
Timothy Adkins,
v.
Duquesne Light Company

Docket No.:
F-2023-3042509

Initial Call-in
Telephonic Hearing

Pages 1 - 50

Judge's Chambers
Piatt Place
Suite 220
301 5th Avenue
Pittsburgh, PA

Wednesday, November 15, 2023

Commencing at 11:17 a.m.

INDEX TO EXHIBITS

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Hearing Date: November 15, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Termination Notice

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List of Payment Arrangements



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120



8/1/2023

BCS No:3926450

Tim Adkins
967 Woodbourne Ave
Pittsburgh PA 15226

Dear Tim Adkins,

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. **You and the company must both follow this decision.** You must make all of the payments required by this decision. If you do not make these payments the utility company has the right to shut off your utility service. Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you do not agree with this decision you can appeal it by filing a formal complaint. Your appeal may not result in a lower payment agreement. The enclosed payment agreement is based on your income. The income guidelines are set by State and Federal laws. The Administrative Law Judge (ALJ) that would review your appeal will use those same guidelines.

You do not need a lawyer to file an appeal. If you intend to appeal, complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will then mail you formal complaint forms. When you complete and return the formal complaint forms to the Secretary of the Commission, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge and you will be contacted about a hearing.

Both you and the company may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you have any questions about this decision or the appeal process, please call us at 1-800-692-7380.

Sincerely,

Thomas Harding
Investigator

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Tim Adkins
967 Woodbourne Ave
Pittsburgh PA 15226

Date: 8/1/2023

BCS: 3926450

V.

Acct. No: 4032410000

Duquesne Light Company

INFORMAL COMPLAINT DECISION BY THE BUREAU OF CONSUMER SERVICES:

STATEMENT OF COMPLAINT:

You contacted the Bureau of Consumer Services on 7/21/2023. In your complaint, you asked for help in preventing the termination of your Duquesne Light Company service.

INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER SERVICES REVEALED:

1. Your total account balance is \$8196.29. This balance does not include any payments or bills sent out on or after 7/27/2023.
2. According to 66 Pa. C.S. §1405, the Commission has the authority to establish a payment agreement between a public utility and a customer.

BASED ON THESE FINDINGS, THE BUREAU OF CONSUMER SERVICES CONCLUDES THAT:

The Commission will exercise its authority and establish a payment agreement on the outstanding balance noted above.

THEREFORE, IT IS DECIDED THAT:

1. Beginning with the September 2023 bill due date, you must pay the company a special budget amount of \$505.00 each month. This special budget amount includes a regular monthly budget amount of \$368.00, based on your usage, plus \$137.00 toward your account balance. **This amount may change depending on any change in the amount of service you use.**
2. You must pay all current bills that may become due before the beginning date stated above. You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
3. The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or you do not keep this agreement.
4. If you break this payment agreement, the company has the right to shut off your service. If the company shuts off your service, they may make you pay your full bill plus a reconnect fee and a deposit to restore service.
5. Based on the information you gave us, you appear to be eligible for Duquesne Light Company's CAP program. CAP is a special program that may reduce budget and forgive

your outstanding balance. This special program will be the best payment plan you can get. You must contact the company to apply for the CAP program.

6. If you enroll in CAP, the company will tell you the new amount you will pay each month. You will pay that new amount instead of the special budget amount listed above. Because this is the lowest payment plan you can get, the PUC will not be able to make another payment plan for you. Therefore, if you are accepted into the program, it is very important that you pay your CAP bill every month.

Thomas Harding
Investigator

Timothy Adkins v. Duquesne Light Company

Docket No. F-2023-3042509

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Redacted Version

1. 10 August 2021 10-Day Termination Notice
2. 31 March 2022 10-Day Termination Notice
3. 19 May 2022 10-Day Termination Notice
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8. 1 May 2023 10-Day Termination Notice
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10. BCS Decision
11. Statement of Account
12. CAP Recertification Letter dated 16 August 2021
13. CAP Default Letter dated October 3, 2021
14. Customer Contacts
15. Summary of Medical Certifications
16. Summary of Payment Arrangements

Exhibit 1

MEDICAL EMERGENCY NOTICE

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

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

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

You may be eligible for certain protections from shut off.

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

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

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

WINTER NOTICE PROVISIONS (between December 1 – March 31)

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

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

Add \$946 for each additional household member

Exhibit 2

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- If you have questions or need more information, contact Duquesne Light Company as soon as possible at 412-393-7200, visit DuquesneLight.com/contact or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you talk with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut-off if you file the complaint before the shut-off date.
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- You may be eligible for a payment arrangement or special assistance programs. **Call 412-393-7200** to provide us with household income and occupant information or visit us at DuquesneLight.com/assistance to see if you qualify. Documentation of your income may be required.
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- If your landlord pays your utility bill, you have certain legal protections. Please call us at 412-393-7200.
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- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, **you may be protected from shut-off.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 412-393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2022				
Household Size	1	2	3	4
Monthly Income	\$2,831	\$3,815	\$4,798	\$5,781

Add \$983 for each additional household member

Exhibit 3

MEDICAL EMERGENCY NOTICE

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

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

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- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut-off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, **you may be protected from shut-off.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2023				
Household Size	1	2	3	4
Monthly Income	\$3,038	\$4,108	\$5,179	\$6,250

Add \$1,070 for each additional household member

Exhibit 8

MEDICAL EMERGENCY NOTICE

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

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

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

You may be eligible for certain protections from shut-off.

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

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

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

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Household Size	1	2	3	4
Monthly Income	\$3,038	\$4,108	\$5,179	\$6,250

Add \$1,070 for each additional household member

Exhibit 9

MEDICAL EMERGENCY NOTICE

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

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

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- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call us** to provide household income and occupant information or visit **DuquesneLight.com/assistance** to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light Company's free automatic bill payment service- AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at **DuquesneLight.com/autopay** or call us.
- If your landlord pays your utility bill, you have certain legal protections. For more information, call us.
- If you have trouble understanding or speaking English or have a disability, please call us for assistance.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
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WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut-off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, **you may be protected from shut-off.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2023				
Household Size	1	2	3	4
Monthly Income	\$3,038	\$4,108	\$5,179	\$6,250

Add \$1,070 for each additional household member

Exhibit 10

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

Date(s) Sent: **07/27/23** DUQ_07272023_062001.xml Double-click on file name to view...

Status: **Receipt of PUC Decision** Date Closed: **08/01/23** Closing Data Received: **8/1/23 14:50:02**

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

Decision: Written Oral Decision Balance: **\$8,196.29** Balance Date: **07/27/23**

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

Budget Payments Monthly Payments
Regular: **\$368.00** Arrears Plus: **\$137.00** Special: **\$505.00** Current: **\$0.00** Final: **\$0.00** End: **\$0.00**

Decision Type:

Terms: **WITH THE SEPTEMBER 2023 BILL DUE DATE**

Resolution: **DECISION ISSUED- SERVICE WAS RESTORED ON 07/21/23 WHEN THE COMPANY ACCEPTED A \$200.00 SALVATION ARMY PLEDGE TO RESTORE SERVICE. THE FUNDS HAVE NOT YET POSTED TO THE ACCOUNT AT THIS TIME. LEVEL 1, BUDGET 368.00 + 137.00 = 505.00 BEGINNING SEP 2023 DUE DATE. WAIVE LPCS.**

Exhibit 11



Duquesne Light Company - Statement Of Account

Prepared: November 6, 2023

Page: 1 of 4

Account #:	4 [REDACTED]
Name:	ADKINS,TIMOTHY W

Paid Deposit Amount:	\$0.00
Disputed Amount:	\$8,132.33

Premise ID	Service Address
4032410787	967 WOODBOURNE AVE, PITTSBURGH, PA 15226

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
09/12/21	09/12/21	Bill - Actual	4032410787	10/04/21	09/12/21	32	85,316.72	2,317.98	\$355.78	\$355.78	\$335.15	\$1,356.02
09/12/21	09/12/21	CAP Billing Credits							-\$300.15	\$55.63	-\$300.15	\$1,055.87
10/03/21	10/11/21	Current w/payoff balance							\$1,000.24	\$1,055.87	\$0.00	\$1,055.87
10/11/21	10/11/21	Bill - Actual	4032410787	11/01/21	10/11/21	29	87,088.31	1,771.59	\$277.80	\$1,333.67	\$277.80	\$1,333.67
10/15/21	11/09/21	Current Balance Fix							-\$1,333.67	\$0.00	\$0.00	\$1,333.67
11/02/21	11/09/21	Current Balance Fix - Cancel Transaction							\$1,333.67	\$1,333.67	\$0.00	\$1,333.67
11/02/21	11/09/21	Payment Arrangement							-\$1,233.67	\$100.00	\$0.00	\$1,333.67
11/09/21	11/09/21	Bill - Actual	4032410787	11/30/21	11/09/21	29	89,236.35	2,148.05	\$357.04	\$457.04	\$334.04	\$1,667.71
12/09/21	12/09/21	Bill - Actual	4032410787	12/30/21	12/09/21	30	91,739.21	2,502.85	\$414.31	\$871.35	\$391.31	\$2,059.02
01/11/22	01/11/22	Bill - Actual	4032410787	02/01/22	01/11/22	33	94,578.61	2,839.40	\$476.15	\$1,347.50	\$453.15	\$2,512.17
01/21/22	02/10/22	Payment							-\$150.00	\$1,197.50	-\$150.00	\$2,362.17
02/10/22	02/10/22	Bill - Actual	4032410787	03/03/22	02/10/22	30	97,705.69	3,127.08	\$539.96	\$1,737.46	\$516.96	\$2,879.13
03/13/22	03/13/22	Bill - Actual	4032410787	04/04/22	03/13/22	31	687.00	2,981.31	\$519.80	\$2,257.26	\$496.80	\$3,375.93
04/08/22	04/11/22	Current Balance Fix							-\$2,257.26	\$0.00	\$0.00	\$3,375.93
04/11/22	04/11/22	Bill - Actual	4032410787	05/02/22	04/11/22	29	3,274.41	2,587.41	\$455.69	\$455.69	\$432.69	\$3,808.62



Duquesne Light Company - Statement Of Account

Prepared: November 6, 2023

Page: 2 of 4

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
05/09/22	05/11/22	Current Balance Fix - Cancel Transaction							\$2,257.26	\$2,712.95	\$0.00	\$3,808.62
05/11/22	05/11/22	Bill - Actual	4032410787	06/01/22	05/11/22	30	5,765.71	2,491.30	\$440.09	\$3,153.04	\$417.09	\$4,225.71
06/01/22	06/12/22	Current Balance Fix							-\$3,153.04	\$0.00	\$0.00	\$4,225.71
06/12/22	06/12/22	Bill - Actual	4032410787	07/05/22	06/12/22	32	7,903.31	2,137.60	\$393.71	\$393.71	\$370.71	\$4,596.42
07/05/22	07/12/22	Current Balance Fix - Cancel Transaction							\$3,153.04	\$3,546.75	\$0.00	\$4,596.42
07/12/22	07/12/22	Bill - Actual	4032410787	08/02/22	07/12/22	30	9,263.56	1,360.24	\$275.19	\$3,821.94	\$252.19	\$4,848.61
08/10/22	08/10/22	Bill - Actual	4032410787	08/31/22	08/10/22	29	10,183.78	920.22	\$197.66	\$4,019.60	\$174.66	\$5,023.27
08/24/22	09/12/22	Payment - Grant DEF							-\$138.53	\$3,769.60	-\$138.53	\$4,773.27
08/24/22	09/12/22	Payment - Grant DEF							-\$111.47	\$3,908.13	-\$111.47	\$4,911.80
08/24/22	09/12/22	Dollar Energy Fund							-\$250.00	\$3,519.60	-\$250.00	\$4,523.27
08/30/22	09/12/22	Current Balance Fix							-\$3,519.60	\$0.00	\$0.00	\$4,523.27
09/12/22	09/12/22	Bill - Actual	4032410787	10/03/22	09/12/22	33	11,412.21	1,228.43	\$251.97	\$251.97	\$228.97	\$4,752.24
09/30/22	10/11/22	Current Balance Fix - Cancel Transaction							\$3,519.60	\$3,771.57	\$0.00	\$4,752.24
09/30/22	10/11/22	Current Balance Fix							-\$3,771.57	\$0.00	\$0.00	\$4,752.24
10/11/22	10/11/22	Bill - Actual	4032410787	11/01/22	10/11/22	29	13,241.47	1,829.26	\$357.81	\$357.81	\$334.81	\$5,087.05
10/31/22	11/09/22	Current Balance Fix - Cancel Transaction							\$3,771.57	\$4,129.38	\$0.00	\$5,087.05
11/07/22	11/09/22	Late Payment Charge							\$51.62	\$4,181.00	\$51.62	\$5,138.67



Duquesne Light Company - Statement Of Account

Prepared: November 6, 2023

Page: 3 of 4

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
11/10/22	11/09/22	Bill - Actual	4032410787	11/30/22	11/09/22	29	15,666.45	2,424.98	\$462.77	\$4,643.77	\$439.77	\$5,578.44
12/06/22	12/11/22	Late Payment Charge							\$57.39	\$4,701.16	\$57.39	\$5,635.83
12/11/22	12/11/22	Bill - Actual	4032410787	01/03/23	12/11/22	32	18,821.64	3,155.19	\$610.13	\$5,311.29	\$587.13	\$6,222.96
12/14/22	01/11/23	Payment							-\$50.00	\$5,261.29	-\$50.00	\$6,172.96
01/09/23	01/11/23	Late Payment Charge							\$64.41	\$5,325.70	\$64.41	\$6,237.37
01/11/23	01/11/23	Bill - Actual	4032410787	02/01/23	01/11/23	31	21,671.95	2,850.31	\$596.50	\$5,922.20	\$573.50	\$6,810.87
02/07/23	02/12/23	Late Payment Charge							\$71.86	\$5,994.06	\$71.86	\$6,882.73
02/12/23	02/12/23	Bill - Actual	4032410787	03/06/23	02/12/23	32	24,132.34	2,460.39	\$528.30	\$6,522.36	\$505.30	\$7,388.03
03/13/23	03/13/23	Late Payment Charge							\$78.47	\$6,600.83	\$78.47	\$7,466.50
03/13/23	03/13/23	Bill - Actual	4032410787	04/03/23	03/13/23	29	25,852.87	1,720.53	\$380.11	\$6,980.94	\$357.11	\$7,823.61
04/05/23	04/12/23	Payment - Grant DEF							-\$250.00	\$6,730.94	-\$250.00	\$7,573.61
04/05/23	04/12/23	Dollar Energy Fund							-\$250.00	\$6,480.94	-\$250.00	\$7,323.61
04/10/23	04/12/23	Late Payment Charge							\$76.97	\$6,557.91	\$76.97	\$7,400.58
04/12/23	04/12/23	Bill - Actual	4032410787	05/03/23	04/12/23	30	27,643.82	1,790.95	\$394.42	\$6,952.33	\$371.42	\$7,772.00
05/09/23	05/11/23	Late Payment Charge							\$81.90	\$7,034.23	\$81.90	\$7,853.90
05/11/23	05/11/23	Bill - Actual	4032410787	06/01/23	05/11/23	29	29,287.07	1,643.25	\$364.83	\$7,399.06	\$341.83	\$8,195.73
05/16/23	06/12/23	Payment							-\$50.00	\$7,349.06	-\$50.00	\$8,145.73
05/24/23	06/12/23	Payment - Grant DEF							-\$11.28	\$7,337.78	-\$11.28	\$8,134.45
05/24/23	06/12/23	Dollar Energy Fund							-\$250.00	\$6,849.06	-\$250.00	\$7,645.73



Duquesne Light Company - Statement Of Account

Prepared: November 6, 2023

Page: 4 of 4

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
05/24/23	06/12/23	Payment - Grant DEF							-\$238.72	\$7,099.06	-\$238.72	\$7,895.73
06/07/23	06/12/23	Late Payment Charge							\$79.58	\$6,928.64	\$79.58	\$7,725.31
06/12/23	06/12/23	Bill - Actual	4032410787	07/03/23	06/12/23	32	30,643.56	1,356.49	\$308.21	\$7,236.85	\$285.21	\$8,010.52
07/05/23	07/12/23	Payment							-\$100.00	\$7,136.85	-\$100.00	\$7,910.52
07/10/23	07/12/23	Late Payment Charge							\$82.18	\$7,219.03	\$82.18	\$7,992.70
07/12/23	07/12/23	Bill - Actual	4032410787	08/02/23	07/12/23	30	31,582.35	938.80	\$226.59	\$7,445.62	\$203.59	\$8,196.29
07/20/23	08/10/23	Payment Arrangement - Cancel Transaction							\$750.67	\$8,196.29	\$0.00	\$8,196.29
07/21/23	08/10/23	Dispute							-\$8,196.29	\$0.00	\$0.00	\$8,196.29
08/02/23	08/10/23	Dispute - Cancel Transaction							\$8,196.29	\$8,196.29	\$0.00	\$8,196.29
08/02/23	08/10/23	Payment Arrangement							-\$7,996.29	\$200.00	\$0.00	\$8,196.29
08/02/23	08/10/23	Payment							-\$200.00	\$0.00	-\$200.00	\$7,996.29
08/10/23	08/10/23	Bill - Actual	4032410787	08/31/23	08/10/23	29	32,189.03	606.68	\$505.00	\$505.00	\$136.04	\$8,132.33
09/01/23	09/11/23	Dispute							-\$8,132.33	-\$7,627.33	\$0.00	\$8,132.33
09/01/23	09/11/23	Current w/payoff balance							\$7,627.33	\$0.00	\$0.00	\$8,132.33
09/11/23	09/11/23	Bill - Actual	4032410787	10/02/23	09/11/23	32	32,875.67	686.64	\$368.00	\$368.00	\$152.30	\$8,284.63
10/09/23	10/10/23	Late Payment Charge							\$4.60	\$372.60	\$4.60	\$8,289.23
10/10/23	10/10/23	Bill - Actual	4032410787	10/31/23	10/09/23	28	33,706.45	830.78	\$368.00	\$740.60	\$182.89	\$8,472.12

Exhibit 12



TIMOTHY W ADKINS
967 WOODBOURNE AVE
PITTSBURGH PA 15226-2107

Service Address:
967 WOODBOURNE AVE
PITTSBURGH, PA 15226-2107

Account Number: [REDACTED]

August 16, 2021

RE: CAP Recertification

Dear Customer,

You are currently enrolled in Duquesne Light's Customer Assistance Program (CAP), which provides you with a reduced bill. To remain enrolled in CAP, please provide us with updated household information by **08/31/2021**. For your convenience, attached is the CAP renewal form. The information needed is:

- Proof of income for the most recent 30 day period of **all** household members (examples include pay stubs, W-2, SSI/SSD and TANF)
- Income verification must reflect the most recent 30-day period
- If you claim zero income, you must call (412) 244-8010 to request a zero income form that must be completed and returned.
- Names, ages and valid ID (Social Security number, state ID, driver's license number, etc.) for all occupants living in the home
- Current contact information (address, phone number and email address)

Please complete and send this form to your CAP agency:

HOLY FAMILY INSTITUTE
1789 S. BRADDOCK AVE. SUITE 585
PITTSBURGH, PA 15218
(412) 244-8010

If you do not provide the requested information by **08/31/2021**, you will be removed from CAP and required to pay your remaining account balance in the amount of \$1,020.87, in addition to your monthly electric bill. **This is the only letter you will receive requesting this information.**

We value you as a customer and if we can be of any other assistance, please contact your listed CAP agency.

Sincerely,

Customer Service Department

CAPRECRT24



Customer Assistance Program (CAP) Application & Renewal Form

Last Name	First Name	Birthdate	Gender	Social Security #	Relationship	Income/Amount
					SELF	
(Send additional sheet if needed)		Food Stamp Amount				
Home Phone #		Cell Phone #				
Address						
Email						
Household Monthly Expense Information						
Mortgage	\$	Car Payment	\$			
Rent	\$	Bus Pass	\$			
Phone (home & cell)	\$	Day Care	\$			
Water & Sewage	\$	Child Support	\$			
Cable	\$	Credit Cards	\$			
Food (aside from stamps)	\$	Loans	\$			
Medical Expenses	\$	Laundromat	\$			
Clothing	\$	Other	\$			
Other Household Information						
Name of Gas Company _____			Type of Air Conditioning <input type="checkbox"/> Window <input type="checkbox"/> Central			
Do you Participate in a Gas CAP? <input type="checkbox"/> Yes <input type="checkbox"/> No			Number of Window A/C Units _____			
Amount of Gas Budget \$ _____			Number of Electric Space Heaters _____			
Water Tank <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> None			Washing Machine <input type="checkbox"/> Electric <input type="checkbox"/> None			
Stove <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> None			Dryer <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> None			
Number of Refrigerators _____			Own Refrigerator? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Separate Freezer? <input type="checkbox"/> Yes <input type="checkbox"/> No			Dishwasher? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Dehumidifier? <input type="checkbox"/> Yes <input type="checkbox"/> No			Air Cleaner? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Number of Televisions _____			Size of Television(s) <input type="checkbox"/> Small <input type="checkbox"/> Large <input type="checkbox"/> Big Screen			
Type of Home <input type="checkbox"/> Apartment <input type="checkbox"/> Duplex <input type="checkbox"/> Row House <input type="checkbox"/> Mobile Home <input type="checkbox"/> Ranch <input type="checkbox"/> 2 Story <input type="checkbox"/> Other						
Age of Building _____						
Number of Years Lived There _____						
Total Number of Rooms _____						
Grants Applied for This Season <input type="checkbox"/> LIHEAP <input type="checkbox"/> Crisis <input type="checkbox"/> Dollar Energy <input type="checkbox"/> Other <input type="checkbox"/> None						

Account # _____
 Print Name _____
 Signature _____

Date _____

Proof of Income Required

See letter for acceptable forms for proof of income

Exhibit 13



TIMOTHY W ADKINS
967 WOODBOURNE AVE
PITTSBURGH PA 15226-2107

Service Address:
967 WOODBOURNE AVE
PITTSBURGH, PA 15226-2107

Account Number: [REDACTED]

October 03, 2021

RE: Removal from CAP

Dear Customer,

Due to the reason listed below, you have been removed from Duquesne Light's Customer Assistance Program (CAP) as of 10/03/2021:

We have made attempts to contact you by telephone and/or letter to obtain the required household income information for your recertification in CAP and we have not received this information.

To be reinstated in the CAP program, please contact your local CAP agency:

HOLY FAMILY INSTITUTE
1789 S. BRADDOCK AVE. SUITE 585
PITTSBURGH, PA 15218
(412) 244-8010

Before you can be reinstated, you may be required to:

- Pay a CAP catch-up amount based on your outstanding balance
- Provide information about members of your household and household income
- Complete a Smart Comfort energy assessment visit

CAP provides income qualified customers with reduced monthly payments, referrals to other community resources and information about reducing your electric use. We value you as a customer and are here to help. If you'd like to be reinstated in CAP or if we can be of any other assistance, please contact HOLY FAMILY INSTITUTE.

Sincerely,

Customer Service Department

CAPDFLT

Exhibit 14

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID 

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Universal Service Inquiry

Comments

Related Records

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID 

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  General Customer Contact

Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000

Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  CAP Recertification Letter - 24 Months

Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
 Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671
 Preferred Contact Method  967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671
 Contact Date/Time /
 Contact Class 
 Contact Type  General Customer Contact
 Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
 Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671
 Preferred Contact Method 
 Contact Date/Time /
 Contact Class 
 Contact Type  Phone call regarding recertification
 Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
 Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671
 Preferred Contact Method 
 Contact Date/Time /
 Contact Class 
 Contact Type  CAP Default
 Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000

Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Universal Service Inquiry

Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID 

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Universal Service Inquiry

Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID 

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  General Customer Contact

Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
 Premise ID  
 Preferred Contact Method 
 Contact Date/Time /
 Contact Class 
 Contact Type  Medical Certification
 Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
 Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671
 Preferred Contact Method  Primary Phone: (412) 352-3841
 Contact Date/Time /
 Contact Class 
 Contact Type  General Customer Contact
 Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID  
 Premise ID  
 Preferred Contact Method 
 Contact Date/Time /
 Contact Class 
 Contact Type  General Customer Contact
 Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000

Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Medical Certification

Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID 

Premise ID 

Preferred Contact Method Primary Phone: (412) 352-3841

Contact Date/Time /

Contact Class

Contact Type  Phone call regarding increased usage

Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000

Premise ID 

Preferred Contact Method ASKKEYFISH1@GMAIL.COM

Contact Date/Time /

Contact Class

Contact Type  Medical Certification

Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
 Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671
 Preferred Contact Method  Primary Phone: (412) 352-3841
 Contact Date/Time /
 Contact Class 
 Contact Type  Phone call regarding increased usage
 Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
 Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671
 Preferred Contact Method 
 Contact Date/Time /
 Contact Class 
 Contact Type  Billing Inquiries
 Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
 Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671
 Preferred Contact Method 
 Contact Date/Time /
 Contact Class 
 Contact Type  Utility Rights
 Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
 Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671
 Preferred Contact Method  Primary Phone: (412) 352-3841
 Contact Date/Time /
 Contact Class 
 Contact Type  General Customer Contact
 Comments

Supervisor Callback - discuss account with customer - customer does not have the resources to make an payment arrangement -reaffirm the agencies he would need to contact for assistance. customer has previous broken P/A and the recent medical certification was rejected. advise customer to contact local agencies provided by the previous CSR - customer concern over medical condition and require electric service to maintain.

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
 Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
 Premise ID  
 Preferred Contact Method 
 Contact Date/Time /
 Contact Class 
 Contact Type 10 Day Termination Notice - Residential
 Comments

Customer Contact Info ADKINS,TIMOTHY W, 967 WOODBOURNE AVE,
 PITTSBURGH, Auto Dialer/72 Hour Call, Contacted
 06-28-2023

Log Entry   1 of 3  

Date / Time 07-06-2023 03:54AM Log ID 800174042234
 Created by SYSUSER System, English
 Comments

72 hour autodialer call -2ND attempt. Call Result Code: ANSWERING MACHINE. Campaign Code: RESIDENTIAL NIGHT CAMPAIGN, Dial Attempt Datetime : 2023-07-05T18:17:24

Customer Contact Info ADKINS,TIMOTHY W, 967 WOODBOURNE AVE,
PITTSBURGH, Auto Dialer/72 Hour Call, Contacted
06-28-2023

Log Entry ◀️ 2 of 3 ▶️ + 🗑️

Date / Time 07-05-2023 11:33PM Log ID 800215082334
Created by SYSUSER System, English

Comments 72 hour autodialer call -2ND attempt. Call Result Code: ANSWERING MACHINE. Campaign Code: RESIDENTIAL NIGHT CAMPAIGN,
Dial Attempt Datetime : 2023-07-05T18:17:24

Customer Contact Info ADKINS,TIMOTHY W, 967 WOODBOURNE AVE,
PITTSBURGH, Auto Dialer/72 Hour Call, Contacted
06-28-2023

Log Entry ◀️ 3 of 3 ▶️ + 🗑️

Date / Time 06-29-2023 10:35PM Log ID 800131203558
Created by SYSUSER System, English

Comments 72 hour autodialer call - Call Result Code: ANSWERING MACHINE. Campaign Code: RESIDENTIAL DAY CAMPAIGN, Dial Attempt
Datetime : 2023-06-29T11:21:27

Person ID 🔍 ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841
Account ID 🔍 ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000
Premise ID 🔍
Preferred Contact Method ▼
Contact Date/Time /
Contact Class ▼
Contact Type 🔍 General Customer Contact

Comments 4032410000 TIMOTHY DNP - NOT ELIG FOR NEW P/A HE STATED HE CANT PAY FULL BALANCE ADVSD HAS HAD
MULT P/A AND TERMS NOT KEPT - ADVSD EXCEEDED MED HOLD STATED HE HAS MEDICAL EQUIP NEEDED -
REF TO US SAL ARMY SVDP - ADVSD TO TRY LOCAL CHURCHES - HE STARTED TALKING ABOUT HIS
CONVERSATION WITH A SUPE COUPLE WEEKS AGO ADVSD CAN TSPEAK ON THE CONVO SINCE WAS NOT
PART OF IT - ADVSD SEVERAL TIMES OF CO POSITION STATED WILL BE CALLING PUC - HE ASKED IF THEY
CAN HELP ADVSD CAN NOT SPEAK ON BEHALF OF PUC THEY WILL REVIEW AND MAKE DECISION CNS

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Universal Service Inquiry

Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID   ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000

Premise ID   967 WOODBOURNE AVE, PITTSBURGH, PA, 152262107671

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  General Customer Contact

Comments

Person ID   ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID 

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  PUC Complaint / Issue

Comments

Person ID 

8007020000



ADKINS,TIMOTHY W - Primary Phone: (412) 352-3841

Account ID 

4032410000



ADKINS,TIMOTHY W, Residential, \$740.60, 4032410000

Premise ID 



Preferred Contact Method

Contact Date/Time

08-02-2023 / 06:37AM

Contact Class

Legal / Regulatory

Contact Type

PUC ISSUE



PUC Complaint / Issue

Comments

4032410000 PUC CASE 3926450 CLOSED 08/01/23 PUC PAR LEVEL 1, BUDGET + \$137 BEGINNING SEP 2023 DUE DATE. **** SERVICE WAS RESTORED ON 07/21/23 WHEN THE COMPANY ACCEPTED A \$200.00 SALVATION ARMY PLEDGE TO RESTORE SERVICE. THE FUNDS HAVE NOT YET POSTED TO THE ACCOUNT AT THIS TIME.****

Exhibit 15

**DUQUESNE LIGHT COMPANY
CHRONOLOGICAL SUMMARY
OF MEDICAL CERTIFICATES**



TIMOTHY ADKINS
ACCOUNT # [REDACTED]

INITIATION DATE:	10/15/21
1ST RENEWAL	04/08/22
	06/01/22
2ND RENEWAL	08/30/22

Exhibit 16

DUQUESNE LIGHT COMPANY
CHRONOLOGICAL SUMMARY
OF PAYMENT ARRANGEMENTS



TIMOTHY ADKINS
ACCOUNT # [REDACTED]

TYPE:	Customer Assistance Program
INITIATION DATE:	08/31/17
TERMS:	4% of income
COMPLIANCE:	<i>Defaulted 10/03/21 – over income</i>

TYPE:	Company Payment Arrangement
INITIATION DATE:	08/18/21
TERMS:	CAP plus \$20.63
COMPLIANCE:	<i>No</i>

TYPE:	Company Payment Arrangement
INITIATION DATE:	11/02/21
TERMS:	\$100 upfront; then current bill plus \$23
COMPLIANCE:	<i>No</i>

TYPE:	PUC PAR (#3926450)
INITIATION DATE:	08/01/23
ACCOUNT BALANCE:	\$8,196.29
TERMS:	BB + \$137
COMPLIANCE:	<i>No</i>