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SECRETARY'S BUREAU

September 25, 2017

Pennsylvania Public Utility Commission  
Office Of Administrative Law Judge  
Piatt Place – Suite 220  
301 Fifth Avenue  
Pittsburgh, PA 15222

RE: Scott Balog vs. Duquesne Light Company (Docket No. – F-2017-2614017)

Dear Judge Mary D. Long,

I am sending you this letter to ask for your assistance in this matter. There are some things that I would like to request to use as evidence in my case, but I am not sure how to go about getting the information that I need. I hope you can help me in this matter.

The first thing that I would like to get from Duquesne Light is that I would like to see a breakdown of the rates that are being charged to each apartment in my building. The Building at 625 Stanwix Street sits on top of a parking garage – and has 12 floors – Floor 14 through Floor 25 – each having 7 apartments each. Duquesne Light's position is that I was responsible for knowing that I was not being charged the correct rate and should have contacted them regarding the incorrect rate. I contend that how was I to know what rate was correct or not – I see that on the documentation that I received that they changed my rate from RS Rate To RH Rate – how could I be expected to even know to look for such a thing or what that means – all I knew to do was contact Duquesne Light (which I did many, many times through the years) and ask for their help. If just once – Duquesne Light's Customer Service Representatives reviewed the other apartments in my building and noticed that my unit was not coded the same as the other units – It would have been an ease fix for them, and they could have corrected the mistake on the spot. Next – If the other units in my building are coded incorrectly – as mine was – there are many other tenants – both past and present who need to contact Duquesne Light and have their bills corrected. For these reasons – I would like to see the rate breakdown for all the apartments in my building – Apartments numbered 01 through 07 on each floor (example 1401 – 1402 – 1403 and so on) for each floor up to floor number 25 (2501 – 2502 – 2503 and so on) – dating back to January 2015.

The next thing that I would like to request from Duquesne Light is that they provide me with a comparison of what I was paying monthly for my electric usage compared to the following apartments – Apartments Numbered 2006 – 2107 – 2205 – 2206 – 2207. I would like to see a month to month comparison dated back to January 2015. Many times over the telephone – I asked Duquesne Light Representatives to look into these comparisons to see why my bill was so high – and they refused to do so. I believe that if just once over the past several years someone did check – they might have found that I was being charged incorrectly due to an incorrect rate – and it could have been corrected on the spot.



During the past several years – If just One Representative from Duquesne Light – did something as simple as what I have suggested they should have done as normal course of action – this mistake would have been corrected a long time ago.

Also – In the correspondence I received regarding Tucker Arensberg's response to my complaint – It was stated that on March 17, 2017 – I spoke to Duquesne Light and I was satisfied by their response that they were not going to correct my bill – this is totally false. The date was actually March 20, 2017. At approximately 3:00PM – I telephone Duquesne Light's phone number (412) 393-7100 and spoke to a representative named Lisa – she was not able to help resolve my problem – I was transferred to her supervisor – His name was Gerald Simmons – we spoke for some time and he also was not able to resolve my problem and correct my bill – If he was able to recall our conversation – I am sure he would tell you that I was very far from satisfied. I want to know how I can get this individual's information from Duquesne Light and have him subpoenaed to testify – to directly contradict that statement that was made against me – and show that I never was satisfied with Duquesne Light not correcting my bills.

Judge – I apologize for sending you this letter – and requesting your help – I just do not have anywhere else to turn – I do not know how to do it. I really hope that you can help me in obtaining this information for my case – I am positive that it will show that all Duquesne Light would have had to do was just do their job – and my rate and bill would have been corrected a long time ago.

Thank you very much for reading this and any help you can provide.

Sincerely,



Scott T. Balog

625 Stanwix Street #2106  
Pittsburgh, PA 15222

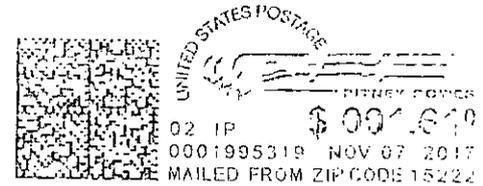
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Return Service Requested



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