

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR:
SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: Z-01647749
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 07/12/04
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MACK, YVONNE

RESPONDENT/APPLICANT: DUQUESNE LIGHT COMPANY

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 110150

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE DIDN'T RECIEVE A SHUT OFF NOTICE. WOULD LIKE TO MAKE PAYMENTS ON HER BILL TO KEEP IT FROM BEING SHUT OFF.

DOCUMENT

DOCKETED
JUL 21 2004

DOCKETED
JUL 21 2004

ORIGINAL

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

ST1647749
JULY 13, 2004

Z-01647749

1. Your name, mailing address and telephone number:

Name YVONNE MACK
Street/P.O. Box 418 YEW NAY Apt (REAR)
City BRADDOCK State PA Zip 15104
County ALLEGANY Area Code/Home Phone (412) 271-8673
Area Code/Work Phone _____

2. Name of company your complaint concerns: Duquesne Lights

3. What is your complaint? (Use additional paper if need more space).

Duquesne Lights didn't leave any shut off notice on my door to notify me of what they were going to shut my lights off. If I had known this I would have called my doctor

4. What do you want the Public Utility Commission to do about your complaint? To call the and make a payment plan
(Use additional paper if need more space).

To call all the company and make payment plan of the rest 50% the amount I owe the company
5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Yvonne Mack 7/1/04
Signature Date

Continued on next page

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____
Street _____
City _____ State _____ Zip _____
Area Code/Phone Number _____



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

June 23, 2004

ST1647749

YVONNE MACK
418 YEW WAY REAR
BRADDOCK PA 15104

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.

Return the form to us on or before July 13, 2004 to the address listed below:

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

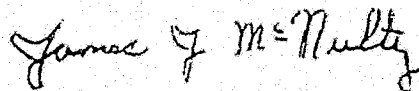
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

ddi

CC: Duquesne Light Company

Pennsylvania Public Utility Commission

Formal Complaint Form
Instructions

The numbered instructions below will help you fill out each section of the form on pages 3 & 4. Please print or type your answers. Make sure you sign the form and mail it to the address shown at #7.

1. Your name, mailing address and telephone number
418 YEW WAY (CREAR) BRADDOCK PA 15104 (412) 271-8673
Print or type your name, mailing address, county and telephone number. This must be the address where you receive your mail. If more than one person is filing the formal complaint, use the name, address and phone number of the person who will speak for the group. Also, print "et al." after the name. Attach a sheet of paper with the name, address and signature of any others who are part of the formal complaint.

2. Which company does your complaint concern?
Duquesne Light Co.
Print the name of the company that your formal complaint is against. This is usually the company that bills you for service. The name of your company is located on your bill.

3. What is your complaint?
I didn't received notice before they turn my light's out.
Try to be "to the point" when describing your complaint. Include any specific dates, times or places that are important to your case. Tell us about any charges you believe are not correct. If the address of your complaint is different than your mailing address, please include that address in this section.

4. What do you want the Public Utility Commission to do about your complaint? Some examples might be:
~~I want the PUC to order the company to fix the water leak at the corner of Main and First streets.~~
MAKE A PAYMENT PLAN
"I want the PUC to tell the company that I will pay my budget amount plus \$15.00 each month until my balance is paid in full."
"I want the PUC to order the company to fix the water leak at the corner of Main and First streets."

The PUC can decide that a customer was overbilled and can order billing refunds. The PUC can also fine a company for not providing the level of service required by law. You may also file a formal complaint to seek a refund for an overbilling or for a ruling on the quality of service your company provides. However, if you want money for injuries or damages to your property, you should file a complaint with your local district justice or the local court of common pleas. Under state law, the PUC cannot decide whether or not companies should pay customers' damage claims.

2 Duquesne Light Co.
3 I didn't receive ANY NOTICE OF LETTER'S BEFORE THEY SHUT OF MY LIGHTS AND CAN'T AFFORD TO PAY
IN FULL AT THIS TIME BECAUSE I DON'T GET INCOME

5. You must sign your complaint.

John Mack
You must sign and date your formal complaint form on the lines provided under number five (5) of the formal complaint form, and return the copy with your original signature. If you do not sign the formal complaint form or fail to return the form with your original signature, signed on the lines provided, it will be returned to you.

6. If you are represented by a lawyer, you must provide your lawyer's name, address and telephone number.

If your complaint is about your residential service, you do not need a lawyer, you may represent yourself. However, corporations, associations, partnerships and political subdivisions must be represented by a lawyer. You or your lawyer must be present at your hearing.

7. Please return the completed form to the following address:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

NOTIFICATION OF INTENT TO APPEAL
(Request for Formal Complaint Forms)

Notice to Customer:

If you sign and return this form, you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 5/20/2004. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may pursue the termination of your service.

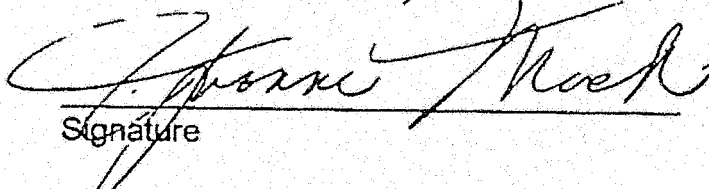
Thank You
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

YVONNE MACK
418 YEW WAY REAR
BRADDOCK PA 15104

(412) 271-8673
(Area Code) Telephone Number


Signature

Mail this completed form to:

Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

ST Number:	1647749	Date of mailing:	5/20/2004
Company:	DUQUESNE LIGHT COMPANY		

RECEIVED

JUN - 9 2004
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

106



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

DUE BACK
JULY 13, 2004

IN REPLY PLEASE
REFER TO OUR FILE

June 23, 2004

ST1647749

YVONNE MACK
418 YEW WAY REAR
BRADDOCK PA 15104

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

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James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

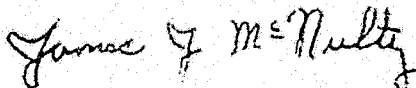
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

ddi

CC: Duquesne Light Company

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: 07/23/04

Yvonne Mack
Complainant

DOCKETED

JUL 21 2004

VS.

DUQUESNE LIGHT COMPANY
Respondent

Complaint Docket
No: Z-01647749

DOCUMENT

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: DUQUESNE LIGHT COMPANY

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time, THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

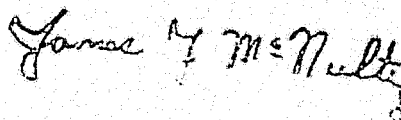
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which

prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P O BOX 3265, HARRISBURG PA 17105-3265

DATE SERVED: 07/23/04

Z-01647749

MORGAN O'BRIEN PRESIDENT
DUQUESNE LIGHT COMPANY
411 7TH AVENUE 16-1
PITTSBURGH PA 15219-1905

DOCUMENT

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Yvonne Mack. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

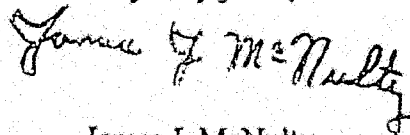
07/23/04

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty
Secretary

es



Duquesne Light

A DQE Company

Legal Department
411 Seventh Avenue, 8-2
Pittsburgh, PA 15219

Tel 412-393-1546
Fax 412-393-1418
rsestak@duqlight.com

Regina M. Sestak
Assistant General Counsel

August 3, 2004

ORIGINAL

Certificate of Mailing

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: Yvonne Mack v. Duquesne Light Company
Docket No. Z-01647749

Dear Secretary McNulty:

Enclosed for filing in the above-referenced matter are an original and three copies of Duquesne Light Company's Answer and New Matter. A copy of this document has been served upon Complainant in accordance with Commission regulations.

Sincerely,

Regina M. Sestak
Assistant General Counsel
Duquesne Light Company

encs

c. Yvonne Mack (w/enclosure)

RECEIVED

AUG 03 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCUMENT
FOLDER

R.I.P

74

ORIGINAL RECEIVED

AUG 03 2004

Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION
PARSONS
UTILITY COMMISSION
SECRETARY'S BUREAU

YVONNE MACK,)
)
 Complainant,)
)
 v.)
)
 DUQUESNE LIGHT COMPANY,)
)
 Respondent.)

Docket No. Z-01647749

ANSWER AND NEW MATTER

TO THE HONORABLE COMMISSION:

AND NOW comes the Respondent, Duquesne Light Company, by and through its attorney, Regina M. Sestak, and files the within Answer and New Matter of which the following is a statement:

Answer

1. Admitted.
2. Admitted. However, by way of further response, Respondent's name is Duquesne Light Company.
3. Denied in part and admitted in part.

Complainant's averment, "Duquesne Lights didn't leave any shut off notice on my door to notify me of what they were going to shut my lights." is denied. On the contrary, on March 31, 2004, Respondent's field representative visited the premises, failed to make contact with Complainant, and posted a 48-

**DOCUMENT
FOLDER**

DOCKETED
AUG 12 2004

hour termination notice. Respondent had previously provided 10-day and 72-hour notices to Complainant.

Complainant's averment that she would have notified her doctor if she had known of the pending termination is a statement of opinion, to which no response is required. By way of further response, service to Account Number 9000037623006 was terminated for failure to pay on April 7, 2004. At the time of termination, Complainant was required to pay \$457.94 plus a \$50.00 reconnect fee in order to restore service. On April 14, 2004, a payment of \$241.00 was received on Complainant's account from the Low Income Home Energy Assistance Program (LIHEAP). Complainant called Respondent's representative on April 21, 2004 and was advised to pay her remaining balance plus a \$50.00 reconnect fee in order to restore service. Complainant's electricity was restored on April 23, 2004, upon verbal certification of medical need by a physician, Dr. Peter Tanzer, in accordance with Commission Regulations 56.111 et seq; 52 Pa. Code §§56.111, et seq.

4. To the extent this paragraph contains requests for relief, no response is required.

5. This paragraph contains Complainant's verification, to which no response is required.

Attachments:

Complainant has attached three documents that she apparently intends to incorporate into her Complaint. If so, Respondent responds as follows:

Letter addressed to Complainant from the Pennsylvania Public Utility Commission (PUC) and dated June 23, 2004:

The authenticity of this document is admitted.

Document labeled Formal Complaint Form Instructions:

The authenticity of the pre-printed portion of this document is admitted. Said document contains handwritten notations which are addressed as follows:

1. Complainant's averment regarding her address and telephone number is admitted.

2. Complainant has added an arrow indicating that this paragraph is to be continued on the bottom of the page. The averment contained in this paragraph is admitted.

3. Complainant has added an arrow indicating that this paragraph is to be continued on the bottom of the page.

Complainant's averments that she didn't receive notice or a letter before termination is denied. On the contrary, as noted above, Complainant was notified of pending termination in accordance with the requirements of PUC Regulations 56.91, 56.93, and 56.95, 52 Pa. Code §§56.91, 56.93, and 56.95.

Complainant's averment that she can't afford to pay \$323 all at once is a statement of opinion to which no response is required. By way of further response, this averment may be a reference to the PUC Bureau of Consumer Services (BCS) decision at BCS #1647749. By way of background, Complainant was accepted into Respondent's Customer Assistance Program (CAP) on August 15, 2002, while receiving service to 5268 Keepport Drive, Apt. 1, Pittsburgh, PA 15236, under Account Number 9000037623005. Complainant's CAP arrangement was based upon 80% of her regular budget, which is an average based upon usage that is recomputed monthly and is

therefore subject to change. Complainant's CAP arrangement was subsequently transferred to her present account, which she established effective May 30, 2003. At the time of the BCS decision, her CAP payment amount was \$48.00 each month. The BCS decision required Complainant to make a CAP catch up payment of \$335.00 by June 14, 2004, and then pay her regular monthly CAP payment beginning with her bill due July 2004. A copy of the printout evidencing this decision, which was transmitted to Respondent electronically, is attached hereto, incorporated herein, and marked Exhibit 1.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averment, "I am on a set income," and this averment is therefore denied.

4. This averment is a request for relief to which no response is required.

5. This paragraph contains Complainant's signature to which no response is required.

Handwritten document:

Complainant's averment, "Complaint continue," is apparently intended to mean that this is a continuation of her Complaint. If so, this averment is admitted.

Complainant's averment, "[t]o call the company to tell them of my illness and stop Duquesne lights from shutting of my lights for 30 days," is a statement of intention and/or request for relief, to which no response is required.

Complainant's averment regarding the "Leapus one program," and a payment of \$241 is an apparent reference to the \$241.00 LIHEAP payment received on April 13, 2004. If so, this averment is admitted.

Complainant's averment, "I would have made payment for the rest of the amount even if I was taken off the CAP program" is a statement of opinion to which no response is required.

WHEREFORE, Respondent requests that after reasonable investigation and hearing the Complaint be dismissed

New Matter

6. Paragraphs one through five, and Respondent's responses to the Attachments above, are hereby incorporated by reference.

7. Since the BCS decision went into effect, Respondent received one payment on the account in question: \$52.06 on July 12, 2004.

WHEREFORE, Respondent requests that the Commission:

- 1) remove the automatic stay of payment arrangements ordered in the BCS decision in accordance with Commission Regulation 56.174(c), 52 Pa. Code §56.174(c),
- 2) issue an interim order that directs Complainant to make payments as directed by said BCS decision or, in the alternative, payments for current consumption, pending further order on her complaint;
- 3) authorize Respondent to terminate service to Complainant prior to hearing in the event that Complainant fails to make payments as directed in any interim order issued under (2), above or, if no interim order is issued, payments for current consumption; and

- 4) require Complainant to make a lump sum payment of the amount due and payable to Respondent pursuant to any interim order issued under (2), above, or, if no interim order is issued, either the amount accrued for current consumption or the amount accrued under Complainant's CAP arrangement that remains unpaid as of the date of hearing or date of final order.

Respectfully submitted:

DUQUESNE LIGHT COMPANY
By Counsel:



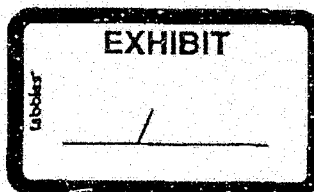
Regina M. Sestak
Pa. I.D. # 23632
Duquesne Light Company
411 Seventh Avenue, 8-2
Pittsburgh, PA 15219
Telephone: (412) 393-1546
FAX (412) 393-1418

Yvonne Mack BCS Decision

Mediation Complaint For: Customer: MACK, YVONNE - BCS #: 1647749 - ACCT #: 9000037623006			
General/Open Information	Payment Information	Prior Agreements	Final Report Information
Departments, Employee Contacts, Problems and Complaints	Investigative Contacts		Closing Information
Status: <input checked="" type="checkbox"/> Receipt of PUL Decision	Date Sent: 05/20/2004	Date Closed: 05/20/04	Closing Date Received: 05/20/04 08:46:46
Justified: <input type="checkbox"/> Internal Justification: <input type="checkbox"/> No	Reason Justified: <input type="checkbox"/>	Error Code: <input type="checkbox"/>	
Decision: <input checked="" type="checkbox"/> Written <input type="checkbox"/> Oral	Decision Balance: \$278.47	Balance Date: 05/20/04	
Lump			
Requested: \$335.00	Awarded: \$335.00	Difference: <input type="checkbox"/>	Date Awarded: 05/14/04
Service Resored: \$0.00			
Budget Payments			
Regular: \$0.00	Arrears Plus: \$0.00	Special: \$48.00	
Monthly Payments			
Current: \$0.00	Final: \$0.00	End: \$0.00	
Decision Type: CAP FULL CATCHUP			
Terms: JULY 2004			
Resolution:	WAIVE LPCS PAY 305 CAP CATCHUP INCLUDING JUNE CAP AMOUNT BY 6/14/2004 CUSTOMER TO CONTACT CO TO REAPPLY FOR CAP THEN PAY 48 CAP BEGINNING JULY 2004		

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 PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU



AFFIDAVIT

I, Joseph W. Smetanka, being duly sworn according to law depose and say that I am authorized to make this affidavit on behalf of Duquesne Light Company being the holder of the office of Assistant Vice President - Customer Services with that corporation, and that the facts set forth in the foregoing document are true and correct to the best of my knowledge, information and belief and Duquesne Light Company expects to be able to prove the same at any hearing hereof.

Joseph W. Smetanka
Joseph W. Smetanka

Sworn and subscribed before me this 3rd day of August, 2004.

Mary Jane Hammer
Notary Public

My Commission Expires Oct. 6, 2007

COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Mary Jane Hammer, Notary Public
City Of Pittsburgh, Allegheny County
My Commission Expires Oct. 6, 2007
Member, Pennsylvania Association Of Notaries

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION

YVONNE MACK,)
)
 Complainant,)
)
)
)
 DUQUESNE LIGHT COMPANY,)
)
 Respondent)


Docket No. Z-01647749

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participant listed below in accordance with the requirements of 52 PA. Code § 1.54 (relating to service by a participant).

Yvonne Mack
418 Yew Way, Rear
Braddock, PA 15104

Dated this 3rd day of August, 2004.



Regina M. Sestak
Pa. I.O. # 23632
Duquesne Light Company
411 Seventh Avenue
Mail Drop 8-2
Pittsburgh, PA 15219
Telephone: (412) 393-1546
FAX (412) 393-1418