

PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE OF DEPOSIT

Formal Complaint

OCT 14 2022

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.

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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 FRANK J CSERVAK JR., P.E.

Street/P.O. Box 174 BARBERRY RD. Apt #

City SEWICKLEY HEIGHTS State PA Zip 15143

County ALLEGHENY

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

( ) (home) (mobile)

E-mail Address (required): FCSERVAK@C-MSERVICES.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

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):

- ELECTRIC                       STORM WATER  
 GAS                                 WASTEWATER/SEWER  
 WATER                             TELEPHONE/TELECOMMUNICATIONS (local, long distance)  
 STEAM HEAT                     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.

DLC has already shut off my service for an 8 month period due to non-payment of my bill and they are threatening termination again.

- 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.

Incorrect and Fraudulent charges were added to my (2) Accounts in Feb 2020 as a result of a DLC Inspection and Meter Change that occurred on 2-13-2020, see the Sewickley Heights Police Report for further reference. The Fraudulent charges show up as "Meter Read Information ESTIMATED" where the DLC Hit Squad charged me for 800 KWH... as if I was STEALING. Those Billing Statements placed my account in the rears by \$3,859.18 and are Acct# [REDACTED] BILL ID: [REDACTED] and Acct# [REDACTED] BILL ID: [REDACTED] and are included for reference. Those charges are on my current Billing Statement as Amount DUE.

- 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).

**Wrong Rate:** DLCo changed my rate from Residential to Commercial Rate in September 2021 when my two Billing Accounts and two Meters were reduced to one Billing Account and one Meter. The change to the Commercial Rate was quite unexpected since Judge Johnson who presided over the Hearing verified with DLC that the Service when restored would be at the Residential Rate. See that in the Hearing Transcript on Pages 291-292.

**Deletion of Solar Credits:** When the Meter was changed in September of 2021, the Solar Credits that had accrued to Billing Accounts # [REDACTED] and # [REDACTED] were DELETED. Attached are Final Bill # [REDACTED] and Final Bill # [REDACTED] which show -1,144.282, -795.143 and -393.000 Bank NET Generation respectively, totaling -2,332.425 Solar Credits that were DELETED from my Billing Account.

**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.

1. Restore the Residential Rider 21 Rate as it had been since 2010.
2. Correct the Current Billing statement. The DISPUTED CHARGES which were the result of the DLC-DIVERSION UNIT INSPECTION-Jan 2020 prosecuted on Cservak by Sewickley Heights Officials and DLC which led to the Termination of Services for non- payment of bills have been billed as AMOUNT DUE \$3,757.03 by 9/26/2022 and should be REMOVED immediately. The Balance on the Billing Statement should be set to \$0.00.
3. Restore -2,332.425 Solar Credits to the existing balance of -2366.92 Bank NET Generation Balance on Acct# [REDACTED] as shown on the 9/8/2022 Billing Statement. Balance should be corrected to read -4,699.345 Bank NET Generation Balance as of 9/8/2022.

**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.

On or about 8/12/22 I filed a Complaint with Char in the DLC Commercial Billing Department and then had a site visit with three DLC personnel, one of whom was responsible for restoring my service, Mr. P. That site visit eventually led to the DLC Utility Company Report Dtd. 8/19/22 which is attached for reference. I responded to that report on 9/20/2022 with my own Report that details the circumstances that surround the case and have not heard back from DLC's Mr. Zimmerman whom I am corresponding with at the direction of Mr. P.

**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 \_\_\_\_\_

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 Frank J Cservak Jr. P.E., 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).

 10/13/2022  
\_\_\_\_\_  
(Signature of Complainant) (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. **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.**

**Please know that your complaint form and the utility's answer will not be published to the PUC's website. Once your complaint case moves to the Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.**