

Gregory Crossey
20 Oregon Avenue
Pittsburgh PA 15205

December 20, 2017

Via Federal Express, Priority Overnight

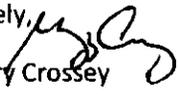
Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Keystone Bldg. 2nd Floor W
400 N. Street Harrisburg, PA 17120

RE: Gregory Crossey v. Duquesne Light Company

Docket No. F-2017-2634991

Dear Secretary Chiavetta:

Enclosed please find my Written Response to Duquesne Light Company's Preliminary Objects to Formal Complaint that I have filed. A copy of this document has been served upon Respondent in accordance with Commission regulations.

Sincerely,

Gregory Crossey

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DEC 20 2017

Enclosure

PA 1

cc: Paul Shane Miller (with enclosure)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Gregory Crossey
Complainant,

vs.

No: F-2017-2634991

DUQUESNE LIGHT COMPANY
Respondent

ANSWERS TO PRELIMINARY OBJECTIONS IN FORMAL COMPLAINT

Pursuant to 52 Pa Code. 5.101, Gregory Crossey files answers to preliminary objections to the Formal Complaint:

Introduction

1. Formal Complaint is legally sufficient and should be heard as the Pennsylvania Public Utility Commission does have oversight regarding balance and billing disputes and the request for payment arrangement is related directly to billing dispute.
2. Admitted
3. Complaint is based on Duquesne Light's Customer Assistance Program's calculation of a monthly payment on a service balance that we believe is inaccurate and will show comparative electric usage to support claim that monthly billing statements are and have been inaccurate, therefore the budget amount which the Customer Assistance Program uses to calculate the CAP payment is incorrect and should be adjusted accordingly.

Factual Background

4. Admitted
5. Admitted
6. Admitted

Law and Argument

7. Admitted
8. Admitted
9. Admitted

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

10. Formal Complaint is legally sufficient and should be heard. Request for payment arrangement is legally sufficient since oversight of balance and billing disputes is under the authority of the Pennsylvania Public Utility Commission. Customer Assistance Program does not allow for consideration of balance or billing disputes and subsequently consumers relinquish rights in agreeing to such payment plans. The request for a revised payment arrangement is based on Formal Complaint that includes disputed billing and usage statements which has resulted in an incorrect budget amount therefore resulting in a higher CAP payment. The PUC may still investigate or receive complaints from CAP customers about issues other than establishing payment agreements.

WHEREFORE, Gregory Crossey respectfully requests that the Commission deny the Preliminary Objections of the Respondent.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Gregory Crossey', is written over the typed name.

Gregory Crossey

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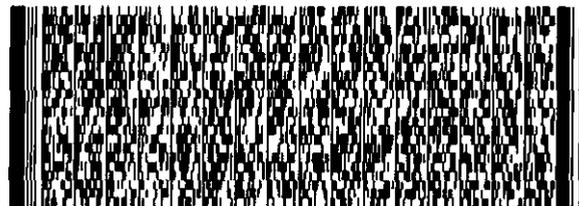
TO **ATTN: ROSEMARY CHIAVETTA, SEC.
PA PUBLIC UTILITY COMMISSION
400 N. ST.
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