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Before
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION
- - - - -

In re: Z-8191612 - Omega Gray vs. Duquesne Light Company
Alleging Complainant was not given proper credit for
amount paid on arrearage; that termination of service
was threatened even after Doctor's statement was
delivered to Respondent.

Hearing.

- - - - -

Stenographic report of hearing held
in Buhl Bldg., 204 - 5th Avenue,
Pittsburgh, Allegheny County, Pennsyl-
vania,

Wednesday,
October 21, 1981,
at 11:05 o'clock a.m.

- - - - -

BEFORE: JOSEPH I. LEWIS, ADMINISTRATIVE LAW JUDGE

APPEARANCES:

OMEGA GRAY
2298 Wilner Drive
Pittsburgh, Pa. 15221
For - Self,
Complainant.

WILLIAM STEIN, LSO.
455 - 6th Ave.
Pittsburgh, Pa. 15219
For - Duquesne Light Company,
Respondent.

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INDEX TO WITNESSES

FOR COMPLAINANT:

EXAM.
BY ALJ DIRECT

Omega Gray

5

FOR RESPONDENT:

Robert R. Gandy . . .

5

INDEX TO EXHIBITS

FOR RESPONDENT:

IDENTIFIED ADMITTED

✓ Exhibit A -- Itemized statement
of account of Omega Gray from
July '79 up to the present

6

9

1 JUDGE LEWIS: The case of Omega Gray vs. Duquesne
2 Light Company docketed at Z-8191612 is called. Will the
3 witnesses please stand and raise their right hand. (Wit-
4 nesses sworn)

5
6 OMEGA GRAY, Complainant, a witness in
7 her own behalf, being first duly sworn, was examined and
8 testified as follows:

9
10 EXAMINATION

11 BY JUDGE LEWIS:

12 Q Your name is what, please?

13 A Omega Gray.

14 Q Where do you live, Mrs. Gray?

15 A 2298 Wilner Drive.

16 Q Is that Pittsburgh?

17 A Pittsburgh-15221-

18 Q How long have you lived there?

19 A I've been there for 16 years.

20 Q You're complaining about your electricity. What
21 is the problem and when did it start?

22 A Well, when I first moved to East Hills --

23 Q When did you move into this house -- 16 years ago?

24 A 16 years ago.

25 Q And does the problem involve this house?

1 A Yes, this house.

2 Q Who owns that house by the way?

3 A Arco owns it now but it used to be Hartman.

4 Q You rent it?

5 A Yes.

6 Q And when did this problem that you complain
7 about begin?

8 A Well, it began in June of 1981.

9 Q What was the problem?

10 A I got a bill that my bill was \$360 and they asked
11 me to come in and pay. I went down to see them and told
12 them I was a diabetic, high blood and had a heart attack.

13 Q That's a powerful amount of problems.

14 A Well, I take 75 units a day of insulin. I used
15 to be on a pill.

16 Q That bill for \$360 was due for electricity you
17 used over a period of time?

18 A Yes, but I used to pay my bill regular. I paid
19 \$35 every two weeks. I thought paying \$70 a month was at
20 least paying some of it until they sent me the whole amount.
21 It used to be included with our rent but the new manager took
22 over and now with Arco we have to pay our own electric and
23 own gas bill.

24 Q What you want to do is work out something so that
25 we can put you on a schedule to pay.

1 A Well, I'm working on a schedule. I went to them
2 and sat down and talked and they told me to give them \$180
3 and I took my doctor's slip that I was in and out of the
4 hospital two or three times.

5 Q What you want to do is see that the amount you
6 owe is straightened out. Let me find out from the Duquesne
7 Light Company how much you owe.

8 JUDGE LEWIS: Do you want to have your statement
9 of account put in, Mr. Stein?

10 MR. STEIN: Sure. Do you want me to have Mr. Gandy
11 identify it for the record?

12 JUDGE LEWIS: Yes.

13
14 ROBERT R. GANDY, called as a witness
15 on behalf of Respondent, being first duly sworn, was examined
16 and testified as follows:

17
18 DIRECT EXAMINATION

19 BY MR. STEIN:

20 Q Would you state your name, please, for the record?

21 A Robert R. Gandy.

22 Q You're employed by Duquesne Light, is that correct?

23 A That's correct.

24 Q What's your position with Duquesne Light?

25 A I'm a supervisor of collection activities.

1 Q What are your duties as supervisor of collection?

2 A I send collectors out to collect delinquent
3 accounts, plus I'm also a P.U.C. mediator for Duquesne
4 Light.

5 Q How was it you become involved with the Omega
6 Gray matter?

7 A The mediator from Harrisburg called me on June
8 23 and told me about Omega Gray's case.

9 Q I show what I intend to offer into evidence as
10 Duquesne Light's Exhibit A. Would you please identify that
11 exhibit?

12 A It's an itemized statement of Omega Gray's account
13 from July '79 up to the present.

14 (Duquesne Light's Exhibit A, being an itemized state-
15 ment of account of Omega Gray from July '79 up to
16 the present, was produced and marked for identifi-
17 cation)

18 Q Was that exhibit prepared in the scope of your
19 duties as an employee of Duquesne Light Company?

20 A Yes, it was.

21 Q Mr. Gandy, does that exhibit show that Mrs. Gray
22 paid her light bill on June 8?

23 A Yes, we have \$90 recorded on June 9.

24 Q And it shows other payments at about the same
25 time, doesn't it, May 27 and June 11?

A Yes.

1 Q What are the payments on those dates?

2 A May 27, \$35 paid; June 9, \$90 paid; and June 11,
3 \$60 paid.

4 Q And were those amounts credited to Mrs. Gray's
5 account?

6 A Yes, they were.

7 JUDGE LEWIS: Mrs. Gray, you want to know how much
8 you owe, is that correct?

9 MRS. GRAY: I want to know -- the \$135 wasn't on my
10 statement. When I got a bill to show mark off credit, it
11 wasn't on there.

12 JUDGE LEWIS: You do have all the payments you have
13 a record of on that statement there -- they've given you
14 credit?

15 MRS. GRAY: Yes, they've given me credit but it wasn't
16 on there at first.

17 JUDGE LEWIS: Apparently this is a dispute about
18 what was paid and what was not paid, and Mrs. Gray, you have
19 looked at the statement and you see that all these payments
20 have been credited.

21 MRS. GRAY: Yes, they've been credited now but it
22 wasn't at first.

23 JUDGE LEWIS: What is the amount now due, Mr. Stein?
24 Will you ask your witness, please?

25 BY MR. STEIN:

1 Q What is the amount due?

2 A At the present time up to the October 10 reading,
3 it was \$518.61.

4 JUDGE LEWIS: And Mrs. Gray has previously agreed
5 to pay this off at \$35 every two weeks?

6 THE WITNESS: Yes.

7 JUDGE LEWIS: Is she doing so?

8 THE WITNESS: Since the mediation case went through,
9 she has kept that arrangement.

10 MRS. GRAY: I just want to know what happened to all
11 the money because I only get so much from the State.

12 JUDGE LEWIS: You are satisfied that \$518.61 is now
13 due?

14 MRS. GRAY: Yes.

15 JUDGE LEWIS: And you're satisfied to continue your
16 payments?

17 MRS. GRAY: Yes, I'm trying to pay them.

18 JUDGE LEWIS: Then there is no dispute between the
19 parties then?

20 MR. STEIN: The only dispute is whether or not the
21 amount was credited.

22 JUDGE LEWIS: Yes, and you have found out it is
23 credited?

24 MRS. GRAY: Yes, that's what I wanted.

25 JUDGE LEWIS: You're satisfied?

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MRS. GRAY: Yes, I'm satisfied.

MR. GANDY: She hasn't made a payment in October unless it was recently.

MRS. GRAY: They took my daughter to the hospital and I've had to look after these two kids.

JUDGE LEWIS: When can you make that October payment?

MRS. GRAY: I can't make it now until the 27th or 28th when they send me the State checks.

JUDGE LEWIS: Off the record.

. . . OFF RECORD DISCUSSION . . .

JUDGE LEWIS: Duquesne Lights Exhibit A is admitted in evidence, the hearing is concluded, the record is closed and we'll render a Bench Decision which takes care of it.

(Bench Decision appears at beginning of transcript)

(Hearing adjourned at 11:30 a.m. o'clock)

CERTIFICATE

I hereby certify that the proceedings and evidence are contained fully and accurately in the notes taken by me during the hearing on the above cause before the Public Utility Commission of the Commonwealth of Pennsylvania, and that this copy is a correct transcript of the same.

Reported by:
Arlene B. Kiger,
Official Reporter
7823 Mt. Carmel Rd.
Verona, Pa. 15147
(412) 241-1577

Arlene B. Kiger
Official Reporter

PENNS. CO. BAYDENE N.E. STEEZ FORM 209A

DA 17-06 19 81

NAME OMEGA GRAY
 USING ADDRESS 2298 WILMER DR
 MAILING ADDRESS PGH PA 15221

TEL. NO. A

DOCUMENT FOLDER

CUSTOMER ACCOUNTING DEPT. - PLEASE FURNISH THE FOLLOWING INFORMATION:

- DUPLICATE BILL FOR AMOUNT OWING
- DELINQUENT NOTICE-DATE PAID
- CREDIT NOT SHOWN ON BILL
- STATEMENT OF ACCT. 24 MONTHS
- EXPLAIN OTHER CHARGES OF \$ _____
- OTHER DATA-SPECIFY _____
- SECURITY DEPOSIT \$ _____ DATE REFUNDED _____ VOUCHER NO. _____

P.U.C FORMAL COMPLAINT

REQUESTED BY: RR GANDU SUPERVISOR L P GALIE

READING DATE	READING	K.W. HRS	MOB. BILL	KVA DEMAND	BILLING		DUE DATE OR PROC. DATE	TOTAL AMOUNT CHARGED	TYPE OF TRANS	PROCESS DATE	TOTAL AMOUNT CREDITED
					NET BILLING	SALES TAX					
7/16/79	6314				ARREARS			392.01	97		
8/9/79	6355	492	1.00		37.35	+	7/6/79	37.35	100	8/31/79	100.00
9/11/79	6402	534	1.00		37.76	+	7/12/79	405	51		
10/9/79	6413	497	1.00		32.20	+	10/17/79	372.00	01	4/3/80	250.00
11/11/79	6507	488	1.00		32.20	+	11/17/79	145	51		
12/11/79	6507	488	1.00		32.20	+	11/27/79	17.	51		
1/11/80	6507	488	1.00		32.20	+	12/14/79	21.	51		
2/11/80	6507	488	1.00		32.20	+	1/17/80	33.	51		
3/11/80	6507	488	1.00		32.20	+	2/28/80	33.	51		
4/11/80	6507	488	1.00		32.20	+	3/11/80	31.	51		
5/11/80	6507	488	1.00		32.20	+	3/17/80	31.	51		
6/11/80	6507	488	1.00		32.20	+	4/9/80	31.	51		
7/11/80	6507	488	1.00		32.20	+	5/1/80	31.	51		
8/11/80	6507	488	1.00		32.20	+	5/17/80	31.	51		
9/11/80	6791	576	1.00		38.99	+	6/6/80	31.	51		

OVERSIZED DOCUMENT(S)

DOCKETED

OCT 30 1981

SECRETARY OF STATE
 PUBLIC AFFAIRS DIVISION
 OCT 28 8 13 AM '81

RATE INTERIM CONSTANT
 PREPARED BY
 DATE TEL NO

2-819 1612
 Respondent Ex. A
 Pittsburgh 10/21/81
 Arthur B. King

- TRANSACTION AND DATE**
- (1) REGULAR BILLING. SHOW DUE DATE.
 - (2) OFF CYCLE BILLING. SHOW DUE DATE.
 - (5) DISCOUNT CHARGED. SHOW DATE OF LAST CASH APPLIED.
 - (4) CASH PAYMENT. SHOW CASH DATE.
 - (6) MISC. ADJUSTMENT. SHOW PROCESS DATE. INDICATE DETAIL TYPE (13, 18, 22, ETC.) AND WRITE DESCRIPTION.

TOTAL CHARGES	77 6 17 3	TOTAL CREDITS	275 0 0
DEBIT BALANCE	100 0 0	CREDIT BALANCE	

NOTE:
 USE A SEPARATE LINE TO LIST EACH ENTRY MADE TO ACCOUNT IN EXACT SEQUENCE BY DATE OF ENTRY. SHOW EXACT ACCOUNT BALANCE AND INDICATE IF IN SUSPENSE.

(FOR SUSPENSE TRANSFERS. SHOW BOTH A DEBIT AND CREDIT ENTRY FOR TRANSACTION.)

DATE _____ 19____

NAME OMEGA GRAY TEL. NO. _____

USING ADDRESS _____

MAILING ADDRESS _____ 2 of 4

CUSTOMER ACCOUNTING DEPT.—PLEASE FURNISH THE FOLLOWING INFORMATION:

- DUPLICATE BILL FOR AMOUNT OWING DELINQUENT NOTICE—DATE PAID CREDIT NOT SHOWN ON BILL
- STATEMENT OF ACCT. _____ MONTHS EXPLAIN OTHER CHARGES OF \$ _____ OTHER DATA—SPECIFY _____
- SECURITY DEPOSIT \$ _____ DATE REFUNDED _____ VOUCHER NO. _____

REQUESTED BY: _____ SUPERVISOR _____

READING DATE	READING	K.W. HRS.	MOB. BILL	KVA DEMAND	BILLING		DUE DATE OR PROC. DATE	TOTAL AMOUNT CHARGED	TYPE OF TRANS.	PROCESS DATE	TOTAL AMOUNT CREDITED
					NET BILLING	SALES TAX					
								401.72	99		
										610.00	75.10
7/11/80	6752	552	100		37.03		7-9-80	37.03	10		
										710.00	35.10
7/14/80	6882	552	100		38.70		7/15/80	38.70	01		
										720.00	35.10
								3.52	01		
7/11/80	6752	552	100		37.03		9-9-80	37.03	100		
										720.00	35.10
7/10/80	6752	552	100		37.03		10-9-80	37.03	01		
										920.00	35.10
										109.00	35.10
7/14/80	7012	552	100		37.03		11-2-80	37.03	100		
										113.00	51
11/10/80	7082	554	100		35.13		12-9-80	35.13	01		
										1120.00	35.10
								4.44	51		
12/15/80	7132	554	100		40.01		1-7-81	40.01	100		

OVERSIZED DOCUMENT(S)

- *TRANSACTION AND DATE
- (1) REGULAR BILLING. SHOW DUE DATE.
 - (21) OFF CYCLE BILLING. SHOW DUE DATE.
 - (51) DISCOUNT CHARGED SHOW DATE OF LAST CASH APPLIED.
 - (41) CASH PAYMENT. SHOW CASH DATE.
 - (62) MISC. ADJUSTMENT. SHOW PROCESS DATE. INDICATE DETAIL TYPE (13, 18, 22 ETC) AND WRITE DESCRIPTION.

TOTAL CHARGES	714.82	TOTAL CREDITS	315.10
DEBIT BALANCE	399.82	CREDIT BALANCE	

NOTE:
USE A SEPARATE LINE TO LIST EACH ENTRY MADE TO ACCOUNT IN EXACT SEQUENCE BY DATE OF ENTRY. SHOW EXACT ACCOUNT BALANCE AND INDICATE IF IN SUSPENSE.

DA _____ 19__

NAME OMEGA GREAT TEL. NO. _____

USING ADDRESS _____

MAILING ADDRESS _____

CUSTOMER ACCOUNTING DEPT.—PLEASE FURNISH THE FOLLOWING INFORMATION:

- DUPLICATE BILL FOR AMOUNT OWING DELINQUENT NOTICE—DATE PAID CREDIT NOT SHOWN ON BILL
 STATEMENT OF ACCT. _____ MONTHS EXPLAIN OTHER CHARGES OF \$ _____ OTHER DATA—SPECIFY
 SECURITY DEPOSIT \$ _____ DATE REFUNDED _____ VOUCHER NO. _____

REQUESTED BY: _____

SUPERVISOR _____

READING DATE	READING	K.W. HRS.	MOS. BILL	XVA DEMAND	BILLING		DUE DATE OR PROC. DATE	TOTAL AMOUNT CHARGED	TYPE OF TRANS.	PROCESS DATE	TOTAL AMOUNT CREDITED
					NET BILLING	SALES TAX					
					1.20			39.00	99		
							113.31	40.00	51		
12-31	7726	100	1.00		76.13		3-2-81	76.13	01		
							2-18-81	5.00	51		
2-18-81	7726	100	1.00		40.00		3-2-81	40.00	10		
									41	2-12-81	35.00
									41	3-2-81	35.00
							3-18-81	5.00	51		
3-18-81	7726	500	1.00		50.00		4-2-81	50.00	01		
									41	3-2-81	25.00
								5.00	51		
4-2-81	7726	500	1.00		42.77		5-11-81	42.77	10		
							5-18-81	5.00	51		
									41	5-11-81	35.00
	7726	500	1.00		42.14		6-2-81	42.14	01		
									41	5-28-81	35.00
									41	5-2-81	30.00
									41	5-1-81	20.00
							6-12-81	3.85	51		
6-12-81	7726	500	1.00		42.40		7-8-81	42.40	10		
									41	6-2-81	20.00

OVERSIZED DOCUMENT(S)

RATE INTERIM CONSTANT
 PREPARED BY _____
 DATE _____ TEL NO _____

- * TRANSACTION AND DATE
 (1) REGULAR BILLING, SHOW DUE DATE
 (2) OFF CYCLE BILLING, SHOW DUE DATE
 (5) DISCOUNT CHARGED, SHOW DATE OF LAST CASH APPLIED.
 (4) CASH PAYMENT SHOW CASH DATE.
 (6) MISC ADJUSTMENT, SHOW PROCESS DATE. INDICATE DETAIL TYPE (13, 16, 22 ETC.) AND WRITE DESCRIPTION.

TOTAL CHARGES	737.00	TOTAL CREDITS	470.00
DEBIT BALANCE	319.15	CREDIT BALANCE	

NOTE:
 USE A SEPARATE LINE TO LIST EACH ENTRY MADE TO ACCOUNT IN EXACT SEQUENCE BY DATE OF ENTRY. SHOW EXACT ACCOUNT BALANCE AND INDICATE IF IN SUSPENSE.

1 Before
2 THE PENNSYLVANIA PUBLIC UTILITY COMMISSION
- - - - -

3 In re: Z-8191612 - Omega Gray vs. Duquesne Light Company
4 Alleging Complainant was not given proper credit for
5 amount paid on arrearage; that termination of service
6 was threatened even after Doctor's statement was
7 delivered to Respondent.

8 Hearing.

9 Stenographic report of hearing held
10 in Buhl Bldg., 204 - 5th Avenue,
11 Pittsburgh, Allegheny County, Pennsyl-
12 vania,

13 Wednesday,
14 October 21, 1981,
15 at 11:05 o'clock a.m.

16 BENCH DECISION

17 BEFORE: JOSEPH I. LEVIS, ADMINISTRATIVE LAW JUDGE
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APPEARANCES:

OMEGA GRAY
2295 Wilner Drive
Pittsburgh, Pa. 15221
For - Self,
Complainant.

WILLIAM STEIN, ESG.
455 - 6th Ave.
Pittsburgh, Pa. 15219
For - Duquesne Light Company,
Respondent.

OCT 28 8 19 AM '81
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PUBLIC UTILITY
COMMISSION

PENNSYLVANIA PUBLIC UTILITY COMMISSION FORM 2034

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Before
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION
- - - -

OMEGA GRAY :
: Z-8191612
VS. :
: Date: October 21, 1981
DUQUESNE LIGHT COMPANY : Pittsburgh, Pa.
BEFORE: JOSEPH T. LEWIS,
ADMINISTRATIVE LAW JUDGE

BENCH DECISION

HISTORY OF THE CASE
and
DISCUSSION

This complaint filed by the consumer alleges that credits have not been properly applied to her account and asking that the matter be rectified so that she can find what the true balance and status of her account is.

Testimony taken at hearing date consisted of an explanation of the nature of the consumer's complaint and an answer by the company representative who introduced, after identification, an exhibit which clearly shows the payments and credits due the consumer. After reviewing the statement, the consumer is satisfied that all payments made by her have been acknowledged and applied to her debit, and that the indebtedness existing as of October 1981 is \$318.61

Since the prior arrangement entered into between the company and the consumer provides for payments of \$35 every

REPLAC. C. BAYONNE N.J. 07002 FORM 308A

1 two weeks, and since the consumer has performed under
 2 that agreement, being only now in arrears as to one in-
 3 stallment at the present hearing, the matter does not re-
 4 quire any adjustment, the consumer being satisfied to con-
 5 tinue and the company being also disposed to have the
 6 position previously in operation continue.

7 Accordingly, the information requested by the con-
 8 sumer having been given to her and coinciding with her
 9 recollection of payments made, and no dispute existing be-
 10 tween the parties, and the amount of payments by the con-
 11 sumer having previously been agreed upon and now affirmed,
 12 no reason exists for continuation of this case; therefore,
 13 the complaint is dismissed and the matter is concluded.

14
 15 ORDER

16 NOW this 21st day of October 1981, after hearing in
 17 the above-entitled matter, and after determination by the
 18 consumer that the amount claimed as due by the company is
 19 true and correct, and all other matters between the parties
 20 being agreed upon, the same being a continuation of prior
 21 arrangements made between the parties, the complaint is
 22 dismissed and the matter is concluded.

23
 24 _____
 Joseph I. Lewis,
 Administrative Law Judge

25 Date: _____