

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: 06/04/03
8. DOCKET NO: Z-01358891	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MOUNIR, CAROL J

RESPONDENT/APPLICANT: DUQUESNE LIGHT COMPANY

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 110150

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE CAN NOT AFFORD TO PAY \$138.00 A MONTH. SHE IS ASKING TO BE PUT ON A BUDGET AT \$80.00 A MONTH.

DOCUMENT  
FOLDER

DOCKETED  
JUN 07

RECEIVED

FORMAL COMPLAINT FORM  
Pennsylvania Public Utility Commission

6/19/09

2003 JUN -4 AM 9:48

Please Print:  
SECRETARY'S BUREAU

ST 1358891

Z-01358891

1. Your Name, Mailing Address and Telephone Number.

Name CAROL S. MOUNIR  
Street/P.O. Box 2202 SAMH ST Apt.# 2ND FLOOR  
City POH State PA Zip 15203  
County ALLEGHENY Home Telephone-Area Code 412 481-1931  
Work Telephone-Area Code 412 255-2396

2. Name of Company your complaint concerns: DUQUESNE LIGHT

3. What is your complaint?

I CANNOT AFFORD TO PAY \$138.00 A  
MONTH FOR ELECTRICITY. ALONG WITH  
MY LIVING EXPENSES, I HAVE \$150 A  
MONTH IN PRESCRIPTIONS. I HAVE LIVED  
HERE 13 YEARS - THIS IS THE MOST  
I HAVE EVER OWED - I JUST  
NEED A LITTLE HELP.

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

ORIGINAL

(-over-)

DOCKETED DOCUMENT  
FOLDER

JUN 07 2003

321

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

LOWER MY MONTHLY PAYMENT TO  
\$80 A MONTH.

(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.

Carol J. Maurin

Original Signature of complaining person

6/1/03

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 ( ) \_\_\_\_\_

**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 5/15/2003. 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.)

CAROL J MOUNIR  
2202 SARAH STREET FLR 2  
PITTSBURGH PA 15203

CAROL

412-431-1931

(Area Code) Telephone Number

Carol J Mounir

Signature

Mail this completed form to:

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

ST Number:	1358891	Date of mailing:	5-20-03	5/15/2003
Company:	DUQUESNE LIGHT COMPANY			

THE PAYMENT \$ 133 PER MONTH  
IS TOO HIGH. I CANNOT AFFORD

REVISED 12/97  
MAY 22 AM 8:59  
RECEIVED  
SECRETARY'S BUREAU



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

6/19/03

IN REPLY PLEASE  
REFER TO OUR FILE

May 30, 2003

ST 1358891

CAROL MOUNIR  
2202 SARAH STREET FLR 2  
PITTSBURGH PA 15203

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 June 19, 2003 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

nvl

CC: DUQUESNE LIGHT COMPANY

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 9, 2003

CAROL J MOUNIR  
Complainant

DOCUMENT  
FOLDER

VS.

DUQUESNE LIGHT COMPANY  
Respondent

Complaint Docket  
No: Z-01358891

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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: JUNE 9, 2003

Z-01358891

VICTOR ROQUE PRESIDENT  
DUQUESNE LIGHT COMPANY  
411 7TH AVENUE 16-001  
PITTSBURGH PA 15219-1905

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by CAROL I MOUNIR. 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.

**DOCKETED**

JUN 07 2003

DOCUMENT  
FOLDER

JUNE 9, 2003

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

ddi



**Duquesne Light**  
A DQE Company

**ORIGINAL**

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

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

Regina M. Sestak  
Attorney

June 27, 2003

**RECEIVED**

JUN 27 2003

Certificate of Mailing

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

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: Carol J. Mounir v. Duquesne Light Company  
Docket No. Z-01358891

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  
Attorney for  
Duquesne Light Company

DOCUMENT  
FOLDER

ences

c: Carol J. Mounir (w/enclosure)

75

RJP

RECEIVED

JUN 27 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

ORIGINAL

Before the  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CAROL J. MOUNIR, )  
 )  
 Complainant, )  
 )  
 v. )  
 )  
 DUQUESNE LIGHT COMPANY, )  
 )  
 Respondent. )

Docket No. Z-01358891

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ANSWER AND NEW MATTER

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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.
3. Denied.

DOCUMENT  
FOLDER

DOCKETED

JUL 02 2003

Complainant's averment, "I cannot afford to pay \$138.00 a month for electricity," is a statement of opinion to which no response is required. By way of further response, this averment appears to be a reference to the decision on Complainant's informal complaint to the Public Utility Commission (PUC) Bureau of Consumer Services (BCS) at BCS Case Number: 1358891. Said

decision required Complainant to pay a special budget amount of \$138.00 a month beginning June 5, 2003. Said special budget includes a regular budget amount of \$78.00 plus \$60.00 toward the account balance. The regular budget is an average based upon usage, which is recomputed monthly and is therefore subject to change. A print-out of the electronic transmission evidencing this decision 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 that along with her living expenses she has \$150.00 a month in prescriptions and that she has lived at her address for 13 years, and these averments are therefore denied.

As it is unclear what Complainant is referring to in her averment, "[t]his is the most I have ever owed," 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 she just needs a little help is a request for relief to which no response is required.

4. This paragraph contains a request for relief, 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 received one payment on the account in question, \$138.00 on June 17, 2003.

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, payments for current consumption 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, 9-1  
Pittsburgh, PA 15219  
Telephone: (412) 393-1546  
FAX (412) 393-1418

RECEIVED

JUN 27 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Complaint - Create ICA Client  
 File Edit View Window Help  
 Mediation Complaint For Customer MOUNTAIN, CAROL - ICS #: 1320037 - AVEI #: 000140003031111

General/Open Information  
 Payment Information  
 Prior Agreements  
 Final Report Information  
 Departments, Employee Contacts, Problems and Complaints  
 Investigative Contacts  
 Closing Information

Status:  Receipt of PUC Decision  
 Date Sent: 05/12/2003  
 Date Closed: 05/13/2003  
 Closing Date Received: 05/20/2003 12:46:51

Justified:  Internal Justification, No  
 Region Justified:    
 Decision:  Written, C, Dist  
 Decision Balance: \$388.02  
 Balance Date: 05/12/03  
 Error Code:

Lump: Requested:  Awarded: \$0.00  
 Difference:  Date Awarded: 00/00/00  
 Service Related: \$0.00

Budget Payments: Regular: \$78.00  
 Award Plus: \$50.00  
 Special: \$138.00  
 Monthly Payments: Current: \$0.00  
 First: \$0.00  
 End: \$0.00

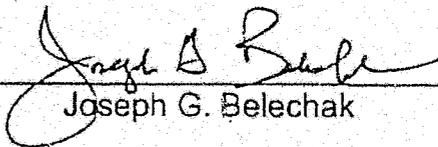
Decision Type: EDAV'S FRAUGHT PAR/JUDGE I  
 Term: JUNE 5, 2003 (EXTENDED MAY DUE DATE)  
 Resolution: APPLY UP'S

Start: Gary J Miller - In...  
 End: 05/13/2003 09:06...  
 Client Program N...: BPP-Buyer  
 Print Complaint - CR...  
 4:02 PM

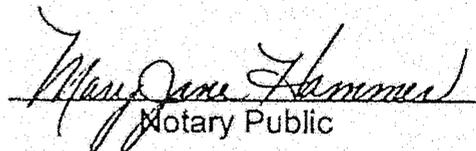


AFFIDAVIT

I, Joseph G. Belechak, 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 Senior Vice President – Operations and Customer Service 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 G. Belechak

Sworn and subscribed before me this 27th day of June, 2003.

  
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

Before the  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

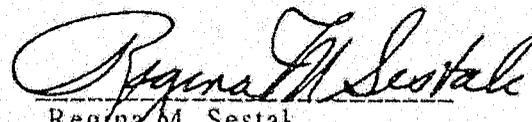
CAROL J. MOUNIR, )  
 )  
 Complainant, )  
 )  
 v. ) Docket No. Z-01358891  
 )  
 DUQUESNE LIGHT COMPANY, )  
 )  
 Respondent. )

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).

Carol J. Mounir  
2202 Sarah Street, 2<sup>nd</sup> Floor  
Pittsburgh, PA 15203

Dated this 27<sup>th</sup> day of June, 2003.



Regina M. Sestak  
Pa. I.D. # 23632  
Duquesne Light Company  
411 Seventh Avenue  
Mail Drop 9-1  
Pittsburgh, PA 15219  
Telephone: (412) 393-1546  
FAX (412) 393-1418



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge  
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE  
REFER TO OJJK FILE

October 8, 2003

In Re: Z-01358891

(See attached list) DOCUMENT  
FOLDER

DOCKETED  
OCT 09 2003

Carol J. Mounir v. Duquesne Light Company

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: Thursday, November 20, 2003  
Time: 10:00 a.m.  
Presiding: Administrative Law Judge Larry Gesoff  
1103 Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, PA 15222  
Telephone: (412) 565-3550  
Fax: (412) 565-5692

The judge will be presiding as authorized by  
52 Pa. Code §56.174.

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.

RJP

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

Carol J. Mounir	412.481.1981
Regina M. Sestak, Esquire	412.393.1546

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.

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