

Account Number Assigned [REDACTED]

Received Date: 2023-08-08 16:53:49.893
Completed Date: 2023-08-09 04:31:06.0

NEW ACCOUNT INFORMATION:	
Account Type: Personal	
Full NAME:	danylo, thomas j
PHONE:	(724) 375-7746
DATE OF BIRTH:	08/20/1966
DRIVERS LICENSE:	[REDACTED]
EMAIL:	phone0989@yahoo.com
SERVICE ADDRESS TO CONNECT:	
1601 CHURCH ST APT 1 AMBRIDGE, PA 15003 They WILL NOT be living at this address.	
NEW PHONE:	(724) 375-7746
ALTERNATE PHONE:	(724) 318-5840
ALTERNATE PHONE TYPE:	cell
METER ACCESS INFORMATION FOR NEW SERVICE ADDRESS...	
no	
NEW SERVICE START DATE:	08/11/2023
NEW BILL IS TO BE MAILED TO:	
1709 wade st. ext aliquippa, PA 15001	
CURRENT ADDRESS USED FOR DENIAL PROCESS:	
.	
REQUEST MADE BY:	thomas danylo
PROBLEM PHONE:	(724) 375-7746
ADDITIONAL COMMENTS...	
<i>I have a pin, there is no need for a social security number</i>	

Thanks!
ElectriWeb

RECORDING TRANSCRIPTION- EXHIBIT NO. 1

...one when you are ready to call back the customer. A call will be placed to **TOM DANYLO** at **412 260 7746**. Please stand by.

Danylo: Hello?

Rep Jewel: Hi, may I speak with Tom?

Danylo: Speaking.

Rep Jewel: Hi Tom, my name is Jewel, I'm returning your call from Duquesne Light, how can I help you today?

Danylo: I needed to activate service.

Rep Jewel: Okay sure, I can certainly help you.

Danylo: I tried to do it online.

Rep Jewel: Uh-huh

Danylo: it wasn't, I went into my Duquesne Light account, it wasn't possible.

Rep Jewel: Okay well let me get in here we'll pull up an application, I can certainly help you get started, to get something. Is this- do you have existing service with us already is this going to be additional service?

Danylo: I do, yeah.

Rep Jewel: Okay alright let me just pull up an application then we'll get started since it's additional service here, one second. Alright so the first thing I need, Tom, is what's the address where you want this service?

Danylo: 1601 Church Street, Apartment #1.

Rep Jewel: And a zip code?

Danylo: 15003.

Rep Jewel: Okay give me just a moment to locate the property, thank you. And you did say Apartment #1, correct?

Danylo: Yeah. Should be under Josh *Dilling/sp?*

Rep Jewel: Well no you're fine, I did locate the address I'm just checking the meter there so bear with me just a moment here. Alright and the meter is currently already on

there so it will just be a matter of us getting the billing switched over. Um, was there a particular date you wanted to begin the billing there.

Danylo: He has a cutoff date, I think it's the 4th or the 3rd?

Rep Jewel: Okay well the 4th we are closed though, but the 3rd is Monday. Okay, did you want to start this service on the 3rd in your name?

Danylo: Yeah.

Rep Jewel: Okay will this be going in your name or a business name?

Danylo: Correct, my name.

Rep Jewel: Okay, alright, and I show that's gas heat there at that location, correct?

Danylo: Correct.

Rep Jewel: Okay one second. Is this going to be your primary residence or is this a rental?

Danylo: Just a rental.

Rep Jewel: Okay alright no problem one second here. And Tom, the spelling of your full name?

Danylo: D as in "DAVID" A-N-Y-L-O.

Rep Jewel: I'm sorry, your first name is it Thomas or just Tom?

Danylo: Thomas, correct.

Rep Jewel: Okay Thomas, and then one more time your last name D as in David...

Danylo: D as in "DAVID" A-N-Y-L-O.

Rep Jewel: D-A-N-Y-L-O?

Danylo: Correct.

Rep Jewel: Okay, thank you. And your Social Security Number?

Danylo: [Laughs] You know, I had to go to court with you guys over that, you're not supposed to ask me that; they said that the operators were too dumb to understand and you've just proved it.

Rep Jewel: Well let me just say this, Sir. Let me just say this-

Danylo: No, no, no, no.

Rep Jewel: You don't have to give it if you don't want to.

Danylo: You know what, just let it go. I'll file a PUC suit and we'll settle it again because you don't look at what my information there.

Rep Jewel: So let me stop you there, Sir. You don't have to give it if you don't want to, and then if-

Danylo: Then why do you ask for it? It's on the account you're not supposed to ask for it.

Rep Jewel: There's an, well okay, if you allow me to finish, sir. So-

Danylo: Goodbye, [inaudible].

Rep Jewel: Hello, hello, are you still there?

VERIFICATION

I, Dustin Shakespeare, Word Processing Specialist with the Law Firm of Stevens & Lee, verify that the foregoing transcription was created by me from an audio recording, and the transcription is true and accurate to the best of my knowledge, information and belief. I understand that false statements herein are made subject to the penalties of 18 Pa. C.S.A. § 4904, relating to unsworn falsifications to authorities.



Date: 1/10/2024



RECORDING TRANSCRIPTION - EXHIBIT NO. 2

*...one when you are ready to call back the customer. A call will be placed to **THOMAS DANYLO** at 412 260 7746. Please stand by.*

Danylo: Hello?

Rep Derek: Good afternoon, this is Duquesne Light returning your phone call. My name is Derek, how can I help you?

Danylo: Hey Derek, yeah, filing a PUC complaint about a continual issue, I want a manager to call me back. I was told to do this after the last PUC hearing.

Rep Derek: Alright, and what's your address?

Danylo: My address?

Rep Derek: Correct.

Danylo: Or my phone number for someone to call me back at?

Rep Derek: I need the address so I can also document the account.

Danylo: 1709 Wade Street Extension, and that's 15001.

Rep Derek: Alright, and the password on your account, sir?

Danylo: 

Rep Derek: Alright, and the phone number you'd like to be reached at?

Danylo: 724-318-5840

Rep Derek: Okay, so I'll put in to have a supervisor give you a call back.

Danylo: Thank you.

Rep Derek: My pleasure.

Danylo: Bye bye.

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Date: 1/10/2024

RECORDING EXHIBIT NO. 3

- Rep Lisa:** Hello, good afternoon, my name is Lisa. I'm returning your call from Duquesne Light Company is this Mr. Thomas Danylo?
- Danylo:** Who's calling?
- Rep Lisa:** Lisa from Duquesne Light Company to start service for you at 1601 Church Street Apartment 1.
- Danylo:** You know what ma'am, I filed a PUC complaint already, this is the third time you guys bumbled this. Um, you're going to hear from my attorney on this. Yeah. I've never met stupider....
- Rep Lisa:** Did you want me to activate your service with your password?
- Danylo:** I want you to tell me how stupid the people are that work for you. Why don't you call me six more times? It's 4th of July weekend, I called in on Monday, and you went five days, you're calling me, and you want to know if I want to activate. What did I want to do on Monday, dunce?
- Rep Lisa:** May I have your password so we can begin the conversation?
- Danylo:** No,no,no,no. They're too stupid to ask for it. Too stupid. They keep demanding a social security number when you tell them they're stupid like you. They're the dumbest females I ever encountered. Stupid. Stupid.
- Rep Lisa:** Okay so you still have an opportunity to start service on July 3rd because today is June 30th.
- Danylo:** You still have an opportunity to be surged, sued and shown how stupid you are! How's that? Yeah, why don't you call me six more times like a dumb cunt?
- Rep Lisa:** So you no longer want this service?
- Danylo:** Yeah, keep calling! How many times are you going to call me? How many times are you going to call me, dunce? Wha- [audio cuts out] what's your definition of ignorant? Are you stupid or ignorant? Both?
- Rep Lisa:** Okay I apologize for disturbing you, we thought you would like to activate your service on July the 3rd.
- Danylo:** What did I call in for on Monday, dunce? What did I call in for on Monday, dunce?
- Rep Lisa:** Do you have your password?
- Rep Lisa:** I had it on Monday, dunce! Why wouldn't I have it, dunce?

Rep Lisa: Would you like to start the service, sir?

Danylo: Would you like to learn how to duh- why would you call me six times? Are you stupid or ignorant?

Rep Lisa: Okay, I'll end the call. We were trying to accommodate you.

Danylo: Bye, stupid!

Rep Lisa: Have a good day.

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A handwritten signature in black ink, appearing to read "D. Shakespeare", is written over a horizontal line.

Date: 1/10/2024