

CAPTION SHEET

BE 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-01151979
- 4. PUBLIC MEETING DATE:  
00/00/00
- 7. DATE FILED: 08/19/02
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SHANTA, DANA L.

RESPONDENT/APPLICANT: DUQUESNE LIGHT COMPANY

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 110150

ALLEGATION OR SUBJECT

COMPLAINANT STATES DUQUESNE LIGHT TERMINATED HER ELECTRICITY WITHOUT WARNING. SHE DOES NOT AGREE WITH THE DECISION ON HER INFORMAL COMPLAINT. SHE WANTS THE PUC TO TELL THE COMPANY THAT SHE WILL PAY THE BUDGET AMOUNT OF \$145 A MONTH UNTIL THE BALANCE IS PAID OFF AND TO TURN ELECTRICITY BACK ON AFTER THE FIRST MONTHLY PAYMENT OF \$145.

DOCUMENT  
FILED

**DOCKETED**  
AUG 20 2002

ORIGINAL

Z-0115197  
FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

ST 115 1979  
8-19-02

Please Print: 110150

1. Your Name, Mailing Address and Telephone Number.

Name DAWA L. SHANTA

Street/P.O. Box 11032 AZALEA DRIVE Apt.# ---

City PITTSBURGH State PA Zip 15235

County ALLEGHENY Home Telephone-Area Code (412) 798-3231  
Work Telephone-Area Code (412) 432-4397 \*

\* CALL ONLY THIS #

2. Name of Company your complaint concerns: DUQUESNE LIGHT

3. What is your complaint?

DUQUESNE LIGHT TERMINATED MY ELECTRICITY WITHOUT  
WARNING. I HAVE BEEN WITHOUT ELECTRICITY SINCE MAY 20, 2002.  
SEE ATTACHED.

(If you need more space, use additional paper and attach to this form).

(-over-)

46

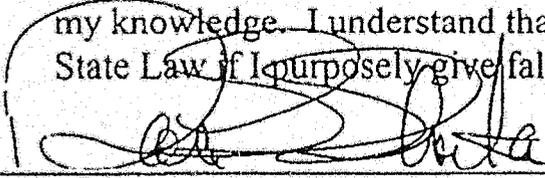
4. What do you want the Public Utility Commission to do about your complaint?

SEE ATTACHED

(If you need more space, use additional paper and attach to this form.)

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.

  
Original Signature of complaining person

August 12, 2002  
Date

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 \_\_\_\_\_

Telephone Number-Area Code ( ) \_\_\_\_\_

#3 What is your complaint?

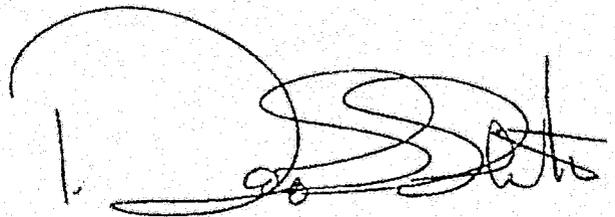
Duquesne Light terminated my electric service on May 20, 2002, without warning. I left for work around 7:00 a.m. - the electricity was on - but when I got home around 6:00 p.m., the electricity was off. I found a letter taped to the door stating that my electricity was turned off. I immediately called Duquesne Light only to find out that they were closed and that I would have to call during regular business hours. So I took a couple hours off of work the next morning (5/21) to call them first thing. I spoke with a Ms. Session. I tried to set up a payment plan but she didn't seem to want to help me and told me to call the Public Utility Commission (PUC) which I did immediately after I hung up from her. I spoke to a Tamika at the PUC. I provided all the information that she requested, she told me that they would let me know when a decision was made. That was on May 21, 2002. I waited to hear from the PUC, (probably 10 days), and when I didn't hear anything from them I started to call. I called every other day, sometimes twice a day, and was told the same thing, "no decision yet". After about 21 days, without electricity, when I called, I was told that there still was no decision, but that I was a high priority case because my electricity was off (This gave me hope that my electricity would be turned back on and that a payment plan had been reached). One of the representatives, his name was Christopher, finally told me the name of my investigator, Lionel Gonzalez. I asked that Mr. Gonzalez please contact me directly, well, that never happened. He never called. This went on until July 12, 2002, when I was finally told that a decision was made. I had no idea what the decision was until I received a letter in the mail on Monday, July 15, 2002. Needless to say, I was not happy.

A copy of the Informal Complaint Decision is attached.

#4 What do you want the Public Utility Commission to do about your complaint?

I would like the PUC to tell the company that I will pay the budget amount of \$145.00 a month until my balance is paid off and to turn the electricity back on after the first monthly payment of \$145.00.

THE BALANCE PAST DUE WILL BE PAID OFF  
IN LESS THAN 6 MONTHS.

A handwritten signature in black ink, appearing to be 'L. S. S. S.', written in a cursive style.

INFORMAL COMPLAINT DECISION  
BUREAU OF CONSUMER SERVICES, RESIDENTIAL TERMINATION UNIT  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Date: 7/12/2002

DANA SHANTA  
11032 AZALEA DR  
PITTSBURGH PA 15235

S.T. No: 1151979

Acct. No: 3001127762001

V.

DUQUESNE LIGHT COMPANY

---

You contacted the Public Utility Commission asking for help in preventing the termination of your utility service. The Residential Termination Unit looked into your records with the company and decided that:

- The company followed the proper procedures before terminating your service.
- Your total account balance is \$831.56. This balance does not include any payments or bills sent out on or after 6/5/2002.
- You must pay the company \$640.00 within sixty (60) days of 7/12/2002 to have your service turned back on. After sixty (60) days, the amount you must pay the company to have your service turned back on may change. *THIS IS MORE THAN WAS LATE 5/20 (double)*
- Once the company turns your service back on, you must pay the company a special budget amount of \$145.00 per month, beginning with your next bill. This amount may change depending on any change in the amount of service you use. *THIS IS WHAT I'll PAY WHEN SERVICE IS*
- This special budget amount includes a regular budget amount of \$45.00 per month, which is based on your monthly usage, plus \$100.00 that will be paid toward the account balance. *BACK ON*
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.

LIONEL GONZALEZ  
Investigator

**NOTIFICATION OF INTENT TO APPEAL**  
 (Request For Formal Complaint Forms)

*Timely*

**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 7/12/2002. 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.

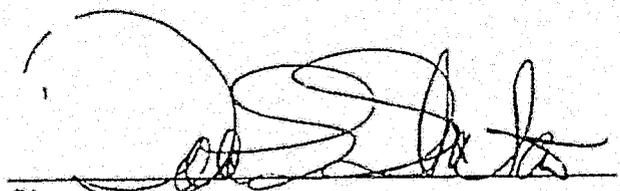
Thank You  
 Pennsylvania Public Utility Commission

**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.)

DANA SHANTA  
 11032 AZALEA DR  
 PITTSBURGH PA 15235

*ONLY CALL THIS #*  
*412-432-4397 (wk)*  
*412-798-3031 (un)*  
 (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:	1151979	Date of mailing:	7/12/2002
Company:	DUQUESNE LIGHT COMPANY		

RECEIVED  
 BUREAU OF CONSUMER SERVICES  
 REVISED 12/97  
 40



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

8-19-02

IN REPLY PLEASE  
REFER TO OUR FILE

JULY 30, 2002

ST 1151979

DANA SHANTA  
11032 AZALEA DR  
PITTSBURGH PA 15235

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 AUGUST 19, 2002 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:**

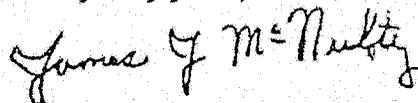
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**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

KSB

CC: DUQUESNE LIGHT COMPANY

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 20, 2002

DANA L. SHANTA  
Complainant

VS.

DUQUESNE LIGHT COMPANY  
Respondent

Complaint Docket  
No Z-01151979

DOCUMENT  
FOLDER

DOCKETED  
AUG 20 2002

---

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 17120, an answer (original and two 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)

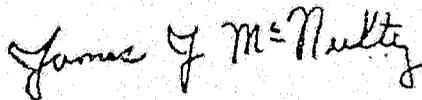
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: AUGUST 20, 2002

Z-01151979

DUQUESNE LIGHT CO  
JOHN MARSHALL PRESIDENT  
411 7TH AVENUE  
PITTSBURGH PA 15219-1905

DOCUMENT  
FILED

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by DANA L. SHANTA. 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.

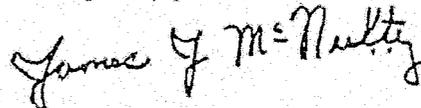
AUGUST 20, 2002

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,



James J. McNulty  
Secretary

KSB



**Duquesne Light**

A DQE Company

Legal Department  
411 Seventh Avenue, 9-1  
Pittsburgh, PA 15219

Tel 412-393-1541  
Fax 412-393-1418  
jsinclair@dqe.com

Joelle Blaho-Sinclair  
Attorney

September 12, 2002

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SEP 12 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Certificate of Mailing

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

RE: Dana L. Shanta v Duquesne Light Company  
Docket No. Z-01151979

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,

*Joelle Blaho-Sinclair*  
Joelle Blaho-Sinclair  
Attorney for  
Duquesne Light Company

DOCUMENT  
FOLDER

encs

c Dana L. Shanta (w/enclosure)

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SEP 12 2002

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

DANA L. SHANTA, )  
 )  
 Complainant, )  
 )  
 v. )  
 )  
 DUQUESNE LIGHT COMPANY, )  
 )  
 Respondent. )

Docket No. Z-01151979

DOCUMENT  
FOLDER

ANSWER AND NEW MATTER

TO THE HONORABLE COMMISSION:

AND NOW comes the Respondent, Duquesne Light Company, by and through its attorneys, Joelle Blaho-Sinclair and Regina Sestak, and files the within Answer and New Matter of which the following is a statement:

Answer

1. Admitted. However, by way of further response, as Complainant's averment "\*\*call only this #" appears to be referring to the asterisk which Complainant has placed after her work number, no response is required.

2. Admitted.

3. Admitted in part and denied in part. It is admitted that Respondent terminated Complainant's electric service.

Complainant's averment, "Duquesne Light terminated my electricity without warning," is denied. On the contrary, Respondent issued Complainant

DOCKETED  
SEP 12 2002

a 10 day termination letter on April 26, 2002, Respondent's representatives left voice mail messages advising her of the pending termination on May 3, 2002 and May 8, 2002 and posted a 48 hour termination notice at Complainant's premises on May 14, 2002.

Complainant's averment that she has been without electricity since May 20, 2002 is admitted. By way of further response, Complainant was the ratepayer of record for Account Number 3001127762001, 11032 Azalea Drive, Pittsburgh, PA 15235, from December 17, 1999 until May 20, 2002 when her service was terminated for non-payment.

Complainant's averment, "see attached," is apparently intended to incorporate into the Complaint the portion of the one-page, typewritten document labeled "#3 [w]hat is your complaint?" that was attached to the Complaint. Respondent responds as follows:

Complainant's averment "#3 What is your complaint?" is a query to which no response is required.

Complainant's averment, "Duquesne Light terminated my electric service on May 20, 2002," is admitted.

Complainant's averment that her electric service was terminated without warning is denied. On the contrary, as noted above, Complainant received numerous notices and warnings of her impending termination.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averment regarding her work schedule and this averment is therefore denied.

Complainant's averments that her electricity was off when she got home around 6:00p.m.on May 20, 2002 is admitted.

In the averment "I found a letter taped to the door stating that my electricity was turned off," Complainant appears to be referring to the termination notice that Respondent tapes to the doors of customers in order to notify them that their electricity has been turned off. If so, this averment is admitted.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averments "I immediately called Duquesne Light" and this averment is therefore denied.

As it is unclear what telephone number Complainant dialed in order to contact Respondent, Respondent is without sufficient knowledge or information to form a belief as to the truth of the averment that Respondent "was closed" and Complainant "would have to call during regular business hours." These averments are therefore denied.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averment that "I took a couple hours off of work the next morning (5/21) to call them first thing," and this averment is therefore denied.

Complainant's averments that she spoke with a Ms. Session and that Ms. Session tried to set up a payment plan are denied. Respondent's records do not indicate that Complainant spoke with a Ms. Session.

Complainant's averment, "she didn't seem to want to help me," is a statement of opinion to which no response is required.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averments regarding whether Ms. Session told Complainant to call the PUC and Complainant's subsequent contacts, inquiries, conversations, and dealings with representatives of the PUC. These averments are therefore denied.

Complainant's averment "[t]his gave me hope that my electricity would be turned back on and that a payment plan had been reached," is a statement of opinion to which no response is required.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averments that she spoke to or communicated with a representative named Christopher or Lionel Gonzalez, and this averment is denied. By way of further response, it is admitted that Lionel Gonzalez was an investigator for the PUC in this matter.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averment that Lionel Gonzalez never called Complainant and this averment is therefore denied.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averments "[t]his went on until July 12, 2002, when I was finally told that a decision was made," and "I had no idea what the decision was until I received a

letter in the mail on Monday, July 15, 2002," and these averments are therefore denied.

Complainant's averment that she was not happy with the decision of the PUC is a statement of opinion to which no response is required. By way of further response, the Public Utility Commission (PUC) Bureau of Consumer Services (BCS) issued a decision at BCS Case Number: 1151979 which required Complainant to pay \$640.00 to restore service and to pay a special budget amount of \$145.00 a month. Said special budget includes a regular budget amount of \$45.00 plus \$100.00 toward the account balance. The regular budget is an average based upon usage, which is recomputed monthly and is therefore subject to change. A copy of the Decision Data Sheet is attached hereto, incorporated herein, and marked Exhibit 1.

Complainant's averment, "[a] copy of the Informal Complaint Decision is attached," is apparently intended to incorporate into the Complaint the one page copy of the Informal Complaint Decision of the Bureau of Consumer Services, Residential Termination Unit attached to the Complaint. Respondent responds as follows:

The authenticity of the attached Decision is admitted. The attached Decision contains handwritten notations. As it is not clear what Complainant intends to mean by the notation "[t]his is more than was late 5/20 (double)," after reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of this averment and it is therefore denied.

This attachment also contains the averment "[t]his is what I'll pay when service is back on," which is a statement of intention to which no response is required.

4. Complainant's averment, "see attached," is apparently intended to incorporate into the Complaint the portion of the one-page, typewritten document labeled "#4 [w]hat do you want the Public Utility Commission to do about your complaint?" attached to the Complaint. Respondent responds as follows:

Complainant's averment "#4 [w]hat do you want the Public Utility Commission to do about your complaint?" is a query to which no response is required.

To the extent this paragraph contains a request for relief, no response is required.

Complainant's averment "the balance past due will be paid off in less than 6 months," is a statement of opinion to which no response is required.

Complainant's signature is an averment to which no response is required.

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

New Matter

5. Paragraphs one through four above are hereby incorporated by reference.

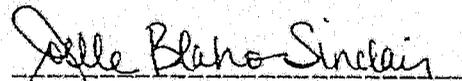
6. Since the BCS decision went into effect, Respondent has not received any payments on the account in question.

WHEREFORE, Respondent requests that the Commission:

- 1) issue an interim order, which directs Complainant to make payments as directed by said BCS decision pending further order on her complaint;
- 2) require Complainant to make a lump sum payment of the amount due and payable to Respondent pursuant to said BCS decision, which remains unpaid as of the date of the hearing or date of final order.

Respectfully submitted:

DUQUESNE LIGHT COMPANY  
By Counsel:



Joelle Blaho-Sinclair  
Pa. J.D. # 70372  
Duquesne Light Company  
411 Seventh Avenue, 9-1  
Pittsburgh, PA 15219  
Telephone: (412) 393-1541  
FAX (412) 393-1418



AFFIDAVIT

I, Fred R. Allison, 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 Vice President - Information Technology and Revenue Cycle 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.

*Fred R. Allison*

-----  
Fred R. Allison

Sworn and subscribed before me this 12th day of September, 2002.

*Mary Jane Hammer*

-----  
Notary Public

My Commission Expires

Notarial Seal  
Mary Jane Hammer, Notary Public  
City of Pittsburgh, Allegheny County  
My Commission Expires Oct. 6, 2003  
Member, Pennsylvania Association of Notaries

RECEIVED

SEP 12 2002

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Before the  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DANA L. SHANTA,	)	
	)	
Complainant,	)	
	)	
v.	)	Docket No. Z-01151979
	)	
DUQUESNE LIGHT COMPANY,	)	
	)	
Respondent.	)	

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).

Dana L. Shanta  
11032 Azalea Drive  
Pittsburgh, PA 15235

Dated this 9/12/02.

*Joelle Blaho Sinclair*  
 \_\_\_\_\_  
 Joelle Blaho-Sinclair  
 Pa. I.D. # 70372  
 Duquesne Light Company  
 411 Seventh Avenue, 9-1  
 Pittsburgh, PA 15219  
 Telephone. (412) 393-1541  
 FAX (412) 393-1418



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge

P.O. Box 3265, Harrisburg, PA 17105-3265

November 22, 2002

IN REPLY PLEASE  
REFER TO OUR FILE

DOCUMENT  
FOLDER

In Re: Z-01151979

«FIRSTNAME» «MIDDLEINITIAL» «LASTNAME» «JOBTITLE»  
«COMPANY»  
«ADDRESS1»  
«ADDRESS2»  
«ADDRESS3»  
«CITY» «STATE» «POSTALCODE»

**DOCKETED**  
JAN 06 2003

Dana L. Shanta v. Duquesne Light Company

Terminated/Requests payment arrangements.

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial telephone hearing  
Date: Monday, December 23, 2002  
Time: 10:00 a.m.  
Presiding: Administrative Law Judge Michael A. Nemeo  
1103 Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, PA 15222  
Telephone: (412) 565-3530  
Fax: (412) 565-5692

The judge will be presiding as authorized by Chapter §56.174 of the Pennsylvania Code.

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

At the above date and time, the Presiding Officer will contact the parties as follows:

Dana L. Shanta	(412) 796-3231
Joelle Blaho-Sinclair, Esquire	(412) 393-1541

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

*Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.*

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.