

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Philip Shropshire  
Complainant

VS:

No: C-2019-3011253

Duquesne Light Company  
Respondent

**Response to Respondents July 11th Answer to Formal  
Complaint**

1. The reason I filed this complaint is that I'm actually a working poor person. I've been on CAP for at least eight years now, or many more, sometimes it seems like its more. Sometimes its been a struggle to pay the reduced rate. But I've managed to do it and I probably wouldn't have managed to do it without the CAP program.
2. Something strange happened with the LIHEAP program this year in that many of the payments were generous but months late so my bill accrued to the point to where I had a very difficult time

paying my actual bill, which had exploded to more than 600 dollars before being reduced a LIHEAP payment that didn't appear until my June bill. Now, I only have a \$400 dollar bill. Lucky me. Actually there is a chance I could pay that before the next billing cycle. But its a poor person's problem. Will I get paid before the next billing cycle? That's the question. Am I trying to duck my bill because I can't make my employer pay me faster? No. This is not how a fair and reasonable utility company should act.

3. Now I'm going to do something a plaintiff should do: I'm going to admit I made a mistake. If you look at the account summary, or respondents exhibit A, it looks like that I get "zero" for my CAP payments. But if you look at my monthly bill, or their July 11th exhibit C, it looks like they are making the deductions. I was looking only at the account summaries. Its still unreasonable to think that I, a Medicaid recipient, could pull off a 400 to 600 dollar payment within a month. But I think the culprit here is more the timing of LIHEAP payments but there should be some wiggle room for CAP payments as well.

4. With any luck, there will be mediation before any trial and I'll have the \$434 in CAP arrears I currently owe before my next Light payment is due. May miracles never cease. If not, I'll have to develop a legal case around how demanding that a Medicaid recipient immediately pay 400 to 600 dollars within a 10 day is more akin to how loan sharks and drug dealers operate, as opposed to neutral "public" utilities.

Respectfully,

*Philip Shropshire*

July 31, 2019

## **CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy to one of the Defendant's attorney's by email, even though I think they automatically get my response once its electronically filed with the PUC.