



**Emily M. Farah**  
Counsel, Regulatory

411 Seventh Avenue  
Mail drop 15-7  
Pittsburgh, PA 15219

Tel: 412-393-6431  
efarah@duqlight.com

August 11, 2021

**Via Electronic Filing**

Ms. Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
400 North Street  
Harrisburg, PA 17120

**RE: Daniel Lloyd v. Duquesne Light Company**  
**No: C-2021-3026223**

Dear Secretary Chiavetta:

Duquesne Light Company's Certificate of Satisfaction is enclosed for filing. A copy of this document and the enclosed filing have been served upon the Complainant in accordance with Commission regulations. Please contact me if you have any questions, comments, or concerns.

Respectfully Submitted,

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

Emily M. Farah  
Counsel, Regulatory

Enclosure

cc: Certificate of Service (with enclosure)

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

DANIEL LLOYD

Complainant,

v.

DUQUESNE LIGHT COMPANY,

Respondent

:  
:  
:  
:  
:  
:  
:  
:  
:

DOCKET NO. C-2021-3026223

**RESPONDENT'S CERTIFICATE OF SATISFACTION**

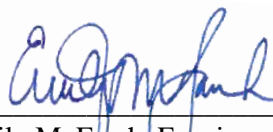
Respondent Duquesne Light Company files this Certificate of Satisfaction in accordance with 52 Pa. Code § 5.24:

1. Respondent and Complainant discussed settlement of the complaint. The parties were able to reach a settlement.
2. A redacted copy of the Complainant's complaint is attached hereto as Exhibit A.
3. Complainant acknowledged that his complaint was satisfied.
4. There is no need for further Commission action.

WHEREFORE, Respondent Duquesne Light Company respectfully requests that the Commission close its file on this matter.

Respectfully submitted,

DUQUESNE LIGHT COMPANY

By:   
\_\_\_\_\_  
Emily M. Farah, Esquire  
Pa. ID No. 322559

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

DANIEL LLOYD	:	
	:	
Complainant,	:	
	:	DOCKET NO. C-2021-3026223
v.	:	
	:	
DUQUESNE LIGHT COMPANY,	:	
	:	
Respondent	:	

**RESPONDENT’S CERTIFICATE OF SATISFACTION**

**TO: DANIEL LLOYD**

**TAKE NOTICE THAT COMMISSION REGULATION 5.24(c) PROVIDES THAT YOU HAVE THE RIGHT TO OBJECT IN WRITING TO THIS CERTIFICATE OF SATISFACTION WITHIN 10 DAYS OF ITS SERVICE UPON YOU.**

Respondent Duquesne Light Company files this Certificate of Satisfaction in accordance with 52 Pa. Code § 5.24:

1. Respondent and Complainant discussed settlement of the complaint. The parties were able to reach a settlement.
2. A redacted copy of the Complainant’s complaint is attached hereto as Exhibit A.
3. Complainant acknowledged that his complaint was satisfied.
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WHEREFORE, Respondent Duquesne Light Company respectfully requests that the Commission close its file on this matter.

Respectfully submitted,

DUQUESNE LIGHT COMPANY

By:  \_\_\_\_\_

Emily M. Farah, Esquire  
Pa. ID No. 322559

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

DANIEL LLOYD	:	
	:	
Complainant,	:	
	:	DOCKET NO. C-2021-3026223
v.	:	
	:	
DUQUESNE LIGHT COMPANY,	:	
	:	
Respondent	:	

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of the foregoing Certificate of Satisfaction and transmittal letter upon the participant(s) listed below in accordance with the requirements of 52 Pa.

Code § 1.54 (relating to service by a participant):

**VIA ELECTRONIC MAILING ONLY**

Daniel Lloyd  
434 E 8<sup>th</sup> Ave., Flr 2  
Munhall, PA 15120  
[DLloyd@Lloydsofmunhall.com](mailto:DLloyd@Lloydsofmunhall.com)

Administrative Law Judge Mark Hoyer  
c/o Nick Miskanic, Legal Assistant  
Piatt Place Downtown  
301 Fifth Avenue #220  
Pittsburgh, PA 15222  
[nmiskanic@pa.gov](mailto:nmiskanic@pa.gov)

Dated this 11th day of August, 2021



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Emily M. Farah  
PA I.D. No. 322559  
Counsel for Respondent,  
Duquesne Light Company

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

REDACTED

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.

RECEIVED

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

MAY 20 2021

1. Customer (Complainant) Information

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

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 DANIEL LLOYD

Street/P.O. Box 434 E 8th AVE Apt# FL 2

City MUNHALL State PA Zip 15120

County ALLEGHENY

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

[Redacted] (home) [Redacted] (mobile)

E-mail Address (required): DLLOYD@LLOYDSOFMUNHALL.COM

Utility Account Number (from your bill) [Redacted]

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 DANIEL LLOYD

Street/P.O. Box 306 E 8th AVE, FL 1

City HOMESTEAD State PA Zip 15120

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 COMPANY



3. Type of Utility Service

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> ELECTRIC | <input type="checkbox"/> STORM WATER  |
| <input type="checkbox"/> GAS                 | <input type="checkbox"/> WASTEWATER/SEWER                                     |
| <input type="checkbox"/> WATER               | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance)  |
| <input type="checkbox"/> STEAM HEAT          | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |

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). *THEY FAILED TO BILL ME AT THE SPECIFIED ADDRESS WHEN THE ACCOUNT WAS CHANGED IN DEC 2020, NOW 5 MONTHS LATER THEY WANT \$1200 OR SHUT ME OFF.*

**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.

I WANT THE UTILITY COMPANY FINED OR ADMONISHED IN SOME WAY THAT THEY WILL WANT TO STOP REPEATING THE MISTAKE OF FLIPPANTLY DECIDING TO JUST BILL THE SERVICE ADDRESS AS OPPOSED TO ACQUIRING THE CORRECT BILLING ADDRESS FROM THE CUSTOMER THIS PROBLEM IS NOT UNIQUE TO DUQUESNE LIGHT COMPANY. THEY START SERVICE, BILL THE WRONG ADDRESS AND TERMINATE SERVICE FOR NON-PAYMENT. THEY TOLD ME ON 5-10-21 THAT SOMEONE SHOULD HAVE BROUGHT ME THE BILL..... NO DLC SHOULD HAVE MAILED IT TO ME!

**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)/ Domestic Violence**

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you 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 or any other 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.

I DID SPEAK TO THEM AND THEY SIMPLY SAID THEY WERE SORRY. THEY NEED TO FIND OUT WHO SET UP THE ACCOUNT INCORRECTLY AND MAKE SURE IT DOESN'T HAPPEN TO OTHER CUSTOMERS. THIS IS A REPEATED PROBLEM.

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, (all required contact information). 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 PRO-SE

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

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 DANIEL LLOYD, 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).

Daniel Lloyd  
(Signature of Complainant)

5-12-21

(Date)

PROPRIETOR

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. **How 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>.

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

**If you are appealing a BCS decision:** follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be efiled or mailed.**

**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.**





Customer Name and Service Address:

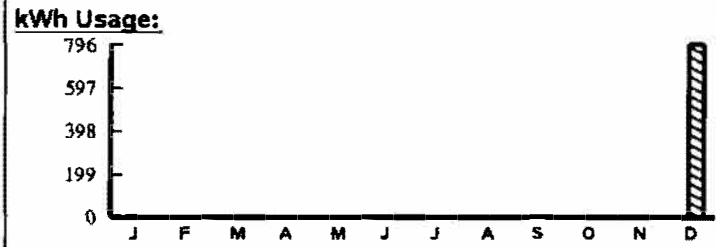
DANIEL LLOYD
306 E 8TH AVE FLR 1
HOMESTEAD, PA 15120-1518

BILL ID: [REDACTED]

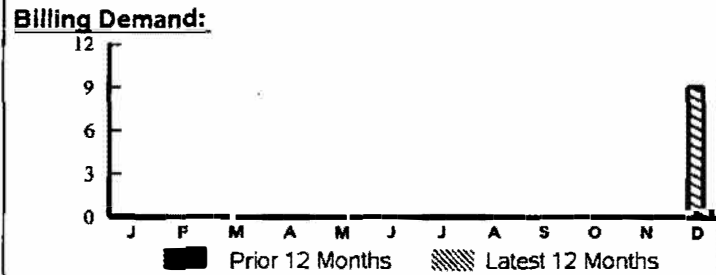
Table with account information: Account Number, Rate: GM-Medium Commercial < 25, Date Prepared: 12/02/20

Usage & Demand Information Summary

Next Scheduled Meter Reading Date: December 31, 2020



This is your initial bill for 798 kWh. The Price to Compare (PTC) for your rate class is 6.52 cents/kWh. It will change every June & December. Your actual PTC may differ based on your demand & usage kWh.



Prior Billing Information table: Total Amount of Last Bill \$0.00, Prior Account Balance \$0.00, DLC Basic Service Charges \$149.09, TOTAL ACCOUNT BALANCE PAYABLE TO DLC \$149.09

INITIAL BILL. For more information, visit DuquesneLight.com/business or call 412-393-7300. Give to Dollar Energy Fund to help people without heat or light.

Go paperless! E-Bill is simple, convenient and good for the environment. Enroll today at DuquesneLight.com/ebill or with our mobile app.

Summary table with columns: Estimated PA State Taxes (\$19.24), Late Charge After Dec 18, 2020 (1.25%), Payment Due (Dec 18, 2020), Amount Due (\$149.09)

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] PLEASE PAY THIS AMOUNT BY DEC 18, 2020 \$149.09

USD Amount Enclosed form with a grid for entering the amount.

To make account changes, enroll in Autopay or pledge to the Dollar Energy Fund, please update information on the back of this coupon and check the box to the right.

Small square checkbox for account changes.

000577 000001537

DANIEL LLOYD
306 E 8TH AVE FL 1
HOMESTEAD PA 15120-1518

Handwritten note: INCORRECT BILLING ADDRESS with an arrow pointing to the address.

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

WE DID NOT ASK FOR A BILLING ADDRESS CHANGE



Customer Name and Service Address:

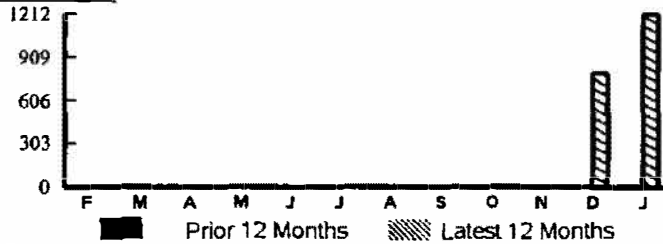
DANIEL LLOYD
306 E 8TH AVE FLR 1
HOMESTEAD, PA 15120-1518
BILL ID [REDACTED]

Account Number: [REDACTED]
Rate: GM-Medium Commercial < 25
Date Prepared: 01/04/21

Usage & Demand Information

Next Scheduled Meter Reading Date: February 2, 2021

kWh Usage:



- Your Average usage for the past 2 months is 1005 kWh.
Total Usage for the past 2 months is 2010 kWh.

The Price to Compare (PTC) for your rate class is 6.52 cents/kWh. It will change every June & December. Your actual PTC may differ based on your demand & usage kWh. For more information & supplier offers visit www.PAPowerSwitch.com & www.oca.state.pa.us.

Billing Demand:



Summary

Prior Billing Information

Table with 2 columns: Description, Amount. Rows include Total Amount of Last Bill (\$149.09), Prior Account Balance (\$149.09), DLC Basic Service Charges (\$183.06), and TOTAL ACCOUNT BALANCE PAYABLE TO DLC (\$332.15).

ACTUAL METER READING BILL

For more information, visit DuquesneLight.com/business or call 412-393-7300.

Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA. 15219. Your gift is tax deductible.

Go paperless! E-Bill is simple, convenient and good for the environment. Enroll today at DuquesneLight.com/ebill or with our mobile app.

Table with 4 columns: Description, Amount, Payment Due, Amount Due. Rows include Estimated PA State Taxes (\$23.60), Late Charge After Jan 20, 2021 (1.25%), Payment Due (Jan 20, 2021), and Amount Due (\$332.15).

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]

PLEASE PAY THIS AMOUNT BY JAN 20, 2021 \$332.15

USD Amount Enclosed grid with dollar sign and empty boxes.

To make account changes, enroll in Autopay or pledge to the Dollar Energy Fund, please update information on the back of this coupon and check the box to the right.

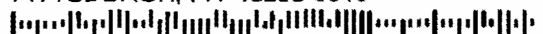
Small square checkbox.

000595 000001521



DANIEL LLOYD
306 E 8TH AVE FL 1
HOMESTEAD PA 15120-1518

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





**UNDERINSURED COVERAGE LIMITS**

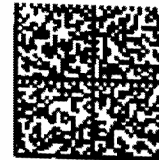
By signing this waiver, I am rejecting stacked limits of underinsured motorist coverage under the policy for myself and members of my household under which the limits of coverage available would be the sum of limits for each motor vehicle insured under the policy. Instead, the limits of coverage that I am purchasing shall be reduced to the limits stated in the policy. I knowingly and voluntarily reject the stacked limits of coverage. I understand that my premiums will be reduced if I reject this coverage.


.....  
**Signature of First Named Insured**

.....  
**Date**



Daniel Lloyd  
434 E 8th Ave  
Munhall, PA 15120-1902



UNITED STATES POSTAGE  
  
PITNEY BOWES  
02 1P \$ 000.71<sup>0</sup>  
0001607891 MAY 12 2021  
MAILED FROM ZIP CODE 15120

SECRETARY  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
400 NORTH STREET  
HARRISBURG, PA 17120

1712030079 0000

