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December 25th, 2024

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 north Street, 2nd Floor North
P .O. Box 3265
Harrisburg, PA 17105-3265

RE: Response to Preliminary Objection by Duquesne Light Company
Docket No. C-2024-3052318

Dear Secretary Chiavetta,

This is our response to Duquesne Light Company's (DLC) Preliminary Objection to our formal complaint. We respectfully oppose DLC's request to dismiss the portions of our complaint requesting financial compensation.

1. Prolonged substandard service: Over three years, DLC provided unreliable and unsafe electrical service to our home. This has resulted in repeat damages to major and minor appliances in our home. The ongoing issue caused significant strain and disruption to our daily lives.

2. Clear evidence of service issues: The extent of DLC's responsibility became clear when newly replaced appliances were damaged under the same conditions. Lacking electrical expertise, we believed the issue to be ours. After realizing it was from the service being provided we contacted DLC several times to ask for help. We were told we were on a regulation tech's schedule to come and investigate. This individual went on a 6-week vacation. In this time, DLC did not send anyone else out despite our many calls and chats with customer support representatives. DLC only responded when I called and said outlets began sparking. At this time,

a troubleshooter showed us the drastic drop in voltage to our home and told us the customer service representatives did not send anyone to help us because we used the wrong terminology.

- DLC took down a 15 amp transformer, that their crews stated to me was from the 1950's. This was replaced with a 25 amp in the morning. Issues of flashing lights persisted, so DLC sent a second crew back out who replaced the 25 amp transformer with a 37.5 amp and new lines to our home. I would like to reiterate that these replacements occurred after we had the panel box and neutral lines to our home replaced.

3. Financial burden: We have incurred over \$15,000 in out-of-pocket expenses to replace and repair damaged appliances, directly resulting from inadequate service. While we understand that the PUC cannot award damages, we ask the PUC hold DLC responsible for the damages caused.

4. Public interest and accountability: Allowing DLC to evade responsibility for their services sets a concerning precedent for other DLC customers. As a regulated utility, DLC has an obligation to provide unlimited, safe, and consistent service to customers - as stated to us by their representatives who came to our home. We also ask that the PUC hold DLC accountable for the lack of training to their customer service representatives and that adequate training be provided to ensure representatives are asking the correct questions to understand the issues that customers face fully.

We kindly ask that the PUC consider the broader circumstances of this case and not dismiss the portion of our complaint related to financial reimbursement without fully examining the value of our claims.

Thank you for your time and attention to this matter.

Respectfully,
Bill and Lauren Thompson