

1 -----

2 ADAM TERCEK |

3 Vs- |

4 DUQUESNE LIGHT COMPANY | Docket No: C-2020-3032118

5 INITIAL CALL-IN |

6 TELEPHONIC HEARING |

7 -----

8 Pages 1 - 103

9 Via telephone conference

10 July 20, 2022

11 Commencing at 10:00

12 INDEX TO EXHIBITS

13 Docket No. C-2022-3032118

14 Hearing Date: August 9, 2022.

15 NUMBER DESCRIPTION FOR IDENTIFICATION IN EVIDENCE

16 DUQUESNE LIGHT EXHIBITS:

17 Exhibit 1	Decibel Reading		
18	Record	88	--
19 Exhibit 2	Google Street	88	89
20 Exhibit 3	Application for		
21	Street Opening	89	89
22 Exhibit 4	Report from Consumer		
23	Services	90	90
24 Exhibit 5	Photograph	90	91
25 Exhibit 6	Photograph	91	91

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

ADAM TERCEK |
Vs |
DUQUESNE LIGHT COMPANY | Docket Number: C-2022-3032118
INITIAL CALL-IN |
TELEPHONIC HEARING |

- - - - -

Via telephone conference
July 20, 2022
Commencing at 10:00

INDEX TO EXHIBITS

Docket No. C-2022-3032118

Hearing Date: August 9, 2022.

NUMBER DESCRIPTION FOR IDENTIFICATION IN EVIDENCE

DUQUENSE LIGHT EXHIBITS:

Exhibit 7 Customer Contact

Record	91	92
Exhibit 8 Screen shots	92	92
Exhibit 9 Tariff Sheet	93	94

Adam Tercek v. Duquesne Light Company

Docket No. C-2022-3032118

Table of Contents for Duquesne Light Company's Proposed Hearing Exhibits

Redacted Version

1. Text Messages with Decibel Readings
2. Google Street View of 571 Dewalt Drive Prior to Complainant Purchasing Home
3. Application for Street Opening Permit and Approval of Same
4. BCS Decision
5. Current Side View of 571 Dewalt Drive
6. Current Frontal View of 571 Dewalt Drive
7. Customer Contacts
8. Trouble Details
9. The Electric Service Tariff

REDACTED

Thursday 3:59 PM

4pm
47 new step downs
[REDACTED]
43 138 tower
I'll get another reading later tonight

Thanks

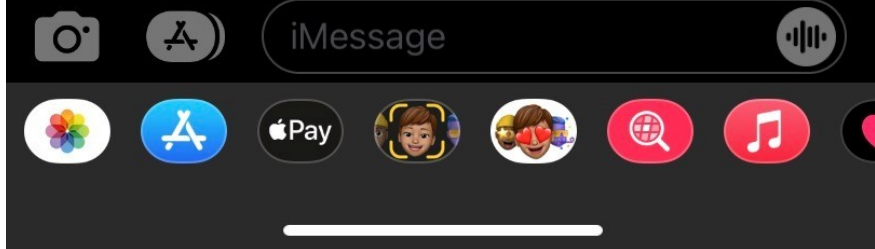
Friday 6:40 AM

9pm
New step downs 48
[REDACTED]
138 tower 45

New ones are the ones closest to the customers house?

Delivered

Correct





TOWNSHIP OF BALDWIN

10 Community Park Drive
Pittsburgh, PA 15234
412-341-9597 - Fax 412-341-1976
E-Mail - baldwintownship@aol.com

APPLICATION FOR STREET OPENING PERMIT

DATE: May 14, 2019

APPLICANT'S NAME AND ADDRESS:

Duquesne Light Company

2841 New Beaver Avenue

Pittsburgh, PA ZIP 15233

REGULAR PHONE: 412-393-8629 EMERGENCY PHONE: 412-393-7000

TYPE OF OPENING: PAVEMENT SIDEWALK DRIVEWAY SOD OTHER

ADDRESS OF OPENING: 571 DeWalt Drive, Baldwin Township

SIZE OF OPENING: 2' round hole WIDE X 8' deep DEEP X 2' round hole LONG

PURPOSE OF OPENING: Replace one deteriorated pole (#196837) on DeWalt Dr.

See drawing 480045

WE WILL RESTORE THE AREA IN ACCORDANCE WITH MUNICIPAL SPECIFICATIONS.

YES NO

PERMIT FEE: \$60.00 (PLUS \$5.50 FOR EACH ADDITIONAL FOOT OVER 50 FEET)

\$ 60.00

WE WILL START WORK ON: 5/28/19

WE AGREE TO PERFORM THIS WORK IN ACCORDANCE WITH THE PROVISIONS OF THE MUNICIPAL STREET OPENING ORDINANCE. WE WILL CALL THE MUNICIPALITY FOR THE REQUIRED INSPECTIONS.



SIGNATURE

APPROVED FOR ISSUANCE:


TOWNSHIP INSPECTOR

DATE: 5/30/19

REDACTED

(w_informal_complaint_sheet) Informal Complaint For Customer: TERCEK, CAROL - BCS #: 3824084 - ACCT #: ██████████2191

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

Date(s) Sent: 03/24/22 DUQ_03242022_094700.xml Double-click on file name to view...

Status: Receipt of PUC Decision Date Closed: 03/24/22 Closing Data Received: 3/24/22 15:50:06

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

Decision: Written Oral Decision Balance: \$76.36 Balance Date: 03/24/22

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

Budget Payments
Regular: \$85.00 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 FOUND NO SAFETY ISSUE WITH TRANSFORMER LOCATED AT PROPERTY. COMPANY INDICATED THAT TRANSFORMER IS WORKING APPROPRIATELY AND THEY ARE UNABLE TO MOVE THE TRANSFORMER OR POLE DUE TO SURROUNDING CONNECTIONS. CUSTOMER ADVISED OF RIGHT TO FILE FORMAL COMPLAINT. DISMISSED.

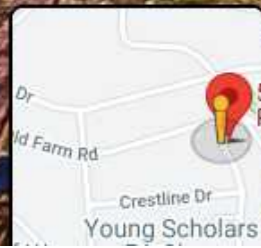


DLC-5

570 Dewalt Dr
Pittsburgh, Pennsylvania



Street View - Nov 2020



Google

REDACTED

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info TERCEK,CAROL, Trouble / Power Outages/DLC entered trouble/ power outage via OMS Lite, Contacted 12-01-2021

Open **User ID** SYSUSER System, English

Person ID TERCEK,CAROL - Primary Phone: (814) 421-3341

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type DLC entered trouble/ power outage via OMS Lite

Comments

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info TERCEK,CAROL, Trouble / Power Outages/DLC entered trouble/ power outage via OMS Lite, Contacted 12-14-2021

Open **User ID** SYSUSER System, English

Person ID TERCEK,CAROL - Primary Phone: (814) 421-3341

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type DLC entered trouble/ power outage via OMS Lite

Comments

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info TERCEK,CAROL, Trouble / Power Outages/DLC entered trouble/ power outage via OMS Lite, Contacted 12-14-2021

Open **User ID** SYSUSER System, English

Person ID TERCEK,CAROL - Primary Phone: (814) 421-3341

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type DLC entered trouble/ power outage via OMS Lite

Comments

REDACTED

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info TERCEK,CAROL, Trouble / Power Outages/DLC entered trouble/ power outage via OMS Lite, Contacted 03-07-2022

Open User ID SYSUSER System, English

Person ID TERCEK,CAROL - Primary Phone: (814) 421-3341

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type DLC entered trouble/ power outage via OMS Lite

Comments

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info TERCEK,CAROL, 571 DEWALT DR, PITTSBURGH, General Customer Contact/General Customer Contact, Contacted 03-07-2022

Open User ID JEPPS Epps, Jacquelyn

Person ID TERCEK,CAROL - Primary Phone: (814) 421-3341

Account ID TERCEK,CAROL, Residential, \$0.00, 82191

Premise ID 571 DEWALT DR, PITTSBURGH, PA, 152342431717

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type General Customer Contact

Comments

Related Records

Letter Information

REDACTED

Customer Contact

Main Log Characteristics Customer Contact Portal

TERCEK,CAROL, 571 DEWALT DR, PITTSBURGH, General
Customer Contact/General Customer Contact, Contacted
03-08-2022

Open	<input type="checkbox"/>	User ID
Person ID	<input type="text" value="3083492468"/>	TERCEK,CAROL - Primary Phone: (814) 421-3341
Account ID	<input type="text" value="82191"/>	TERCEK,CAROL, Residential, \$0.00, 82191
Premise ID	<input type="text" value="2716360102"/>	571 DEWALT DR, PITTSBURGH, PA, 152342431717
Preferred Contact Method	<input type="text" value="Phone"/>	Primary Phone: (814) 421-3341
Contact Date/Time	<input type="text" value="03-08-2022"/> / <input type="text" value="04:45PM"/>	
Contact Class	<input type="text" value="General Customer Contact"/>	
Contact Type	<input type="text" value="GCC"/>	General Customer Contact
Comments	<input type="text" value="4:45pm, attempted to reach cust. for sup req, per trouble item, leaving to do open for contact"/>	

Customer Contact

Main Log Characteristics Customer Contact Portal

TERCEK,CAROL, 571 DEWALT DR, PITTSBURGH, General
Customer Contact/General Customer Contact, Contacted
03-10-2022

Open	<input type="checkbox"/>	
Person ID	<input type="text" value="3083492468"/>	TERCEK,CAROL - Primary Phone: (814) 421-3341
Account ID	<input type="text" value="82191"/>	TERCEK,CAROL, Residential, \$0.00, 82191
Premise ID	<input type="text" value="2716360102"/>	571 DEWALT DR, PITTSBURGH, PA, 152342431717
Preferred Contact Method	<input type="text" value="Phone"/>	Primary Phone: (814) 421-3341
Contact Date/Time	<input type="text" value="03-10-2022"/> / <input type="text" value="04:49PM"/>	
Contact Class	<input type="text" value="General Customer Contact"/>	
Contact Type	<input type="text" value="GCC"/>	General Customer Contact
Comments	<input type="text" value="4:49 pm, left vm, if still needs a supervisor to please callback."/>	

REDACTED

Customer Contact

Main | Log | Characteristics | **Customer Contact Portal**

Customer Contact Info TERCEK,CAROL, Trouble / Power Outages/DLC entered trouble/ power outage via OMS Lite, Contacted 03-17-2022

Open User ID SYSUSER System, English

Person ID TERCEK,CAROL - Primary Phone: (814) 421-3341

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type DLC entered trouble/ power outage via OMS Lite

Comments

Customer Contact

Previous Item Next Item Clear Save R

Main | Log | Characteristics | **Customer Contact Portal**

Customer Contact Info TERCEK,CAROL, Legal / Regulatory/PUC Complaint / Issue, Contacted 03-21-2022 Customer Contact ID 3082525961

Open User ID LWIELOB Wielobob, Lyndee

Person ID TERCEK,CAROL - Primary Phone: (814) 421-3341

Account ID TERCEK,CAROL, Residential, \$0.00, 82191

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type PUC Complaint / Issue

Comments

REDACTED

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info TERCEK,CAROL, Legal / Regulatory/PUC Complaint / Issue,
Contacted 03-24-2022

Open User ID LWIELOB [REDACTED]

Person ID TERCEK,CAROL - Primary Phone: (814) 421-3341

Account ID TERCEK,CAROL, Residential, \$0.00, [REDACTED] 82191

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type PUC Complaint / Issue

Comments

Related Records

Letter Information

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info TERCEK,CAROL, Legal / Regulatory/PUC Complaint / Issue,
Contacted 05-02-2022

Open User ID RMORRIS [REDACTED]

Person ID TERCEK,CAROL - Primary Phone: (814) 421-3341

Account ID TERCEK,CAROL, Residential, \$0.00, [REDACTED] 82191

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type PUC Complaint / Issue

Comments

REDACTED



Trouble Details

Order Number	Create Date	Location	Order Type	Order Status
3D617E2A04C	12/01/2021 10:43	571 DEWALT DR	SO	CLOSED
Account Number	Name	Municipality	Related Order	Calls
82191	CAROL	BALDWIN TWP		1
Meter Numbers	Geo Code	Zip	Primary Device	
F82054701	154	15234-2431	173238	



Ticket Entry

Phone	ALT Phone	Reported By	Received By
(814) 414-1657		dbaleno	dbaleno
Primary Code	Secondary Codes	Premise Notes	
EM			
Special Instructions			
TRANSFORMER EXTREMELY LOUD CUST CAN HEAR IT ALL THE TIME..WANTS THIS CHECKED OUT			



Comments

Comment	Date	UserId
No trouble found	12/01/2021 12:56	ngargaro

REDACTED



Trouble Details

Order Number	Create Date	Location	Order Type	Order Status
94E9C57ED8F	12/14/2021 11:43	571 DEWALT DR	SO	CLOSED
Account Number	Name	Municipality	Related Order	Calls
██████████82191	adam tercek	BALDWIN TWP		1
Meter Numbers	Geo Code	Zip	Primary Device	
F82054701	154	15234-2431	173238	



Ticket Entry

Phone	ALT Phone	Reported By	Received By
(814) 421-3341	(814) 421-3341	pclemm	pclemm
Primary Code	Secondary Codes	Premise Notes	
TR	"		
Special Instructions			
transformer humming loud here customer sez interfering with work from home and child sleeping here,,please chk..			



Comments

Comment	Date	UserId
DLC0 in clear	12/14/2021 14:06	ngargaro

REDACTED



Trouble Details

Order Number	Create Date	Location	Order Type	Order Status
8A8D233F6E9	12/14/2021 14:30	571 DEWALT DR	SO	CLOSED
Account Number	Name	Municipality	Related Order	Calls
82191	NINA	BALDWIN TWP		1
Meter Numbers	Geo Code	Zip	Primary Device	
F82054701	154	15234-2431	173238	



Ticket Entry

Phone	ALT Phone	Reported By	Received By
(412) 341-9597		jbjones	jbjones
Primary Code	Secondary Codes	Premise Notes	
ON	TR	COMMUNITY PARK	
Special Instructions			
CUST REPORTED NOISY TR IN FRONT OF 571 DWALT DR			



Comments

Comment	Date	Userid
T/s investigated no abnormal noise. DLCO in clear	12/14/2021 14:39	ngargaro



Trouble Details

Order Number	Create Date	Location	Order Type	Order Status
978B239A555	03/07/2022 09:34	571 DEWALT DR	SO	CLOSED
Account Number	Name	Municipality	Related Order	Calls
82191	ADAM	BALDWIN TWP		1
Meter Numbers	Geo Code	Zip	Primary Device	
F82054701	154	15234-2431	173238	



Ticket Entry

Phone	ALT Phone	Reported By	Received By
(814) 421-3341	(814) 421-3341	jepps	jepps
Primary Code	Secondary Codes	Premise Notes	
TR		COMMUNITY PARK	
Special Instructions			
TRANSFORMER IS HUMMING CAN HEAR THE NOISE THROUGH HIS WALLS WHICH KEEPS HIM AND FAMILY WOKE			

REDACTED



Comments

Comment	Date	UserId
T/S checked. Normal transformer operation and normal humming from transformer. T/S advised customer and customer unhappy.	03/07/2022 13:30	asanchez



Comments

Comment	Date	UserId
wms: Circuit: L23802, Sheet: 1, Map Section: E9-9, Site #: 209, Pole: , Pole Size: , Phase: , KVA: , Remarks: Cm has parallel set of step downs right outside of home. Xfmrs working properly - no issues . Cm has called multiple times complaining about noise. T/S adv only solution is to move xfmrs. Refer to district to investigate & work with customer.	03/16/2022 10:17	jguth

RULES AND REGULATIONS

THE ELECTRIC SERVICE TARIFF

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

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

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

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

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

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

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

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