
Benjamin Kroop,
v.
Duquesne Light Company
Further Call-In Telephonic

Docket Nos.:
C-2020-3022330
C-2020-3023135

Pages 39 - 184

Judges' Chambers
Piatt Place
301 5th Avenue
Pittsburgh, PA

INDEX TO EXHIBITS

Docket Nos. C-2020-3022330/C-2020-3023135
Hearing Date: June 8, 2021

NUMBER

Complainant Exhibits:

- 1 Formal Complaint
dated 9/8/20
- 2 Formal Complaint
dated 10/13/20

Respondent Exhibits:

Redacted Exhibits:

- A1 Statement of
Account (0894)
- A2 Statement of
Account (0835)
- D Informal Complaints
with BCS Resolutions
(LAST PAGE WILL NOT BE CONSIDERED)
- E Screenshot of
Account Information
- F Shut-Off Notices

NUMBER FOR IDENTIFICATION IN EVIDENCE

Respondent Exhibits (cont.):

Redacted Exhibit (cont.):

- G Screenshots of
 Customer Contacts

- H Screenshot of Field
 Activity

- I Past Due Notices

- J Screenshots of
 Customer Care and
 Billing System
 (NOT NOTED AS REDACTED)

- K1 Interruption Record
 Detail - House

- K2 Interruption Record
 Detail - Garage

- L1 Outage Record - House

- L2 Outage Record - Garage

- M Trouble Detail Tickets

- O Circuit Inspection
 Issues - 2017
 (NOT NOTED AS REDACTED)

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. (Failure to provide this information can cause your complaint to be rejected or delayed). It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Benjamin Kroop

Street/P.O. Box 233 Main St Apt #

City Pittsburgh State PA Zip 15201

County Allegheny

Telephone Number(s) (REQUIRED) Where We Can Contact You During the Day:

() (home) (617) 901-9176 (mobile)

E-mail Address (REQUIRED): benkroop@gmail.com

Utility Account Number (from your bill)

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

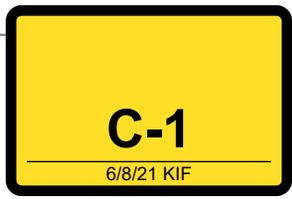
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2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Duquesne Light



3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC WASTEWATER/SEWER
 GAS TELEPHONE/TELECOMMUNICATIONS (local, long distance)
 WATER MOTOR CARRIER (e.g. taxi, moving company, limousine)
 STEAM HEAT

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

- Other (explain): *Company shut off electricity for non-payment without making a reasonable attempt to contact customer. Electricity was effectively shut off without notice, causing thousands of dollars in damages. They then charged customer reconnection fees + deposits*

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

~~XXXXXXXXXX~~

- PUC Fines the Company
- Company refunds fees related to disconnection
- Company cancels deposit requirement

~~XXXXXXXXXX~~

- I will separately file in civil court to recover damages

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must sign and date** this form in **ink**. **If you do not sign the Formal Complaint, the PUC will not accept it.**

Verification:

I Benjamin Kroop, 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).


(Signature of Complainant)

September 8th 2020
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept** it.

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street, 2nd Floor
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an Informal Complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Benjamin Kroop

Street/P.O. Box 233 Main St Apt # _____

City Pittsburgh State PA Zip 15201

County Allegheny

Telephone Number(s) Where We Can Contact You During the Day:

(617) 901-9176 (home) (_____) (mobile)

E-mail Address (optional): _____

Utility Account Number (from your bill) 9149340894

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Name of Utility or Company (Respondent)

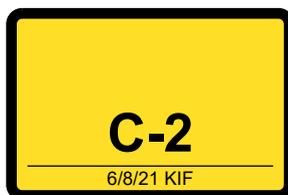
Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Duquesne Light

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC
- WASTEWATER/SEWER
- GAS
- TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- WATER
- MOTOR CARRIER (e.g. taxi, moving company, limousine)
- STEAM HEAT

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

The power in my neighborhood goes out almost every time it rains, even light rain. During the two weeks leading up to September 9th 2020 the neighborhood lost power at least 6 times - I only ~~was~~ am aware of outages that occurred when I was at home. Duguesne Light sent someone out who measured the voltage AFTER the outage and told me nothing is wrong "it must be your home's wiring". The whole neighbourhood was out. Duguesne light is denying the outages even happened. Even brief outages cause physical and financial damage to customers.
- Other (explain)

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

- A bill credit ~~to~~ to compensate for the fact that service paid for was not provided consistently
- I would like Duquesne Light fined for the repeated outages.
- Duquesne Light needs to track outages that they currently don't seem to even be aware of, including brief ones
- Duquesne Light needs to fix their grid so that these outages stop happening.
 - I was told by a representative over the phone that some brief outages are caused by safety systems functioning as designed. This is unacceptable. In other cities the grid operates safely and without service interruption. ~~Therefore~~ Duquesne's grid is either flawed in design or Duquesne figures they can save some money by sacrificing service quality.
- - Duquesne Light needs to stop telling customers the outages are "normal" and "expected" and instead they need to fix their grid and provide the uninterrupted service its customers are paying them for.
- I will have to file separately for damages
- I will separately speak with the AG's office about this

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)**

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Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

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NO

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If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

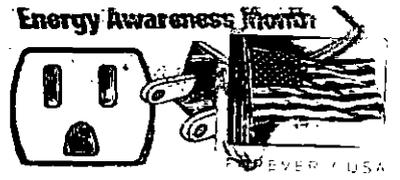
Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

Ben Krop
233 Main St
Pittsburgh PA 15201

PITTSBURGH PA 150
27 OCT 2020 PM 1 L



PA Public Utility Commission
Secretary's Bureau
Keystone Building, 400 North St.
Harrisburg PA 17120

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

17120-999955





Duquesne Light Company - Statement of Account

Prepared: May 21, 2021

Account #: [REDACTED] 40894
 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
10/3/17	Bill - Actual	1219330823	10/24/17	10/2/17	14	3,167.23	544.56	\$81.47	\$81.47	\$81.47	\$81.47
10/11/17	Payment							-\$81.47	\$0.00	-\$81.47	\$0.00
11/1/17	Bill - Actual	1219330823	11/22/17	10/31/17	29	3,242.34	901.32	\$134.11	\$134.11	\$134.11	\$134.11
11/13/17	Payment							-\$134.11	\$0.00	-\$134.11	\$0.00
12/3/17	Bill - Actual	1219330823	12/26/17	12/2/17	32	3,348.12	1,269.36	\$182.62	\$182.62	\$182.62	\$182.62
1/2/18	Late Payment Charge							\$2.28	\$184.90	\$2.28	\$184.90
1/3/18	Bill - Actual	1219330823	1/24/18	1/2/18	31	3,447.84	1,196.64	\$173.65	\$358.55	\$173.65	\$358.55
1/4/18	Payment							-\$182.62	\$175.93	-\$182.62	\$175.93
1/24/18	Payment							-\$175.93	\$0.00	-\$175.93	\$0.00
2/4/18	Bill - Actual	1219330823	2/26/18	2/3/18	32	3,597.89	1,800.60	\$254.24	\$254.24	\$254.24	\$254.24
2/13/18	Payment							-\$254.24	\$0.00	-\$254.24	\$0.00
3/5/18	Bill - Actual	1219330823	3/26/18	3/4/18	29	3,722.72	1,497.96	\$214.01	\$214.01	\$214.01	\$214.01
3/23/18	Payment							-\$214.01	\$0.00	-\$214.01	\$0.00



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
4/4/18	Bill - Actual	1219330823	4/25/18	4/3/18	30	3,857.60	1,618.56	\$230.34	\$230.34	\$230.34	\$230.34
4/17/18	Payment							-\$230.34	\$0.00	-\$230.34	\$0.00
5/3/18	Bill - Actual	1219330823	5/24/18	5/2/18	29	3,930.13	870.36	\$130.71	\$130.71	\$130.71	\$130.71
5/22/18	Payment							-\$130.71	\$0.00	-\$130.71	\$0.00
6/4/18	Bill - Actual	1219330823	6/25/18	6/3/18	32	4,045.76	1,387.56	\$199.48	\$199.48	\$199.48	\$199.48
7/2/18	Late Payment Charge							\$2.50	\$201.98	\$2.50	\$201.98
7/4/18	Bill - Actual	1219330823	7/25/18	7/3/18	30	4,179.83	1,608.84	\$228.06	\$430.04	\$228.06	\$430.04
7/5/18	Payment							-\$199.48	\$230.56	-\$199.48	\$230.56
7/31/18	Late Payment Charge							\$2.85	\$233.41	\$2.85	\$233.41
8/2/18	Bill - Actual	1219330823	8/23/18	8/1/18	29	276.07	1,634.11	\$231.35	\$464.76	\$231.35	\$464.76
8/15/18	Payment							-\$464.76	\$0.00	-\$464.76	\$0.00
9/4/18	Bill - Actual	1219330823	9/25/18	9/3/18	33	2,407.38	2,131.31	\$307.24	\$307.24	\$307.24	\$307.24
9/11/18	Payment							-\$307.24	\$0.00	-\$307.24	\$0.00
10/3/18	Bill - Actual	1219330823	10/24/18	10/2/18	29	3,763.53	1,356.15	\$202.40	\$202.40	\$202.40	\$202.40
10/30/18	Late Payment Charge							\$2.53	\$204.93	\$2.53	\$204.93
11/1/18	Payment							-\$202.40	\$2.53	-\$202.40	\$2.53
11/1/18	Bill - Actual	1219330823	11/23/18	10/31/18	29	4,972.32	1,208.80	\$176.04	\$178.57	\$176.04	\$178.57
11/29/18	Late Payment Charge							\$2.20	\$180.77	\$2.20	\$180.77
12/3/18	Bill - Actual	1219330823	12/24/18	12/2/18	32	6,337.71	1,365.39	\$226.24	\$407.01	\$226.24	\$407.01
12/6/18	Payment							-\$407.01	\$0.00	-\$407.01	\$0.00
12/22/18	2018 Tax Refund - Residential							-\$25.49	\$0.00	-\$25.49	-\$25.49
1/3/19	Bill - Actual	1219330823	1/24/19	1/2/19	31	7,958.12	1,620.41	\$263.28	\$237.79	\$263.28	\$237.79
1/8/19	Payment							-\$237.79	\$0.00	-\$237.79	\$0.00
2/4/19	Bill - Actual	1219330823	2/25/19	2/3/19	32	9,853.07	1,894.96	\$322.36	\$322.36	\$322.36	\$322.36
2/12/19	Payment							-\$322.36	\$0.00	-\$322.36	\$0.00
3/5/19	Bill - Actual	1219330823	3/26/19	3/4/19	29	11,105.33	1,252.25	\$217.22	\$217.22	\$217.22	\$217.22

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
3/21/19	Payment							-\$217.22	\$0.00	-\$217.22	\$0.00
4/3/19	Bill - Actual	1219330823	4/24/19	4/2/19	29	12,384.50	1,279.17	\$221.10	\$221.10	\$221.10	\$221.10
4/30/19	Late Payment Charge							\$2.76	\$223.86	\$2.76	\$223.86
5/5/19	Bill - Actual	1219330823	5/28/19	5/4/19	32	13,450.08	1,065.58	\$186.25	\$410.11	\$186.25	\$410.11
5/9/19	Payment							-\$410.11	\$0.00	-\$410.11	\$0.00
6/4/19	Bill - Actual	1219330823	6/25/19	6/3/19	30	14,700.26	1,250.18	\$216.41	\$216.41	\$216.41	\$216.41
6/24/19	Payment							-\$216.41	\$0.00	-\$216.41	\$0.00
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
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

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
2/11/20	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
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

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
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



Duquesne Light Company - Statement of Account

Prepared: May 21, 2021

Account #: [REDACTED] 60835
 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
10/3/17	Bill - Actual	9753350268	10/24/17	10/2/17	14	17,064.84	30.27	\$11.28	\$11.28	\$11.28	\$11.28
10/11/17	Payment							-\$11.28	\$0.00	-\$11.28	\$0.00
11/1/17	Bill - Actual	9753350268	11/22/17	10/31/17	29	17,177.32	112.48	\$30.15	\$30.15	\$30.15	\$30.15
11/13/17	Payment							-\$30.15	\$0.00	-\$30.15	\$0.00
12/3/17	Bill - Actual	9753350268	12/26/17	12/2/17	32	17,318.93	141.61	\$33.99	\$33.99	\$33.99	\$33.99
1/2/18	Late Payment Charge							\$0.43	\$34.42	\$0.43	\$34.42
1/3/18	Bill - Actual	9753350268	1/24/18	1/2/18	31	17,824.72	505.79	\$82.29	\$116.71	\$82.29	\$116.71
1/4/18	Payment							-\$33.99	\$82.72	-\$33.99	\$82.72
1/24/18	Payment							-\$82.72	\$0.00	-\$82.72	\$0.00
2/4/18	Bill - Actual	9753350268	2/26/18	2/3/18	32	18,281.08	456.36	\$75.54	\$75.54	\$75.54	\$75.54
2/13/18	Payment							-\$75.54	\$0.00	-\$75.54	\$0.00
3/5/18	Bill - Actual	9753350268	3/26/18	3/4/18	29	18,414.20	133.12	\$32.57	\$32.57	\$32.57	\$32.57
3/23/18	Payment							-\$32.57	\$0.00	-\$32.57	\$0.00



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
4/4/18	Bill - Actual	9753350268	4/25/18	4/3/18	30	18,606.83	192.62	\$40.54	\$40.54	\$40.54	\$40.54
4/17/18	Payment							-\$40.54	\$0.00	-\$40.54	\$0.00
5/3/18	Bill - Actual	9753350268	5/24/18	5/1/18	28	18,897.50	290.67	\$53.56	\$53.56	\$53.56	\$53.56
5/22/18	Payment							-\$53.56	\$0.00	-\$53.56	\$0.00
6/4/18	Bill - Actual	9753350268	6/25/18	6/3/18	33	19,467.35	569.85	\$90.69	\$90.69	\$90.69	\$90.69
7/2/18	Late Payment Charge							\$1.14	\$91.83	\$1.14	\$91.83
7/4/18	Bill - Actual	9753350268	7/25/18	7/3/18	30	20,181.85	714.50	\$109.54	\$201.37	\$109.54	\$201.37
7/5/18	Payment							-\$90.69	\$110.68	-\$90.69	\$110.68
7/31/18	Late Payment Charge							\$1.37	\$112.05	\$1.37	\$112.05
8/2/18	Bill - Actual	9753350268	8/23/18	8/1/18	29	21,073.88	892.03	\$132.98	\$245.03	\$132.98	\$245.03
8/15/18	Payment							-\$245.03	\$0.00	-\$245.03	\$0.00
9/4/18	Bill - Actual	9753350268	9/25/18	9/3/18	33	21,975.34	901.46	\$134.24	\$134.24	\$134.24	\$134.24
9/11/18	Payment							-\$134.24	\$0.00	-\$134.24	\$0.00
10/3/18	Bill - Actual	9753350268	10/24/18	10/2/18	29	22,556.68	581.33	\$92.38	\$92.38	\$92.38	\$92.38
10/30/18	Late Payment Charge							\$1.16	\$93.54	\$1.16	\$93.54
11/1/18	Payment							-\$92.38	\$1.16	-\$92.38	\$1.16
11/1/18	Bill - Actual	9753350268	11/23/18	10/31/18	29	22,782.44	225.76	\$45.10	\$46.26	\$45.10	\$46.26
11/29/18	Late Payment Charge							\$0.56	\$46.82	\$0.56	\$46.82
12/3/18	Bill - Actual	9753350268	12/24/18	12/2/18	32	23,028.96	246.53	\$53.16	\$99.98	\$53.16	\$99.98
12/6/18	Payment							-\$99.98	\$0.00	-\$99.98	\$0.00
12/21/18	2018 Tax Refund - Residential							-\$25.49	\$0.00	-\$25.49	-\$25.49
1/3/19	Bill - Actual	9753350268	1/24/19	1/2/19	31	23,430.95	401.99	\$75.86	\$50.37	\$75.86	\$50.37
1/8/19	Payment							-\$50.37	\$0.00	-\$50.37	\$0.00
2/4/19	Bill - Actual	9753350268	2/25/19	2/3/19	32	23,812.46	381.51	\$74.76	\$74.76	\$74.76	\$74.76
2/12/19	Payment							-\$74.76	\$0.00	-\$74.76	\$0.00
3/5/19	Bill - Actual	9753350268	3/26/19	3/4/19	29	24,171.02	358.56	\$71.01	\$71.01	\$71.01	\$71.01

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
3/21/19	Payment							-\$71.01	\$0.00	-\$71.01	\$0.00
4/3/19	Bill - Actual	9753350268	4/24/19	4/2/19	29	24,460.50	289.48	\$59.54	\$59.54	\$59.54	\$59.54
4/30/19	Late Payment Charge							\$0.74	\$60.28	\$0.74	\$60.28
5/5/19	Bill - Actual	9753350268	5/28/19	5/4/19	32	24,755.97	295.47	\$60.52	\$120.80	\$60.52	\$120.80
5/9/19	Payment							-\$120.80	\$0.00	-\$120.80	\$0.00
6/4/19	Bill - Actual	9753350268	6/25/19	6/3/19	30	25,369.72	613.76	\$112.50	\$112.50	\$112.50	\$112.50
6/24/19	Payment							-\$112.50	\$0.00	-\$112.50	\$0.00
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
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

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
2/7/20	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
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

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
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

(w_mediation_complaint_sheet) Mediation Complaint For: Customer: KROOP, BENJAMIN - BCS #: 3758293 - ACCT # [REDACTED] 40894

General/Open Information Payment Information Prior Agreements Final Report Information

Dispute, Holds, Notices and PUC Audit Investigative Contacts Closing Information

Date(s) Sent: 02/11/20 DUU_02112020_154400.xml Double-click on file name to view...

REDACTED

Status: Receipt of PUC Decision Date Closed: 02/19/20 Closing Date Received: 2/19/20 12:50:04

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

Decision: Written Oral Decision Balance: \$560.00 Balance Date: 02/11/20

Lump

Requested: Awarded: \$0.00 Difference: Date Awarded: 00/00/00 Service Restored: \$0.00

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: CASE CLOSED AS DUPLICATE TO BCS# 3754658

EXHIBIT

D

(w_mediation_complaint_sheet) Mediation Complaint For: Customer: KROOP, BENJAMIN - BCS #: 3754658 - ACCT #: ██████████40894

General/Open Information	Payment Information	Prior Agreements	Final Report Information
Dispute, Holds, Notices and PUC Audit	Investigative Contacts	Closing Information	

Date(s) Sent: 12/30/19 DU 12302019 124400.xml Double-click on file name to view...

REDACTED

Status: Receipt of PUC Decision Date Closed: 07/20/20 Closing Data Received: 7/20/20 10:50:02
Justified: Internal Justification: No Reason Justified: Error Code:
Decision: Written Oral Decision Balance: \$1,813.57 Balance Date: 07/10/20

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

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: DECISION ISSUED - COMPANY FOLLOWED PROPER PROCEDURES PRIOR TO TERMINATING CUSTOMER'S SERVICE. COMPANY WAS WITHIN THEIR RIGHTS TO REQUIRE A RECONNECTION FEE AND SECURITY DEPOSIT AS A CONDITION TO RECONNECTION OF SERVICE FOLLOWING A TERMINATION. CASE DISMISSED.

Date(s) Sent: 08/19/20 DUG_08192020_164701.xml Double-click on file name to view...

REDACTED

Status: Receipt of PUC Decision Date Closed: 08/25/20 Closing Data Received: 8/25/20 11:50:05

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

Decision: Written Oral Decision Balance: \$1,127.11 Balance Date: 08/19/20

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

Budget Payments: Regular: \$361.00 Arrears Plus: \$0.00 Special: \$0.00 Monthly Payments: Current: \$0.00 Final: \$0.00 End: \$0.00

Decision Type: SHORT BLANK LETTER

Terms:

Resolution: DISMISSAL LETTER ISSUED - COMPANY PROVIDED OUTAGE INFORMATION, EXPLAINED TO CUSTOMER. BCS HAS LIMITED JURISDICTION OVER THIS ISSUE. - CASE DISMISSED

Date(s) Sent: 03/26/21 DUQ_03262021_174700.xml Double-click on file name to view...

Status: Receipt of PUC Decision Date Closed: 04/29/21 Closing Data Received: 4/29/21 15:50:06

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

Decision: Written Oral Decision Balance: \$2,516.66 Balance Date: 03/26/21

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

Budget Payments
Regular: \$408.00 Arrears Plus: \$0.00 Special: \$0.00
Monthly Payments
Current: \$0.00 Final: \$0.00 End: \$0.00

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.

Control Central

Main Account Information Customer Information Account Tree Premise Tree Bill/Payment Tree Pay Plan Tree

Current Context

Person KROOP,BENJAMIN - Primary Phone: (617) 901-9176
Account ID 40894 1 KROOP,BENJAMIN, Residential, \$289.12, 40894
Current Balance \$289.12
Payoff Balance \$2,673.66
Premise 233 MAIN ST FLR 1, PITTSBURGH, PA, 152012873335

REDACTED

Control Central

Main Account Information Customer Information Account Tree Premise Tree Bill/Payment Tree Pay Plan Tree

Current Context

Person KROOP,BENJAMIN - Primary Phone: (617) 901-9176
Account ID 60835 4 KROOP,BENJAMIN, Residential, \$135.00, 60835
Current Balance \$135.00
Payoff Balance \$1,072.40
Premise 233 MAIN ST GAR, PITTSBURGH, PA, 152012873335

EXHIBIT

E



July 3, 2018

Account Number: [REDACTED] 40-894

IMPORTANT TO KNOW

Before we shut off your utility service please read the notice below. You may be eligible for certain protections from shut off.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a (412) 393-7200.

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 - March 31)** we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected.
- If you or someone in your household has a Protection from Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at (412) 393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call (412) 393-7200** to provide us with household income and occupant information. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light's automatic bill payment service. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Call 412-393-7200 for an application or download at www.duquesnelight.com.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service. When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises. After all conditions have been met, it may take up to 3 days to have your service restored.

WINTER NOTICE PROVISIONS (between December 1 - March 31)

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at (412) 393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2018				
Household Size	1	2	3	4
Monthly Income	\$2,530	\$3,430	\$4,330	\$5,230

ADD \$900 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.



REDACTED

August 2, 2018

Account Number: [REDACTED] 40-894

BENJAMIN KROOP
233 MAIN ST FLR 1
PITTSBURGH, PA 15201-2873

Hours - Monday through Friday
8:00 a.m. to 5:00 p.m.
Telephone Number: 1-412-393-7100
Payment by Web: www.duquesnelight.com
Payment by Phone: 1-866-526-0815
(PAYMENT MUST THEN BE REPORTED TO DLC)
Payment by Mail:
Duquesne Light Company
Payment Processing Center
Pittsburgh, PA 15267-0001

Service Address:
233 MAIN ST FLR 1
PITTSBURGH, PA 15201-2873

10 DAY SHUT-OFF NOTICE
AVISO DE SUSPENSION DE SERVICIO

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.
Your Electric Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 233 MAIN ST FLR 1 on or after 8:00 a.m. on 08/13/18. **We may act on this notice for up to 60 days.**

We will NOT Shut off your electric service if you do ONE of the following:

- Pay \$230.56 in full before 08/13/18.
- Pay the amount you owe on your payment plan. Call us at (412) 393-7200 for this amount.
- Call (412) 393-7200 and provide a valid Western Union confirmation number to verify your payment for the past due amount.
- Call (412) 393-7200 right away if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment arrangement or special assistance programs.

If we shut off your electric service, you may have to pay all of the following before we can turn your service on:

Overdue Account Arrears	\$230.56
Estimated Security Deposit	\$302.00
Reconnect Charge Up-To	\$250.00

Estimated Total \$782.56 Maximum turn-on charge. May be reduced.

*If your service is shut off, you may be required to pay any additional amounts that have become past due to restore your service.

To talk about your bill, please call our office at (412) 393-7200.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is SERIOUSLY ILL. WE WILL NOT SHUT OFF YOUR SERVICE provided you:

1. Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition which requires the continuation of electric service. A Medical Certificate form can be obtained by calling (412) 393-7200 or visiting www.duquesnelight.com; AND
2. Make some equitable arrangement to pay the company your current bills for service.

ARTERM10



Please return this portion with your payment. Please enclose check facing forward.
Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 40-894

Please pay
\$230.56

\$

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USD Amount Enclosed

BENJAMIN KROOP
233 MAIN ST FLR 1
PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
PAYMENT PROCESSING CENTER
PO BOX 10
PITTSBURGH, PA 15230-0010





IMPORTANT TO KNOW

Before we shut off your utility service please read the notice below. You may be eligible for certain protections from shut off.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a (412) 393-7200.

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 - March 31)** we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected.
- If you or someone in your household has a Protection from Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at (412) 393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call (412) 393-7200** to provide us with household income and occupant information. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light's automatic bill payment service. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Call 412-393-7200 for an application or download at www.duquesnelight.com.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service. When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises. After all conditions have been met, it may take up to 3 days to have your service restored.

WINTER NOTICE PROVISIONS (between December 1 - March 31)

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at (412) 393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2018				
Household Size	1	2	3	4
Monthly Income	\$2,530	\$3,430	\$4,330	\$5,230

ADD \$900 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.



REDACTED

August 2, 2018

Account Number: [REDACTED] 60-835

BENJAMIN KROOP
233 MAIN ST GAR
PITTSBURGH, PA 15201-2873

Hours - Monday through Friday
8:00 a.m. to 5:00 p.m.
Telephone Number: 1-412-393-7100
Payment by Web: www.duquesnelight.com
Payment by Phone: 1-866-526-0815
(PAYMENT MUST THEN BE REPORTED TO DLC)
Payment by Mail:
Duquesne Light Company
Payment Processing Center
Pittsburgh, PA 15267-0001

Service Address:
233 MAIN ST GAR
PITTSBURGH, PA 15201-2873

10 DAY SHUT-OFF NOTICE
AVISO DE SUSPENSION DE SERVICIO

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.
Your Electric Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 233 MAIN ST GAR on or after 8:00 a.m. on 08/13/18. **We may act on this notice for up to 60 days.**

We will NOT Shut off your electric service if you do ONE of the following:

- Pay \$110.68 in full before 08/13/18.
- Pay the amount you owe on your payment plan. Call us at (412) 393-7200 for this amount.
- Call (412) 393-7200 and provide a valid Western Union confirmation number to verify your payment for the past due amount.
- Call (412) 393-7200 right away if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment arrangement or special assistance programs.

If we shut off your electric service, you may have to pay all of the following before we can turn your service on:

Overdue Account Arrears	\$110.68
Estimated Security Deposit	\$118.00
Reconnect Charge Up-To	\$250.00

Estimated Total \$478.68 Maximum turn-on charge. May be reduced.

*If your service is shut off, you may be required to pay any additional amounts that have become past due to restore your service.

To talk about your bill, please call our office at (412) 393-7200.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is SERIOUSLY ILL. WE WILL NOT SHUT OFF YOUR SERVICE provided you:

1. Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition which requires the continuation of electric service. A Medical Certificate form can be obtained by calling (412) 393-7200 or visiting www.duquesnelight.com; AND
2. Make some equitable arrangement to pay the company your current bills for service.

ARTERM10



Please return this portion with your payment. Please enclose check facing forward.
Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 60-835

Please pay
\$110.68

\$

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USD Amount Enclosed

BENJAMIN KROOP
233 MAIN ST GAR
PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
PAYMENT PROCESSING CENTER
PO BOX 10
PITTSBURGH, PA 15230-0010





IMPORTANT TO KNOW

Before we shut off your utility service please read the notice below. You may be eligible for certain protections from shut off.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a (412) 393-7200.

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 - March 31)** we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected.
- If you or someone in your household has a Protection from Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at (412) 393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call (412) 393-7200** to provide us with household income and occupant information. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light's automatic bill payment service. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Call 412-393-7200 for an application or download at www.duquesnelight.com.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service. When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises. After all conditions have been met, it may take up to 3 days to have your service restored.

WINTER NOTICE PROVISIONS (between December 1 - March 31)

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at (412) 393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2018				
Household Size	1	2	3	4
Monthly Income	\$2,530	\$3,430	\$4,330	\$5,230

ADD \$900 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.



REDACTED

November 1, 2018

Account Number: [REDACTED] 40-894

BENJAMIN KROOP
233 MAIN ST FLR 1
PITTSBURGH, PA 15201-2873

Hours - Monday through Friday
8:00 a.m. to 5:00 p.m.
Telephone Number: 1-412-393-7100
Payment by Web: www.duquesnelight.com
Payment by Phone: 1-866-526-0815
(PAYMENT MUST THEN BE REPORTED TO DLC)
Payment by Mail:
Duquesne Light Company
Payment Processing Center
Pittsburgh, PA 15267-0001

Service Address:
233 MAIN ST FLR 1
PITTSBURGH, PA 15201-2873

10 DAY SHUT-OFF NOTICE
AVISO DE SUSPENSION DE SERVICIO

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.
Your Electric Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 233 MAIN ST FLR 1 on or after 8:00 a.m. on 11/12/18. **We may act on this notice for up to 60 days.**

We will NOT Shut off your electric service if you do ONE of the following:

- Pay \$202.40 in full before 11/12/18.
- Pay the amount you owe on your payment plan. Call us at (412) 393-7200 for this amount.
- Call (412) 393-7200 and provide a valid Western Union confirmation number to verify your payment for the past due amount.
- Call (412) 393-7200 right away if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment arrangement or special assistance programs.

If we shut off your electric service, you may have to pay all of the following before we can turn your service on:

Overdue Account Arrears	\$202.40
Estimated Security Deposit	\$395.00
Reconnect Charge Up-To	\$250.00

Estimated Total \$847.40 Maximum turn-on charge. May be reduced.

*If your service is shut off, you may be required to pay any additional amounts that have become past due to restore your service.

To talk about your bill, please call our office at (412) 393-7200.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is SERIOUSLY ILL. WE WILL NOT SHUT OFF YOUR SERVICE provided you:

1. Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition which requires the continuation of electric service. A Medical Certificate form can be obtained by calling (412) 393-7200 or visiting www.duquesnelight.com; AND
2. Make some equitable arrangement to pay the company your current bills for service.

ARTERM10



Please return this portion with your payment. Please enclose check facing forward.
Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 40-894

Please pay
\$202.40

\$

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USD Amount Enclosed

BENJAMIN KROOP
233 MAIN ST FLR 1
PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
PAYMENT PROCESSING CENTER
PO BOX 10
PITTSBURGH, PA 15230-0010





IMPORTANT TO KNOW

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- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
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WINTER NOTICE PROVISIONS (between December 1 - March 31)

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- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at (412) 393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2018				
Household Size	1	2	3	4
Monthly Income	\$2,530	\$3,430	\$4,330	\$5,230

ADD \$900 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.



IMPORTANT TO KNOW

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Monthly Income at 250% of Federal Poverty Level: 2019				
Household Size	1	2	3	4
Monthly Income	\$2,602	\$3,522	\$4,445	\$5,365

ADD \$920 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.



IMPORTANT TO KNOW

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WINTER NOTICE PROVISIONS (between December 1 - March 31)

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Monthly Income at 250% of Federal Poverty Level: 2019				
Household Size	1	2	3	4
Monthly Income	\$2,602	\$3,522	\$4,445	\$5,365

ADD \$920 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.



IMPORTANT TO KNOW

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- If you or someone in your household has a Protection from Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at (412) 393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call (412) 393-7200** to provide us with household income and occupant information. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light’s automatic bill payment service. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Call 412-393-7200 for an application or download at www.duquesnelight.com.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service. When service is off, you must contact us after your payment has been made to be sure you’ve met all conditions to have the service turned back on and to arrange access to your premises. After all conditions have been met, it may take up to 3 days to have your service restored.

WINTER NOTICE PROVISIONS (between December 1 - March 31)

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at (412) 393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2019				
Household Size	1	2	3	4
Monthly Income	\$2,602	\$3,522	\$4,445	\$5,365

ADD \$920 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.



IMPORTANT TO KNOW

Before we shut off your utility service please read the notice below. You may be eligible for certain protections from shut off.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a (412) 393-7200.

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 - March 31)** we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected.
- If you or someone in your household has a Protection from Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at (412) 393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call (412) 393-7200** to provide us with household income and occupant information. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light’s automatic bill payment service. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Call 412-393-7200 for an application or download at www.duquesnelight.com.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service. When service is off, you must contact us after your payment has been made to be sure you’ve met all conditions to have the service turned back on and to arrange access to your premises. After all conditions have been met, it may take up to 3 days to have your service restored.

WINTER NOTICE PROVISIONS (between December 1 - March 31)

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at (412) 393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2019				
Household Size	1	2	3	4
Monthly Income	\$2,602	\$3,522	\$4,445	\$5,365

ADD \$920 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT OFF SERVICE if you:

Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.

IMPORTANT TO KNOW BEFORE WE SHUT OFF YOUR UTILITY SERVICE-PLEASE READ

You may be eligible for certain protections from shut off.

Contact Duquesne Light immediately at 412-393-7200 to resolve.

¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200, visit DuquesneLight.com/contact or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you talk with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at 412-393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call 412-393-7200** to provide us with household income and occupant information or visit us at DuquesneLight.com/assistance to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light's free automatic bill payment service-AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at DuquesneLight.com/autopay or call 412-393-7200.
- If your landlord pays your utility bill, you have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 412-393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2021				
Household Size	1	2	3	4
Monthly Income	\$2,683	\$3,629	\$4,575	\$5,521

Add \$946 for each additional household member

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP,BENJAMIN, Auto Dialer/72 Hour Call, Contacted
08-08-2018

Open User ID SYSUSER System, English

Person ID KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 08-08-2018 / 12:13AM

Contact Class Auto Dialer

Contact Type 72HR CALL 72 Hour Call

Comments

Related Records Linked to Severence Process [REDACTED]60539,Event 005 (72HR NOTICE)

Letter Information

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP,BENJAMIN, Auto Dialer/72 Hour Call, Contacted
08-08-2018

Open User ID SYSUSER System, English

Person ID KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 08-08-2018 / 12:13AM

Contact Class Auto Dialer

Contact Type 72HR CALL 72 Hour Call

Comments

Related Records Linked to Severence Process [REDACTED]40722,Event 005 (72HR NOTICE)

Letter Information

REDACTED

Edit data - Internet Explorer

File Edit View Favorites Tools Help

72 hour autodialer call -1ST attempt. Call Result Code: NO ANSWER. Campaign Code:
RESIDENTIAL DAY CAMPAIGN, Dial Attempt Datetime : 2018-08-10, 10:17



Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP,BENJAMIN, Web Self Service/One-Time Payment,
Contacted 08-11-2018

Open User ID WEBIVRPD Web, SERVICE ACCOUNT

Person ID KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 08-11-2018 / 07:14PM

Contact Class Web Self Service

Contact Type ONETIMEPAY One-Time Payment

Comments ONE-TIME PAYMENT SCHEDULED ON 8/11/2018 7:15:13 PM IN THE AMOUNT OF \$464.76 TO BE PAID ON 8/15/2018 12:00:00 AM TO ACCOUNT NO. [REDACTED] 0894. CONFIRMATION NO: 8676913720180811191513

Related Records

REDACTED

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP,BENJAMIN, Web Self Service/One-Time Payment,
Contacted 08-11-2018

Open User ID WEBIVRPD Web, SERVICE ACCOUNT

Person ID KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 08-11-2018 / 07:15PM

Contact Class Web Self Service

Contact Type ONETIMEPAY One-Time Payment

Comments ONE-TIME PAYMENT SCHEDULED ON 8/11/2018 7:16:03 PM IN THE AMOUNT OF \$245.03 TO BE PAID ON 8/15/2018 12:00:00 AM TO ACCOUNT NO. [REDACTED] 835. CONFIRMATION NO: 8677453120180811191603

Related Records

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info: KROOP,BENJAMIN, Auto Dialer/72 Hour Call, Contacted 08-08-2018

Open User ID: SYSUSER System, English

Person ID: 8881684273 KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID:

Premise ID:

Preferred Contact Method:

Contact Date/Time: 08-08-2018 / 12:13AM

Contact Class: Auto Dialer

Contact Type: 72HR CALL 72 Hour Call

Comments:

Related Records: Linked to Severe Process [REDACTED] 40722,Event 005 (72HR NOTICE)

Letter Information

Edit data - Internet Explorer

File Edit View Favorites Tools Help

72 hour autodialer call – Call Result Code: Answered. Campaign Code: RESIDENTIAL NIGHT CAMPAIGN, Agent ID: [REDACTED], Dial Attempt Datetime : 2018-08-14, 18:28

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info: KROOP,BENJAMIN, Auto Dialer/72 Hour Call, Contacted 08-14-2018

Open User ID: RLSQUAI Squair, Roxanne

Person ID: 8881684273 KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID:

Premise ID:

Preferred Contact Method:

Contact Date/Time: 08-14-2018 / 06:36PM

Contact Class: Auto Dialer

Contact Type: 72HR CALL 72 Hour Call

Comments: [REDACTED] 0894 CUST HAS SCHED PMT OF 464.76 TO BE PAID 8/15 TO STOP TERM

Related Records

REDACTED

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP, BENJAMIN, Auto Dialer/72 Hour Call, Contacted
08-14-2018

Open User ID RLSQUAL Squair, Roxanne

Person ID

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type

Comments

Related Records

REDACTED

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP,BENJAMIN, Auto Dialer/72 Hour Call, Contacted 05-08-2019

Open User ID SYSUSER System, English

Person ID KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 05-08-2019 / 12:12AM

Contact Class Auto Dialer

Contact Type 72HR CALL 72 Hour Call

Comments

Related Records Linked to Severence Process [REDACTED] 40595,Event 005 (72HR NOTICE)

Letter Information

Edit data - Internet Explorer

File Edit View Favorites Tools Help

72 hour autodialer call – Call Result Code: Answered. Campaign Code: RESIDENTIAL DAY CAMPAIGN, Agent ID: [REDACTED], Dial Attempt Datetime : 2019-05-09, 15:15

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP,BENJAMIN, Web Self Service/External Payment, Contacted 05-09-2019

Open User ID WEBIVRPD Web, SERVICE ACCOUNT

Person ID KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 05-09-2019 / 11:15PM

Contact Class Web Self Service

Contact Type EXTERNALPMT External Payment

Comments

WESTERN UNION PAYMENT RECEIVED IN THE AMOUNT OF \$410.11 ON 05/09/2019 FOR ACCOUNT NO. [REDACTED] 0894. CONFIRMATION NO: 5505294

Related Records

Letter Information

REDACTED

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KROOP,BENJAMIN, Web Self Service/External Payment, Contacted 05-09-2019

Open User ID WEBIVRPD Web, SERVICE ACCOUNT

Person ID KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 05-09-2019 / 11:18PM

Contact Class Web Self Service

Contact Type EXTERNALPMT External Payment

Comments WESTERN UNION PAYMENT RECEIVED IN THE AMOUNT OF \$120.80 ON 05/09/2019 FOR ACCOUNT NO. [REDACTED] 0835. CONFIRMATION NO: 5505296

Related Records

REDACTED

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KROOP,BENJAMIN, Auto Dialer/72 Hour Call, Contacted 08-08-2019

Open User ID SYSUSER System, English

Person ID KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 08-08-2019 / 12:52AM

Contact Class Auto Dialer

Contact Type 72HR CALL 72 Hour Call

Comments

Related Records Linked to Severence Process [REDACTED] 40002,Event 005 (72HR NOTICE)

Letter Information

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP, BENJAMIN, Web Self Service/External Payment,
Contacted 08-09-2019

Open User ID WEBIVRPD Web, SERVICE ACCOUNT

Person ID KROOP, BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 08-09-2019 / 10:27AM

Contact Class Web Self Service

Contact Type EXTERNALPMT External Payment

Comments WESTERN UNION PAYMENT RECEIVED IN THE AMOUNT OF \$697.41 ON
08/09/2019 FOR ACCOUNT NO. [REDACTED] 0894. CONFIRMATION NO: 5709967

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP, BENJAMIN, Web Self Service/External Payment,
Contacted 08-09-2019

Open User ID WEBIVRPD Web, SERVICE ACCOUNT

Person ID KROOP, BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time 08-09-2019 / 10:37AM

Contact Class Web Self Service

Contact Type EXTERNALPMT External Payment

Comments WESTERN UNION PAYMENT RECEIVED IN THE AMOUNT OF \$248.31 ON
08/09/2019 FOR ACCOUNT NO. [REDACTED] 0835. CONFIRMATION NO: 5710019

REDACTED

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP,BENJAMIN, Auto Dialer/72 Hour Call, Contacted 11-07-2019

Open User ID SYSUSER System, English

Person ID KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type 72 Hour Call

Comments

Related Records Linked to Severence Process [REDACTED]40339,Event 005 (72HR NOTICE)

Letter Information

72 hour autodialer call -1ST attempt. Call Result Code: ANSWERING MACHINE. Campaign Code: RESIDENTIAL DAY CAMPAIGN, Dial Attempt Datetime : 2019-11-08, 10:25

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KROOP,BENJAMIN, Auto Dialer/72 Hour Call, Contacted 11-07-2019

Open User ID SYSUSER System, English

Person ID KROOP,BENJAMIN - Primary Phone: (617) 901-9176

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type 72 Hour Call

Comments

Related Records Linked to Severence Process [REDACTED]60839,Event 005 (72HR NOTICE)

Letter Information

72 hour autodialer call -1ST attempt. Call Result Code: ANSWERING MACHINE. Campaign Code: RESIDENTIAL DAY CAMPAIGN, Dial Attempt Datetime : 2019-11-11, 09:17

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info: KROOP, BENJAMIN, Auto Dialer/72 Hour Call, Contacted 11-07-2019

Open User ID: SYSUSER System, English

Person ID: 8881684273 KROOP, BENJAMIN - Primary Phone: (617) 901-9176

Account ID:

Premise ID:

Preferred Contact Method:

Contact Date/Time: 11-07-2019 / 12:14AM

Contact Class: Auto Dialer

Contact Type: 72HR CALL 72 Hour Call

Comments:

Related Records: Linked to Severance Process [REDACTED]0339, Event 005 (72HR NOTICE)

Letter Information

Edit data - Internet Explorer

File Edit View Favorites Tools Help

72 hour autodialer call -2ND attempt. Call Result Code: ANSWERING MACHINE. Campaign Code: RESIDENTIAL NIGHT CAMPAIGN, Dial Attempt Datetime : 2019-11-13, 18:06

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info: KROOP, BENJAMIN, Auto Dialer/72 Hour Call, Contacted 11-07-2019

Open User ID: SYSUSER System, English

Person ID: 8881684273 KROOP, BENJAMIN - Primary Phone: (617) 901-9176

Account ID:

Premise ID:

Preferred Contact Method:

Contact Date/Time: 11-07-2019 / 12:14AM

Contact Class: Auto Dialer

Contact Type: 72HR CALL 72 Hour Call

Comments:

Related Records: Linked to Severance Process [REDACTED]60839, Event 005 (72HR NOTICE)

Letter Information

Edit data - Internet Explorer

File Edit View Favorites Tools Help

72 hour autodialer call -2ND attempt. Call Result Code: ANSWERING MACHINE. Campaign Code: RESIDENTIAL NIGHT CAMPAIGN, Dial Attempt Datetime : 2019-11-14, 17:37

CCBPROD Preferences Help Logout You are logged in as Roxanne Morris

Home Menu History Field Activity Save Clear Refresh

Main Steps Characteristics/Remarks Miscellaneous Log

Field Activity 120/240 - 1PH 3W, Severance Process, Remote Disconnect for Non-Paym, Completed, Field Activity ID 1219330698
 Scheduled 11-19-2019 12:37AM, Completed

Service Point ID 1219330870 120/240 - 1PH 3W Residential - AMR/Monthly Mtr Read Cyc - Day 1/Route 000025/233 MAIN
 ST FLR 1, PITTSBURGH, PA, 152012873335

Activity Type DNPF5R Remote Disconnect for Non-Payment Field
 Created on 11-19-2019 12:37AM by Severance Process.

Schedule Date/Time 11-19-2019 / 12:37AM

Field Activity Status Completed

Field Activity Priority Priority 50 Eligible for Dispatch

Dispatch Group 701000 PGH-LAWRENCEVILLE

Field Order ID No Field Order Information

External ID 2d36333034333139373132373038 Intermediate Status Completed

Instructions /*Collection amounts - Payoff: 546.66 Current: 546.66 Delinquent: 306.33 Termination: 306.33 Deposit: 540.00*/

Comments KNOCKED NO ANSWER LEFT NOTICE ON DOOR IN A PLASTIC BAG

FA Completion

1 rows displayed.

Sync Request

Field Activity Completion,
 1 Processed, 11-21-2019
 09:41AM

Alerts

Last Contact: 6 days ago -
 Morris,Roxanne

- Email Validation Required
- Phone Validation Required
- Residential Deposit Exists
- Customer Dispute Exists
- Person Is Linked To Multiple
 Accounts
- 2 Outstanding To Do Entries For
 Person ID



Main Steps Characteristics/Remarks Miscellaneous Log

Field Activity 120/240 - 1PH 3W, Severance Process, Remote Disconnect for Non-Payment, Completed, Scheduled 11-19-2019 12:37AM, Completed Field Activity ID 9753350754

Service Point ID 9753350221 120/240 - 1PH 3W Residential - AMR/Monthly Mtr Read Cyc - Day 1/Route 000025/233 MAIN ST GAR, PITTSBURGH, PA, 152012873335

Activity Type DNPFSR Remote Disconnect for Non-Payment Field

Created on 11-19-2019 12:37AM by Severance Process.

Schedule Date/Time 11-19-2019 / 12:37AM

Field Activity Status Completed

Field Activity Priority Priority 50 Eligible for Dispatch

Dispatch Group 701000 PGH-LAWRENCEVILLE

Field Order ID No Field Order Information

External ID 2d34333237373033353839363137 Intermediate Status Completed

Instructions /*Collection amounts - Payoff: 156.60 Current: 156.60 Delinquent: 106.04 Termination: 106.04 Deposit: 182.00*/

Comments KNOCKED NO ANSWER LEFT NOTICE ON DOOR IN A PLASTIC BAG

Main Menu

FA Completion

1 rows displayed. Sync Request Field Activity Completion, 1 Processed, 11-21-2019 09:21AM

Alerts

- Last Contact: 6 days ago - Morris, Roxanne
Email Validation Required
Phone Validation Required
Residential Deposit Exists
Customer Dispute Exists
Person Is Linked To Multiple Accounts
2 Outstanding To Do Entries For Account Id



Hours - Monday through Friday
 8:00 a.m. to 5:00 p.m.
 Telephone Number: 1-412-393-7100
 Payment by Web: www.duquesnelight.com
 Payment by Phone: 1-866-526-0815
 (PAYMENT MUST THEN BE REPORTED TO DLC)
 Payment by Mail:
 Duquesne Light Company
 Payment Processing Center
 Pittsburgh, PA 15267-0001

REDACTED

BENJAMIN KROOP
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

Service Address:
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

Account Number: [REDACTED] 40-894

December 4, 2018

Your electric bill is now past due. We encourage you to promptly pay your overdue bill to maintain bill affordability. If you have already mailed your check, we apologize for any inconvenience and thank you for your payment.

If you need help paying your bill, you may qualify for a payment arrangement or special assistance program. Please call us at (412) 393-7200 with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.

Low Income Home Energy Assistance Programs (LIHEAP 1 and LIHEAP 2) and the Dollar Energy Fund offer financial help. If you need more information on any of these programs, please call Duquesne Light at 1-888-393-7600.

Duquesne Light Company is regulated by the Pennsylvania Public Utility Commission. You have the right to contact the Pennsylvania Public Utility Commission by calling 1-800-692-7380 or writing to P.O. Box 3265, Harrisburg, PA 17105-3265.

ARTER10C



Please return this portion with your payment. Please enclose check facing forward.
 Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 40-894

Please pay
 \$178.57

\$

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USD Amount Enclosed

BENJAMIN KROOP
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
 PAYMENT PROCESSING CENTER
 PO BOX 10
 PITTSBURGH, PA 15230-0010





Hours - Monday through Friday
 8:00 a.m. to 5:00 p.m.
 Telephone Number: 1-412-393-7100
 Payment by Web: www.duquesnelight.com
 Payment by Phone: 1-866-526-0815
 (PAYMENT MUST THEN BE REPORTED TO DLC)
 Payment by Mail:
 Duquesne Light Company
 Payment Processing Center
 Pittsburgh, PA 15267-0001

REDACTED

BENJAMIN KROOP
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

Service Address:
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

Account Number: [REDACTED] 40-894

February 4, 2020

Your electric bill is now past due. We encourage you to promptly pay your overdue bill to maintain bill affordability. If you have already mailed your check, we apologize for any inconvenience and thank you for your payment.

If you need help paying your bill, you may qualify for a payment arrangement or special assistance program. Please call us at (412) 393-7200 with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.

Low Income Home Energy Assistance Programs (LIHEAP 1 and LIHEAP 2) and the Dollar Energy Fund offer financial help. If you need more information on any of these programs, please call Duquesne Light at 1-888-393-7600.

Duquesne Light Company is regulated by the Pennsylvania Public Utility Commission. You have the right to contact the Pennsylvania Public Utility Commission by calling 1-800-692-7380 or writing to P.O. Box 3265, Harrisburg, PA 17105-3265.

ARTER10C



Please return this portion with your payment. Please enclose check facing forward.
 Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 40-894

Please pay
 \$638.99

\$

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USD Amount Enclosed

BENJAMIN KROOP
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
 PAYMENT PROCESSING CENTER
 PO BOX 10
 PITTSBURGH, PA 15230-0010






Hours - Monday through Friday
 8:00 a.m. to 5:00 p.m.
 Telephone Number: 1-412-393-7100
 Payment by Web: www.duquesnelight.com
 Payment by Phone: 1-866-526-0815
 (PAYMENT MUST THEN BE REPORTED TO DLC)
 Payment by Mail:
 Duquesne Light Company
 Payment Processing Center
 Pittsburgh, PA 15267-0001

REDACTED

BENJAMIN KROOP
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

Service Address:
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

Account Number: [REDACTED] 40-894

July 2, 2020

Your electric bill is now past due. We encourage you to promptly pay your overdue bill to maintain bill affordability. If you have already mailed your check, we apologize for any inconvenience and thank you for your payment.

If you need help paying your bill, you may qualify for a payment arrangement or special assistance program. Please call us at (412) 393-7200 with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.

Low Income Home Energy Assistance Programs (LIHEAP 1 and LIHEAP 2) and the Dollar Energy Fund offer financial help. If you need more information on any of these programs, please call Duquesne Light at 1-888-393-7600.

Duquesne Light Company is regulated by the Pennsylvania Public Utility Commission. You have the right to contact the Pennsylvania Public Utility Commission by calling 1-800-692-7380 or writing to P.O. Box 3265, Harrisburg, PA 17105-3265.

ARTER10C



Please return this portion with your payment. Please enclose check facing forward.
 Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 40-894

Please pay
 \$753.35

\$

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USD Amount Enclosed

BENJAMIN KROOP
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
 PAYMENT PROCESSING CENTER
 PO BOX 10
 PITTSBURGH, PA 15230-0010





Hours - Monday through Friday
 8:00 a.m. to 5:00 p.m.
 Telephone Number: 1-412-393-7100
 Payment by Web: www.duquesnelight.com
 Payment by Phone: 1-866-526-0815
 (PAYMENT MUST THEN BE REPORTED TO DLC)
 Payment by Mail:
 Duquesne Light Company
 Payment Processing Center
 Pittsburgh, PA 15267-0001

REDACTED

BENJAMIN KROOP
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

Service Address:
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

Account Number: [REDACTED] 60-835

July 2, 2020

Your electric bill is now past due. We encourage you to promptly pay your overdue bill to maintain bill affordability. If you have already mailed your check, we apologize for any inconvenience and thank you for your payment.

If you need help paying your bill, you may qualify for a payment arrangement or special assistance program. Please call us at (412) 393-7200 with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.

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ARTER10C



Please return this portion with your payment. Please enclose check facing forward.
 Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 60-835

Please pay
 \$323.07

\$

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USD Amount Enclosed

BENJAMIN KROOP
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
 PAYMENT PROCESSING CENTER
 PO BOX 10
 PITTSBURGH, PA 15230-0010





Hours - Monday through Friday
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 Duquesne Light Company
 Payment Processing Center
 Pittsburgh, PA 15267-0001

REDACTED

BENJAMIN KROOP
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

Service Address:
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

Account Number: [REDACTED] 760-835

August 4, 2020

*****PAST DUE NOTICE*****

Your electric bill is now past due. We encourage you to promptly pay your overdue bill to maintain bill affordability. If you have already mailed your check, we apologize for any inconvenience and thank you for your payment.

If you need help paying your bill, you may qualify for a payment arrangement or special assistance program. Please call us at (412) 393-7200 with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.

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ARTER10C



Please return this portion with your payment. Please enclose check facing forward.
 Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 60-835

Please pay
 \$340.04

\$

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USD Amount Enclosed

BENJAMIN KROOP
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
 PAYMENT PROCESSING CENTER
 PO BOX 10
 PITTSBURGH, PA 15230-0010






Hours - Monday through Friday
 8:00 a.m. to 5:00 p.m.
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 Payment by Phone: 1-866-526-0815
 (PAYMENT MUST THEN BE REPORTED TO DLC)
 Payment by Mail:
 Duquesne Light Company
 Payment Processing Center
 Pittsburgh, PA 15267-0001

REDACTED

BENJAMIN KROOP
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

Service Address:
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

Account Number: [REDACTED] 40-894

August 27, 2020

*****PAST DUE NOTICE*****

Your electric bill is now past due. We encourage you to promptly pay your overdue bill to maintain bill affordability. If you have already mailed your check, we apologize for any inconvenience and thank you for your payment.

If you need help paying your bill, you may qualify for a payment arrangement or special assistance program. Please call us at (412) 393-7200 with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.

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ARTER10C



Please return this portion with your payment. Please enclose check facing forward.
 Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 40-894

Please pay
 \$560.01

\$

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USD Amount Enclosed

BENJAMIN KROOP
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
 PAYMENT PROCESSING CENTER
 PO BOX 10
 PITTSBURGH, PA 15230-0010






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 Payment by Mail:
 Duquesne Light Company
 Payment Processing Center
 Pittsburgh, PA 15267-0001

REDACTED

BENJAMIN KROOP
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

Service Address:
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

Account Number: [REDACTED] 60-835

September 2, 2020

PAST DUE NOTICE

Your electric bill is now past due. We encourage you to promptly pay your overdue bill to maintain bill affordability. If you have already mailed your check, we apologize for any inconvenience and thank you for your payment.

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ARTER10C



Please return this portion with your payment. Please enclose check facing forward.
 Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 60-835

Please pay
 \$615.43

\$

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USD Amount Enclosed

BENJAMIN KROOP
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
 PAYMENT PROCESSING CENTER
 PO BOX 10
 PITTSBURGH, PA 15230-0010





Hours - Monday through Friday
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 (PAYMENT MUST THEN BE REPORTED TO DLC)
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 Duquesne Light Company
 Payment Processing Center
 Pittsburgh, PA 15267-0001

REDACTED

BENJAMIN KROOP
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

Service Address:
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

Account Number: [REDACTED] 40-894

October 1, 2020

*****PAST DUE NOTICE*****

Your electric bill is now past due. We encourage you to promptly pay your overdue bill to maintain bill affordability. If you have already mailed your check, we apologize for any inconvenience and thank you for your payment.

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ARTER10C



Please return this portion with your payment. Please enclose check facing forward.
 Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 40-894

Please pay
 \$1,574.03

\$

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USD Amount Enclosed

BENJAMIN KROOP
 233 MAIN ST FLR 1
 PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
 PAYMENT PROCESSING CENTER
 PO BOX 10
 PITTSBURGH, PA 15230-0010





Hours - Monday through Friday
 8:00 a.m. to 5:00 p.m.
 Telephone Number: 1-412-393-7100
 Payment by Web: www.duquesnelight.com
 Payment by Phone: 1-866-526-0815
 (PAYMENT MUST THEN BE REPORTED TO DLC)
 Payment by Mail:
 Duquesne Light Company
 Payment Processing Center
 Pittsburgh, PA 15267-0001

REDACTED

BENJAMIN KROOP
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

Service Address:
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

Account Number: [REDACTED] 60-835

October 1, 2020

*****PAST DUE NOTICE*****

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ARTER10C



Please return this portion with your payment. Please enclose check facing forward.
 Make payment payable to Duquesne Light Company in US Currency.

Account Number: [REDACTED] 60-835

Please pay
 \$771.62

\$

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USD Amount Enclosed

BENJAMIN KROOP
 233 MAIN ST GAR
 PITTSBURGH, PA 15201-2873

DUQUESNE LIGHT COMPANY
 PAYMENT PROCESSING CENTER
 PO BOX 10
 PITTSBURGH, PA 15230-0010




Service Point

Main Facilities Characteristics SP Type Info Geo Multi-Item **Device History** Equipment Op Areas SP/SA Field Info SP Portal

Service Point 120/240V - 1PH 3W Self Contained/Monthly Mtr Read Cyc - Day 1/Route 000025/233 MAIN ST FLR 1, PITTSBURGH, PA, 152012873335

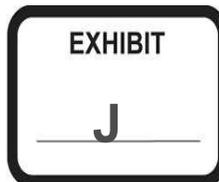
	Badge Number	Device Type	Install Date/Time	Removal Date/Time
+	F82138566	2S	07-26-2018 03:17PM	
+	G61172846	2S	07-27-1999 11:59PM	07-26-2018 03:16PM

Service Point

Main Facilities **Characteristics** SP Type Info Geo Multi-Item Device History Equipment Op Areas SP/SA Field Info SP Portal

Service Point 120/240V - 1PH 3W Self Contained/Monthly Mtr Read Cyc - Day 1/Route 000025/233 MAIN ST FLR 1, PITTSBURGH, PA, 152012873335

	Effective Date	Characteristic Type	Characteristic Value
+	10-25-2017 x	INTVBYPs <input type="text"/> Is Interval Data used for Billing for 867 Usage Message	N <input type="text"/> No <input type="text"/>
+	10-03-2018	INTVBYPs <input type="text"/> Is Interval Data used for Billing for 867 Usage Message	N <input type="text"/> No <input type="text"/>
+	10-25-2017	INTV_REQ <input type="text"/> Is Interval Data Collected for 867 Usage Message	Y <input type="text"/> Yes <input type="text"/>
+	10-03-2018	INTV_REQ <input type="text"/> Is Interval Data Collected for 867 Usage Message	Y <input type="text"/> Yes <input type="text"/>
+	07-19-1999	SPVOLT <input type="text"/> SP Voltage	120/240V <input type="text"/> 120/240V <input type="text"/>
+	07-19-1999	SVCTYPE <input type="text"/> SP Service Location Type	OH <input type="text"/> Overhead <input type="text"/>



Service Point

[Main](#)
[Facilities](#)
[Characteristics](#)
[SP Type Info](#)
[Geo](#)
[Multi-Item](#)
[Device History](#)
[Equipment](#)
[Op Areas](#)
[SP/SA](#)
[Field Info](#)
[SP Portal](#)

Service Point 120/240V - 1PH 3W Self Contained/Monthly Mtr Read Cyc - Day 1/Route 000025/233 MAIN ST GAR, PITTSBURGH, PA, 152012873335

	Badge Number	Device Type	Install Date/Time	Removal Date/Time
☰	F70033894	2S	02-19-2016 11:00PM	
☰	F70033894	2S	04-22-2014 11:59PM	02-19-2016 10:59PM

Service Point

[Main](#)
[Facilities](#)
[Characteristics](#)
[SP Type Info](#)
[Geo](#)
[Multi-Item](#)
[Device History](#)
[Equipment](#)
[Op Areas](#)
[SP/SA](#)
[Field Info](#)
[SP Portal](#)

Service Point 120/240V - 1PH 3W Self Contained/Monthly Mtr Read Cyc - Day 1/Route 000025/233 MAIN ST GAR, PITTSBURGH, PA, 152012873335

		Effective Date		Characteristic Type	Characteristic Value
+	🗑	02-19-2016	📅	INTVBYP	<input type="checkbox"/> Is Interval Data used for Billing for 867 Usage Message <input type="text" value="N"/> <input type="checkbox"/> No
+	🗑	06-04-2017	📅	INTVBYP	<input type="checkbox"/> Is Interval Data used for Billing for 867 Usage Message <input type="text" value="N"/> <input type="checkbox"/> No
+	🗑	02-19-2016	📅	INTV_REQ	<input type="checkbox"/> Is Interval Data Collected for 867 Usage Message <input type="text" value="Y"/> <input type="checkbox"/> Yes
+	🗑	06-04-2017	📅	INTV_REQ	<input type="checkbox"/> Is Interval Data Collected for 867 Usage Message <input type="text" value="Y"/> <input type="checkbox"/> Yes
+	🗑	11-06-2013	📅	SPVOLT	<input type="checkbox"/> SP Voltage <input type="text" value="120/240V"/> <input type="checkbox"/> 120/240V
+	🗑	11-06-2013	📅	SVCTYPE	<input type="checkbox"/> SP Service Location Type <input type="text" value="OH"/> <input type="checkbox"/> Overhead

INTERRUPTION RECORD DETAIL

REDACTED

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

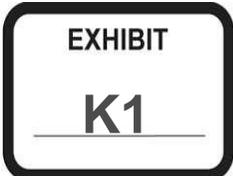
Customer: Benjamin Kroop [REDACTED] 0894 Distribution Circuit 23841-1 Revision 16

Location: 233 Main St Pittsburgh, PA 15201 (Lawrenceville) Site: Site 223 25 kVA A/Bø

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
41544	2/7/19	1601	1722	81	Substation breaker lockout due to broken tie wire.
41946	4/26/19	2125	2133	8	Substation breaker lockout due to tree on primary.
1952186	4/27/19	0034	0045	11	Crew outage to repair primary jumpers.
1954648	8/17/19	1903	2226	203	Sectionalizer lockout due to blown jumper (Storm).
22954	12/15/19	0512	0515	3	Substation breaker lockout due to bus differential/tree on primary.
2043751	7/6/20	1604	1801	117	Substation breaker lockout due to entrance cable failure (Storm).
2043964	8/27/20	2004	2244	160	Substation breaker lockout due to tree down on primary (Storm).
2056180	12/25/20	1704	1724	20	Crew outage to repair failed splice.
2150318	2/4/21	2137	2140	3	Sectionalizer lockout due to failed lightning arrester.
					Note: This report covers from 8/9/18 to 5/21/21.

Date: 5/21/21 Prepared by: [REDACTED]



INTERRUPTION RECORD DETAIL

REDACTED

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

Customer: Benjamin Kroop [REDACTED] 0835 Distribution Circuit 23841-1 Revision 16

Location: 233 Main St Pittsburgh, PA 15201 (Lawrenceville) Site: Site 225 25 kVA A/B/Cø

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
41544	2/7/19	1601	1722	81	Substation breaker lockout due to broken tie wire.
41946	4/26/19	2125	2133	8	Substation breaker lockout due to tree on primary.
1952186	4/27/19	0034	0045	11	Crew outage to repair primary jumpers.
22954	12/15/19	0512	0515	3	Substation breaker lockout due to bus differential/tree on primary.
2043751	7/6/20	1604	1801	117	Substation breaker lockout due to entrance cable failure (Storm).
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2056180	12/25/20	1704	1724	20	Crew outage to repair failed splice.
2150318	2/4/21	2137	2140	3	Sectionalizer lockout due to failed lightning arrester.
					Note: This report covers from 8/9/18 to 5/21/21.

Date: 5/21/21 Prepared by: [REDACTED]



REDACTED

Account: 3894		Event		Outage Information			
Year	Incident	Type	Time	Time Out	On Report	Description of Outage	Actual Time
2018		PRIMARY POWER DOWN	12/15/18 9:32 PM	0:01:30	No		
		PRIMARY POWER UP	12/15/18 9:33 PM				
		PRIMARY POWER DOWN	2/7/19 4:03 PM	0:00:23	No		
		PRIMARY POWER UP	2/7/19 4:04 PM				
41544		PRIMARY POWER DOWN	2/7/19 4:04 PM	1:18:19	Yes		
		PRIMARY POWER UP	2/7/19 5:22 PM				
		PRIMARY POWER DOWN	2/24/19 10:13 AM	0:00:23	No		
		PRIMARY POWER UP	2/24/19 10:14 AM				
41846		PRIMARY POWER DOWN	4/26/19 8:24 PM	0:08:55	Yes	SS Bkr L/O for tree	2125 - 2133
		PRIMARY POWER UP	4/26/19 8:33 PM				
1952186		PRIMARY POWER DOWN	4/26/19 11:30 PM	0:15:04	Yes	Crew outage to replace jumpers	4/27/2019 0034 - 0045
		PRIMARY POWER UP	4/26/19 11:45 PM				
2019		PRIMARY POWER DOWN	6/24/19 8:19 PM	0:00:24	No		
		PRIMARY POWER UP	6/24/19 8:19 PM				
		PRIMARY POWER DOWN	8/17/19 6:02 PM	0:00:25	No		
		PRIMARY POWER UP	8/17/19 6:03 PM				
1954648		PRIMARY POWER DOWN	8/17/19 6:03 PM	3:22:23	Yes		
		PRIMARY POWER UP	8/17/19 9:26 PM				
		PRIMARY POWER DOWN	8/17/19 9:32 PM	0:00:06	No		
		PRIMARY POWER UP	8/17/19 9:32 PM				
		PRIMARY POWER DOWN	8/18/19 5:47 PM	0:00:19	No		
		PRIMARY POWER UP	8/18/19 5:47 PM				
22954		PRIMARY POWER DOWN	12/15/19 5:12 AM	0:02:24	Yes	Supply loss - bus differential	
		PRIMARY POWER UP	12/15/19 5:15 AM				
		PRIMARY POWER DOWN	4/9/20 1:58 AM	0:00:23	No		
		PRIMARY POWER UP	4/9/20 1:59 AM				
		PRIMARY POWER DOWN	6/23/20 6:18 AM	0:00:06	No		
		PRIMARY POWER UP	6/23/20 6:19 AM				
2043751		PRIMARY POWER DOWN	7/6/20 3:03 PM	1:57:48	Yes	SS Bkr L/O due to failed entrance cable - Storm	1604 - 1801
		PRIMARY POWER UP	7/6/20 5:01 PM				
		PRIMARY POWER DOWN	7/6/20 5:02 PM	0:00:19	No		
		PRIMARY POWER UP	7/6/20 5:02 PM				
		PRIMARY POWER DOWN	7/6/20 5:33 PM	0:02:03	Yes		
		PRIMARY POWER UP	7/6/20 5:35 PM				
		PRIMARY POWER DOWN	7/6/20 5:36 PM	0:04:20	Yes		
		PRIMARY POWER UP	7/6/20 5:40 PM				
		PRIMARY POWER DOWN	7/10/20 5:56 PM	0:01:25	No	None	
		PRIMARY POWER UP	7/10/20 5:58 PM				
		PRIMARY POWER DOWN	7/10/20 5:58 PM	0:04:25	No	SS Bkr operations - Storm	
		PRIMARY POWER UP	7/10/20 6:03 PM				
2043964		PRIMARY POWER DOWN	8/27/20 8:04 PM	2:40:00	Yes	SS BKR L/O due to tree on primary	8/28/20 - Customer call in NL - TS found missing leg of service 12/25/20 - No record on meter report for incident 2056180.
		PRIMARY POWER UP	8/27/20 10:44 PM				
2150318		PRIMARY POWER DOWN	2/4/21 9:37 PM	0:03:00	Yes	Sectionalizer lockout due to failed lightning arrester	
		PRIMARY POWER UP	2/4/21 9:40 PM				
		PRIMARY POWER DOWN	2/23/21 2:44 PM	0:00:23	No		
		PRIMARY POWER UP	2/23/21 2:44 PM				
		PRIMARY POWER DOWN	3/27/21 7:52 PM	0:00:04	No		
		PRIMARY POWER UP	3/27/21 7:52 PM				
		PRIMARY POWER DOWN	3/27/21 7:52 PM	0:12:55	No	L9010 Storm Job 516	
		PRIMARY POWER UP	3/27/21 8:05 PM				

8/28/20 - Customer call in NL - TS found missing leg of service

8/28/20 - Customer call in NL - TS found missing leg of service
12/25/20 - No record on meter report for incident 2056180.



REDACTED

Account: [REDACTED] 0835		Event		Outage Information			
Year	Incident	Type	Time	Time Out	On Report	Description of Outage	
2018		PRIMARY POWER DOWN	12/15/18 9:32 PM	0:01:30	No		
		PRIMARY POWER UP	12/15/18 9:33 PM				
2019		PRIMARY POWER DOWN	2/24/19 10:13 AM	0:00:23	No		2/7/19 - 41544 Not on meter report.
		PRIMARY POWER UP	2/24/19 10:14 AM				
	41946	PRIMARY POWER DOWN	4/26/19 8:24 PM	0:51:34	Yes	SSBkr L/O for tree	
		PRIMARY POWER UP	4/26/19 9:16 PM				
		PRIMARY POWER DOWN	4/26/19 9:16 PM	0:00:17	No		
		PRIMARY POWER UP	4/26/19 9:16 PM				
		PRIMARY POWER DOWN	4/26/19 9:16 PM	0:00:21	No		
		PRIMARY POWER UP	4/26/19 9:17 PM				
	1952186	PRIMARY POWER DOWN	4/26/19 9:17 PM	0:25:24	Yes		
		PRIMARY POWER UP	4/26/19 9:42 PM				
		PRIMARY POWER DOWN	4/26/19 11:30 PM	0:15:03	Yes	Crew outage to replace jumpers	
		PRIMARY POWER UP	4/26/19 11:45 PM				
22954	PRIMARY POWER DOWN	6/24/19 8:19 PM	0:00:22	No			
	PRIMARY POWER UP	6/24/19 8:19 PM					
	PRIMARY POWER DOWN	12/15/19 5:12 AM	0:02:24	Yes	Supply loss - bus differential		
	PRIMARY POWER UP	12/15/19 5:14 AM					
2020		PRIMARY POWER DOWN	4/9/20 1:58 AM	0:00:23	No		
		PRIMARY POWER UP	4/9/20 1:59 AM				
		PRIMARY POWER DOWN	6/23/20 6:19 AM	0:00:06	No		
		PRIMARY POWER UP	6/23/20 6:19 AM				
	2043751	PRIMARY POWER DOWN	7/6/20 3:03 PM	1:57:47	Yes	SS Bkr L/O due to failed entrance cable - Storm	
		PRIMARY POWER UP	7/6/20 5:01 PM				
		PRIMARY POWER DOWN	7/6/20 5:02 PM	0:00:18	No		
		PRIMARY POWER UP	7/6/20 5:02 PM				
		PRIMARY POWER DOWN	7/6/20 5:33 PM	0:01:28	No		
		PRIMARY POWER UP	7/6/20 5:35 PM				
		PRIMARY POWER DOWN	7/6/20 5:36 PM	0:04:02	Yes		
		PRIMARY POWER UP	7/6/20 5:40 PM				
		PRIMARY POWER DOWN	7/10/20 5:56 PM	0:01:24	No		
		PRIMARY POWER UP	7/10/20 5:58 PM				
		PRIMARY POWER DOWN	7/10/20 5:58 PM	0:04:25	No	SS Bkr operations - Storm	
		PRIMARY POWER UP	7/10/20 6:03 PM				
2043964	PRIMARY POWER DOWN	8/27/20 5:54 PM	3:50:15	Yes	SS Bkr operations - Storm		
	PRIMARY POWER UP	8/27/20 9:44 PM					
	PRIMARY POWER DOWN	8/28/20 2:51 PM	0:36:29	No	None - Possible due to lost leg of service		
	PRIMARY POWER UP	8/28/20 3:27 PM					
2150318	PRIMARY POWER DOWN	2/4/21 9:37 PM	0:03:00		Sectionalizer lockout - failed lightning arrester		
	PRIMARY POWER UP	2/4/21 9:40 PM					



TROUBLE DETAIL PAGE

Trouble Details

Order Number

8B2DE598086

Create Date

07/31/2020 12:12

Location

233 MAIN ST

Municipality

LAWRENCEVILLE

Calls

1

Zip

15201-2873

REDACTED

Dispatch Details

Troubleshooter	Dispatch Date	Crew Leader	Dispatched By	Check In Date
29	07/31/2020 12:56			

Additional Info

Restore Date

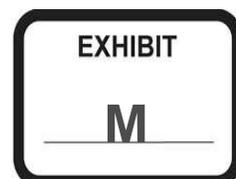
07/31/2020 13:33

Closed Date

07/31/2020 13:34

Print Date

07/31/2020 12:12



Comments

Comment	Date	UserId
good voltage good load test.	07/31/2020 13:34	

TROUBLE DETAIL PAGE

Trouble Details

Order Number

A03D0FAAE24

Create Date

08/27/2020 13:26

Location

233 MAIN ST

Municipality

LAWRENCEVILLE

Calls

1

Zip

15201-2873

REDACTED

Dispatch Details

Troubleshooter	Dispatch Date	Crew Leader	Dispatched By	Check In Date
DOC	08/27/2020 13:30	[REDACTED]	[REDACTED]	

Additional Info

Restore Date

08/27/2020 13:30

Closed Date

08/27/2020 13:30

Print Date

08/27/2020 13:26

Comments

Comment	Date	UserId
CKT OP	08/27/2020 13:30	

TROUBLE DETAIL PAGE

Trouble Details

Order Number

3096E0376C0

Create Date

03/26/2021 12:24

Location

233 MAIN ST

Municipality

LAWRENCEVILLE

Calls

1

Zip

15201-2873

REDACTED

Dispatch Details

Troubleshooter	Dispatch Date	Crew Leader	Dispatched By	Check In Date
ST 516 (https://stormtracker.dqe.com/TroubleEdit.cfm?xjob=516)	03/26/2021 22:22	StormTracker		

Additional Info

Restore Date

03/27/2021 09:00

Closed Date

03/27/2021 09:00

Print Date

03/26/2021 12:24

Comments

Comment	Date	UserId
Completed by Storm Tracker	03/27/2021 09:00	

TROUBLE DETAIL PAGE

Trouble Details

Order Number

A12AEDC9E2F

REDACTED

Create Date

08/27/2020 15:09

Location

2036 BEECH ST

Municipality

WILKINSBURG

Calls

713

Zip

15221-1241

Dispatch Details

Troubleshooter	Dispatch Date	Crew Leader	Dispatched By	Check In Date
2	08/27/2020 17:09	[REDACTED]	[REDACTED]	
2	08/27/2020 18:38	[REDACTED]	[REDACTED]	

Additional Info

Restore Date

Closed Date

Print Date

Comments

Comment	Date	UserId
CUSTOMER CALLED, SAID DLC WORKER RODE BY AND DID NOT KNOW ANYTHING ABOUT HIS TICKET ENTERED - REVIEWED TICKET W/ CUSTOMER. CUST REQ SUPERVISOR CALL BACK (412) 260 6605	08/29/2020 14:49	[REDACTED]
WAS CONFIRMED THAT CUST IS MISSING A LEG OF SRVC	08/29/2020 18:02	[REDACTED]

CIRCUIT	WAM	REPORTDATE	LOCATION	MAP	POLE	SITE\VAULT	Capital or Maintenance
D23841	442653	6/26/2017 4:00	4741 FRIENDSHIP BLOOMFIELD	F0703	3705	444	Maintenance
D23841	<Null>	<Null>	4401 STANTON AVE STANTON HEIGHTS	F0705	58168	208	Maintenance
D23841	442653	6/26/2017 4:00	4425 STANTON AVE STANTON HEIGHTS	F0705	5163	223	Maintenance
D23841	442653	6/26/2017 4:00	5227 STANTON AVE STANTON HEIGHTS	F0703	40422	N/A	Maintenance
D23841	442653	6/26/2017 4:00	5007 STANTON AVE MORNINGSIDE	F0706	109809	98	Maintenance
D23841	<Null>	<Null>	4401 STANTON AVE STANTON HEIGHTS	F0705	58168	208	Maintenance
D23841	442653	6/26/2017 4:00	R/W AT REAR OF 1152 CHISLETT ST MORNINGSIDE	F0706	294593	321	Maintenance
D23841	442653	6/26/2017 4:00	STANTON AVE MORNINGSIDE	F0706	36659	244	Maintenance
D23841	<Null>	<Null>	ACROSS FROM 5396 STANTON MORNINGSIDE	F0706	36231	N/A	Maintenance
D23841	442653	6/26/2017 4:00	ACROSS FROM 5396 STANTON AVE MORNINGSIDE	F0706	36231	N/A	Maintenance
D23841	442653	6/26/2017 4:00	4401 STANTON AVE STANTON HEIGHTS AT CRESCENT BATHS & KITCHENS BUTLER ST	F0705	58168	208	Maintenance
D23841	442653	6/26/2017 4:00	LAURENCEVILLE	F0705	283227	137	Maintenance
D23841	442653	6/26/2017 4:00	6300 AVRR LAURENCEVILLE	F0705	334019	89	Maintenance
D23841	442653	6/26/2017 4:00	BUTLER ST @ 57TH ST LAWRENCEVILLE	F0705	57771	unk	Maintenance
D23841	442653	6/26/2017 4:00	1045 CHRISTOPHER STANTON HEIGHTS	F0705	166927	N/A	Maintenance
D23841	442653	6/26/2017 4:00	BUTLER ST @ 56TH ST LAWRENCEVILLE	F0705	59421	TP	Maintenance
D23841	442653	6/26/2017 4:00	R/W NEAR 525 56TH ST U LAWRENCEVILLE	F0705	unknown	unknown	<Null>
D23841	442653	6/26/2017 4:00	NEAR 105 53RD ST U LAWRENCEVILLE	F0705	53656	166	Maintenance
D23841	442653	6/26/2017 4:00	6218 BUTLER ST. UPPER LAWRENCEVILLE	F0705	128190	unknown	<Null>
D23841	442653	6/26/2017 4:00	ORANMORE ST @ ARCADE WAY STANTON HEIGHTS	F0706	9284	81	Maintenance
D23841	442653	6/26/2017 4:00	5053 SOMERVILLE STANTON HEIGHTS	F0706	227758	87	Maintenance
D23841	442653	6/26/2017 4:00	5123 ROSECREST DR STANTON HEIGHTS	F0706	274393	238	Maintenance
D23841	<Null>	6/26/2017 4:00	108 ELENA CT STANTON HEIGHTS	F0706	302995	120	Maintenance
D23841	442653	6/26/2017 4:00	46TH ST @ BUTLER ST LAWRENCEVILLE	F0703	115853	276	Maintenance
D23841	442653	6/26/2017 4:00	46TH ST @ BUTLER ST LAWRENCEVILLE	F0703	146388	TP	Maintenance
D23841	442653	6/26/2017 4:00	NEAR 39TH AND PENN AVE BLOOMFIELD	F0703	11212	384	Maintenance
D23841	442653	6/26/2017 4:00	38TH ST @ HOWLEY BLOOMFIELD	F0703	146427	380	Maintenance
D23841	443302	6/16/2017 4:00	3810 MINTWOOD ST BLOOMFIELD	F0703	7541	3367	Maintenance
D23841	442653	6/26/2017 4:00	38TH ST @ LIBERTY AVE BLOOMFIELD	F0703	109948	381	Maintenance
D23841	443388	6/19/2017 4:00	NEAR 4303 DAVIDSON ST LAWRENCEVILLE	F0702	39000	6032	Capital
D23841	442653	6/26/2017 4:00	ACROSS FROM 318 42ND ST U LAWRENCEVILLE	F0702	91851	103	Maintenance
D23841	443371	6/19/2017 4:00	NEAR 4303 DAVIDSON ST LAWRENCEVILLE	F0702	39000	6032	Maintenance
D23841	442653	6/26/2017 4:00	NEAR 229 40TH ST U LAWRENCEVILLE	F0702	6099	TP	Maintenance
D23841	442653	6/26/2017 4:00	NEAR 387 40TH ST BLOOMFIELD	F0702	146438	389	Maintenance

