

COMMONWEALTH OF PENNSYLVANIA

PUBLIC UTILITY COMMISSION

ORIGINAL

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Theodore R. Thomas v. Duquesne :
Light Company. Billing dispute. :
: Docket Number:
Initial telephonic hearing.: C-20066934
----- X

Pages 1 through 65 State Office Building
Hearing Room 1
300 Liberty Avenue
Pittsburgh, Pennsylvania

Thursday, January 11, 2007

Met, pursuant to notice, at 10:45 a.m.

BEFORE:

MARK A. HOYER, Administrative Law Judge

APPEARANCES:

THEODORE R. THOMAS
455 Grove Road
Verona, Pa. 15147-1625
(Pro Se)

REGINA M. SESTAK, ESQUIRE
Duquesne Light Company
411 Seventh Avenue
Pittsburgh, Pa. 15219
(For Duquesne Light Company)

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WITNESS INDEX

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

<u>WITNESSES</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
Theodore Roosevelt Thomas, Jr.	8	13	---	---
Jerry Holmes	16	---	---	---
Edward R. Keegan	22	27	---	---
Susan Jane Sutter	29	44	---	---
Marie Ellen Tamilia	48	57	---	---

FORM 2

P R O C E E D I N G S

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
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ADMINISTRATIVE LAW JUDGE MARK A. HOYER: Okay, we can get started. Today's date is January 11th, 2007. The time is 10:45. We're here this morning for a hearing on the Formal Complaint of Theodore R. Thomas vs. Duquesne Light Company. The Docket Number for this proceeding is C-20066934. My understanding is that, this is a billing dispute.

My name is Mark Hoyer. I'm an Administrative Law Judge with the Pennsylvania Public Utility Commission, in the Pittsburgh Office. This telephonic hearing is being generated from Hearing Room Number 1, in the Pittsburgh State Office Building. We are tape recording this proceeding. In addition, we are also taking a stenographic record.

Mr. Thomas, you are representing yourself here today, is that correct?

MR. THOMAS: Yes.

JUDGE HOYER: And you have one witness to present?

MR. THOMAS: Yes.

JUDGE HOYER: And what is your witness's name?

MR. THOMAS: Jerry Holmes; J-e-r-r-y, H-o-l-m-e-s.

JUDGE HOYER: Okay.

And, attorney Regina Sestak is representing Duquesne Light Company here this morning. My understanding, attorney Sestak, is that, you intend to call three witnesses, is that correct?

1 MS. SESTAK: Yes.

2 JUDGE HOYER: Okay.

3 Before I actually explain the hearing procedure, I
4 thought I'd inquire of the parties if they would like to
5 discuss this dispute among themselves, to see if they might
6 perhaps be able to resolve it. Attorney Sestak, do you
7 believe that a discussion with the Complainant would be
8 fruitful?

9 MS. SESTAK: Your Honor, I'm not certain. I don't think
10 Duquesne Light can grant --- can agree with --- to give Mr.
11 Thomas what I understand he wants, which is to not be held
12 responsible for the bill at the premises in question.

13 If Mr. Thomas wishes to speak with us, though, we'd be
14 happy to speak with him.

15 JUDGE HOYER: Mr. Thomas, would you like an opportunity
16 to discuss this dispute informally, off the record, with the
17 representatives from Duquesne Light, or would you prefer to
18 proceed directly into the hearing?

19 MR. THOMAS: I guess I'd prefer --- she answered the
20 question, by saying that, Duquesne Light couldn't possibly
21 forgive me this bill. So, if that's the bottom line, then,
22 there's no point in discussing it.

23 JUDGE HOYER: Okay. Well then, I'll explain the hearing
24 procedure, Mr. Thomas. As the Complainant here today, Mr.
25 Thomas, you have the burden of proof. You're going to be

1 presenting your testimony and evidence first. You can
2 testify, or choose not to do so. You indicated you intend to
3 present a witness.

4 MR. THOMAS: Yes.

5 JUDGE HOYER: If you testify, you'll be subject to cross-
6 examination when you're finished speaking. The same holds
7 true for your witness. After your witness is questioned by
8 you, attorney Sestak will have a chance to ask him questions,
9 as well.

10 When you're finished presenting your case, Mr. Thomas,
11 then, I'm going to turn it over to attorney Sestak to present
12 her case on behalf of Duquesne Light Company. She intends to
13 call three witnesses. After each witness testifies, you'll
14 have a chance to ask them questions.

15 When Duquesne Light is finished presenting their case,
16 then, we're going to have summary statements from each side.
17 And I'll begin the summary statements with attorney Sestak,
18 and then, you will have the final word here this morning, Mr.
19 Thomas.

20 MR. THOMAS: Yes.

21 JUDGE HOYER: Do you have any questions on the hearing
22 procedure that I've just explained, Mr. Thomas?

23 MR. THOMAS: No, I don't.

24 JUDGE HOYER: Attorney Sestak, any questions before we
25 begin?

1 MS. SESTAK: No, Your Honor.

2 JUDGE HOYER: Okay.

3 Are you going to be testifying here today, Mr. Thomas?

4 MR. THOMAS: Well, I'm going to present the story, yes.

5 JUDGE HOYER: Okay. Are you going to be telling me your
6 story first, or are you going to be presenting your witness
7 first?

8 MR. THOMAS: Well, I can do them both at the same time,
9 because there --- they're kind of interlocking. The fact of
10 the matter is, that he was there, each step --- each one of
11 these steps that I'm going to tell you about.

12 JUDGE HOYER: Well, you can't do them at the same time.

13 MR. THOMAS: Okay, well, I ---

14 JUDGE HOYER: You would have to testify separate from
15 your witness.

16 MR. THOMAS: Okay.

17 JUDGE HOYER: Would you like to tell me your story first?

18 MR. THOMAS: Okay.

19 JUDGE HOYER: Well, if so, if that's ---

20 MR. THOMAS: Yes.

21 JUDGE HOYER: Okay. Let me swear you in as a witness
22 then.

23 MR. THOMAS: Okay.

24 (Witness sworn.)

25 Whereupon,

1 THEODORE ROOSEVELT THOMAS, JR.

2 having been duly sworn, testified as follows:

3 DIRECT TESTIMONY

4 JUDGE HOYER: Let the record reflect the witness is sworn
5 in and will testify under oath. And, you can proceed, Mr.
6 Thomas. I'd like to learn what the dispute is and what relief
7 you're seeking from the Commission.

8 First, could you state your name for the record?

9 THE WITNESS: Theodore Roosevelt Thomas, Jr.

10 JUDGE HOYER: And your address?

11 THE WITNESS: 459 Grove Road. That's Verona,
12 Pennsylvania 15147-1625.

13 JUDGE HOYER: Okay. And, the dispute here this morning,
14 does it concern that property or another property?

15 THE WITNESS: Another property.

16 JUDGE HOYER: And what is the address of that property?

17 THE WITNESS: 7244 Idlewild Street.

18 JUDGE HOYER: Okay. And are you a customer of Duquesne
19 Light Company?

20 THE WITNESS: Yes.

21 JUDGE HOYER: Okay. Thank you for answering those
22 preliminary questions.

23 Now, you may feel free to go ahead and tell me what this
24 dispute is about, and what relief you're seeking from the
25 Commission today.

1 THE WITNESS: Okay. At some point last year, the --- the
 2 tenant, Mrs. Alston, got behind in her rent. And I said,
 3 "Well then, I need to get rent. I can't --- " "I can't do
 4 anything without the money." So, she decides to make a move,
 5 as --- as tenants usually do nowadays. She called in Duquesne
 6 Light.

7 Well, the fact of the matter was, Duquesne Light came in,
 8 and they told me --- they called me and said, "Well, you've
 9 got a --- " what they call a foreign --- a foreign connection,
 10 or however they put it. But at any rate, it was in the hall.
 11 So, I had Mr. Holmes come in, and he changed it over. So, the
 12 next day I called them and told them that it had been changed
 13 over.

14 Well, nobody came out for what, three or four weeks,
 15 maybe? Then, they sent me out --- they sent this letter, and
 16 said, "Well, you are now being charged this individual's
 17 bill." So, I said, "Charged for what?" Because you have ---
 18 the connection is not proper. Okay. Well, I told them again,
 19 "Come out and see," because the connection at that point in
 20 time had been disconnected. Okay?

21 Now, the --- all this time, there was nobody in the sec -
 22 -- in the first floor apartment. What she did was to ask me,
 23 "Well, I can't get in through the basement and the water
 24 heater and some of the other things I need to do to get to are
 25 down there, and I can't --- " "there's no light." So ---

FORM 2

1 JUDGE HOYER: Who told you this?

2 THE WITNESS: Mrs. Alston.

3 JUDGE HOYER: And what is Mrs. Alston's first name?

4 THE WITNESS: Yvette, Y-v-e-t-t-e.

5 JUDGE HOYER: Okay, you may continue.

6 THE WITNESS: So, she asked --- you know, when she made
7 that request, I said, "Okay." I went down. There was nobody
8 else in the house, anyway. So, I went down and I changed it
9 around to her box, so that, she could get light in the hall
10 and --- both halls, and --- and out the front door, and then,
11 down the cellar, and then --- and the cellar steps. So, I
12 changed them over.

13 Well, meanwhile, your Duquesne Light people --- well, not
14 yours, but Duquesne Light people, they called me and said,
15 "Well, are you going to pay this bill?" I said, "No, I'm not
16 going to pay the bill. Why would I pay the bill when she's
17 living in there? I'm not using the electricity. The house
18 has been empty for over --- " "the other apartment's been
19 empty for a year. So, what difference does it make whether
20 the connection --- " "even if the connection were wrong, what
21 difference would it make, because there's only one person in
22 the house?" Well, Act 54, "we --- " "we have to abide by what
23 Act 54 says."

24 Meanwhile, the --- she said --- she calls me and tells me
25 that Duquesne Light wants to get in.

1 JUDGE HOYER: Who called you?

2 THE WITNESS: That's Mrs. --- Mrs. Alston.

3 JUDGE HOYER: Okay.

4 THE WITNESS: She said Duquesne Light wants to get in. I
5 said, "Well then, why don't you let them in? The door is
6 open. I left the door open, and I left it --- " "the light on
7 for you. Well, I didn't know that." That's what she told me.
8 "I didn't know that."

9 Well, eventually, time went by, and I heard nothing more.
10 I assumed that Duquesne Light had been in, and had checked the
11 wiring and whatever they needed to do, and then, everything
12 was fine. Until they sent me this bill of \$638.

13 JUDGE HOYER: What is the exact amount of the bill, \$600
14 and ---

15 THE WITNESS: \$638, according to this chart here, this
16 document I'm looking at right now.

17 JUDGE HOYER: Okay.

18 THE WITNESS: And when they sent this to me, I called
19 them up and I told them the same thing that I just told you.
20 And they said, "Well, there's nothing we can do about that."
21 So, I said, "Well, I will see if the Public Utility Commission
22 can do something about it." And this is --- that's where we
23 are now.

24 JUDGE HOYER: Okay. And, Mrs. Yvette Alston is a former
25 tenant?

1 THE WITNESS: Yes.

2 JUDGE HOYER: And she was a tenant of the property at
3 7244 Idlewild Street?

4 THE WITNESS: Yes.

5 JUDGE HOYER: Is that a rental property?

6 THE WITNESS: That's a rental property, yes.

7 JUDGE HOYER: Are you the owner of that property?

8 THE WITNESS: Yes.

9 JUDGE HOYER: How many rental units are in that property?

10 THE WITNESS: There's two.

11 JUDGE HOYER: Okay. Could you describe it for me? Is it
12 an upstairs and downstairs? Is it ---

13 THE WITNESS: Well, yes, it's an upstairs. Apartment 1
14 is on the first floor, and it has one bedroom and a kitchen
15 and bath and so on, and a living room. And, the second floor
16 apartment has two bedrooms on the third floor, two bedrooms on
17 the second floor, and it has a kitchen and dining room and
18 bath.

19 JUDGE HOYER: Okay, thank you.

20 You may continue with your testimony.

21 THE WITNESS: Okay.

22 That --- that is essentially all I --- we're --- right
23 now, we're where we were, before I even called this --- the --
24 - the Utility Commission. So, my story is finished, although,
25 I do have a witness that corroborates everything I said.

1 JUDGE HOYER: Okay, well, we'll get to your witness. If
2 you're finished with your testimony, I'm going to see if
3 attorney Sestak has any questions.

4 Attorney Sestak, do you have any questions for cross-
5 examination, based upon Mr. Thomas's testimony or my
6 questions?

7 MS. SESTAK: Your Honor, I do have a few questions.

8 CROSS-EXAMINATION

9 BY MS. SESTAK:

10 Q Mr. Thomas, you mentioned that, you contacted
11 Duquesne Light to say that, the service had been changed over.
12 When did you do that?

13 A Oh, I don't know. It was a couple days after your
14 people were there, or after Duquesne Light was there. That
15 was in like --- they came on Thursday. I'm --- I called you
16 Monday.

17 Q Okay. Do you recall who you called?

18 A No, I don't. I --- as usual, I just talked to some
19 anonymous person. And, the fact that they answered as being
20 Duquesne Light, that --- that's all I figured I needed.

21 Q Did you meet with a Duquesne Light Company
22 representative by the name of Susan Sutter?

23 A Did I meet with them?

24 Q Yes.

25 A Never.

1 Q Did you discuss this with a Duquesne Light
2 representative?

3 A Yes. Yes, I did. More than once.

4 Q Did you --- did she explain to you to let her know
5 when you changed the service over?

6 A I did let her know. That's when we talked.

7 Q Is she the person you called to say that you had
8 done the changeover of the service?

9 A I don't know whether she was the person I called for
10 the changeover, or she was the person I called because of the
11 disputed bill. But, I did talk to a female at one time, and I
12 talked to a male at one time. And, they both were aware that
13 the electricity had been changed over, and that, everything
14 would have been --- was fine for them to come in.

15 Q When you called to say that the service had been
16 change ov --- changed over, did you tell the person you spoke
17 to what you were calling about?

18 A Of course.

19 Q Okay. Did you tell them that you were calling about
20 service to this particular residence at Idlewild?

21 A Yes. Well, they --- you know, they had --- they had
22 been aware of this, because of the argument that we had in the
23 first place. So, they were aware of who I was and --- and
24 what the situation was.

25 Q Okay.

1 And again, I ask, do you recall who you call --- did
2 you just call the general Duquesne Light Company service
3 number?

4 A Yes, I did.

5 Q Did you subsequently receive a series of messages
6 from Susan Sutter, requesting that you contact her?

7 A Susan Sutter. I've got some papers here. I've seen
8 that --- I've seen that name somewhere, but, I think I
9 actually talked to her.

10 Q Okay.

11 Did you subsequently receive a series of telephone calls
12 and telephone messages, and a card left at your home, during
13 the early part of November of 2005?

14 A At my home, as in Grove Road, or you talking about -
15 --

16 Q No, as in Grove Road, the address that you gave as
17 your home address.

18 A Do I recall having cards? No, I don't. And I ---
19 phone calls? Yes, she may have called me. I know I've called
20 her. And I say, don't recall when this happened, and I don't
21 recall any messages being left.

22 MS. SESTAK: I have no further questions.

23 JUDGE HOYER: Okay, any additional testimony from you at
24 this time, Mr. Thomas?

25 THE WITNESS: No.

(Witness excused.)

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JUDGE HOYER: Okay.

Would you like to call your witness now?

THE WITNESS: Yes.

JUDGE HOYER: Okay. And you said your witness's name is Jerry Holmes?

THE WITNESS: Jerry Holmes, yes.

JUDGE HOYER: Okay, Mr. Holmes, are you there? Is he on --- is he on an extension?

MR. HOLMES: Hello?

JUDGE HOYER: Mr. Holmes?

MR. HOLMES: Yes, sir.

(Witness sworn.)

JUDGE HOYER: Let the record reflect that, the witness is sworn in and will testify under oath.

Mr. Thomas, you may proceed with your questioning.

Mr. Thomas?

MR. THOMAS: Yes.

JUDGE HOYER: You may proceed with your questioning of Mr. Holmes.

MR. THOMAS: Okay.

Whereupon,

JERRY HOLMES

having been duly sworn, testified as follows:

DIRECT EXAMINATION

1 BY MR. THOMAS:

2 Q Did you --- after Duquesne Light ---

3 JUDGE HOYER: Hold on. Hold on. Mr. Thomas? Mr.
4 Thomas? Mr. Thomas?

5 MR. HOYER: What's that?

6 JUDGE HOYER: Mr. Thomas, are you there?

7 MR. THOMAS: There is no speaker. That's the big ---
8 microphone. It says, "microphone," but I don't know.

9 JUDGE HOYER: Mr. Thomas?

10 MR. THOMAS: Yes.

11 JUDGE HOYER: We could not hear what you just asked the
12 witness.

13 MR. THOMAS: Okay.

14 JUDGE HOYER: Do you have an extension in your ---
15 another telephone in your home?

16 MR. THOMAS: Yes. Just a second. Go upstairs and get
17 that phone. It's in the bedroom. It's on the floor. It's a
18 little black phone. Alright, he's on the phone.

19 JUDGE HOYER: Okay.

20 THE WITNESS: Hello?

21 JUDGE HOYER: Are you there, Mr. Holmes?

22 THE WITNESS: Okay. Yeah.

23 JUDGE HOYER: Mr. Thomas?

24 MR. THOMAS: Yes.

25 JUDGE HOYER: Okay, Mr. Thomas, you may proceed with your

1 questioning of Mr. Holmes.

2 MR. THOMAS: Okay.

3 BY MR. THOMAS:

4 Q Jerry, after --- after I notified you that Duquesne
5 Light had been in and said that the wiring was improper, did
6 you go in and --- and repair it, fix it?

7 A Yes, I did.

8 Q The --- did I also ask you --- did I --- do you
9 recall me asking you that --- telling you that, Duquesne
10 Light, I called them to come and --- and check it, and they
11 didn't come?

12 A Right.

13 MS. SESTAK: Objection. Calls for hearsay.

14 MR. THOMAS: I can't hear you.

15 JUDGE HOYER: She's made an objection.

16 MR. THOMAS: Yeah. That's not hearsay, that's ---

17 JUDGE HOYER: Wait a minute. Well, objection overruled.

18 MR. THOMAS: Yeah.

19 JUDGE HOYER: And the response is in the record. But
20 before you ask your next question, Mr. Holmes --- or, Mr.
21 Thomas ---

22 MR. THOMAS: Yes.

23 JUDGE HOYER: --- (Continuing) --- let me direct some
24 questions to Mr. Holmes.

25 JUDGE HOYER: Mr. Holmes, could you state your name for

1 the record, please?

2 THE WITNESS: Jerry Holmes.

3 JUDGE HOYER: And your address?

4 THE WITNESS: 8616 Bryceland Street Extension.

5 JUDGE HOYER: Okay.

6 You may continue, Mr. Thomas, with your questioning.

7 MR. THOMAS: Okay.

8 BY MR. THOMAS:

9 Q Mr. Holmes, after possibly, three, four months, did
10 I ask you --- did I inform you that, Duquesne Light had not
11 been out to check the wiring?

12 A Yes, you did.

13 Q Then, did I also tell you that, Duquesne Light, I
14 talked to them on the phone, and that, they said that there
15 was nothing that can be --- could be done, because the wiring
16 was in my name --- the wiring of the --- the bill had been put
17 in my name, and there was nothing they could do? Did I ---
18 did I inform you of this?

19 A Yes.

20 Q The ---

21 MS. SESTAK: Your Honor, again I renew the objection. If
22 Mr. Holmes's testimony is solely to testify to what Mr. Thomas
23 told him about what Duquesne Light did or didn't tell Mr.
24 Thomas, I believe this is calling for hearsay and hearsay on
25 hearsay.

1 JUDGE HOYER: I'm going to overrule your objection,
2 counsel, hearsay objection, and the response is in the record.
3 He did indicate, "Did I tell you that this is what Duquesne
4 did?" So, on that basis, I am going to allow the response in.

5 You may continue, Mr. Thomas.

6 MR. THOMAS: Okay.

7 BY MR. THOMAS:

8 Q Mr. Holmes, after having --- after having gone down
9 and did the repair work, were you ever back into that --- that
10 same area again?

11 A Not --- not for the wiring, except for the --- when
12 she needed to get in the basement.

13 Q Yeah.

14 A Then, we --- then, I changed it over so she would
15 have light down there.

16 Q Okay.

17 A Which was put on her box.

18 Q Yeah. Okay.

19 MR. THOMAS: Your Honor, I --- actually, not being a
20 lawyer, I don't know --- I don't know the protocol and all
21 that, but the fact is ---

22 JUDGE HOYER: Well, do you have any additional questions
23 for Mr. Holmes?

24 MR. THOMAS: Well, no, not at this minute. I can't think
25 of the --- the things that I --- anything I've missed ---

1 anything more, no.

2 JUDGE HOYER: Well, this is the opportunity to question
3 him. And if you don't have any other questions for him, then,
4 I'm going to see if attorney Sestak has any.

5 MR. THOMAS: Oh, okay.

6 JUDGE HOYER: Are you finished with your questioning of
7 Mr. Holmes?

8 MR. THOMAS: Just one second, please.

9 JUDGE HOYER: Okay. Take a moment.

10 BY MR. THOMAS:

11 Q Oh, did --- Mr. Holmes, did Mrs. Alston ask me or --
12 - and you, to change the wiring, so that, she could have light
13 going into the basement and various other areas?

14 A Yes, she did.

15 Q Okay.

16 MR. THOMAS: Well, that's about it for me, Judge.

17 JUDGE HOYER: Okay.

18 Attorney Sestak, do you have any questions for Mr.
19 Holmes?

20 MS. SESTAK: No, Your Honor.

21 JUDGE THOMAS: Thank you for your testimony, Mr. Holmes.

22 THE WITNESS: Uh-huh.

23 (Witness excused.)

24 JUDGE HOYER: Mr. Thomas, are you going to be presenting
25 any additional witnesses here today?

1 MR. THOMAS: No, I'm not.

2 JUDGE HOYER: Okay. So, you're resting your case?

3 MR. THOMAS: Yes.

4 JUDGE HOYER: Okay. Again, when --- when Duquesne Light
5 is finished presenting their case, you'll have a chance at the
6 conclusion of the hearing to summarize your position.

7 I'll turn it over to you, attorney Sestak. Who will be
8 your first witness here today?

9 MS. SESTAK: Your Honor, I call Edward Keegan.

10 JUDGE HOYER: Okay, Mr. Keegan.

11 (Witness sworn.)

12 JUDGE HOYER: Okay.

13 Attorney Sestak, you may proceed and be sure to have your
14 witness spell his last name.

15 MS. SESTAK: Thank you, Your Honor.

16 Whereupon,

17 EDWARD R. KEEGAN

18 having been duly sworn, testified as follows:

19 DIRECT EXAMINATION

20 BY MS. SESTAK:

21 Q Mr. Keegan, would you please state your full name
22 and spell your last name for the benefit of the record?

23 A Edward R. Keegan, K-e-e-g-a-n.

24 Q By whom are you employed?

25 A Duquesne Light Company.

1 Q How long have you worked for Duquesne Light Company?

2 A 30 years.

3 Q What is your present job title?

4 A I'm a Senior Meter Technician.

5 Q How long have you held that position?

6 A Approximately, 27 years.

7 Q And very briefly, what are your duties in that
8 position?

9 A We do anything that's related to metering work. We
10 do billing complaints, we do construction work, we test
11 electric meters, we change them, we repair all kind of
12 industrial --- all kind of industrial services, things like
13 that. Anything that has to do with metering, we're involved
14 in.

15 Q And, during the course of your employment, did you
16 become familiar with an account in the name of Yvette Alston,
17 at 7244 Idlewild Street?

18 A Yes.

19 Q And, what was your involvement?

20 A I was sent out there at the customer's request to do
21 a --- what we call a meter inspection for a high bill
22 complaint.

23 Q And, let me stop you there. I'm going to show you a
24 document that I've labeled for identification purposes,
25 Respondent's Exhibit Number 3. Copies of this document were

1 mailed to Mr. Thomas and to the Judge, with my letter of
2 January 4th. Can you identify this document, please, Mr.
3 Keegan?

4 A That's the document that I received and that I
5 filled out at the instruct --- at the inspection site.

6 Q When you received this document, was that part of
7 your employment?

8 A Yes.

9 Q And, was anything filled out on this document, other
10 than the machine printed portion?

11 A No.

12 Q Did you fill in the handwritten portions of this
13 document?

14 A Yes.

15 Q And, what was your purpose in going to the Alston
16 premises?

17 A My purpose was to make sure that the meter was
18 running correctly, meaning accurately, that is was Mrs.
19 Alston's --- or Miss Alston's meter, and that, there was no,
20 what we call foreign load on that meter, which means that, she
21 wasn't paying for somebody else's load, or that there weren't
22 any bad wires causing that meter to run by itself.

23 Q Okay. And, is there anyplace on that form that
24 gives information about what they want you to do at the --- on
25 this particular job?

1 A Yeah. It's about halfway down on the first page.
2 If you --- it says "Check for foreign load," and a couple
3 other sentences there. It's on the right-hand side, halfway
4 down on Page 1 there.

5 Q Okay.

6 When you got to the premises, did you inspect the
7 meter?

8 A Yes.

9 Q And did you find foreign load?

10 A Yes.

11 Q And what is "foreign load?"

12 A Foreign load is when a customer is paying for
13 something that should not be on her meter, that belongs to
14 somebody --- to another customer.

15 Q And when you're checking a meter in a multi-unit
16 building, would foreign load be anything beyond the customer's
17 own apartment?

18 A Yes, that's usually what it is.

19 Q And, when you checked this meter, did you --- you
20 mentioned that you found foreign load. What did you find,
21 specifically?

22 A I found, halfway down on the paper, in my
23 handwritten ---

24 Q You're looking at the second page?

25 A Second page, yes. It says, "The first floor

1 apartment and hall lights and porch lights are connected to
2 the customer's fuse box."

3 Q Is there anything else from the first floor fuse box
4 that was connected to the customer's fuse box?

5 A Let me see. There was sort of like a --- a double-
6 mixed wiring there. And, as far as I can tell, that was ---
7 let's see. These wires go to the --- I'm still reading it.
8 Okay. Yeah, there --- there was a wire going into the cus ---
9 the first floor fuse box, that was hot, but it should not have
10 been hot, because, the first floor meter was turned off. So,
11 that fuse box should have been dead.

12 Q Okay.

13 When did you go out to the premises?

14 A I was on --- I was there Tuesday, October 25th,
15 2005. That date is down on the left-hand side, right at the
16 bottom of the page.

17 Q Did you also check the meter for accuracy?

18 A Yes, I did.

19 Q And, what was the result of that accuracy test?

20 A In the middle of the page, the --- you'll see "Meter
21 test results." It was 99.6% on our full load, and 99.3% on
22 our light load. We run two --- two test loads on that meter:
23 30-amp test load, and a 3-amp test load.

24 Q Did you speak to anyone at the premises when you
25 were testing the meter?

1 A Yes, I talked to Yvette Alston.

2 Q And was she the customer on the account at that
3 time?

4 A Yes.

5 Q Is it typical to speak with the customer when a
6 meter is being tested?

7 A That's what we try to do, yes, all the time.

8 MS. SESTAK: I have no further questions of this witness.

9 JUDGE HOYER: Okay.

10 Before I turn it over to Mr. Thomas to see if he has any
11 questions for Mr. Keegan, Mr. Thomas, counsel's indicated she
12 sent you some documents for this hearing. Did you receive
13 those documents?

14 MR. THOMAS: Yes, I have documents.

15 JUDGE HOYER: Okay.

16 MR. THOMAS: Regina M. Sestak, Assistant General Counsel,
17 Duquesne Light Company, yes.

18 JUDGE HOYER: Okay. Well, you've --- you've listened to
19 Mr. Keegan testify. Now, it's your chance to ask him
20 questions, Mr. Thomas. You may proceed.

21 CROSS-EXAMINATION

22 BY MR. THOMAS:

23 Q Okay, my question is, you --- you just said that,
24 they --- anytime you get a individual --- excuse me ---
25 anytime that an individual's light is being used by another

1 person, that you consider that a foreign load. Is that what
2 you just said?

3 A I, personally, do not make that decision. I write
4 it up, and the --- we have a department makes that decision.
5 But it --- it's --- apparently, that's usually what it is. If
6 somebody's --- somebody else's electrical load is on the wrong
7 meter, that's considered a foreign load on that meter.

8 Q Okay.

9 My next question is, do you --- or, were you aware that,
10 the last person --- the last time a person used the apartment
11 on the first floor was December of 2005 --- or 4?

12 A No. No, I do not get into another account. I
13 handle only the accounts that I have the paperwork for.

14 Q Okay. Well, I --- as I say, I'm asking this
15 because, all these things are written right on these pieces of
16 paper that we --- that she referred you to.

17 A Yes.

18 Q And you just said that --- that the --- the meter
19 for --- in order for it to have a foreign load, it would have
20 to be used --- somebody else would have to be using your
21 electricity. And that's what you just said, isn't it?

22 A Right.

23 Q Okay. Well, now, I'm asking you, it's right on the
24 paper. If you'll look at the paper, I'm asking you, are you
25 now aware that there was nobody in the other apartment, since

1 12/4; 12/04?

2 A No. No, I'm not aware of that. I have ---

3 Q Okay. Well, it's written on the paper.

4 MR. THOMAS: Okay, Your Honor, that's it. That --- I
5 asked the question, and obviously, I didn't get the answer,
6 but, that's all I have.

7 JUDGE HOYER: Okay.

8 Any --- any redirect, counsel?

9 MS. SESTAK: No, Your Honor.

10 JUDGE HOYER: Thank you for your testimony, Mr. Keegan.

11 MR. KEEGAN: Thank you.

(Witness excused.)

12
13 JUDGE HOYER: Who will be your next witness, attorney
14 Sestak?

15 MS. SESTAK: I call Susan Sutter.

(Witness sworn.)

16
17 JUDGE HOYER: Let the record reflect the witness is sworn
18 in and will testify under oath. And again, counsel, have your
19 witness spell her last name.

20 MS. SESTAK: Thank you.

21 Whereupon,

22 SUSAN JANE SUTTER

23 having been duly sworn, testified as follows:

24 DIRECT EXAMINATION

25 BY MS. SESTAK:

1 Q Would you please state your full name and spell your
2 last name for the benefit of the record?

3 A My name is Susan Jane Sutter, S-u-t-t-e-r.

4 Q By whom are you employed?

5 A Duquesne Light.

6 Q How long have you worked for Duquesne Light Company?

7 A 41 years.

8 Q What is your present job title?

9 A Field Service Representative.

10 Q Very briefly, what are your duties in that position?

11 A Any inquiries that the customers make that cannot be
12 answered by the telephone, I, personally, go out to their
13 house and try to answer their questions and resolve it.

14 Q During the course of your employment, did you become
15 familiar with the account at 7244 Idlewild Street?

16 A Yes.

17 Q And, what was your involvement with this? When did
18 you first become aware of this?

19 A I was informed on the 25th of October that, the
20 meter test is done with the foreign wiring. It's given to me
21 to pursue, or to work through.

22 JUDGE HOYER: What year was that, ma'am?

23 THE WITNESS: 2005.

24 JUDGE HOYER: Thank you.

25 BY MS. SESTAK:

1 Q And, would that be a reference to the report that
2 Mr. Keegan just testified that he had completed?

3 A Yes.

4 Q What did you do upon receipt of that information?

5 A At that time, I contact the property owner, and
6 also, the tenant. I give them my name and my phone number,
7 and I tell them that I'll be working on the case. And at that
8 time, I attempted to contact the property owner, and I
9 explained to him what was registering on the meter for the
10 tenant on the second floor. And I advised him what needed to
11 be done. And the first floor apartment needed to be removed
12 and the hall lights. I gave him my name, my number, and I
13 also give him a time, which was 10 days. And at that time, if
14 it was done prior, he needs to contact me. It's not done on
15 that day, I contact him, but I explain to them that I have to
16 get into the premises to verify that the wiring has been
17 corrected.

18 Q And let me ask you, when you say, "the property
19 owner," are you referring to Mr. Thomas?

20 A Yes, I am.

21 Q Did you keep notes of your contacts and attempted
22 contacts with Mr. Thomas?

23 A I make little notes on my own paperwork as to when I
24 try. We normally only try --- advised to try a couple times.
25 But, I did catch Mr. Thomas on the second phone call, and I

1 explained to him what needed to be done. And then, I also
2 gave him the time element of the day that it had to be done.

3 Q I'm going to show you a document that I've labeled
4 for identification purposes as Respondent's Exhibit Number 5.
5 Would you take a look at this document, please?

6 A That's my notes.

7 Q Okay.

8 And, using this document to refresh your recollection,
9 what was the date that you spoke to Mr. Thomas and explained
10 what needed to be done?

11 A I contacted him and talked personally on the 26th of
12 October, 2005. At that time, I gave him 10 days, which would
13 be November the 6th it had to be done, which was a Monday.

14 Q Okay. Did he call back to you and tell you that
15 this had been rectified?

16 A I received no phone calls.

17 Q If you were not at your telephone, is there any type
18 of voice mail system that would record a call if someone
19 called you and could not reach you?

20 A Yes. I have an answering machine.

21 Q Okay. Did you receive any messages from Mr. Thomas?

22 A No, I did not.

23 Q Did you attempt to contact Mr. Thomas, subsequently?

24 A November the 7th, I attempted in the morning to
25 contact him, and, I did not reach him. So, what I did was,

1 I'm out in the area every day driving around, so, I went to
2 his house on Grove, and I left him --- we have calling cards
3 that are with Duquesne Light's letterhead. And I gave him a
4 calling card on his front door, and I scotch taped it. And I
5 gave him my name and my phone number. And I said, "Important,
6 please contact me."

7 Q Did he contact you?

8 A He did not contact me.

9 JUDGE HOYER: Okay, you may have said this and I missed
10 it, but where did you leave the card? At what address?

11 THE WITNESS: He --- his mailing address is on Grove
12 Road. I believe it's --- I'm not --- I think it's 459 I went,
13 but I have it right here, if you give me a second?

14 JUDGE HOYER: Okay, I just --- that's sufficient. I just
15 wasn't sure if you had said, "Grove Road" or "Idlewild."
16 Thank you.

17 THE WITNESS: Grove Road.

18 BY MS. SESTAK:

19 Q And, did you make a subsequent attempt to contact
20 Mr. Thomas?

21 A I received no phone call back on the next day. So,
22 the Thursday, the 9th, I attempted to contact him again by
23 phone, and I could not reach him. So, I drove to his house
24 again, and my card was gone from the prior --- then, I left a
25 second calling card. And I said, "Very important. Please

1 contact me." And I did not receive any.

2 Q Okay.

3 When you were calling Mr. Thomas, if he didn't answer,
4 were you leaving any message?

5 A Yes, I did, because the one message I did --- I was
6 a very --- as long as I could talk on the answer machine, I
7 explained to him that I had to put his name on the account and
8 transfer the balance. "So, please let me in to verify that
9 the wiring was corrected." But I did leave it on his
10 answering machine.

11 Q Subsequent to that, did he contact you?

12 A No, he never contacted me, but a letter was sent
13 out, until January, he did call me and left me two messages,
14 and I did call contact him and talk to him.

15 Q Okay. When you say, "a letter was sent out," is
16 this a form letter that goes out over your signature?

17 A Yes, it is.

18 Q I'm going to show you a document labeled Exhibit
19 Number 6. Is this a copy of the letter that was sent to Mr.
20 Thomas?

21 A Yes, it is.

22 Q And can you tell me, when was this letter sent?

23 A The date on it is December 14th, 2005.

24 Q And what address was it mailed to?

25 A 459 Grove Road, Verona, Pa. 15147.

1 JUDGE HOYER: Did you say, "December 14th?"

2 THE WITNESS: That's correct, December the 14th, 2005.

3 JUDGE HOYER: Thank you.

4 BY MS. SESTAK:

5 Q And, did you --- and attached to this letter, or
6 enclosed in the envelope with this letter, was there another
7 document?

8 A A form letter, yes.

9 Q And what was the other document?

10 A It is a paper that just shows that, the reason why
11 we put his name on the account and what our investigation
12 found. And it also gave him --- advised him of his rights.

13 Q And by rights, do you mean like the right to contact
14 the Public Utility Commission?

15 A Yes.

16 Q I'm sorry, I didn't hear your answer.

17 A Yes, that is the paper.

18 Q Okay.

19 I draw your attention to the first page of Exhibit 6, the
20 letter, itself. These is a telephone number in the final
21 paragraph that reads, "Please call me at 412/393-2784, if you
22 have any questions, or if you want further information." Is
23 that your direct dial number?

24 A Yes, it is, in Penn Hills.

25 Q And are you based in Penn Hills?

1 A Yes, I am.

2 Q Ms. Sutter, you mentioned earlier in your testimony
3 that, Mr. Thomas did eventually contact you. When did he
4 finally contact you?

5 A In January --- one second. I have documented that -
6 -- on the computer, that, on January 17th, I knew Mr. Thomas
7 had attempted to contact me two times, and I did try to call
8 him back. Finally, on January the 17th, I did make contact
9 with him, and we did talk. And he asked me a question, which
10 I had to --- could not give him an answer. So, I had to go to
11 the PUC Review Group to get an answer.

12 Q Okay. Now, you're mentioning that you documented
13 certain things. Are you talking about documenting on Duquesne
14 Light Company's computer system?

15 A Yes, I did --- I am.

16 Q And does Duquesne Light Company maintain, in the
17 regular and ordinary course of its business, records on its
18 computer system, concerning accounts of its customers?

19 A Yes, we do.

20 Q I'm going to draw your attention to a document
21 that's been labeled for identification purposes Exhibit Number
22 4. This was provided, again, to the Judge and to the
23 Complainant, prior to today's hearing, with my letter of
24 January 4th. Is this a printout of the computer screens on
25 which you documented your contact with Mr. Thomas?

1 A Yes, it is.

2 Q Now, looking at this document, it's many, many
3 pages. I note down the right-hand column there's a column
4 that is labeled "Date entered." Looking at that column, what
5 was the date entered of the entry you just referred to?

6 A Well, there are two. One is on the 17th, and --- of
7 January, 2006. And then, I finally contacted him again. It
8 was January the 18th, 2006.

9 Q So, you made ---

10 JUDGE HOYER: Okay, which --- hold on. This is on
11 Exhibit 4?

12 MS. SESTAK: Yes. Exhibit 4. It's approximately, the
13 5th page from --- or the 6th page from the end.

14 JUDGE HOYER: Thank you.

15 Okay, you may continue.

16 BY MS. SESTAK:

17 Q Now, you mentioned that, you had received an
18 answering machine message previous to this and attempted to
19 contact Mr. Thomas. Is that also documented?

20 A Yes, it is, on the 3rd of January, 2006.

21 Q Okay. And I see --- down the right side of the
22 page, the third column from the end, it says, "Name," and, are
23 the entries labeled "S Sutter" in this column, all entries
24 that you, personally, put into Duquesne Light Company's
25 computer system?

1 A Yes, they are.

2 Q Okay. This indicates that you attempted to return
3 the call two times to Mr. Thomas. Did you leave him messages?

4 A Yes, I did.

5 Q Now, when you spoke --- finally spoke with him on
6 the 17th of January, what was the substance of that
7 conversation?

8 A Mr. Thomas wanted me to remove his name off of the
9 account. He wanted me to go back to October, because he
10 claims that he had the wiring removed. I told him I was not
11 sure what I could do, but I had to check, and that, I would
12 call him right back.

13 Q Did you call him right back?

14 A Well, I called the PUC Review Group, and they told
15 me that I could not take it back, I had to get into the
16 building before I could do anything, and verify that
17 everything was removed from the tenant on the second floor's
18 meter.

19 Q Okay. When you're saying "PUC Review Group," are
20 you talking about somebody with the Public Utility Commission
21 in Harrisburg, or an internal department that deals with
22 Public Utility Commission matters?

23 A The internal department at Duquesne Light.

24 Q Okay.

25 Did you subsequently call Mr. Thomas back to discuss this

1 further?

2 A Yes, I did. On the 18th of January, 2006, I
3 contacted Mr. Thomas, and I explained to him exactly what I
4 could do. I needed to get in before I could do anything and
5 take his name off of the account. I had to get into the
6 building, to the basement, and verify exactly what was
7 registering on the second floor meter.

8 Mr. Thomas told me that he could not do so at this time,
9 that he would contact me in a week or so, and that, he would
10 let me in.

11 Q Did he subsequently contact you?

12 A He's never contacted me yet.

13 Q Have you ever verified that this meter is not ---
14 has been rectified?

15 A I have not been into that address, no.

16 Q Okay.

17 Now, just looking at this document, Exhibit Number 4,
18 there are additional entries that bear your name. And I'm
19 going to take you back to the final page, what --- at the end
20 of this packet, the entries labeled "November 8th." Did you
21 make these two entries?

22 A Yes, I did.

23 Q On the final page of the document? And, what do
24 these entries indicate?

25 A On November the 8th, I proceeded to take the

1 tenant's name off of the account, and I put the property
2 owner's name on the account.

3 Q Okay. And I notice that there are also November 8th
4 entries on the page preceding this final page. Did you enter
5 those, also, for the same purpose?

6 A Yes, I had to transfer the balance from the tenant's
7 account, to the property owner's account.

8 Q Is that standard procedure in a situation like this,
9 where there is foreign load that has not been verified to be
10 rectified by the property owner?

11 A Yes, it is.

12 Q Now, I'm looking further forward. I noted you've
13 already discussed your January 3rd entries of attempting to
14 reach Mr. Thomas. You've discussed your January 17th and
15 January 18th entries. Subsequent to that, did you make any
16 further entries on this particular account?

17 A To my knowledge, no.

18 Q Had you made similar entries onto the account that
19 was in the name of Yvette Alston, through which service was
20 being billed before the foreign load situation was discovered?
21 And, for the record, I'm showing ---

22 JUDGE HOYER: Did she answer that question?

23 MS. SESTAK: Well, I'm showing Ms. Sutter a document that
24 I've labeled Exhibit Number 1, and which was provided to
25 yourself and to the Complainant, and asking her whether she

1 made ent --- first off --- okay.

2 BY MS. SESTAK:

3 Q Ms. Sutter, what does this document pertain to?
4 Which account?

5 A For Exhibit 1, we're referring to the second floor
6 account, under the name of Yvette Alston.

7 Q Okay. And, did you make entries on this account, as
8 well?

9 A Yes, I did.

10 Q Okay. Was that sub --- I'm sorry. Was that prior
11 to the establishment of the account in Mr. Thomas's name?

12 A It was after I did the name change on the account.
13 The tenant contacted me and questioned what I was doing on the
14 account.

15 Q Well, let me take you back first to the entry of
16 October 26th, 2005; 26th. I believe that would be the second
17 to the last page of Exhibit Number 1.

18 A This one here, October 26th? Okay, I see it.

19 Q Okay. I note that, your name appears in the name
20 column at the entry at the bottom of the page. What was your
21 activity at that point?

22 A October 26th is the day that I notified Mr. Thomas,
23 to explain to him Act 54, or the foreign line policy of
24 Duquesne Light.

25 Q Okay. And I note you also have a November 8th

1 entry. Could you explain briefly what the substance of that
2 entry is, what activity you took, and what activity was taken
3 as a result of your activity?

4 A The documentation that I made on the 20 --- on the
5 8th of November, was that, I attempted several times to
6 contact both the tenant and the property owner, to see if the
7 wiring had been corrected. At that time, I could make --- I
8 was not successful in either attempt, the property owner or
9 the tenant.

10 Q Okay. Is that when you caused the form letter to be
11 mailed out to Mr. Thomas?

12 A At that time, I did send the form letter out, and I
13 also proceeded taking the service out of the tenant's name and
14 putting the property owner's name on the account.

15 Q Now, did you have subsequent contact with the tenant
16 concerning this? And I'm looking at an entry labeled
17 "November 11th, 2005."

18 A The 11th of November, 2005, Yvette Alston contacted
19 me.

20 Q Okay. And, did she tell you anything about the
21 state of the wiring?

22 A She advised me that, the wiring had not been
23 corrected, and she wanted to know what I was doing. I
24 explained to her at that time, I'd already taken a name ---
25 her name off of the account, and put the property owner's name

1 on the account.

2 Q And I note that, service to this account, if you
3 look up into the upper, right corner of this document labeled
4 Exhibit 1, there's a section that says, "Serv ended 10/10/05."
5 Is that the date that this account was finalized?

6 A It is.

7 Q And, how is it that, that date was chosen?

8 A When we transfer money from one account to the
9 other, we go to when they contacted us, back to the last
10 billing. That was the last bill that she had received from
11 Duquesne Light, and I canceled her account and put the
12 property owner's name on at that time.

13 Q Okay. When you say, "when she had contacted us,"
14 you mean, when Ms. Alston contacted Duquesne Light Company to
15 bring this matter to Duquesne Light's attention?

16 A Yes.

17 Q I draw your attention to the final entry on the
18 final page of this Exhibit Number 1, at the bottom of the page
19 there. What does this entry indicate, the one that was
20 October 13, 2005?

21 A "Yvette advised the downtown Pittsburgh service
22 floor that she knew that the tenant had moved out, and she
23 knows that there are lights on in the apartment, and the
24 service should have been off."

25 Q Is this when Duquesne Light Company initiated its

1 investigation of the foreign wiring?

2 A That's correct.

3 Q Thank you.

4 MS. SESTAK: I have no further questions of this witness.

5 JUDGE HOYER: Okay.

6 Mr. Thomas, do you have any questions for Ms. Sutter?

7 MR. THOMAS: Yes, I do.

8 CROSS-EXAMINATION

9 BY MR. THOMAS:

10 Q Ms. Sutter, you say that you tried to contact me,
11 without any success. Do you realize that I have a cell phone,
12 and that, it's marked down there, and that, it's --- it's
13 written in?

14 A Sir, I did attempt to contact the phone numbers that
15 I had, but I also went to your house to see if I could make
16 personal contact with you, and I left my phone number there.

17 Q Well, I don't --- so far as your phone number,
18 leaving your phone number, do you realize that, I called you,
19 and you say you --- you keep track of when you call me. But
20 do you keep track of when I call you?

21 A I have it documented on our records when you
22 contacted me.

23 Q That's because I never got you. I got somebody else
24 all the time. But I still called.

25 A No, I have it documented that you called my desk two

1 times, and I did try to call you back.

2 Q Well, the fact is, I've called your desk at least 10
3 times.

4 But, the next thing is, on this Exhibit 6, it says, "Act
5 54," it says, "Landlord must pay for electric service, if
6 meter serves more than one apartment." Okay, you got that
7 part of it? "Landlords must pay electric service if meter
8 serves more than one apartment"?

9 A Yes, I see that.

10 Q Okay. Well, can you tell me how many apartments
11 were being used in that house at the time?

12 A Sir, I do not know. I never got into the building.

13 Q Well, whoever got into the building, you had no
14 contact, no communications with them?

15 A We know that service was being supplied to the first
16 floor apartment.

17 Q Well ---

18 A But I do not know if someone was living there or
19 not.

20 Q Well, but your other people, I --- the person moved
21 out and said their service shut off way back in '04. Did you
22 realize --- did you know that?

23 A I have it documented when the first floor account
24 canceled their service.

25 Q Yeah, 12/04. Is that what you have?

1 A If you give me a minute, I'll go through my
2 paperwork?

3 Q Okay.

4 A We show that the tenant that was on the first floor
5 canceled her account on the 11th of January, 2005.

6 Q Okay. Well, the tenant had moved out and had
7 cautioned Duquesne Light to shut the ga --- their electricity
8 off, way back in December.

9 Now, what I --- what I need to know from you is, your
10 people that --- Duquesne Light is a big company, and it's got
11 a lot of different telephone lines. Is there any way that my
12 calls could have gotten by you, through some mistake of ---
13 due to mistake of somebody else?

14 A If you called my 2784 ---

15 Q I don't --- I don't know if I called your number. I
16 called Duquesne Light.

17 JUDGE HOYER: Well, let her answer your question.

18 MR. THOMAS: Okay. Okay.

19 JUDGE HOYER: Go ahead and answer. Complete your answer.

20 THE WITNESS: If you call 2784, I would be the only
21 person that would answer that phone number. But, if you call
22 downtown to the service floor, it's automatically documented
23 when somebody answers that phone and who you're talking to.
24 It's an automatic on our computer system.

25 JUDGE HOYER: Which number did you leave on messages and

1 on the cards?

2 THE WITNESS: Mine at my desk, 2784, which is the letter
3 that is on --- the phone number that is on the letter that I
4 sent him.

5 JUDGE HOYER: Okay, you may continue, Mr. Thomas.

6 MR. THOMAS: Yes.

7 BY MR. THOMAS:

8 Q The --- the --- excuse me. The apartment --- the
9 meter serves --- it says, "if the meter serves more than one
10 apartment." If there was only one apartment in the house,
11 being one person in the apartment, then, why --- how can the
12 meter serve more than one apartment?

13 MS. SESTAK: Your Honor, if I may intervene, this is in
14 the nature of legal argument. And certainly, there is
15 Appellate Court determination, that says that, even if the
16 other apartments in the building are vacant, the fact that
17 service is provided beyond the limits of the occupied
18 apartment, is enough to place the service in the name of the
19 property owner.

20 JUDGE HOYER: Well ---

21 MS. SESTAK: And certainly, this line of questioning,
22 attempting to make Ms. Sutter do a legal interpretation, which
23 she is not qualified to provide.

24 JUDGE HOYER: Well, I'll sustain your objection as to
25 relevance --- on relevance grounds, I should say, based on Mr.

1 Thomas's testimony earlier, that there are, in fact, two
2 apartments in the premises.

3 You may ask your next question.

4 MR. THOMAS: Yes. Well, that is --- that is essentially
5 all I have to ask.

6 JUDGE HOYER: Okay.

7 Ms. Sestak, do you have any additional questions for your
8 witness?

9 MS. SESTAK: No, Your Honor.

10 JUDGE HOYER: Thank you for your testimony, Ms. Sutter.

11 (Witness excused.)

12 JUDGE HOYER: And who will be your next witness, attorney
13 Sestak?

14 MS. SESTAK: I call Marie Tamilia.

15 (Witness sworn.)

16 JUDGE HOYER: Okay, you may proceed, attorney Sestak.

17 MS. SESTAK: Yes.

18 Whereupon,

19 MARIE ELLEN TAMILIA

20 having been duly sworn, testified as follows:

21 DIRECT EXAMINATION

22 BY MS. SESTAK:

23 Q Ms. Tamilia, would you please state your full name
24 and spell your last name, for the benefit of the record?

25 A Sure. Marie, middle name Ellen, last name Tamilia,

1 T-a-m-i-l-i-a.

2 Q And by whom are you employed?

3 A Duquesne Light Company.

4 Q How long have you worked for Duquesne Light Company?

5 A Almost 23 years.

6 Q And, what is your present job title?

7 A A PUC Regulatory Analyst.

8 Q When you say, "PUC," do you mean the Public Utility
9 Commission, itself, or a department of Duquesne Light Company
10 that deals with Public Utility Regulations?

11 A We're a department within Duquesne Light.

12 Q How long have you held that position?

13 A Four years.

14 Q And very briefly, what are your job duties in that
15 position?

16 A Basically, I receive Complaints filed with the
17 Public Utility Commission. They're sent to me electronically.
18 I investigate those Complaints and respond back to the Public
19 Utility Commission with my findings.

20 Q Okay. And that would be the Complaints filed with
21 the Bureau of Consumer Services, is that correct?

22 A Correct.

23 Q Do you also investigate Formal Complaints, such as
24 the one before the Judge today?

25 A Yes, I do.

1 Q During the course of your employment, did you have
2 occasion to investigate this Formal Complaint?

3 A Yes.

4 Q Okay. I'm going to ask you to identify and discuss
5 certain documents. But, let me first return to a document
6 that Ms. Sutter has already discussed. It's labeled Exhibit
7 Number 1. Could you explain very briefly what this document
8 is?

9 A This document is --- it's computer generated
10 from our computer system here at Duquesne Light. And this is
11 what we refer to as our CAMM File, which is, employees can
12 document the account regarding any transactions they've had on
13 the account or with the customer. And also, our Customer
14 Service Representatives are trained that, any contact they
15 have with the customer, they are to document on this --- on
16 this form.

17 Q When a Customer Service Rep ---

18 JUDGE HOYER: Hold on. Hold on. Attorney Sestak,
19 perhaps your witness could move closer to the speaker phone.

20 MR. THOMAS: Yes, I can't hear.

21 BY MS. SESTAK:

22 Q Ms. Tamilya, could you come closer, please? Would
23 you say something, to see if this is better?

24 A Can you hear me?

25 JUDGE HOYER: Yes.

1 BY MS. SESTAK:

2 Q I'm sorry.

3 When a call comes into the main Duquesne Light number, to
4 the Customer Service Representatives on the service floor, is
5 a record automatically made on this screen of the computer
6 system?

7 A The call is --- it's not automatic, but the Customer
8 Service Representatives are trained to document the account
9 when they talk to somebody on it.

10 Q When a Customer Service Representative accesses an
11 account, is there a record made on this screen?

12 A Yes, it is.

13 Q Now, I'm looking at this document. This is the
14 active account at the premises, at the time Mr. Thomas claims
15 he called in to say that he had changed the meter. Did you
16 see any record between the date of October 13th, when the
17 customer, Yvette Alston, first reported a foreign load issue,
18 and when Ms. Sutter subsequently was successful in contacting
19 Mr. Thomas --- or, I'm sorry --- up until the point when the
20 cus --- when Ms. Sutter was subsequently successful in
21 contacting Mr. Thomas in January of 2006, where there's an
22 indication that, Mr. Thomas called in on the main number to
23 talk about the foreign load situation?

24 A No. In looking at all the sheets on this exhibit, I
25 don't see --- our records do not show that we talked to the

1 Complainant.

2 Q Okay. And that would be other than the docu --- or
3 the conversations that Ms. Sutter has already testified to?

4 A Correct.

5 Q If Mr. Thomas had called in October or November of
6 2005 to say that, the meter had been corrected, would you
7 expect to see it on this?

8 A Yes, that would be documented on these --- on this
9 exhibit.

10 Q I'm going to ask you to look at the document that
11 I've labeled Exhibit Number 2. What is this document?

12 A This is again from our computer system. This shows
13 the account at 7244 Idlewild Street, Pittsburgh, Pa. 15208.
14 It's in the name of Evelyn Hale.

15 Q Okay. And, what was the date that, that --- and
16 would that have been the first floor apartment?

17 A Yes, it would.

18 Q Okay. And does this record also substantiate Ms.
19 Sutter's previous testimony about the date that service ended
20 to that account?

21 A Yes. Our records show service ending January 11th,
22 2005.

23 Q Now, I'm going to ask you to take a look at the
24 document that I've labeled for identification purposes as
25 Number --- well, I'm going to do these a little bit out of

1 order. I'm going to ask you to look at the document that I've
2 labeled Exhibit 8.

3 JUDGE HOYER: Did you say, "Exhibit 8," counselor?

4 MS. SESTAK: Eight, yes.

5 BY MS. SESTAK:

6 Q Ms. Tamilya, what is this document?

7 A This, again, is from our computer system. It's the
8 account for 7244 Idlewild Street, Floor 2, which is in the
9 name of Theodore Thomas.

10 Q And would this have been after Ms. Sutter had
11 transferred the service into Mr. Thomas's name?

12 A Yes, it would.

13 Q Does this account show a mailing address?

14 A Yes. This screen specifically shows the mailing
15 address as 459 Grove Road, Verona, Pa. 15147.

16 Q Would any bills issued on this account have been
17 sent to that mailing address?

18 A Yes.

19 Q And, I'm going to come back to the --- something
20 else on this exhibit in a few minutes, but first, let's turn
21 back now to Exhibit Number 4. And, is this a similar document
22 to the document you identified in Exhibit 1, that is a record
23 of contacts with customers and activities on an account?

24 A Yes, it is.

25 Q And what account does this concern?

1 A This account is for --- in the name of Theodore
2 Thomas, for the 7244 Idlewild Street, Floor 2 premise.

3 Q If, during the time this account was in service, the
4 mailing address had been changed, would that be documented on
5 this section of Duquesne Light Company's records?

6 A Yes, it would.

7 Q Is there any documentation on here of a mailing
8 address change, during the time this account was in service?

9 A Our records do not show any mailing address change.

10 Q Thank you.

11 Now, I would like to --- and also, on this account ---
12 I'm sorry, I withdraw that question.

13 Let's move on to Exhibit Number 7. Is this similar to
14 the document that you previously identified as Exhibit Number
15 8?

16 A Yes, it is.

17 Q And for which account is this?

18 A This is for the account in the name of Yvette
19 Alston, for the 7244 Idlewild Street, Floor 2 premise.

20 Q I draw your attention to the bottom, left margin
21 line, that begins with the word "Transferred," on this
22 exhibit. What does this mean to you?

23 A This was --- the account was finalized, effective
24 October 10th, 2005, and that transferred to, and it shows the
25 account number, 3000421064012. The final balance was then

1 transferred to that account number.

2 Q Okay. And looking at Exhibit Number 8, does Exhibit
3 Number 8 show this --- that same account number,
4 3000421064012, in the upper left of the document?

5 A Yes, it does.

6 Q And whose account is that?

7 A This is the account under the name of Theodore
8 Thomas.

9 Q And does this document also indicate that the
10 balance was transferred from account number 4000644968003,
11 into this account?

12 A Yes.

13 Q Okay. Is that in the same place that the transfer
14 appeared on the prior exhibit, Number 7?

15 A Yes, it is.

16 Q Finally, I'm going to ask you to take a look at a
17 document that's labeled for identification purposes,
18 Respondent's Exhibit Number 9. What is this document?

19 A This is our Duquesne Light Account Statement. This
20 would be for the account in the name of Yvette Alston. It
21 basically shows the customer's name, address, account number,
22 and it has the reading dates, any payments made or
23 adjustments, and the account balance on the account.

24 Q And, is this prepared by an individual, or is this
25 generated from computerized records?

1 A This is generated from our computer system.

2 Q What was the final balance on Ms. Alston's account?

3 A The final balance was \$139.19.

4 Q And is that the balance that was transferred to Mr.
5 Thomas's account?

6 A Yes, it was.

7 Q And finally, I'm going to show you a document
8 labeled Exhibit Number 10. What is this document?

9 A This, again, is our Duquesne Light Account
10 Statement, but this one is for the same premise, under the
11 name of Theodore Thomas.

12 Q Does this show the \$139.19 being transferred into
13 this account?

14 A Yes, it does.

15 Q And is --- where does it show that?

16 A That's the first line over, and then, you'll see it
17 to the right, the \$139.19.

18 Q Okay. Have subsequent bills been issued on this
19 account?

20 A Yes, they have.

21 Q Have they been issued on a monthly basis?

22 A Yes.

23 Q Would they have been mailed to the Grove Road
24 address that shows as the mailing address on this account?

25 A Yes, they would.

1 Q Have any payments been received on this account?

2 A No. Our records show that zero payments have been
3 received on this account.

4 Q Okay.

5 And up through this Statement of Account, what was the
6 balance due on this account?

7 A \$686.16.

8 MS. SESTAK: I have no further questions for this
9 witness.

10 JUDGE HOYER: Okay. Are you going to be offering your
11 exhibits?

12 MS. SESTAK: Yes, Your Honor. I was going to wait until
13 cross-examination.

14 JUDGE HOYER: Okay, we can do that.

15 Mr. Thomas, do you have any questions for Ms. Tamilya?

16 MR. THOMAS: Yes, I do.

17 CROSS-EXAMINATION

18 BY MR. THOMAS:

19 Q I'd like to know that --- if your record --- you say
20 that these records --- the calls are kept by a computer. The
21 calls are being --- that, the notification of calls are being
22 kept by a computer? Is that what you're saying?

23 A If a --- if a Customer Service Representative
24 accesses the account, that will automatically show that they
25 accessed the account. But the Customer Representative,

1 themselves, document the account.

2 Q Okay. Now, my question is, does this show that
3 every time that I ever talked to anybody from Duquesne Light,
4 I asked them to shut the service off? Does --- does the
5 record show that?

6 A The records would show any time that you called in
7 and spoke to one of our Customer Service Representatives.

8 Q Well, I'm --- I'm not sure who I spoke to but, every
9 time I spoke to anybody from Duquesne Light, I asked them to
10 shut the service off. When she said it was in my name, I
11 said, "Well, shut it off." Well, no, you --- are you aware of
12 --- of that's the --- that's their policy?

13 A Let me look at the records and see what I show. I
14 do show on Exhibit 4, if you go back --- let's see. Looks
15 like from the third --- the third page from the back, it's
16 noted, the date entered, November 17th. Looks like there was
17 an off order placed. But, due to the Act 54, that, the
18 service was to remain on in your name.

19 Q Yeah. Well, these are --- this is just --- this is
20 what I needed to know. You've --- it records all of my calls,
21 is what you say?

22 A Yes.

23 Q I --- I needed to know, does it record --- it
24 records all of the calls that you make to me, but does it
25 record all the calls I make to you? And you're saying, "Yes"?

1 A Yes, it would record the calls when you called in to
2 our telephone service floor. Our Customer Service
3 Representatives would document ---

4 Q Okay, well ---

5 A --- (Continuing) --- your conversation.

6 Q --- (Continuing) --- well, are you --- are you aware
7 that, this says November we --- your Mrs. Sutter said that she
8 called me and talked to me much earlier than November the
9 17th? Yet, it wasn't on there when I told her to shut it off?
10 Do you recall what --- her saying that?

11 A I'm just looking at what our records show, and I'm
12 showing you had called on November 17th ---

13 Q Yeah.

14 A --- (Continuing) --- of 2005, and called in to our
15 service floor.

16 Q Of 2005, yeah. Yeah, 2005. Yeah. I --- the first
17 time we were ever --- I was ever apprised of this situation, I
18 called and I told you --- your people to shut it off. Now, as
19 I say, I --- I am not --- I don't have computers, and I don't
20 have bookkeepers to verify statements. But the fact is, I
21 know what I had --- you know, that I had called you people and
22 told you that. And, all the way down the line, I've been
23 telling you, "Shut it off. Shut it off."

24 And also, I called you at least six times, to tell you to
25 come in and look at the --- look at the wiring. You know,

1 what --- what would be the point? Why would I --- what would
2 be the point of me continuing to have the wiring, as you say,
3 not in compliance? Why would --- you know, what --- what
4 would be the reason for me to do that? I --- you know, you
5 got any idea for that, why I would do that?

6 A No, I do not.

7 Q Okay, well, I don't, either.

8 MS. SESTAK: Objection, Your Honor. This calls for
9 speculation on the part of the witness. The customer --- the
10 Complainant has not established that she knows him well enough
11 to speculate about his motivations.

12 JUDGE HOYER: Objection sustained, counsel.

13 Mr. Thomas, you may ask your next question.

14 MR. THOMAS: Well, I'm --- I'm finished with the
15 questions, Your Honor.

16 JUDGE HOYER: Any questions on redirect, attorney Sestak?

17 MS. SESTAK: No, Your Honor.

18 (Witness excused.)

19 JUDGE HOYER: Okay.

20 Attorney Sestak, anything further?

21 MS. SESTAK: No, Your Honor, except to move for admission
22 of Respondent's Exhibits 1 through 10.

23 JUDGE HOYER: Okay, Mr. Thomas, is there any objection to
24 the admissibility of the documents labeled 1 through and
25 including 10, into the hearing record here today?

1 MR. THOMAS: Well, there's certain things on here that I
2 --- that I don't think are real. They're not legitimate.
3 Certain things on there that aren't legitimate. But, I have -
4 -- you know, I can't go through each one of these things step
5 by step and find out what's good and what's bad. So, yeah, I
6 have to let it go.

7 JUDGE HOYER: So, you do not object to their
8 admissibility?

9 MR. THOMAS: No.

10 JUDGE HOYER: Okay, the documents labeled Exhibits 1
11 through and including 10 are admitted into the hearing record.

12 (Whereupon, the documents
13 were marked as Respondent
14 Exhibits 1 through 10 for
15 identification and
16 received in evidence.)

17 JUDGE HOYER: Anything further, attorney Sestak?

18 MS. SESTAK: Other than brief closing argument, nothing.

19 JUDGE HOYER: Okay. Well, that's where we're headed.
20 And I'll begin with you, attorney Sestak, if you care to
21 summarize Duquesne Light Company's position, you may proceed.

22 MS. SESTAK: Duquesne Light Company's position is that,
23 under the 1993 Amendments to the Public Utility Code, which
24 are codified at 66 Pa. CS Section 1529.1., Duquesne Light ---
25 an owner of real property, that is not individually metered,

1 is required to have service in his or her name.

2 In the present Case, Mr. Thomas has made the point that,
3 there was only one tenant in the building at the time. I draw
4 your attention to the Case of Equitable Gas Company vs. James
5 Schwartzmiller, that's S-c-h-w-a-r-t-z-m-i-l-l-e-r, et al. It
6 was decided at 744 Atlantic 2nd 277 in 1999, which interpreted
7 that provision of the Public Utility Code, and determined
8 that, even if only one building in an apartment is inhabited,
9 the owner of the building remained liable for the utility
10 service, if service was provided beyond the --- that
11 particular tenant's apartment.

12 And this is in keeping with a large number of Public
13 Utility Commission Decisions, in which the Commission
14 determined that, upon discovery of a foreign load, the utility
15 is required to replace --- I'm sorry, place the service in the
16 name of the property owner and maintain it in the property
17 owner's name.

18 And possibly, the most recent Decision of this nature is
19 Del Vecchio, D-e-l V-e-c-c-h-i-o, vs. PPL Electric Corpra ---
20 Electric Utilities Corporation, which was decided by the
21 Public Utility Commission on September 9th of 2005, at Docket
22 Number Z-01464793, which also indicated that, if the building
23 is not separately metered, it is the responsibility of the
24 property owner to pay the electric bill.

25 And, this is particularly, because Mr. Thomas, in his own

1 testimony, admitted that the building is not individually
2 metered. He said that the hall lights, and the basement
3 lights, and various other things were on the first floor
4 tenant's meter, before the first floor tenant moved out and
5 finalized service, after which, they were transferred over to
6 the second floor tenant's meter. Clearly, the common areas,
7 which are required by prior Commission Decisions to be not on
8 the meters of individual dwelling units, had, nonetheless been
9 on the meters of individual dwelling units.

10 And just as a final point, I would draw your attention to
11 Section 1523 of the Public Utility Code, which is codified at
12 66 Pa. CS 1523 B, on voluntary relinquishment of service, a
13 public utility cannot finalize service to a landlord
14 ratepayer, as long as the dwelling units in the building are
15 occupied, unless the landlord ratepayer sends in a form with
16 his notarized signature, saying that, the building is
17 unoccupied, or that, the tenants consent, and that, the
18 tenants actually do consent.

19 This was not followed by Mr. Thomas in this Case. And,
20 in fact, if you look at Duquesne Light Company's Exhibit
21 Number 4, it's indicated that, he was advised of this when he
22 called in to cancel service, on at least one or more
23 occasions.

24 I have nothing further.

25 JUDGE HOYER: Okay, thank you.

1 Okay, Mr. Thomas, do you care to make a final summary
2 statement today?

3 MR. THOMAS: Yes. First of all, I have not admitted
4 anything. So far as the service being foreign, when the house
5 was first --- when I first bought the house, it was a single
6 family unit. Obviously, if it was a single family unit,
7 everything was on one box. So, when it was transferred into
8 an apartment, there was all of these --- these hall lights and
9 whatnot, they stayed just where they were. Okay, the second
10 floor had theirs, the first floor had their. First floor had
11 the lights.

12 Well, Duquesne Light never notified me of any such thing
13 as having a --- a --- a document that I could have notarized,
14 that says that the other --- that the tenant agrees to have
15 the service off. Nobody ever apprised me of this. Okay.

16 So, as a result, what she's saying to you about what I
17 knew is not true. So, even then, if I had --- if the service
18 was provided to the building, and there was nobody in the
19 building at the --- there was one family in the building at
20 the time, then, that would have been fine. The ratepayer
21 would have been the person in the building.

22 Well, in this particular case, it's the same thing. The
23 ratepayer should have been --- the ratepayer was living in the
24 building, and she should have paid. And there's no ---
25 there's nothing else to --- that I can add to that.

1 So, at this point, I'm finished.

2 JUDGE HOYER: Okay. Thank you for that summary. I
3 understand both parties' positions. We have the testimony of
4 the Complainant and Mr. Holmes. Duquesne Light presented
5 three witnesses here today, and the record also includes ten
6 exhibits offered by the Respondent.

7 At this time, we are going to adjourn the hearing. For
8 your benefit, Mr. Thomas, what'll happen now, I will prepare
9 an Initial Decision. That will be sent to the parties, with a
10 letter explaining the procedure if you wish to take exception
11 from that Decision.

12 MR. THOMAS: Okay.

13 JUDGE HOYER: Okay?

14 We're adjourned. The time is now 12:10. Again, thank
15 you all for participating here this morning. Have a good day.

16 (Whereupon, at 12:10 p.m., the hearing was adjourned.)

17 C E R T I F I C A T E

18 I hereby certify, as the stenographic reporter, that the
19 foregoing proceedings were taken stenographically by me, and
20 thereafter reduced to typewriting by me or under my direction;
21 and that this transcript is a true and accurate record to the
22 best of my ability.

23 COMMONWEALTH REPORTING COMPANY, INC.

24 By: *James R. Obringer*
25 James R. Obringer

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Duquesne Light

Our Energy. Your Power

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

January 4, 2007

Administrative Law Judge Mark Hoyer
Pennsylvania Public Utility Commission
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222

RE: Theodore R. Thomas v. Duquesne Light Company
Docket No. C-20066934

Dear Judge Hoyer:

Enclosed are three copies of the following documents that Respondent Duquesne Light Company intends to offer into evidence at the telephonic hearing in the above referenced matter scheduled for Thursday, January 11, at 10:00 a.m.:

- Exhibit 1 - Computer Screen print-out, 01-20 CMM ACTION INFORMATION, Account No. 4000644968003, entries October 13, 2005 to present
- Exhibit 2 - Computer Screen print-out, 01-00 CUSTOMER DIRECTORY, Account No. 7000068385002
- Exhibit 3 - Meter Inspection Report, Account No. 4000644968003
- Exhibit 4 - Computer screen print-out, 01-20 CMM ACTION INFORMATION, Account No. 3000421064012
- Exhibit 5 - Handwritten notations re: contact attempts
- Exhibit 6 - Letter to Complainant dated December 14, 2005, with enclosure
Exhibit 4 - Computer screen print-out, 01-20 CMM ACTION INFORMATION, Account No. 3000421064012
- Exhibit 7 - Computer screen print-out, 01-03 CUSTOMER INFORMATION, Account No. 4000644968003
- Exhibit 8 - Computer screen print-out, 01-03 CUSTOMER INFORMATION, Account No. 3000421064012
- Exhibit 9 - Statement of Account, Account No. 4000644968003, January 4, 2005 to present
- Exhibit 10 - Statement of Account, Account No. 3000421064012

Respondent reserves the right to offer addition exhibits if necessary to respond to matters raised by Complainant at hearing. A copy of each exhibit is being mailed to Complainant in accordance with Commission regulations.

Sincerely,

Regina M. Sestak
Attorney for Duquesne Light Company

cc: Theodore R. Thomas (with enclosure)

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Pittsburgh Office of A.L.J.
Public Utility Commission

4000644968003 PC 066 -BL 11 RD CYC 06 BL CYC 06 * > SERV ENDED 10/10/05
 ALSTON YVETTE A STATUS FINAL BILL FNA LAST-TRAN 10/24/06
 7244 IDLEWILD ST FLR 2 RT/RDR C10 000 DISPUTE EXP
 PITTSBURGH PA 15208-1417 412 403 4267 INA RNTPROP NO
 ***** 01-20 CMM ACTION INFORMATION ***** 01/04/07 *** 1030 **

TRIGGER	DATE	MESSAGE	NAME	TIME	ENTERED
99 99 99	VIEWED PER M	TAMILIA	J LESTER	1029	10/24/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM		J LESTER	1024	10/24/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM		L TURNER	0948	06/20/06
99 99 99	YVETTE VFD SS#. CONFIRMED END DATE...C/S		J ANDRULON	1526	05/15/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM		S SCOTT	1001	04/26/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM		D GERMANY	1413	04/25/06
99 99 99	REVIEW PER CUSTOMER		W ROBINSON	0849	02/28/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM		W ROBINSON	0847	02/28/06
99 99 99	TRANSFER TO GEN BUS		K GANGLOFF	0847	02/28/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM		K GANGLOFF	0845	02/28/06
99 99 99	COPY OF M/I AND DISPUTE REPORT TO P/C THEODOR J LESTER		J LESTER	1158	01/04/06
	E THOMAS TO S PALM				
99 99 99	* I2005-10-14E2005-11-13C2005-11-11	139.19	J LESTER	1411	11/30/05

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

RECEIVED

JAN 19 2007

PA PUBLIC UTILITY COMMISSION
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DOCUMENT
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RESP

EXHIBIT
 R-1

4000644968003 PC 066 BL 11 RD CYC 06 BL CYC 06 * > SERV ENDED 10/10/05
 ALSTON YVETTE A STATUS FINAL BILL FNA LAST-TRAN 10/24/06
 7244 IDLEWILD ST FLR 2 RT/RDR C10 000 DISPUTE EXP
 PITTSBURGH PA 15208-1417 412 403 4267 INA RNTPROP NO
 ***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1030 **

TRIGGER

..DATE..	MESSAGE.....	NAME	TIME ENTERED
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	M FARRELL	1123 11/17/05
99 99 99	YVETTE ALSTON CONTACTED ME...SHE ADVISED THAT S SUTTER WIRING WAS NOT CORRECTED...I EXP THAT I HAD TAKEN HER NAME FROM THE ACT AND TRANS SER INTO THE P/O'S ...ALSO THE BAL OWING....SHE UDNERSTANDS...CLAIMS P/O IS UPSET WITH HER...	S SUTTER	1356 11/11/05
99 99 99	SRVORD MI CMPL 10/25/05 BY ERK READ 001970	ERK	1816 11/10/05
99 99 99	TRANSFER - TRF TO 3000421064012	C REITER	0736 11/09/05
99 99 99	DATE EST TERM INITIALIZD FOR DLCO-UNBUN 0002 DATE EST TERM = 2005-10-10 (MA)	PCSPM162	0024 11/08/05
99 99 99	DLCO-UNBUN 0002 DATE END SET TO 2005-10-10 DLCO-UNBUN 0002 STATJS CHANGED FROM AC TO MA	FCSSO100	1831 11/08/05
99 99 99	CAP ARRANGEMENT DEFAULTED DUE TO DUAL S.O.	SJS	1831 11/08/05

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

4000644968003 PC 066 -BL 11 RD CYC 06 BL CYC 06 * > SERV ENDED 10/10/05
ALSTON YVETTE A STATUS FINAL BILL FNA LAST-TRAN 10/24/06
7244 IDLEWILD ST FLR 2 RT/RDR C10 000 DISPUTE EXP
PITTSBURGH PA 15208-1417 412 403 4267 INA RNTPROP NO

***** 01-20 CAME ACTION INFORMATION ***** 01/04/07 *** 1030 **
TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED
99 99 99	SRVORD DUAL CMPL 11/08/05 BY SJS READ C01961	SJS	1831	11/08/05
99 99 99	E MAIL TO CALL YVETTE AT 4124034267 TO S SUT M KOPRIVNI TER, EXPLAINED INFO ON CAME TO YVETTE	M KOPRIVNI	1550	11/08/05
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	M KOPRIVNI	1545	11/08/05
99 99 99	*** E MAILED ACT DEPT TO TRANS BALANCE OF \$139.19 FROM THIS ACCOUNT TO THE P/O ON ACT 3000421064012...	S SUTTER	1311	11/08/05
99 99 99	SERV ORDER DUAL READY FOR BATCH (23-05)	S SUTTER	1306	11/08/05
99 99 99	SERV ORDER DUAL CREATED WNTD BY DT 10/10/05	S SUTTER	1304	11/08/05
99 99 99	AFTER SEVERAL ATTEMPTS TO BOTH THE TENANT, YVETTE ALSTON, AND THE P/O, THEODORE THOMAS, I STILL HAVE BEEN UNSUCCESSFUL IN MAKING CONTACT TO VERIFY IF THE FOREIGN LOAD HAS	S SUTTER	1301	11/08/05

* * * ARE THERE MORE RECORDS YES * * *
DSPLY 21 KEY TO NEW SS DSPLY KEY

4000644968003 PC 066 -BL 11 RD CYC 06 BL CYC 06 * > SERV ENDED 10/10/05
 ALSTON YVETTE A STATUS FINAL BILL FNA LAST-TRAN 10/24/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP
 PITTSBURGH PA 15208-1417 412 403 4267 INA RNTPROP NO

***** 01-20 CMM ACTION INFORMATION ***** 01/04/07 *** 1030 **

TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED
99 99 99	BEEN REMOVED...MI SHOWS THAT COMMON LIGHTS AND 1ST FL APT WERE JUMPERED OVER IN THE FUSE BOX.....JOAN LESTER WILL SEND DISPUTE PAPERS TO THE P/O EXP THAT SER WILL BE IN HIS NAME UNTIL WE VERIFY THAT WIRING HAS BEEN CORRECTED...ALSO TRANSFERRING THE BALANCE...	S SUTTER	1301	11/08/05
99 99 99	FAXED 1ST DISPUTE REMINDER TO T JACKSON	J LESTER	1039	11/08/05
99 99 99	CHECKING DISPUTE PROGRESS	J LESTER	1615	11/03/05
99 99 99	CHECKING DISPUTE PROGRESS	J LESTER	1417	11/01/05
99 99 99	FAXED FIELD FOLLOWUP TO T JACKSON	J LESTER	1600	10/27/05
99 99 99	CONTACTED P/O, THEODORE THOMAS AND EXP ACT 54....ADV THAT HE HAD 10 DAYS TO	S SUTTER	1243	10/26/05

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

4000644968003 PC 066 -BL 11 RD CYC 06 BL CYC 06 * > SERV ENDED 10/10/05
 ALSTON YVETTE A STATUS FINAL BILL FNA LAST-TRAN 10/24/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP
 PITTSBURGH PA 15208-1417 412 403 4267 INA RNTPROP NO
 ***** 01-20 CMM ACTION INFORMATION ***** 01/04/07 *** 1031 **

TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED
99 99 99	CORRECT THE WIRING...	S SUTTER	1243	10/26/05
99 99 99	MI COMPLETED BY M&T ON 10-25-05.	J STOLARZ	1003	10/26/05
99 99 99	SUPPLIER DATA WAS SENT ON 10/23/2005	PCSPM200	1227	10/23/05
99 99 99	20052900049 DL SL 10/18/05 S/L OUT INT C=T	POABA102	C213	10/20/05
99 99 99	SL RESTORED:CALLBACK MESSAGE LEFT ON V-MAIL	POABA129	1030	10/18/05
99 99 99	CELL PH#412-4034267	B BATES	1603	10/14/05
99 99 99	MI TO CHECK FOR FOREIGN LOAD.	B BATES	1603	10/14/05
99 99 99	SERV ORDER MI CREATED WNTD BY DT 10/14/05	B BATES	1603	10/14/05
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	B BATES	1601	10/14/05
99 99 99	YVETTE SAYS ALREADY RPTD SL-SAYS	B BATES	1215	10/13/05
	KNOWS NEIGHBOR MOVED MONTHS AGO-LL WAS			
	IN-NOW SEES LIGHTS-ENTER MEMO FOR FOREIGN			
	WIRING			

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

7000068385002 CC 069 BL 01 RD CYC 06 BL CYC 06 SERV ENDED 01/11/05
HALE EVELYN STATUS CHARGE OFF FNA LAST-TRAN 09/11/06
7244 IDLEWILD ST RT/RDR 010 000 DISPUTE EXP
PITTSBURGH PA 15208-1417 *NM* 412 242 3998 INA RNTPROP NO

***** 01-00 CUSTOMER DIRECTORY *****

- | | | | |
|-------------------------------------|-----|------------------------------------|-----|
| 01. A/R TOTAL..... | | 20. CAMM INFORMATION..... | YES |
| 02. TOTAL RECEIVABLE REVIEW..... | YES | 21. RETURN CHECK HISTORY.... | NO |
| 03. CUSTOMER INFORMATION..... | YES | 22. STATEMENT OF ACCOUNT..... | YES |
| 04. A/R TRANSACTION HISTORY..... | YES | 23. ACCOUNT BILLING/PAYMENT DATA.. | YES |
| 05. ENERGY ASSISTANCE DATA | NO | 24. ELECTRICAL DISPLAY..... | YES |
| 09. SPECIAL BILLING..... | NO | 25. DEF PLEDGE HISTORIES..... | NO |
| 10. DEPOSIT INFORMATION..... | NO | 26. ENERGY ASSISTANCE REFERRALS... | NO |
| 11. DEPOSIT BILLING..... | NO | 27. PAYMENT ARRANGEMENT INQUIRY... | YES |
| 12. CHARGE OFF ACCOUNTS..... | YES | 28. CAP INQUIRY..... | NO |
| 13. CUSTOMER CONNECT CHARGE..... | NO | 29. EDI / ELECTRIPAY..... | NO |
| 15. ELECTRONIC FUNDS TRANSFER..... | NO | 30. MARKETING PROGRAMS..... | NO |
| 16. CUSTOMER ID/SPECIAL ALERT DATA. | YES | 35. CUSTOMER CHOICE (MA)..... | YES |
| 18. SPECIAL METER READ INSTRUCTIONS | NO | 41. PRE-POST TRANSACTION HISTORY.. | YES |
| 19. DETAIL CREDIT / COLLECTION DATA | YES | | |

DSPLY 01 KEY

TO NEW SS

DSPLY

KEY

DOCUMENT
FOLDER

RECEIVED

JAN 19 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCKETED
FEB 06 2007

JMS
1/11/07
Bd
C-20066934
RESP.

EXHIBIT
R-2

ACCOUNT NUMBER 4000644968003
 SERV NAME / USING ADDRESS ALSTON
 YVETTE A

PREPARED DATE 10/14/05
 STATUS ACTIVE
 PRES ACCT

SERV DISC 11/13/05
 NEW NAME AND MAIL ADDRESS

07244 IDLEWILD ST

FLR 2
 PITTSBURGH PA 15208
 GEO CODE 708 GEO LOCATION HOMEWOOD

RDG DATE RC READING DEM RDG RC KVAR RDG COMPT BY TIME
 10-25-95 1970

EFT DATE RC READING RC DEM RDG RC KVAR RDG
 10/14/05

RC	DATE	DAYS	READING	USAGE	KW	DEM	AMOUNT	AVR/DAY	RDG	SEQ	METER	LOC
J	10/10/05	0032	001961	00000288			34.52	0009.00	7460		OS-LEFT	
J	09/08/05	0030	001937	00000264			31.96	0008.80	MD		SEALED	SERV VOLTAGE
J	08/09/05	0032	001915	00000384			43.28	0012.00	YES		NO	
J	07/08/05	0030	001883	00000300			35.23	0010.00	MTR		STATUS	
J	06/08/05	0030	001858	00000240			29.48	0008.00	MTR		REASON	
J	05/09/05	0031	001838	00000228			28.33	0007.35	CO		CODE 6G	
J	04/08/05	0030	001819	00000324			37.52	0010.80	ELECT		SHUT OFF AT	
J	03/09/05	0029	001792	00000396			44.43	0013.65	1		POLE	7 UG VAULT
J	02/08/05	0029	001759	00000432			47.88	0014.89	2		METER	8 SERV DRP
J	01/10/05	0033	001723	00000396			42.51	0012.00	3		BRACKET	9 POWER CT
J	12/08/04	0030	001690	00000264			29.92	0008.80	4		L PLUG	0 AREL TAP
J	11/08/04	0032	001668	00000264			29.92	0008.25	5		MAIN SW	A LOAD WRS
J	10/07/04	0029	001646	00000192			23.53	0006.62	6		MTR/LOCK	FOREIGN WR
J	09/08/04	0030	001630	00000192			23.53	0006.40	DEPEND		CD	CONT SRV
J	08/09/04	0032	001614	00000132			18.19	0004.12	B/R		N	

DIVISION DIST PENN HILLS CURRENT BAL 00000000139.19 RATE RIDER CHG RATE TO
 METER RDG DIRECTIONS SPECIAL INST 010 000
 CHK FOR FOREIGN LOAD-SUSPECTS LL-SEES LIGHTS
 ON-NEIGHBOR MOVED MONTHS AGO.-NO FEE

DIRECTIONS

PREMISE NO 6000607079 DIRECT MEMO TO PH NO 000 000 0000
 FIELD INQUIRY

Deal 1970
ERT 1970.54

FIELD RESOLUTION

NOTES
 CONTACT PH 412 403 4267
 SUPPLIER ID# DLCO-UNBUN
 BACKDATED INFORMATION

PERSON CALLING YVETTE
 INITIAL CONTACT.....
 CUST ADVISED OF CHAP 56
 OTHER ACTION PEND.....
 PROP\OWNER REAL EST

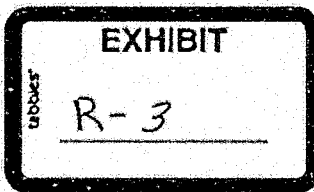
NEW CUSTOMER
 HOME PHONE
 WORK PHONE
 NEW ACCT NO
 PYMTS MADE BY.....
 RYMTS MADE AFTER CANC..

TOU METER
 ACTUAL RDG
 MECH DIAL RDG
 DISPLAY
 DAY OF WEEK
 JULIAN DATE
 TIME OF DAY
 TOTAL KWHS
 ON PEAK DEM
 OFF PEAK DEM
 ACT TIME RDG

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R No
032
1/11/07
C. 20066974
 RESP.

15-03 PREMISE DATA

TYPE HEAT <u>GAS</u>	HEAT PUMP SIZE _____ TONS	HEAT LOAD _____ KW
TYPE AC _____	AC SIZE _____ TONS	AC BTU _____
<input type="checkbox"/> RANGE ... (ELECT) <u>GAS</u> KW	<input type="checkbox"/> DISHWASHER _____	# OF HEATING UNITS _____
<input checked="" type="checkbox"/> REFRIGERATOR _____ CU FT	<input type="checkbox"/> HOT TUB _____	# OF AC UNITS _____
<input type="checkbox"/> FREEZER _____ CU FT	<input type="checkbox"/> DEHUMIDIFIER _____	
<input checked="" type="checkbox"/> DRYER... (ELECT) <u>120 V</u> KW	TYPE OF LIGHT _____	THERMOSTAT SETTING _____
<input type="checkbox"/> ELEC WATER TANK <u>GAS</u> GAL	<input type="checkbox"/> SODIUM _____	FURNACE DAY <u>80</u>
<input type="checkbox"/> FURNACE MOTOR _____ HP	<input type="checkbox"/> MERCURY VAPOR _____	FURNACE NIGHT _____
<input type="checkbox"/> WATER BED HEATER _____ WATTS	<input type="checkbox"/> INCANDESCENT _____	AIR CONDITIONING _____
<input type="checkbox"/> SPACE HEATER _____ WATTS	MISC COMMENT <u>Microwave</u>	
<input checked="" type="checkbox"/> WASHER _____		FOREIGN WIRING <u>Yes</u>
TELEVISION <u>3</u> <u>Color</u> SETS	NUMBER IN HOUSEHOLD _____	WATTAGE _____
ELEC POOL HEATER _____ BTU	ROOMS _____	REMARKS _____
SWIM POOL FILTER _____ HP	<u>1</u> ADULTS	
GUTTER CABLES _____ FT	<u>1</u> TEENS	
ELEC AIR CLEANER _____	CHILDREN _____	
NEW APPLIANCES ADDED _____		

METER EXCHANGE INFORMATION

METER INSTALLED _____	KWH RDG _____	RC _____	DEM RDG _____	RC _____	KVAR RDG _____	RC _____	CT RATIO _____	PT RATIO _____	AT RATIO _____
SERVICE VOLTAGE _____	METER LOCATION _____								

REASON FOR EXCHANGE

PERIODIC TEST _____	REWIRE _____	DAMAGED _____	SAMPLE TEST _____	PLAIN TO DEM _____
OBSOLETE _____	DEFECTIVE _____	FIRE _____	CHANGE MULT _____	IDLE / RZ BLDG _____

REMARKS / FURTHER ACTION Land Lord connected the wire that controls 1st Floor apt + hall + porch lites to cust fuse box about 4 months ago. (2) another wire which apparently came from 1st floor fuse box is also connected to cust (2) fuse box. It controls cust refer + lichte skts along the 2nd Floor kitchen wall. These wires go to fuse box controlled by meter DB386 9530 (1st floor) It is off - (booster SKT + service to this meter are OK) (with field work)

GROUND TO CIRCUIT	WATTAGE	DISCONNECTED	CLEARED	DISCUSSED WITH CUSTOMER	CUSTOMER SATISFIED
YES _____ NO <input checked="" type="checkbox"/>	_____	YES _____ NO _____	YES _____ NO _____	YES <input checked="" type="checkbox"/> NO _____	YES <input checked="" type="checkbox"/> NO _____

CUSTOMER SIGNATURE Yvette Alston Yvette Alston

REGISTERING CORRECTLY	IRREGULARITY	UNMETERED	ESTMATE	REBILL	RECHECK
YES <input checked="" type="checkbox"/> NO _____	YES _____ NO _____	YES _____ NO _____	YES _____ NO _____	YES _____ NO _____	YES _____ NO _____

LCWR / NO FURTHER CO. ACTION _____	YES _____ NO <input checked="" type="checkbox"/>	SEAL NO. AS LEFT _____
LOCKED AS FOUND _____	YES _____ NO _____	SEAL COLOR <u>Y</u>
LOCKING DEVICE INSTALLED <u>pin</u>		SEAL AS FOUND _____
		MD - NS <u>MD-S</u> <u>M-S</u> M - NS

METER WAS INSPECTED AND/OR TESTED AT INSTALLATION (30 DAY PUC REGULATION) YES NO _____ DATE 10-25-05

TOU METER INSTALLED

ACTUAL RDG 1970.54

MECH DIAL RDG 1970

DISPLAY _____

DAY OF WEEK tuesday

JULIAN DATE 10-25-05

TIME OF DAY _____

TOTAL KWHS _____

ON PEAK DEM _____

OFF PEAK DEM _____

ACT TIME RDG _____

Land Lord:
Theodore Thomas
8?? Glens Rd

METER TEST RESULTS

FULL LOAD 99.6

LIGHT LOAD 99.3

LOAD AT INSP TIME 0 WATT

POWER FACTOR _____

STANDARD NO. MAV 109243

- READING CODES
- A. RDG AT METER INSTALLATION
 - B. RDG AT METER EXCHANGE
 - C. MANUALLY SET RDG
 - J. NORMAL RDG
 - K. VERIFIED RDG
 - M. MANUALLY READ HEX
 - S. CUSTOMER CARD RDG
 - T. CUSTOMER CALLED RDG
 - W. CONSUMER SERVICE REP
 - X. CONSUMER SERVICE ORDERMAN

3000421064012 CC 066 1 BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1027 **

TRIGGER	DATE	MESSAGE	NAME	TIME	ENTERED
99 99 99	01/01/2007	SUPPLIER IATA WAS SENT ON 01/01/2007	PCSPM200	1216	01/01/07
99 99 99	12/24/2006	SUPPLIER IATA WAS SENT ON 12/24/2006	PCSPM200	1228	12/24/06
99 99 99	2006-12-08	CACS BILL MESSAGE C3 CREATED	PCSTR164	2140	12/08/06
99 99 99		VIEW ONLY	S BIEDRZYC	1155	12/07/06
99 99 99		CSR ACCESS TO ACCOUNT PER CSRCAMM	S BIEDRZYC	1154	12/07/06
99 99 99	11/26/2006	SUPPLIER DATA WAS SENT ON 11/26/2006	PCSPM200	1223	11/26/06
99 99 99	2006-11-08	CACS BILL MESSAGE C3 CREATED	PCSTR164	2214	11/08/06
99 99 99	10/23/06	ADV MR THOMAS TO FAX OR SEND LTR TO VEFB NC ONE LIVES AT THIS HOUSE ... OK PER D JAMES..	G SHEALEY	1142	10/23/06
99 99 99	10/23/06	TRANSFERRED THEODORE THOMAS TO GEN/BUS 2??..FINAL READING OF ABOVE ACCT..ALSO NEED LOCK REMOVED TO COMPLETE WORK AT ANOTHER ADDRESS/LINCOLN ROAD..	M DESHIELD	1124	10/23/06

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

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DOCUMENT
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DOCKETED
 FEB 06 2007

EXHIBIT
 R-4

Handwritten:
 C-20066974
 Pgh
 1/11/07
 RESP.

3000421064012 CC 066 I BL 12 PD CYC 06 BI CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RI/RDR C10 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1028 **
 TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED	DATE
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	G SHEALEY	1123	10/23/06	
99 99 99	ELECTRICALL GAVE MEDICAL/OV PAYMENT RIGHTS	E ELECTRIC	1117	10/23/06	
99 99 99	SUPPLIER DATA WAS SENT ON 10/22/2006	PCSPM200	1226	10/22/06	
99 99 99	FORMAL PUC COMPLAINT RECEIVED 10/16/06: C-20066934	M TAMILIA	1500	10/16/06	
99 99 99	PYMT ARRANGMENT INSERTED	M TAMILIA	1500	10/16/06	
99 99 99	LPC EXEMPT CODE CHGD FROM TO D F 12096-10-16E2006-11-15C0900-C0-00 661.14 CUST ALERT TYPE3 CHG FROM * TO F	M TAMILIA	1459	10/16/06	
99 99 99	2006-10-10 CACS BILL MESSAGE C3 CREATED	PCSTR164	2213	10/10/06	
99 99 99	SUPPLIER DATA WAS SENT ON 09/24/2006	PCSPM200	1231	09/24/06	
99 99 99	PUC CASE #2021053 CLOSED 09/18/06 - ACCORDING S BIEDRZYC TO ACT 54, LANDLORD RESPONSIBLE FOR SVC WHEN	0921	0921	09/19/06	

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

3000421064012 CC 066 I BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-20 CMM ACTION INFORMATION ***** 01/04/07 *** 1028 **
 TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED
99 99 99	FOREIGN LOAD IS DETECTED - CO ACTED ACCORDING TO PESS WHEN PLACING SVC & ANY BALANCE ON THE ACCT IN MR THOMAS' NAME @ THIS ADDRESS 10/25 - MR THOMAS RESPONSIBLE FOR BALANCE OF \$638 W/ A DUE DATE OF 10/02/06 - DISMISSED - MR THOMAS TO MAKE ARRANGEMENTS W/ CO TO PAY BALANCE SINCE HE REFUSED P/A W/ THE PUC (REVIEW)	S BIEDRZYC	0921	09/19/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	S BIEDRZYC	0909	09/19/06
99 99 99	PUC CASE # 2021053 CLOSED; BASED ON THESE FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES: (1) THAT THE PUBLIC UTILITY COMMISSION HAS JURISDICTION OVER THIS DISPUTE. (2	PCSAM112	1915	09/18/06
	* I2005-12-22E2006-01-21C2006-09-18 207.37			

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

3000421064012 CC 066 I BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1028 **
 TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED	DATE
99 99 99	LPC EXEMPT CODE CHGD FROM D TO 1	PCSAM112	1915	09/18/06	
99 99 99	2006-09-11 CACS BILL MESSAGE C3 CREATED	PCSTR164	2224	09/11/06	
99 99 99	AGAIN ADV KEITH OF ACT 54.. ADV HIM TO HAVE P M RAKOCZY O CALL.	M RAKOCZY	0827	09/11/06	
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	M RAKOCZY	0826	09/11/06	
99 99 99	KEITH QUARLES MAY NOT BE MOVED IN YET - WANTED E EFF 9/12/06.	M KOVACH	0818	09/11/06	
99 99 99	ADV TENANT KEITH QUARLES THAT BECAUSE OF (ACT 54) E MUST REMAIN IN P/O'S NAME - HE UNDERSTOOD & SATSD.	M KOVACH	0818	09/11/06	
99 99 99	VIEW	M KOVACH	0817	09/11/06	
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	M KOVACH	0812	09/11/06	
99 99 99	SUPPLIER DATA WAS SENT ON 08/27/2006	PCSPM200	1235	08/27/06	

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

3000421064012 CC 066 I-BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOP FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO

***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1028 **

TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	S BIEDRZYC	1209	08/11/06
99 99 99	2006-08-10 CACS BILL MESSAGE C3 CREATED	PCSTR164	2220	08/10/06
99 99 99	SUPPLIER DATA WAS SENT ON 07/23/2006	PCSPM200	1236	07/23/06
99 99 99	2006-07-11 CACS BILL MESSAGE C3 CREATED	PCSTR164	2217	07/11/06
99 99 99	SUPPLIER DATA WAS SENT ON 06/25/2006	PCSPM200	1219	06/25/06
99 99 99	2006-06-09 CACS BILL MESSAGE C3 CREATED	PCSTR164	2218	06/09/06
99 99 99	SUPPLIER DATA WAS SENT ON 05/28/2006	PCSPM200	1217	05/28/06
99 99 99	VIEW ONLY	J LESTER	0913	05/17/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	J LESTER	0907	05/17/06
99 99 99	2006-05-10 CACS BILL MESSAGE C3 CREATED	PCSTR164	2211	05/10/06
99 99 99	VIEW ONLY	S BIEDRZYC	1304	05/09/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	S BIEDRZYC	1303	05/09/06
99 99 99	SUPPLIER DATA WAS SENT ON 04/30/2006	PCSPM200	1433	04/30/06

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SE DSPLY KEY

3000421064012 CC 066 I BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR C10 00C DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1028 **

TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	S SCOTT	1003	04/26/06
99 99 99	ADV YVETTE SVC IS ACTIVE IN LL NAME, ADV UNLESS THEY HAVE SOME OTHER AGREEMENT BETWEEN THEM, LL IS RESP FOR PAYING THIS BILL. ADV TO STRT N/S SVC AT NEW ADDRESS, CALL AND REQ SVC	D GERMANY	1416	04/25/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	D GERMANY	1411	04/25/06
99 99 99	TRANS YVETTE TO GEN BUS, SAID SHE LIVES HERE BUT ACCT IS IN LANDLORDS NAME, WILL BE MOVING WANTS TO KNOW IF RESPONSIBLE FOR BILL	C JONES	1404	04/25/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	C JONES	1402	04/25/06
99 99 99	SUPPLIER DATA WAS SENT ON 04/23/2006	PCSPM200	1219	04/23/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	M KOPRIVNI	1331	04/13/06
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	G BLAZEVIC	1327	04/13/06

* * * ARE THERE MORE RECORDS YES * * *
 DSPY 21 KEY TO NEW SS DSPY KEY

3000421064012 CC 066 I BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO

***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1028 **

TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED	DATE
99 99 99	2006-04-10 CACS BILL MESSAGE C3 CREATED	PCSTR164	2211	04/10/06	
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	J LESTER	1414	04/05/06	
99 99 99	SUPPLIER DATA WAS SENT ON 03/26/2006	PCSPM200	1217	03/26/06	
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	S BIEDRZYC	1122	03/23/06	
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	S DCLARK	1215	03/22/06	
99 99 99	2006-03-10 CACS BILL MESSAGE C3 CPEATED	PCSTR164	2208	03/10/06	
99 99 99	REVIEW PER TENANT	W ROBINSON	0853	02/28/06	
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	W ROBINSON	0849	02/28/06	
99 99 99	SUPPLIER DATA WAS SENT ON 02/26/2006	PCSPM200	1219	02/26/06	
99 99 99	VIEW ONLY	S BIEDRZYC	0934	02/16/06	
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	S BIEDRZYC	0933	02/16/06	
99 99 99	2006-02-09 CACS BILL MESSAGE C3 CREATED	PCSTR164	2207	02/09/06	
99 99 99	SUPPLIER DATA WAS SENT ON 01/22/2006	PCSPM200	1224	01/22/06	

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

3000421064012 CC 066 I BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/PDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1028 **
 TRIGGER

..DATE..	MESSAGE.....	NAME	TIME ENTERED
99 99 99	DISC SITUATION WITH PUC (MT)...WE ARE IN AGREEMENT WITH DECISION MADE..I CONTACTED MR THOMAS AND EXP THAT I COULD NOT GO BACK AND PUT TENANTS NAME ON THE ACT....MR THOMAS BACK IN OCT WOULD NOT LET ME INTO THE BLDG SO I COULD NOT DETERMINE IF 1ST FL WAS STILL JUM PERED OVER TO THE 2ND FLI EXP TO MR THOMAS IF HE WOULD LET ME IN AND I COULD VERI FY THAT NOTHING WAS REGISTERING ON 2ND FL MTR EXCEPT THE TENANTS APT THAT I WOULD TAKE HIS NAME OFF OF THE ACT...HE SAID THAT HE COULD NOT LET ME IN THIS WEEK BUT THAT HE WOULD CAL L ME NEXT WEEK AND LET ME IN.....NO OTHER AC	S SUTTER	1308 01/18/06

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

3000421064012 CC 066 I BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1028 **
 TRIGGER

..DATE..	MESSAGE.....	NAME	TIME ENTERED
99 99 99	TION NEC AT THIS TIME...	S SUTTER	1308 01/18/06
99 99 99	P/O, THEODORE THOMAS, CONTACTED ME...HE ADV THAT THIS IS A 2APTS HOUSE WITH ONE MTR BUT THE 1ST FL APT IS VACANT AND HAS BEEN VACANT FOR OVER 1 YR...HE HAS NO INTENTIONS OF RENTING OUT THIS APT BE CAUSE OF ALL THE DAMAGE THAT WAS DONE PRIOR TO THIS APT...I LEFT MESS FOR PUC GROUP TO MAKE A DEC AND I WILL CON TACT MR THOMAS WITH RESULTS WHEN THEY ADV ME...NO OTHER ACTION AT THIS TIME..	S SUTTER	1317 01/17/06
99 99 99	2006-01-11 CACS BILL MESSAGE C2 CREATED	FCSTR164	2208 01/11/06
99 99 99	COPY OF YVETTE ALSTON (TENANT) M/I AND DISPUT J LESTER		1200 01/04/06

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

3000421064012 CC 066 I BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO

***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1028 **

TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED
99 99 99	E REPORT TO P/O THEODORE THOMAS TO S PALM	J LESTER	1200	01/04/06
99 99 99	PECD MESS ON ANS MACHINE FROM MR THOMAS... ATTEMPTED 2 TIMES TO RETURN THE CALL...NO ANSWER....	S SUTTER	0941	01/03/06
99 99 99	SUPPLIER DATA WAS SENT ON 01/01/2006	PCSPM200	1212	01/01/06
99 99 99	SUPPLIER DATA WAS SENT ON 12/25/2005	PCSPM200	1218	12/25/05
99 99 99	PYMT ARRANGMENT INSERTED	M TAMILIA	1535	12/23/05
99 99 99	PUC COMPLAINT FILED #2021053	M TAMILIA	1535	12/23/05
99 99 99	LPC EXEMPT CODE CHGD FROM TO D I 12005-12-22E2006-01-21C0000-00-00 207.37 CUST ALERT TYPE3 CHG FROM TO I	M TAMILIA	1535	12/23/05
99 99 99	SEE CAMM FROM 11/17/05	D BROWN	1422	12/14/05
99 99 99	CUST ALERT TYPE2 CHG FROM TO O	D BROWN	1422	12/14/05

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

3000421064012 CC 066 BL 12 RD CYC 06 BL CYC C6 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR C10 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-20 CANN ACTION INFORMATION ***** 01/04/07 *** 1029 **
 TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED	DATE
99 99 99	AGAIN ADV THEODORE THOMAS THAT SVC MUST REMAI N IN HIS NAME UNDER ACT 54 UNDER THE WIPING H AS BEEN CORRECTED BY A REGISTERED ELECTRICIAN /CHECKED BY DLC..HE WANTS THE COPY OF ACT 54. .ADV WILL SEND TO HIM AT 459 GROVE RD VERONA PA 15147..HE HUNGUP.	D BROWN	1422	12/14/05	
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	D BROWN	1412	12/14/05	
99 99 99	REVIEWED TENANT ACCT, YVONNE ALSTON, ACCT 4000 644 968 003..SENT P/O UTILITY REPORT TO M/ADD PER S SUTTER CANN 11/08	J LESTER	1121	12/14/05	
99 99 99	2005-12-09 CACS BILL MESSAGE C1 CREATED	PCSTR164	2205	12/09/05	
99 99 99	SUPPLIER DATA WAS SENT ON 11/27/2005	PCSPM200	1218	11/27/05	
99 99 99	FLDSVC COMPLETED OFF AT 10:14 ON 11/17/2005	JDB-MDS	1708	11/17/05	

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

3000421064012 CC 066 I-BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1029 **
 TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED	DATE
99 99 99	CALLED AND LEFT MESSAGE FOR THEODORE TO CONTACT ME	D JONES-JA	1315	11/17/05	
99 99 99	##### ##### DO NOT ENTER OFF FOR MR THOMAS ##### ##### UNTIL REWIRE AND W/A IS DONE...##### #####	M FARRELL	1141	11/17/05	
99 99 99	ADV YVETTE WE WILL TURN ELEC BACK TODAY...SAT	M FARRELL	1138	11/17/05	
99 99 99	CALLLED SPEC-B TO TURN SERVICE BACK ON. ELEC MUST STAY IN TED'S NAME (P/O ACT 54)....	M FARRELL	1137	11/17/05	
99 99 99	SERVICE ORDER OFF DELETED	M FARRELL	1133	11/17/05	
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	M FARRELL	1120	11/17/05	
99 99 99	DATE EST TERM INITIALIZD FOR DLCO-UNBUN 0001 DATE EST TERM = 2005-11-17 (AC)	PCSPM162	0023	11/16/05	

* * * ARE THERE MORE RECORDS YES * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

3000421064012 CC 066 I BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO

***** 01-20 CAMM ACTION INFORMATION ***** 01/04/07 *** 1029 **

TRIGGER

..DATE..	MESSAGE.....	NAME	TIME	ENTERED
99 99 99	SERV ORDER OFF CREATED WNTD BY DT 11/17/05	L KLEIST	1017	11/16/05
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	L KLEIST	1016	11/16/05
99 99 99	SERV ORDER MI READY FOR BATCH (23-05)	M JONES	1608	11/10/05
99 99 99	RCVD TRANSFER FROM - 4000644968003	C PEITER	0736	11/09/05
99 99 99	DATE EST START INITIALIZD FOR DLCC-UNBUN 0001	FCSPM162	0023	11/08/05
	DATE EST START - 2005-10-10 (AC)			
99 99 99	TAX QSTNS: RSDNTL ONLY = N TAX EXEMPT ORG = N	SJS	1831	11/08/05
	SPVORD DJAL CMPL 11/08/05 BY SJS READ 001961			
99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	M KOPRIVNI	1547	11/08/05
99 99 99	PREMISE DATA INSERTED	S SUTTER	1308	11/08/05
99 99 99	SEE CAMM ON 4000644968003....FOREIGN WIRING	S SUTTER	1308	11/08/05
	HAS NEVER BEEN VERIFIED TO SEE IF IT WAS			
	CORRECTED...P/O, THEODORE THOMAS, WILL BE			

* * * ARE THERE MORE RECORDS YES * * *
DSPLY 21 KEY TO NEW SS DSPLY KEY

3000421064012 CC 066 I BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-20 CANN ACTION INFORMATION ***** 01/04/07 *** 1029 **
 TRIGGER

..DATE..	MESSAGE.....	NAME	TIME ENTERED
99 99 99	RESP UNTIL WHICH TIME WE GAIN ACCESS TO VERIFY....ALSO BALANCE IS BEING TRANS...	S SUTTER	1308 11/08/05
99 99 99	SERV ORDER DUAL CREATED WNTD BY DT 10/10/05	S SUTTER	1304 11/08/05

* * * ARE THERE MORE RECORDS NO * * *
 DSPLY 21 KEY TO NEW SS DSPLY KEY

7000068385002 CC 069 LST-BL 01 RD CYC 06 BL CYC 06 SERV ENDED 01/11/05
 HALE EVELYN STATUS CHARGE OFF FNA LAST-TRAN 06/30/05
 7244 IDLEWILD ST RT/RDR 010 000 DISPUTE EXP
 PITTSBURGH PA 15208-1417 *NM* 412 242 0998 INA RNTPROP NO
 ***** 01-20 CANN ACTION INFORMATION ***** 10/25/05 *** 0806 **

TRIGGER	..DATE..	MESSAGE.....	NAME	TIME ENTERED	DATE
	99 99 99	SERVICE ORDER FMFWR DELETED	B BATES	1601	10/14/05
	99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	B BATES	1559	10/14/05
	99 99 99	SERV ORDER FMFWR CREATED WNTD BY DT 10/13/05	B BATES	1220	10/13/05
	99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	B BATES	1209	10/13/05
	99 99 99	AGENCY CODE CHANGED FROM TO 020 PCSCC100	PCSCC100	1620	05/08/05
	99 99 99	O/V, WALTER JACKSON, COMPL APPL, ADV NEED PRO J RODEHEAV	J RODEHEAV	1142	04/27/05
		OF OF OCC. GAVE DENIAL LTR, ALSO ADVSD WOULD			
		NEED FULL CCO BAL FROM ACCT 5000427051006			
		\$447.49 PIF, ADVSD ADDL REQUIREMENTS MAY BE			
		DETERMINED WHEN RETURNS WITH LEASE			
	99 99 99	CSR ACCESS TO ACCOUNT PER CSRCAMM	J RODEHEAV	1135	04/27/05
	99 99 99	DLCO-UNBUN 0002 DATE END SET TO 2005-01-11	PCSSO100	1815	01/24/05
		DLCO-UNBUN 0002 STATUS CHANGED FROM AC TO MA			

*** ARE THERE MORE RECORDS YES ***
 DSPLY 21 KEY TO NEW SS DSPLY KEY

10/26 TALKED WITH P/O + GAVR
 10 DAYS
NOV 6 - DEADLINE

[Handwritten signatures and initials]
 MCT
 Keegan

11/7 9 AM left mrs
 945 left mrs
 11/7 left card wt P/O house

11/9 750 AM left details mrs
 give P/O (orig card 54)
 11/9 left card at P/O house
 (original card was gone)

[Handwritten mark]

EXHIBIT
 R-5

[Handwritten notes]
 1/12/07
 Resp.
 C-20066974

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JAN 19 2007

December 14, 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Theodore Thomas
459 Grove Road
Verona, PA 15147-1625

Re: Electric Service
7244 Idlewild Street
Floor-2
Pittsburgh, Pa. 15208
Account # 3000 421 064 012

Dear Mr. Thomas,

Your tenant Yvette A. Alston filed a billing dispute with us. We found that the meter provides service beyond her apartment. The first floor apartment, hall and porch lights were connected to the second floor's meter.

Under State law, landlords must pay for electric service if the meter serves more than one apartment. Act 54, effective September 1993, states, "If a residential building contains one or more units not individually metered, the affected public utility shall list the account for the premises in question in the name of the owner, and the owner shall thereafter be responsible for the payment for the utility service rendered thereunto."

We will place this account in your name effective October 10, 2005. If you correct the wiring, you will not be responsible for the contract.

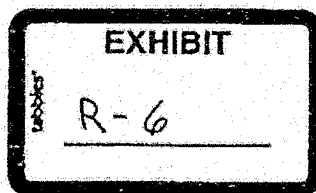
Please call me at 412-393-2784 if you have any questions or if you want further information.

S. Sutter

Field Services Department

DOCKETED
FEB 06 2007

DOCUMENT
FOLDER



R. M. W.
1/11/07
B. H.
P-20067874
RESP.

DUQUESNE LIGHT COMPANY

NAME OF THE RATEPAYER: Theodore Thomas
FOR SERVICE AT: 7244 Idlewild St., Flr. 2, Pittsburgh, Pa. 15208
MAILING ADDRESS: 459 Grove Rd., Verona, PA 15047
ACCOUNT NUMBER: 3000 421 064 012

1. RATEPAYER CONCERN:

Your tenant, Yvette A. Alston, filed a billing dispute with us. During her phone call *October 14, 2005*, she requested that we check for foreing wiring.

2. DUQUESNE LIGHT COMPANY'S POSITION:

Under state law, landlords must pay for electric service if the meter serves more than one apartment. Therefore, we will place the account in your name effective *October 10, 2005*.

If you correct the wiring you will not be responsible for the contract.

3. INVESTIGATION:

The meter for this address provides service beyond the tenant's apartment. The first floor apartment, hall and porch lights are connected to the meter.

4. ACCOUNT STATEMENT/SUMMARY:

I have attached a statement of your account from *November 9, 2005* to *December 9, 2005*.

5. BALANCE, DUE DATE, EXTENDED PAYMENTS:

The present balance on your account is \$207.37. You may pay the optional amount, the balance due, or make arrangements for extended payments. We will consider your account delinquent if we do not receive a payment by *January 3, 2006*.

When making a payment, please allow enough time so we may receive it by the due date. You can make payments at our general office at 708 Smithfield Street, at any designated collection agency, or by mail.

6. APPEAL RIGHTS:

If you are not satisfied with our response, you may file an informal complaint with the Pennsylvania Public Utility Commission (instructions are enclosed). To ensure the preservation of your rights, you must file the informal complaint by *December 29, 2005*.

Until any appeals that you may file are resolved, you are not required to pay that portion of your bill that you are disputing.

Further, as long as you follow all requirements of the Commission, we will not terminate your service until the formal or informal complaint process is resolved.

Please contact us if you need additional information or if you have any questions or concerns about this investigation. If I do not hear from you by *December 29, 2005*, I will presume that you are satisfied and that you do not want further assistance.

S. Sutter

DUQUESNE LIGHT COMPANY REPRESENTATIVE

Duquesne Light Company: 411 Seventh Avenue, Pittsburgh, PA 15219
Phone: 1-888-393-7100 or 1-800-522-4020

DATE: December 14, 2005

4000644908003 PC 066 I BL 11 RD CYC 06 BL CYC 06 * > SERV ENDED 10/10/05
ALSTON YVETTE A STATUS FINAL BILL FNA LAST-TRAN 10/24/06
7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP
PITTSBURGH PA 15208-1417 412 403 4267 INA RNTPROP NO
***** 01-03 CUSTOMER INFORMATION ***** 01/04/07 *** 1036 **

ACDNL NAME ONE ** CREDIT DISC. HISTORY
ACDNL NAME TWO CR-HIST ..DISC-HIST.

ALT. CRED RATE 00000000C 9
ALDR EXTENDED DUE DATE 9
MULT. ACCT. GROUP CODE 00000 REP CODE BUILD/REALTOR N 6
*** BILL CODES...EXEMPTIONS *** MV 0000 9
PERM BILL CODE NORMAL NO. BILL COPIES 1 6
TEMP BILL CODE UNKNOWN PULL BILL DEST. 3
DISPUTE AMT... 0000000000000000 DEPT CODE.... 3
STATE TAX EXEMPT.. 100 00 (PERCENT) 0
L.P.C. Y CAP ARRANG 9
DISCONNECT ... N DISCONNECT OKAY 9
DOLLAR ENERGY FUND PLEDGE ... DATE AMOUNT 6
DOLLAR ENERGY FUND REMOVAL .. DATE 6
GEO AREA HOMEWOOD SERVICED BY PENN HILLS ITRON PENN HILLS

TRANSFERRED TO 3000421064012 A/R
DSPLY 04 KEY TO NEW SS DSPLY KEY

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JAN 19 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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FEB 06 2007

EXHIBIT
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C. 20068834
B32
1/11/07
RESPOND.

3000421064012 CC 066 L BL 12 RD CYC 06 BL CYC 06 OF> SERV START 10/10/05
 THOMAS THEODORE STATUS ACTIVE NOR FNA LAST-TRAN 12/08/06
 7244 IDLEWILD ST FLR 2 RT/RDR 010 000 DISPUTE EXP 11/15/06
 PITTSBURGH PA 15208-1417 *NM* 412 371 9489 C&C RNTPROP NO
 ***** 01-03 CUSTOMER INFORMATION ***** 01/04/07 *** 1042 **
 ADDNL NAME ONE ** CREDIT DISC. HISTORY
 ADDNL NAME TWO CR-HIST ..DISC-HIST.
 ALT. 459 GROVE RD CRED RATE 000000000 6
 ADDR VERONA, PA 151471625 EXTENDED DUE DATE 9
 MULT. ACCT. GROUP CODE 00000 REP CODE BUILD/REALTOR N 3
 *** BILL CODES...EXEMPTIONS *** MV 0846 9
 PERM BILL CODE NORMAL NO. BILL COPIES 1 0
 TEMP BILL CODE UNKNOWN PULL BILL DEST. 9
 DISPUTE AMT... 000000000000661 DEPT CODE.... 6
 STATE TAX EXEMPT.. 000 00 (PERCENT) 9
 L.P.C. Y DISPUTE 3
 DISCONNECT ... Y MGMT. DISCRETION 9
 DOLLAR ENERGY FUND PLEDGE ... DATE AMOUNT 9
 DOLLAR ENERGY FUND REMOVAL .. DATE 9
 GEO AREA HOMEWOOD SERVICED BY PENN HILLS ITRON PENN HILLS
 TRANSFERRED FROM 4000644968003

DSPLY 04 KEY

TO NEW SS

DSPLY

KEY

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JAN 19 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCKETED
FEB 06 2007

EXHIBIT
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RESP.
 RNO
 C-20066574
 092
 1/11/07



Duquesne Light
Our Energy. Your Power.

ACCOUNT STATEMENT

Date Requested By _____

Customer Name **ALSTON, YVETTE A**

Investigator _____ DLC Analyst _____

Address **7244 IDLEWILD ST FLR 2
PITTSBURGH PA 15208-1417**

Case Number _____ Mail Drop _____

Account Number **4000644968003**

From **01/04/2005** To **01/04/2007**

Date	Reading Date	Days	Meter Rdg(s)	Type	Cons	Avg Dly Cons	Degree Day Cool Htg	Blt / Pymt / Adj Amount	Due Date	Ltr of Credit	Backout Amount	Balance	Cmts
01/11/2005	01/10/2005	33	1723	Actual	396	12.0	1,014	\$42.51	02/01/2005			\$187.95	
01/12/2005				Payment				\$9.00 cr				\$178.95	
01/13/2005				Adjustment				\$5.64 cr				\$173.31	
02/09/2005	02/08/2005	29	1759	Actual	432	14.9	1,087	\$47.88	03/02/2005			\$221.19	
02/23/2005				Payment				\$10.00 cr				\$211.19	
02/24/2005				Adjustment				\$5.64 cr				\$205.55	
03/10/2005	03/09/2005	29	1782	Actual	396	13.7	1,005	\$44.43	04/01/2005			\$249.98	
03/18/2005				Payment				\$11.00 cr				\$238.98	
03/21/2005				Adjustment				\$5.64 cr				\$233.34	
04/11/2005	04/08/2005	30	1819	Actual	324	10.8	694	\$37.52	05/02/2005			\$270.86	
05/10/2005	05/09/2005	31	1836	Actual	228	7.4	1	\$28.33	06/01/2005			\$299.19	
06/02/2005				Adjustment				\$260.60 cr				\$38.59	
06/09/2005	06/08/2005	30	1858	Actual	240	8.0	46	\$29.46	07/01/2005			\$68.07	
06/22/2005				Payment				\$38.59 cr				\$29.48	
06/23/2005				Adjustment				\$5.64 cr				\$23.84	
07/11/2005	07/08/2005	30	1883	Actual	300	10.0	248	\$35.23	08/01/2005			\$59.07	
08/10/2005	08/09/2005	32	1815	Actual	384	12.0	360	\$43.28	09/01/2005			\$102.35	
08/16/2005				Payment				\$24.00 cr				\$78.35	
08/17/2005				Adjustment				\$5.64 cr				\$72.71	
09/09/2005	09/08/2005	30	1937	Actual	264	8.8	191	\$31.96	10/03/2005			\$104.67	
10/11/2005	10/10/2005	32	1881	Actual	288	9.0	105	\$34.52	11/01/2005			\$139.19	
11/08/2005				Final				\$0.00	11/29/2005			\$139.19	
11/09/2005				Transfer To				\$139.19 cr				\$0.00	

DOCUMENT FOLDER

DOCKET

FEB 06 2007

EXHIBIT
R-9

Handwritten notes:
C-2005080774
RES.P.
1/11/07
032



Duquesne Light®
Our Energy... Your Power™

ACCOUNT STATEMENT

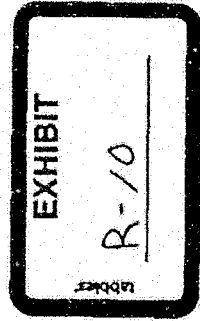
Date Requested By _____ Page 1 of 1

Customer Name **THOMAS, THEODORE**
Address **7244 IDLEWILD ST FLR 2**
PITTSBURGH PA 15208-1417
Account Number **3000421064012**

Investigator _____ DLC Analyst _____
Case Number _____ Mail Drop _____
From **01/01/1990** To **01/04/2007**

Date	Reading Date	Days	Meter Rdg(s)	Type	Cons	Avg Dly Cons	Degree Day Cool	Htg	Bill / Pymt / Adj Amount	Due Date	Ltr of Credit	Backout Amount	Balance	Cmts
11/09/2005				Transfer From					\$139.19				\$139.19	
11/09/2005	11/08/2005	29	1978	Actual	204	7.0	422		\$27.89	11/30/2005			\$167.08	
12/09/2005				Late Charge					\$2.09				\$169.17	
12/09/2005	12/08/2005	30	2003	Actual	300	10.0	863		\$38.20	01/03/2006			\$207.37	
01/11/2006	01/10/2006	33	2101	Actual	1,176	35.6	1,085		\$129.45	02/01/2006			\$336.82	
02/09/2006	02/08/2006	29	2190	Actual	1,068	36.8	807		\$118.04	03/02/2006			\$454.86	
03/10/2006	03/09/2006	29	2240	Actual	600	20.7	995		\$69.35	04/03/2006			\$524.21	
04/10/2006	04/07/2006	29	2273	Actual	396	13.7	652		\$48.11	05/01/2006			\$572.32	
05/10/2006	05/09/2006	32	2268	Actual	300	9.4	285		\$38.12	06/01/2006			\$610.44	
06/09/2006	06/08/2006	30	2259	Actual	0	0.0	175		\$6.89	07/03/2006			\$617.33	
07/11/2006	07/10/2006	32	2258	Actual	0	0.0	30		\$6.89	08/01/2006			\$624.22	
08/10/2006	08/09/2006	30	2258	Actual	0	0.0	333		\$6.89	09/01/2006			\$631.11	
09/11/2006	09/08/2006	30	2298	Actual	0	0.0	145	24	\$6.89	10/02/2006			\$638.00	
10/10/2006	10/09/2006	31	2311	Actual	156	5.0	11	168	\$23.14	11/01/2006			\$661.14	
11/08/2006	11/07/2006	29	2317	Actual	72	2.5		539	\$14.38	12/01/2006			\$675.52	
12/08/2006	12/07/2006	30	2320	Actual	36	1.2		636	\$10.64	01/02/2007			\$686.16	

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092
1/11/07 RESP-



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JAN 19 2007

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SECRETARY'S BUREAU