

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Edilberto Coayla	:	
	:	
v.	:	F-2025-3055361
	:	
Duquesne Light Company, Complaint Appellant	:	

**INTERIM ORDER
DIRECTING MR. COAYLA BE SERVED BY THE
COMMISSION BY BOTH EMAIL AND FIRST-CLASS MAIL**

On May 9, 2025, Duquesne Light Company (DLC or Complaint Appellant) filed an appeal of an April 7, 2025, decision of the Commission’s Bureau of Consumer Services (BCS) at BCS No. 4045044, which required it to provide a 20% conservation credit to the account of its customer, Edilberto Coayla (Mr. Coayla), account in the amount of \$636.43, which it argues constitutes an award of damages. Complaint ¶ 4. DLC maintains the Commission lacks authority to award damages, citing various caselaw. *See DeFrancesco v. W. Pa. Water Co.*, 453 A.2d 595, 596-97 (Pa. 1982); *Elkin v. Bell of Pa.*, 420 A.2d 371, 375 (Pa. 1980); *Feingold v. Bell of Pa.*, 383 A.2d 791, 794-95 (Pa. 1977). DLC further challenged BCS’s 12th conclusion, which stated,

The Company failed to link the correct meter to the correct address. As a result, all bills during that extended timeframe were inaccurate. Due to [DLC’s] failure to link the correct meter to the correct address, you were not able to judiciously manage your electric consumption and exercise conservation measures, as necessary. Therefore, you are entitled to a reduction in the make-up bill to compensate for [DLC’s] failure to properly link the meters properly.

Complaint ¶ 5.

DLC averred it did not have an objection to the remainder of the BCS decision. *Id.* As relief, DLC requested the Commission remove the line awarding impermissible damages, as

well as the 12 conclusion. *Id.* Regarding service by the Commission, DLC agreed to be eServed. Complaint ¶ 9.

On the Complaint, DLC listed Mr. Coayla's address as 2927 Bedford Ave, 1st Floor, Pittsburgh, PA (service address).

On June 4, 2025, the Commission's Secretary's Bureau served a copy of the Complaint upon Mr. Coayla by certified mail at the address DLC listed for him on the Complaint.

On July 7, 2025, the copy of the Complaint served on June 4, 2025 was returned as unclaimed.

On July 16, 2025, the Commission re-served the Complaint on Mr. Coayla by certified mail at the address listed on the Complaint.

On September 2, 2025, the Commission issued an Initial Telephonic Hearing Notice, assigning this matter to me and scheduling a hearing for October 29, 2025.

On September 3, 2025, I issued a Prehearing Order.

The September 2, 2025 Notice was served on Mr. Coayla by email, and the September 3, 2025 Prehearing Order was served on him by both email and First-Class Mail.

On September 3, 2025, the copy of the Complaint re-served on Mr. Coayla on July 16, 2025 was returned to the Commission as unclaimed.

On September 24, 2025, the Commission re-served the Complaint on Mr. Coayla by email to edilbertocoayla@yahoo.com and First-Class Mail at the address listed on the Complaint.

On or about October 2, 2025, staff at the Commission's Secretary's Bureau called Mr. Coayla advising it was having difficulty serving him and asking whether it could serve him by

email. On October 2, 2025, Mr. Coayla called the Commission's Secretary's Bureau and left a voicemail message that he agreed to be served by email. The transcript of this voicemail message was filed in the Commission's docket for this matter.

On October 6, 2025, the Commission's Secretary's Bureau again re-served the Complaint on Mr. Coayla by email. The Complaint was accompanied by a cover letter which directed Mr. Coayla to file an answer within 20 days of service.

The answer is due to be filed October 26, 2025. The hearing is currently scheduled to be held October 29, 2025. Since the answer should be filed by the hearing, it is not necessary for me to *sua sponte* reschedule the hearing.

I note that as of the date of this Order, neither the September 2, 2025 Notice nor the September 3, 2025 Prehearing Order have been returned as undeliverable. Out of an abundance of caution, I am directing that, starting with the instant Order, all documents served on Mr. Coayla by the Commission must be served on Mr. Coayla by both email and First-Class Mail. The September 2, 2025 Notice nor the September 3, 2025 Prehearing Order are attached to this Order.

THEREFORE,

IT IS ORDERED:

1. That, for the pendency of this matter, the Commission shall serve Edilberto Coayla by both email at edilbertocoayla@yahoo.com and by First-Class mail at 2927 Bedford Ave, 1st Floor, Pittsburgh, PA.
2. That Edilberto Coayla shall file an answer or other responsive pleading to the Complaint filed by Duquesne Light Company at Docket No. F-2025-3055561 by October 26, 2025.

3. That the parties shall appear for the hearing scheduled for October 29, 2025.

4. That the parties shall comply with the terms of the Prehearing Order dated September 3, 2025 that are not inconsistent with this Order.

Date: October 20, 2025

_____/s/
Emily I. DeVoe
Administrative Law Judge



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
Office of Administrative Law Judge
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120
September 2, 2025

In Re: F-2025-3055561

(SEE ATTACHED LIST)

Edilberto Coayla v. Duquesne Light Company

Appeal of BCS Decision - Billing Dispute

Initial Telephonic Hearing Notice

This is to inform you that an initial call-in telephonic hearing on the above-captioned case will be held as follows:

Type: Initial Call-In Telephonic Hearing

Date: Wednesday, October 29, 2025

Time: 10:00 A.M.

Presiding: Administrative Law Judge Emily DeVoe
Phone: 412.565.3550 Fax: 717.231.4765

At the above date and time, you must call into the hearing. You will not be called by the Presiding Officer.

To participate in the hearing:

- You must dial the Toll-free Bridge number below
- You must enter the PIN number below when instructed
- You must speak your name when prompted, and press #
- Then, the telephone system will connect you to the hearing

Toll-free Bridge Number: **888-547-8922**
PIN number: **74903461**

WITNESSES: If you have any witnesses you want to have present during the hearing who are participating from a separate phone, you must provide them with the Conference and PIN numbers above.

FAILURE TO APPEAR: You may lose the case if you do not take part in this hearing and present evidence on the issue(s) raised. Your case may be dismissed “with prejudice” which means that you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint. If you are unable to attend the hearing for any reason, you must request a continuance using the procedure described below.

CONTINUANCES. You may request a continuance of the hearing if you have a good reason. All continuances will be granted only for good cause. To request a continuation, you must submit a written request (a “motion”) at least five (5) days before the hearing. Your motion should include: 1) The case name, number, and hearing date; 2) The reason for the request; and 3) Whether the other party agrees (or if you do not know).

REPRESENTATION. If you are an individual, you may represent yourself or you may have an attorney represent you. All others, including a partnership, corporation, limited liability company, trust, association, or governmental agency or subdivision, must be represented by an attorney licensed to practice law in Pennsylvania, or admitted *pro hac vice*. Only an attorney may represent someone else.

PRESENTING EXHIBITS. If you intend to present any documents or exhibits at the hearing, you must email one (1) copy to the Presiding Officer’s Legal Assistant at kloukas@pa.gov and one (1) copy each must be sent to every other party. All copies must be received at least five (5) business days before the hearing. Proposed exhibits should be properly pre-marked for identification purposes.

ACCOMMODATION. Any party who needs accommodation for a disability in order to participate in this hearing process may request one. Please call the OALJ scheduling office at least five (5) business days prior to your hearing to submit your request.

If you require an interpreter to participate in the hearing, please call the scheduling office at least ten (10) business days prior to your hearing to submit your request.

- Scheduling Office: 717.787.1399
- TTY-based Telecommunications Relay Service number for persons who are deaf or hearing-impaired is: 711

DOCUMENTS: ALL Parties to proceedings pending are encouraged to EITHER open and use an eFiling account through the Commission’s website at www.puc.pa.gov OR to ensure timely arrival, submit the filing by overnight delivery as explained below.

E-FILING. The PUC offers a free e-Filing Subscription Service. This service allows a user to file documents electronically and receive an automatic email notification whenever a document is added, removed, or changed on the PUC website in a specific case. For information and to subscribe to this service, visit the PUC’s website at: <https://www.puc.pa.gov/filing-resources/efiling/>

PAPER FILING. If you do not have the capability to open and use an e-Filing account, you may file paper documents with the Secretary of the Commission. Filing of paper documents must be sent by overnight delivery to:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

It is important that you retain tracking information as proof of submission. Emailed or faxed submissions to the Commission are not acceptable.

CONFIDENTIAL MATERIAL. ALL documents containing confidential information must include the word "CONFIDENTIAL" written clearly and noticeably on the face of the first page of the document. If a filing contains confidential or proprietary material, the filing should be submitted by overnight delivery to ensure arrival. These filings should be followed by a hard copy with a flash drive or CD for the Commission's file. Large filings containing confidential or proprietary material may also be submitted through the Commission's Share Point File system. Filers should contact the Secretary's Bureau in advance to set up a Share Point File.

cc:

ALJ DeVoe
Legal Assistant
Calendar File

F-2025-3055561 - EDILBERTO COAYLA v. DUQUESNE LIGHT COMPANY

EDILBERTO COAYLA
2927 BEDFORD AVE 1ST FLOOR
PITTSBURGH PA 15219

412-607-2765

edilbertocoayla@yahoo.com

Served via email on September 2, 2025

MICHAEL BRECHLIN ESQUIRE
DUQUESNE LIGHT COMPANY
411 7TH AVE
PITTSBURGH PA 15219

412-393-6431

mbrechlin@duqlight.com

Served via eService on September 2, 2025

(Counsel for Duquesne Light Company)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Edilberto Coayla	:	
	:	
v.	:	F-2025-3055561
	:	
Duquesne Light Company	:	

PREHEARING ORDER FOR TELEPHONE HEARING

AND NOW, this 3rd day of September 2025, it is hereby ORDERED:

1. DATE AND TIME OF HEARING. An initial telephonic hearing will be held in this case on:

Wednesday, October 29, 2025, beginning at 10:00 AM

To participate in the hearing, you must dial the toll-free number listed below. You will be prompted to enter a PIN number, which is also listed below. You will be asked to speak your name, press the # key, and then the telephone system will connect you to the hearing. If you have any witnesses you want to have present during the hearing who are participating from a separate phone, you must provide them with the telephone number and PIN Number.

Toll-free Bridge Number: 888-547-8922

PIN Number: 74903461

2. FAILURE TO APPEAR. You must attend the hearing and present evidence on the issues raised in the pleadings. You may lose the case if you do not take part in this hearing and present evidence on the issues raised. Your case may be dismissed “with prejudice” which means that you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint.

3. CONTINUANCES. You may request a continuance of the hearing if you have a good reason. Continuances will be granted only for good cause. To request a continuance, you must submit a written request (a “motion”) at least five (5) days before the hearing. Your motion should be served pursuant to paragraph 5B below. Your motion should include:

- (1) The case name, case number, and hearing date;
- (2) The reason you are requesting a continuance; and
- (3) State whether the other party(s) agrees to the request (or if you do not know).

4. PRESENTING EXHIBITS. If you intend to present any documents or exhibits at the hearing, you must email one (1) copy to the Presiding Officer at edevoe@pa.gov and one (1) copy each must be sent to every other party pursuant to paragraph 5B below. All copies must be received at least five (5) business days before the hearing. Proposed exhibits should be properly pre-marked for identification purposes. **Do not include account numbers or any other personally identifiable information (PII), such as social security numbers, in your documents or exhibits. It is the parties’ responsibility to redact any PII contained within a document or exhibit before submitting it into the record.** Do not file your proposed documents or exhibits with the Secretary’s Bureau. However, you should file a Certificate of Service with the Secretary’s Bureau indicating you sent the proposed documents or exhibits to every other party.

Note that attachments to your Complaint or Answer are not admitted into the record unless submitted separately. Please be sure to have all pre-served exhibits with you at the time of the hearing. This hearing may be your only opportunity to present evidence in support of your complaint.

If you do not have access to email, you must mail your proposed exhibits to me at the mailing address below (see paragraph No. 5), and to every other party at their mailing address (see Service List attached). All copies must be received at least five (5) business days before the hearing.

5. FILING AND SERVING DOCUMENTS. When you file a document, you must provide the original to the PUC and serve a copy to the other party or parties. Instructions on how to file with the PUC and serve other parties are provided below.

A. FILING DOCUMENTS

(1) E-FILING. To file with the PUC, the PUC offers a free e-Filing Subscription Service. This service allows a user to file documents electronically and receive an automatic email notification whenever a document is added, removed, or changed on the PUC website in a specific case. For information and to subscribe to this service, visit the PUC’s website at: <https://www.puc.pa.gov/filing-resources/efiling>

(2) PAPER FILING. If you do not have the capability to open and use an e-Filing account, you may file paper documents with the Secretary of the Commission. Filing of paper documents may be hand delivered or sent to:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

(3) CONFIDENTIAL MATERIAL. If a filing contains confidential or proprietary material, the filing should be submitted by overnight delivery to ensure arrival. Large filings containing confidential or proprietary material may also be submitted through the Commission’s Share Point File system. These filings should be followed by a hard copy with a flash drive or CD for the Commission’s file. Filers should contact the Secretary’s Bureau in advance to set up a Share Point File before submitting the filing.

B. SERVING DOCUMENTS

(1) SERVING OTHER PARTIES. When you file documents with the PUC, you must also serve a copy on the other party or parties. You may serve a copy by U.S. First-Class Mail or by hand. You may also serve a copy by eService or email, if the

other party has agreed to electronic service. For your convenience, a copy of the PUC's current service list of all parties to this proceeding is enclosed with this Order.

(2) SERVING THE PRESIDING OFFICER. Be sure that you serve me directly with a copy of any document that you file in this proceeding at the time of its filing. You must email one (1) copy to the Presiding Officer's Legal Assistant Kayla Loukas at kloukas@pa.gov.

If you do not have access to email, you must serve me by mail, addressed to:

Emily I. DeVoe
Administrative Law Judge
PA Public Utility Commission
301 Fifth Avenue, Suite 220
Pittsburgh, PA 15222

6. DOMESTIC VIOLENCE VICTIM. If you are a domestic violence victim and you want to be considered for protections that may be available to domestic violence victims, you must submit a copy of your Protection from Abuse (PFA) Order or other Court Order issued by a Pennsylvania court, which provides evidence that you are a domestic violence victim. You should mark this Order as "CONFIDENTIAL." In the case of these Orders, we will take precautions to ensure that your address is not made public.

7. REPRESENTATION. If you are an individual, you may represent yourself or you may have an attorney representing you. All others, including a partnership, corporation, limited liability company, trust, association, or governmental agency or subdivision, must be represented by an attorney licensed to practice law in Pennsylvania, or admitted *pro hac vice*.¹ And, unless you are an attorney, you may not represent someone else.

¹ 52 Pa. Code §§ 1.21, 1.22.

8. BURDEN OF PROOF. The Complainant (the one filing the Complaint) bears the burden of proof and must present evidence sufficient to demonstrate that the utility has violated the Public Utility Code, or a regulation or order of the PUC.²

9. CONTACT INFORMATION. If your email address or telephone number changes during the course of the proceeding, you must immediately update the Office of Administrative Law Judge by calling 412.565.3550.

10. ACCOMMODATION. Any party who needs an accommodation for a disability in order to participate in this hearing process may request one. Please call the PUC scheduling office at least five (5) business days prior to your hearing to submit your request.

If you require an interpreter to participate in the hearing, we will have an interpreter present. Please call the scheduling office at the PUC at least ten (10) business days prior to your hearing to submit your request.

Scheduling Office: 717-787-1399

TTY-based Telecommunications Relay Service number
for persons with a hearing and/or speech impairment: 711

11. SETTLEMENT. The PUC’s policy is to encourage settlements.³ The utility shall contact the Complainant at least one week before the scheduled hearing to talk over a possible settlement of this case. Even if you are unable to settle this case, you may still resolve many questions or issues during your talks. If an agreement is reached on all the issues, a formal hearing will not be necessary and the scheduled hearing will be cancelled.

12. PAYMENT ARRANGEMENT CASES. If you have requested a payment arrangement, you must be prepared to testify about the total gross monthly income of the household. A household includes all adults living at the service address and benefiting from the utility service. The “total gross monthly household income” includes, but is not limited to, the

² 66 Pa.C.S. § 332(a).

³ 52 Pa. Code § 5.231(a).

following: (a) the “before taxes or other deductions” pay from salaries, wages, tips or other compensation; (b) pension, retirement or social security benefits; (c) Supplemental Security Income (SSI); (d) unemployment compensation benefits; (e) workers’ compensation benefits; (f) alimony; and (g) any other source(s) of income.

The utility must prepare and submit the following documents at least five (5) business days before the hearing: (a) an account statement, showing the history of the account for a minimum of 24 months or the entire history of the account, whichever is less; (b) a copy of the most recent Bureau of Consumers Services (BCS) decision, if any; and (c) a brief summary of any payment arrangement(s) made between the utility and the customer.

The customer must make monthly payments for current usage on or before the billing due date while this complaint is pending. Failure to make payments may result in the utility terminating your service.

13. BILLING COMPLAINT. If you are claiming that there are incorrect charges on your utility bill, then you must be prepared to provide the dates that are important and an explanation about any amounts or charges that you believe are not correct.

14. VIOLATIONS. A finding of a violation of a PUC Order, regulation or statute may result in the imposition of a civil penalty consistent with 66 Pa. C.S. § 3301 or other provision of the Public Utility Code.

15. HEARING PROCEDURES. Although the hearing is being conducted telephonically for the convenience of the parties, it is still a formal hearing and will be conducted in accordance with the PUC’s Rules of Practice and Procedure at 52 Pa. Code Chapters 1, 3, and 5.

Please be sure to participate from a location where background noise will be minimized, and the reception is clear.

16. FURTHER INFORMATION. A guide to participating in a Formal Complaint proceeding is available on the PUC's website at: <https://www.puc.pa.gov/complaints/formal-complaints>

Date: September 3, 2025

_____/s/
Emily I. DeVoe
Administrative Law Judge

F-2025-3055561 - EDILBERTO COAYLA v. DUQUESNE LIGHT COMPANY

EDILBERTO COAYLA
2927 BEDFORD AVENUE
1ST FLOOR
PITTSBURGH PA 15219
412.607.2765
edilbertocoayla@yahoo.com

Served via USPS First Class Mail and Email – September 3, 2025

MICHAEL BRECHLIN
DUQUESNE LIGHT COMPANY
411 7TH AVENUE
PITTSBURGH PA 15219
412.393.6431
mbrechlin@duqlight.com

Served via eService – September 3, 2025

F-2025-3055561 - EDILBERTO COAYLA v. DUQUESNE LIGHT COMPANY

EDILBERTO COAYLA
2927 BEDFORD AVENUE - FIRST FLOOR
PITTSBURGH PA 15219
412.607.2765

edilbertocoayla@yahoo.com

Served via USPS First Class Mail and Email – October 20, 2025

MICHAEL BRECHLIN ESQUIRE
DUQUESNE LIGHT COMPANY
411 SEVENTH AVENUE
PITTSBURGH PA 15219
412.393.6431

mbrechlin@duqlight.com

Served via eService – October 20, 2025

(Complaint Appellant)