

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 01/03/07
8. DOCKET NO: C-20077247	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SPRING, CHARLES A JR

RESPONDENT/APPLICANT: DUQUESNE LIGHT COMPANY

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 110150

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE IS A UNRELIABLY, SAFETY OR QUALITY PROBLEM WITH HIS UTILITY SERVICE.

DOCKETED
JAN 09 2007

DOCUMENT
FOLDER

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20077247

RECEIVED
2007 JAN -3 AM 8:53
PA.P.U.C.
SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

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

Name Charles A. Spring Jr.

Street/P.O. Box 205 Hillendale Rd Apt # _____

City Pittsburgh State Pa Zip 15237

County Allegheny

Area Code/HOME Phone 412 367 1496

Area Code/WORK Phone 412 963 1330

Utility Account Number Cell 412 897 1097
(from your bill)

DOCUMENT
FOLDER

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

Name _____

Street/P.O. Box Same

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Duquesne Light Co.

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

DOCKETED
JAN 09 2007

RECEIVED
2007 JAN -3 AM 8:53
PA.P.U.C.
SECRETARY'S BUREAU

ORIGINAL

4. COMPLAINT (check one)

A. In general, what is your complaint?

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill.

There is unreliability - a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other. Low voltage
(explain)

B. State the facts of your complaint.

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

Low voltage - By Duguesne Light Co. was out on street in complaint of low voltage by neighbor 203 Hillendale Rd. readings were 7/14/06 (108) 7/17/06 (108) 7/18/06 109 that following following weekend sat-sun was 102 volts - and was verryhot out. after a new transformer replaced the voltage was (124) my A/c unit was totally damaged - the motor on outside unit burned up - casing the evaporator unit to go - t.v. was fixed \$ 267.00 stated by repair man because of low voltage - my Braini

5. RELIEF on my sears stove ~~still~~ ~~still~~ doesn't work and repair for elec. dryer was done ^{as of today.}
What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

the Co. that is a Buffer zone for Duguesne Light is Broadspire # 800 316 486 x 107 - the person is Carolyn Cingel - I called here about ³⁻⁴ ~~times~~ times and 2 letters / last on 10/25 - all I got ^{was} ~~was~~ we are working on it. this matter happened with Duguesne Light Co. on 7/31/06 - how long does it take. I know my neighbor 203 Hillendale has been paid! when the Duguesne Light Co. man came out.

519828 Rev. Jan. 2005

On 7/31/06 reading 108 - he said to me "You have Low voltage Mr. Spring Spring"

6. PROTECTION FROM ABUSE

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

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

YES

NO

N/A

7. PRIOR UTILITY CONTACT

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

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

YES
(includes appeals of BCS determinations)

~~YES~~ *3 times*

NO

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

8. VERIFICATION AND SIGNATURE

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

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

Chad A. Spink *10/19/06*
(Signature) (Date)

*revised
12/30/06*

6 I wanted for them to help - But got very answered when no help. I hope you can help me

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name None

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

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

If using U.S. Postal Service:

If using overnight delivery service:

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

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

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

Keep a copy of your complaint for your records.

NAME: Charles Spring DATE: 10/16/86
 (Please print)

New condensing
 New evaporator
 New line set.

Fixed

Fixed

Item No.	Description or Item, Type Name, Model, Year, Serial #	Date Purchase Month/Year	Cost to * Repair	Minimum Replacement Cost** Amount	Source
1	Air conditioning condensing unit 922 American Standard SN 2226222	94	\$2100	\$2100	Charles Casey Heating and Air Conditioning
2	T.V. Toshiba Fixed	96	\$26700		New condensing unit New evaporator New line set.
3					
4	Stove Elec Kenmore 1990	92?	\$225.00		
5	Elec. Driver Heat Sealer - Element Kenmore Driver	16885	to Fix Driver		
6					
7					
8					
9					
10					

*Please enclose repair invoice

**Please enclose documentation that item is not repairable

B
BROADSPIRE

A PLATINUM EQUITY COMPANY

Carolyn Cingel
Claims Examiner

Manor Oak One
1910 Cochran Road, Ste 110
Pittsburgh, Pa 15220

Toll Free 412-344-0122 x107
Facsimile 412-344-0145

August 3, 2006

Mr Charles Spring, Jr
205 Hillendale Road
Pittsburgh, Pa 15237

RE: Date of Incident: July 31, 2006
Our Client: Duquesne Light Company

Dear Mr Spring, Jr:

Broadspire is handling your claim for Duquesne Light. We have received your claim filed on August 1, 2006.

First, we must determine if Duquesne Light Company caused the damages. We will investigate the incident and review all findings and the law before making a decision.

Second, if your claim is accepted, we will need proof of your damages. Proof of your damages consists of receipts and completion of the enclosed form. The receipts and form do not need to be submitted until the investigation is completed.

Third, if you have any additional damaged items that you did not report on August 1, 2006 please let me know as soon as possible.

Thank you for your patience and assistance in this matter. We will contact you with the results of the investigation. If you have any questions, please contact me at 800-316-4856 x107.

Sincerely,

Carolyn K. Cingel/CC

Carolyn K. Cingel
Claims Examiner

CHRISTOPHER CASEY

HEATING & AIR CONDITIONING

412-370-8043

PRICE : \$ 2,100.00

NEW COMPRESSOR UNIT

NEW EVAPORATOR COIL

NEW LINESET

NON-REPAIRABLE UNIT. MAIN COMPRESSOR IS BAD.
COIL BUILT UP INSIDE THE COMPRESSOR. AIR CONDITIONER
NEEDS TO BE REPLACED.

K. L. DUNBAR APPLIANCE REPAIR

Phone: (724) 443-42 or (412) 366-6690

REFRIGERATORS, RANGES, DISHWASHERS, WASHERS, DRYERS
ALL MAJOR APPLIANCES AND BRANDS

Name:	SPICER	Phone:	367 1496	Date:	4/5/06
Address:	205 E. 11th Ave 2A Es				
Bill to:					
Type of Unit:	Stove	Make:	Wh.		
Model #:		Serial #:			
Service requested:	KATHY DAVIS				
Service Performed:	FIND BAD TRUCK KTR Checked OK				
Parts and Materials Installed		Summary of Charges			
		Service Charge			
		Labor/Job Rate	155	00	
		Sub Total	155	00	
		PA. Tax	10	75	
		TOTAL	165	75	
Customer's Signature:					

\$25.00 Return Check Fee On All Returned Checks Will Be Charged.

THIS REPAIR IS GUARANTEED ONLY AS FOLLOWS:

Workmanship performed and materials replaced on this repair are warranted for 30 days after date of delivery. If trouble develops in work performed, replacement of defective parts will be made free of charge. Parts not replaced are not subject to guarantee.

LABOR WARRANTY PARTS WARRANTY NO WARRANTY

BRAND Haruda

CLAIM NO
P53995M-4

(PLEASE PRINT)

CUSTOMER'S NAME (LAST NAME FIRST) <u>Spring</u>		FIRST NAME	SERVICE CENTER NO.
ADDRESS <u>205 Bellendal Dr.</u>		MODEL NO.	
CITY	STATE	ZIP CODE	AREA CODE
		<u>912</u>	<u>367</u>
PHONE NUMBER <u>1416</u>		SERIAL NO.	
CUSTOMER'S COMPLAINT <u>Unit damaged by low power in TV</u>		DEFECT CODE	

DEALER'S NAME	CITY	DATE PURCHASED
		MO <u>8</u> DAY <u>31</u> YR <u>08</u>

SERVICE PERFORMED (CHECK AND DESCRIBE BELOW)	DATE SERVICE REQUESTED
<input type="checkbox"/> ADJUSTMENTS OR ALIGNMENTS <input type="checkbox"/> LOOSE CONNECTIONS <input checked="" type="checkbox"/> PART(S) REPLACED <input type="checkbox"/> OTHER	MO DAY YR.

EXPLANATION OF SERVICE PERFORMED <u>Replaced 1st part Power supply parts</u>	MFG CODE / REF.	DATE SERVICE COMPLETED
		MO <u>9</u> DAY <u>6</u> YR <u>08</u>

TIME STARTED	TIME COMPLETED	TIME ON JOB <u>3hr</u>
CHECK PRODUCT WORKED ON		
TV	STEREO	OTHER
CO. OR	<input type="checkbox"/>	<input type="checkbox"/>
B / W	<input type="checkbox"/>	<input type="checkbox"/>

QTY	PART NO / REF NO	PART DESCRIPTION	
		<u>1st IC</u>	
		<u>Reg IC</u>	
		<u>small part in part</u>	<u>138.50</u>
		<u>Power supply</u>	

SERVICE WAS SATISFACTORILY COMPLETED	TOTAL LABOR CHARGE <u>65.00</u>
--------------------------------------	------------------------------------

CUSTOMER'S SIGNATURE	TECHNICIAN'S SIGNATURE <u>[Signature]</u>	TOTAL PARTS CHARGE <u>138.50</u>
SERVICE CENTER <u>DICK'S RADIO TV 7 ROYAL BLVD PA 15223 76-0261</u>	DISTRIBUTOR INFORMATION	OTHER SERVICE <u>46.00</u>
	NAME	SALES TAX <u>17.50</u>
	CODE	GRAND TOTAL <u>267.00</u>

CLAIM NO.
P53995M-4



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: JANUARY 9, 2007

C-20077247

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

Dear Mr. O'Brien:

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

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

CUSTOMER OF A UTILITY

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

COMPANY/UTILITY

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

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

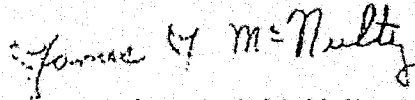
DOCUMENT
FOLDER

JANUARY 9, 2007

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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the printed name and title.

James J. McNulty
Secretary

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 9, 2007

DOCKETED
JAN 09 2007

CHARLES A SPRING JR
Complainant

v.

DUQUESNE LIGHT COMPANY
Respondent

Complaint Docket
No: C-20077247

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: DUQUESNE LIGHT COMPANY

TAKE NOTICE:

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

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

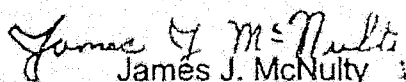
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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


James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested



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

February 8, 2007

Certificate of Mailing

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

RECEIVED

FEB 08 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Charles A. Spring, Jr. v. Duquesne Light Company
Docket No. C-20077247

Dear Secretary McNulty:

An original and three copies of Duquesne Light Company's Answer and New Matter, which is being filed on this date in accordance with the extension of time granted January 26, 2007, by Eric Rohrbaugh, Supervisor, Office of Administrative Law Judge, Legal Division, are enclosed. A Copy of this document has been served upon Complainant in accordance with Commission regulations.

DOCUMENT
FOLDER

Sincerely,

Regina M. Sestak
Assistant General Counsel
Duquesne Light Company

encs

c Charles A. Spring, Jr. (w/enclosures)

BA

50

ORIGINAL

Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CHARLES A. SPRING, JR.,)
)
 Complainant,)
)
 v.)
)
 DUQUESNE LIGHT COMPANY,)
)
 Respondent.)

Docket No. C-20077247

DOCUMENT
FOLDER

ANSWER AND NEW MATTER

TO THE HONORABLE COMMISSION:

AND NOW comes the Respondent, Duquesne Light Company, by and through its attorney, Regina M. Sestak, and files the within Answer and New Matter of which the following is a statement.

RECEIVED

Answer

FEB 08 2007

- 1. Admitted.
- 2. Admitted.
- 3. Admitted.

DOCKETED
APR 02 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

4. A. Complainant's averments that there is a reliability, safety or quality problem with his utility service and that the service is unreliable are statements of opinion to which no response is required.

Complainant's averment "low voltage" is apparently intended to characterize the nature of his complaint. If so, this averment is admitted.

B. Complainant's averment, "[l]ow voltage" is admitted.

If Complainant intends his averment, "Duquesne Light Co. was out on street in complaint of low voltage by neighbor 203 Hillendale Rd.," to mean that Respondent sent personnel to Hillendale Road to investigate low voltage reported by its customer at 203 Hillendale Road, then this averment is admitted. By way of further response, Respondent received a call at 8:05 p.m. on July 14, 2006 from its customer at 203 Hillendale Road complaining of low voltage which Respondent investigated.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averments regarding low voltage readings on July 14, 17 and 18, 2006, and after the new transformer was installed, and these averments are therefore denied. By way of further response, Respondent has no record of having taken voltage readings at Complainant's premises on those dates.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averments, "my a/c unit was totaly (sic) damaged," "the motor on outside unit burned up-casing the envrator (sic) unit to go," "t.v. was fixed \$267.00 stated by repair man because of low voltage," "[m]y brain on my Sears stove doesn't work as of today," and "repair for electric dryer was done," and these averments are therefore denied.

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

It is not clear what Complainant intends to mean by his averment, "the co. that is a buffer zone for Duquesne Light is Broadspire." Therefore, after reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of this averment, and it is therefore denied. By way of further response, Broadspire is an independent claims administrator under contract with Respondent.

Complainant's averment, "#800 316 486 x 107," is an apparent reference to Broadspire's telephone number, which is 800 316 4856 and the extension, 107, of Carolyn Cingel ("Cingel") a Broadspire employee involved in handling claims against Respondent. If so, this averment is admitted.

If Complainant intends his averment, "the person is Carolyn Cingel," to mean that Cingel is the Broadspire employee who worked on his claim, this averment is admitted. By way of further response, on August 1, 2006, Complainant filed a claim alleging that the low voltage that occurred on July 31, 2006, caused damage to the motor on his air conditioning unit.

Complainant's averment, "I called here about 3-4 times," is admitted to the extent that, based upon information provided by Broadspire, Respondent believes and therefore avers that Cingel received several calls from Complainant.

Complainant's averment that he sent two letters to Cingel and that he sent the last letter on 10/25 is admitted to the extent that, based upon information provided by Broadspire, Respondent believes and therefore avers that Cingel received two letters from Complainant.

Complainant's averment, "all I got was we are working on it," is admitted to the extent that, based upon information provided by Broadspire, Respondent believes and therefore avers that Cingel advised Complainant that she was still working on his claim when he called her.

Complainant's averment that the matter happened with Respondent on July 31, 2006, is admitted to the extent that the "Date of Incident" on the claim Complainant filed with Broadspire is July 31, 2006.

Complainant's averment, "how long does it take," is a rhetorical question to which no response is required.

Complainant's averment that he knows that his neighbor at 203 Hillendale has been paid is admitted. By way of further response, said neighbor's claim was settled on September 12, 2006. However, said claim was based upon low voltage on July 14, 2006. Complainant indicated in his claim that he incurred property damage due to an incident that occurred on July 31, 2006. Respondent has no record of any incident on that date that would have affected property at Complainant's premises. By way of background, following the July 14, 2006, call concerning low voltage at 203 Hillendale Road, Respondent investigated and determined that step-down transformers located on Lindley Lane were overloaded. To correct the problem, Respondent installed tandem step-downs which were put into service on July 19, 2006.

Complainant's averments that when Respondent's representative came out on 7/31/06 the reading was 108 and that something was said concerning low voltage are denied to the extent that Respondent has been able to locate no record of measuring or discussing voltage at Complainant's premises on

July 31, 2006.

Complainant's averment "over" is apparently intended to mean that this paragraph continues on the back of the page. The pages on the copy of the complaint served upon Respondent are blank on the back. Therefore, Respondent assumes that the one-page hand-written document that begins "I want Duquesne Light to" is a photocopy of the back of the page containing Paragraphs 4.A, 4.B., and 5. Respondent responds as follows:

To the extent that this page contains requests for relief, no response is required.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of Complainant's averments concerning specific appliances and amounts of money, and whether Dunbar is the same person who fixed the dryer, and these averments are therefore denied.

Complainant's averments that he does not want Respondent to give him pennies on the dollar for these items and that he wants them to be fixed like they were before the low voltage are statements of opinion and/or requests for relief to which no response is required.

Complainant's averments, "all the fixtures worked good," "non (sic) were in bad shape," and "very poor customer service from this person Carolyn Cingel of Broadspire," are statements of opinion to which no response is required.

6. Complainant's averment, "N/A." is a statement of opinion to which no response is required.

7. Admitted.

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

Complainant's averment, "resigned 12/30/06," is apparently intended to indicate that Complainant resigned his complaint on December 30, 2006. If so, this is admitted to the extent that this date appears on Complainant's complaint.

Complainant's averments, "I wanted for them to help," "[b]ut got very angered when no help," and "I hope you can help me," are statements of opinion and/or requests for relief to which no response is required.

9. Complainant's averment, "None," is apparently intended to mean that Complainant is not represented by an attorney. If so, this averment is admitted to the extent that Respondent is not aware of any attorney having entered an appearance for Complainant in this matter.

Complainant has attached five documents to his complaint which will be addressed below under the heading Attachments

Attachments:

Copy of Document Labeled Charles Spring, 10/16/06:

Complainant has attached a copy of a document labeled Charles Spring 10/16/06 that contains handwritten notations. Said document contains columns with the following labels, 1) Item No., 2) Description of Item, Type, Name, Model, Year, Serial#, 3) Date Purchase Month/Year, 4) Cost to Repair, and 5) Minimum Replacement Cost, Amount, Source. Said columns contain handwritten notations that appear to be a listing of appliances with purchase dates and repair amounts. After reasonable investigation, Respondent is

without sufficient knowledge or information to form a belief as to the truth of said handwritten notations, and they are therefore denied.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the authenticity of the machine printed portion of said document, and its authenticity is therefore denied.

Copy of Letter on Broadspire Letterhead:

Complainant has attached a copy of a letter, dated August 3, 2006, addressed to Complainant and signed by Broadspire Claims Examiner, Carolyn Cingel. Said letter contains a circling. After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of said circling, and it is therefore denied.

Based upon information provided by Broadspire, the authenticity of the machine-printed portion of the letter is admitted.

Copy of Letter labeled Christopher Casey:

Complainant has attached a handwritten document containing averments that appear to be referring to the repair of Complainant's air conditioning unit by Christopher Casey. If so, after reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the truth of these averments, and they are therefore denied.

Document Labeled K.L. Dunbar Appliance Repair:

Complainant has attached a document that appears to be an invoice. Said document contains machine-printed portions and handwritten notations.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the authenticity of said document, and its authenticity is therefore denied.

Document Labeled Labor Warranty, Parts Warranty and No Warranty:

Complainant has attached a document that appears to be an invoice. Said document contains machine-printed portions and handwritten notations.

After reasonable investigation, Respondent is without sufficient knowledge or information to form a belief as to the authenticity of said document, and its authenticity is therefore denied.

New Matter

10. Respondent here incorporates the foregoing portion of its Answer as though set forth fully herein.


11. In the course of providing information for the response to this formal complaint, Broadspire realized that Complainant's damages which he alleged were due to an incident that occurred on July 31, 2006, may have actually been due to the earlier low voltage reported by his neighbor at 203 Hillendale Road on July 14, 2006.

12. Broadspire therefore offered to settle Complainant's damage claim, which Complainant accepted. A copy of the release executed by Complainant is attached hereto, incorporated herein, and marked Exhibit 1.

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

Respectfully submitted:

DUQUESNE LIGHT COMPANY
By Counsel:



Regina M. Sestak
Pa. I.D.# 23632
Duquesne Light Company
411 Seventh Avenue, 8-2
Pittsburgh, PA 15219
Telephone: (412) 393-1546
FAX (412) 393-1418

FULL RELEASE OF ALL CLAIMS AND DEMANDS (PROPERTY DAMAGE)

KNOWN ALL BY THESE PRESENTS, that I, CHARLES SPRING for and in consideration of the sum of ONE THOUSAND ONE HUNDRED SEVEN DOLLARS AND 00/100 (\$1,107.00), the receipt of which is hereby acknowledged, do hereby for my heirs, executors, administrators, successors and assigns and any and all other persons, firms, employers, corporations, associations, or partnerships release, acquit and forever discharge DUQUESNE LIGHT COMPANY of and from any and all claims surrounding property damage loss which resulted from an incident which occurred on or about JULY 31, 2006 at or near 205 HILLENDALE ROAD, PITTSBURGH, PA 15237 It is understood and agreed that this settlement is in full compromise of a doubtful and disputed claim as to both questions of liability and as to the nature and extent of the damages, and that neither this release nor the payment pursuant thereto shall be construed as an admission of liability, such being denied.

It is further understood and agreed that the undersigned relies wholly upon the undersigned's judgment, belief, and knowledge of the nature, extent, and duration of said damages and liability thereof and is made without reliance upon any statement of representation of the party or parties hereby released or their representatives.

I have read this release and understand it.

Donald [Signature] 1/21/07
Witness Date

CHARLES SPRING Date

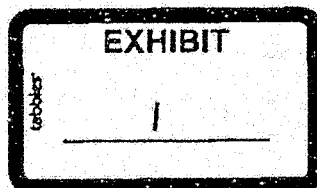
Rosemary Spring 1/22/07
Witness Date

Charles U. Spring 1/22/07
Name Date

RECEIVED

FEB 08 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



AFFIDAVIT

I, Timothy F. Kuruce, being duly sworn according to law depose and say that I am authorized to make this affidavit on behalf of Duquesne Light Company being the holder of the office of Director, Operations and Underground with that corporation, and that the facts set forth in the foregoing document are true and correct to the best of my knowledge, information and belief and Duquesne Light Company expects to be able to prove the same at any hearing hereof.

Timothy F. Kuruce
Timothy F. Kuruce

Sworn and subscribed before me this 8th day of February, 2007.

Mary Jane Hammer
Notary Public

My Commission Expires Oct. 6, 2007

COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Mary Jane Hammer, Notary Public
City of Pittsburgh, Allegheny County
My Commission Expires Oct. 6, 2007
Member, Pennsylvania Association of Notaries

Before the
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CHARLES A. SPRING, JR.,)
)
 Complainant,)
)
 v.)
)
 DUQUESNE LIGHT COMPANY,)
)
 Respondent.)

Docket No. C-20077247

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participant listed below in accordance with the requirements of 52 PA. Code § 1.54 (relating to service by a participant).

Charles A. Spring, Jr
205 Hillendale Road
Pittsburgh, PA 15237

RECEIVED

FEB 08 2007

Dated this 8th day of February, 2007.

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Regina M. Sestak
Pa. I.D.# 23632
Duquesne Light Company
411 Seventh Avenue
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