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Administrative Law Judge Mary D. Long
Piatt Place
Suite 220
301 5th 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 in response to a letter I received from Attorney Jeremy Farrell (Dated – 10/24/17) containing Objections and Responses to Complainant's Discovery Requests.

Referencing the Letter I received from you (Dated – 09/26/17) – I was under the understanding that Duquesne Light had to provide me with the Discovery Information that I requested. After speaking to Attorney Farrell and receiving his letter – he has informed me that in these types of cases – the information that I asked for is not provided due to laws protecting confidentiality of Duquesne Light's Customers.

I would like to respond to the Objections that Attorney Farrell has submitted in a way that makes sense to me.

In response to No. 1 listed in the letter – Produce a Breakdown of the rates that are being charged to each person in my building.

In Response – I am not asking Duquesne Light to provide me with any personal or confidential information regarding any person (as he listed) in my building. I am asking that Duquesne Light provide me with the Rate Code that is listed on each individual apartment in the building. This information has nothing to do with an individual – or how much they pay for their electric bill – or even how much electricity they use – It will only show how each individual apartment is being charged for their electric usage. I was being charged incorrectly (as Duquesne Light has admitted) – I was being charged at an RS-Rate and they changed it to a RH-Rate. Duquesne Light's position is that I as the customer should have known that I was coded incorrectly and should have contact Duquesne Light to have them correct the Rate Code. I as the customer have no way of knowing which rate code is what – I asked Mr. Farrell about information regarding the coding and costs and he referenced me to the public information on Duquesne Light's Annual Reports. I find it hard to believe that the customer should be responsible for knowing this information. Even with this – I contacted Duquesne Light many many times over the years and asked them to help me with the problem. I contend that just one time – one of the Representatives could have easily looked into how my apartment was Rate Coded and would have seen that it didn't match the others in the building – and the problem would have been solved at that time. I contend that

Duquesne Light by not doing this – an easy check and easy fix – let me pay incorrectly for several years. If I could see how the other apartments are Rated Coded – and my apartment did not match the others – It would show that indeed Duquesne Light did not do their job – and let me pay the incorrect rate – when all they would have had to do was check. That is why I feel it is very important to my case – that I can see how the other apartments have been charged (only the Rate Code – No Dollars – No Usage Amounts) – and compare that Code to how I was Coded and charged. Frankly – If it is different from all the others – Duquesne Light did not do their job for me their customer. I do not understand why Duquesne Light would not want to see this information themselves and correct any incorrect Rate Code – so others are not charged more for their electric usage then they should be charged. Fair is fair – I do not know why they are going so far to hide this information – They should be held to a standard that they can only charge customers what they are entitled too – no more.

This is why your Honor – I am asking you to make Duquesne Light produce this information – Each Apartments Rate Code (The Rate at which each apartment is being charged – again – no usage or dollar amounts – only how the apartment is coded) dating back to January 2015 – to compare to the Rate Code that I was being charged for my apartment throughout that same time.

In Response to No. 2 listed in the letter – “Produce 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 the comparison dated back to January 2015.”

In Response – I contacted Duquesne Light’s customer service department many many times over the years complaining and asking them to help with my high electric bills. I asked them several times to look at the electric usage charges for the listed apartments around my apartment and compare to see if there was any major differences. They never did this for me – I was not asking them to tell me what the charges were – or give out any information to me – Just look and compare – which they never did – only told me to pay my bill as listed.

Your Honor – these were my neighbors – I asked them myself how much theirs bills were – and in each case they told me what their bill was – and my bill was much higher. I shared this information with the different Duquesne Light customer service representatives that I spoke too – that I knew my bills were much higher – and still they would not even look to help. I contend that if just once – One representative did their job correctly – and compared my usage to the other apartments I referenced – they might have seen that I was Rate Coded differently from the others – and things would have been corrected at that time – and I would not have had to pay the incorrect amount for my electric usage for almost 2 ½ years. This would have been a very easy fix – and no one with Duquesne Light did their job – to try to help a customer.

Also – In my original letter for information – I requested on how I could get the full names and how to contact two Duquesne Light employees that I spoke to on March 17, 2017 – to have them subpoenaed as witnesses in my case – The reason is as follows. In Mr. Farrell’s Answer to Formal Complaint – he stated in No. 4 of his answer that on March 20, 2017 – in a conversation with a Duquesne Light Representative – I told that individual that I was satisfied that Duquesne Light was not going to retroactively adjust my bill. This is just not true – I was never and am still not satisfied that Duquesne Light did not retroactively adjust my bill. My purpose for calling these witnesses was to prove this statement is not correct. I am sure after the several conversations that Mr. Farrell and myself have had

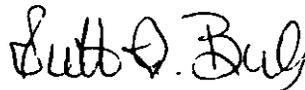
discussing this issue – that he also realizes that I am not satisfied and the statement in the response is simply not true.

Your Honor – throughout this process – I was very concerned about being over charged by Duquesne Light and wanted my Electric Bill corrected retroactively – as it should be. Why should a customer have to pay more for a service or item – than he is suppose too – just because the company does not do their job like they should and not make things more available and understandable to their customers – no transparency.

This just can't be so – Electricity is already such a high cost item for most Americans – I don't feel that Duquesne Light has a right to make more that they are entitled too. I feel that we have to start holding these companies responsible to their customers – something that we have gone away from in this country – and that is a shame.

Thank you very much Your Honor for letting me write this to you to explain the situation the only way that I know how too – I hope I didn't over step my bounds.

Sincerely,



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Return Service Requested



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