

1. REPORT DATE: 00/00/00 :
 2. BUREAU: ALJ :
 3. SECTION(S): : 4. PUBLIC MEETING DATE:
 5. APPROVED BY: : 00/00/00
 DIRECTOR: :
 SUPERVISOR: :
 6. PERSON IN CHARGE: : 7. DATE FILED: 12/18/01
 8. DOCKET NO: F-00960724 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: POMPONIO, JAIME

RESPONDENT/APPLICANT: DUQUESNE LIGHT COMPANY

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 110150

ALLEGATION OR SUBJECT

COMPLAINANT STATES RECEIVED A BILL STATING THAT SHE OWED A BILL IN THE AMOUNT OF WHICH WAS AN INCREASE OF \$500 FROM HER NORMAL BALANCE OWED. SHE WAS TOLD THAT THERE WAS NOT A METER READING AT HER APARTMENT IN 17 MONTHS. SHE WOULD LIKE THE PUC TO FIND DUQUESNE LIGHT RESPONSIBLE FOR THEIR OWN ERROR AND ERASE THE OUTSTANDING CHARGE OF \$500 ASSESSED TO HER ACCOUNT.

DOCUMENT
FOLDER

DOCKETED
DEC 18 2001

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

3050960724
12-19-01

F-00960724
110150

ORIGINAL RECEIVED
SECRETARY'S OFFICE
DEC 18 AM 9:05

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Jaime Pomponio (412) 823-5301
Street/P.O. Box 29 Prospect Street Apt.# _____
City Turtle Creek State PA Zip 15103
County Allegheny Home Telephone-Area Code (412) 823-5301
Work Telephone-Area Code (412) 276-1111 ext. 253

This dispute occurred at

2123 Shady Ave., Apt. B7, Squirrel Hill, PA 15217

2. Name of Company your complaint concerns: Duquesne Light Company

3. What is your complaint?

In June, 2001 I received a bill stating I owed a bill in the amount of
which was an increase of \$500.00 from my normal balance owed. When I contacted
Duquesne Light the customer service representative stated that Duquesne Light had
not been out to read the meter at my apartment (B7, Squirrel Hill) in 17 months.
I moved into teh apartment January, 2000, and they had read the meter only once
in 18 months. (I moved out July, 2001). I was also told that due to Duquesne Light's
error, they had grossly underestimated my bill, and therefore initiated a \$500
adjustment. I am disputing this allegation for several reasons. First, why is an
internal error within the utility company my responsibility? If I had made errors
in submitting my monthly payments Duquesne Light would hold me responsible, would they

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

(-over-)

5

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

I would like the PUC to find Duquesne Light responsible for their own error and erase the outstanding charge of \$500 assessed to my account.

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

5. You must sign and date your complaint below.

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

Jane Bagnato
Original Signature of complaining person

12/3/01
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code (_____) _____

not? Secondly, since they had not been out to read the meter in 17 months, how am I to be sure they even read the correct one? Third, why did it take Duquesne Light 17 months to realize this error? Fourth, I lived alone in that apartment, and it is highly unlikely that a single resident could consume that outrageous amount of electricity. Last, why did Duquesne Light not notify me of this increase via letter or some other form of correspondence?

I am outraged that a utility company feels that I (the consumer) should be held responsible for their negligence. I would like to know if this occurred to any other residents in the apartment building as well. If there is an internal problem preventing the meter readers from properly executing their job, that is an issue Duquesne Light must deal with internally. I was prompt and on time with my monthly payments, and again I ask why I should be held responsible for their error. If I made the mistake of "underestimating" my payments for 17 months, who would Duquesne Light deem responsible? I ask that they be accountable for their error.

Thank you for taking the time to review my claim. Should you have any questions or need anything further, please contact me at 412/823-5301.

Sincerely,

Jaime Pomponio



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

12-1901

IN REPLY PLEASE
REFER TO OUR FILE

NOVEMBER 29, 2001

BCS0960724

JAIME POMPONIO
29 PROSPECT ST
TURTLE CREEK PA 15145

Dear Sir/Madam:

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

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

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

Return the form to us on or before DECEMBER 19, 2001 to the address listed below:

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

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

Commission Procedures for Formal Complaints

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

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

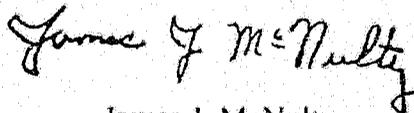
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty
Secretary

GLR

CC: DUQUESNE LIGHT CO

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

Timely

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: November 19, 2001. The Commission will send you formal complaint forms.

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

Thank You.
Pennsylvania Public Utility Commission

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

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

Jaime
JAMIE POMPONIO
29 PROSPECT ST
TURTLE CREEK PA 15145

412-823-5301
(Area Code) Telephone Number

Jaime Pomponio
Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 0960724 Date of mailing: November 19, 2001
Company: DUQUESNE LIGHT COMPANY
411 SEVENTH AVE
P O BOX 1930 MAIL DROP 5-893
PITTSBURGH PA 15230-1930

REVISED 11/97

43

RECEIVED
2001 NOV 28 AM 11:08
SECRETARY'S PUC BUREAU

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

DATE SERVED: DECEMBER 19, 2001

F-00960724

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

Dear Sir/Madam:

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

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

CUSTOMER OF A UTILITY

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

COMPANY/UTILITY

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

DOCUMENT
FOLDER

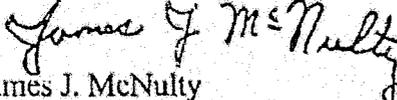
DECEMBER 19, 2001

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

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

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

Very truly yours,


James J. McNulty
Secretary

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: DECEMBER 19, 2001

JAIME POMPONIO
Complainant

VS.

DUQUESNE LIGHT COMPANY
Respondent

Complaint Docket
No: F-00960724

DOCUMENT
FOLDER
DOCKETED
DEC 18 2001

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: DUQUESNE LIGHT COMPANY

TAKE NOTICE:

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

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

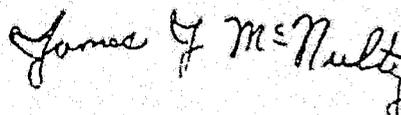
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested



ORIGINAL

Cherrington Corporate Center
Mail Drop C-4-4-3
400 Fairway Drive
Coraopolis, PA 15108

Phone (412) 393-1546
Fax (412) 393-1418

Legal Services

January 11, 2002

RECEIVED

JAN 14 2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Certificate of Mailing

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

RE: Jaime Pomponio v. Duquesne Light Company
Docket No. F-00960724

DOCUMENT
FOLDER

Dear Secretary McNulty:

Enclosed for filing in the above-referenced matter are an original and three copies of Settlement Agreement and Complainant's Withdrawal of the above-captioned Formal Complaint to which Respondent consents, which are being filed in lieu of an answer to the above-captioned formal complaint. Duplicate originals of these documents have been served upon Complainant in accordance with Commission Regulations.

Sincerely,

Regina M. Sestak
Attorney for Duquesne Light Company

c. Jaime Pomponio (with enclosures)

ORIGINAL
RECEIVED

SETTLEMENT AGREEMENT

Jaime Pomponio
vs. DUQUESNE LIGHT COMPANY PA
DOCKET #F-00960724

JAN 11 2002
PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

A settlement agreement was reached on January 4, 2002, between Jaime Pomponio and J.M. Pool, representing Duquesne Light Company. The Company has agreed to credit the customer's account in the amount of \$441.63.

DOCUMENT

Jaime Pomponio
Jaime Pomponio

1/5/02
Date

DOCKETED

JAN 16 2002

J.M. Pool
J.M. Pool
for Duquesne Light Co.

1/11/02
Date

ORIGINAL

2002 JAN 16 AM 9:09

Secretary, James J. McNulty
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17120

SECRETARY'S BUREAU

DOCUMENT
FOLDER

Jaime Pomponio vs. Duquesne Light Company
Docket Number F-00960724

Dear Mr. McNulty:

I have reached a settlement agreement with Duquesne Light Company acceptable to me concerning the above-captioned Formal Complaint. I therefore withdraw my Complaint and request you to close the Commission's files in this matter.

DOCKETED
JAN 16 2002

Jaime Pomponio
Jaime Pomponio
.....15/02.....
Date

Respondent, Duquesne Light Company, by its attorney, hereby consents to the withdrawal of the above-captioned complaint.

Regina Sestak
Regina Sestak

.....1-11-02.....
Date

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: January 17, 2002
SUBJECT: Certification of Satisfaction Filed
F-00960724 Jaime Pomponio v. Duquesne Light Company
TO: Wanda Zeiders
Docket Management
FROM: Susan Licon, Scheduling Officer
Office of Administrative Law Judge

DOCKETED

JAN 18 2002

On January 16, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Jaime Pomponio. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ (None Assigned)
Beth Plantz
Case File

LSR

DOCUMENT
FOLDER



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

IN REPLY PLEASE
REFER TO OUR FILE

February 22, 2002

F-00960724

JAIME POMPONIO
29 PROSPECT STREET
TURTLE CREEK PA 15145

RECEIVED
FEB 22 2002

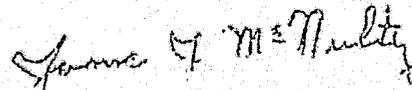
DOCUMENT
FOLDER

JAIME POMPONIO
VS.
DUQUESNE LIGHT COMPANY

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,


James J. McNulty
Secretary

nvl
cc: All parties of Record
Office of ALJ