

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 03/22/06
8. DOCKET NO: C 20066016	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GUDZAN, JOHN

RESPONDENT/APPLICANT: DUQUESNE LIGHT COMPANY

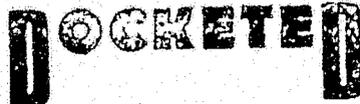
COMP/APP COUNTY: BEAVER

UTILITY CODE: 110150

ALLEGATION OR SUBJECT

COMPLAINANT STATES SERVICE WAS PUT INTO HIS NAME WITHOUT HIS KNOWLEDGE. THERE WERE ALSO NO BILLS SENT TO HIS ADDRESS ALTHOUGH THE UTILITY HAS THE CORRECT BILLING ADDRESS. HE WANTS THE PUC TO DISABLE THE ACCOUNT.

DOCUMENT
FOLDER



MAR 23 2006

Unsubmitted

Must be returned by MARCH 15, 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

110150

Please print or type.

C-20060016

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name JOHN GUDZAN

Street/P.O. Box 1108 ROOSEVELT ST Apt # _____

City CONWAY State PA Zip 15027

County BEAVER

Area Code/HOME Phone 724-869-3626

Area Code/WORK Phone _____

Utility Account Number 2000-352-796-005
(from your bill)

SECRETARY OF REVENUE
RECEIVED
2006 MAR 22 AM 9:30

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name _____

Street/P.O. Box 90-25 12TH STREET

City AMBRIDGE State PA Zip 15003

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: DUQUESNE LIGHT

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

22

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.

Other. Service put in my name without my knowledge.
 (explain) NO Bills were sent to my Address Although the utility has the correct billing Address

B. State the facts of your complaint.
 Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

In Reference to #7 of the P.U.C. decision, I never was aware the bill was put in my name until March of 2005. April 2005 I contacted Duguesne light by phone. They admitted they had made payment arrangements for that bill - 86 12th St. 2nd Floor with the tenant responsible - Chuck & Dorothy Clifford. When Cliffords did not pay they put the bill in my name - but sent to the same Address. I never authorized the bill being put in my name nor did Duguesne RELIEF light notify me of the bill until it was \$4,141.50

5. What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I want the P.U.C. to disallow this bill for 2 REASONS:

1. I did not authorize the bill in my name - Duguesne light knew the Cliffords were responsible for the bill
2. Duguesne light had my address for billing but never notified me of this 5 outstanding bill.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I JOHN GADZAN, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

John Gadzan
(Signature)

3/14/06
(Date)

1108 Roosevelt Street
Conway, Pa. 15027

April 3, 2005

Michelle Bien
Customer Relations Dept.
Duquesne Light Co.
411 Ave. MD 6-892
Pittsburgh, Pa. 15230-1930

Dear Michelle Bien,

I am writing I reference to account #'s 2000-352-796-005 and 2000-352-796-020. I spoke with you in February regarding the first account and am still awaiting your response. It was my understanding that you were to confer with your legal department then get back in touch with me. I have received two more erroneous bills since our discussion and am at a loss as to how to proceed. I would greatly appreciate your taking the time to review this situation and respond to me by phone, 724-713-4638 or in writing at the above address.

Cordially,

John Gudzan

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.



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

Due 3/15/06

IN REPLY PLEASE
REFER TO OUR FILE

FEBRUARY 23, 2006

BCS1851961

JOHN GUDZAN
1108 ROOSEVELT STREET
CONWAY PA 15027

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 MARCH 15, 2006 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:

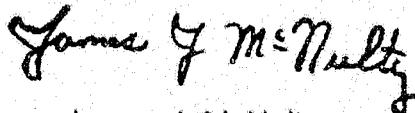
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

SS

cc: DUQUESNE LIGHT

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

Smily

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 twenty days of this date: JANUARY 31, 2006. 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.)

JOHN GUDZAN
1108 ROOSEVELT STREET
CONWAY PA 15027

724-869-3026
(Area Code) Telephone Number

John Gudzan
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1851961
Company: DUQUESNE LIGHT

Date of mailing: JANUARY 31, 2006

REVISED 11/97

RECEIVED

FEB 2 3 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Handwritten mark

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: March 23, 2006

JOHN GUDZAN
Complainant

v.

DUQUESNE LIGHT COMPANY
Respondent

Complaint Docket
No: C-20066016

DOCUMENT
FOLDER

DOCKETED

MAR 23 2006

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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: March 23, 2006

C-20066016

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

DOCUMENT
FOLDER

Dear Mr. O'Brien:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JOHN GUDZAN. 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.

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

March 23, 2006

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

ane



Duquesne Light
Our Energy...Your Power

ORIGINAL

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

April 17, 2006

RECEIVED

APR 17 2006

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: John Gudzan v. Duquesne Light Company
Docket No. C-20066016

Dear Secretary McNulty:

An original and three copies of Duquesne Light Company's Answer are enclosed. 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: John Gudzan (w/enclosure)

**DOCUMENT
FOLDER**

RECEIVED

APR 17 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JOHN GUDZAN,)
)
 Complainant,)
)
 v.)
)
 DUQUESNE LIGHT COMPANY,)
)
 Respondent)

Docket No. C-20066016

DOCUMENT
FOLDER

DOCKETED
APR 24 2006

ANSWER

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 of which the following is a statement:

1. Admitted. However, by way of further response, in addition to Complainant's listed utility service to 90 12th Street, 2nd Floor, Ambridge, PA 15003, under Account No. 2000352796005, this complaint also appears to involve electric service in Complainant's name at 86 12th Street, Floor 2, Ambridge, PA 15003, under Account No. 2000352796020.

2. Admitted.

3. Admitted

4. A. If Complainant intends his averment that service was put in his name without his knowledge to refer to his Account No. 2000352796005

("the 90 12th Street account") then this averment is denied. On the contrary, Respondent established service in Complainant's name effective January 13, 1999 after it received his application for service. A copy of said application is attached hereto, incorporated herein, and labeled Exhibit 1.

As it is unclear which address Complainant is referring to in his averment, "[n]o bills were sent to my address," 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. By way of further response, bills for service to the 90 12th Street account were mailed to the service premises until December 1, 2004, when Respondent changed the mailing address to 1108 Roosevelt Street, Conway, PA 15027, at Complainant's request.

Complainant's averment that Respondent has the correct mailing address is admitted.

B. Complainant's averment, "[i]n reference to #7 of the P.U.C. decision," is apparently intended to identify the subject matter of this paragraph by referring to paragraph 7 of the decision on Complainant's informal complaint to the Public Utility Commission (PUC) Bureau of Consumer Services (BCS) at BCS Case No. 1851961. If so, said averment is a statement of opinion to which no response is required. The BCS decision is attached hereto, incorporated herein and labeled Exhibit 2. By way of further response, said Paragraph 7 concerns Complainant's electric service account at 86 12th Street ("the 86 12th Street account"), Account No. 2000352796020.

RECEIVED

APR 17 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

APR 17 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Complainant's averment, "I never was aware the bill was put in my name until March of 2005," is a statement of opinion to which no response is required.

Complainant's averment that he contacted Respondent by phone in April 2005 is denied. On the contrary, Respondent has no record of any call received from Complainant concerning the 86 12th Street Account in April 2005.

If Complainant intends "they" to refer to Respondent in his averment, "[t]hey had made payment arrangements for that bill - 86 12th St., 2nd Floor with the tenant responsible Chuck & Dorothy Clifford," this averment is denied. By way of further response, on January 21, 2003, Complainant called Respondent and authorized Chuck Clifford to discuss the 90 12th Street account. On January 22, 2003, Chuck Clifford called Respondent and established a payment agreement on the 90 12th Street account of regular budget plus \$20 beginning in February 2003. The regular budget is an average based upon usage, which is recomputed monthly and is therefore subject to change.

Complainant's averment that the bill for the 90 12th Street premises was put in his name when his tenants, the "Cliffords," did not pay their bill is denied. On the contrary, the bill was put in Complainant's name based upon his application for service. See Exhibit 1. Prior to Complainant's application for service, service to the 90 12th Street premises had been in the name of the prior owner. This was because, on October 13, 1998, Respondent's field service representative discovered that the hot water boiler pump that provided heat for the entire premises was connected to the 2nd floor meter. Section 1529.1 of the Public Utility Code, 66 Pa. C.S. §1529.1, requires that service to

dwelling units that are not individually metered must be billed in the name of the property owner. Service to the 90 12th Street premises remained in Complainant's name until December 14, 2004, when a tenant established service. This was permitted because, on December 7, 2004, Respondent's field service representative had determined that the hot water boiler pump had been rewired and was now assigned to the meter serving the premises at 86 12th Street, Floor 2, Ambridge, PA 15003, which Complainant also owns.

Respondent's representative advised Complainant that his tenant at 90 12th Street, Floor 2 could now apply for service and that he could cancel service in his name at that premises. Respondent also cancelled the tenant's account at 86 12th Street, Floor 2, and established Account No. 2000352796020 at the 86 12th Street premises under Complainant's name as required by Section 1529.1 of the Public Utility Code. The unpaid balance of Complainant's 90 12th Street account, Account No. 2000352796005, was transferred to his 86 12th Street account, Account No. 2000352796020.

It is unclear what address Complainant is referring to in his averment, "but sent to the same address," therefore, 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.

As it is unclear which account Complainant is referring to in his averment, "I never authorized the bill being put in my name," 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. By way of further response, as noted above, the 90 12th Street account was billed

to Complainant in accordance with his service application and the 86 12th Street account was placed in his name in compliance with Section 1529.1 of the Public Utility Code.

Complainant's averment that Respondent did not notify him of the bill until it was \$4,141.72 is denied. On the contrary, Respondent issued regular bills on Complainant's 90 12th Street account. The final bill due January 4, 2005, was \$3121.79. No payment was received by Respondent and on January 5, 2005, this amount was transferred to Complainant's 86 12th Street account. Monthly bills were issued on the 86 12th Street account; its balance was \$4141.72 on January 27, 2006.

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

1. As it is unclear which "bill" Complainant is referring to in his averment, "I did not authorize the bill in my name," 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.

Complainant's averment that Respondent knew the "Cliffords" were responsible for the bill is denied. On the contrary, as noted above, it was Respondent's understanding that Complainant was responsible for the accounts in question under Section 1529.1 of the Public Utility Code and his service application.

2. Complainant's averment, "Duquesne Light had my address for billing but never notified me of this outstanding bill," is denied. On the contrary, Respondent sent bills for the 90 12th Street account to the service

premises until Complainant provided the Conway mailing address, which is also the mailing address on the 86 12th Street account.

6. After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averment that the court has not granted a "Protection from Abuse" order for his personal safety, and this averment is therefore denied.

7. Admitted.

8. No response is required to Complainant's verification and signature.

9. As this paragraph is blank, no response is required.

Attachments:

Complainant has attached three one-page documents which he apparently intends to incorporate into his Complaint, which will be addressed as follows:

Letter Dated April 3, 2005

This document is a letter addressed to Respondent's employee Michelle Bien (Bien). Respondent responds to the averments contained in said letter as follows:

Complainant's and Bien's addresses are admitted.

No response is required to the date "April 3, 2005."

Complainant's averment that he is writing in reference to Account Nos. 2000352796005 and 2000352796020 is a statement of opinion to which no response is required.

Complainant's averments concerning a conversation with Bien are admitted in part, denied as stated in part and denied in part. To the extent that

these averments include statements of opinion, no response is required. By way of further response, Respondent's records indicate that said conversation occurred on January 20, 2005. It is denied that Respondent received erroneous bills on either account. On the contrary, Respondent issued three bills to Complainant on the 86 12th Street account between the date of his conversation with Bien and the date on the letter. All of these bills were based upon meter readings and the appropriate tariff rate.

Complainant's averment, "I would greatly appreciate your taking the time to review this situation and respond to me by phone, 724-713-4638 or in writing at the above address," is a statement of opinion to which no response is required.

No response is required to Complainant's closure "Cordially."

No response is required to Complainant's name.

Letter dated February 23, 2006:

This document appears to be a photocopy of portions of two pages of a letter from the PUC to Complainant concerning his appeal of the decision on his informal complaint, and contains both machine-printed and hand-written portions.

The authenticity of the machine-printed portion of said letter is admitted.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of the hand-written averment, "Due 3/15/06," and it is therefore denied.

Notification of Intent to Appeal.

This document appears to be a photocopy of a PUC form that contains both machine printed and hand-written portions. The authenticity of the machine-printed portion of this document is admitted.

An illegible hand-written notation appears in the upper right corner and the number "22" appears in the lower right corner. In that the meaning of these notations are unclear, after reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to their truth and these averments are therefore denied.

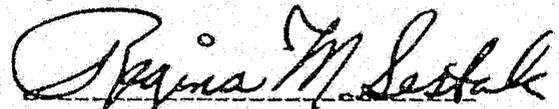
Complainant's telephone number is admitted.

No response is required to Complainant's signature.

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

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

BCS CASE NUMBER: 1851961

DATE CASE OPENED: 2/23/2005

CUSTOMER NAME: JOHN C GUDZAN

ACTION DATE: 1/31/2006 2:54:02 PM

UPDATED BY: VALERIE FISHER

INVESTIGATION DESCRIPTION:

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265
JANUARY 31, 2006

BCS NO:

1851961

JOHN GUDZAN
1108 ROOSEVELT STREET
CONWAY PA 15027

THE BUREAU OF CONSUMER SERVICES (BCS) HAS COMPLETED ITS INVESTIGATION INTO YOUR INFORMAL COMPLAINT. ATTACHED IS THE DECISION RESULTING FROM THAT INVESTIGATION. A COPY OF THIS DECISION HAS ALSO BEEN SENT TO YOUR UTILITY COMPANY. THIS DECISION IS BINDING ON ALL PARTIES, AND UNLESS IT IS APPEALED WILL BECOME FINAL 20 DAYS AFTER THE DATE OF THIS LETTER.

IF YOU DO NOT AGREE WITH ANY PART OF THIS DECISION YOU MAY APPEAL IT BY FILING A FORMAL COMPLAINT. YOU CAN DO THIS BY COMPLETING THE ATTACHED REQUEST FOR FORMAL COMPLAINT FORMS. RETURN THIS FORM TO THE PUBLIC UTILITY COMMISSION, AND THE FORMAL COMPLAINT FORMS WILL BE MAILED TO YOU. IF YOU WISH TO APPEAL, YOU MUST RETURN THIS FORM TO THE PUBLIC UTILITY COMMISSION BY THE DATE SHOWN ON THE FORM. YOUR COMPLAINT WILL BE ASSIGNED TO AN ADMINISTRATIVE LAW JUDGE, AND A HEARING DATE WILL BE ASSIGNED.

YOU DO NOT NEED A LAWYER TO FILE AN APPEAL.

YOU MUST MAKE ALL OF THE PAYMENTS REQUIRED BY THIS DECISION. IF YOU DO NOT MAKE THESE PAYMENTS THE UTILITY COMPANY IS PERMITTED TO TERMINATE YOUR UTILITY SERVICE.

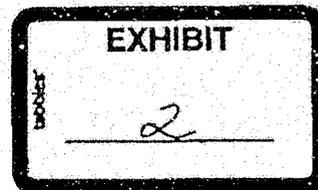
IF YOU HAVE ANY QUESTIONS ABOUT THE TERMS AND CONDITIONS OF THIS DECISION OR ABOUT THE PUBLIC UTILITY COMMISSION'S APPEAL PROCEDURES YOU MAY CALL ME TOLL FREE AT 1-800-782-1110, OR YOU MAY CALL ME DIRECTLY AT 717-772-1720.

SINCERELY,

VALERIE FISHER
UTILITY COMPLAINT INVESTIGATOR

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

JOHN GUDZAN
1108 ROOSEVELT STREET



BCS CASE NUMBER: 1851961
CUSTOMER NAME: JOHN C GUDZAN

DATE CASE OPENED: 2/23/2005

CONWAY PA 15027

V.
DUQUESNE LIGHT

CASE NUMBER: 1851961
ACCOUNT NUMBER: 2000352796020

DECISION ON INFORMAL COMPLAINT BY THE BUREAU OF CONSUMER SERVICES:

STATEMENT OF COMPLAINT:

A SUMMARY OF THE CUSTOMER'S COMPLAINT IS AS FOLLOWS:

THIS CUSTOMER IS DISPUTING LIABILITY FOR RENTAL PROPERTIES AT 86 12TH STREET, 2ND FL AND 90 12TH STREET, 2ND FL.

INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER SERVICES REVEALED:

- 1) THAT IN 1998 THE COMPANY VERIFIED AN ACT 54 SITUATION AT 90 12TH STREET. THE COMPANY REVEALED THE HOT WATER BOILER PUMP THAT PROVIDED HEAT TO THE PREMISE WAS ON THE 2ND FL METER. THE METER IN QUESTION WAS LISTED IN THE THEN PROPERTY OWNER'S NAME
- 2) THAT COMPANY RECORDS SHOW JOHN GUDZAN PURCHASED THE PROPERTY AND ON JANUARY 13, 1999, CONTACTED THE COMPANY TO REQUEST THE ELECTRIC SERVICE ESTABLISHED IN HIS NAME AT 90 12TH STREET, 2ND FLOOR.
- 3) THAT BILLING WAS SENT TO MR. GUDZAN AT 90 12TH STREET, 2ND FLOOR.
- 4) THAT COMPANY RECORDS SHOW A CHANGE OF MAILING ADDRESS WAS RECEIVED. THE MAILING ADDRESS WAS CHANGED TO 1108 ROOSEVELT STREET, CONWAY, PA. 15027.
- 5) THAT ON DECEMBER 7, 2004, A FIELD INSPECTION WAS COMPLETED AT THIS PROPERTY. THE INSPECTION REVEALED THE HOT WATER HEATING BOILER HAD BEEN REWIRED AND WAS NOW ASSIGNED TO THE METER FOR THE ADJOINING PREMISE OF 86 12TH STREET, FLOOR 2.
- 6) THAT THE COMPANY REMOVED THE ACT 54 CODE FOR THE 90 12TH STREET ADDRESS AND PLACED THE ACT 54 CODE ON THE ACCOUNT AT 86 12TH STREET, 2ND FL
- 7) THAT THE TENANTS ACCOUNT AT 86 12TH STREET, 2ND FL, WAS CANCELLED AND THE SERVICE PLACED IN THE NAME OF THE PROPERTY OWNER JOHN GUDZAN.
- 8) THAT THE BALANCE IN THE NAME OF JOHN GUDZAN FROM 90 12TH STREET, 2ND FL WAS TRANSFERRED TO THE ACCOUNT ESTABLISHED AT 86 12TH STREET, 2ND FL.
- 9) THAT AS OF JANUARY 27, 2006, THE TOTAL ACCOUNT BALANCE IS \$4,141.72.
- 10) THAT ACT 54 REQUIRES THAT ALL ACCOUNTS AT A RESIDENTIAL RENTAL PROPERTY THAT ARE NOT SEPARATELY METER, BE LISTED IN THE NAME OF THE PROPERTY OWNER

BASED ON THESE FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES:

BCS CASE NUMBER: 1851961

DATE CASE OPENED: 2/23/2005

CUSTOMER NAME: JOHN C GUDZAN

1) JOHN GUDZAN IS LIABLE FOR THE TOTAL BALANCE OF \$4,141.72 FOR SERVICE TO 86 12TH STREET, 2ND FL AND 90 12TH STREET, 2ND FL.

THEREFORE IT IS DECIDED:

- 1) THAT THE INFORMAL COMPLAINT OF JOHN GUDZAN IS DISMISSED.
- 2) THAT BEGINNING IN FEBRUARY 2006, THIS CUSTOMER SHALL PAY ALL CURRENT BILLS AS DUE PLUS \$100.00 TOWARD THE ARREARS BY THE DUE DATE EACH MONTH UNTIL THE BALANCE IS PAID IN FULL.
- 3) THAT THE FEBRUARY 2006 DUE DATE SHALL BE EXTENDED TO FEBRUARY 23, 2006.

JANUARY 31, 2006

VALERIE FISHER
 UTILITY COMPLAINT INVESTIGATOR
 BUREAU OF CONSUMER SERVICES
 PA PUBLIC UTILITY COMMISSION

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 TWENTY DAYS OF THIS DATE: JANUARY 31, 2006. 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: JOHN GUDZAN
(PLEASE CORRECT ANY MISTAKES) 1108 ROOSEVELT STREET
CONWAY PA 15027

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 Operational 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 13th day of April, 2006.

Mary Jane Hammer
Notary Public

My Commission Expires October 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

Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION

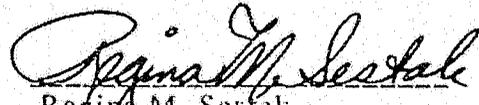
JOHN GUDZAN,)
)
 Complainant,)
)
 v.) Docket No. C-20066016
)
 DUQUESNE LIGHT COMPANY,)
)
 Respondent.)

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).

John Gudzan
1108 Roosevelt Street
Conway, PA 15027

Dated this 17th day of April, 2006.


Regina M. Sestak
Pa. I.D. # 23632
Duquesne Light Company
411 Seventh Avenue
Mail Drop 8-2
Pittsburgh, PA 15219
Telephone: (412) 393-1196
FAX (412) 393-1418



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
June 1, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20066016

(See attached list)

**DOCUMENT
FOLDER**

John Gudzan v. Duquesne Light Company

Service dispute.

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: Wednesday, July 19, 2006
Time: 10:00 a.m.
Presiding: Administrative Law Judge Robert P. Meehan
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
Telephone: 412.565.3550
Fax: 412.565.5692

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

John Gudzan	724-869-3626
Regina M. Sestak, Esquire	412-393-1546

DOCKETED
JUN 06 2006

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.

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 5 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 at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Meehan
Susan Licon
Beth Plantz
Docket Section
Calendar File