

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Alexandra Vena	:	
	:	
v.	:	C-2025-3057033
	:	
Duquesne Light Company	:	

FIRST INTERIM ORDER

Requiring Utility Company to
Perform Tests/Analysis
and Submit Report

On August 25, 2025, Alexandra Vena (Complainant or Ms. Vena) filed a Formal Complaint with the Pennsylvania Public Utility Commission (Commission) against Duquesne Light Company (Respondent, Duquesne or DLC) alleging Duquesne was threatening to shut off electric service or had shut off the service already, requesting a payment arrangement and alleging there were incorrect charges on the bills. Specifically, Complainant alleged she was being overcharged for electric service and she wanted the electric meter replaced.

On September 15, 2025, Respondent filed an Answer, in which DLC admitted Ms. Vena was a customer but otherwise denied it was overcharging Ms. Vena or that the electric meter needed to be replaced.

On September 23, 2025, the Office of Administrative Law Judge (OALJ) issued an Initial Telephonic Hearing Notice, which scheduled an initial call-in telephonic hearing to be conducted on October 31, 2025, before Administrative Law Judge (ALJ) Katrina L. Dunderdale. On September 23, 2025, the ALJ issued a Prehearing Order, reminding the parties as to the date, time and manner of hearing, and advising the parties about various procedural rules including the rules concerning discovery, subpoena requests and presentation of documents to opposing parties.

On October 31, 2025, the presiding officer convened the initial hearing as scheduled. Complainant appeared *pro se* and testified on her own behalf. Complainant also presented the testimony of two individuals. Duquesne was represented by Sophie Al Rasheed, Esquire, who presented the testimony of two individuals. Complainant did not offer any exhibits, and Respondent offered eleven exhibits, marked Duquesne Light Exhibits 1 through 11, which exhibits were admitted into evidence.

After receiving testimony from both parties, the presiding officer advised the parties that additional information and actions would be needed from Duquesne. The presiding officer notified the parties she would issue an order outlining the tests and reports Duquesne would be required to provide. In addition, the OALJ would schedule a further hearing for the purpose of receiving into evidence testimony about the tests and reports to be ordered by the presiding officer.

THEREFORE,

IT IS ORDERED:

1. That Respondent must complete an inspection of its facilities and equipment at the service address, on or before **December 5, 2025**, that includes sending Meter - 114 out for independent testing and replacing Meter -114 with a new meter that has been independently verified prior to installation.
2. That on or before **January 2, 2026** , Respondent must provide a written report from the testing of Meter -114 to the presiding officer, with a copy to Complainant.
3. That on or before **December 5, 2025**, Respondent shall do an appliance consumption analysis at the service address and provide a copy of Respondent's findings to the presiding officer, with a copy to Complainant, on or before **January 2, 2026**.

4. That on or before **December 5, 2025**, Respondent shall investigate to determine if a foreign load exists at the service address by separately testing the recording activity on Meter -114 when the draw is reduced to zero, when the draw includes only the heating system (not including any space heaters) and when the draw includes only the cooling system. After the investigation at the service address, Respondent will provide a copy of Respondent's findings to the presiding officer, with a copy to Complainant, on or before **January 2, 2026**.

5. That Complainant will cooperate with personnel from Duquesne in scheduling a convenient time when the inspection may be conducted, including ensuring that all areas of the service address are fully accessible.

6. That Complainant will be given the opportunity to object, if she wishes to do so, to the submission of the reports at the time of the further hearing.

7. That on or before January 2, 2026, Respondent shall provide to the presiding officer, with a copy to Complainant, a new Statement of Account from August 2021 to present; a usage comparison chart from August 2021 to present; and the Customer Contacts from at least August 2023 to present.

8. That Complainant shall pay the outstanding payment of \$641 to Respondent within two weeks from the date of this Interim Order, if not paid already, and she shall continue to pay the undisputed current charges each month thereafter.

9. That a further hearing will be held telephonically during the week of January 11, 2026.

Date: November 4, 2025

Katrina L. Dunderdale
Administrative Law Judge

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