

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

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3	Karen Feitt and Higinio		
	Mendoza, Jr.,		Docket No. C-2022-3037095
4	v.		
	Duquesne Light Company		
5			
	Initial Call-In Telephonic		
6	Hearing		

7 Pages 1 - 56

8 Judge's Chambers  
 9 Piatt Place  
 10 301 5th Avenue  
 11 Suite 220  
 12 Pittsburgh, PA

13 Tuesday, March 21, 2023  
 14 Commencing at 10:00 a.m.

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13 Docket No. C-2022-3037095  
14 Hearing Date: March 21, 2023

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Docket No. C-2022-3037095

Hearing Date: March 21, 2023

<u>LETTER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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K 2/22/23 Bill	--	50
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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.

RCVD PUC SEC BUR
DEC 5 2022 AM 11:26

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 KAREN A. FEITZ (& spouse)

Street/P.O. Box 1036 JACKMAN AVE Apt #

City Pittsburgh State PA Zip 15202

County Allegheny

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

(412) 584-2082 (home) ( ) (mobile)

E-mail Address (required):

Utility Account Number (from your bill) # 6804-350-000

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 N/A

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

COMPLAINANT
EX. 1

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
- GAS
- WATER
- STEAM HEAT
- STORM WATER
- WASTEWATER/SEWER
- TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- 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. *The "bill / statement of account" has a "billing error". We noticed (6/2022) JUNE that at that point in time the statement showed a credit, but account details did not disclose a credit balance.*
- 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. *Truth in Lending, 15 USC 1666, and 15 USC Subchapter (part A) General provisions 1602 define, rules of construction (part D = credit billing (1666(f)) billing errors, corrections.*
- Other (explain). *Consumer rights establishes the right to withhold "payment", regarding "billing errors" with NO Adverse Actions /*

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. It is required by law the discloser, treatment of any balance (credit) is suppose to be refunded, At the consumer request, however this business has deny/ed our request for the return. It is the responsibility of the creditor (DLC/the Respondent) to Refund the credit excess balance upon the we the consumer, request, and we have request this return. It is our understanding that, if, we are being denied our credit, then there is no "debt" to this company. This is not our doing, but "Congress" establishes that we can claim, assefting our Consumer Rights ← very Important/ Although, the respondent service is Adequite, only denying to our access to the "Request For Accounting" (UCC 9-210(A)(4)) stated Above is An Abuse, because it would establish deception, including within their statement sent in their Form(s) of a bill. Please see (Exhibit A) "Request FOR ACCOUNTING", applicable laws. A duty obligation to respond is appropriate with this information within a time frame allotted by Law, because this is associated with the debt following the principles with our rights applied. It would respectively associate the "the FAIR debt collection practice Act, "the FAIR credit Reporting Act", and or the "Truth in Lending Act.

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  , but would / should be considered.

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

} after contacting the respondent, & PUC, it appears as no documentation regarding informal review.

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 was directed to this process. We have been, and still would agree to the mediation process for restoration, remedy, or we would talk to the Regulators for what would be implementation of the truth in lending, FACTS.

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 The person considered "Private Attorney General" is the male (spouse), or CLAIMANT.

Street/P.O. Box SAME AS CLAIMANT

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

Area Code/Phone Number (412) 584 2082

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:**

( WITHOUT PREJUDICE / UCC 1-207 / UCC 1-308 )  
I person date

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).

(UCC 1-308)

Higinio Mendoya, Jr.

12/03/2022

(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.**

# REQUEST FOR ACCOUNTING!

U.C.C. 9 - 210 and other applicable laws.

To: MR. MATTHEW ANKROM, Chief FINANCIAL OFFICER (CFO)  
VICE PRESIDENT of DUQUESNE LIGHT COMPANY

DATE: 12/04/2022

Address of respondent 411 7th AVENUE, Pittsburgh, PA, 15219

Reference accounts # 6804350-000/6804350000

Dear Principal or Agent and/or Recipient:

This communication is with reference to the alleged contractual relationship, I have a right to an authenticated record of accounting. I am not requesting a statement of account, for an authenticated record of the accounting. I am hereby disputing the alleged debt, and to require that you provide the requested information within the time allotted by law, which is 14 calendar-days.

I do wish to thank you for your time in providing this information, which is readily available to you as the custodian of records, and/or the collective entity. Please note that each day beyond the 14<sup>th</sup> calendar-day of receipt of this communication I will BE assessing a \$33 per day penalty for your failure to comply and/or \$1000 per month, whichever is greatest. I have the right to this information as indicated by the Uniform Commercial Code:

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U.C.C. § 9-210. REQUEST FOR ACCOUNTING; REQUEST REGARDING LIST OF COLLATERAL OR STATEMENT OF ACCOUNT.

§ 9-210. REQUEST FOR ACCOUNTING; REQUEST REGARDING LIST OF COLLATERAL OR STATEMENT OF ACCOUNT.

(a) [Definitions.] (1) "Request" means a record...

(2) "Request for an accounting" means a record authenticated

(b) [Duty to respond to requests.] ... shall comply with a request within 14 days after receipt:

(1) In the case of a request for an accounting, by authenticating and sending to the debtor an accounting; and...

(e) [Request for accounting or regarding statement of account; no interest in obligation claimed.]

A person that receives a request for an accounting or a request regarding a statement of account..., and claimed an interest in the obligations at an earlier time shall comply with the request within 14 days after receipt by sending to the debtor an authenticated record:

(1) disclaiming any interest in the obligations; and

(2) if known to the recipient, providing the name and mailing address of any assignee of or successor to the recipient's interest in the obligations.

This authenticated record must include all tax filings (including all 1099's, 1096's, and 1098's) any and all trades and/or investments and/or interests associated with this account of which I am alleged to be a party. I have a right to this information, as its directly associated with the reporting activities associated with my financial record. It is believed that this was and/or is considered a consumer debt, and is classified as household goods exempt from taxation. The associated debt was not used for commercial purposes nor for-profit and/or gain as defined by the Uniform Commercial Code article 9 section 102 and 109! Please correct your records to reflect the aforementioned, my property is neither real estate, nor investment property, it is private property, and under the right to property clause of the Bill of Rights for the State and for the United States of America, these are my possessions, my property, my interest, and I do not wish to be libeled by any other attempts to seize what is mine by right.

As noted above you have a duty and/or obligation to respond with the appropriate information within the time frame allotted and or permitted by law, in conjunction with other related laws and/or statutes of limitations. Because this is associated with a debt that is being reported the following principles associated with my rights applies respectively, **THE FAIR DEBT COLLECTION PRACTICES ACT, THE FAIR CREDIT REPORTING ACT, and/or THE TRUTH IN**

Statement Of Debts I Believe That I Owe At, That It Is Possibly Not, And I Am Willing To Settle The Account For Total Amount Without Admitting Any Liability Ownership Of The Debt, and/or Fault Concerning This Alleged Debt. If You Accept My Offer Please Acknowledge Such Communication With A Bill Of Sale Waiving and/or Canceling The Remaining Portion Of The Alleged Debt, So As To Settle This Matter At Which Time You Are Free To Define Government's Administrative Process For Cancellation And/or Forgiveness Of Debt As Noted Above.

**LENDING ACT, penalties and assessments and/or failure to act and/or failure to comply with the statutory requirements, please be advised.**

I sincerely intentionally think you for your compliance with this NOTIFICATION,

**JURAT and ACKNOWLEDGEMENT:**

State of ....  
County of ....

I certify, affirm, ascribed, attest as well as declare that I am the Attorney-In-Fact for the above-named ESTATE/PRINCIPAL/ENTITY, and that the information contained within the declaration and or affidavit, is based on either firsthand knowledge and or information, and is wholly accurate, is being presented as such, so help me God.

Title of Officer:

X \_\_\_\_\_

On this the \_\_\_\_ day of \_\_\_\_\_, 202\_\_, before me, \_\_\_\_\_, the undersigned officer, \_\_\_\_\_, personally presenting themselves to me (or satisfactorily proven) to be the person whose name is subscribed as attorney-in-fact for the above-named ESTATE/PRINCIPAL/ENTITY, and acknowledged that he/she executed the same as the act of his/her principal for the purposes therein contained, and execute the same of his/her free will, act and deed. Subscribed and agreed before the undersigned, in witness whereof I hereunto set my seal.

SEAL

\_\_\_\_\_  
Notary Public  
My Commission Expires: \_\_\_\_\_

Virginia Mendoza  
1036 Jackman Ave.  
Avalon, PA 15202

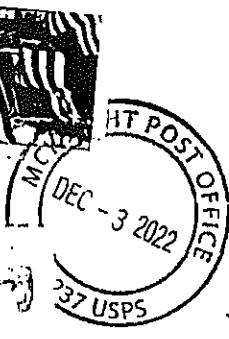


RDC 89



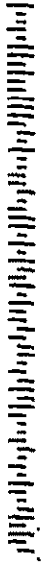
17120

FCM LETTER  
PITTSBURGH, PA  
15237  
DEC 03 22  
AMOUNT  
**\$0.24**  
R23D4P118886-05



Secretary  
Pennsylvania Public Utilities Commission  
200 North Street  
Harrisburg, PA 17120

17120-007999



AFFIDAVIT OF FACTS



KAREN FEITT &  
HIGINIO MENDOZA JR

CASE NO: C-2022-3037095

Complainants,

Honorable MARY D. LONG

V.

**Affidavit of Facts:**

Request for Answers to this Affidavit

An affidavit Unrebutted stands as the truth

Duquesne Light Company

Respondent,

RCUD PUC SEC BUR  
FEB 21 2023 AM 11:01

I, Karen A. Feitt, Higinio Mendoza, Jr. (LS's), and in "our proper person names" protect to observe legal rights according to law, not statues, I offended the statue, not the law, pursuant to article 6 and article 7 (bill of rights) of the Constitution. We know the jurisdiction of which we will exit, and soon to enter the Court working under compliance for the person Respondent Duquesne Light Company to identify itself. Therefore, we the accusers need some clarification by which of the two jurisdictions, now authorized by International Treaty, and the Constitution will this court intend to try this action?

I, Higinio Mendoza, Jr., "my proper person name" pursuant to Title 18 U.S. Code 1342, demand/ request for a copy of the respondent attorney [EMILY M. FARAH] "Registration Statement" pursuant to the Foreign Agents Registration Act of 1938 as required (mandatory) public discloser by the *Private Act Statement*, please see the following below:

**Privacy Act Statement.** The filing of this document is required for the Foreign Agents Registration Act, and public discloser. Provision of the information requested is mandatory, and failure to provide the information is subject to the penalty and enforcement provisions established in Section 8 of the Act.

I, Higinio Mendoza, Jr., "my proper person name" pursuant to Title 18 U.S. Code 1342, demand/ request for a certified copy of a.k.a. Judge (MARY D. LONG) **Anti-Bribery Statement** as required by the Foreign Corrupt Practices Act of 1977 ("FCPA"), 15 U.S.C. 78dd-1, et seq., and pursuant to Title 18, Sec. 201, Bribery.

All parties of interest are to send all correspondences in c/o the clearly designated numbers

COMPLAINANT  
EX. 2

placed on the mail-box indicated at the geographical location listed above herein, via United States Certified Mail. All correspondences sent otherwise will not satisfy "Proper Service" and will be deemed contrary to proper communications. I am sure that all lawful parties are interested in Rebutting and Refuting Fraud and seeking to correct the commonly used method of "*Malfeasance*" and Mail Fraud by which such criminal, unconstitutional acts have been commonly committed through "*Misrepresentation*" and by callous acts of "*Misprision of Treason*", and "*Secrete*".

**For the Record**, please send all following communications as required (mandatory) pursuant to 18 U.S. Code 1342 -Fictitious name or address, as in my (proper person name) that identify me as (proper noun) i.e. as a (natural person), and NOT a Fictitious entity.

#### **NOTICE POSSIBLE 18 USC 1342 MAIL FRAUD**

##### **18 U.S. Code 1342 -Fictitious name or address**

Whoever, for the purpose of conducting, promoting or carrying on by means of the Postal Service, and scheme or device mentioned in **section 1342 of this title** or any other unlawful business, uses or assumes, or requests to be addressed by, and **fictitious**, false, or assumed title, name, or address or **name** other than his own **proper name**, or takes or receives from any post office or authorized depository of mail matter, any letter, postal card, package, or other mail matter addressed to any such fictitious, false or assumed title, name, or address, or name other than his/her own proper name, shall be fined under this title or imprisoned not more than five years, or both.

**Legal Notice to the Agent is Legal Notice to the Principal; and Legal Notice to the Principal is Legal Notice to the Agent.**

I, Higinio Mendoza, Jr., "my proper person name" pursuant to **Title 18 U.S. Code 1342**, affirm and attest under the laws of the united States of America, without the United States corporation, this is our truth of our Affidavit of Common Law Request, the whole truth and nothing, but the truth, and not misleading, so help me God...; fully stating that the **UPU, INTERNATIONAL LAW, TREATY, and ATTORNEY GENERAL'S OFFICE** understands and **fully agrees to the seriousness in regards to communicating with "proper persons" in their own "proper name" as required by the code and not under any fictitious, false, or assumed title, name or address under the authority of Title 18 U.S. Code 1342 above and fully agrees to abide by this code while communicating by way of US Postal, personally, or use any associated organizations, corporations, partners, or by Attorney(s) and not make any claims by using the United States Postal mail to commit mail Fraud.**

Thank you for your time, patience, full cooperation, honorable service, commitment to the



Copy being forwarded to:  
(Cc: / if needed)

Affidavit of Facts

Demand/ Request for Attorney's Foreign Registration Statement & Judges, Magistrate's Anti-Bribery Statement

1. Post Master General - 475 L' Enfant Plaza, Washington, DC

Date: Feb 10, 2023

Higinio Mendoza, Jr. (CLA)

"Sui juris"

By: Higinio Mendoza, Jr.

F & M Technology (Consultants/ Legal Services)

1036 Jackman Avenue

Pittsburgh, PA 15202

159583566

A4V;R4V

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RCVD PUC SEC BUR  
FEB 21 2023 AM 11:00

Karen Feitt & Higinio Mendoza Jr.

v.

Duquesne Light Company

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:  
:  
:  
:

C-2022-3037095

PREHEARING ORDER FOR TELEPHONE HEARING

AND NOW, this 10<sup>th</sup> day of February 2023, it is hereby ORDERED:

1. **DATE AND TIME OF HEARING.** An initial telephonic hearing will be held in this case on:

**Tuesday, March 21, 2023, beginning at 10:00 a.m.**

To participate in the hearing, you must dial the toll-free number listed below. You will be prompted to enter a PIN number, which is also listed below. You will be asked to speak your name, press the # key, and then the telephone system will connect you to the hearing. If you have any witnesses you want to have present during the hearing who are participating from a separate phone, you must provide them with the telephone number and PIN Number.

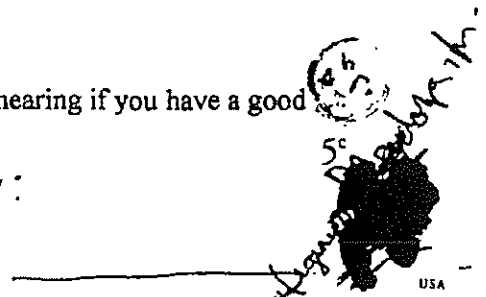
Toll-free Bridge Telephone Number: 1-866-566-0649

PIN Number: 83345259

**FAILURE TO APPEAR:** You may lose the case if you do not take part in this hearing and present evidence on the issues raised. Your case may be dismissed "with prejudice" which means that you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint.

2. **CONTINUANCES.** You may request a continuance of the hearing if you have a good

by:

A handwritten signature in black ink is written over a circular stamp. The stamp contains the number '55' and some illegible text. Below the signature, there is a horizontal line and the letters 'USA'.

reason. Continuances will be granted only for good cause. To request a continuance, you must submit a written request (a "motion") at least five (5) days before the hearing. Your motion should include:

- (1) The case name, case number, and hearing date;
- (2) The reason you are requesting a continuance; and
- (3) State whether the other party(s) agrees to the request (or if you do not know).

You must submit the motion to me at:

Administrative Law Judge Mary D. Long  
Email address: [malong@pa.gov](mailto:malong@pa.gov)

You must submit the motion to the other party(s) at their email address.

**3. PRESENTING EXHIBITS.** If you intend to present any documents or exhibits at the hearing, you must email one (1) copy to the Presiding Officer at [malong@pa.gov](mailto:malong@pa.gov) and one (1) copy each must be sent to every other party. All copies must be received at least five (5) business days before the hearing. Proposed exhibits should be properly pre-marked for identification purposes. **Proposed exhibits that contain confidential information such as utility account numbers should be submitted in both redacted and unredacted (confidential) formats.**

Note that attachments to your Complaint or Answer are not admitted into the record unless submitted separately. Please be sure to have all pre-served exhibits with you at the time of the hearing. This hearing may be your only opportunity to present evidence in support of your complaint.

#### **4. FILING AND SERVING DOCUMENTS DURING COVID-19**

##### **FILING WITH THE PUC.**

**COVID-19.** Currently the PUC's buildings are open for business; however, some operational restraints occasioned by the pandemic remain. Therefore, ALL Parties to proceedings pending

are encouraged to EITHER open and use an e-Filing account through the Commission's website at [www.puc.pa.gov](http://www.puc.pa.gov) OR to ensure timely arrival, submit the filing by overnight delivery as explained below.

**E-FILING.** The PUC offers a free e-Filing Subscription Service. This service allows a user to file documents electronically and receive an automatic email notification whenever a document is added, removed, or changed on the PUC website in a specific case. For information and to subscribe to this service, visit the PUC's website at:

<https://www.puc.pa.gov/filing-resources/efiling/>

**PAPER FILING.** If you do not have the capability to open and use an e-Filing account, you may file paper documents with the Secretary of the Commission. Filing of paper documents must be sent by overnight delivery to:

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

It is important that you retain the tracking information as proof of submission. Emailed or faxed submissions filings to the Commission are not acceptable.

**CONFIDENTIAL MATERIAL.** If a filing contains confidential or proprietary material, the filing should be submitted by overnight delivery to ensure arrival. Large filings containing confidential or proprietary material may also be submitted through the Commission's Share Point File system. These filings should be followed by a hard copy with a flash drive or CD for the Commission's file. Filers should contact the Secretary's Bureau in advance to set up a Share Point File before submitting the filing.

**SERVING OTHER PARTIES.** When you file documents with the PUC, you must also serve a copy on the other party. During COVID-19, you can serve a copy by e-Service or e-mail. [For your convenience, a copy of the PUC's current service list of all parties to this proceeding is enclosed with this Order].

**SERVING THE PRESIDING OFFICER.** Be sure that you serve me directly with a copy of any document that you file in this proceeding at the time of its filing. You must email one (1) copy

to [malong@pa.gov](mailto:malong@pa.gov). If you send me any correspondence or document, you must also send a copy of that correspondence or document to every other party.

**5. DOMESTIC VIOLENCE VICTIM.** If you are a domestic violence victim and you want to be considered for protections that may be available to domestic violence victims, you must submit a copy of your Protection from Abuse (PFA) Order or other Court Order issued by a Pennsylvania court, which provides evidence that you are a domestic violence victim. You should mark this Order as "CONFIDENTIAL." In the case of these Orders, we will take precautions to ensure that your address is not made public.

**6. REPRESENTATION.** If you are an individual, you may represent yourself or you may have an attorney represent you. All others, including a partnership, corporation, trust, association, or governmental agency or subdivision, must be represented an attorney licensed to practice law in Pennsylvania, or admitted *pro hac vice*.<sup>1</sup> And, unless you are an attorney, you may not represent someone else.

**7. BURDEN OF PROOF.** The Complainant (the one filing the Complaint) bears the burden of proof and must present evidence sufficient to demonstrate that the utility has violated the Public Utility Code, or a regulation or order of the PUC.<sup>2</sup>

**8. CONTACT INFORMATION.** If your e-mail address or telephone number changes during the course of the proceeding, you must immediately update OALJ by calling 412-565-3550.

**9. ACCOMMODATION.** Any party who needs an accommodation for a disability in order to participate in this hearing process may request one. Please call the PUC scheduling office at least five (5) business days prior to your hearing to submit your request.

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<sup>1</sup> 52 Pa. Code §§ 1.21 & 1.22.

<sup>2</sup> 66 Pa.C.S. §332(a).

If you require an interpreter to participate in the hearing, we will have an interpreter present. Please call the scheduling office at the PUC at least ten (10) business days prior to your hearing to submit your request.

Scheduling Office: (717) 787-1399

The AT&T Relay Service number for persons who are deaf or hearing-impaired is:  
1-800-654-5988.

**10. SETTLEMENT.** The PUC's policy is to encourage settlements.<sup>3</sup> The utility shall contact the Complainant at least one week before the scheduled hearing to talk over a possible settlement of this case. Even if you are unable to settle this case, you may still resolve many questions or issues during your talks. If an agreement is reached on all the issues, a formal hearing will not be necessary and the scheduled hearing will be cancelled.

**11. PAYMENT ARRANGEMENT CASES.** If you have requested a payment arrangement, Chapter 14 of the Public Utility Code will be applied.<sup>4</sup> You must be prepared to testify about the total gross monthly income of the household. A household includes all adults living at the service address and benefiting from the utility service. The "total gross monthly household income" includes, but is not limited to, the following: (a) the "before taxes or other deductions" pay from salaries, wages, tips or other compensation; (b) pension, retirement or social security benefits; (c) Supplemental Security Income (SSI); (d) unemployment compensation benefits; (e) workers' compensation benefits; (f) alimony; and (g) any other source(s) of income.

The utility must prepare and submit the following documents at least five (5) business days before the hearing: (a) an account statement, showing the history of the account for a minimum of 24 months or the entire history of the account, whichever is less; (b) a copy of the most recent Bureau of Consumers Services (BCS) decision, if any; and (c) a brief summary of any payment arrangement(s) made between the utility and the customer.

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<sup>3</sup> 52 Pa. Code § 5.231(a).

<sup>4</sup> 66 Pa.C.S. §§ 1401-1419.



159583566

C-2022-3037095 - KAREN FEITT & HIGINIO MENDOZA JR. v. DUQUESNE LIGHT COMPANY

EMILY M FARAH ESQUIRE  
DUQUESNE LIGHT COMPANY  
411 SEVENTH AVENUE  
PITTSBURGH PA 15219  
412.393.6431  
efarah@duqlight.com  
Accepts eService

KAREN FEITT & HIGINIO MENDOZA JR  
1036 JACKMAN AVENUE  
PITTSBURGH PA 15202  
412.584.2082  
kfeitt@gmail.com

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

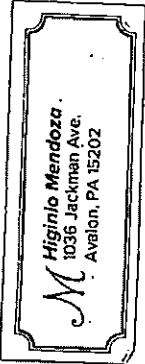


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*Feitt - Adv: Karen Mendonza*



USA



U.S. POSTAGE PAID  
FORM LC 5010  
PITTSBURGH, PA  
15237  
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AMOUNT  
R2305M147645-17

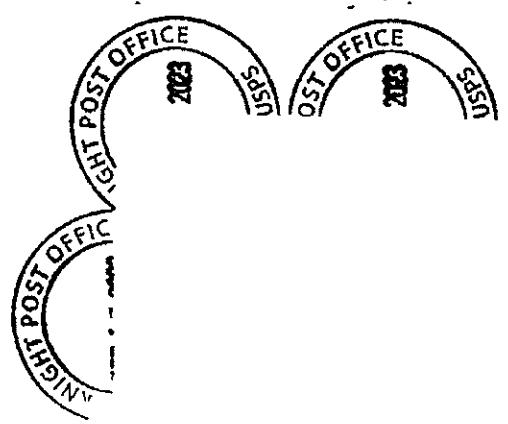


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RDC 99

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





Duquesne Light Company - Statement Of Account

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REDACTED

Account #: [REDACTED] 00000

Name: FEITT, KAREN

Paid Deposit Amount: \$0.00

Disputed Amount: \$2,148.62

Service Address

6804350850 1036 JACKMAN AVE, PITTSBURGH, PA 15202

Residential

Transaction Date	Prepared 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
03/24/19	03/25/19	Bill - Actual	6804350850	04/15/19	03/23/19	31	29,569.95	414.02	\$92.12	\$867.32	\$92.12	\$1,491.16
03/25/19	03/25/19	Late Payment Charge							\$6.95	\$874.27	\$6.95	\$1,498.11
04/05/19	04/24/19	Dispute							-\$1,483.14	\$0.00	\$0.00	\$1,498.11
04/08/19	04/24/19	Dispute - Cancel Transaction							\$1,483.14	\$874.27	\$0.00	\$1,498.11
04/08/19	04/24/19	Payment							-\$99.00	\$775.27	-\$99.00	\$1,399.11
04/22/19	04/24/19	Late Payment Charge							\$9.30	\$784.57	\$9.30	\$1,408.41
04/23/19	04/24/19	Bill - Actual	6804350850	05/15/19	04/22/19	30	29,938.51	368.56	\$90.37	\$874.94	\$90.37	\$1,498.78
05/06/19	05/23/19	Payment							-\$99.00	\$775.94	-\$99.00	\$1,399.78
05/21/19	05/23/19	Late Payment Charge							\$9.13	\$785.07	\$9.13	\$1,408.91
05/22/19	05/23/19	Bill - Actual	6804350850	06/13/19	05/21/19	29	30,283.88	345.37	\$85.78	\$870.85	\$85.78	\$1,494.69
05/28/19	06/24/19	Payment							-\$127.00	\$743.85	-\$127.00	\$1,367.69
06/05/19	06/24/19	Payment - Grant DEF							-\$250.00	\$493.85	-\$250.00	\$1,117.69
06/05/19	06/24/19	Dollar Energy Fund							-\$250.00	\$243.85	-\$250.00	\$867.69
06/17/19	06/24/19	Dispute - Cancel Transaction							\$623.84	\$867.69	\$0.00	\$867.69
06/19/19	06/24/19	Late Payment Charge							\$11.61	\$879.30	\$11.61	\$879.30
06/23/19	06/24/19	Bill - Actual	6804350850	07/15/19	06/22/19	32	30,626.92	343.04	\$85.40	\$964.70	\$85.40	\$964.70



Duquesne Light Company - Statement Of Account

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Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Residential		KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
						Days in Billing Period	Meter Reading					
07/09/19	07/24/19	Payment Arrangement							-\$754.72	\$209.98	\$0.00	\$964.70
07/17/19	07/24/19	Payment							-\$200.00	\$9.98	-\$200.00	\$764.70
07/23/19	07/24/19	Bill - Actual	6804350850	08/14/19	07/22/19	30	31,452.39	825.48	\$244.34	\$254.32	\$181.34	\$946.04
08/20/19	08/26/19	Late Payment Charge							\$3.11	\$257.43	\$3.11	\$949.15
08/22/19	08/26/19	Bill - Actual	6804350850	09/16/19	08/21/19	30	32,291.98	839.58	\$172.12	\$429.55	\$109.12	\$1,058.27
09/06/19	09/24/19	Dispute							-\$1,047.56	\$0.00	\$0.00	\$1,058.27
09/06/19	09/24/19	Current w/payoff balance							\$628.72	\$10.71	\$0.00	\$1,058.27
09/09/19	09/24/19	Payment							-\$248.00	\$0.00	-\$248.00	\$810.27
09/23/19	09/24/19	Bill - Actual	6804350850	10/15/19	09/22/19	32	32,961.86	669.88	\$113.69	\$0.00	\$113.69	\$923.96
10/22/19	10/22/19	Bill - Actual	6804350850	11/12/19	10/21/19	29	33,473.05	511.19	\$90.93	\$0.00	\$90.93	\$1,014.89
11/20/19	11/20/19	Bill - Actual	6804350850	12/11/19	11/19/19	29	33,846.09	373.03	\$71.11	\$38.44	\$71.11	\$1,086.00
12/17/19	12/22/19	Late Payment Charge							\$0.45	\$38.89	\$0.45	\$1,086.45
12/22/19	12/22/19	Bill - Actual	6804350850	01/13/20	12/21/19	32	34,280.39	434.31	\$79.03	\$117.92	\$79.03	\$1,165.48
01/20/20	01/22/20	Late Payment Charge							\$1.37	\$119.29	\$1.37	\$1,166.85
01/22/20	01/22/20	Bill - Actual	6804350850	02/12/20	01/21/20	31	34,690.90	410.51	\$76.08	\$195.37	\$76.08	\$1,242.93
02/18/20	02/20/20	Late Payment Charge							\$2.26	\$197.63	\$2.26	\$1,245.19
02/20/20	02/20/20	Bill - Actual	6804350850	03/12/20	02/19/20	29	35,068.39	377.49	\$71.59	\$269.22	\$71.59	\$1,316.78
03/18/20	03/22/20	Late Payment Charge							\$3.10	\$272.32	\$3.10	\$1,319.88
03/22/20	03/22/20	Bill - Actual	6804350850	04/13/20	03/21/20	31	35,454.00	385.61	\$72.76	\$345.08	\$72.76	\$1,392.64
03/25/20	04/22/20	Payment							-\$99.00	\$246.08	-\$99.00	\$1,293.64



## Duquesne Light Company - Statement Of Account

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Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Residential		KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
						Days in Billing Period	Meter Reading					
04/11/20	04/22/20	Late Payment Charge - Cancel Transaction							-\$3.10	\$242.98	-\$3.10	\$1,290.54
04/22/20	04/22/20	Bill - Actual	6804350850	05/13/20	04/21/20	31	35,782.22	328.23	\$64.87	\$307.85	\$64.87	\$1,355.41
05/21/20	05/21/20	Bill - Actual	6804350850	06/11/20	05/20/20	29	36,134.03	351.81	\$68.24	\$376.09	\$68.24	\$1,423.65
06/18/20	06/22/20	Dispute - Cancel Transaction							\$1,047.56	\$1,423.65	\$0.00	\$1,423.65
06/18/20	06/22/20	Payment Arrangement							-\$628.72	\$794.93	\$0.00	\$1,423.65
06/22/20	06/22/20	Bill - Actual	6804350850	07/13/20	06/21/20	32	36,669.64	535.61	\$94.60	\$889.53	\$94.60	\$1,518.25
07/23/20	07/23/20	Bill - Actual	6804350850	08/13/20	07/22/20	31	37,776.26	1,106.62	\$239.77	\$1,129.30	\$176.77	\$1,695.02
08/23/20	08/23/20	Bill - Actual	6804350850	09/14/20	08/22/20	31	38,821.48	1,045.22	\$230.94	\$1,360.24	\$167.94	\$1,862.96
09/22/20	09/22/20	Bill - Actual	6804350850	10/13/20	09/21/20	30	39,565.61	744.13	\$187.70	\$1,547.94	\$124.70	\$1,987.66
10/21/20	10/21/20	Bill - Actual	6804350850	11/11/20	10/20/20	29	39,977.50	411.89	\$140.45	\$1,688.39	\$77.45	\$2,065.11
11/02/20	11/22/20	Payment Arrangement							-\$1,603.31	\$85.08	\$0.00	\$2,065.11
11/05/20	11/22/20	Payment Arrangement							-\$51.08	\$34.00	\$0.00	\$2,065.11
11/22/20	11/22/20	Bill - Actual	6804350850	12/14/20	11/21/20	32	40,381.29	403.79	\$110.29	\$144.29	\$76.29	\$2,141.40
12/21/20	12/22/20	Payment							-\$144.29	\$0.00	-\$144.29	\$1,997.11
12/22/20	12/22/20	Bill - Actual	6804350850	01/12/21	12/21/20	30	40,761.91	380.62	\$106.83	\$106.83	\$72.83	\$2,069.94
01/25/21	01/25/21	Bill - Actual	6804350850	02/15/21	01/25/21	35	41,165.96	404.06	\$109.02	\$215.85	\$75.02	\$2,144.96
02/23/21	02/23/21	Bill - Actual	6804350850	03/16/21	02/23/21	29	41,527.17	361.21	\$104.19	\$320.04	\$70.19	\$2,215.15
03/24/21	03/24/21	Bill - Actual	6804350850	04/14/21	03/24/21	29	41,849.54	322.37	\$98.55	\$418.59	\$64.55	\$2,279.70
04/07/21	04/25/21	Payment							-\$418.59	\$0.00	-\$418.59	\$1,861.11
04/25/21	04/25/21	Bill - Actual	6804350850	05/17/21	04/25/21	32	42,160.19	310.65	\$97.09	\$97.09	\$63.09	\$1,924.20
05/13/21	05/24/21	Payment							-\$97.09	\$0.00	-\$97.09	\$1,827.11



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### Residential

Transaction Date	Prepared 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
05/24/21	05/24/21	Bill - Actual	6804350850	06/14/21	05/24/21	29	42,487.35	327.16	\$94.49	\$94.49	\$60.49	\$1,887.60
06/21/21	06/23/21	Late Payment Charge							\$1.19	\$95.68	\$1.19	\$1,888.79
06/23/21	06/23/21	Bill - Actual	6804350850	07/14/21	06/23/21	30	43,058.37	571.03	\$131.46	\$227.14	\$97.46	\$1,986.25
07/12/21	07/25/21	Payment							-\$227.14	\$0.00	-\$227.14	\$1,759.11
07/25/21	07/25/21	Bill - Actual	6804350850	08/16/21	07/25/21	32	43,924.01	865.64	\$176.43	\$176.43	\$142.43	\$1,901.54
08/16/21	08/23/21	Payment							-\$176.43	\$0.00	-\$176.43	\$1,725.11
08/23/21	08/23/21	Bill - Actual	6804350850	09/13/21	08/23/21	29	44,746.84	822.83	\$170.03	\$170.03	\$136.03	\$1,861.14
09/15/21	09/22/21	Payment							-\$170.03	\$0.00	-\$170.03	\$1,691.11
09/22/21	09/22/21	Bill - Actual	6804350850	10/13/21	09/22/21	30	45,495.69	748.84	\$158.99	\$158.99	\$124.99	\$1,816.10
10/19/21	10/21/21	Late Payment Charge							\$1.99	\$160.98	\$1.99	\$1,818.09
10/21/21	10/21/21	Bill - Actual	6804350850	11/11/21	10/21/21	29	45,981.55	485.87	\$119.73	\$280.71	\$85.73	\$1,903.82
11/15/21	11/21/21	Payment							-\$280.71	\$0.00	-\$280.71	\$1,623.11
11/21/21	11/21/21	Bill - Actual	6804350850	12/13/21	11/21/21	31	46,372.09	390.54	\$105.48	\$105.48	\$71.48	\$1,694.59
12/20/21	12/21/21	Late Payment Charge							\$1.32	\$106.80	\$1.32	\$1,695.91
12/21/21	12/21/21	Bill - Actual	6804350850	01/11/22	12/21/21	30	46,776.82	404.73	\$109.22	\$216.02	\$75.22	\$1,771.13
01/07/22	01/24/22	Payment							-\$216.02	\$0.00	-\$216.02	\$1,555.11
01/24/22	01/24/22	Bill - Actual	6804350850	02/14/22	01/24/22	34	47,245.60	468.78	\$118.96	\$118.96	\$84.96	\$1,640.07
02/22/22	02/22/22	Payment							-\$118.96	\$0.00	-\$118.96	\$1,521.11
02/22/22	02/22/22	Bill - Actual	6804350850	03/15/22	02/22/22	29	47,647.07	401.47	\$111.70	\$111.70	\$77.70	\$1,598.81
03/21/22	03/23/22	Late Payment Charge							\$1.40	\$113.10	\$1.40	\$1,600.21
03/23/22	03/23/22	Bill - Actual	6804350850	04/13/22	03/23/22	29	47,989.99	342.92	\$102.19	\$215.29	\$68.19	\$1,668.40
03/28/22	04/24/22	Dispute							-\$1,668.40	\$0.00	\$0.00	\$1,668.40



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Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Residential		KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
						Days in Billing Period	Meter Reading					
03/28/22	04/24/22	Current w/payoff balance							\$1,453.11	\$0.00	\$0.00	\$1,668.40
03/31/22	04/24/22	Dispute - Cancel Transaction							\$1,668.40	\$1,668.40	\$0.00	\$1,668.40
03/31/22	04/24/22	Current w/payoff balance							-\$1,453.11	\$215.29	\$0.00	\$1,668.40
03/31/22	04/24/22	Payment Arrangement							-\$164.21	\$51.08	\$0.00	\$1,668.40
04/18/22	04/24/22	Payment							-\$153.59	\$0.00	-\$153.59	\$1,514.81
04/24/22	04/24/22	Bill - Actual	6804350850	05/16/22	04/24/22	32	48,366.81	376.82	\$119.00	\$16.49	\$73.69	\$1,588.50
05/16/22	05/23/22	Payment							-\$16.40	\$0.09	-\$16.40	\$1,572.10
05/23/22	05/23/22	Bill - Actual	6804350850	06/13/22	05/23/22	29	48,696.59	329.79	\$119.00	\$119.09	\$66.05	\$1,638.15
06/20/22	06/22/22	Late Payment Charge							\$1.49	\$120.58	\$1.49	\$1,639.64
06/22/22	06/22/22	Bill - Actual	6804350850	07/13/22	06/22/22	30	49,272.72	576.13	\$119.00	\$239.58	\$111.89	\$1,751.53
07/19/22	07/24/22	Late Payment Charge							\$2.98	\$242.56	\$2.98	\$1,754.51
07/24/22	07/24/22	Bill - Actual	6804350850	08/15/22	07/23/22	31	50,577.52	1,304.80	\$119.00	\$361.56	\$242.43	\$1,996.94
08/02/22	08/22/22	Dispute							-\$1,996.94	\$0.00	\$0.00	\$1,996.94
08/02/22	08/22/22	Current w/payoff balance							\$1,635.38	\$0.00	\$0.00	\$1,996.94
08/02/22	08/22/22	Payment							-\$239.58	\$0.00	-\$239.58	\$1,757.36
08/15/22	08/22/22	Dispute							\$244.05	\$4.47	\$0.00	\$1,757.36
08/15/22	08/22/22	Current w/payoff balance							-\$4.47	\$0.00	\$0.00	\$1,757.36
08/15/22	08/22/22	Late Payment Charge - Cancel Transaction							-\$4.47	\$0.00	-\$4.47	\$1,752.89
08/15/22	08/22/22	Dispute							\$244.05	\$239.58	\$0.00	\$1,752.89



# Duquesne Light Company - Statement Of Account

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Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Residential		KWh Usage	Bill Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
						Days in Billing Period	Meter Reading					
08/15/22	08/22/22	Current w/payoff balance							-\$239.58	\$0.00	\$0.00	\$1,752.89
08/22/22	08/22/22	Bill - Actual	6804350850	09/12/22	08/22/22	30	51,624.28	1,046.76	\$103.00	\$103.00	\$196.95	\$1,949.84
09/19/22	09/22/22	Late Payment Charge							\$1.29	\$104.29	\$1.29	\$1,951.13
09/22/22	09/22/22	Bill - Actual	6804350850	10/13/22	09/22/22	31	52,477.90	853.62	\$103.00	\$207.29	\$162.92	\$2,114.05
09/28/22	10/23/22	Dispute - Cancel Transaction							\$1,752.89	\$1,960.18	\$0.00	\$2,114.05
09/28/22	10/23/22	Current w/payoff balance							-\$1,635.38	\$324.80	\$0.00	\$2,114.05
09/28/22	10/23/22	Payment Arrangement							-\$51.08	\$273.72	\$0.00	\$2,114.05
09/29/22	10/23/22	Payment Arrangement - Cancel Transaction							\$1,556.40	\$1,830.12	\$0.00	\$2,114.05
10/03/22	10/23/22	Payment Arrangement							-\$1,556.40	\$273.72	\$0.00	\$2,114.05
10/17/22	10/23/22	Payment							-\$104.29	\$169.43	-\$104.29	\$2,009.76
10/23/22	10/23/22	Bill - Actual	6804350850	11/14/22	10/23/22	31	52,783.64	305.74	\$131.00	\$300.43	\$66.37	\$2,076.13
11/21/22	11/21/22	Late Payment Charge							\$3.74	\$304.17	\$3.74	\$2,079.87
11/21/22	11/21/22	Bill - Actual	6804350850	12/12/22	11/21/22	29	53,102.95	319.31	\$131.00	\$435.17	\$68.75	\$2,148.62
12/08/22	12/21/22	Dispute							-\$2,148.62	\$0.00	\$0.00	\$2,148.62
12/08/22	12/21/22	Current w/payoff balance							\$1,713.45	\$0.00	\$0.00	\$2,148.62
12/21/22	12/21/22	Bill - Actual	6804350850	01/11/23	12/21/22	30	53,484.18	381.23	\$109.00	\$109.00	\$84.47	\$2,233.09
01/17/23	01/24/23	Late Payment Charge							\$1.37	\$110.37	\$1.37	\$2,234.46
01/24/23	01/24/23	Bill - Actual	6804350850	02/14/23	01/24/23	34	53,924.55	440.37	\$109.00	\$219.37	\$99.95	\$2,334.41



Duquesne Light Company - Statement Of Account

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Transaction Date	Prepared 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
02/20/23	02/22/23	Late Payment Charge		03/15/23	02/22/23	29	54,283.21	358.67	\$2.73	\$222.10	\$2.73	\$2,337.14
02/22/23	02/22/23	Bill - Actual	6804350850	03/15/23	02/22/23	29	54,283.21	358.67	\$109.00	\$331.10	\$84.31	\$2,421.45

TYPE:	PUC Payment Arrangement
INITIATION DATE:	3/31/22
ACCOUNT BALANCE:	\$1,668.40
TERMS:	Budget bill + \$28
COMPLIANCE:	No

TYPE:	Company-Issued Payment Arrangement
INITIATION DATE:	11/02/20
ACCOUNT BALANCE:	\$2,065.11
TERMS:	Current Bill + \$34
COMPLIANCE:	No

TYPE:	Company-Issued Payment Arrangement
INITIATION DATE:	07/09/19
ACCOUNT BALANCE:	\$954.70
TERMS:	Current Bill + \$63
COMPLIANCE:	No

KAREN FEITZ  
 ACCOUNT # [REDACTED] 50-000  
 REDACTED

DUQUESNE LIGHT COMPANY  
 CHRONOLOGICAL SUMMARY  
 OF PAYMENT ARRANGEMENTS



EXHIBIT "D" - BCS DECISION - REDACTED

(w. mediation complaint sheet) Mediation Complaint For: Customer: FEITT, KAREN - BCS #: 3825048 - ACCT # [REDACTED] 0000

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

Date(s) Sent: 03/29/22 DUO 03292022 094101.xml Double-click on file name to view..

Status: Receipt of PUC Decision Date Closed: 03/30/22 Closing Data Received: 3/30/22 14:50:04

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

Decision:  Written  Oral Decision Balance: \$1,668.40 Balance Date: 03/29/22

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

Budget Payments Regular: \$91.00 Arrears Plus: \$28.00 Special: \$119.00 Monthly Payments Current: \$0.00 Final: \$0.00 End: \$0.00

Decision Type: WITH THE MAY 2022 DUE DATE

Resolution: DECISION ISSUED - LEVEL 1, BUDGET 1, BUDGET 1 91.00 + 28.00 = 119.00 BEGINNING WITH THE MAY 2022 DUE DATE. WAIVE LFCS

REDACTED

REDACTED

(w:\informal\_complaint\_sheet) Informal Complaint For Customer: FEIT, KAREN - BCS #: 3854655 - ACCT # 0000

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

Date(s) Sent: 08/15/22 DUQ\_08152022\_144700.xml Double-click on file name to view..

Status: Receipt of PUC Decision Date Closed: 09/29/22 Closing Data Received: 9/29/22 08:50:02

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

Decision:  Written  Oral Decision Balance: \$1,752.89 Balance Date: 08/15/22

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

Budget Payments Regular: \$103.00 Areas Plus: \$0.00 Special: \$0.00 Monthly Payments Current: \$0.00 Final: \$0.00 End: \$0.00

Decision Type:

Terms:

Resolution: DECISION ISSUED: THE COMPANY PROPERLY NOTIFIED THE CUSTOMER OF PENDING TERMINATION FOR NONPAYMENT. THE COMPANY PROPERLY BILLED THE CUSTOMER BASED ON ACTUAL READINGS OBTAINED AND THOSE BILLS ARE CORRECT AS RENDERED. THE BILLING ERROR THAT OCCURRED WHEN THE PUC PAYMENT ARRANGEMENT WAS ESTABLISHED HAS BEEN ADDRESSED BY THE COMPANY. TO RESOLVE THIS ISSUE, THE COMPANY WILL REMOVE \$51.08 FROM THE AMOUNT DUE ON THE PUC PAYMENT ARRANGEMENT AND ADD IT TO THE BALANCE DUE ON THE PAYMENT ARRANGEMENT. ADDITIONALLY, AS A CUSTOMER COURTESY, THE COMPANY REVERSED THE TWO LATE PAYMENT CHARGES TOTALING \$4.47. A REVIEW OF THE CUSTOMER'S ACCOUNT HISTORY DOES NOT REVEAL AN OVERPAYMENTS OR CREDIT AMOUNT DUE TO THE CUSTOMER. THIS INFORMAL COMPLAINT IS DISMISSED. THE CUSTOMER MUST CONTINUE TO PAY THE BILLS ON TIME AND IN FULL AS DETERMINED BY BCS. CASE# 3825048



General Information

Visit us online or call to learn about payment options, or for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date.

- Online: www.DuquesneLight.com
Phone: 412-393-7100 TTY Users: 711
Mail: Dept 6-1
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942

Billing and Service Options

Sign up online for any of the following services:

- E-Billing - Free service lets you view bills online
Budget Billing - Levels out payments across the year
Start/Stop Service - If you're moving and need to have your service turned on or off, you must call Customer Service at 412-393-7100 or visit our website
Double Notice Protection - Sends a payment reminder to you and a person you designate

Dollar Energy Fund

Give to Dollar Energy Fund to help people in our community without heat or light. There are several easy ways to donate and your gift is tax deductible.

- Text: Make a one-time donation of \$5 by texting POWER to 50000
Online: Visit www.DuquesneLight.com and select "Payment Options" from the Account & Billing menu
Phone: 412-393-7100
Mail: Sign up below to add a monthly pledge to your bill or make a one-time donation by mailing a check to:
Duquesne Light Hardship Fund Donations
Dept 15-1
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942

Understanding Your Bill

- Customer Charge - A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses.
Distribution Charges - Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.
Distribution System Improvement Charge (DSIC) - A charge for company investment to improve service quality and increase safety by repairing, improving, or replacing eligible infrastructure used to deliver electricity.
DLC Charges - Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
Kilowatt-Hour (kWh) - The basic unit of electric energy for which most customers are charged.
Meter Reading - An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
Non-Basic Service Charges - Any category of service not related to basic service.
Smart Meter Charge - Charges for advanced metering technology and related infrastructure that will provide the ability for features such as two-way communication and interval usage data.
Supply Charges - Basic service charges for generation supply to retail customers.
Transmission Charges - Basic service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

Customer Assistance Program (CAP)

CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the Federal Poverty Guidelines. Customers who enroll in CAP are eligible for a reduced monthly payment based on their verified household income. The CAP Program also includes an opportunity to have existing debt forgiven. Please call a CAP Specialist at 888-393-7600 with any questions or for information on how to enroll in the program.

HomeServe logo and 'GET PEACE OF MIND FOR EMERGENCY HOME REPAIRS' advertisement. Includes a QR code and the text: 'DLC partners with HomeServe to offer homeowners low-cost protection plans that help ease the financial burden brought on by repairs to the major systems in your home.' and 'Scan here to enroll in a protection plan or visit: HomeRepairsforDLC.com'

Dollar Energy Fund

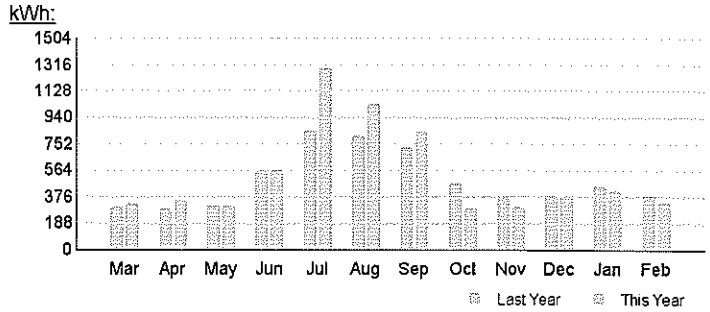
Monthly Pledge:

- \$1.00
\$2.00
Other: \$ \_\_\_\_ .00



**Usage Comparison Chart**

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	359	12	29	38
Last Month	440	13	34	35
Same Month Last Year	401	14	29	29



Average Monthly Usage for the last 12 months: 553 kWh  
 Total Annual Usage for the last 12 months: 6636 kWh

**Account Detail**

1036 JACKMAN AVE

Supplier Agreement ID: [REDACTED]

**Meter Reading Usage Information**

Meter Number	F72059381
Present 02/22/2023 Act	54,283.2110
Prior 01/24/2023 Act	53,924.5460
Difference	358.6650
Your Meter Multiplier	1
Total kWh Used	358.6650

**Current Bill Details**

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1125 / kWh	
<b>DLC Charges</b>		<b>\$46.67</b>
Customer Charge		\$12.50
Distribution	358.6650 kWh@ \$0.087933	\$31.54
DSIC Surcharge	-0.08%	-\$0.04
Pennsylvania Tax Adjustment		-\$0.06
Late Payment Charge		\$2.73
<b>Supply Charges</b>		<b>\$40.37</b>
Supply	358.6650 kWh@ \$0.088349	\$31.69
Transmission	358.6650 kWh@ \$0.024211	\$8.68

**Total kWh Used 358.6650**

**Service Charges \$87.04**

**Current Amount Due Detail**

Budget Detail	
DLC Budget	\$59.00
Supply Budget	\$50.00
Miscellaneous Charges	\$2.73
<b>Subtotal</b>	<b>\$111.73</b>

**Shopping and Supplier Information**

When shopping for electricity with an Electric Generation Supplier, please provide the following information:

Supplier Agreement ID: [REDACTED]  
 Rate Schedule: RS-Residential Service

The current Price to Compare is listed above in Account Detail and will change every June and December. For more information & supplier offers visit [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com) and [www.oca.state.pa.us](http://www.oca.state.pa.us).

**Additional Notifications**

- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at [www.duquesnelight.com](http://www.duquesnelight.com) or send a check to

**Additional Notifications**

- Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- DLC offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or learn more about these programs, visit [WattChoices.com](http://WattChoices.com)
- YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.**
- Sign up for AutoPay and learn about other convenient payment options by visiting [DuquesneLight.com](http://DuquesneLight.com)
- Estimated Gross Receipts Tax of \$4.97 and Estimated PA State Tax of \$5.74 are included in your rates.