

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17120

Darryl S. Shawfield c/o
Donna Shawfield Bennett
v.
Duquesne Light Company

Public Meeting held August 28, 2025
3052032-ALJ
Docket No. F-2024-3052032

STATEMENT OF VICE CHAIR KIMBERLY BARROW

Before us for consideration is the Initial Decision dismissing the Formal Complaint filed by Donna Shawfield Bennett against Duquesne Light Company (DLC). Donna's Formal Complaint averred billing and mishandling of payment issues. She further explained that she is the trustee for Darryl Shawfield, the customer at the service address. In its Answer, DLC admitted that the electric service account is in Darryl's name and that Donna is listed as an authorized user.

An Interim Order was issued on February 26, 2025, directing Donna to have an attorney enter his or her appearance on behalf of the Trust of Darryl Shawfield on or before April 3, 2025.¹ The Administrative Law Judge explained that while Donna is an authorized user on Darryl's account, this authorization does not allow Donna to represent Darryl or the Trust in an adversarial proceeding.²

Donna filed a document labeled Notice to the Court to correct her status with the proceeding.³ Donna explained that Darryl has a cognitive issue and is a disabled person, and that she is the trustee of the Darryl S. Shawfield Special Needs Trust who has been paying the electric bills.⁴

An Initial Decision was issued on June 30, 2025, dismissing the Formal Complaint for failure to follow the February 26, 2025 Interim Order to have an attorney enter his or her appearance on behalf of the Trust.

This case is troubling for a couple different reasons. First, I'm disappointed that DLC was unable to address Donna's billing issues prior to the filing of the Formal Complaint, or at any time during this litigated process. Second, I'm disheartened that our current regulations⁵ would require Donna to secure legal counsel to address a billing issue, especially considering her authorized user status with DLC, and the purported inability of the customer to handle this issue on their own. At a time when utility costs are rising, it seems rather injurious to further that monetary burden and require individuals like Donna to hire and pay for an attorney in these situations.



Kimberly Barrow, Vice Chair

August 28, 2025

¹ Interim Order, Docket No. F-2024-3052032 (February 26, 2025).

² *Id.*

³ Notice to the Court, Docket No. F-2024-3052032 (dated March 28, 2025).

⁴ *Id.*

⁵ *See* 52 Pa. Code § 1.21(a)-(b).