

Kenneth Williams v. Duquesne Light Company

Docket No. C-2020-3023499

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Duquesne Light Company - Statement of Account

Prepared: Mar 23, 2021

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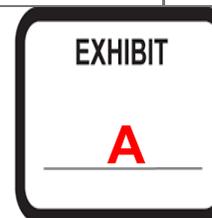
Account #: [REDACTED] 0000

Name: WILLIAMS, KENNETH

Paid Deposit Amount:	\$0.00
Disputed Amount:	\$0.00

Premise ID	Service Address
0148340412	958 ILLINOIS AVE, PITTSBURGH, PA 15221

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
4/19/17	Bill - Actual	0148340412	5/10/17	4/18/17	30	915.38	382.46	\$66.58	\$66.58	\$66.58	\$66.58
5/16/17	Late Payment Charge							\$0.83	\$67.41	\$0.83	\$67.41
5/18/17	Bill - Actual	0148340412	6/8/17	5/17/17	29	1,311.00	395.62	\$67.94	\$135.35	\$67.94	\$135.35
5/25/17	Payment							-\$135.35	\$0.00	-\$135.35	\$0.00
6/19/17	Bill - Actual	0148340412	7/10/17	6/18/17	32	1,929.95	618.95	\$98.65	\$98.65	\$98.65	\$98.65
7/17/17	Late Payment Charge							\$1.23	\$99.88	\$1.23	\$99.88
7/19/17	Bill - Actual	0148340412	8/9/17	7/18/17	30	2,644.70	714.75	\$112.68	\$212.56	\$112.68	\$212.56
7/31/17	Payment							-\$98.65	\$113.91	-\$98.65	\$113.91
8/15/17	Late Payment Charge							\$1.41	\$115.32	\$1.41	\$115.32
8/20/17	Bill - Actual	0148340412	9/11/17	8/19/17	32	3,433.22	788.52	\$122.93	\$238.25	\$122.93	\$238.25
8/24/17	Payment							-\$113.91	\$124.34	-\$113.91	\$124.34
9/18/17	Late Payment Charge							\$1.54	\$125.88	\$1.54	\$125.88
9/19/17	Bill - Actual	0148340412	10/10/17	9/18/17	30	3,985.00	551.78	\$90.59	\$216.47	\$90.59	\$216.47



Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
9/28/17	Payment							-\$124.34	\$92.13	-\$124.34	\$92.13
10/16/17	Late Payment Charge							\$1.14	\$93.27	\$1.14	\$93.27
10/18/17	Bill - Actual	0148340412	11/8/17	10/17/17	29	4,599.16	614.16	\$99.65	\$192.92	\$99.65	\$192.92
10/26/17	Payment							-\$192.92	\$0.00	-\$192.92	\$0.00
11/16/17	Bill - Actual	0148340412	12/7/17	11/15/17	29	4,987.07	387.91	\$68.58	\$68.58	\$68.58	\$68.58
12/13/17	Late Payment Charge							\$0.86	\$69.44	\$0.86	\$69.44
12/18/17	Bill - Actual	0148340412	1/8/18	12/17/17	32	5,491.50	504.43	\$84.67	\$154.11	\$84.67	\$154.11
1/5/18	Payment							-\$68.58	\$85.53	-\$68.58	\$85.53
1/15/18	Late Payment Charge							\$1.06	\$86.59	\$1.06	\$86.59
1/21/18	Bill - Actual	0148340412	2/12/18	1/20/18	34	6,047.32	555.82	\$92.06	\$178.65	\$92.06	\$178.65
2/19/18	Late Payment Charge							\$2.21	\$180.86	\$2.21	\$180.86
2/19/18	Bill - Actual	0148340412	3/12/18	2/18/18	29	6,478.21	430.90	\$74.68	\$255.54	\$74.68	\$255.54
3/19/18	Late Payment Charge							\$3.15	\$258.69	\$3.15	\$258.69
3/20/18	Bill - Actual	0148340412	4/10/18	3/19/18	29	6,877.09	398.88	\$70.22	\$328.91	\$70.22	\$328.91
4/2/18	Payment							-\$255.54	\$73.37	-\$255.54	\$73.37
4/16/18	Late Payment Charge							\$0.88	\$74.25	\$0.88	\$74.25
4/19/18	Bill - Actual	0148340412	5/10/18	4/18/18	30	7,302.85	425.75	\$74.05	\$148.30	\$74.05	\$148.30
5/16/18	Late Payment Charge							\$1.81	\$150.11	\$1.81	\$150.11
5/20/18	Bill - Actual	0148340412	6/11/18	5/19/18	31	7,795.79	492.95	\$83.36	\$233.47	\$83.36	\$233.47
5/29/18	Payment							-\$148.30	\$85.17	-\$148.30	\$85.17
6/18/18	Late Payment Charge							\$1.04	\$86.21	\$1.04	\$86.21
6/19/18	Bill - Actual	0148340412	7/10/18	6/18/18	30	8,480.39	684.60	\$110.28	\$196.49	\$110.28	\$196.49
7/16/18	Late Payment Charge							\$2.42	\$198.91	\$2.42	\$198.91
7/19/18	Bill - Actual	0148340412	8/9/18	7/18/18	30	9,220.61	740.22	\$118.24	\$317.15	\$118.24	\$317.15
7/26/18	Payment							-\$196.49	\$120.66	-\$196.49	\$120.66
8/15/18	Late Payment Charge							\$1.48	\$122.14	\$1.48	\$122.14

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
8/20/18	Bill - Actual	0148340412	9/10/18	8/19/18	32	9,894.05	673.44	\$108.89	\$231.03	\$108.89	\$231.03
8/27/18	Payment							-\$120.66	\$110.37	-\$120.66	\$110.37
9/17/18	Late Payment Charge							\$1.36	\$111.73	\$1.36	\$111.73
9/19/18	Bill - Actual	0148340412	10/10/18	9/18/18	30	10,538.25	644.20	\$104.80	\$216.53	\$104.80	\$216.53
9/28/18	Payment							-\$110.37	\$106.16	-\$110.37	\$106.16
10/16/18	Late Payment Charge							\$1.31	\$107.47	\$1.31	\$107.47
10/18/18	Bill - Actual	0148340412	11/8/18	10/17/18	29	10,964.04	425.78	\$73.66	\$181.13	\$73.66	\$181.13
10/29/18	Payment							-\$106.16	\$74.97	-\$106.16	\$74.97
11/14/18	Late Payment Charge							\$0.92	\$75.89	\$0.92	\$75.89
11/18/18	Bill - Actual	0148340412	12/10/18	11/17/18	31	11,310.47	346.43	\$62.10	\$137.99	\$62.10	\$137.99
12/17/18	Late Payment Charge							\$1.70	\$139.69	\$1.70	\$139.69
12/18/18	Bill - Actual	0148340412	1/8/19	12/17/18	30	11,694.91	384.44	\$67.12	\$206.81	\$67.12	\$206.81
1/8/19	2018 Tax Refund - Residential							-\$25.49	\$181.32	-\$25.49	\$181.32
1/14/19	Late Payment Charge							\$2.22	\$183.54	\$2.22	\$183.54
1/20/19	Bill - Actual	0148340412	2/11/19	1/19/19	33	12,144.71	449.80	\$76.12	\$259.66	\$76.12	\$259.66
1/24/19	Payment							-\$181.81	\$77.85	-\$181.81	\$77.85
2/18/19	Late Payment Charge							\$0.95	\$78.80	\$0.95	\$78.80
2/19/19	Bill - Actual	0148340412	3/12/19	2/18/19	30	12,570.66	425.95	\$73.73	\$152.53	\$73.73	\$152.53
3/18/19	Late Payment Charge							\$1.87	\$154.40	\$1.87	\$154.40
3/20/19	Bill - Actual	0148340412	4/10/19	3/19/19	29	12,973.54	402.88	\$70.42	\$224.82	\$70.42	\$224.82
3/28/19	Payment							-\$224.82	\$0.00	-\$224.82	\$0.00
4/21/19	Bill - Actual	0148340412	5/13/19	4/20/19	32	13,368.72	395.19	\$69.10	\$69.10	\$69.10	\$69.10
5/20/19	Late Payment Charge							\$0.87	\$69.97	\$0.87	\$69.97
5/20/19	Bill - Actual	0148340412	6/10/19	5/19/19	29	13,747.13	378.40	\$66.68	\$136.65	\$66.68	\$136.65
6/17/19	Late Payment Charge							\$1.70	\$138.35	\$1.70	\$138.35
6/19/19	Bill - Actual	0148340412	7/10/19	6/18/19	30	14,243.73	496.60	\$83.70	\$222.05	\$83.70	\$222.05

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
6/21/19	Payment							-\$136.65	\$85.40	-\$136.65	\$85.40
7/16/19	Late Payment Charge							\$1.05	\$86.45	\$1.05	\$86.45
7/21/19	Bill - Actual	0148340412	8/12/19	7/20/19	32	15,061.26	817.53	\$129.92	\$216.37	\$129.92	\$216.37
8/1/19	Payment							-\$130.97	\$85.40	-\$130.97	\$85.40
8/19/19	Late Payment Charge							\$1.07	\$86.47	\$1.07	\$86.47
8/20/19	Bill - Actual	0148340412	9/10/19	8/19/19	30	15,772.41	711.15	\$114.61	\$201.08	\$114.61	\$201.08
9/16/19	Late Payment Charge							\$2.50	\$203.58	\$2.50	\$203.58
9/19/19	Bill - Actual	0148340412	10/10/19	9/18/19	30	16,361.04	588.63	\$96.99	\$300.57	\$96.99	\$300.57
10/2/19	Payment							-\$300.57	\$0.00	-\$300.57	\$0.00
10/20/19	Bill - Actual	0148340412	11/11/19	10/19/19	31	16,835.42	474.38	\$80.63	\$80.63	\$80.63	\$80.63
11/18/19	Late Payment Charge							\$1.01	\$81.64	\$1.01	\$81.64
11/18/19	Bill - Actual	0148340412	12/9/19	11/17/19	29	17,198.92	363.50	\$64.76	\$146.40	\$64.76	\$146.40
12/16/19	Late Payment Charge							\$1.82	\$148.22	\$1.82	\$148.22
12/18/19	Bill - Actual	0148340412	1/8/20	12/17/19	30	17,620.16	421.24	\$72.31	\$220.53	\$72.31	\$220.53
1/14/20	Late Payment Charge							\$2.72	\$223.25	\$2.72	\$223.25
1/20/20	Bill - Actual	0148340412	2/10/20	1/19/20	33	18,093.68	473.52	\$79.96	\$303.21	\$79.96	\$303.21
1/23/20	Payment							-\$220.53	\$82.68	-\$220.53	\$82.68
2/17/20	Late Payment Charge							\$1.00	\$83.68	\$1.00	\$83.68
2/19/20	Bill - Actual	0148340412	3/10/20	2/17/20	29	18,462.30	368.62	\$65.34	\$149.02	\$65.34	\$149.02
3/16/20	Late Payment Charge							\$1.82	\$150.84	\$1.82	\$150.84
3/18/20	Bill - Actual	0148340412	4/8/20	3/17/20	29	18,825.58	363.28	\$64.58	\$215.42	\$64.58	\$215.42
4/20/20	Bill - Actual	0148340412	5/11/20	4/18/20	32	19,206.01	380.43	\$67.37	\$282.79	\$67.37	\$282.79
4/28/20	Payment							-\$215.42	\$67.37	-\$215.42	\$67.37
5/19/20	Bill - Actual	0148340412	6/9/20	5/18/20	30	19,575.37	369.36	\$65.78	\$133.15	\$65.78	\$133.15
6/9/20	Payment							-\$133.15	\$0.00	-\$133.15	\$0.00
6/18/20	Bill - Actual	0148340412	7/9/20	6/17/20	30	20,134.42	559.04	\$92.97	\$92.97	\$92.97	\$92.97

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
7/22/20	Bill - Actual	0148340412	8/11/20	7/20/20	33	21,065.13	930.71	\$146.52	\$239.49	\$146.52	\$239.49
7/28/20	Payment							-\$92.97	\$146.52	-\$92.97	\$146.52
8/19/20	Bill - Actual	0148340412	9/9/20	8/18/20	29	21,879.88	814.76	\$129.86	\$276.38	\$129.86	\$276.38
8/25/20	Payment							-\$146.52	\$129.86	-\$146.52	\$129.86
9/20/20	Bill - Actual	0148340412	10/12/20	9/19/20	32	22,587.55	707.66	\$114.48	\$244.34	\$114.48	\$244.34
10/7/20	Dispute							-\$244.34	\$0.00	\$0.00	\$244.34
10/7/20	Current w/payoff balance							\$244.34	\$244.34	\$0.00	\$244.34
10/20/20	Bill - Actual	0148340412	11/9/20	10/18/20	29	23,000.65	413.10	\$72.66	\$317.00	\$72.66	\$317.00
10/26/20	Payment							-\$244.34	\$72.66	-\$244.34	\$72.66
11/18/20	Bill - Actual	0148340412	12/9/20	11/17/20	30	23,394.10	393.45	\$69.82	\$142.48	\$69.82	\$142.48
12/7/20	Payment							-\$72.66	\$69.82	-\$72.66	\$69.82
12/20/20	Bill - Actual	0148340412	1/11/21	12/19/20	32	23,826.36	432.26	\$75.31	\$145.13	\$75.31	\$145.13
12/31/20	Dispute							-\$145.13	\$0.00	\$0.00	\$145.13
12/31/20	Current w/payoff balance							\$145.13	\$145.13	\$0.00	\$145.13
1/21/21	Bill - Actual	0148340412	2/11/21	1/21/21	33	24,280.80	454.44	\$77.22	\$222.35	\$77.22	\$222.35
2/3/21	Payment							-\$222.35	\$0.00	-\$222.35	\$0.00
2/21/21	Bill - Actual	0148340412	3/15/21	2/21/21	31	24,708.91	428.11	\$74.88	\$74.88	\$74.88	\$74.88
3/22/21	Bill - Actual	0148340412	4/12/21	3/22/21	29	25,050.88	341.97	\$62.41	\$137.29	\$62.41	\$137.29

**REDACTED**

# Usage Comparison

<b>Account ID</b>	████████0000	<b>BCS Case #</b>	F-2020-3023499
<b>Service Name</b>	WILLIAMS,KENNETH	<b>Account Status</b>	Active
<b>Service Street</b>	958 ILLINOIS AVE	<b>Rate</b>	RS
<b>City/State/Zip</b>	PITTSBURGH, PA 152214718586	<b>Period Covered</b>	4/20/2019 to 3/22/2021

Date	Days	Read	KWH	Avg	Date	Days	Read	KWH	Avg
03/22/2021	29	25,050.88	341.97	11.79	03/17/2020	29	18,825.58	363.29	12.53
02/21/2021	31	24,708.91	428.11	13.81	02/17/2020	29	18,462.30	368.62	12.71
01/21/2021	33	24,280.80	454.44	13.77	01/19/2020	33	18,093.68	473.52	14.35
12/19/2020	32	23,826.36	432.26	13.51	12/17/2019	30	17,620.16	421.24	14.04
11/17/2020	30	23,394.10	393.45	13.12	11/17/2019	29	17,198.92	363.50	12.53
10/18/2020	29	23,000.65	413.10	14.24	10/19/2019	31	16,835.42	474.39	15.30
09/19/2020	32	22,587.55	707.66	22.11	09/18/2019	30	16,361.04	588.63	19.62
08/18/2020	29	21,879.88	814.76	28.10	08/19/2019	30	15,772.41	711.15	23.70
07/20/2020	33	21,065.13	930.71	28.20	07/20/2019	32	15,061.26	817.53	25.55
06/17/2020	30	20,134.42	559.05	18.63	06/18/2019	30	14,243.73	496.60	16.55
05/18/2020	30	19,575.37	369.36	12.31	05/19/2019	29	13,747.13	378.41	13.05
04/18/2020	32	19,206.01	380.43	11.89	04/20/2019	32	13,368.73	395.19	12.35
<b>Total</b>	<b>370</b>		<b>6,225.30</b>	<b>16.83</b>		<b>364</b>		<b>5,852.07</b>	<b>16.08</b>



**REDACTED**



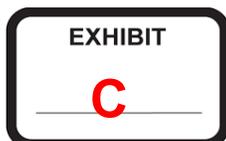
**DUQUESNE LIGHT COMPANY**  
**CHRONOLOGICAL SUMMARY OF COMPANY**  
**AND PUC PAYMENT ARRANGEMENTS**

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**KENNETH WILLIAMS**  
**958 ILLINOIS AVENUE**  
**PITTSBURGH, PA 15221**  
**ACCOUNT NUMBER [REDACTED] 4000**

**TYPE:** No payment arrangements provided  
**DATE:**  
**ACCOUNT BALANCE:**  
**TERMS:**  
**COMPLIANCE:**

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**REDACTED**

(w\_informal\_complaint\_sheet) Informal Complaint For Customer: [REDACTED] - BCS # [REDACTED] - ACCT #: [REDACTED] 000

General/Open Final Report Departments Disputes, Holds, Notices & PUC Audit Investigative Contacts Attachments Closing

Date(s) Sent: **10/19/20** DUQ\_10192020\_124701.xml Double-click on file name to view...

Status: Receipt of PUC Decision Date Closed: 11/10/20 Closing Data Received: 11/10/20 13:50:04

Justified:  Internal Justification: No Reason Justified: Error Code:

Decision:  Written  Oral Decision Balance: \$244.34 Balance Date: 10/19/20

Lump  
Requested: Awarded: \$0.00 Difference: Date Awarded: 00/00/00

Budget Payments  
Regular: \$0.00 Arrears Plus: \$0.00 Special: \$0.00

Monthly Payments  
Current: \$0.00 Final: \$0.00 End: \$0.00

Decision Type:  
Terms:

Resolution: VERBAL CLOSE. PER THE COMPANY REPORT, SERVICE AT 958 ILLINOIS AVENUE, PITTSBURGH, PA 15221 (THE PROPERTY) IS ACTIVE IN THE NAME OF KENNETH WILLIAMS (THE COMPLAINANT) SINCE 5/31/85 AND IS BILLED AT THE RESIDENTIAL SERVICE (RS) RATE. COMPANY RECORDS SHOW THAT ON 8/3/20, THE COMPLAINANT CONTACTED THE COMPANY AND REPORTED FLICKERING LIGHTS AND ALLEGED COMPUTER DAMAGE. THE COMPLAINANT WAS PROVIDED WITH THE CLAIMS LINE PHONE NUMBER. A NOTIFICATION WAS SENT TO THE COMPANY DISTRICT OPERATIONS CENTER TO INVESTIGATE AND TECHNICIANS WERE DISPATCHED TO THE COMPLAINANT'S RESIDENCE TO TEST THE VOLTAGE AT THE LOAD SIDE OF HIS METER. THE RESULTS OF THE VOLTAGE TEST INDICATED 246 VOLTS LEG TO LEG WHICH IS WITHIN THE VOLTAGE PERMISSIBLE PURSUANT TO 52 PA. CODE 57.14(B). THE COMPANY ALSO INSTALLED A VOLTAGE MONITOR RECORDER (VMR) TO MONITOR THE VOLTAGE AT THE LOAD SIDE OF THE METER. PER COMPANY RECORDS, ON 8/3/20, THE COMPLAINANT ALSO FILED A COMPLAINT FOR DAMAGES TO HIS COMPUTER AND MONITOR. THE COMPANY CLAIMS SPECIALIST SENT A CLAIMS ACKNOWLEDGEMENT LETTER TO THE COMPLAINANT AND CONTACTED THE DISTRICT TO REQUEST THAT THEY PROVIDE HER WITH THE RESULTS FROM THE VMR WHEN THE TEST WAS COMPLETED. PER COMPANY RECORDS, THE VMR WAS REMOVED ON 8/11/20 AND THE CLAIMS SPECIALIST WAS PROVIDED WITH THE RESULTS. THE RESULTS OF THE MONITORING REVEALED THAT THE PROPERTY IS RECEIVING ELECTRICITY AT THE VOLTAGES AS SET FORTH IN THE COMPANY'S TARIFF RULE NO. 3. ON 8/28/20, THE COMPANY CLAIMS SPECIALIST PROVIDED THE COMPLAINANT WITH A LETTER ADVISING THAT THE INVESTIGATION HAD BEEN COMPLETED. COMPANY INVESTIGATION SHOWED THAT DUQUESNE LIGHT'S EQUIPMENT WORKED PROPERLY. THERE WERE NO ABNORMAL CIRCUIT OPERATIONS OR CONDITIONS THAT WOULD HAVE CAUSED THE DAMAGES. WITHOUT A FINDING OF LIABILITY ON THE PART OF DUQUESNE LIGHT, THE COMPANY IS UNABLE TO REIMBURSE THE COMPLAINANT FOR DAMAGES. THE PUC CANNOT DECIDE WHETHER A UTILITY OR COMPANY SHOULD PAY CUSTOMERS FOR LOSS OR DAMAGES. CASE DISMISSED.

**EXHIBIT**  
**D**

# REDACTED

## Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info WILLIAMS,KENNETH, Trouble / Power Outages/DLC entered trouble/ power outage via OMS Lite, Contacted 08-03-2020

Open  User ID WEBIVRPD Web, SERVICE ACCOUNT

Person ID  000  WILLIAMS,KENNETH - Primary Phone: (412) 670-2984

Account ID   

Premise ID   

Preferred Contact Method  

Contact Date/Time 08-03-2020 / 09:06AM

Contact Class Trouble / Power Outages 

Contact Type OMS LITE  DLC entered trouble/ power outage via OMS Lite

Comments B05EBBCE14D 08/03/2020 09:07 VP, FL rwatkins LIGHTS FLICKERING AND COMPUTER DAMAGE 

Related Records

Letter Information





Comments

Comment	Date	Userid
wms: Circuit: 23950, Sheet: 3, Map Section: F8-13, Site #: 10, Pole: 207818, Pole Size: , Phase: , KVA: 167, Remarks: refer to district to lower tap setting on stepdown transformer due to high voltage.	08/03/2020 12:29	damiller
Reg tech found good V (246V leg to leg) at home, installed voltage logger. do not adjust stepdown at this time.	08/03/2020 13:29	damiller



**REDACTED**

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info WILLIAMS,KENNETH, Legal / Regulatory/Claims, Contacted  
08-04-2020

Open  User ID [REDACTED] [REDACTED]

Person ID  WILLIAMS,KENNETH - Primary Phone: (412) 670-2984

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 08-04-2020 / 07:59AM

Contact Class Legal / Regulatory

Contact Type CLAIMS Claims

Comments [REDACTED] 0000 - CLAIM FILED 8/3/2020. CLAIM ACKNOWLEDGMENT LETTER SENT 8/4/2020.



**Carolyn Cingel**  
Claims Specialist

411 Seventh Avenue | MD 16-1 | Pittsburgh, PA 15219  
Tel 412-393-6078 | Fax 412-393-5693 | ccingel@duqlight.com



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August 4, 2020

Mr. Kenneth Williams  
958 Illinois Avenue  
Pittsburgh, PA 15221

RE: Date of Incident: August 1, 2020

Dear Mr. Williams:

We have received your claim filed on August 3, 2020, and we are making every effort to address it in a prompt and thorough manner.

First, we must determine if Duquesne Light Company is responsible for the damages. We will investigate the incident and review all findings and the law before making a decision. If you have any information about the incident that caused your damages, please forward it to me at your earliest convenience. We are happy to consider any evidence you have regarding this claim.

Second, if your claim is accepted, we will need proof of your damages. Proof of your damages consists of receipts and completion of the enclosed form. Please complete this form and submit with all documentation to my attention.

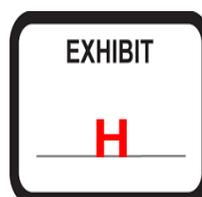
Third, if you have any additional damaged items that you did not report on August 3, 2020 please let me know as soon as possible.

Thank you for your patience and assistance in this matter. We will contact you with the results of the investigation as soon as possible. If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Carolyn K. Cingel".

Carolyn K. Cingel  
Claims Specialist



# REDACTED

## Customer Contact

[Main](#) | [Log](#) | [Characteristics](#) | [Customer Contact Portal](#)

**Customer Contact Info** WILLIAMS, KENNETH, Legal / Regulatory/Claims, Contacted  
08-28-2020

Open  User ID [REDACTED]

Person ID   WILLIAMS, KENNETH - Primary Phone: (412) 670-2984

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 08-28-2020 / 09:08AM

Contact Class

Contact Type   Claims

Comments [REDACTED] 0000 - CLAIM CLOSED - DENIED.



REDACTED

[REDACTED]  
Claims Specialist

411 Seventh Avenue | MD 16-1 | Pittsburgh, PA 15219  
[REDACTED]



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August 28, 2020

Mr. Kenneth Williams  
958 Illinois Avenue  
Pittsburgh, PA 15221

RE: Date of Incident: August 1, 2020

Dear Mr. Williams;

We have received your claim for damages for investigation.

We have completed the investigation into the above-mentioned incident. Our investigation showed that Duquesne Light's equipment worked properly. There were no abnormal circuit operations or conditions that would have caused your damages. Without a finding of liability on the part of Duquesne Light, we are unable to reimburse your claim for damages.

If you have any evidence that supports a finding that Duquesne Light is responsible for your damages, please forward it to me as soon as possible. Although the company's present position is that Duquesne Light is not liable for your losses, we can re-open the investigation if you provide additional evidence.

Although we are unable to compensate you for your losses, there is still a possibility that you could be reimbursed from another party. We suggest that you consider submitting your claim under your homeowners or renters insurance policy.

Sincerely,

A handwritten signature in blue ink, appearing to read "Carolyn K. Cingol".

[REDACTED]  
Claims Specialist

EXHIBIT

J

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**Instrument Information**

**Model Number** FLUKE VR1710  
**Serial Number** 3738013  
**Firmware Revision** 1.33

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**Software Information**

**Power Log Version** Classic 4.4  
**FLUKE 345 DLL Version** 11.20.2006  
**FLUKE 430 DLL Version** 1.1.0.12

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**General Information**

**Recording location** 958 Illinois Ave.-N.Braddock  
**Client** Ken Williams  
**Notes** Voltage monitored at the meter base

EXHIBIT

**K**

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### Measurement Summary

Application mode	N/A
First recording	8/3/2020 12:49:35 PM 0msec
Last recording	8/11/2020 11:26:05 AM 0msec
Main Interval	0h 0m 30s 0msec
Flicker/THD Interval	0h 10m 0s 0msec
Nominal Voltage	120 V
Nominal Current	N/A
Nominal Frequency	60 Hz
Dip Threshold	114 V
Swell Threshold	126 V

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### Recording Summary

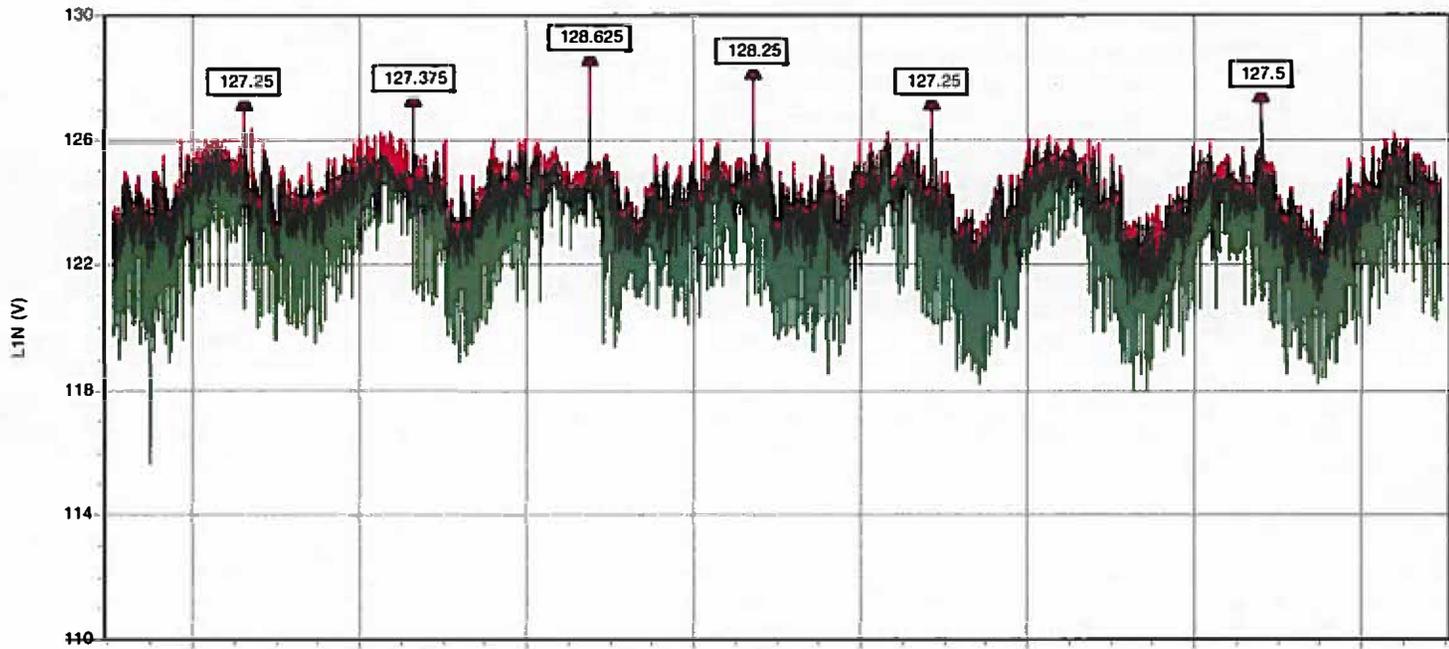
RMS recordings	22874
DC recordings	0
Frequency recordings	22874
Unbalance recordings	0
Harmonic recordings	1143
Power harmonic recordings	0
Power recordings	0
Energy recordings	0
Flicker recordings	1143
Mains signaling recordings	0

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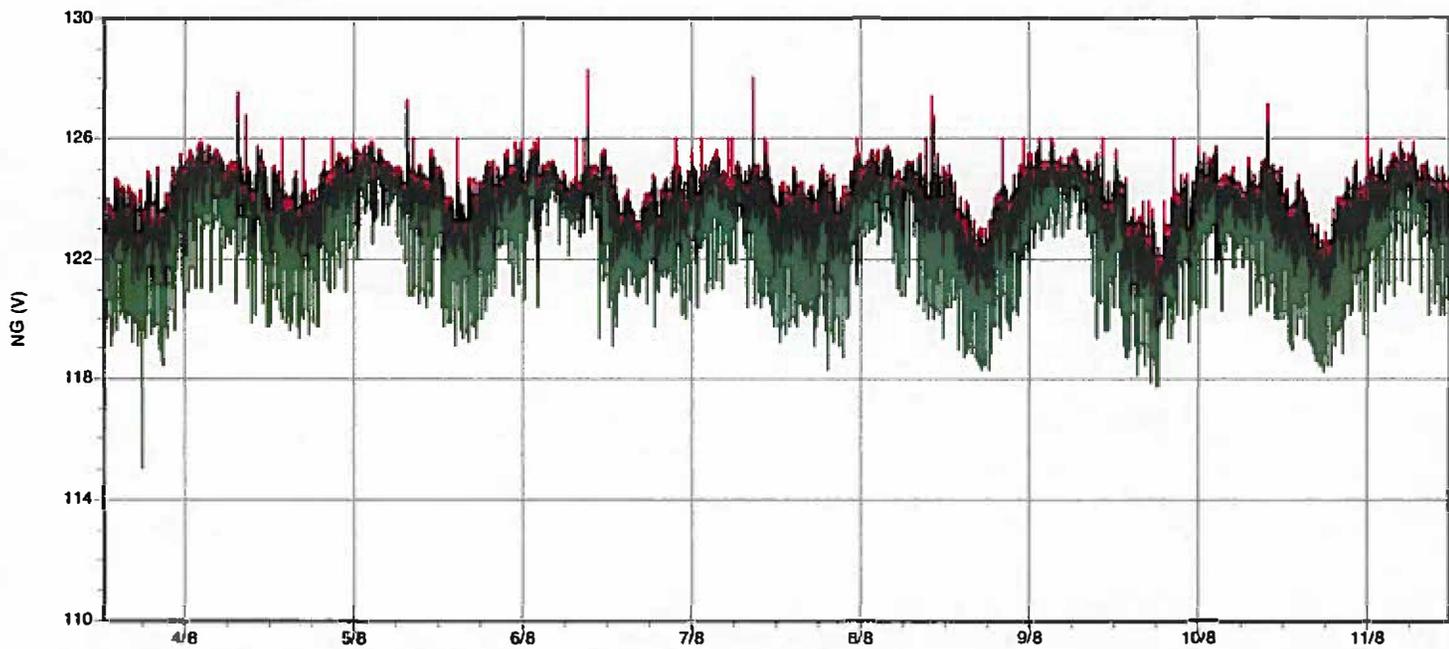
### Events Summary

Dips	0
Swells	6
Transients	0
Interruptions	0
Voltage profiles	0
Rapid voltage changes	0
Screens	0
Waveforms	0
Intervals without measurements	0
Inrush current graphics	0

Voltage and Current. From 8/3/2020 12:49:35 PM To 8/11/2020 11:26:05 AM

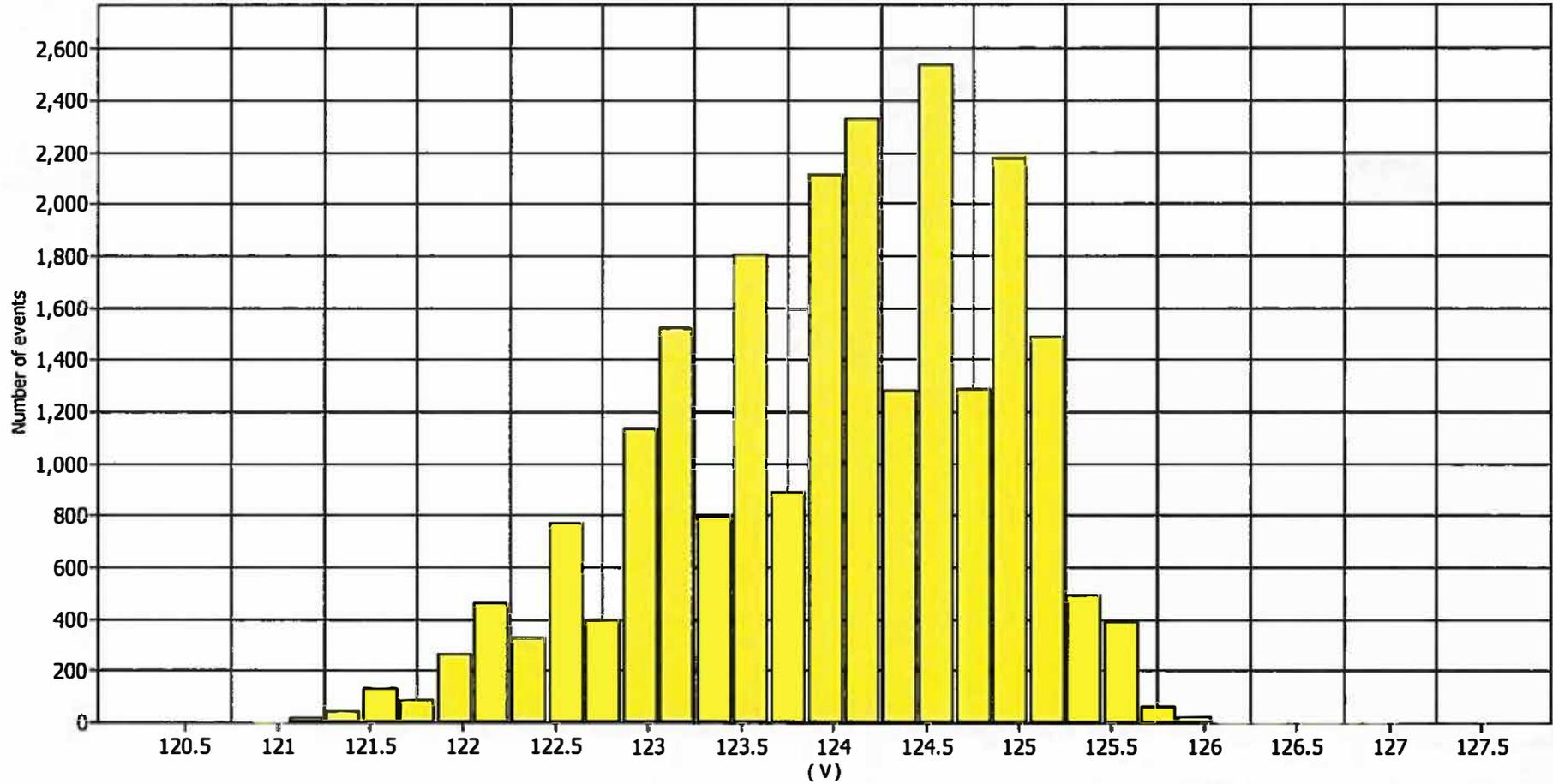


- Half Cycle Voltage Min
- Half Cycle Voltage Max
- Half Cycle Voltage Avg



Statistics. From 8/3/2020 12:49:35 PM To 8/11/2020 11:26:05 AM

### Half Cycle Voltage - L1N - Average



#### Summary

From	8/3/2020 12:49:35 PM	5% percentile	122.3 V
To	8/11/2020 11:26:05 AM	95% percentile	125.1 V
Maximum value	126.875 V	% [85% - 110%]	100%
At	8/5/2020 7:45:35 AM	% [90% - 110%]	100%
Minimum value	120.75 V		
At	8/9/2020 2:25:05 PM		
$\mu$	123.888 V		
s	0.898013 V		

#### Upper extreme values

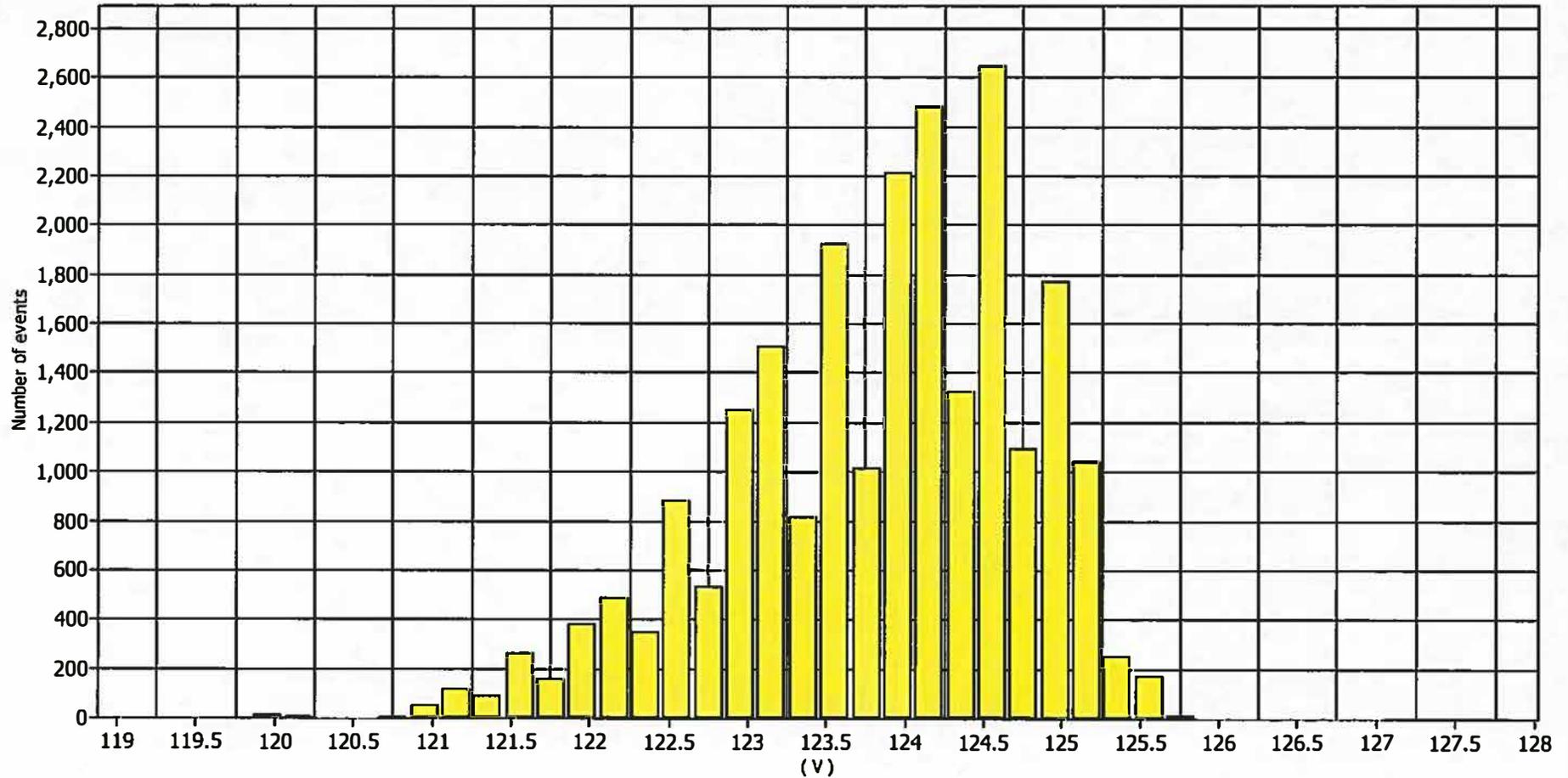
Date / Time	Value
8/5/2020 7:45:35 AM	126.875
8/10/2020 9:44:05 AM	126.625
8/6/2020 9:10:35 AM	126.625
8/8/2020 10:13:05 AM	126.375
8/7/2020 8:46:05 AM	126.375

#### Lower extreme values

Date / Time	Value
8/9/2020 2:25:05 PM	120.75
8/10/2020 5:44:05 PM	120.875
8/10/2020 5:47:35 PM	121
8/10/2020 5:46:05 PM	121
8/10/2020 5:43:35 PM	121

Statistics. From 8/3/2020 12:49:35 PM To 8/11/2020 11:26:05 AM

Half Cycle Voltage - <sup>3N</sup> LAG - Average



**Summary**

From	8/3/2020 12:49:35 PM	5% percentile	122 V
To	8/11/2020 11:26:05 AM	95% percentile	125 V
Maximum value	126.875 V	% [85% - 110%]	100%
At	8/5/2020 7:45:35 AM	% [90% - 110%]	100%
Minimum value	119.75 V		
At	8/9/2020 5:50:05 PM		
$\mu$	123.722 V		
s	0.93397 V		

**Upper extreme values**

Date / Time	Value
8/5/2020 7:45:35 AM	126.875
8/4/2020 7:41:05 AM	126.5
8/10/2020 9:44:05 AM	126.375
8/8/2020 10:13:05 AM	126.375
8/6/2020 9:10:35 AM	126.25

**Lower extreme values**

Date / Time	Value
8/9/2020 5:58:05 PM	119.75
8/9/2020 5:57:35 PM	119.75
8/9/2020 5:56:35 PM	119.75
8/9/2020 5:50:05 PM	119.75
8/9/2020 5:56:05 PM	119.875

958 Illinois Ave.-N.Braddock-EVENTS

Date	Time	Type	Duration t[ms]	L1	N	
Swell	04/08/2020		07:41:02.000	0m.34s.779ms.		127.250
Swell	05/08/2020		07:45:42.000	0m.37s.337ms.		127.375
Swell	06/08/2020		09:10:29.000	0m.42s.371ms.		128.625
Swell	07/08/2020		08:46:22.000	0m.40s.725ms.		128.250
Swell	08/08/2020		10:13:10.000	0m.38s.667ms.		127.250
Swell	10/08/2020		09:44:20.000	0m.40s.850ms.		127.500

Customers shall not, under any circumstances, parallel a Customer-owned generator with the Company's service without complying with the Company's special requirements and completing the required Interconnection Agreement which will be provided by the Company. Such paralleling may result in hazards to Company and Customer personnel, equipment damage, and loss of service to the Customer and the Company's system. A Customer must submit a completed "Application and Equipment Specification Form" (included in the above standards) to the Company to initiate an interconnection application.

## HARMONIC PRODUCING EQUIPMENT

Customers operating harmonic producing equipment such as rectifiers, SCR drives, power supplies, inverters, arc-furnaces, welders, etc., shall limit the voltage distortion injected by their equipment into the Company's system to a total of 3% of the fundamental frequency with no single harmonic exceeding 1% of the fundamental frequency.

## CUSTOMER LIGHTNING AND SURGE PROTECTION

The Company provides surge protection on all of its overhead lines to prevent damage from lightning. While it is not the Company's responsibility to protect Customer equipment, this protection has generally proven adequate to prevent damage to normal Customer appliances such as motors, ranges, washers, dryers, lighting, electron tube-type radios and television sets, and other non-solid-state equipment in all but the most severe lightning conditions. However, appliance manufacturers have incorporated solid-state microprocessor-type components in many modern appliances such as microwave ovens, televisions, VCRs and computers. The Company recommends that all Customers make sure that their service is grounded effectively as required in [Section 3.4](#) and provide surge protection devices as described below.

A secondary surge protector should be installed at the service by a qualified electrical contractor or the Company. These devices, sometimes referred to as low voltage lightning arresters, are available in several configurations from electrical suppliers. The Company is offering this protection through the "Surge Shield" program at an affordable cost, call **1-888-393-7900**. A surge protector at the service is necessary to dissipate the energy from large surges to ground.

A surge-suppressor plug-in device should be placed between all appliances, computers and equipment with solid-state or micro-processor components and the outlets supplying them. These devices dissipate the short time low energy surges, some of which are caused by the operation of other home appliances, and are available from most appliance or hardware stores.

Only the use of both a secondary surge protector at the service and a surge suppressor plug-in device for each appliance will provide the high level of protection required for solid-state equipment. Houses or buildings in areas exposed to direct lightning may require lightning rod systems on their roof to dissipate direct lightning strokes. Outdoor TV, radio and satellite disk antennas shall also be protected with proper lightning arresters and grounding systems. Other utilities such as telephone and cable TV companies should be consulted to see if additional lightning or surge protection is required for their systems.

The Company will not be responsible for damage to Customer's appliances or other equipment because the Customer or other utility did not provide adequate lightning or surge protection devices, or due to any failures of such devices except for those covered by the Company sponsored "Surge Shield" program.

## METERS AND METERING EQUIPMENT

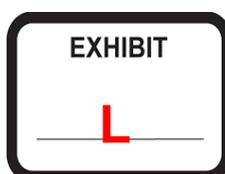
### OWNERSHIP

The Company or Company Representatives will furnish, own, and install all meters. The Company will also furnish and own all meter enclosures and sockets, **except single-phase self contained sockets**. All current and voltage transformers will be furnished and owned by the Company. Instrument transformer cabinets, where required, shall be furnished and installed by the Customer.

### METHOD OF OBTAINING

When installing a new service or rewiring an existing service, the Customer shall notify the Company as required in [Section 4.2](#) or [4.3](#). The Company will specify the location and type of meter socket to be used.

Single-phase self-contained sockets approved by the Company are available from local electrical equipment suppliers. They must comply with the following requirements:



**RULES AND REGULATIONS**

**THE ELECTRIC SERVICE TARIFF**

**1. FILING AND POSTING** A copy of the Tariff, comprising of the Rules and Regulations, Rates and Riders, and governing electric service, is filed with the Pennsylvania Public Utility Commission. A copy of the Tariff may be obtained by calling, e-mailing or writing the Company’s business office. The Tariff may also be accessed at [www.duquesnelight.com](http://www.duquesnelight.com) and is posted and open to inspection at the offices of the Company where payments are made by customers.

**2. REVISIONS** The tariff is subject to such change and modification as may be made from time to time in the manner prescribed by the Public Utility Law. If any rate for electric service is increased, the affected customer shall have the option of discontinuing service, but shall be obligated to pay the increased rate from the effective date thereof until service has been discontinued.

**2.1 RULES AND REGULATIONS** The Rules and Regulations, filed as part of this Tariff, are a part of every contract for service made by the Company and govern all classes of service where applicable. The obligations imposed on customers in the Rules and Regulations apply as well to everyone receiving service unlawfully and to unauthorized use of service.

**2.2 STATEMENT BY AGENTS** No representative has authority to modify a Tariff rule or provision, or to bind the Company by any promise or representation contrary thereto.

**3. APPLICATION** Rates of the tariff apply only to the Company's Standard Service delivered from overhead supply lines except in certain restricted areas where the Company is required to provide underground distribution. Riders of the tariff amend or modify the terms governing the electric service under the rates to which they apply. Beginning December 29, 2018, Standard Service is alternating current of sixty cycles frequency, conforming as to voltage and phase with the following list of standard nominal service delivery voltages.

<u>SINGLE-PHASE</u>	<u>THREE-PHASE</u>	
120/240 volts, 3 wire	120/208 volts, 4 wire	23,000 volts, 3 wire
480 volts, 2 wire	277/480 volts, 4 wire	13,200/23,000 volts, 4 wire
13,200 volts, 2 wire	2,400 volts, 3 wire	138,000 volts, 3 wire
	2,400/4,160 volts, 4 wire	

For service installations completed prior to December 29, 2018, Standard Service may include the delivery voltages listed above as well as the following list of standard nominal service delivery voltages, as applicable.

<u>SINGLE-PHASE</u>	<u>THREE-PHASE</u>
120 volts, 2 wire	230 volts, 3 wire
120/208 volts, 3 wire	460 volts, 3 wire
230 volts, 2 wire	11,500 volts, 3 wire
460 volts, 2 wire	69,000 volts, 3 wire
230/460 volts, 3 wire	345,000 volts, 3 wire
2,400 volts, 2 wire	
23,000 volts, 2 wire	



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**RULES AND REGULATIONS - (Continued)****INSTALLATION OF SERVICE - (Continued)****9. RELOCATIONS OF FACILITIES – (Continued)****C. Other Company Facilities for all Customers**

When requested or required by the action of a customer or a third party, relocation of Company facilities, except those covered under Section A of this Rule, will be performed by the Company upon receipt, in advance, of the Company's estimated total direct and indirect costs including the related income tax of such relocations from the customer or such third party. The Company may waive charges under this rule if, in the Company's judgment, the location of the Company's existing supply line and/or service line on the customer's property restricts the growth of the customer's operations and the potential increase in the Company's revenues.

**10. ONE SERVICE OF A KIND** Only one service of each type as to voltage and phase will be provided to a customer under one contract; provided, however, that when, in the judgment of the Company, compliance with Rule No. 17, Fluctuations and Unbalances, may be most economically effected by establishing a separate service connection for a portion of the customer's load, such separate service connection may, at the option of the customer, be combined, notwithstanding similarity as to voltage and phase, with other service connections under a single contract for the customer's entire electric delivery service requirements at the affected location. Electric service at different premises, regardless of voltage or phase, shall never be combined for billing under one account for the purpose of reducing Company charges.

**11. METER SUPPORTS** The customer shall provide on the premises, at a location satisfactory to the Company, proper space, supports, and enclosures for metering equipment.

**12. TRANSFORMERS AND CONTROL EQUIPMENT** Where, in the judgement of the Company, it is necessary to install transformers and other control or protective equipment on the customer's premises, the customer shall provide a suitable place, foundation and housing for such installation, in accordance with the Company's "Electric Service Installation Rules."

**13. CUSTOMER'S FACILITIES** The installation and maintenance of the customer's wiring and equipment shall be in accordance with the Company's "Electric Service Installation Rules" and shall be subject to the approval of the proper authorities. The Company is not required to provide electric service thereto unless so approved, but does not assume any responsibility for securing such approval. The Company shall not be liable for damages or injuries resulting from any defects in the customer's wiring or equipment.

**13.1 UNDERGROUND DISTRIBUTION**

**A.** When the Company is required by governmental order or enters into agreements with redevelopment authorities, a private real estate developer or a group of customers to change its distribution supply lines from overhead to underground, customers receiving or to receive electric service at voltages of 600 volts or less from these supply lines shall provide at their own expense the necessary facilities for receiving such underground service.

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**EXHIBIT****N**

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**RULES AND REGULATIONS - (Continued)****INSTALLATION OF SERVICE - (Continued)****13.3 BUILDING ENERGY CONSERVATION STANDARDS FOR RECEIPT OF UTILITY SERVICE FOR RESIDENTIAL BUILDINGS – (Continued)**

Proof of compliance shall be made by furnishing the Company with a "Notice of Intent to Construct" form certified by Pennsylvania's Department of Community Affairs.

Upon request, the Company will provide information and the required forms for compliance with Act 222.

**MEASUREMENT AND USE OF SERVICE**

**14. MEASUREMENT OF SERVICE** The quantity of energy recorded by the Company's meters for billing purposes shall be final and conclusive, except where the meters fail to register or are determined to be in error. In these instances, the quantity delivered during the period in question shall be estimated, after due consideration of previous or subsequent properly measured deliveries. Upon a customer's request, the Company shall secure an in-person meter reading to confirm the accuracy of an automatic meter reading device when a customer disconnects service or a new service request is received. All tests of meters including confirmation of meter accuracy made upon request of the customer will be in accordance with the rules and regulations of the Pennsylvania Public Utility Commission. See Rule No. 42 for more detail on meter inspections.

**14.1 METER READING INTERVALS** For billing purposes, the Company will read meters at scheduled regular monthly intervals.

**15. INABILITY TO READ RESIDENTIAL METERS** When scheduled readings of kilowatt-hour meters are not obtained because of inability to gain access to the meter location, the customer may read his meter and furnish the Company the reading on cards supplied by the Company, or by telephone to the Company, in which case the bill will be rendered on the basis of such reading; otherwise, the Company will estimate the bill. No more than five (5) successive bills will be rendered on readings made by the customer.

**15.1 INABILITY TO READ COMMERCIAL OR INDUSTRIAL METERS** When scheduled readings of kilowatt-hour and demand meters are not obtained, the Company may render an interim statement for each month until the meters are read.

**16. USE OF SERVICE BY CUSTOMER** The customer shall use the electric service only at the premise where service is established; and after electric service has been established, shall notify the Company of any change in connected load, demand, or other conditions of use. The customer shall notify the Company of other on site sources of electric generation or electricity concurrently produced as a by-product of another process or electricity produced utilizing renewable resources. Customers who own and operate electric generation equipment shall conform with the Company's "Electric Service Installation Rules," copies of which may be obtained by calling, e-mailing or writing the Company's business office or at [www.duquesnelight.com](http://www.duquesnelight.com). For customers who own and operate electric generation, the provisions of Rider No. 16 - Service to Non-Utility Generating Facilities and Rider No. 21 - Net Metering Service may also apply.

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**EXHIBIT**

**To Be Used For Customers Served From 23/13.2, 4.16, 2.4KV circuits  
Or Low Voltage Underground Radial Systems**

**Customer:** Kenneth Williams (REDACTED) 40000 **Distribution Circuit** (REDACTED) **Revision** (REDACTED)

**Location:** 958 Illinois Ave Braddock Hills, PA 15221 **Site:** (REDACTED)

**This data includes outages due to High Tension, Distribution Breaker  
and Part Circuit trouble, but excludes outages less than 2 minutes**

Incident Number	Date of Outage	Time Out	Time In	Total Minutes	Reason
1942271	6/25/19	0203	0211	8	Substation loss of supply due to raccoon.
1953398	6/27/19	1616	1930	194	Sectionalizer L/O due to lightning (Storm L1387).
1954220	7/31/19	0533	0553	20	Failed connector.
1942393	7/8/19	0221	0231	10	Substation L/O due to tree on primary.
2043810	7/20/20	0332	0624	172	Substation loss of supply due to tree on primary.
2053633	7/20/20	1046	1052	6	Crew outage to complete restoration.
2054473	8/27/20	1844	1945	61	Sectionalizer L/O due to tree on primary.
					Note: This report covers from 3/29/19 to 3/29/21.

**Date:** 3/30/21 **Prepared by:** J. Michael Gorham



## 2. Terms for Reporting and Analyzing Outages of Electrical Transmission and Distribution Facilities and Interruptions to Customer Service

**2.1 component.** A piece of equipment, a line, a section of line, or a group of items which is viewed as an entity for purposes of reporting, analyzing, and predicting outages.

**2.2 system.** A group of components connected or associated in a fixed configuration to perform a specified function.

**2.3 outage.** Describes the state of a component when it is not available to perform its intended function due to some event *directly associated* with that component. An outage may or may not cause an interruption of service to consumers depending on system configuration.

**2.3.1 forced outage.** An outage that results from emergency conditions directly associated with a component requiring that it be taken out of service immediately, either automatically or as soon as switching operations can be performed, or an outage caused by improper operation of equipment or human error.

**2.3.2 scheduled outage.** An outage that results when a component is deliberately taken out of service at a selected time, usually for purposes of construction, preventive maintenance, or repair.

NOTE: The key test to determine if an outage should be classified as forced or scheduled is as follows. If it is possible to defer the outage when such deferment is desirable, the outage is a scheduled outage; otherwise, the outage is a forced outage. Deferring an outage may be desirable, for example, to prevent overload of facilities or an interruption of service to consumers.

**2.3.3 transient forced outage.** An outage whose cause is immediately self-clearing so that the affected component can be restored to service either automatically or as soon as a switch or circuit breaker can be reclosed or a fuse replaced. An example of a transient forced outage is a lightning flashover which does not permanently disable the flashed component.

**2.3.4 permanent forced outage.** An outage whose cause is not immediately self-clearing, but must be corrected by eliminating the hazard or by repairing or replacing the com-

ponent before it can be returned to service. An example of a permanent forced outage is a lightning flashover which shatters an insulator thereby disabling the component until repair or replacement can be made.

**2.4 weather conditions.**

**2.4.1 normal weather.** Includes all weather not designated as adverse or major storm disaster.

**2.4.2 adverse weather.** Designates weather conditions which cause an abnormally high rate of forced outages for exposed components during the periods such conditions persist, but do not qualify as major storm disasters. Adverse weather conditions can be defined for a particular system by selecting the proper values and combinations of conditions reported by the Weather Bureau: thunderstorms, tornadoes, wind velocities, precipitation, temperature, etc.

**2.4.3 major storm disaster.** Designates weather which exceeds design limits of plant and which satisfies all of the following:

- (1) Extensive mechanical damage to plant
- (2) More than a specified percentage of customers out of service
- (3) Service restoration times longer than a specified time

NOTE: It is suggested that the specified percentage of customers out of service and restoration times be 10 percent and 24 hours. Percentage of customers out of service may be related to a company operating area rather than to an entire company. Examples of major storm disasters are hurricanes and major ice storms.

**2.5 exposure time.** The time during which a component is performing its intended function and is subject to outage.

**2.6 outage rate.** For a particular classification of outage and type of component, the mean number of outages per unit exposure time per component.

NOTE: Outage rates may be defined for specific weather conditions and type of outages. For example, permanent forced outage rates may be separated into adverse weather permanent forced outage rate and normal weather permanent forced outage rate.

EXHIBIT

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**2.6.1 adverse weather permanent forced outage rate.** For a particular type of component, the mean number of outages per unit of adverse weather exposure time per component.

**2.6.2 normal weather permanent forced outage rate.** For a particular type of component, the mean number of outages per unit of normal weather exposure time per component.

**2.7 outage duration.** The period from the initiation of an outage until the affected component or its replacement once again becomes available to perform its intended function.

NOTE: Outage durations may be defined for specific types of outages, for example, permanent forced outage duration, transient forced outage duration, and scheduled outage duration.

**2.7.1 permanent forced outage duration.** The period from the initiation of the outage until the component is replaced or repaired.

**2.7.2 transient forced outage duration.** The period from the initiation of the outage until the component is restored to service by switching or fuse replacement.

NOTE: Thus, transient forced outage duration is really switching time.

**2.7.3 scheduled outage duration.** The period from the initiation of the outage until construction, preventive maintenance, or repair work is completed.

**2.8 switching time.** The period from the time a switching operation is required due to a forced outage until that switching operation is performed.

NOTE: For example, switching operations include reclosing a circuit breaker after a trip-out, opening or closing a sectionalizing switch or circuit breaker, or replacing a fuse link.

**2.9 interruption.** The loss of service to one or more consumers. An interruption is the result of one or more component outages.

**2.9.1 scheduled interruption.** An interruption caused by a scheduled outage.

**2.9.2 forced interruption.** An interruption caused by a forced outage.

**2.10 interruption duration.** The period from the initiation of an interruption to a consumer until service has been restored to that consumer.

**2.10.1 momentary interruption.** An interruption of duration limited to the period required to restore service by automatic or supervisory-controlled switching operations or by manual switching at locations where an operator is immediately available.

NOTE: Such switching operations must be completed in a specified time not to exceed 5 minutes.

**2.10.2 sustained interruption.** A sustained interruption is any interruption not classified as a momentary interruption.