIAL OF REALITY AND A RUSH TO DOWNPLAY ANY MENTION OF RACE RELATED ISSUES. ESPECIALLY REGARDING EMPLOYMENT ISSUES. I NOTED DUQUESNE LIGHT USED "SCANDALOUS IMPERTINENT MATTER", FOUR TIMES; "IRRELEVANT", ONCE; "HAVE NOTHING TO DO WITH ALLEGED SERVICE-RELATED ISSUES RAISED IN THE COMPLAINT, TWICE". THIS IS NOT AN ISSUE UP FOR DEBATE, NOR IS IT A DISMISSIVE ISSUE. MY COMMENTS REGARDING NOT SEEING ENOUGH BLACK MALES ON DUQUESNE LIGHT'S SERVICE TRUCKS AND IN THE FIELD FOR THAT MATTER ARE VERY RELEVANT. DUQUESNE LIGHT'S WORDING, PARTICULARLY, "SCANDALOUS-IMPERTINENT" WERE RUDE, UNCALLED FOR AND QUESTIONABLE, REGARDING THE ISSUE, IN MY MIND OF A ONE-SIDED WORK-FORCE, WERE NOT AND ARE NOT APPRECIATED BY ME, AND SHOULD

BE CALLED INTO QUESTION NOT ONLY BY THE COMMISSION BUT OTHER AGENCIES AS WELL.

AS A MATTER OF FACT AND RECORD, DUQUESNE LIGHT'S REPOSE AND ANSWER IN THEIR "PRELIMINARY OBJECTIONS" AND "FORMAL COMPLAINT" WARRANT A RE-REVIEW, SCRUTINY AND STRONGER STANCE AS FAR AS THE OUTCOME OF MY CLAIM.

SINCERELY,

A handwritten signature in cursive script that reads "Janet Louise Martin". The signature is written in black ink and is positioned above the typed name and address.

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