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Docket No. C-2024-3048892

Hearing Date: July 17, 2024

NUMBER FOR IDENTIFICATION IN EVIDENCE

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**DUQUESNE LIGHT
COMPANY**

Exhibit 1



Duquesne Light Company - Statement Of Account

Prepared: July 5, 2024

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Account #:	[REDACTED]
Name:	MILLENDER, WILLIAM T

Paid Deposit Amount:	\$0.00
Disputed Amount:	\$540.18

Premise ID	Service Address
[REDACTED]	1374 WOODLAWN AVE, PITTSBURGH, PA 15221

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
01/15/20	01/15/20	Bill - Actual	[REDACTED]	02/05/20	01/14/20	31	35,771.17	815.80	\$128.45	\$32.80	\$128.45	\$438.45
02/05/20	02/13/20	Payment	[REDACTED]						-\$33.00	-\$0.20	-\$33.00	\$405.45
02/13/20	02/13/20	Bill - Actual	[REDACTED]	03/05/20	02/12/20	29	36,491.97	720.79	\$115.59	\$115.39	\$115.59	\$521.04
03/04/20	03/15/20	Dispute - Cancel Transaction	[REDACTED]						\$405.65	\$521.04	\$0.00	\$521.04
03/04/20	03/15/20	Current w/payoff balance	[REDACTED]						-\$175.85	\$345.19	\$0.00	\$521.04
03/05/20	03/15/20	Current w/payoff balance	[REDACTED]						\$175.85	\$521.04	\$0.00	\$521.04
03/06/20	03/15/20	Payment	[REDACTED]						-\$115.39	\$405.65	-\$115.39	\$405.65
03/11/20	03/15/20	Late Payment Charge	[REDACTED]						\$2.53	\$408.18	\$2.53	\$408.18
03/15/20	03/15/20	Bill - Actual	[REDACTED]	04/06/20	03/14/20	31	37,233.37	741.40	\$118.52	\$526.70	\$118.52	\$526.70
04/03/20	04/15/20	Payment	[REDACTED]						-\$121.00	\$405.70	-\$121.00	\$405.70
04/16/20	04/15/20	Bill - Actual	[REDACTED]	05/06/20	04/14/20	31	37,944.77	711.40	\$114.78	\$520.48	\$114.78	\$520.48
05/01/20	05/14/20	Payment	[REDACTED]						-\$114.78	\$405.70	-\$114.78	\$405.70
05/14/20	05/14/20	Bill - Actual	[REDACTED]	06/04/20	05/13/20	29	38,653.75	708.98	\$114.43	\$520.13	\$114.43	\$520.13
05/22/20	05/22/20	Dispute	[REDACTED]						-\$405.65	\$0.05	\$0.00	\$405.70
05/22/20	05/22/20	Billing - Cancel Transaction	[REDACTED]	06/04/20	05/13/20	29	38,653.75	708.98	-\$114.43	\$405.70	-\$114.43	\$405.70
05/22/20	05/22/20	Bill - Actual	[REDACTED]	06/12/20	05/13/20	29	38,653.75	708.98	\$114.43	\$114.48	\$114.43	\$520.13
05/26/20	06/15/20	Current w/payoff balance	[REDACTED]						\$405.65	\$520.13	\$0.00	\$520.13



Duquesne Light Company - Statement Of Account

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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
05/27/20	06/15/20	Bad Debt Write-Off							-\$405.65	\$114.48	-\$405.65	\$114.48
06/12/20	06/15/20	Payment							-\$114.48	\$0.00	-\$114.48	\$0.00
06/15/20	06/15/20	Bill - Actual		07/06/20	06/14/20	32	39,332.47	678.73	\$110.13	\$110.13	\$110.13	\$110.13
07/10/20	07/16/20	Payment							-\$110.13	\$0.00	-\$110.13	\$0.00
07/16/20	07/16/20	Bill - Actual		08/06/20	07/15/20	31	39,977.25	644.78	\$105.45	\$105.45	\$105.45	\$105.45
08/14/20	08/16/20	Payment							-\$105.45	\$0.00	-\$105.45	\$0.00
08/17/20	08/16/20	Bill - Actual		09/08/20	08/15/20	31	40,571.67	594.42	\$98.22	\$98.22	\$98.22	\$98.22
09/04/20	09/15/20	Payment							-\$98.22	\$0.00	-\$98.22	\$0.00
09/16/20	09/15/20	Bill - Actual		10/06/20	09/14/20	30	41,059.18	487.51	\$82.88	\$82.88	\$82.88	\$82.88
10/15/20	10/14/20	Bill - Actual		11/04/20	10/13/20	29	41,730.99	671.81	\$110.00	\$192.88	\$110.00	\$192.88
10/16/20	11/15/20	Payment							-\$100.66	\$92.22	-\$100.66	\$92.22
11/15/20	11/15/20	Bill - Actual		12/07/20	11/14/20	32	42,389.54	658.55	\$108.09	\$200.31	\$108.09	\$200.31
11/18/20	12/15/20	Payment							-\$100.31	\$100.00	-\$100.31	\$100.00
12/15/20	12/15/20	Bill - Actual		01/05/21	12/14/20	30	43,106.56	717.03	\$116.38	\$216.38	\$116.38	\$216.38
12/18/20	01/18/21	Payment							-\$116.36	\$100.02	-\$116.36	\$100.02
01/18/21	01/18/21	Bill - Actual		02/08/21	01/18/21	35	44,052.01	945.45	\$147.05	\$247.07	\$147.05	\$247.07
01/22/21	02/16/21	Payment							-\$147.05	\$100.02	-\$147.05	\$100.02
02/16/21	02/16/21	Bill - Actual		03/09/21	02/16/21	29	44,830.29	778.27	\$123.29	\$223.31	\$123.29	\$223.31
02/18/21	03/17/21	Payment							-\$121.31	\$102.00	-\$121.31	\$102.00
03/17/21	03/17/21	Bill - Actual		04/07/21	03/17/21	29	45,552.60	722.32	\$117.46	\$219.46	\$117.46	\$219.46
03/19/21	04/18/21	Payment							-\$117.46	\$102.00	-\$117.46	\$102.00
04/18/21	04/18/21	Bill - Actual		05/10/21	04/18/21	32	46,221.44	668.84	\$110.11	\$212.11	\$110.11	\$212.11
04/20/21	05/17/21	Payment							-\$110.00	\$102.11	-\$110.00	\$102.11



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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
05/17/21	05/17/21	Bill - Actual		06/07/21	05/17/21	29	46,780.32	558.88	\$94.16	\$196.27	\$94.16	\$196.27
05/20/21	06/16/21	Payment							-\$94.27	\$102.00	-\$94.27	\$102.00
06/14/21	06/16/21	Late Payment Charge							\$1.28	\$103.28	\$1.28	\$103.28
06/16/21	06/16/21	Bill - Actual		07/07/21	06/16/21	30	47,296.72	516.40	\$88.97	\$192.25	\$88.97	\$192.25
06/22/21	07/18/21	Payment							-\$90.25	\$102.00	-\$90.25	\$102.00
07/13/21	07/18/21	Late Payment Charge							\$1.26	\$103.26	\$1.26	\$103.26
07/18/21	07/18/21	Bill - Actual		08/09/21	07/18/21	32	47,820.85	524.12	\$91.42	\$194.68	\$91.42	\$194.68
07/23/21	08/16/21	Payment							-\$94.68	\$100.00	-\$94.68	\$100.00
08/16/21	08/16/21	Late Payment Charge							\$1.23	\$101.23	\$1.23	\$101.23
08/16/21	08/16/21	Bill - Actual		09/07/21	08/16/21	29	48,326.03	505.19	\$88.60	\$189.83	\$88.60	\$189.83
08/20/21	09/15/21	Payment							-\$87.83	\$102.00	-\$87.83	\$102.00
09/13/21	09/15/21	Late Payment Charge							\$1.26	\$103.26	\$1.26	\$103.26
09/15/21	09/15/21	Bill - Actual		10/06/21	09/15/21	30	48,881.33	555.30	\$96.09	\$199.35	\$96.09	\$199.35
09/20/21	10/14/21	Payment							-\$97.35	\$102.00	-\$97.35	\$102.00
10/12/21	10/14/21	Late Payment Charge							\$1.26	\$103.26	\$1.26	\$103.26
10/14/21	10/14/21	Bill - Actual		11/04/21	10/14/21	29	49,415.55	534.22	\$92.95	\$196.21	\$92.95	\$196.21
10/18/21	11/14/21	Payment							-\$94.21	\$102.00	-\$94.21	\$102.00
11/10/21	11/14/21	Late Payment Charge							\$1.26	\$103.26	\$1.26	\$103.26
11/14/21	11/14/21	Bill - Actual		12/06/21	11/14/21	31	50,082.73	667.18	\$112.80	\$216.06	\$112.80	\$216.06
11/29/21	12/14/21	Payment							-\$114.00	\$102.06	-\$114.00	\$102.06
12/13/21	12/14/21	Late Payment Charge							\$1.28	\$103.34	\$1.28	\$103.34



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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
12/14/21	12/14/21	Bill - Actual		01/04/22	12/14/21	30	50,973.68	890.95	\$148.59	\$251.93	\$148.59	\$251.93
12/23/21	01/17/22	Payment							-\$149.93	\$102.00	-\$149.93	\$102.00
01/10/22	01/17/22	Late Payment Charge							\$1.28	\$103.28	\$1.28	\$103.28
01/17/22	01/17/22	Bill - Actual		02/07/22	01/17/22	34	52,025.36	1,051.68	\$172.68	\$275.96	\$172.68	\$275.96
01/21/22	02/15/22	Payment							-\$138.96	\$137.00	-\$138.96	\$137.00
02/14/22	02/15/22	Late Payment Charge							\$1.71	\$138.71	\$1.71	\$138.71
02/15/22	02/15/22	Bill - Actual		03/08/22	02/15/22	29	53,095.29	1,069.93	\$186.31	\$325.02	\$186.31	\$325.02
02/21/22	03/16/22	Payment							-\$190.00	\$135.02	-\$190.00	\$135.02
02/25/22	03/16/22	Late Payment Charge - Cancel Transaction							-\$6.23	\$128.79	-\$6.23	\$128.79
03/14/22	03/16/22	Late Payment Charge							\$1.61	\$130.40	\$1.61	\$130.40
03/16/22	03/16/22	Bill - Actual		04/06/22	03/16/22	29	54,131.97	1,036.69	\$180.91	\$311.31	\$180.91	\$311.31
03/18/22	04/17/22	Payment							-\$176.29	\$135.02	-\$176.29	\$135.02
04/12/22	04/17/22	Late Payment Charge							\$1.69	\$136.71	\$1.69	\$136.71
04/17/22	04/17/22	Bill - Actual		05/09/22	04/17/22	32	55,079.11	947.14	\$166.31	\$303.02	\$166.31	\$303.02
04/29/22	05/16/22	Payment							-\$168.00	\$135.02	-\$168.00	\$135.02
05/16/22	05/16/22	Late Payment Charge							\$1.69	\$136.71	\$1.69	\$136.71
05/16/22	05/16/22	Bill - Actual		06/06/22	05/16/22	29	55,800.24	721.13	\$129.61	\$266.32	\$129.61	\$266.32
05/27/22	06/15/22	Payment							-\$131.00	\$135.32	-\$131.00	\$135.32
06/13/22	06/15/22	Late Payment Charge							\$1.67	\$136.99	\$1.67	\$136.99
06/15/22	06/15/22	Bill - Actual		07/06/22	06/15/22	30	56,382.54	582.30	\$111.07	\$248.06	\$111.07	\$248.06



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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
06/27/22	07/17/22	Payment							-\$70.06	\$178.00	-\$70.06	\$178.00
07/12/22	07/17/22	Late Payment Charge							\$2.20	\$180.20	\$2.20	\$180.20
07/17/22	07/17/22	Bill - Actual		08/08/22	07/17/22	32	56,912.32	529.78	\$105.84	\$286.04	\$105.84	\$286.04
07/22/22	08/15/22	Payment							-\$151.04	\$135.00	-\$151.04	\$135.00
08/15/22	08/15/22	Late Payment Charge							\$1.66	\$136.66	\$1.66	\$136.66
08/15/22	08/15/22	Bill - Actual		09/06/22	08/15/22	29	57,411.04	498.71	\$100.37	\$237.03	\$100.37	\$237.03
08/22/22	09/15/22	Payment							-\$102.01	\$135.02	-\$102.01	\$135.02
09/12/22	09/15/22	Late Payment Charge							\$1.67	\$136.69	\$1.67	\$136.69
09/15/22	09/15/22	Bill - Actual		10/06/22	09/15/22	31	57,951.19	540.15	\$107.67	\$244.36	\$107.67	\$244.36
09/27/22	10/16/22	Payment							-\$109.36	\$135.00	-\$109.36	\$135.00
10/12/22	10/16/22	Late Payment Charge							\$1.67	\$136.67	\$1.67	\$136.67
10/16/22	10/16/22	Bill - Actual		11/07/22	10/16/22	31	58,750.55	799.36	\$153.33	\$290.00	\$153.33	\$290.00
10/25/22	11/14/22	Payment							-\$155.00	\$135.00	-\$155.00	\$135.00
11/14/22	11/14/22	Late Payment Charge							\$1.68	\$136.68	\$1.68	\$136.68
11/15/22	11/14/22	Bill - Actual		12/05/22	11/14/22	29	59,861.13	1,110.58	\$208.19	\$344.87	\$208.19	\$344.87
11/28/22	12/14/22	Payment							-\$210.87	\$134.00	-\$210.87	\$134.00
12/12/22	12/14/22	Late Payment Charge							\$1.68	\$135.68	\$1.68	\$135.68
12/14/22	12/14/22	Bill - Actual		01/04/23	12/14/22	30	61,009.54	1,148.41	\$224.27	\$359.95	\$224.27	\$359.95
01/10/23	01/17/23	Late Payment Charge							\$4.48	\$364.43	\$4.48	\$364.43
01/17/23	01/17/23	Payment							-\$225.95	\$138.48	-\$225.95	\$138.48
01/17/23	01/17/23	Bill - Actual		02/07/23	01/17/23	34	62,286.95	1,277.41	\$264.88	\$403.36	\$264.88	\$403.36



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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
02/13/23	02/15/23	Late Payment Charge							\$4.99	\$408.35	\$4.99	\$408.35
02/15/23	02/15/23	Bill - Actual		03/08/23	02/15/23	29	63,419.97	1,133.02	\$239.42	\$647.77	\$239.42	\$647.77
02/20/23	03/16/23	Payment							-\$269.39	\$378.38	-\$269.39	\$378.38
03/14/23	03/16/23	Late Payment Charge							\$4.67	\$383.05	\$4.67	\$383.05
03/16/23	03/16/23	Bill - Actual		04/06/23	03/16/23	29	64,601.62	1,181.65	\$249.17	\$632.22	\$249.17	\$632.22
03/31/23	04/17/23	Payment							-\$254.05	\$378.17	-\$254.05	\$378.17
04/12/23	04/17/23	Late Payment Charge							\$4.67	\$382.84	\$4.67	\$382.84
04/17/23	04/17/23	Bill - Actual		05/08/23	04/17/23	32	65,715.00	1,113.38	\$235.64	\$618.48	\$235.64	\$618.48
04/28/23	05/16/23	Payment							-\$241.00	\$377.48	-\$241.00	\$377.48
05/12/23	05/16/23	Payment							-\$242.00	\$135.48	-\$242.00	\$135.48
05/15/23	05/16/23	Late Payment Charge							\$1.69	\$137.17	\$1.69	\$137.17
05/16/23	05/16/23	Bill - Actual		06/06/23	05/16/23	29	66,437.23	722.23	\$157.25	\$294.42	\$157.25	\$294.42
06/12/23	06/15/23	Late Payment Charge							\$3.66	\$298.08	\$3.66	\$298.08
06/15/23	06/15/23	Bill - Actual		07/06/23	06/15/23	30	67,094.35	657.12	\$144.74	\$442.82	\$144.74	\$442.82
06/23/23	07/17/23	Payment							-\$157.00	\$285.82	-\$157.00	\$285.82
06/26/23	07/17/23	Dispute							-\$285.82	\$0.00	\$0.00	\$285.82
07/17/23	07/17/23	Bill - Actual		08/07/23	07/17/23	32	67,869.71	775.36	\$170.35	\$170.35	\$170.35	\$456.17
07/25/23	08/16/23	Payment							-\$170.35	\$0.00	-\$170.35	\$285.82
08/17/23	08/16/23	Bill - Actual		09/06/23	08/15/23	29	68,484.23	614.52	\$140.38	\$140.38	\$140.38	\$426.20
08/18/23	09/14/23	Payment							-\$140.38	\$0.00	-\$140.38	\$285.82
09/14/23	09/14/23	Bill - Actual		10/05/23	09/14/23	30	69,314.28	830.06	\$181.47	\$181.47	\$181.47	\$467.29
09/20/23	10/16/23	Payment							-\$181.47	\$0.00	-\$181.47	\$285.82



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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
10/16/23	10/16/23	Bill - Actual		11/06/23	10/16/23	32	70,162.61	848.33	\$186.49	\$186.49	\$186.49	\$472.31
10/27/23	11/13/23	Payment							-\$186.49	\$0.00	-\$186.49	\$285.82
11/07/23	11/13/23	Dispute - Cancel Transaction							\$285.82	\$285.82	\$0.00	\$285.82
11/13/23	11/13/23	Late Payment Charge							\$3.57	\$289.39	\$3.57	\$289.39
11/13/23	11/13/23	Bill - Actual		12/04/23	11/13/23	28	70,871.85	709.24	\$158.02	\$447.41	\$158.02	\$447.41
11/24/23	12/13/23	Payment							-\$200.00	\$247.41	-\$200.00	\$247.41
12/11/23	12/13/23	Late Payment Charge							\$3.04	\$250.45	\$3.04	\$250.45
12/13/23	12/13/23	Bill - Actual		01/03/24	12/13/23	30	71,643.95	772.11	\$167.83	\$418.28	\$167.83	\$418.28
12/22/23	01/16/24	Payment							-\$170.87	\$247.41	-\$170.87	\$247.41
01/09/24	01/16/24	Late Payment Charge							\$3.06	\$250.47	\$3.06	\$250.47
01/16/24	01/16/24	Bill - Actual		02/06/24	01/16/24	34	73,058.24	1,414.29	\$289.89	\$540.36	\$289.89	\$540.36
01/19/24	02/14/24	Dispute							-\$540.36	\$0.00	\$0.00	\$540.36
01/23/24	02/14/24	Payment							-\$244.00	-\$244.00	-\$244.00	\$296.36
02/15/24	02/14/24	Bill - Actual		03/06/24	02/14/24	29	73,922.97	864.72	\$182.62	-\$61.38	\$182.62	\$478.98
03/14/24	03/14/24	Bill - Actual		04/04/24	03/14/24	29	74,708.06	785.09	\$167.00	\$105.62	\$167.00	\$645.98
04/01/24	04/15/24	Payment							-\$105.62	\$0.00	-\$105.62	\$540.36
04/11/24	04/15/24	Dispute - Cancel Transaction							\$540.36	\$540.36	\$0.00	\$540.36
04/15/24	04/15/24	Bill - Actual		05/06/24	04/15/24	32	75,515.63	807.57	\$171.82	\$712.18	\$171.82	\$712.18
04/23/24	05/14/24	Payment							-\$172.00	\$540.18	-\$172.00	\$540.18
05/07/24	05/14/24	Dispute							-\$540.18	\$0.00	\$0.00	\$540.18
05/14/24	05/14/24	Bill - Actual		06/04/24	05/14/24	29	76,078.36	562.73	\$123.67	\$123.67	\$123.67	\$663.85
05/28/24	06/13/24	Payment							-\$123.67	\$0.00	-\$123.67	\$540.18



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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
06/13/24	06/13/24	Bill - Actual		07/05/24	06/13/24	30	76,638.97	560.62	\$123.58	\$123.58	\$123.58	\$663.76
06/26/24		Payment							-\$123.58	\$0.00	-\$123.58	\$540.18

**DUQUESNE LIGHT
COMPANY**

Exhibit 2

Customer Contact

[Main](#) | [Log](#) | [Characteristics](#) | [Customer Contact Portal](#)

Customer Contact Info MILLENDER,WILLIAM T, Legal / Regulatory/PUC Complaint / Issue, Contacted 03-04-2020

Open User ID LDAVENP DAVENPORT, LISA

Person ID MILLENDER,WILLIAM T - Primary Phone:

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type PUC Complaint / Issue

Comments

[REDACTED] BCS CASE #3712240 CLOSED 03/04/20. (EXTENDED CC DATE TO 03/25/20.) VERBAL CLOSE: CASE DISMISSED. DID NOT REINSTATE EXISTING PUC PAR. CUSTOMER ENTITLED TO COMPANY PAR IF WANTS ONE. LKD

Customer Contact Info Customer Contact, Contacted 03-06-2020

Open User ID NРАНALL Ranallo, Natalie

Person ID MILLENDER,WILLIAM T - Primary Phone:

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type General Customer Contact

Comments

[REDACTED] ADV VELVA MILLENDER, WIFE, THAT HER PUC CASE WAS CLOSED & THE MONEY WENT BACK ON HER ACCT, SHE STATED SHE WAS NOT PAYING IT, DIDN'T GET A CHANCE TO OFFER A P/A NOR DO I THINK SHE WOULD ACCEPT IT, SHE STATED SHE WILL CONTACT PUC CONT....

Customer Contact Info MILLENDER, WILLIAM T, General Customer Contact/General Customer Contact, Contacted 03-06-2020

Open User ID NРАНALL Ranallo, Natalie

Person ID MILLENDER, WILLIAM T - Primary Phone:

Account ID

Premise ID

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type General Customer Contact

Comments

Person ID MILLENDER, WILLIAM T - Primary Phone:

Account ID

Premise ID



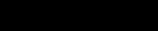
Preferred Contact Method



Contact Date/Time /



Contact Class

Contact Type PUC Complaint / Issue

Comments

Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 


Account ID  


Premise ID  



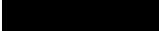
Preferred Contact Method



Contact Date/Time 03-11-2020 / 11:00AM



Contact Class Legal / Regulatory

Contact Type PUC ISSUE  PUC Complaint / Issue

Comments  - SW MS MILLENDER REGARDING ACCOUNT BALANCE - ADV \$406.65 CHARGES ARE FROM USAGE 9/15/19 TO 2/12/20 - MINUS PAYMENTS- ACKNOWLEDGED BILLS PROVIDED AFTER COMPLAINT FILED ON 6/21/19 SHOWED CREDIT BALANCE

Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 


Account ID  

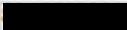
Premise ID  




Preferred Contact Method



Contact Date/Time 03-11-2020 / 11:13AM



Contact Class General Customer Contact

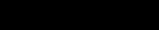
Contact Type GCC  General Customer Contact

Comments  MILLENDER,WILLIAM T, SP VELNA MILLENDER ADV 405.00 MISPMT/ADV MS LESTER PUT ON HER BILL/WRKNG ON ACCT/CUST RQSTS WE STOP CALLING HER/EA TIME WE CALL, SHE WILL CALL PUC & PLANS 2 TAKE DLC 2 COURT,CS

Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 


Account ID  


Premise ID  



Preferred Contact Method Phone Primary Phone: 



Contact Date/Time 03-11-2020 / 12:21PM



Contact Class General Customer Contact


Contact Type GCC  General Customer Contact

Comments  VELVA MILLENDER REQ 2017 TO DATE SOA.. EMAILED SOAR DEPT MAILBOX...C/S...


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 03-13-2020 / 01:38PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] - MAILED UTILITY REPORT, ALONG WITH STATEMENT, THAT WAS PREPARED BY DLCO AGENT, J LESTER PER SUPERVISOR, E WOOD. STATEMENT COVERED THE TIME PERIOD OF 06-16-19 TO 03-06-2020


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 03-17-2020 / 03:40PM



Contact Class Billing / Payment 


Contact Type BILL INQ  Billing Inquiries

Comments [REDACTED] VELVA, STATES DID NOT REQ SOA, REQ'D ALL BILLS FROM JAN 2017 TO CURRENT, DECLINED ONLINE REG TO PRINT AVAIL BILLS, SENT EMAIL TO PREQUEST@DUQLIGHT.COM FOR REQ, ADV IT WILL TAKE SOME TIME, STATES NEEDED TO TAKE DLC TO COURT, CS


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 03-18-2020 / 02:37PM



Contact Class Billing / Payment 


Contact Type BILL INQ  Billing Inquiries

Comments [REDACTED] VELMA CLD RE 03/15 BILL FOR \$526.70 SHOWING PRIOR BILL BAL OF \$521.04...STATE PRIOR BILL BAL WAS ONLY \$32...ADV'D PRIOR BILL WAS FOR \$115.39 AND \$405.65 DISPUTED BAL INCLUDED...ADV'D PUC CASE WAS DISMISSED...READ DETAILS...(CONT)


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  

Preferred Contact Method 



Contact Date/Time 03-18-2020 / 02:41PM



Contact Class Billing / Payment 



Contact Type BILL INQ  Billing Inquiries


Comments [REDACTED] (CONT) STATED SHE NEVER SW PUC & CASE NOT DISMISSED...REFERRED BACK TO PUC...CNS

Open


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method Phone  Primary Phone: [REDACTED]



Contact Date/Time 03-25-2020 / 02:49PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] .SNT BILL COPIES FROM 01/2017 THRU 03/2020...MRS MILLENDER SAYS DID NOT WANT SOA SHE WANTS ACTUAL BILL COPIES...C/S


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



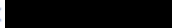
Preferred Contact Method 



Contact Date/Time 04-02-2020 / 01:11PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] MRS MILLENDER IS QUESTIONIG DECISION THAT WAS RENBDER BY THE PUC SHE IS STATING IT WAS INCORRECT I ADV TO CONTACT PUC ABOUT THE DECISION THAT WAS MAD ON HER BEHALF ...


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 


Account ID  


Premise ID  




Preferred Contact Method 



Contact Date/Time 04-16-2020 / 01:22PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments  MILLENDER,WILLIAM TRIED TO EXPLAIN DISPUTE AMNT THAT WAS ON ACCOUNT. ADVSD CAN ASSIST WITH PA HERE MRS DECLINED ADVSD WORKING WITH PUC. ADVSD WILL CALL THEM. CALLER HU


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 


Account ID  

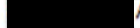
Premise ID  




Preferred Contact Method 



Contact Date/Time 04-16-2020 / 02:07PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments  ADV MS MILLENDER WANTS TO SPEAK W/SOMEONE ABOUT THE \$406.65 THAT WAS PLACED ON HER BILL, TRIED TO GO THRU BILLS WITH HER BUT SHE STILL DOES NOT UNDERSTAND, WILL FILE A PUC COMPLAINT AND H/U, SOA WERE MAILED TO HER 3/2020 BY PREV REP AND BILLS


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 


Account ID  


Premise ID  












Preferred Contact Method 












Contact Date/Time 04-22-2020 / 12:03PM












Contact Class Billing / Payment 



Contact Type BILL INQ  Billing Inquiries



Comments  ADV MS MILLENDER THAT PUC DID RECORD SHE DID NOT OWE MONIES IN DISPUTE - PREVIOUS NOTES INDICATE SHE WAS ALREADY PROVIDED PROPER DOCUMENTATION; SAYS NOT PAYING ADDITIONAL MONIES, C/S



Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 
 Account ID  
 Premise ID  
 Preferred Contact Method 
 Contact Date/Time 05-01-2020 / 12:39PM
 Contact Class General Customer Contact 
 Contact Type GCC  General Customer Contact
 Comments  VELVA INQ ABOUT 520.48 BILL AMT.. ADV \$405.65 ADDED TO BAL FROM A PUC HOLD DISMISSED... STATED WAS TOLD ADDED BY J LESTER .IS FILING ANOTHER DISPUTE TO RESEARCH BAL ADDED..TRAN TO WU TO PAY CURRENT CHG.. C/S

Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 
 Account ID  
 Premise ID  
 Preferred Contact Method 
 Contact Date/Time 05-18-2020 / 02:17PM
 Contact Class General Customer Contact 
 Contact Type GCC  General Customer Contact
 Comments  MRS MILLENDER , I TRIED TO EXPLAIN TO HER WHAT HAPPEN WITH HER ACCOUNT , SHE KEESP CLAIMING MRS LESTER ADDED MONEY TO HER ACCOUNT ,, SHE WANTS TO SPEAK TO A SUPERVISOR ,,,I REF HER TO CONTACT PUC...

Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 
 Account ID  
 Premise ID  
 Preferred Contact Method 
 Contact Date/Time 05-18-2020 / 04:36PM
 Contact Class General Customer Contact 
 Contact Type GCC  General Customer Contact
 Comments  PER TO DO SUPERVISOR CALL BACK, I CALLED VELVA MILLENDER.I EXPLND WHEN SHE FILED A PUC COMP, \$405.65 WAS PLACED IN A HOLD STATE.AVSD INFORMATION WAS ON HER MONTHLY BILL.AVSD ONCE PUC DISMISSED COMPLAINT,FUNDS ADDED BACK ON.SAID WILL CB & HU


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method



Contact Date/Time 05-19-2020 / 03:49PM



Contact Class General Customer Contact 

Contact Type GCC  General Customer Contact

Comments [REDACTED] - I CALLED VELVA MILLENDER.ALL SHE WANTS IS A BREAKDOWN OF THE \$405.65 CHARGE THAT WAS IN THE DISPUTE HOLD & RELEASED BACK ONTO HER ACCOUNT.AVSD I WILL CHECK WITH RCR GROUP AND CALL BACK TOMORROW.C/S


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method



Contact Date/Time 05-22-2020 / 12:22PM



Contact Class General Customer Contact 

Contact Type GCC  General Customer Contact

Comments # [REDACTED] CALLED MS. MILLENDER TO ADVISE OF ISSUE WITH SENDING OF DUPLICATE BILLS AND WE WOULD REMOVE THE DISPUTED CHARGES OF \$405.65 FROM HER ACCOUNT. REGULATORY WILL TAKE CARE OF ADJUSTMENT. C/S


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method



Contact Date/Time 05-28-2020 / 11:28AM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] MRS. MILLENDER; ADV TO DISREGARD OTHER BILLS SHE RECEIVED REGARDING THE W/O FROM PUC... ADV HER BALL DUE 6/12 IS \$114.48 C/S


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 06-02-2020 / 02:55PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] ADVISED VELMA THE PAYMNT SHE MADE 05/01 \$114.78 WAS FOR THE BILL DUE 05/06, CST BELIEVES THAT THE 05/01 PYMNT WAS FOR THE BILL 06/12 \$114.48, COULD NOT GET CUST TO UNDERSTAND THAT SHE DID NOT PAY THE 06/12 BILL ALREADY CST HUNG UP


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method Phone  Primary Phone: [REDACTED]



Contact Date/Time 06-12-2020 / 01:21PM



Contact Class Billing / Payment 


Contact Type BILL INQ  Billing Inquiries

Comments [REDACTED] - \$114.48 ADV MRS MILLENDER DUE 6/12...CS


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 06-19-2020 / 02:32PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] VELVA MILLENDER CALLED AND ASKED WHY HAS A BILL OF \$110.13 DUE 7/6 WHEN SHE JUST PAID J\$114.48 6/12. ADV THAT THE 6/12 PYMNT WAS FOR USAGE IN MAY. VELVA SAID SHE KNOWS THE BILLING CYCLE, AND WON'T PAY US TWICE IN ONE MONTH, HUNG UP BEFORE..


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method Phone  Primary Phone: [REDACTED]



Contact Date/Time 07-10-2020 / 11:13AM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] - MRS MILLENDER ADV NO ONE FROM DLC CALLED HER HUSBAND WE DONT HVAE ANY OTHER NUMBERS ON ACCT, STATED WHEN SHE PAYS THE BILL IT WILL BE CAUGHT UP, TRSFD TO WU, ASKED SAT


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 07-10-2020 / 11:19AM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] VELVA MILLENDER(SPOUSE) PAYING BILL OF \$110.13. XFER TO SPEEDPAY, C/S


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 08-17-2020 / 11:19AM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] velva ? past due letter -pymt was due 080620 received 081420 advised cur bal now 98.22 , 081620 bill, upst confused -thinks dd is bill issue date and feels she has been paying in advance, will contact puc-says have nice day and hung up.


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 09-21-2020 / 12:54PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] VELVA ADV \$82.88 DUE OCT 6 , ADV OF BILLING PERIOD FOR USAGE DETERMINES THE AMOUNT OF BILL (08/14-09/15) .. DOES NOT UNDERSTAND.. ADV USE SERVICE THEN BILL ONCE A MONTH.. H/U


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 09-21-2020 / 01:29PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] .VELVA CALLED REQ A COPY OF BILL SENT OUT 9-15-2020...STATED SHE ALREADY PAID SEPT BILL...ADV BILL PAID IN SEPT WAS NOT FOR SEPT USAGE....TRIED TO EXPLAIN BASED OFF BILL STATED SHE ONLY GOES BY DUE DATE...ADV THATS THE CONFUSION....LOST CALL


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 09-21-2020 / 02:35PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] VELVA- ADV BAL \$82.88, REFUSES TO BELIEVE REGULAR BILL IS DUE 10/6, FEELS WE ARE DOUBLE CHAGING FOR AUGUST, STATES WILL CALL PUC IS SHE RECEIVED BILL WITH PAST DUE BAL IN OCTOBER, CUST SAID HAVE A GOOD DAY AND HUNG UP


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method  Primary Phone: [REDACTED]



Contact Date/Time /



Contact Class 


Contact Type  General Customer Contact

Comments [REDACTED] SPOKE W/MS. MILLENDER-SHE REFUSES TO UNDERSTAND THIS NEW BILL IS DUE 10/6 AND THE PAYMENT SHE SENT IN ON 9/4 WAS FOR PREVIOUS BILL. CUST DISCONTED BEFORE SATS.


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time /



Contact Class 


Contact Type  General Customer Contact

Comments [REDACTED] MRS. MILLENDER CALLED IN TO CHECK ACCOUNT BAL \$82.88, SHE DOESN'T SEEM TO UNDERSTAND THAT PREVIOUS PAYMENT OF \$98.22 WAS FOR 08/16 BILL, STATES SHE WILL CALL BACK AGAIN AND HUNG UP


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time /



Contact Class 


Contact Type  General Customer Contact

Comments [REDACTED]-TRIED TO EXPLAIN TO VELVA THAT THE PAYMNT SHE MADE A PAYMNT 09/04 WAS NOT FOR THE BILL THAT WAS PRINTED 09/15, AMOUNT DUE \$82.88 , CST WAS NOT UNDERSTANDING THAT 15 COMES AFTER 4 , STATES THAT SHE WILL JUST CALL THE AUTOMAED SYSTEM, CS HUNG UP


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method  Primary Phone: [REDACTED]



Contact Date/Time /



Contact Class 


Contact Type  General Customer Contact

Comments
[REDACTED]..VELVA MILLENDER INSISTS THAT SHE ALREADY PAY OCT DD...ADV 98 PYMNT WAS DUE 09/08...ADV 82 WAS DUE 10/06...110 DUE 11/04...COULD NOT GET HER TO UNDERSTAND SHE WAS PAID IN FULL AFTER 98 PYMNT BUT 2 BILL GENERATED SINCE THEN..C/S...XFER W/U


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time /



Contact Class 


Contact Type  General Customer Contact

Comments
[REDACTED] VELVA/SPOUSE INQ ON BAL, \$82.88 PAST DUE, \$110 DUE 11/04/2020, TRIED TO ADVS OF WHAT WAS STILL NEEDED AND CUST INSISTED SHE IS PAYING IN ADVANCE, DECLINED EBILL, SHE ADVSD REP TO HAVE A GOOD DAY AND HUNG UP, REP COULD NOT ASK IF SAT


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time /



Contact Class 

Contact Type  General Customer Contact

Comments
[REDACTED] WILLIAM'S SPOUSE, INQ ABOUT RECV CORRECT BILL. ADV BILL IS CORRECT \$92.22 DUE 11/4. 9/15 BILL FOR \$82.88 WAS NOT PAID. RECV \$100.66 PMT 10/16, LEAVING \$92.22 LEFT. TRIED EXPLAINING BILLING CYCLE, CUST DOESNT WANT TO LISTEN. HUNG UP BEFORE SAT


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method



Contact Date/Time 10-20-2020 / 01:06PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] VELVA/WIFE CALLED TO SEE WHY SHE GOT A PASSED DUE LTR TRIED TO EXPLAIN TO HER SEPT BILL WAS PD OCT DD BILL WASN'T AND NOW THE PYMT THAT WAS POSTED 10/16/20 SHE FEELS IS FOR NOV DD WHICH IS NOT CORRECT WANTS A SUPERVISOR CALLBACK


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method Phone  Primary Phone: [REDACTED]



Contact Date/Time 10-22-2020 / 01:01PM



Contact Class General Customer Contact 

Contact Type GCC  General Customer Contact

Comments SPOKE TO KAYLA ABOUT THIS ACCOUNT. CUSTOMER IS NOT UNDERSTANDING BILL. REQUESTING STATEMENT OF ACCOUNT FOR THE CUSTOMER


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method


Contact Date/Time 10-26-2020 / 10:54AM


Contact Class General Customer Contact 

Contact Type GCC  General Customer Contact

Comments [REDACTED] PER TO DO SENT SOAR

Person ID   MILLENDER,WILLIAM T - Primary Phone:


Account ID 

Premise ID 



Preferred Contact Method


Contact Date/Time /


Contact Class

Contact Type  General Customer Contact

Comments

Person ID   MILLENDER,WILLIAM T - Primary Phone:


Account ID 

Premise ID 



Preferred Contact Method


Contact Date/Time /


Contact Class

Contact Type  General Customer Contact

Comments

Person ID   MILLENDER,WILLIAM T - Primary Phone:


Account ID 

Premise ID 






Preferred Contact Method

Contact Date/Time /






Contact Class

Contact Type  General Customer Contact






Comments

Person ID   MILLENDER,WILLIAM T - Primary Phone: XXXXXXXXXX
 Account ID 
 Premise ID 
 Preferred Contact Method Primary Phone: XXXXXXXXXX
 Contact Date/Time /
 Contact Class
 Contact Type  General Customer Contact
 Comments



██████████ VELVA-CAME ON LINE IRATE AND YELLING, STATES DIDNT MMISS A PAYMENT, TRIED TO REVIEW PAYMENTS SEERAL TIMES TO EXPLAIN REMAINING PAST DUE BALANCE \$92.22, DISAGREES,KEPT INTERRUPTING YELLING, REQUEST TO SPEAK TO SUPVSR, ADV SUPVSR CALL BCK, CUST



Person ID   MILLENDER,WILLIAM T - Primary Phone: XXXXXXXXXX
 Account ID 
 Premise ID 
 Preferred Contact Method
 Contact Date/Time /
 Contact Class
 Contact Type  General Customer Contact
 Comments



██████████ SUPERVISOR CALL BACK..SPOKE TO MS MILLENDER...TRIED TO EXPLAIN SHE MISSED PAYM FOR OCT BILL...SHE KEPT ARGUING..REVIEWED BILLS..OFFERED TO SENT SOA..DID NOT WANT TO LISTEN..SAID WILL PAY NOV BILL WHEN IT COMES IN.


Person ID   MILLENDER,WILLIAM T - Primary Phone: XXXXXXXXXX
 Account ID 
 Premise ID 
 Preferred Contact Method
 Contact Date/Time /
 Contact Class
 Contact Type  Billing Inquiries
 Comments

██████████ VELMA MELLENDER CLD TO DISCUSS BILLING. DISCREPANCY FOUND. XFER TO BILLING. AMT DUE SHOWS PD \$98.22 HOWEVER CUST PAID \$98.22 9/4/20 XFER TO BILLING (JACKIE) C/S


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 11-18-2020 / 11:40AM



Contact Class Billing / Payment 


Contact Type BILL INQ  Billing Inquiries

Comments [REDACTED] - VELVA REQ'D TO MAKE A PMT...TX'D TO S/P...ADV'D CUR BAL \$200.31... \$92.22 P/D...SOMEWHAT SAT


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 11-19-2020 / 12:46PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] SPOKE WITH WIFE. DOES NOT UNDERSTAND THE BILLING CYCLE AND WHY THERE IS A PAST DUE. TRANSFERRED TO GENERAL BUSINESS TO HAVE THEM EXPLAIN FURTHER BUT DIRECT TRANSFERRED INSTEAD OF STARTED A CONSULTATION.


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method 



Contact Date/Time 11-19-2020 / 12:58PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] VELVA (COLD XFER CALL) VERY UPSET WITH BAL. ATTEMPTED TO EXPLAIN, SHE KEPT INTERRUPTING AND YELLING ON THE LINE. ADV WILL SEND A SOA. SHE CONTINUED TO SCREAM AND H/U. EMAILED SOARS MAILBOX.


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method Phone  Primary Phone: [REDACTED]



Contact Date/Time 12-11-2020 / 12:00PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] SPOKE TO AUTH PERSON. REQ CURRENT BAL AMT. WAS ADV F NEXT BILLING DATE OF 12/15 IS WHEN THE NEW AMT WILL BE AVAILABLE.


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  



Preferred Contact Method Phone  Primary Phone: [REDACTED]



Contact Date/Time 12-18-2020 / 12:28PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] MRS MILLENDER, ADV CURRENT BAL 216.38 DUE 1/5, ADV PAST DUE BAL 100, OFFERED SOA (CUST DECLINED), CUST DISAGREED WITH REP EXPL OF BILLING & PMT HIST, REP ATTEMPTED MULT TIMES TO EXPL BILLING/PMT HIST, CUST VERY ARGUMENTATIVE, XFER TO SPEEDPAY


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  

Premise ID  













Preferred Contact Method 



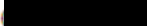








Contact Date/Time 12-23-2020 / 02:49PM



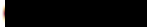





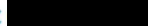



Contact Class General Customer Contact 

Contact Type GCC  General Customer Contact

Comments [REDACTED] VELVA CALLED TO ASK WHY HAS A BALANCE OF \$100.02 DUE ON 1/18 WHEN ALREADY PAID \$116.36 ON 12/18. COMPUTER FROZE AND DROPPED CALL BEFORE COULD VERIFY SSN



Person ID  2090860000  MILLENDER,VELVA - Primary Phone: 
 Account ID  
 Premise ID  
 Preferred Contact Method Phone  Primary Phone: 
 Contact Date/Time 12-23-2020 / 03:13PM
 Contact Class General Customer Contact 
 Contact Type GCC  General Customer Contact
 Comments  VERIFIED VELVA, ADVISED SHE PAID HER BILL, TRIED TO EXPLAIN THE DUE DATE IS FOR THE USAGE OF THE PREVIOUS MONTH, AND MISSED A PAYMENT FOR A BILL IN SEPTEMBER, TRANSFER GENERAL BUSINESS



Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 
 Account ID  
 Premise ID  
 Preferred Contact Method 
 Contact Date/Time 12-23-2020 / 03:19PM
 Contact Class General Customer Contact 
 Contact Type GCC  General Customer Contact
 Comments  ELMA, SPOUSE/VERIFIED, INQ WHY SHE OWES \$100.02. TRIED TO EXPLAIN HOW SHE WAS BEHIND A BILL BUT CUSTOMER REFUSED TO LET ME EXPLAIN, CUTTING OFF EXPLANATION MULTIPLE TIMES & DISAGREED THAT SHE MISSED A PYMT BTWN 09/15 BILL AND 10/14 BILL. CNS.



Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: 
 Account ID  
 Premise ID  
 Preferred Contact Method Phone  Primary Phone: 
 Contact Date/Time 12-31-2020 / 09:12AM
 Contact Class General Customer Contact 
 Contact Type GCC  General Customer Contact
 Comments  ADV VELVA \$100.02 DUE 1/5..CUST NOT UNDERSTANDING, SOMEWHAT COMBATIVE..ADV DEC BILL DUE IN JAN...CUST NOT SAT..ADV COULD SEND SOA..CUST DECLINED...


**DUQUESNE LIGHT
COMPANY**

Exhibit 3


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED] 



Preferred Contact Method [REDACTED] 



Contact Date/Time 01-18-2024 / 03:04PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED]...VELVA CALLED UPSET ABOUT THE PST DUE NOTICE...ADV COMPANY POSITON IS \$247.41 PST DUE TRIED TO EXPLAIN THE MOST RECENT PAYMENT OF \$200 IN NOVEMBER LEFT \$247.41 SHE STATED WE LIED TO THE PUC AND WILL SEE US IN COURT WHEN ASKED IF SAT


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED] 



Preferred Contact Method [REDACTED] 



Contact Date/Time 01-19-2024 / 01:58PM



Contact Class Billing / Payment 


Contact Type BILL INQ  Billing Inquiries

Comments [REDACTED] VELVA, \$540.36 DUE 2/6, ADV OF AMNT FROM PARTIAL & MISSED PYMNTS (EX. \$210.87 PD 11/28/22 THEN NEXT PYMNT \$225.95 1/17/23, NO DEC '22 PYMNT), \$247.41 REMAINED OWED FROM \$418.28 DUE 1/3, ADV BILL FOR JAN '24 DUE DATE OF 1/3/24 WAS ISSUED 12/13/23, FEB BILL WAS RECENTLY ISSUED 1/16/24, CUST HUNG UP


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED] 



Preferred Contact Method [REDACTED] 



Contact Date/Time 01-19-2024 / 03:27PM



Contact Class Legal / Regulatory 


Contact Type PUC ISSUE  PUC Complaint / Issue

Comments [REDACTED] BILLING COMPLAINT#3962086 FILED 1/19/24 BY VELVA MILLENDER


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED] 


Preferred Contact Method Phone  Primary Phone: [REDACTED]

Contact Date/Time 01-22-2024 / 12:23PM

Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] SPOKE TO VERA / VERIFIED / ADVISED CST OF QST FOR BILLING NEED TO TRANS ..
TRANS TO BILLING CS


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]

Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED]  1374 WOODLAWN AVE, PITTSBURGH, PA, 152212636741



Preferred Contact Method Phone  Primary Phone: [REDACTED]



Contact Date/Time 01-22-2024 / 01:19PM



Contact Class General Customer Contact 


Contact Type GCC  General Customer Contact

Comments [REDACTED] ...VELVA HAS BEEN CALLING IN ON THIS ACCT FOR OVER 1 YR DISPUTING
CHARGES THAT ARE CORRECT....THIS AT LEAST MY 3RD TIME ADV HER THE ACCT IS
CORRECT....MULTIPLE REPS HAVE ALSO ADV HER....CURRENTLY HAS PUC CASE FILED....HUNG
UP BEFORE SAT


Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED] 



Preferred Contact Method Phone  Primary Phone: [REDACTED]



Contact Date/Time 02-21-2024 / 10:05AM



Contact Class General Customer Contact 

Contact Type GCC  General Customer Contact

Comments ACCT # [REDACTED] // WILLIAM // CUSTOMER CALLED IN SD SHE NEVER RECEIVED HER
FEBRUARY BILL XFER OVER TO BILLING // BALANCE \$-61.38 //

Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED] 

Preferred Contact Method [REDACTED] ▼

Contact Date/Time 02-21-2024 / 10:06AM

Contact Class General Customer Contact ▼

Contact Type GCC  General Customer Contact

Comments [REDACTED]...VELVA CALLED TO REQ A DUP BILL SENT..C/S

Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]

Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED] 



Preferred Contact Method [REDACTED] ▼



Contact Date/Time 04-11-2024 / 10:00AM



Contact Class Legal / Regulatory ▼

Contact Type PUC ISSUE  PUC Complaint / Issue

Comments [REDACTED] BCS #3962806 CLOSED 84/10/24. DECISION ISSUED: WHEN THE CUSOTMER OPENS A DISPUTE WITH THE PUC THE BALANCE IS THEN SUSPENDED UNTIL THE CASE IS CLOSED. COMPANY ADDED THE SUSPENDED BALANCE OF \$285.82 BACK TO THE BALANCE WHEN BCS# 3919679 WAS CLOSED ON 11/6/2023. COMPANY WAS WITH IN THEIR RIGHTS TO ISSUE A TERMINATION NOTICE. THE FEB 2024 DUE BILL WAS NOT SENT OUT UNTIL 1/16/2024 AND THE CUSOTMER OPEN THE CASE ON 1/19/2024, BEFORE SHE COULD RECEIVE THE BILL. DISPUTED BALANCE OF \$540.36 WILL BE ADDED BACK TO THE ACCOUNT AND BECOME DUE WITH THE FIRST BILL AFTER THE CASE IS CLOSED. CUSTOMER APPEARS ELIGIBLE FOR A PUC PAR,

Person ID  2090860000  MILLENDER,VELVA - Primary Phone: [REDACTED]


Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED] 



Preferred Contact Method Phone ▼ Primary Phone: [REDACTED]



Contact Date/Time 04-15-2024 / 03:59PM



Contact Class General Customer Contact ▼

Contact Type GCC  General Customer Contact

Comments [REDACTED]/CUSTOMER VELVA CALLED IN TO DISCUSS A TERM NOTICE SHE HAS RECIEVED//CUSTOMER STATED SHE DOESNT UNDERSTAND WHY SHE RECIEVED A TERM NOTICE WHEN SHE MAKES ALL PAYMENTS ON TIME//CUSTOMER STATED HER BALANCE SHOULD NOT BE \$540.00//CUSTOMER HAS BEEN TRANSFERRED TO BILLING//CS

Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED] 



Preferred Contact Method [REDACTED] ▼



Contact Date/Time 04-15-2024 / 04:17PM



Contact Class General Customer Contact ▼

Contact Type GCC  General Customer Contact

Comments [REDACTED] MILLENDER,WILLIAM VELVA, VER ACCT, PHONE#, EMAIL OK (SON'S), PAPER BILL, TERM NOTICE FOR \$540.36 BY 4/26/24, CUST VERY UPSET, OFFERED SOA TO EXPLAIN BILL, TRIED TO ADV DISPUTE HOLD RETURNED TO BAL, ADV MED RTS, CUST STATES SHE IS NOT PAYMNT PAST DUE, TAKING DLC TO COURT, STATES CALLING PUC.

Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  [REDACTED] 



Preferred Contact Method Phone ▼ Primary Phone: [REDACTED]



Contact Date/Time 04-22-2024 / 12:56PM



Contact Class General Customer Contact ▼

Contact Type GCC  General Customer Contact

Comments [REDACTED] SPOKE TO VELMA WANTED TO TO GO VER ALL THE BILLS BECAUSE SHES FILING W THE PUC AGAIN AND DECISION IS MADE CUST UPSET DIDNT HAVE BILLS IN ORDER AND SAYS PAYS BILL ALL THE TIME AND SEEN BAL GOING FORWARD EERY MON ASKED FOR SAT AND STATES NOT REALLY AND DISCO CALL

Person ID  8406620000  MILLENDER,WILLIAM T - Primary Phone: [REDACTED]


Account ID  [REDACTED]  MILLENDER,WILLIAM T, Residential, \$0.00, [REDACTED]

Premise ID  8315500184  1374 WOODLAWN AVE, PITTSBURGH, PA, 152212636741



Preferred Contact Method [REDACTED] ▼



Contact Date/Time 04-23-2024 / 11:58AM



Contact Class Billing / Payment ▼

Contact Type BILL INQ  Billing Inquiries

Comments [REDACTED] VELVA ADV BILL AMT DUE.. . TRIED EXPLAINING THAT BILL FOR EEB WAS \$540.36 . THEN PUC HOLD PLACED FOR \$540.36.. MADE A PYMT OF \$244. AFTER HOLD SO THAT WHY MAR BILL HAD NO PYMT DUE.. THEN REMAINING CREDIT (\$61.38) ADDED TO NEXT HOLD REMOVED \$540.36 ADDED BACK TO BAL.STATED GOING TO COURT NOT SAT ADV OF PENDING TERM FOR \$540.36.. PROVIDED U/R HOLD..

Person ID   MILLENDER,WILLIAM T - Primary Phone:


Account ID   MILLENDER,WILLIAM T, Residential, \$0.00, 8315500000

Premise ID  



Preferred Contact Method Primary Phone:



Contact Date/Time /



Contact Class

Contact Type  General Customer Contact

Comments

Person ID   MILLENDER,WILLIAM T - Primary Phone


Account ID   MILLENDER,WILLIAM T, Residential, \$0.00,

Premise ID   1374 WOODLAWN AVE, PITTSBURGH, PA, 152212636741



Preferred Contact Method



Contact Date/Time /



Contact Class

Contact Type  General Customer Contact

Comments

Person ID   MILLENDER,WILLIAM T - Primary Phone:


Account ID   MILLENDER,WILLIAM T, Residential, \$0.00,

Premise ID  

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Billing Inquiries

Comments

Open	<input type="checkbox"/>	User ID	RMORRIS
Person ID	<input type="text" value="8406620000"/>	MILLENDER, WILLIAM T - Primary Phone:	<input type="text" value="REDACTED"/>
Account ID	<input type="text" value="REDACTED"/>	MILLENDER, WILLIAM T, Residential, \$0.00,	<input type="text" value="REDACTED"/>
Premise ID	<input type="text"/>		
Preferred Contact Method	<input type="text"/>		
Contact Date/Time	<input type="text" value="07-05-2024"/>	/	<input type="text" value="11:49AM"/>
Contact Class	<input type="text" value="Legal / Regulatory"/>		
Contact Type	<input type="text" value="PUC ISSUE"/>	<input type="text" value="PUC Complaint / Issue"/>	
Comments	<input type="text" value="REDACTED SW MS MILLENDER ON 05/16/24 REGARDING FORMAL COMPLAINT - WAS NOT AMICIBLE TO ANY EXPLANATION REGARDING ACCOUNT BALANCE WANTS TO SPEAK WITH THE JUDGE"/>		

**DUQUESNE LIGHT
COMPANY**

Exhibit 4

(w_informal_complaint_sheet) Informal Complaint For Customer: MILLENDER, WILLIAM - BCS #: 3712240 - ACCT #: [REDACTED]

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

Date(s) Sent: 07/05/19 DUQ_07052019_144700.xml Double-click on file name to view...

Status: Receipt of PUC Decision Date Closed: 03/04/20 Closing Data Received: 3/10/20 12:50:05

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

Decision: Written Oral Decision Balance: \$521.04 Balance Date: 03/04/20

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

Budget Payments
Regular: \$0.00 Arrears Plus: \$0.00 Special: \$0.00

Monthly Payments
Current: \$0.00 Final: \$0.00 End: \$0.00

Decision Type:
Terms:

Resolution: VERBAL CLOSE: CASE DISMISSED. -- CUSTOMER STATED HER ISSUE HAS BEEN RESOLVED WITH THE COMPANY AND SHE NO LONGER REQUIRES PUC ASSISTANCE WITH HER DISPUTE. CUSTOMER AGREED TO VERBAL CLOSE OF THIS INFORMAL COMPLAINT. CUSTOMER STATED APPRECIATIVE. -- CASE CLOSED.

***REVISED CLOSING AS OF 3/10/2020: CUSTOMER HAS CHANGED HER MIND ABOUT THE ISSUE BEING RESOLVED AND HAS INDICATED SHE WANTS TO FILE A FORMAL COMPLAINT. -- ON 3/4/2020, I SPOKE W/CUSTOMER BY TELEPHONE TO DISCUSS INFORMAL COMPLAINT; SHE STATED HER ISSUE W/COMPANY WAS RESOLVED AND SHE NO LONGER REQUIRED PUC ASSISTANCE. SHE DID NOT INDICATE SHE WANTED TO DISCUSS THE COMPLAINT FURTHER. SHE AGREED TO A VERBAL CLOSING OF THIS INFORMAL COMPLAINT. -- ON 3/10/2020, I SPOKE WITH THE CUSTOMER BY TELEPHONE AND SHE STATED SHE WANTED TO DISPUTE HER CURRENT BALANCE. I ADVISED HER SHE SATISFIED PREVIOUS PUC PAR (BCS #3605450) ON 1/11/2019, WHEN THE ACCOUNT WAS BROUGHT TO CURRENT CHARGES. I ADVISED SHE WAS ELIGIBLE FOR A PUC PAYMENT ARRANGEMENT FOR HER CURRENT BALANCE. SHE DECLINED PAR OFFER AND STATED SHE WANTED TO FILE A FORMAL COMPLAINT. I ATTEMPTED TO EXPLAIN BUDGET BILLING TO CUSTOMER. I ADVISED THAT ALTHOUGH THE CASE HAD BEEN CLOSED, I WOULD WRITE A DECISION AND SEND TO HER; ADVISED OF RIGHT TO APPEAL. -- BILLING DISPUTE DISMISSED: CUSTOMER'S BILLS ARE BASED ON ACTUAL METER READINGS AND ARE CORRECT AS RENDERED, IN ACCORDANCE WITH PA. REGULATION. -- CUSTOMER ESTABLISHED AND AGREED TO A PUC PAYMENT ARRANGEMENT (BCS #3605450). -- CUSTOMER'S ACCOUNT WAS ENROLLED IN THE COMPANY'S BUDGET BILLING PLAN AND BUDGET AMOUNT ADJUSTED EVERY THREE MONTHS AS NEEDED BASED ON USAGE. -- CUSTOMER'S PRIOR PUC PAYMENT ARRANGEMENT (BCS #3605450) WAS SATISFIED WHEN ACCOUNT BALANCE WAS BROUGHT TO CURRENT CHARGES. -- CUSTOMER IS ELIGIBLE FOR A PUC PAYMENT ARRANGEMENT FOR CURRENT BALANCE, IN ACCORDANCE WITH PA. LAW. -- CASE CLOSED.

**DUQUESNE LIGHT
COMPANY**

Exhibit 5



411 Seventh Avenue
Pittsburgh, PA 15219
412-393-7100

March 11, 2020

Utility Company Report

William T Millender
1374 Woodlawn Ave
Pittsburgh PA 15221-2636

1374 Woodlawn Ave
Pittsburgh PA 15221
Account # [REDACTED]

Customer Complaint: On March 6, 2020, you stated that you were are disputing your \$405.65 account balance.

Duquesne Light Company's Position: We have reviewed your account and our records indicate you filed a complaint with the Public Utility Commission on June 21, 2019. At the time of your complaint, your account balance was removed from collection while your account was in dispute. The suspended amount was indicated on your bill each month while your account remained in dispute. Any payments posted to your account at this time were applied to future bills, which is why your bills indicated a credit balance or no balance due. When the complaint was closed on March 4, 2020 the suspended balance became due and payable.

Enclosed is your statement of account showing your account balance, bills rendered, and payments received. The statement shows that your account balance, at the time you were in dispute, was removed from collection, and placed back on your account once the complaint was dismissed. If you would like a payment arrangement to pay a portion of your account balance each month along with your current usage or budget bill, please call our business office at 1-888-393-7100.

If you do not agree with the Company's position, you may file an informal complaint with the Public Utility Commission at P. O. Box 3265, Harrisburg, PA 17120-3265 or by telephone at 1-800-692-7380. You will need to include the following information:

- a. Your name and telephone number.
- b. Your address and, if different, the address at which service is provided.
- c. Your account number, if applicable.
- d. The name of the utility.
- e. A brief statement of the complaint.
- f. You must state you first contacted Duquesne Light Company for the purpose of resolving the problem about which the customer wishes to file a complaint.
- g. You must state whether the dispute was formerly the subject of a Commission informal or formal complaint.
- h. If you have a shut off notice, the date on which the electric service will be shut off.
- i. The relief sought.

As long as you follow all requirements of the Public Utility Commission including paying current undisputed bills, Duquesne Light will not terminate your service until the informal complaint is resolved.

As of March 26, 2020 this account will become delinquent and subject to collection action unless an informal complaint is filed with the Public Utility Commission. Payments may be made by phone or in person at a Western Union office. To locate the closest office, visit our website at www.duquesnelight.com or call 412-393-7100.

If you have questions or need additional information, please call our Customer Care Department at 412-393-7100.

Sincerely,

Duquesne Light Company

**DUQUESNE LIGHT
COMPANY**

Exhibit 6

Customer Name and Service Address:

WILLIAM T MILLENDER
1374 WOODLAWN AVE
PITTSBURGH, PA 15221-2636

BILL ID: [REDACTED]

Account Number: [REDACTED] **Page 1 of 3**

Rate: RS-Residential Service

Date Prepared: 04/15/20

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: May 13, 2020			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74493281			Amount of Last Bill	\$526.70																																																
Present:	Apr 14, 2020 - Actual	37944.7660	Payment(s) Received as of 04/03/20	-\$121.00																																																
Prior:	Mar 14, 2020 - Actual	37233.3700	Prior Account Balance	\$405.70																																																
Difference		711.3960	Current Billing Information																																																	
Your Meter Multiplier		x 1	DLC Basic Service Charges	\$114.78																																																
Total kWh Used		711.3960	TOTAL ACCOUNT BALANCE PAYABLE TO DLC																																																	
			\$520.48																																																	
Electric Usage:			ACTUAL METER READING BILL																																																	
Comparing Your Usage			For more information see www.duquesnelight.com .																																																	
	Apr 19	Apr 20	Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																	
Avg. kWh Per Day	22	23																																																		
Avg. Temperature (F)	46	48																																																		
YTD Usage (kWh)	3157	2989																																																		
<p>kWh:</p> <p>Legend: ■ Prior 12 Months, ▨ Latest 12 Months</p> <table border="1"> <thead> <tr> <th colspan="12">DAYS IN BILLING PERIOD</th> </tr> <tr> <th>M</th><th>J</th><th>J</th><th>A</th><th>S</th><th>O</th><th>N</th><th>D</th><th>J</th><th>F</th><th>M</th><th>A</th> </tr> </thead> <tbody> <tr> <td>28</td><td>31</td><td>32</td><td>30</td><td>32</td><td>29</td><td>29</td><td>30</td><td>33</td><td>30</td><td>31</td><td>29</td> </tr> <tr> <td>30</td><td>32</td><td>30</td><td>30</td><td>32</td><td>29</td><td>29</td><td>32</td><td>31</td><td>29</td><td>31</td><td>31</td> </tr> </tbody> </table>			DAYS IN BILLING PERIOD												M	J	J	A	S	O	N	D	J	F	M	A	28	31	32	30	32	29	29	30	33	30	31	29	30	32	30	30	32	29	29	32	31	29	31	31		
DAYS IN BILLING PERIOD																																																				
M	J	J	A	S	O	N	D	J	F	M	A																																									
28	31	32	30	32	29	29	30	33	30	31	29																																									
30	32	30	30	32	29	29	32	31	29	31	31																																									
<ul style="list-style-type: none"> • Average Monthly Usage for the past 12 months is 666 kWh. • Total Annual Usage for the past 12 months is 7995 kWh. 																																																				
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After May 6, 2020	Payment Due	Amount Due																																																
\$6.77	\$7.80	1.25%	May 6, 2020	\$520.48																																																

Please return this portion with your payment. Please enclose check facing forward.
Make payment payable to Duquesne Light Company in US Currency.

Account Number

[REDACTED]

PLEASE PAY THIS AMOUNT BY MAY 6, 2020
\$520.48

\$ [] [] [] [] [] [] [] []

USD Amount Enclosed

To make account changes, enroll in Autopay or pledge to the Dollar Energy Fund, please update information on the back of this coupon and check the box to the right.

032733 000010522



WILLIAM T MILLENDER
VELVA D MILLENDER
1374 WOODLAWN AVE
PITTSBURGH PA 15221-2636

DUQUESNE LIGHT COMPANY
PAYMENT PROCESSING CENTER
PO BOX 67
PITTSBURGH, PA 15267-0001



83155000004 00000000000 000000520483 000000520483

How to Reach Us

Visit our Website at: www.duquesnelight.com
 Call us for: General information: 412-393-7100
 Credit & Collection: 412-393-7200
 Emergencies: 1-888-393-7000 or 412-393-7000
 Write us at: Customer Care Department
 Duquesne Light Company
 411 Seventh Avenue, MD 6-1
 Pittsburgh, PA 15230-1930

Please call, email or write our business office for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date or visit our Website at www.duquesnelight.com.

Understanding Your Bill

Meter Reading – An **actual reading** is a reading taken from the meter. An **estimated reading** is used when no actual reading is available and is based on past electric usage.

Meter Multiplier – This is the number used to calculate total electrical usage in kWh, this number will vary depending on meter type.

Kilowatt-Hour (kWh) – The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10 100-watt light bulbs left on for one hour. A bill shows electricity charges in cents per kilowatt-hour.

Kilowatt (kW) – A measure of electrical power that is equal to 1,000 watts.

Demand – A measure of customer or system load requirements over a measured period of time. The **actual demand** is the highest average kilowatt usage measured amount of all 15-minute intervals during a billing period. The **billing demand** is the product of the actual demand and the power factor multiplier which identifies the total power provided to the customer.

Basic Services – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmission and distribution.

Customer Charge – A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.

Distribution Charges – Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.

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.

PA EEA Surcharge (Fixed and Variable) – Charges for energy efficiency programs that help customers conserve energy and reduce demand.

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.

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.

Non-Basic Service Charges – Any category of service not related to basic service.

Budget Amount – Based on your average Duquesne Light Company billed history over the previous 12 month period excluding non-basic services for the location billed and subject to periodic adjustments. Trending data is used if billed history is not available.

Advanced Metering – Device(s) for recording or communicating actual electric usage on a daily basis.

Time of Use (TOU) – A program to encourage customers to shift the timing of portions of their electric use by offering lower rates during time of lower electricity demand (off-peak) and higher rates during periods of higher electricity demand (on-peak) periods.

Suspended Charges – Charges held in relation to a dispute

Customer Assistance Programs (CAP) Residential Only

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 level. Customers enrolled in CAP may receive a discount on their monthly service charges and have an opportunity to receive arrears forgiveness. If you need help paying your bills, call and speak to a Customer Assistance Program specialist at 1-888-393-7600.

CAP Budget Amount – The discounted amount that customers enrolled in Duquesne Light Company's CAP program are required to pay per month based on income and usage. This is a percentage of the monthly budget bill, based on income.

CAP Discount – The difference between the monthly budget bill and the CAP budget amount.

Debt Forgiveness – The amount of the arrears that is forgiven based upon receipt of a customer's regular monthly payments.

CAP Fixed Charge – A fixed monthly charge that will increase the Total Charges Owed amount of all CAP customers. This charge is required to offset increased program costs and is adjusted on an annual basis.

Maximum Annual CAP Credit – Each year, there is a limit to your total CAP Discounts. The Maximum Annual Credit amount is on page 1 of this bill.

Minimum CAP Amount – The lowest amount that a CAP customer must pay each month.

Grant Payment – Social assistance grants, such as LIHEAP and Dollar Energy, which are applied to your CAP Bills to reduce monthly payments.

Total Assistance Grant – All assistance grants that are applied to your account.

Special Services

Customer Protection Plan – An injury, illness, or vacation could prevent you from reading your mail as you usually would. At your request, we will send a copy of any Duquesne Light Company past-due notice to a person of your choice.

Billing and Payment Conveniences

E-Bill Service – Our **free** on-line bill presentment service. Once enrolled, you will no longer receive paper bills. You will receive an e-mail notification that your bill is available to view. You can sign up at www.duquesnelight.com

Automatic Bill Payment – Duquesne Light Company's **free** ElectriCheck service. After you join the plan, you no longer write checks. Your payment is automatically deducted from your checking account on the due date of the bill. You can apply at www.duquesnelight.com or call Customer Care 412-393-7100 for more information.

Schedule an On-line Payment – A **free** service to have your payment deducted from your bank account on the date you choose.

Budget Payment Plan – Helps residential customers level out monthly payment amounts.

Make a One-Time Payment – Credit card/check services. Go to our website at www.duquesnelight.com or call 1-866-526-0815. **Fees apply.**

U.S. Mail – Use the payment coupon and envelope we provide to return your payment to us.

Complete the information at the right to update your account.

If you are moving and need to have your service turned on or off, you must call Customer Care at 412-393-7100 or visit our website at www.duquesnelight.com.

For changes or corrections to be processed, check the box on the front of the coupon AND MAIL IN WITH YOUR PAYMENT.

Reason for change: _____
 Name: _____
 Street Address: _____
 City: _____
 State: _____ Zip: _____
 Primary Contact Phone #: (____) _____
 Email Address: _____
 Monthly Pledge to Dollar Energy Fund \$1.00 \$2.00 or other \$ _____.00
 Request to enroll in Autopay - check box for application request

Customer Name and Service Address:

WILLIAM T MILLENDER
1374 WOODLAWN AVE
PITTSBURGH, PA 15221-2636

BILL ID: [REDACTED]

Account Number: [REDACTED] **Page 3 of 3**

Rate: RS-Residential Service

Date Prepared: 04/15/20

Duquesne Light Company Basic Service Charges

Current Charges

Customer Charge			12.69	
Supply	711.3960 kWh@	5.566900¢	39.60	
Transmission	711.3960 kWh@	1.531900¢	10.90	
Distribution	711.3960 kWh@	7.138300¢	50.78	
DSIC Surcharge		1.27%	0.81	
Total Current Charges				\$114.78
DLC Basic Service Charges (see Page 1 Summary)				\$114.78

The Price to Compare for your rate class is 7.10 cents/kWh. It will change every June and December. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Duquesne Light Company Information

A change in the Distribution System Improvement Charge, effective April 1, will increase your monthly bill by about \$0.47, or less than 1%.

Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit www.wattchoices.com or call 1-888-WATTLEY.

Need to reach us? Call (412) 393-7100 or on the web @www.duquesnelight.com

YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.

You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

Please visit our website www.duquesnelight.com to sign up for electriccheck, and to learn about other convenient payment options.

Shopping Information Box

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

Supplier Agreement ID: 8315500097

Rate Schedule: RS-Residential Service

If you are already shopping, it is important to understand the terms of your contract and expiration date.

Supplier Basic Service Charges

Supplier Agreement ID: 8315500097

Duquesne Light provides a dependable, reasonably priced source of energy through our agreements with regional electric generation suppliers. We also deliver that power, in a safe, reliable way.

- Generation/Supply prices and charges are set by the electric generation supplier you have chosen.
- The Public Utility Commission regulates distribution prices and services.
- The Federal Energy Regulatory Commission regulates transmission prices and services.

Non-Basic Service Charges

Currently you are not subscribing to any Non-Basic Services.



**DUQUESNE LIGHT
COMPANY**

Exhibit 7



Customer Name and Service Address:

WILLIAM T MILLENDER
 1374 WOODLAWN AVE
 PITTSBURGH, PA 15221-2636

BILL ID: [REDACTED]

Account Number: [REDACTED] Page 1 of 3

Rate: RS-Residential Service

Date Prepared: 05/22/20

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: June 12, 2020			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74493281			Amount of Last Bill \$114.48																																																	
Present:	May 13, 2020 - Actual	38653.7460	Prior Account Balance \$114.48																																																	
Prior:	Apr 14, 2020 - Actual	37944.7660	Current Billing Information																																																	
	Difference	708.9800	TOTAL ACCOUNT BALANCE PAYABLE TO DLC \$114.48																																																	
Your Meter Multiplier		x 1	CORRECTED BILL																																																	
Total kWh Used		708.9800	For more information see www.duquesnelight.com .																																																	
Electric Usage:			Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																	
			Comparing Your Usage																																																	
			May 19 May 20																																																	
Avg. kWh Per Day			25 24																																																	
Avg. Temperature (F)			58 47																																																	
YTD Usage (kWh)			3907 3698																																																	
kWh:																																																				
<table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th colspan="12">DAYS IN BILLING PERIOD</th> </tr> <tr> <th>J</th><th>J</th><th>A</th><th>S</th><th>O</th><th>N</th><th>D</th><th>J</th><th>F</th><th>M</th><th>A</th><th>M</th> </tr> </thead> <tbody> <tr> <td>31</td><td>32</td><td>30</td><td>32</td><td>29</td><td>29</td><td>30</td><td>33</td><td>30</td><td>31</td><td>29</td><td>30</td> </tr> <tr> <td>32</td><td>30</td><td>30</td><td>32</td><td>29</td><td>29</td><td>32</td><td>31</td><td>29</td><td>31</td><td>31</td><td>29</td> </tr> </tbody> </table>					DAYS IN BILLING PERIOD												J	J	A	S	O	N	D	J	F	M	A	M	31	32	30	32	29	29	30	33	30	31	29	30	32	30	30	32	29	29	32	31	29	31	31	29
DAYS IN BILLING PERIOD																																																				
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32	30	30	32	29	29	32	31	29	31	31	29																																									
<ul style="list-style-type: none"> • Average Monthly Usage for the past 12 months is 663 kWh. • Total Annual Usage for the past 12 months is 7954 kWh. 																																																				
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After June 12, 2020	Payment Due	Amount Due																																																
\$6.75	\$7.78	1.25%	June 12, 2020	\$114.48																																																

Please return this portion with your payment. Please enclose check facing forward.
 Make payment payable to Duquesne Light Company in US Currency.

Account Number [REDACTED] P PLEASE PAY THIS AMOUNT BY **JUN 12, 2020**
\$114.48

\$ [] [] [] [] [] [] [] []

USD Amount Enclosed

To make account changes, enroll in Autopay or pledge to the Dollar Energy Fund, please update information on the back of this coupon and check the box to the right.

#BWNHBYB
 #6042 0745 0280 0008#

WILLIAM T MILLENDER
 VELVA D MILLENDER
 1374 WOODLAWN AVE
 PITTSBURGH, PA 15221-2636

DUQUESNE LIGHT COMPANY
 PAYMENT PROCESSING CENTER
 PO BOX 67
 PITTSBURGH, PA 15267-0001



How to Reach Us

Visit our Website at: www.duquesnelight.com
 Call us for: General information: 412-393-7100
 Credit & Collection: 412-393-7200
 Emergencies: 1-888-393-7000 or 412-393-7000
 Write us at: Customer Care Department
 Duquesne Light Company
 411 Seventh Avenue, MD 6-1
 Pittsburgh, PA 15230-1930

Please call, email or write our business office for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date or visit our Website at www.duquesnelight.com.

Understanding Your Bill

Meter Reading – An **actual reading** is a reading taken from the meter. An **estimated reading** is used when no actual reading is available and is based on past electric usage.

Meter Multiplier – This is the number used to calculate total electrical usage in kWh, this number will vary depending on meter type.

Kilowatt-Hour (kWh) – The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10 100-watt light bulbs left on for one hour. A bill shows electricity charges in cents per kilowatt-hour.

Kilowatt (kW) – A measure of electrical power that is equal to 1,000 watts.

Demand – A measure of customer or system load requirements over a measured period of time. The **actual demand** is the highest average kilowatt usage measured amount of all 15-minute intervals during a billing period. The **billing demand** is the product of the actual demand and the power factor multiplier which identifies the total power provided to the customer.

Basic Services – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmission and distribution.

Customer Charge – A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.

Distribution Charges – Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.

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.

PA EEA Surcharge (Fixed and Variable) – Charges for energy efficiency programs that help customers conserve energy and reduce demand.

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.

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.

Non-Basic Service Charges – Any category of service not related to basic service.

Budget Amount – Based on your average Duquesne Light Company billed history over the previous 12 month period excluding non-basic services for the location billed and subject to periodic adjustments. Trending data is used if billed history is not available.

Advanced Metering – Device(s) for recording or communicating actual electric usage on a daily basis.

Time of Use (TOU) – A program to encourage customers to shift the timing of portions of their electric use by offering lower rates during time of lower electricity demand (off-peak) and higher rates during periods of higher electricity demand (on-peak) periods.

Suspended Charges – Charges held in relation to a dispute

Customer Assistance Programs (CAP) Residential Only

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 level. Customers enrolled in CAP may receive a discount on their monthly service charges and have an opportunity to receive arrears forgiveness. If you need help paying your bills, call and speak to a Customer Assistance Program specialist at 1-888-393-7600.

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Total Assistance Grant – All assistance grants that are applied to your account.

Special Services

Customer Protection Plan – An injury, illness, or vacation could prevent you from reading your mail as you usually would. At your request, we will send a copy of any Duquesne Light Company past-due notice to a person of your choice.

Billing and Payment Conveniences

E-Bill Service – Our **free** on-line bill presentment service. Once enrolled, you will no longer receive paper bills. You will receive an e-mail notification that your bill is available to view. You can sign up at www.duquesnelight.com

Automatic Bill Payment – Duquesne Light Company's **free** ElectriCheck service. After you join the plan, you no longer write checks. Your payment is automatically deducted from your checking account on the due date of the bill. You can apply at www.duquesnelight.com or call Customer Care 412-393-7100 for more information.

Schedule an On-line Payment – A **free** service to have your payment deducted from your bank account on the date you choose.

Budget Payment Plan – Helps residential customers level out monthly payment amounts.

Make a One-Time Payment – Credit card/check services. Go to our website at www.duquesnelight.com or call 1-866-526-0815. **Fees apply.**

U.S. Mail – Use the payment coupon and envelope we provide to return your payment to us.

Complete the information at the right to update your account.

If you are moving and need to have your service turned on or off, you must call Customer Care at 412-393-7100 or visit our website at www.duquesnelight.com.

For changes or corrections to be processed, check the box on the front of the coupon AND MAIL IN WITH YOUR PAYMENT.

Reason for change: _____
 Name: _____
 Street Address: _____
 City: _____
 State: _____ Zip: _____
 Primary Contact Phone #: (____) _____
 Email Address: _____
 Monthly Pledge to Dollar Energy Fund \$1.00 \$2.00 or other \$ _____.00
 Request to enroll in Autopay - check box for application request



Customer Name and Service Address:

WILLIAM T MILLENDER
1374 WOODLAWN AVE
PITTSBURGH, PA 15221-2636

BILL ID: [REDACTED]

Account Number: [REDACTED] **Page 3 of 3**

Rate: RS-Residential Service

Date Prepared: 05/22/20

Duquesne Light Company Basic Service Charges

Miscellaneous Charges

Cancel Bill	04/14/20 - 05/13/20	-114.43	
Total Miscellaneous Charges			-\$114.43

Current Charges

Customer Charge		12.69	
Supply	708.9800 kWh@ 5.566900¢	39.47	
Transmission	708.9800 kWh@ 1.531900¢	10.86	
Distribution	708.9800 kWh@ 7.138300¢	50.61	
DSIC Surcharge	1.27%	0.80	
Total Current Charges			\$114.43

DLC Basic Service Charges (see Page 1 Summary) \$0.00

The Price to Compare for your rate class is 7.10 cents/kWh. It will change every June and December. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Duquesne Light Company Information

Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit www.wattchoices.com or call 1-888-WATTLEY.

Need to reach us? For residential assistance, call us at 412-393-7100 or visit DuquesneLight.com. For business assistance, call 412-393-7300 or visit DuquesneLight.com/business.

You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

Please visit our website www.duquesnelight.com to sign up for electriccheck, and to learn about other convenient payment options.

Shopping Information Box

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

Supplier Agreement ID: 8315500097

Rate Schedule: RS-Residential Service

If you are already shopping, it is important to understand the terms of your contract and expiration date.

Supplier Basic Service Charges

Supplier Agreement ID: 8315500097

Duquesne Light provides a dependable, reasonably priced source of energy through our agreements with regional electric generation suppliers. We also deliver that power, in a safe, reliable way.

- Generation/Supply prices and charges are set by the electric generation supplier you have chosen.
- The Public Utility Commission regulates distribution prices and services.
- The Federal Energy Regulatory Commission regulates transmission prices and services.

Non-Basic Service Charges

Currently you are not subscribing to any Non-Basic Services.

**DUQUESNE LIGHT
COMPANY**

Exhibit 8

(w_informal_complaint_sheet) Informal Complaint For Customer: MILLENDER, VELVA - BCS #: 3919679 - ACCT #: [REDACTED]

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

Date(s) Sent: 07/07/23 DUQ_07072023_124700.xml Double-click on file name to view...

Status: Receipt of PUC Decision Date Closed: 11/06/23 Closing Data Received: 11/6/23 15:50:01

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

Decision: Written Oral Decision Balance: \$285.82 Balance Date: 07/07/23

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

Budget Payments
Regular: \$183.00 Arrears Plus: \$0.00 Special: \$0.00

Monthly Payments
Current: \$0.00 Final: \$0.00 End: \$0.00

Decision Type:
Terms:

Resolution: DECISION ISSUED- CASE DISMISSED. THE ACCOUNT WAS BILLED CORRECTLY AND BASED ON ACTUAL METER READS. THERE IS A BALANCE THAT IS ROLLING OVER EACH MONTH, ADDING LATE FEES. TIMELY PAYMENTS WERE NOT RECEIVED FOR ALL THE MONTHS DURING THE DISPUTED PERIOD. (THE \$82.00 BILL VS \$92.00 PAYMENT WAS FROM 2020 AND CUSTOMER STATED ON THE PHONE THAT SHE OPENED THIS COMPLAINT TO FIND OUT WHY HER BILL WAS CONTINUING TO INCREASE.)

**DUQUESNE LIGHT
COMPANY**

Exhibit 9

(w_informal_complaint_sheet) Informal Complaint For Customer: MILLENDER, VELVA - BCS #: 3962086 - ACCT #: [REDACTED]

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

Date(s) Sent: 01/22/24 DUG_01222024_124700.xml Double-click on file name to view...

Status: Receipt of PUC Decision Date Closed: 04/10/24 Closing Data Received: 4/10/24 16:50:02

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

Decision: Written Oral Decision Balance: \$645.35 Balance Date: 01/22/24

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

Budget Payments
Regular: \$194.00 Arrears Plus: \$0.00 Special: \$0.00

Monthly Payments
Current: \$0.00 Final: \$0.00 End: \$0.00

Decision Type:
Terms:
Resolution: DECISION ISSUED: WHEN THE CUSOTMER OPENS A DISPUTE WITH THE PUC THE BALANCE IS THEN SUSPENDED UNTIL THE CASE IS CLOSED. COMPANY ADDED THE SUSPENDED BALANCE OF \$285.82 BACK TO THE BALANCE WHEN BCS# 3919679 WAS CLOSED ON 11/6/2023. COMPANY WAS WITH IN THEIR RIGHTS TO ISSUE A TERMINATION NOTICE. THE FEB 2024 DUE BILL WAS NOT SENT OUT UNTIL 1/16/2024 AND THE CUSOTMER OPEN THE CASE ON 1/19/2024, BEFORE SHE COULD RECEIVE THE BILL. DISPUTED BALANCE OF \$540.36 WILL BE ADDED BACK TO THE ACCOUNT AND BECOME DUE WITH THE FIRST BILL AFTER THE CASE IS CLOSED. CUSTOMER APPEARS ELIGIBLE FOR A PUC PAR.

**DUQUESNE LIGHT
COMPANY**

Exhibit 10



WILLIAM T MILLENDER
VELVA D MILLENDER
1374 WOODLAWN AVE
PITTSBURGH PA 15221-2636

Service Address:

1374 WOODLAWN AVE
PITTSBURGH, PA 15221-2636

Account Number: [REDACTED]

April 11, 2024

10 DAY SHUT-OFF NOTICE
*** AVISO DE SUSPENSIÓN DE SERVICIO ***

¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.
Your Electric Service May Be Shut-Off

Because your bill is past due, we will shut-off the service to 1374 WOODLAWN AVE on or after 8:00 a.m. on 04/26/2024. We may act on this notice for up to 60 days. We will NOT shut-off your electric service if you do ONE of the following:

- Pay your past due balance in the amount of \$540.36 in full before 04/26/2024 at DuquesneLight.com/payonline; select Same-Day Payment on the free DLC mobile app...
• Obtain a payment arrangement at DuquesneLight.com/arrangement.
• Enroll in the Customer Assistance Program (CAP). Apply online at DuquesneLight.com/cap...
• File a dispute with Duquesne Light Co. or the Pennsylvania Public Utility Commission at 1-800-692-7380.

To talk about your bill, call us at 412-393-7200. If we shut-off your electric service, you may have to pay all of the following, and any additional bills that have become past due, before we can turn your service on:

Table with 2 columns: Item, Amount. Rows include Full Account Balance (\$540.36), Paid Security Deposit (0.00), Estimated New Security Deposit (\$374.00), Maximum Reconnect Fee (\$250.00), and Estimated Total (\$1,164.36 Maximum turn-on charge. May be less).

ARTERM10

Please return this portion with your payment. Please enclose check facing forward. Make payment payable to Duquesne Light Company in US Currency.



USD amount enclosure grid with dollar sign and ten boxes for digits.

USD Amount Enclosed

Account Number: [REDACTED]

Please Pay \$540.36

WILLIAM T MILLENDER
VELVA D MILLENDER
1374 WOODLAWN AVE
PITTSBURGH, PA 15221-2636

DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH, PA 15250-7324



8315500004 00000000000 00000540366 00000540366

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.

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: 2024				
Household Size	1	2	3	4
Monthly Income	\$3,138	\$4,258	\$5,379	\$6,500

Add \$1,121 for each additional household member

**DUQUESNE LIGHT
COMPANY**

Exhibit 11

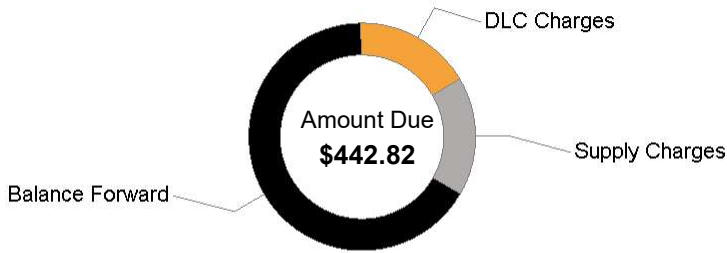


WILLIAM T MILLENDER
1374 WOODLAWN AVE

Account # [REDACTED]

Table with 2 columns: Due Date (07/06/2023), Amount Due (\$442.82)

Bill Summary



Bill ID: 831986739846 Date Prepared: 06/15/2023

Table with 2 columns: Description, Amount. Rows include Previous Account Balance, Payment(s) Received, Balance Forward, DLC Charges, Supply Charges, and AMOUNT DUE BY 07/06/2023.

Message Center

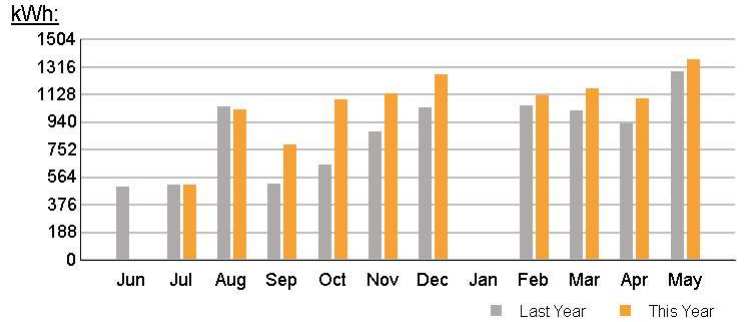
Duquesne Light Company (DLC) shares customer information with some trusted partners that offer programs and services you may find valuable. DLC takes the responsibility to protect customer information seriously and its privacy policy explains how it collects, uses, shares, stores, and protects customer information.

Signing up for our e-Bill program is fast and easy! Enroll today at DuquesneLight.com/ebill and you'll receive an email each month when your bill is available.

Duquesne Light Company partners with Dollar Energy Fund to provide assistance to customers who struggle to pay their electric bill. If you would like to support the Dollar Energy Fund and your neighbors in need, make a tax deductible monthly pledge at DuquesneLight.com/dollar.

Usage Comparison Chart

Table with 5 columns: Period, Total kWh Usage, Avg Daily kWh Usage, # of Days, Avg Daily Temp (F). Rows include Current Month, Last Month, Same Month Last Year.



Average Monthly Usage for the last 12 months: 893 kWh
Total Annual Usage for the last 12 months: 10712 kWh

BI_POSTAL_20230615PRD.xml

Online: www.DuquesneLight.com

Phone: 888-393-7100

Billing and meter reading details on page 3

Please return this portion with your payment. Please enclose check facing forward. Make payment payable to Duquesne Light Company in US Currency.

A late charge of 1.25% may be assessed after 2023-07-06



Account # [REDACTED]

Table with 2 columns: Due Date (07/06/2023), Amount Due (\$442.82)

\$ [REDACTED]

USD Amount Enclosed

WILLIAM T MILLENDER
VELVA D MILLENDER
1374 WOODLAWN AVE
PITTSBURGH PA 15221-2636

Please mail payment to:

DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324



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: 888-393-7100 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:

- Phone: 888-393-7100 TTY Users: 711
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 888-393-7100 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: 888-393-7100
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.

NEW: Make a payment at your local Walmart! Provide your DLC bill & use code WMBP.



Dollar Energy Fund

Monthly Pledge:

- Input boxes for \$1.00, \$2.00, and Other: \$ ____.00



Account Detail

1374 WOODLAWN AVE

Supplier Agreement ID: 8315500097

Meter Reading Usage Information

Meter Number	[REDACTED]
Present 06/15/2023 Act	67,094.3500
Prior 05/16/2023 Act	66,437.2280
Difference	657.1220
Your Meter Multiplier	1
Total kWh Used	657.1220

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1145 / kWh	
DLC Charges		\$73.85
Customer Charge		\$12.50
Distribution	350.4651 kWh@ \$0.087933	\$30.82
Distribution	306.6569 kWh@ \$0.087833	\$26.93
DSIC Surcharge	0.05%	\$0.04
Pennsylvania Tax Adjustment		-\$0.10
Late Payment Charge		\$3.66
Supply Charges		\$74.55
Supply	350.4651 kWh@ \$0.088349	\$30.96
Supply	306.6569 kWh@ \$0.091956	\$28.20
Transmission	350.4651 kWh@ \$0.024211	\$8.49
Transmission	306.6569 kWh@ \$0.022514	\$6.90

Total kWh Used 657.1220

Service Charges \$148.40

Shopping and Supplier Information

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

Supplier Agreement ID: 8315500097
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 and 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 or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- Effective Jun. 1, changes in the Energy Efficiency Surcharge, reflecting costs related to our Watt Choices program, will decrease the monthly bill of a customer using 600 kWh by about \$0.06 or less than 1%.
- A change in the Transmission and Default Service Supply rates that went into effect June 1, will increase the overall monthly bill of an average residential customer who purchases electric generation from Duquesne Light by about \$1.15, or 1%.
- 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
- **YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.**
- Join our Budget Plan for consistent bills at DuquesneLight.com/budget. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$9.84 in estimated PA State Taxes, of which \$8.54 is PA Gross Receipts Tax.

**DUQUESNE LIGHT
COMPANY**

Exhibit 12



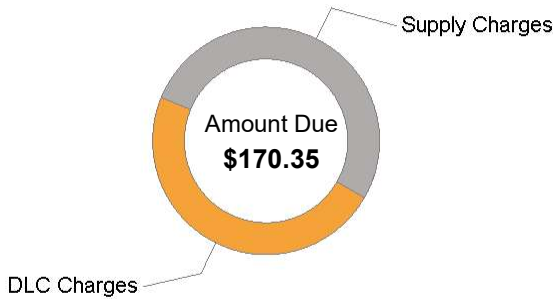
WILLIAM T MILLENDER
1374 WOODLAWN AVE

Account # [REDACTED]

Due Date	Amount Due
08/07/2023	\$170.35

Bill Summary

Bill ID: 831074397875 Date Prepared: 07/17/2023



Previous Account Balance	\$442.82
Payment(s) Received as of 06/23/2023	-\$157.00
Balance Forward	\$285.82
Disputed Charges	-\$285.82
Active Account Balance	\$0.00
DLC Charges	\$81.59
Supply Charges	\$88.76
AMOUNT DUE BY 08/07/2023	\$170.35

Message Center

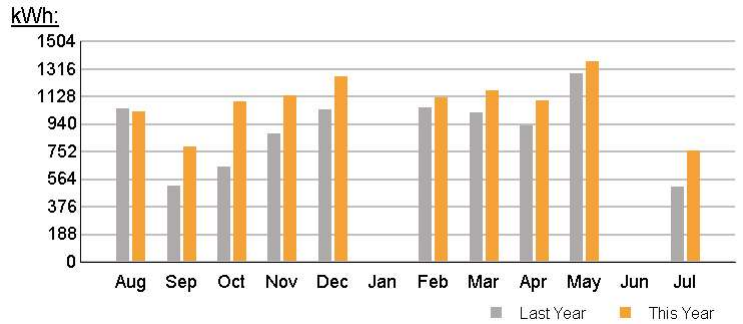
Signing up for our e-Bill program is fast and easy! Enroll today at DuquesneLight.com/ebill and you'll receive an email each month when your bill is available.

Duquesne Light Company partners with Dollar Energy Fund to provide assistance to customers who struggle to pay their electric bill. If you would like to support the Dollar Energy Fund and your neighbors in need, make a tax deductible monthly pledge at DuquesneLight.com/dollar.



Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	775	24	32	59
Last Month	1379	23	59	56
Same Month Last Year	530	17	32	75



Average Monthly Usage for the last 12 months: 913 kWh
Total Annual Usage for the last 12 months: 10957 kWh

BI_POSTAL_20230717PRD.xml

Online: www.DuquesneLight.com

Phone: 888-393-7100

Billing and meter reading details on page 3

Please return this portion with your payment. Please enclose check facing forward. Make payment payable to Duquesne Light Company in US Currency.

A late charge of 1.25% may be assessed after 2023-08-07



Account # [REDACTED]

Due Date	Amount Due
08/07/2023	\$170.35

\$ [REDACTED]

USD Amount Enclosed

WILLIAM T MILLENDER
VELVA D MILLENDER
1374 WOODLAWN AVE
PITTSBURGH PA 15221-2636

Please mail payment to:

DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324



8315500004 00000000000 00000456175 00000170354

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: 888-393-7100 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:

- Phone: 888-393-7100 TTY Users: 711
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 888-393-7100 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: 888-393-7100
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

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Kilowatt-Hour (kWh) - The basic unit of electric energy for which most customers are charged.
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Customer Assistance Program (CAP)

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Autopay advertisement graphic with text: AUTOPAY SAVES YOU TIME AND MONEY. WITH NOTHING TO MAIL, NO CHECKS TO WRITE, AND NO STAMPS TO BUY - AUTOPAY SAVES YOU VALUABLE TIME AND MONEY. YOUR MONTHLY PAYMENT IS AUTOMATICALLY DEDUCTED FROM YOUR BANK ACCOUNT ON THE DUE DATE. ENROLL AT: DUQUESNELIGHT.COM/AUTOPAY

Dollar Energy Fund Monthly Pledge:
\$1.00
\$2.00
Other: \$ ____ .00



Account Detail

1374 WOODLAWN AVE

Supplier Agreement ID: 831550097

Meter Reading Usage Information

Meter Number	[REDACTED]
Present 07/17/2023 Act	67,869.7110
Prior 06/15/2023 Act	67,094.3500
Difference	775.3610
Your Meter Multiplier	1
Total kWh Used	775.3610

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1145 / kWh	
DLC Charges		\$81.59
Customer Charge		\$12.50
Distribution	775.3610 kWh@ \$0.087833	\$68.10
DSIC Surcharge	1.36%	\$1.10
Pennsylvania Tax Adjustment		-\$0.11
Supply Charges		\$88.76
Supply	775.3610 kWh@ \$0.091956	\$71.30
Transmission	775.3610 kWh@ \$0.022514	\$17.46

Total kWh Used 775.3610

Service Charges \$170.35

Shopping and Supplier Information

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

Supplier Agreement ID: 831550097
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 and 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 or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- A change in the Distribution System Improvement Charge, effective July 1, will increase your monthly bill by about \$0.85, or 1%.
- 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
- Join our Budget Plan for consistent bills at DuquesneLight.com/budget. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$11.59 in estimated PA State Taxes, of which \$10.05 is PA Gross Receipts Tax.

**DUQUESNE LIGHT
COMPANY**

Exhibit 13

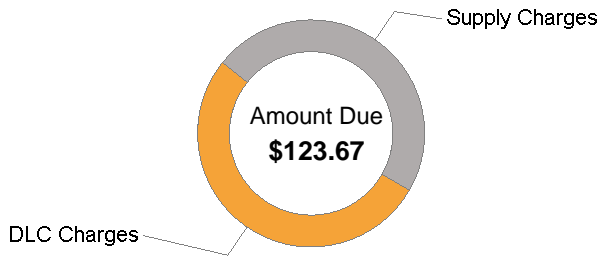


WILLIAM T MILLENDER
1374 WOODLAWN AVE

Account # [REDACTED]

Due Date	Amount Due
06/04/2024	\$123.67

Bill Summary



Bill ID: 831211545509 Date Prepared: 05/14/2024

Previous Account Balance	\$712.18
Payment(s) Received as of 04/23/2024	-\$172.00
Balance Forward	\$540.18
Disputed Charges	-\$540.18
Active Account Balance	\$0.00
DLC Charges	\$64.83
Supply Charges	\$58.84
AMOUNT DUE BY 06/04/2024	\$123.67

Message Center

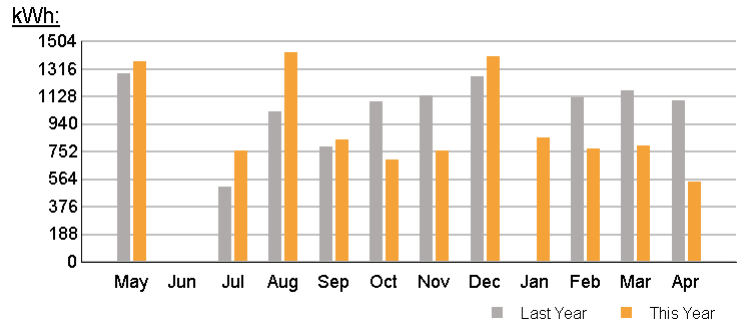
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Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	563	19	29	62
Last Month	808	25	32	48
Same Month Last Year	1113	35	32	50



Average Monthly Usage for the last 12 months: 864 kWh
Total Annual Usage for the last 12 months: 10363 kWh

BI_POSTAL_20240514PRD.xml

Online: www.DuquesneLight.com

Phone: 888-393-7100

Billing and meter reading details on page 3

Please return this portion with your payment. Please enclose check facing forward. Make payment payable to Duquesne Light Company in US Currency.

A late charge of 1.25% may be assessed after 2024-06-04



Account # [REDACTED]

Due Date	Amount Due
06/04/2024	\$123.67

\$ [REDACTED]

USD Amount Enclosed

WILLIAM T MILLENDER
VELVA D MILLENDER
1374 WOODLAWN AVE
PITTSBURGH PA 15221-2636

Please mail payment to:

DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324



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Mail: Dept 6-1
411 7th Ave Ste 3
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Duquesne Light Hardship Fund Donations
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High bills?

Get predictable monthly payments with Budget Billing.

ENROLL TODAY at
DuquesneLight.com/budget



SCAN HERE to register for AutoPay.



DuquesneLight.com/autopay



Account Detail

1374 WOODLAWN AVE

Supplier Agreement ID: 8315500097

Meter Reading Usage Information

Meter Number	[REDACTED]
Present 05/14/2024 Act	76,078.3570
Prior 04/15/2024 Act	75,515.6270
Difference	562.7300
Your Meter Multiplier	1
Total kWh Used	562.7300

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1046 / kWh	
DLC Charges		\$64.83
Customer Charge		\$12.50
Distribution	562.7300 kWh @ \$0.088763	\$49.95
DSIC Surcharge	4.18%	\$2.61
Pennsylvania Tax Adjustment		-\$0.23

Supply Charges		\$58.84
Supply	562.7300 kWh @ \$0.082038	\$46.17
Transmission	562.7300 kWh @ \$0.022514	\$12.67

Total kWh Used 562.7300

Service Charges \$123.67

Shopping and Supplier Information

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- Your bill contains \$8.41 in estimated PA State Taxes, of which \$7.29 is PA Gross Receipts Tax.