



Emily M. Farah
Counsel, Regulatory

411 Seventh Avenue
Mail drop 15-7
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July 29, 2021

Via Electronic Filing

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

RE: Benjamin Kroop v. Duquesne Light Company
Docket No. F-2021-3027160

Dear Secretary Chiavetta:

Enclosed please find Duquesne Light Company's Motion to Join AEP Energy, Inc. as an Indispensable Party in the Formal Complaints filed by Benjamin Kroop. A copy of this document and the enclosed filing was served upon Complainant in accordance with Commission regulations.

Please feel free to contact me if you have any questions.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "Emily M. Farah", is written over a light blue circular stamp.

Emily M. Farah
Counsel, Regulatory

Enclosure

cc: Certificate of Service (w/encl.)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BENJAMIN KROOP,

Complainant,

v.

DUQUESNE LIGHT COMPANY,

Respondent.

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No: F-2021-3027160

**MOTION TO JOIN AEP ENERGY, INC.
AS AN INDISPENSABLE PARTY**

Filed on behalf of Respondent
Duquesne Light Company

Counsel of Record for this Party:
Emily M. Farah, Esquire
PA I.D. No. 322559
efarah@duqlight.com
(412) 393-6431
411 Seventh Avenue, MD 15-7.
Pittsburgh, PA 15219

NOTICE TO PLEAD

TO: COMPLAINANT BENJAMIN KROOP AND AEP ENERGY, INC.:

YOU ARE HEREBY NOTIFIED TO FILE A WRITTEN RESPONSE TO RESPONDENT'S MOTION TO JOIN WITHIN 20 DAYS OF SERVICE PURSUANT TO 52 PA. CODE § 5.103 OR A JUDGMENT MAY BE ENTERED AGAINST YOU.

DUQUESNE LIGHT COMPANY



Emily M. Farah, Esquire
Attorney for Duquesne Light Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BENJAMIN KROOP,	:	
	:	
Complainant,	:	
	:	
v.	:	No: F-2021-3027160
	:	
DUQUESNE LIGHT COMPANY,	:	
	:	
Respondent.	:	

**MOTION TO JOIN AEP ENERGY, INC.
AS AN INDISPENSABLE PARTY**

Respondent Duquesne Light Company (“Duquesne Light” or the “Company”), pursuant to 52 Pa. Code §5.103, respectfully petitions the Pennsylvania Public Utility Commission (“Commission”) to join AEP Energy, Inc. (“AEP”) as an indispensable party to the above-captioned proceeding, and in support thereof, states as follows:

I. PARTIES

1. Benjamin Kroop is the Complainant in the above-captioned matter and receives electric service at 233 Main Street, Pittsburgh, PA 15201 (“Property”).
2. Duquesne Light is the Respondent in the above-captioned matter.
3. AEP is an Electric Generation Supplier (“EGS”) who is not a party to this matter but should be joined as an indispensable party.

II. BACKGROUND

4. On July 9, 2021, Duquesne Light was served with the above-captioned Formal Complaint (“Complaint”) alleging incorrect charges on Complainant’s bills.
5. On July 28, 2021, Duquesne Light filed an Answer and New Matter the above-mentioned Formal Complaint averring that supplier change request was properly rejected. A redacted copy of Duquesne Light’s Answer and New Matter is attached as **Exhibit 1**.

5. Specifically, the Company rejected AEP's request to change the Complainant's EGS because the supplier agreement number was not provided. Answer and New Matter ¶ 4.

6. Upon information and belief, the "provider" the Complainant is referring to is an EGS, namely, AEP.

7. As indicated in the Company's Answer and New Matter to the Complaint, the provider request was rejected because the supplier agreement number for the Complainant was not provided. See Answer and New Matter ¶ 4.

8. To the extent the Complainant disputes the charges on his bills from his supplier, such charges are a matter between the Complainant and AEP, not Duquesne Light.

III. ARGUMENT

7. Complainant disputes its electric generation supplier charges on its Duquesne Light bill from the time Complainant submitted its supplier change request on October 13, 2020. Complaint ¶ 4.

8. AEP's involvement in this matter is necessary to address the supplier change request as Complainant's request was initiated with AEP.

9. It would be improper to proceed with this case against Duquesne Light only, especially because the supplier change request was electronically submitted to Duquesne Light from AEP. See Exhibit 1.

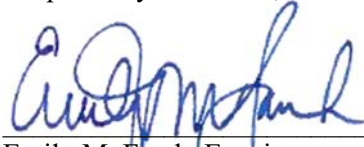
10. Duquesne Light, therefore, respectfully requests the Commission grant its Motion to Join AEP Energy, Inc. as an Indispensable Party.

12. In the alternative, Duquesne Light respectfully requests the Formal Complaint be dismissed pursuant to 52 Pa. Code § 5.101(a)(3) for failure to join AEP Energy, Inc. as an indispensable party to this action without whom this Formal Complaint cannot be affirmed.

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WHEREFORE, Duquesne Light Company, respectfully requests that the Pennsylvania Public Utility Commission grant its Motion to Join AEP Energy, Inc. as an Indispensable Party.

Respectfully submitted,



Emily M. Farah, Esquire
411 Seventh Avenue, MD 15-7
Pittsburgh, PA 15219
efarah@duqlight.com
(412) 393-6431
Counsel for Respondent,
Duquesne Light Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BENJAMIN KROOP,	:	
	:	
Complainant,	:	
	:	
v.	:	No: F-2021-3027160
	:	
DUQUESNE LIGHT COMPANY,	:	
	:	
Respondent.	:	

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing Motion to Join AEP Energy, Inc. as an Indispensable Party upon the participants listed below in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant):

VIA FIRST-CLASS MAILING AND ELECTRONIC MAILING

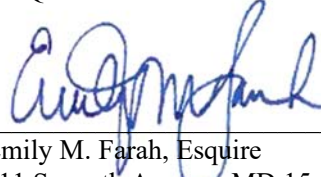
Benjamin Kroop
233 Main Street
Pittsburgh, PA 15201
benkroop@gmail.com

VIA FIRST-CLASS MAILING ONLY

AEP Energy, Inc.
1 Easton Oval
Suite 200
Columbus, OH 43219

Dated this 29th day of July 2021

DUQUESNE LIGHT COMPANY



Emily M. Farah, Esquire
411 Seventh Avenue, MD 15-7
Pittsburgh, PA 15219
efarah@duqlight.com
(412) 393-6431
Counsel for Respondent,
Duquesne Light Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BENJAMIN KROOP,

Complainant,

v.

DUQUESNE LIGHT COMPANY,

Respondent.

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No: F-2021-3027160

**ANSWER AND NEW MATTER TO
FORMAL COMPLAINT**

Filed on behalf of Respondent
Duquesne Light Company

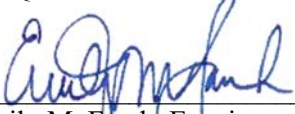
Counsel of Record for this Party:
Emily M. Farah, Esquire
PA I.D. No. 322559
efarah@duqlight.com
(412) 393-6431
411 Seventh Avenue, MD 15-7
Pittsburgh, PA 15219

NOTICE TO PLEAD

TO: COMPLAINANT BENJAMIN KROOP:

YOU ARE HEREBY NOTIFIED TO FILE A WRITTEN RESPONSE TO RESPONDENT'S NEW MATTER WITHIN 20 DAYS OF SERVICE PURSUANT TO 52 PA. CODE § 5.63 OR A JUDGEMENT MAY BE ENTERED AGAINST YOU.

DUQUESNE LIGHT COMPANY



Emily M. Farah, Esquire
Attorney for Duquesne Light Company



**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BENJAMIN KROOP,	:	
	:	
Complainant,	:	
	:	
v.	:	No: F-2021-3027160
	:	
DUQUESNE LIGHT COMPANY,	:	
	:	
Respondent.	:	

ANSWER AND NEW MATTER TO FORMAL COMPLAINT

Respondent Duquesne Light Company (“Duquesne Light” or the “Company”) files its Answer and New Matter to the Formal Complaint (“Complaint”) filed by Benjamin Kroop (“Complainant”) pursuant to 52 Pa. Code §§ 5.61-5.62, stating as follows:

1. Admitted.
2. Admitted in part and denied in part. It is admitted, upon information and belief, that Complainant has filed the above-captioned Complaint with the Public Utility Commission (“Commission”) against Duquesne Light Company, which is a public utility as the term is defined under Section 102 of the Public Utility Code, 66 Pa.C.S. § 102. However, Complainant’s allegations are rooted in the information provided to Duquesne Light by an Electricity Generation Supplier (“EGS”), namely, AEP Energy, Inc. (“AEP”). As such, Duquesne Light requests AEP be joined as an indispensable party for reasons set forth in Duquesne Light’s Motion to Join as an Indispensable Party filed contemporaneously with this Answer.
3. Admitted.
4. Unless specifically admitted, Duquesne Light denies all material allegations in the Complaint. Duquesne Light denies that its actions relating to Complainant’s supplier switching were improper, and further denies that there are, or were, any incorrect Duquesne Light charges on Complainant’s bills.

By way of background, electric service has been active in the name of Benjamin Kroop at 233 Main Street, Pittsburgh, PA 15201 (“Property”) since September 28, 2017. Complainant has two accounts associated with the Property: one for the detached garage (“Garage”) and the other for the home (“Floor 1”). On October 13, 2020, AEP submitted an electronic generation supplier change request to Duquesne Light for the Garage and Floor 1 through the Company’s Electronic Data Interchange (“EDI”). That same day, Duquesne Light notified AEP through the EDI that the switch request was rejected because the supplier agreement identification numbers provided to the Company were incorrect. Duquesne Light’s electronic records of the supplier change requests and the rejections are attached as **Exhibit A**.

Duquesne Light maintains that its actions are consistent with its Electric Generation Supplier Coordination Tariff (“Supplier Tariff”), and denies any wrongdoing related to the Complainant’s requests to switch his EGS. By way of further response, the Company’s Supplier Tariff Rule 5.1.1., enclosed as **Exhibit B**, requires EGSs to provide the Company with the appropriate supplier agreement numbers. Here, the switch request did not provide the Complainant’s correct supplier agreement numbers. See Exhibit A. Further, pursuant to the Company’s Supplier Tariff Rule 5.2.4, enclosed as **Exhibit C**, the Company is required to notify the EGS of the switch rejection and the reason for the rejection within 1 business day. Here, the Company properly and timely notified the EGS that the switch request was rejected because the incorrect supplier agreement numbers were provided. See Exhibit A. In all, Duquesne Light was complying with the applicable Supplier Tariff rules. See Exhibits A-B.

Duquesne Light denies any incorrect charges appear on Complainant’s bills. By way of further response, any charges issued by the Complainant’s transmission charges while he was enrolled with an EGS are between the applicable EGS and the Complainant, not Duquesne Light. Duquesne Light maintains that the Complainant is responsible for the electric charges that have accrued for Floor 1 and the Garage, as listed on his Statements of Account. The Statement of Account for Floor 1 is attached as **Exhibit D**. The Statement of Account for the Garage is attached as **Exhibit E**.

In summary, Duquesne Light denies that it acted improperly in relation to the Complainant’s supplier change requests. The Company acted in accordance with its Electric Generation Supplier

Coordination Tariff, and Pennsylvania Public Utility Commission regulations. Duquesne Light reserves the right to address all allegations as may be necessary throughout the course of this proceeding.

5. No response is required to Complainant's request for relief. To the extent a response is required, Duquesne Light denies that Complainant is entitled to the relief requested in paragraph 5 of the Formal Complaint for the reasons set forth in paragraph 4 of this Answer, and for reasons set forth below in the New Matter.

6. After reasonable investigation, Duquesne Light is without knowledge or information sufficient to form a belief as to the truth of the allegation that Complainant has not been granted a "Protection from Abuse" order and therefore denies the same.

7(a). Admitted. This Complaint is an appeal from a decision of the Commission's Bureau of Consumer Services ("BCS"), identified by at Case Number 3782390. The BCS's decision dismissing the informal complaint, dated April 29, 2021, is enclosed as **Exhibit F**.

7(b). As Complainant's response is blank, no response is required.

7(c). As Complainant's response is blank, no response is required.

8. As Complainant's response is blank, no response is required.

9. No response is required to Complainant's verification and signature.

NEW MATTER

10. The above paragraphs in the Answer are incorporated as if fully restated herein.

11. On October 13, 2020, Duquesne Light Company received a request through the EDI to change Complainant's energy supplier for the Property to AEP. See Exhibit A.

12. The Company's Supplier Tariff requires that requests to change a customer's EGS through must be properly formatted to include the customer's supplier agreement numbers. See Exhibits B, C.

13. On October 13, 2020, the Company rejected the request to switch the Complainant's suppliers because the incorrect supplier agreement numbers were provided. See Exhibit A.

14. On October 13, 2020, the Company notified the EGS that the request was rejected through the EDI. See Exhibit A.

15. If the Company rejects the EGS's request, the Company's Supplier Tariff requires that the Company inform the EGS of the rejection, along with the reason(s) for the rejection, within 1 business day. See Exhibit C.

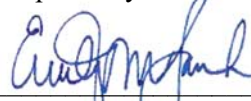
16. On October 13, 2020, Duquesne Light provided the EGS with the reasons for the denied request through the EDI. See Exhibit A.

17. The October 13, 2020, request to change the Complainant's EGS was rejected due to incorrect supplier agreement numbers. See Exhibit A.

18. In light of the foregoing, the Company complied with the rules proscribed by its Supplier Tariff. See Exhibits A.

WHEREFORE, Respondent Duquesne Light Company, respectfully requests that the Pennsylvania Public Utility Commission deny the relief sought by Complainant in the Complaint and dismiss the Complaint with prejudice.

Respectfully submitted,



Emily M. Farah, Esquire
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Pittsburgh, PA 15219
efarah@duqlight.com
(412) 393-6431
Counsel for Respondent,
Duquesne Light Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BENJAMIN KROOP,	:	
	:	
Complainant,	:	
	:	
v.	:	No: F-2021-3027160
	:	
DUQUESNE LIGHT COMPANY,	:	
	:	
Respondent.	:	

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing Answer and New Matter to Formal Complaint upon the participant(s) listed below in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant):

VIA FIRST-CLASS MAILING AND ELECTRONIC MAILING

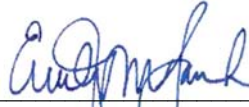
Benjamin Kroop
233 Main Street
Pittsburgh, PA 15201
benkroop@gmail.com

VIA FIRST-CLASS MAILING ONLY

AEP Energy, Inc.
1 Easton Oval
Suite 200
Columbus, OH 43219

Dated this 29th day of July, 2021

DUQUESNE LIGHT COMPANY



Emily M. Farah, Esquire
411 Seventh Avenue, 15th Fl.
Pittsburgh, PA 15219
efarah@duqlight.com
(412) 393-6431
Counsel for Respondent,
Duquesne Light Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BENJAMIN KROOP,	:	
	:	
Complainant,	:	
	:	
v.	:	No: F-2021-3027160
	:	
DUQUESNE LIGHT COMPANY,	:	
	:	
Respondent.	:	

VERIFICATION

I, Ronisha Williams, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).



Ronisha Williams

07/26/2021
Date

REDACTED

Enrollment Request from AEP to DLC - REJECTED

ACCT #: 0894
SAID: 0519

Inbound Market Message Portal

Market Message State Transition Zone

Electric Inbound 814 Enrollment Request, Rejected, Created: 2020-10-13-18:00:00, AEPENERGY-B, 2020-10-13, switchType: off-cycle

Message Detail Display

Main Section

Transaction Reference Number: 814EQ1227821

Source Document ID: DEIP.PRD.E60.PGM041.OUTPUT.SIGNUP

File Creation Date/Time: 10-13-2020 05:58AM

Message ID: 092262372204

Market Message: Electric Inbound 814 Enrollment Request

Status: Rejected

Market Message Type: Electric Inbound 814 Enrollment Request

Create Date/Time: 10-13-2020 06:00PM

Status Date/Time: 10-13-2020 06:41PM

External System: Oracle Utilities Market Transaction Management

Service Provider: AEPENERGY-B

Market Service Type: Electric

Effective Date: 10-13-2020

Message Data Section

Document Reference Number: DEIP.PRD.E60.PGM041.OUTPUT.SIGNUP

File Processed Date: 10-13-2020 05:58AM

Record Type: H

Header Purpose Code: 13

LDC Transaction Reference Number: 814EQ1227821

Processed Date: 10-13-2020

LDC Name: Duquesne Light Company

LDC DUNS Number: 007915606

ESP Name: AEP Energy

ESP DUNS Number: 077778954

Customer Name: BENJAMIN KROOP

ESP Sender Id: 077778954PROD

EDI Record Type	EDI Transaction ID	Customer Reference Number	Service Type	Service ID	Action Code	Maintenance Type Code	ESP Account Number	LDC Account Number	Contract Date/Time	ESP
D	10	814EQ1227821	EL	CE	7	021		9149340894	10-13-2020 11:30AM	

EDI Record Type	Reason Code	Reason Text	Participating Interest	Percent Tax Exemption	ESP Rate Code For Customer	Badge Number
			1.00000	1.00000	AY301	ALL

Process Data Section

Message Log

Filters: Message ID 092262372204 - Maintenance Object UM-INMKTMSG

Date/Time	Details	User	Log Type	Related Object
1 10-13-2020 06:41PM	Enrollment Response 789253245288 is created	System, English (SYSUSER)	System	Electric Outbound 814 Enrollment Response, Completed, Created: 2020-10-13
2 10-13-2020 06:41PM	Transitioned to Rejected	System, English (SYSUSER)	Status Transition	
3 10-13-2020 06:41PM	Transitioned to Pending Validation	System, English (SYSUSER)	Status Transition	
4 10-13-2020 06:00PM	Created in status Received	SOAUSER, SCAUSER (SOAUSER)	Created	

Enrollment Response from DLC to AEP - COMPLETED

Outbound Market Message Portal

Market Message State Transition Zone

Electric Outbound 814 Enrollment Response, Completed, Created: 2020-10-13-18:41:44, AEPENERGY-B, 2020-10-13

Message Detail Display

Main Section

Transaction Reference Number: DLC.2020-10-13-18-41-44-952412

Source Document ID: DEIP.PRD.a614.9E01919.OUT

File Creation Date/Time: 10-13-2020 06:41PM

Message ID: 789253245288

Market Message: Electric Outbound 814 Enrollment Response

Status: Completed

Market Message Type: Electric Outbound 814 Enrollment Response

Create Date/Time: 10-13-2020 06:41PM

Status Date/Time: 10-13-2020 06:41PM

External System: Oracle Utilities Market Transaction Management

Service Provider: AEP Energy, Inc. (Non-FOR BR)

Market Service Type: Electric

Outbound Message ID: Oracle Utilities Market Transaction Management, Electric 814 Outbound Message type, Real-time, Complete

Inbound Market Message ID: Electric Inbound 814 Enrollment Request, Rejected, Created: 2020-10-13-18:00:00, AEPENERGY-B, 2020-10-13, switchType: off-cycle

Effective Date: 10-13-2020

Message Data Section

EDI Transaction Id: 11

ESP DUNS Number: 077778954

ESP Sender Id: 077778954PROD

ESP Name: AEP ENERGY, INC

LDC Name: DUQUESNE LIGHT

LDC DUNS Number: 007915606

Header Purpose Code: 11

Transaction Reference Number: DLC.2020-10-13-18-41-44-952412

Original Transaction Reference Number: 814EQ1227821

Process date: 10-13-2020

Customer Name: BENJAMIN KROOP

Service address line1

Service address line2

Service city

Service State

Service zip code

Service county

Service Country

Customer Phone Area Code

Customer Telephone Number 1

Customer Telephone Number 2

Sq No	Use Item Transaction reference Number	Service ID	Action Code	Maintenance Type Code	Reject Reason Code	Reject Reason Text	Status Reason Code	Status Reason Text
1	814EQ1227821	CE	U	021	A76	Account not found		

Change reason code: Change Reason Text

Old Customer Account Number

ESP Account Number

LDC Acct No: 9149340894

Interval Reporting Indicator

Billing Cycle

Billing Type: LDC

Billing Calculation Method: LDC

EXHIBIT
A

REDACTED

Enrollment Request from AEP to DLC - REJECTED

ACCT #: 0835
SAID: 0728

Inbound Market Message Portal

Market Message State Transition Zone
Electric Inbound 814 Enrollment Request, Rejected, Created: 2020-10-13-18:00.10, AEPENERGY-B, 2020-10-13, switchType: off-cycle

Message Detail Display

Main Section

Transaction Reference Number: 814EQ1227822
Source Document ID: DEIP.PRD.E60.PGM041.OUTPUT.SIGNUP
File Creation Date/Time: 10-13-2020 05:58AM
Message ID: 708017413077
Market Message: Electric Inbound 814 Enrollment Request
Status: Rejected
Market Message Type: Electric Inbound 814 Enrollment Request
Create Date/Time: 10-13-2020 06:00PM
Status Date/Time: 10-13-2020 06:29PM
External System: Oracle Utilities Market Transaction Management
Service Provider: AEPENERGY-B
Market Service Type: Electric
Effective Date: 10-13-2020

Message Data Section

Document Reference Number: DEIP.PRD.E60.PGM041.OUTPUT.SIGNUP
File Processed Date: 10-13-2020 05:58AM
Record Type: H
Header Purpose Code: 13
LDC Transaction Reference Number: 814EQ1227822
Processed Date: 10-13-2020
LDC Name: Duquesne Light Company
LDC DUNS Number: 007915006
ESP Name: AEP Energy
ESP DUNS Number: 077778954
Customer Name: BENJAMIN KROOP
ESP Sender Id: 077778954PROD

EDI Record Type	EDI Transaction ID	Service Type	Service ID	Action Code	Maintenance Type Code	ESP Account Number	LDC Account Number	Contract Date Time	ESP
D	10	814EQ1227822	EL	CE	7	021	1605760835	10-13-2020 11:30AM	

Participating Interest: 1.00000, Percent Tax Exemption: 1.00000, ESP Rate Code For Customer: AY301, Badge Number: ALL

Process Data Section

Message Log

Filters: Message ID 708017413077, Maintenance Object UM-INMKTMSG

Date/Time	Details	User	Log Type	Related Object
10-13-2020 06:29PM	Enrollment Response 114180946768 is created	System, English (SYSUSER)	System	Electric Outbound 814 Enrollment Response, Completed, Created: 2020-10-13
10-13-2020 06:29PM	Transitioned to Rejected	System, English (SYSUSER)	Status Transition	
10-13-2020 06:29PM	Transitioned to Pending Validation	System, English (SYSUSER)	Status Transition	
10-13-2020 06:00PM	Created in status Received	SOAUSER, SOAUSER (SOAUSER)	Created	

Enrollment Response from DLC to AEP - COMPLETED

Outbound Market Message Portal

Market Message State Transition Zone
Electric Outbound 814 Enrollment Response, Completed, Created: 2020-10-13-18:29.48, AEPENERGY-B, 2020-10-13

Message Detail Display

Main Section

Transaction Reference Number: DLC.2020-10-13-18-29-49-990238
Source Document ID: DEIP.PRD.out14.SEG1919.OUT
File Creation Date/Time: 10-13-2020 06:29PM
Message ID: 114180946768
Market Message: Electric Outbound 814 Enrollment Response
Status: Completed
Market Message Type: Electric Outbound 814 Enrollment Response
Create Date/Time: 10-13-2020 06:29PM
Status Date/Time: 10-13-2020 06:29PM
External System: Oracle Utilities Market Transaction Management
Service Provider: AEP Energy, Inc. (Non-POB BR)
Market Service Type: Electric
Outbound Message ID: Oracle Utilities Market Transaction Management, Electric 814 Outbound Message type, Real-time, Complete
Inbound Market Message ID: Electric Inbound 814 Enrollment Request, Rejected, Created: 2020-10-13-18:00.10, AEPENERGY-B, 2020-10-13, switchType: off-cycle
Effective Date: 10-13-2020

Message Data Section

EDI Transaction Id: 11
ESP DUNS Number: 077778954
ESP Sender Id: 077778954PROD
ESP Name: AEP ENERGY, INC
LDC name: DUQUESNE LIGHT
LDC DUNS Number: 007915006
Header Purpose Code: 11
Transaction Reference Number: DLC.2020-10-13-18-29-49-990238
Original Transaction Reference Number: 814EQ1227822
Process date: 10-13-2020
Customer Name: BENJAMIN KROOP
Service address line1: BENJAMIN KROOP
Service address line2: BENJAMIN KROOP
Service city: BENJAMIN KROOP
Service state: BENJAMIN KROOP
Service zip code: BENJAMIN KROOP
Service country: BENJAMIN KROOP
Customer Phone Area Code: BENJAMIN KROOP
Customer Telephone Number 1: BENJAMIN KROOP
Customer Telephone Number 2: BENJAMIN KROOP

Seq No	Line Item	Transaction reference Number	Service ID	Action Code	Maintenance Type Code	Reject Reason Code	Reject Reason Text	Status Reason Code	Status Reason
1		814EQ1227822	CE	U	021	A76	Account not found		

Change reason code: Change Reason Text: Old Customer Account Number: ESP Account Number: LDC Agent No: 1605760835
Interval Reporting Indicator:

RULES AND REGULATIONS - (Continued)

5. DIRECT ACCESS PROCEDURES

5.0 GENERALLY The procedures for the selection of customers' EGS selection, switching among EGSs and other direct access procedures for obtaining Competitive Energy Supply shall occur in accordance with the direct access procedures set forth in the Enrollment Procedures Applicable to EDCs and EGSs, Docket No. M-00960890F.0014, Standards for Electronic Data Transfer and Exchange Between EDCs and EGSs, Docket No. M-00960890F.0015, Standards for Changing a Customer's Electric Supplier, Docket No. L-00970121 and the Commission's *Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 57 Regulations Regarding Standards for Changing a Customer's Electricity Generation Supplier*, Docket No. L-2014-2409383, and applicable Commission regulations, as set forth in this tariff.

5.1 DATA REQUIREMENTS

5.1.1 ENROLLMENT EGSs are encouraged to permit customers to enroll by telephone or by e-mail, but must send customer enrollments to the Company via properly formatted electronic files (customer name, customer address, Duquesne Light supplier agreement identification number, and authorization to release telephone number and authorization to release historical usage information) via EDI. EGSs shall forward the electronic files on a daily basis to the Company. The Company will acknowledge receipt of the enrollment file via electronic confirmation. The Company shall provide confirmation within one (1) business day of all electronic files received. Such confirmation shall include appropriate control totals such as number of records received, and the reason for any rejections (e.g., invalid supplier agreement identification number). Such confirmation shall also include information an EGS can use to identify rejected records.

5.1.2 A. ELIGIBLE CUSTOMER LIST In addition to the EDEWG Standard Eligibility List, the Company agrees to provide to EGSs, for all customers who have authorized the release of their information, the most recent available twelve (12) individual months of historical monthly electric usage and billed demand and Network Transmission Service Peak Load Contribution and Peak Load Contribution, per customer account. This information will be provided on the Company's web site in a downloadable format compatible for use with spreadsheet and database applications and will be updated monthly.

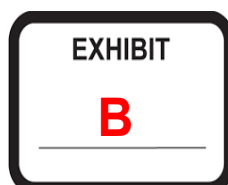
B. Methodology for Calculating Peak Load Contributions Used in Determination of Capacity Obligations and Network Transmission Service Peak Load Contributions Beginning January 1, 2005, until instructed otherwise by PJM, the Company will calculate the Peak Load Contributions and the Network Transmission Service Peak Load Contribution as follows:

1) Network Transmission Service Peak Load Contribution (1 CP)

To determine the customer's share of the Network Transmission Service Peak Load, the Company will first calculate the customer's transmission peak load contribution. The transmission peak load contribution is based on the customer's load coincident with Duquesne's transmission system zonal load during the one peak hour of the previous year. For customers that lack sufficient historical load data (e.g., new customers), the Company shall determine the customer's load for purposes of calculating its Network Transmission Service Peak Load Contribution. Second, the customer's load, adjusted for the Company's transmission and distribution line losses and the customer's share of unaccounted for energy (as provided by Rule No. 8 of this tariff), will be the customer's Network Transmission Service Peak Load Contribution.

(C)

(C) – Indicates Change



RULES AND REGULATIONS - (Continued)

5. DIRECT ACCESS PROCEDURES - (Continued)

5.2 SWITCHING AMONG EGSs AND THE COMPANY Rule No. 5.2 delineates the process of customer selection for Competitive Energy Supply or Default Service.

5.2.1 An EGS must notify its customers that by signing up for Competitive Energy Supply with the EGS, the customer is consenting to the disclosure by the Company to the EGS of certain basic information about the customer, as listed in Rule No. 4.14 (a). At minimum, the notice shall inform the customer that the following information will be disclosed: the customer's name, address, Duquesne Light Company supplier agreement identification number, Duquesne Light meter number, and rate class.

(C)

5.2.2 If an enrolled customer or person authorized to act on the customer's behalf contacts the Company to inform the Company that it wishes to obtain Competitive Energy Supply from a particular EGS, the Company will inform the customer of the need to contact the EGS to select the EGS as supplier. The EGS will verify its desire to serve the customer and follow the process outlined in Rule No. 5.2.1.

5.2.3 The EGS will obtain appropriate authorization from the customer, or from the person authorized to act on the customer's behalf, indicating the customer's choice of EGS. The authorization shall include the customer's acknowledgment that the customer has received the notice required by Rule No. 5.2.1. It is the EGS's responsibility to maintain records of the customer's authorization in the event of a dispute, in order to provide documented evidence of authorization to the Company or the Commission. The EGS shall provide such authorization upon request by the Company.

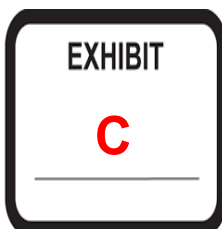
(C)

5.2.4 The EGS shall provide an electronic file to the Company via electronic exchange file format designated by the Company that complies with the Commission's electronic requirements. The required electronic files shall include, at a minimum, EGS ID, Duquesne Light Company supplier agreement identification number, rate code, billing option, price plan (if single bill option is selected), transaction date and transaction time. Upon receipt of the electronic file from the EGS, the Company will automatically confirm receipt of the file via electronic exchange. Within one (1) business day of receipt of the electronic file, the Company will validate the records contained in the file, and will provide an electronic validation, including the number of records received and the reason for any rejections. Such validation shall include appropriate control totals such as number of records received, and the reason for any rejections (e.g., invalid supplier agreement identification number). Such validation shall also include information an EGS can use to identify rejected records.

5.2.5 On a pending switch to an EGS, the Company will send the customer a confirmation letter within one (1) business day notifying the customer of the pending switch. The selection will be effective three (3) business days after receipt of the request and billing with the selected EGS will begin on the fourth business day. The subsequent EGS will become the EGS of record for delivery further provided that: (1.) all customer information provided to the Company is accurate and complete and (2.) the customer has not contacted the Company to dispute the EGS. In such circumstances, the Company will send the new EGS an electronic file, via electronic exchange, containing information for the new customers of record for that particular EGS, in accordance with Rule 4.14(a). The Company will process any EDI transactions for a switch from an EGS and will assume any rescission period with the EGS has ended.

(C)

(C) – Indicates Change





Duquesne Light Company - Statement of Account

REDACTED

Prepared: Jul 26, 2021

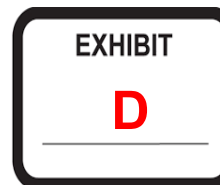
Account #: [REDACTED] 0894

Name: KROOP, BENJAMIN

Paid Deposit Amount:	\$0.00
Disputed Amount:	\$1,964.98

Premise ID	Service Address
1219330823	233 MAIN ST FLR 1, PITTSBURGH, PA 15201

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
7/4/19	Bill - Actual	1219330823	7/25/19	7/3/19	30	16,315.56	1,615.30	\$276.60	\$276.60	\$276.60	\$276.60
7/31/19	Late Payment Charge							\$3.46	\$280.06	\$3.46	\$280.06
8/5/19	Bill - Actual	1219330823	8/26/19	8/4/19	32	18,791.24	2,475.68	\$417.35	\$697.41	\$417.35	\$697.41
8/9/19	Payment							-\$697.41	\$0.00	-\$697.41	\$0.00
9/4/19	Bill - Actual	1219330823	9/25/19	9/3/19	30	20,886.60	2,095.36	\$355.12	\$355.12	\$355.12	\$355.12
9/18/19	Payment							-\$355.12	\$0.00	-\$355.12	\$0.00
10/3/19	Bill - Actual	1219330823	10/24/19	10/2/19	29	22,445.93	1,559.33	\$306.33	\$306.33	\$306.33	\$306.33
10/30/19	Late Payment Charge							\$3.83	\$310.16	\$3.83	\$310.16
11/3/19	Bill - Actual	1219330823	11/25/19	11/2/19	31	23,634.00	1,188.08	\$236.50	\$546.66	\$236.50	\$546.66
11/22/19	Payment							-\$546.66	\$0.00	-\$546.66	\$0.00
11/22/19	Reconnect Fee							\$20.00	\$20.00	\$20.00	\$20.00
11/22/19	Payment							-\$20.00	\$0.00	-\$20.00	\$0.00
12/6/19	Bill - Actual	1219330823	12/27/19	12/2/19	30	24,909.01	1,275.01	\$792.90	\$792.90	\$792.90	\$792.90



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
12/24/19	Payment							-\$252.90	\$540.00	-\$252.90	\$540.00
12/30/19	Dispute							-\$252.90	\$287.10	\$0.00	\$540.00
1/5/20	Bill - Actual	1219330823	1/27/20	1/4/20	33	26,700.45	1,791.43	\$351.89	\$638.99	\$351.89	\$891.89
2/3/20	Late Payment Charge							\$4.40	\$643.39	\$4.40	\$896.29
2/3/20	Bill - Actual	1219330823	2/24/20	2/2/20	29	28,311.64	1,611.20	\$319.83	\$963.22	\$319.83	\$1,216.12
2/5/20	Payment							-\$656.12	\$307.10	-\$656.12	\$560.00
2/11/20	Dispute							-\$560.00	\$0.00	\$0.00	\$560.00
2/20/20	Dispute - Cancel Transaction							\$812.90	\$560.00	\$0.00	\$560.00
2/20/20	Current w/payoff balance							-\$560.00	\$0.00	\$0.00	\$560.00
3/4/20	Bill - Actual	1219330823	3/24/20	3/2/20	29	29,923.40	1,611.75	\$319.94	\$319.94	\$319.94	\$879.94
3/9/20	Payment							-\$319.94	\$0.00	-\$319.94	\$560.00
4/3/20	Bill - Actual	1219330823	4/23/20	4/1/20	30	31,737.05	1,813.65	\$359.61	\$359.61	\$359.61	\$919.61
4/28/20	Payment							-\$359.61	\$0.00	-\$359.61	\$560.00
5/5/20	Bill - Actual	1219330823	5/26/20	5/3/20	32	33,518.12	1,781.08	\$353.39	\$353.39	\$353.39	\$913.39
6/3/20	Bill - Actual	1219330823	6/24/20	6/1/20	29	35,542.80	2,024.68	\$399.96	\$753.35	\$399.96	\$1,313.35
7/6/20	Bill - Actual	1219330823	7/27/20	7/3/20	32	38,091.09	2,548.28	\$500.62	\$1,253.97	\$500.62	\$1,813.97
7/20/20	Payment							-\$1,253.96	\$0.01	-\$1,253.96	\$560.01
7/21/20	Dispute - Cancel Transaction							\$560.00	\$560.01	\$0.00	\$560.01
7/31/20	Dispute							-\$560.01	\$0.00	\$0.00	\$560.01
8/3/20	Dispute - Cancel Transaction							\$560.01	\$560.01	\$0.00	\$560.01
8/5/20	Bill - Actual	1219330823	8/25/20	8/3/20	31	40,986.67	2,895.58	\$567.10	\$1,127.11	\$567.10	\$1,127.11
9/3/20	Bill - Actual	1219330823	9/23/20	9/1/20	29	43,254.33	2,267.66	\$446.92	\$1,574.03	\$446.92	\$1,574.03
10/5/20	Bill - Actual	1219330823	10/26/20	10/3/20	32	45,220.81	1,966.48	\$390.95	\$1,964.98	\$390.95	\$1,964.98
10/9/20	Dispute							-\$1,964.98	\$0.00	\$0.00	\$1,964.98
11/4/20	Bill - Actual	1219330823	11/24/20	11/2/20	30	46,916.27	1,695.46	\$338.87	\$338.87	\$338.87	\$2,303.85
11/22/20	Deposit Interest							-\$27.74	\$311.13	-\$27.74	\$2,276.11

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
12/4/20	Bill - Actual	1219330823	12/24/20	12/2/20	30	48,912.77	1,996.50	\$396.72	\$707.85	\$396.72	\$2,672.83
12/24/20	Deposit Refund plus Interest							-\$542.37	\$165.48	-\$542.37	\$2,130.46
1/6/21	Bill - Actual	1219330823	1/26/21	1/4/21	33	51,231.74	2,318.97	\$459.98	\$625.46	\$459.98	\$2,590.44
2/7/21	Bill - Actual	1219330823	3/1/21	2/4/21	31	52,953.62	1,721.89	\$340.71	\$966.17	\$340.71	\$2,931.15
3/7/21	Bill - Actual	1219330823	3/29/21	3/7/21	31	54,550.57	1,596.95	\$321.10	\$1,287.27	\$321.10	\$3,252.25
3/8/21	Payment							-\$735.59	\$551.68	-\$735.59	\$2,516.66
3/18/21	Dispute							-\$5,585.00	\$0.00	\$0.00	\$2,516.66
3/18/21	Current w/payoff balance							\$5,033.32	\$0.00	\$0.00	\$2,516.66
3/19/21	Payment							-\$132.12	\$0.00	-\$132.12	\$2,384.54
3/24/21	Dispute							\$132.12	\$0.00	\$0.00	\$2,384.54
4/6/21	Bill - Actual	1219330823	4/27/21	4/6/21	30	55,781.90	1,231.34	\$289.12	\$289.12	\$289.12	\$2,673.66
4/23/21	Billing - Cancel Transaction	1219330823	4/27/21	4/6/21	30	55,781.90	1,231.34	-\$289.12	\$0.00	-\$289.12	\$2,384.54
4/23/21	Bill - Actual	1219330823	5/14/21	4/6/21	30	55,781.90	1,231.34	\$225.31	\$225.31	\$225.31	\$2,609.85
4/30/21	Dispute - Cancel Transaction							\$419.56	\$644.87	\$0.00	\$2,609.85
5/6/21	Bill - Actual	1219330823	5/27/21	5/5/21	29	57,033.36	1,251.46	\$188.96	\$833.83	\$188.96	\$2,798.81
5/29/21	Payment							-\$833.83	\$0.00	-\$833.83	\$1,964.98
6/6/21	Bill - Actual	1219330823	6/28/21	6/6/21	32	58,577.82	1,544.46	\$194.56	\$194.56	\$194.56	\$2,159.54
7/6/21	Late Payment Charge							\$2.43	\$196.99	\$2.43	\$2,161.97
7/6/21	Bill - Actual	1219330823	7/28/21	7/6/21	30	60,303.32	1,725.50	\$217.19	\$414.18	\$217.19	\$2,379.16
7/16/21	Payment							-\$414.18	\$0.00	-\$414.18	\$1,964.98



Duquesne Light Company - Statement of Account

REDACTED

Prepared: Jul 26, 2021

Account #: [REDACTED] 0835

Name: KROOP, BENJAMIN

Paid Deposit Amount:	\$0.00
Disputed Amount:	\$937.40

Premise ID	Service Address
9753350268	233 MAIN ST GAR, PITTSBURGH, PA 15201

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
7/4/19	Bill - Actual	9753350268	7/25/19	7/3/19	30	25,896.93	527.21	\$98.57	\$98.57	\$98.57	\$98.57
7/31/19	Late Payment Charge							\$1.23	\$99.80	\$1.23	\$99.80
8/5/19	Bill - Actual	9753350268	8/26/19	8/4/19	32	26,729.29	832.35	\$148.51	\$248.31	\$148.51	\$248.31
8/9/19	Payment							-\$248.31	\$0.00	-\$248.31	\$0.00
9/4/19	Bill - Actual	9753350268	9/25/19	9/3/19	30	27,801.69	1,072.41	\$187.78	\$187.78	\$187.78	\$187.78
9/18/19	Payment							-\$187.78	\$0.00	-\$187.78	\$0.00
10/3/19	Bill - Actual	9753350268	10/24/19	10/2/19	29	28,298.74	497.05	\$106.04	\$106.04	\$106.04	\$106.04
10/30/19	Late Payment Charge							\$1.33	\$107.37	\$1.33	\$107.37
11/3/19	Bill - Actual	9753350268	11/25/19	11/2/19	31	28,493.60	194.86	\$49.23	\$156.60	\$49.23	\$156.60
11/22/19	Payment							-\$156.60	\$0.00	-\$156.60	\$0.00
11/22/19	Reconnect Fee							\$20.00	\$20.00	\$20.00	\$20.00
11/22/19	Payment							-\$20.00	\$0.00	-\$20.00	\$0.00
12/3/19	Bill - Actual	9753350268	12/24/19	12/2/19	30	29,496.22	1,002.62	\$383.54	\$383.54	\$383.54	\$383.54



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
12/24/19	Payment							-\$201.54	\$182.00	-\$201.54	\$182.00
12/30/19	Late Payment Charge							\$2.27	\$184.27	\$2.27	\$184.27
1/5/20	Bill - Actual	9753350268	1/27/20	1/4/20	33	30,394.61	898.39	\$182.76	\$367.03	\$182.76	\$367.03
2/3/20	Late Payment Charge							\$4.56	\$371.59	\$4.56	\$371.59
2/3/20	Bill - Actual	9753350268	2/24/20	2/2/20	29	31,191.35	796.74	\$164.59	\$536.18	\$164.59	\$536.18
2/5/20	Payment							-\$334.18	\$202.00	-\$334.18	\$202.00
2/7/20	Dispute							-\$202.00	\$0.00	\$0.00	\$202.00
2/11/20	Dispute - Cancel Transaction							\$202.00	\$202.00	\$0.00	\$202.00
3/2/20	Late Payment Charge							\$2.47	\$204.47	\$2.47	\$204.47
3/4/20	Bill - Actual	9753350268	3/24/20	3/2/20	29	31,461.67	270.33	\$64.27	\$268.74	\$64.27	\$268.74
3/9/20	Payment							-\$66.74	\$202.00	-\$66.74	\$202.00
4/3/20	Bill - Actual	9753350268	4/23/20	4/1/20	30	31,646.77	185.09	\$48.24	\$250.24	\$48.24	\$250.24
4/28/20	Payment							-\$48.24	\$202.00	-\$48.24	\$202.00
5/5/20	Bill - Actual	9753350268	5/26/20	5/3/20	32	31,833.92	187.16	\$48.63	\$250.63	\$48.63	\$250.63
6/4/20	Bill - Actual	9753350268	6/24/20	6/2/20	30	32,145.58	311.66	\$72.44	\$323.07	\$72.44	\$323.07
7/6/20	Bill - Actual	9753350268	7/27/20	7/4/20	32	32,799.58	653.99	\$138.04	\$461.11	\$138.04	\$461.11
7/20/20	Payment							-\$121.07	\$340.04	-\$121.07	\$340.04
8/5/20	Bill - Actual	9753350268	8/25/20	8/3/20	30	34,171.03	1,371.46	\$275.39	\$615.43	\$275.39	\$615.43
9/3/20	Bill - Actual	9753350268	9/23/20	9/1/20	29	34,919.79	748.76	\$156.19	\$771.62	\$156.19	\$771.62
10/5/20	Bill - Actual	9753350268	10/26/20	10/3/20	32	35,714.70	794.92	\$165.78	\$937.40	\$165.78	\$937.40
10/9/20	Dispute							-\$937.40	\$0.00	\$0.00	\$937.40
11/3/20	Bill - Actual	9753350268	11/24/20	11/2/20	30	36,288.34	573.64	\$123.26	\$123.26	\$123.26	\$1,060.66
11/22/20	Deposit Interest							-\$9.35	\$113.91	-\$9.35	\$1,051.31
12/3/20	Bill - Actual	9753350268	12/24/20	12/2/20	30	36,830.59	542.26	\$117.22	\$231.13	\$117.22	\$1,168.53
1/5/21	Bill - Actual	9753350268	1/26/21	1/4/21	33	37,627.28	796.69	\$166.61	\$397.74	\$166.61	\$1,335.14
1/13/21	Deposit Refund plus Interest							-\$183.17	\$214.57	-\$183.17	\$1,151.97

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
2/4/21	Bill - Actual	9753350268	2/25/21	2/4/21	31	38,460.17	832.89	\$171.24	\$385.81	\$171.24	\$1,323.21
3/7/21	Bill - Actual	9753350268	3/29/21	3/7/21	31	39,253.15	792.98	\$165.94	\$551.75	\$165.94	\$1,489.15
3/8/21	Payment							-\$551.75	\$0.00	-\$551.75	\$937.40
4/6/21	Bill - Actual	9753350268	4/27/21	4/6/21	30	39,844.43	591.27	\$135.00	\$135.00	\$135.00	\$1,072.40
4/22/21	Billing - Cancel Transaction	9753350268	4/27/21	4/6/21	30	39,844.43	591.27	-\$135.00	\$0.00	-\$135.00	\$937.40
4/22/21	Bill - Actual	9753350268	5/13/21	4/6/21	30	39,844.43	591.27	\$122.17	\$122.17	\$122.17	\$1,059.57
5/6/21	Bill - Actual	9753350268	5/26/21	5/5/21	29	40,479.48	635.05	\$105.22	\$227.39	\$105.22	\$1,164.79
5/29/21	Payment							-\$227.39	\$0.00	-\$227.39	\$937.40
6/6/21	Bill - Estimated	9753350268	6/28/21	6/6/21	32	41,365.27	885.79	\$142.20	\$142.20	\$142.20	\$1,079.60
7/6/21	Late Payment Charge							\$1.78	\$143.98	\$1.78	\$1,081.38
7/6/21	Bill - Actual	9753350268	7/27/21	7/6/21	30	42,481.94	1,116.67	\$179.93	\$323.91	\$179.93	\$1,261.31
7/14/21	Payment							-\$323.91	\$0.00	-\$323.91	\$937.40

REDACTED

(w_informal_complaint_sheet) Informal Complaint For Customer: KROOP, BENJAMIN - BCS #: 3782390 - ACCT #: [REDACTED]0894

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

Date(s) Sent: **03/26/21** DUUQ_03262021_174700.xml Double-click on file name to view...

Status: Date Closed: Closing Data Received:

Justified: Internal Justification: Reason Justified: Error Code:

Decision: Written Oral Decision Balance: Balance Date:

Lump
Requested: Awarded: Difference: Date Awarded:

Budget Payments
Regular: Arrears Plus: Special:

Monthly Payments
Current: Final: End:

Decision Type:

Terms:

Resolution: **DECISION ISSUED: THE EDC RECEIVED AN ENROLLMENT REQUEST FROM THE EGS. THE EDC DETERMINED THE EGS PROVIDED INCORRECT INFORMATION TO THE EDC CAUSING AN ENROLLMENT REJECTION. THE EGS WAS PROPERLY NOTIFIED OF THE REJECTION, THE EGS PROVIDED THE CUSTOMER WITH CORRESPONDENCE INFORMING HIM OF THE ENROLLMENT REJECTION. THE EGS FAILED TO FOLLOW UP ON THE EDC'S REGARDING THE ENROLLMENT REJECTION. THE CUSTOMER FAILED TO RESPOND TO THE EGS'S CORRESPONDENCE REGARDING THE ENROLLMENT REJECTION. THIS INFORMAL COMPLAINT IS DISMISSED.**

EXHIBIT
F