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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) Answer and New Matter in response to our formal complaint.

**1. Voltage Issues and Appliance Damage:** DLC representatives who visited our property confirmed that the voltage drops experienced were severe enough to damage appliances. The technician allowed us to view his meter reader, where we witnessed the drops. This statement directly supports our position that DLC's service was neither safe nor reliable. Moreover, DLC replaced the transformer serving our property twice in one day, indicating that their initial solution was insufficient and did not resolve the underlying issues. Furthermore, DLC also replaced the electrical lines to our home during their second visit. Notably, DLC's response fails to include the correct transformer type used or the replacement of the wires during these replacements, raises further concerns about the adequacy of their service.

- 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.

**2. Customer-Owned Repairs and Ongoing Issues:** Prior to our furnace breaking a second time, we proactively replaced our panel box and neutral line to ensure that our home's internal systems were not contributing to the electrical issues. Our new furnace was initially damaged on August 2nd. We were both at home and witnessed and heard the electricity surge. Our panel box and neutral were replaced on August 14th, and 1 week later the furnace broke again due to voltage drops. We specifically had a surge protector installed on our panel box to help protect our home. The drops were severe enough that the surge protector did not protect our appliances. Only after this, did DLC replace our transformer. Despite these efforts, problems persisted, further proving that the root cause was on DLC's side. Their assertion that customer-owned equipment was responsible is inaccurate and unsupported by the facts. DLC replaced their transformer two times in one day: once in the morning, and once that night.

We have a video showing a TV flashing with no other lights on or appliances running in the home.

DLC alleges that they do not have sufficient knowledge or information as to whether we replaced or repaired specific appliances, however, we tracked down any and all receipts that we could find. I am more than happy to dig further and contact the companies that we purchased specific items from in an attempt to gather receipts that I do now have. We did in fact furnish DLC with all receipts that we could find.

**3. Statute of Limitations:** DLC's claim that some of our allegations are barred by the three-year statute of limitations is unfounded. The statute should begin this past summer when we learned from DLC representatives that the voltage issues and resulting damage were due to their service failures. Prior to this, we were unaware that DLC's equipment was the cause. Furthermore, we provided DLC with six weeks to address the issue after their representatives acknowledged the problem, during which time the situation worsened due to their inaction. Their inaction was due to a representative's 6-week vacation, where no other service member of their team was sent to investigate our issue until we told them outlets were sparking.

**4. Storm Damage and Communication Failures:** DLC claimed to have resolved all storm related damage, as stated by a representative at our home. However, they failed to recognize or address our ongoing issues, despite numerous calls and communications. The representative who came to our home found that none of our tickets were connecting in their system. The reason that they found this out was because they came to our home one morning. Our issues persisted and we called in again that evening. This individual was still on his shift and noticed our address, that tickets were not connecting, and requested to come back to our home to help us figure out the issue.

DLC's claim that they were unaware of our continued problems is contradicted by the detailed records of our outreach efforts. At this point, I had been calling or using DLC's chat feature for nearly 6 weeks to attempt to talk to a customer service representative. I informed representatives that I spoke to about what was going on and was told that a ticket was in. It took 6 weeks for our

issues to receive proper attention. We do not feel that DLC took our safety into consideration or our claims seriously as we did not receive help until August. Our initial call to them was after the storms in June (June 19th) and a follow-up call was made to ask where we were on the schedule after 1 week. A supervisor was to call back, which we had to follow-up to receive a call-back. At which time, we were told we were on the regulation tech's schedule but he hadn't been out yet. The matter was not escalated and no one else was sent out at this time.

Additionally, DLC states that we did not submit a damage claim requesting reimbursement for a hotel stay. We did not, however, we would like to make known that the first week when we began calling DLC for help we asked the representative if DLC would support with this because we had a 6 month old infant in the home and we were vehemently denied. Based on their response and lack of support, we did not submit this claim. While we understand DLC cannot assist everyone with this, understanding the impact of the storms, to have received no support until August is unreasonable. We made every attempt to let them know what was going on.

**5. Planned outage and sod damages:** DLC references that a planned outage on June 17th did not happen. However, I am a remote worker and work completely from home. I was home until power was shut off that day, at which point, I had to leave and work elsewhere in order to have electricity and WiFi. It is concerning that DLC does not even know when they are shutting off customers' power or are unaware of the work their crews are doing.

DLC denied our claim for damages to our sod, stating that they do not provide compensation for damages that occur due to weather related incidents and were unaware of when we installed the

sod. The sod was installed on June 14th and a sprinkler system was set up and turned on twice a day for an hourly watering each time. The last time the sod was watered was on June 17th, prior to the planned outage that DLC scheduled.

DLC was unable to provide us with service for the better part of a week. Our next door neighbors (1656 Rt 68) had electricity that night.

**6. Delayed investigation:** DLC states that from August 28 to September 4, 2024 that they installed a voltage recorder at our property to continue to investigate our concerns and denies our claims of "wild fluctuations in voltage and surging" their service caused. It should be noted that they only began their investigation after they installed two new transformers. Their investigation would not capture metrics indicating fluctuations in service, as the second new transformer and larger gauge wires to our home seem to have resolved our issue. It is concerning that DLC only began their investigation after the issue was fixed, instead of capturing metrics for the issue to further resolve this for other customers.

- DLC's regulation technician told me that he would be back in a few weeks to recover this device. It is now December 25th, 2024, and the device is still attached to our meter. We have received no further correspondence regarding its removal.

**6. Request for Resolution:** We respectfully request that the Pennsylvania Public Utility Commission consider the following:

- DLC's acknowledgment of voltage drops severe enough to damage appliances. Evidence of DLC's inadequate transformer replacement and failure to resolve the issue promptly.
- Documentation of our proactive repairs and their inability to mitigate the problem.
- Documentation log from DLC of our calls, chat support tickets and dispatch reports from service calls/ work orders detailing technicians and trucks at our residence.
- A fair adjustment to the statute of limitations to reflect the timeline of our discovery of
- DLC's liability.
- Recognition of DLC's repeated failure to respond effectively to our service complaints.
- Reimbursement for out-of-pocket damages considering we informed DLC as soon as we learned what was causing the issues and continued seeking their help for 2 months.

We remain committed to resolving this matter and urge DLC to take responsibility for their service shortcomings. We are open to mediation, as suggested, but believe any resolution should fairly compensate for the damages and hardships caused by DLC's actions.

Thank you for your time and attention to this matter.

Respectfully,  
Bill and Lauren Thompson