

Payment Arrangements

Duquesne Light Exhibit 4 55 58

Payment History

Duquesne Light Exhibit 5 59 62

3/11/26 Bill

Duquesne Light Exhibit 6 62 64

9/9/25 Bill

Duquesne Light Exhibit 7 64 66

6/24/25 BCS Decision Letter

Duquesne Light Exhibit 8 67 68

1/10/25 BCS Letter

Duquesne Light Exhibit 9 68 70

Ten-Day Termination Letter

DLC EXHIBIT NO. 1
REDACTED



Duquesne Light Company - Statement Of Account

Prepared: March 17, 2026

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Account #:	[REDACTED]
Name:	KASHUBA,JEFFERY

Paid Deposit Amount:	\$0.00
Disputed Amount:	\$1,611.23

Premise ID	Service Address
[REDACTED]	2537 PIONEER AVE APT 12, PITTSBURGH, PA 15226

Residential

Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
05/09/22	05/16/22	Late Payment Charge							\$1.47	\$131.11	\$1.47	\$671.91
05/10/22	05/16/22	Bill - Actual	[REDACTED]	06/06/22	05/10/22	19	13,593.72	384.51	\$80.20	\$211.31	\$80.20	\$752.11
05/20/22	06/09/22	Dispute - Cancel Transaction							\$540.80	\$752.11	\$0.00	\$752.11
06/09/22	06/09/22	Bill - Actual	[REDACTED]	06/30/22	06/09/22	30	13,719.56	125.84	\$33.45	\$785.56	\$33.45	\$785.56
06/13/22	07/11/22	Late Payment Charge							\$9.24	\$794.80	\$9.24	\$794.80
06/23/22	07/11/22	Dispute							-\$847.28	-\$52.48	\$0.00	\$794.80
06/23/22	07/11/22	Current w/payoff balance							\$52.48	\$0.00	\$0.00	\$794.80
07/11/22	07/11/22	Bill - Actual	[REDACTED]	08/01/22	07/11/22	32	13,830.05	110.49	\$32.39	\$32.39	\$32.39	\$827.19
07/20/22	08/09/22	Payment - Grant LIHEAP Cash							-\$250.00	-\$217.61	-\$250.00	\$577.19
08/05/22	08/09/22	Dispute - Cancel Transaction							\$847.28	\$629.67	\$0.00	\$577.19
08/09/22	08/09/22	Payment							-\$28.75	\$600.92	-\$28.75	\$548.44
08/09/22	08/09/22	Bill - Actual	[REDACTED]	08/30/22	08/09/22	29	13,944.94	114.89	\$35.03	\$635.95	\$35.03	\$583.47
09/05/22	09/11/22	Dispute							-\$583.47	\$52.48	\$0.00	\$583.47
09/07/22	09/11/22	Current w/payoff balance							-\$52.48	\$0.00	\$0.00	\$583.47
09/11/22	09/11/22	Bill - Actual	[REDACTED]	10/03/22	09/11/22	33	14,054.55	109.61	\$34.04	\$34.04	\$34.04	\$617.51



Duquesne Light Company - Statement Of Account

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Residential												
Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
09/19/22	10/10/22	Dispute - Cancel Transaction							\$583.47	\$617.51	\$0.00	\$617.51
10/04/22	10/10/22	Payment							-\$34.04	\$583.47	-\$34.04	\$583.47
10/10/22	10/10/22	Bill - Actual	████████	10/31/22	10/10/22	29	14,235.87	181.31	\$47.55	\$631.02	\$47.55	\$631.02
10/12/22	11/08/22	Dispute							-\$631.02	\$0.00	\$0.00	\$631.02
11/08/22	11/08/22	Bill - Actual	████████	11/29/22	11/08/22	29	14,513.94	278.07	\$65.79	\$65.79	\$65.79	\$696.81
12/08/22	12/08/22	Bill - Actual	████████	12/29/22	12/08/22	30	14,897.55	383.61	\$87.51	\$153.30	\$87.51	\$784.32
12/09/22	01/10/23	Dispute - Cancel Transaction							\$631.02	\$784.32	\$0.00	\$784.32
01/10/23	01/10/23	Bill - Actual	████████	01/31/23	01/10/23	33	15,447.24	549.69	\$128.97	\$913.29	\$128.97	\$913.29
02/09/23	02/09/23	Bill - Actual	████████	03/02/23	02/09/23	30	15,903.01	455.77	\$111.03	\$1,024.32	\$111.03	\$1,024.32
03/12/23	03/12/23	Bill - Actual	████████	04/03/23	03/12/23	31	16,243.95	340.95	\$86.42	\$1,110.74	\$86.42	\$1,110.74
04/11/23	04/11/23	Bill - Actual	████████	05/02/23	04/10/23	29	16,580.67	336.72	\$85.57	\$1,196.31	\$85.57	\$1,196.31
04/14/23	05/10/23	Dispute							-\$1,196.31	\$0.00	\$0.00	\$1,196.31
05/10/23	05/10/23	Bill - Actual	████████	05/31/23	05/10/23	30	16,852.62	271.95	\$71.69	\$71.69	\$71.69	\$1,268.00
06/11/23	06/11/23	Bill - Actual	████████	07/03/23	06/11/23	32	16,988.94	136.31	\$42.68	\$114.37	\$42.68	\$1,310.68
07/10/23	07/11/23	Payment							-\$114.37	\$0.00	-\$114.37	\$1,196.31
07/11/23	07/11/23	Bill - Actual	████████	08/01/23	07/11/23	30	17,092.62	103.68	\$36.11	\$36.11	\$36.11	\$1,232.42
07/25/23	08/09/23	Dispute - Cancel Transaction							\$1,196.31	\$1,232.42	\$0.00	\$1,232.42
07/25/23	08/09/23	Payment Arrangement							-\$1,232.42	\$0.00	\$0.00	\$1,232.42
08/09/23	08/09/23	Bill - Actual	████████	08/30/23	08/09/23	29	17,214.26	121.64	\$92.00	\$92.00	\$40.02	\$1,272.44
09/05/23	09/10/23	Late Payment Charge							\$1.15	\$93.15	\$1.15	\$1,273.59
09/10/23	09/10/23	Bill - Actual	████████	10/02/23	09/10/23	32	17,339.03	124.77	\$92.00	\$185.15	\$40.70	\$1,314.29
09/12/23	10/09/23	Payment							-\$92.00	\$93.15	-\$92.00	\$1,222.29



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Residential												
Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
10/09/23	10/09/23	Late Payment Charge							\$1.15	\$94.30	\$1.15	\$1,223.44
10/09/23	10/09/23	Bill - Actual	████████	10/30/23	10/09/23	29	17,442.20	103.17	\$92.00	\$186.30	\$36.34	\$1,259.78
10/12/23	11/07/23	Payment							-\$93.15	\$93.15	-\$93.15	\$1,166.63
11/06/23	11/07/23	Payment							-\$93.15	\$0.00	-\$93.15	\$1,073.48
11/07/23	11/07/23	Bill - Actual	████████	11/28/23	11/07/23	29	17,700.13	257.94	\$92.00	\$92.00	\$70.26	\$1,143.74
12/04/23	12/07/23	Late Payment Charge							\$1.15	\$93.15	\$1.15	\$1,144.89
12/07/23	12/07/23	Bill - Actual	████████	12/28/23	12/07/23	30	17,938.06	237.93	\$92.00	\$185.15	\$65.35	\$1,210.24
01/03/24	01/09/24	Late Payment Charge							\$2.31	\$187.46	\$2.31	\$1,212.55
01/09/24	01/09/24	Bill - Actual	████████	01/30/24	01/09/24	33	18,310.58	372.53	\$92.00	\$279.46	\$91.86	\$1,304.41
02/05/24	02/08/24	Late Payment Charge							\$3.45	\$282.91	\$3.45	\$1,307.86
02/08/24	02/08/24	Bill - Actual	████████	02/29/24	02/08/24	30	18,704.84	394.26	\$92.00	\$374.91	\$96.62	\$1,404.48
03/06/24	03/10/24	Late Payment Charge							\$4.60	\$379.51	\$4.60	\$1,409.08
03/10/24	03/10/24	Bill - Actual	████████	04/01/24	03/10/24	31	18,949.63	244.78	\$92.00	\$471.51	\$65.24	\$1,474.32
04/08/24	04/09/24	Late Payment Charge							\$5.75	\$477.26	\$5.75	\$1,480.07
04/09/24	04/09/24	Bill - Actual	████████	04/30/24	04/09/24	30	19,176.49	226.86	\$84.00	\$561.26	\$61.65	\$1,541.72
04/15/24	05/08/24	Payment							-\$374.91	\$186.35	-\$374.91	\$1,166.81
05/06/24	05/08/24	Payment							-\$93.38	\$92.97	-\$93.38	\$1,073.43
05/06/24	05/08/24	Late Payment Charge							\$1.09	\$94.06	\$1.09	\$1,074.52
05/08/24	05/08/24	Bill - Actual	████████	05/29/24	05/08/24	29	19,309.51	133.03	\$84.00	\$178.06	\$41.89	\$1,116.41
06/03/24	06/09/24	Payment							-\$93.97	\$84.09	-\$93.97	\$1,022.44
06/04/24	06/09/24	Late Payment Charge							\$1.05	\$85.14	\$1.05	\$1,023.49



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Residential												
Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
06/09/24	06/09/24	Bill - Actual	██████████	07/01/24	06/09/24	32	19,469.18	159.67	\$84.00	\$169.14	\$47.57	\$1,071.06
07/08/24	07/09/24	Late Payment Charge							\$2.11	\$171.25	\$2.11	\$1,073.17
07/09/24	07/09/24	Payment							-\$84.09	\$87.16	-\$84.09	\$989.08
07/09/24	07/09/24	Bill - Actual	██████████	07/30/24	07/09/24	30	19,634.35	165.17	\$84.00	\$171.16	\$48.86	\$1,037.94
08/05/24	08/07/24	Late Payment Charge							\$2.11	\$173.27	\$2.11	\$1,040.05
08/06/24	08/07/24	Payment							-\$85.05	\$88.22	-\$85.05	\$955.00
08/07/24	08/07/24	Bill - Actual	██████████	08/28/24	08/07/24	29	19,815.69	181.34	\$71.00	\$159.22	\$52.27	\$1,007.27
09/03/24	09/09/24	Late Payment Charge							\$1.95	\$161.17	\$1.95	\$1,009.22
09/09/24	09/09/24	Payment							-\$73.11	\$88.06	-\$73.11	\$936.11
09/09/24	09/09/24	Bill - Actual	██████████	09/30/24	09/09/24	33	19,997.12	181.43	\$71.00	\$159.06	\$52.29	\$988.40
10/07/24	10/08/24	Late Payment Charge							\$1.94	\$161.00	\$1.94	\$990.34
10/08/24	10/08/24	Bill - Actual	██████████	10/29/24	10/08/24	29	20,146.10	148.98	\$71.00	\$232.00	\$46.65	\$1,036.99
10/16/24	11/07/24	Dispute							-\$1,043.39	-\$811.39	\$0.00	\$1,036.99
10/16/24	11/07/24	Current w/payoff balance							\$874.36	\$62.97	\$0.00	\$1,036.99
10/16/24	11/07/24	Payment							-\$73.11	-\$10.14	-\$73.11	\$963.88
11/04/24	11/07/24	Dispute - Cancel Transaction							\$1,043.39	\$1,033.25	\$0.00	\$963.88
11/04/24	11/07/24	Current w/payoff balance							-\$874.36	\$158.89	\$0.00	\$963.88
11/04/24	11/07/24	Payment							-\$72.94	\$85.95	-\$72.94	\$890.94
11/04/24	11/07/24	Late Payment Charge							\$1.19	\$87.14	\$1.19	\$892.13
11/07/24	11/07/24	Bill - Actual	██████████	11/29/24	11/07/24	30	20,399.42	253.32	\$71.00	\$158.14	\$71.48	\$963.61



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Residential												
Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
12/05/24	12/09/24	Late Payment Charge							\$1.95	\$160.09	\$1.95	\$965.56
12/09/24	12/09/24	Bill - Actual	████████	12/30/24	12/09/24	32	20,844.54	445.12	\$74.00	\$234.09	\$113.84	\$1,079.40
01/06/25	01/09/25	Late Payment Charge							\$2.87	\$236.96	\$2.87	\$1,082.27
01/09/25	01/09/25	Bill - Actual	████████	01/30/25	01/09/25	31	21,211.53	366.99	\$74.00	\$310.96	\$94.16	\$1,176.43
02/05/25	02/10/25	Late Payment Charge							\$3.79	\$314.75	\$3.79	\$1,180.22
02/10/25	02/10/25	Bill - Actual	████████	03/03/25	02/09/25	31	21,514.56	303.03	\$74.00	\$388.75	\$81.45	\$1,261.67
03/10/25	03/11/25	Late Payment Charge							\$4.73	\$393.48	\$4.73	\$1,266.40
03/11/25	03/11/25	Bill - Actual	████████	04/01/25	03/11/25	30	21,826.90	312.35	\$74.00	\$467.48	\$83.52	\$1,349.92
04/07/25	04/09/25	Late Payment Charge							\$5.65	\$473.13	\$5.65	\$1,355.57
04/09/25	04/09/25	Bill - Actual	████████	04/30/25	04/09/25	29	22,023.05	196.14	\$79.00	\$552.13	\$57.67	\$1,413.24
04/21/25	05/11/25	Dispute							-\$1,413.24	-\$861.11	\$0.00	\$1,413.24
04/21/25	05/11/25	Current w/payoff balance							\$861.11	\$0.00	\$0.00	\$1,413.24
05/06/25	05/11/25	Dispute - Cancel Transaction							\$1,413.24	\$1,413.24	\$0.00	\$1,413.24
05/06/25	05/11/25	Current w/payoff balance							-\$861.11	\$552.13	\$0.00	\$1,413.24
05/06/25	05/11/25	Late Payment Charge							\$6.64	\$558.77	\$6.64	\$1,419.88
05/11/25	05/11/25	Bill - Actual	████████	06/02/25	05/11/25	32	22,251.22	228.18	\$79.00	\$637.77	\$64.80	\$1,484.68
05/20/25	06/10/25	Late Payment Charge - Cancel Transaction							-\$6.64	\$631.13	-\$6.64	\$1,478.04
05/21/25	06/10/25	Dispute							-\$1,478.04	-\$846.91	\$0.00	\$1,478.04
05/21/25	06/10/25	Current w/payoff balance							\$846.91	\$0.00	\$0.00	\$1,478.04



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Residential												
Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
06/10/25	06/10/25	Bill - Actual	████████	07/01/25	06/10/25	30	22,463.02	211.79	\$58.00	\$58.00	\$62.22	\$1,540.26
06/23/25	07/10/25	Dispute - Cancel Transaction							\$1,478.04	\$1,536.04	\$0.00	\$1,540.26
06/23/25	07/10/25	Current w/payoff balance							-\$846.91	\$689.13	\$0.00	\$1,540.26
07/07/25	07/10/25	Late Payment Charge							\$8.34	\$697.47	\$8.34	\$1,548.60
07/10/25	07/10/25	Bill - Actual	████████	07/31/25	07/10/25	30	22,610.79	147.77	\$79.00	\$776.47	\$49.34	\$1,597.94
08/04/25	08/10/25	Current Balance Fix							-\$776.47	\$0.00	\$0.00	\$1,597.94
08/10/25	08/10/25	Bill - Actual	████████	09/02/25	08/10/25	31	22,774.16	163.38	\$97.00	\$97.00	\$53.06	\$1,651.00
09/04/25	09/09/25	Current Balance Fix - Cancel Transaction							\$776.47	\$873.47	\$0.00	\$1,651.00
09/08/25	09/09/25	Late Payment Charge							\$10.55	\$884.02	\$10.55	\$1,661.55
09/09/25	09/09/25	Payment							-\$97.00	\$787.02	-\$97.00	\$1,564.55
09/09/25	09/09/25	Bill - Actual	████████	09/30/25	09/09/25	30	22,910.83	136.67	\$97.00	\$884.02	\$46.68	\$1,611.23
09/22/25	10/08/25	Dispute							-\$1,611.23	-\$727.21	\$0.00	\$1,611.23
09/22/25	10/08/25	Current w/payoff balance							\$727.21	\$0.00	\$0.00	\$1,611.23
10/08/25	10/08/25	Bill - Actual	████████	10/29/25	10/08/25	29	23,040.20	129.36	\$76.00	\$76.00	\$44.92	\$1,656.15
11/03/25	11/06/25	Payment							-\$76.00	\$0.00	-\$76.00	\$1,580.15
11/06/25	11/06/25	Bill - Actual	████████	11/28/25	11/06/25	29	23,343.67	303.47	\$76.00	\$76.00	\$86.66	\$1,666.81
12/04/25	12/09/25	Late Payment Charge							\$0.95	\$76.95	\$0.95	\$1,667.76
12/09/25	12/09/25	Bill - Actual	████████	12/30/25	12/09/25	33	23,859.47	515.80	\$77.00	\$153.95	\$139.31	\$1,807.07
01/05/26	01/11/26	Late Payment Charge							\$1.92	\$155.87	\$1.92	\$1,808.99
01/11/26	01/11/26	Bill - Actual	████████	02/02/26	01/11/26	33	24,391.38	531.91	\$77.00	\$232.87	\$149.33	\$1,958.32



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Residential												
Transaction Date	Prepared Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
02/09/26	02/10/26	Late Payment Charge							\$2.87	\$235.74	\$2.87	\$1,961.19
02/10/26	02/10/26	Bill - Actual	██████████	03/03/26	02/10/26	30	24,815.77	424.39	\$77.00	\$312.74	\$122.15	\$2,083.34
03/09/26	03/11/26	Late Payment Charge							\$3.84	\$316.58	\$3.84	\$2,087.18
03/11/26	03/11/26	Bill - Actual	██████████	04/01/26	03/11/26	29	25,063.07	247.30	\$77.00	\$393.58	\$77.00	\$2,164.18

DLC EXHIBIT NO. 2
REDACTED

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, 2537 PIONEER AVE APT 12,
PITTSBURGH, Universal Services/Universal Service Inquiry,
Contacted 01-13-2026

Open

Person ID KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID KASHUBA,JEFFERY, Residential, \$393.58

Premise ID 2537 PIONEER AVE APT 12, PITTSBURGH, PA, 152261855997

Preferred Contact Method Phone Primary Phone: (412) 482-8021

Contact Date/Time 01-13-2026 / 02:50PM

Contact Class Universal Services

Contact Type USINQ Universal Service Inquiry

Comments KASHUBA,JEFFERY, CAP CALL LEFT MESSAGE NEED RETURN CALL REGARDING
CAP ENROLLMENT AND ENERGY AUDIT;LEFT OFFICE NUMBER; MACHINE SAYS JOHN ;CCM

Related Records

Letter Information

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, 2537 PIONEER AVE APT 12,
PITTSBURGH, Universal Services/Universal Service Inquiry,
Contacted 01-13-2026

Open User ID

Person ID KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID KASHUBA,JEFFERY, Residential, \$393.58

Premise ID 2537 PIONEER AVE APT 12, PITTSBURGH, PA, 152261855997

Preferred Contact Method

Contact Date/Time 01-13-2026 / 12:39PM

Contact Class Universal Services

Contact Type USINQ Universal Service Inquiry

Comments REV FOR REG. SENT ACCT INFO TO FOR CAP OUTREACH, PROVIDED
EMAIL ADD.

Related Records

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, 2537 PIONEER AVE APT 12,
PITTSBURGH, Universal Services/Universal Service Inquiry,
Contacted 01-13-2026

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED] 2537 PIONEER AVE APT 12, PITTSBURGH, PA, 152261855997

Preferred Contact Method [Dropdown]

Contact Date/Time 01-13-2026 / 12:39PM

Contact Class Universal Services [Dropdown]

Contact Type USINQ Universal Service Inquiry

Comments [REDACTED] REV FOR REG. SENT ACCT INFO TO [REDACTED] FOR CAP OUTREACH, PROVIDED EMAIL ADD.

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, 2537 PIONEER AVE APT 12,
PITTSBURGH, Universal Services/Smart Comfort Education for
CAP, Contacted 01-13-2026

Open

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID [REDACTED] 2537 PIONEER AVE APT 12, PITTSBURGH, PA, 152261855997

Preferred Contact Method Phone Primary Phone: (412) 482-8021

Contact Date/Time 01-13-2026 / 09:51AM

Contact Class Universal Services [Dropdown]

Contact Type SCEDCAP Smart Comfort Education for CAP

Comments [REDACTED];LEFT VM AT 412-482-8021. VM ANSWERS WITH NAME "JOHN" ALSO SENT EMAIL MESSAGE ASKING CUST TO CALL 1-866-787-5237. OFFICE HOURS 8AM-4PM MON-FRI,GN

Related Records

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Legal / Regulatory/PUC Complaint / Issue, Contacted 12-15-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 12-15-2025 / 06:27PM

Contact Class Legal / Regulatory

Contact Type PUC ISSUE PUC Complaint / Issue

Comments [REDACTED] CHANGED SPELLING ON OVERRIDE MAILING ADDRSES FROM 2537 PIONEER AVE APT 12B TO 2537 PIONEER AVE APT 12B.

Related Records

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Legal / Regulatory/PUC Complaint / Issue, Contacted 09-26-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 09-26-2025 / 05:13PM

Contact Class Legal / Regulatory

Contact Type PUC ISSUE PUC Complaint / Issue

Comments [REDACTED] CALLED JEFFERY KASHUBA AT 412-482-8021 TO DISCUSS FORMAL PUC COMPLAINT. LEFT VOICEMAIL WITH MY CONTACT INFORMATION.

Related Records

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Legal / Regulatory/PUC Complaint / Issue, Contacted 09-22-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 09-22-2025 / 05:36PM

Contact Class Legal / Regulatory

Contact Type PUC ISSUE PUC Complaint / Issue

Comments [REDACTED] CALLED JEFFERY KASHUBA AT 412-482-8021 TO DISCUSS FORMAL PUC COMPLAINT. LEFT VOICEMAIL WITH MY CONTACT INFORMATION.

Related Records

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Legal / Regulatory/PUC Complaint / Issue, Contacted 09-22-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID

Preferred Contact Method

Contact Date/Time 09-22-2025 / 06:43AM

Contact Class Legal / Regulatory

Contact Type PUC ISSUE PUC Complaint / Issue

Comments [REDACTED] FORMAL COMPLAINT F-2025-3057512 RECEIVED 09/19/25 FILED BY JEFFERY KASHUBA

Related Records

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through COLLECTIONS call flow, Contacted 09-22-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID

Preferred Contact Method

Contact Date/Time 09-22-2025 / 12:11AM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments Customer received - 10 day term date - Required payment amount \$776.47, Is Customer P2P hold eligible: true

Related Records

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, General Customer Contact/General Customer Contact, Contacted 09-05-2025

Open

Person ID KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID KASHUBA,JEFFERY, Residential, \$393.58,

Premise ID

Preferred Contact Method Phone Primary Phone: (412) 482-8021

Contact Date/Time 09-05-2025 / 09:56AM

Contact Class General Customer Contact

Contact Type GCC General Customer Contact

Comments Jeffrey called in re: med hold advised unable to do 1 90 day hold would need to renew monthly; advised no current term on account but would generate another towards middle of month, advised of 211 and CAP, cs.

Related Records

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Holds/PUC/Regulatory, Contacted 08-19-2025

Open User ID

Person ID KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID KASHUBA,JEFFERY, Residential, \$393.58,

Premise ID

Preferred Contact Method

Contact Date/Time 08-19-2025 / 09:19AM

Contact Class Holds

Contact Type PUC PUC/Regulatory

Comments RECEIVED CORRS CUSTOMER INTENDS TO APPEAL PUC CASE 4065343 CRD DATE CHANGED TO 09/19/25

Related Records

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Holds/MedCert Approved By Doctor,
Contacted 08-04-2025

Open User ID [REDACTED]

Person ID [REDACTED] [KASHUBA,JEFFERY - Primary Phone: \(412\) 482-8021](#)

Account ID [REDACTED] [KASHUBA,JEFFERY, Residential, \\$393.58](#) [REDACTED]

Premise ID

Preferred Contact Method

Contact Date/Time 08-04-2025 / 05:30PM

Contact Class Holds

Contact Type MEDAPPROVE [MedCert Approved By Doctor](#)

Comments Doctor approved medical certificate, case created. 30 day hold added to account. \$776.47 dollars moved to new medical SA.

Related Records

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through
COLLECTIONS call flow, Contacted 08-03-2025

Open User ID [REDACTED]

Person ID [REDACTED] [KASHUBA,JEFFERY - Primary Phone: \(412\) 482-8021](#)

Account ID [REDACTED] [KASHUBA,JEFFERY, Residential, \\$393.58](#) [REDACTED]

Premise ID

Preferred Contact Method

Contact Date/Time 08-03-2025 / 11:33PM

Contact Class IVR

Contact Type COLLECTIONS [Customer went through COLLECTIONS call flow](#)

Comments Customer received - 10 day term date 2025-07-28 - Required payment amount \$689.13, Is Customer P2P hold eligible: false

Related Records

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through COLLECTIONS call flow, Contacted 07-31-2025

Open User ID [REDACTED]

Person ID [REDACTED] [KASHUBA,JEFFERY - Primary Phone: \(412\) 482-8021](#)

Account ID [REDACTED] [KASHUBA,JEFFERY, Residential, \\$393.58 \[REDACTED\]](#)

Premise ID [REDACTED] [\[REDACTED\]](#)

Preferred Contact Method

Contact Date/Time 07-31-2025 / 02:10PM

Contact Class IVR

Contact Type COLLECTIONS [Customer went through COLLECTIONS call flow](#)

Comments Customer received - End date of hold 2025-08-02 - Requested payment amount \$689.13

Related Records

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Legal / Regulatory/PUC Complaint / Issue, Contacted 07-31-2025

Open User ID [REDACTED]

Person ID [REDACTED] [KASHUBA,JEFFERY - Primary Phone: \(412\) 482-8021](#)

Account ID [REDACTED] [KASHUBA,JEFFERY, Residential, \\$393.58 \[REDACTED\]](#)

Premise ID [REDACTED] [\[REDACTED\]](#)

Preferred Contact Method

Contact Date/Time 07-31-2025 / 01:41PM

Contact Class Legal / Regulatory

Contact Type PUC ISSUE [PUC Complaint / Issue](#)

Comments [REDACTED] BCS CASE #4081530 CLOSED 07/31/25. VERBAL CLOSE: PUC SPOKE TO THE CUSTOMER, JEFFERY. PUC INFORMED HIM THAT HIS CEILING ISSUE HAS NOTHING TO DO WITH THE PUC OR DLC. HE MUST SPEAK TO HIS LANDLORD. PUC ALSO INFORMED HIM THAT HIS PREVIOUS CASES ADDRESSED HIS BILLING ISSUES, PUC SENT HIM A COPY OF A DECISION (BCS #4065343) SO HE CAN FILE A FORMAL COMPLAINT IF HE WISHES, HE HAS NOT MADE A PAYMENT SINCE 11/2024, AND HIS CASE WILL BE CLOSED.

Related Records

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through COLLECTIONS call flow, Contacted 07-31-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 07-31-2025 / 09:58AM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments Customer received - End date of hold 2025-08-02 - Requested payment amount \$689.13

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Legal / Regulatory/PUC Complaint Letter, Contacted 07-30-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 07-30-2025 / 01:07PM

Contact Class Legal / Regulatory

Contact Type PUCCPRF PUC Complaint Letter

Comments [REDACTED] BCS CASE #4081530 FILED 07/30/25 BY JEFFREY KASHUBA. ASSIGNED TO [REDACTED]

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through COLLECTIONS call flow, Contacted 07-29-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 07-29-2025 / 09:33AM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments Customer received - End date of hold 2025-08-02 - Requested payment amount \$689.13

Related Records

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, 2537 PIONEER AVE APT 12, PITTSBURGH, Holds/Promise to Pay, Contacted 07-23-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED] 2537 PIONEER AVE APT 12, PITTSBURGH, PA, 152261855997

Preferred Contact Method [REDACTED]

Contact Date/Time 07-23-2025 / 02:39PM

Contact Class Holds

Contact Type PROMISETOPAY Promise to Pay

Comments ACCT_ID [REDACTED] HOLD: PROMISETOPAY | DAYS: 10 | DAY_TYPE: Calendar | HOLD_START: 2025-07-23 | HOLD_END: 2025-08-02 | TERM_NOTICE_START: 2025-07-13 | TERM_NOTICE_END: 2025-09-11 | STATUS: Collections

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through COLLECTIONS call flow, Contacted 07-21-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 07-21-2025 / 11:18PM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments Customer received - 10 day term date 2025-07-28 - Required payment amount \$689.13, Is Customer P2P hold eligible: true

Related Records

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Legal / Regulatory/PUC Complaint / Issue, Contacted 07-18-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 07-18-2025 / 09:20AM

Contact Class Legal / Regulatory

Contact Type PUC ISSUE PUC Complaint / Issue

Comments [REDACTED] called left a voicemail message for John (that's what was on vm) to call about PUC complaint

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Legal / Regulatory/PUC Complaint / Issue, Contacted 06-23-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 06-23-2025 / 03:01PM

Contact Class Legal / Regulatory

Contact Type PUC ISSUE PUC Complaint / Issue


Comments [REDACTED] PUC CASE 4065343 DISMISSED 06/23/25 - DECISION ISSUED - THE CUSTOMER DEFAULTED ON THE PRIOR PUC PAYMENT ARRANGEMENT GRANTED ON CASE NUMBER 3901229 AND THE BALANCE WAS NOT SATISFIED. THE COMPANY CORRECTED THE CUSTOMER'S NAME AND ADDRESS ON HIS ACCOUNT. THE LAST PAYMENT RECEIVED ON THE ACCOUNT WAS \$72.94 ON 11/4/2024. THE CUSTOMER IS INELIGIBLE FOR ANOTHER PUC PAYMENT ARRANGEMENT CURRENTLY. CASE DISMISSED.


Customer Contact


Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, General Customer Contact/General Customer Contact, Contacted 05-23-2025

Open User ID [REDACTED]

Person ID [REDACTED]  KASHUBA,JEFFERY - Primary Phone: (412) 482-8021


Account ID [REDACTED]  KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID [REDACTED] 

Preferred Contact Method [REDACTED]

Contact Date/Time 05-23-2025 / 11:01AM

Contact Class General Customer Contact

Contact Type GCC  General Customer Contact


Comments [REDACTED] CHANGED NAME FROM: JEFFREY KASHUBA TO: JEFFERY KASHUBA AND ADDED MAILING ADDRESS: 2537 PIONEER AVENUE APT 12B PITTSBURGH PA 15226 PER E-MAIL FROM SUPERVISOR, RH


Customer Contact


Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, 2537 PIONEER AVE APT 12, PITTSBURGH, Legal / Regulatory/PUC Complaint / Issue, Contacted 05-23-2025

Open User ID [REDACTED]

Person ID [REDACTED]  KASHUBA,JEFFERY - Primary Phone: (412) 482-8021


Account ID [REDACTED]  KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID [REDACTED]  2537 PIONEER AVE APT 12, PITTSBURGH, PA, 152261855997

Preferred Contact Method [REDACTED]

Contact Date/Time 05-23-2025 / 10:31AM

Contact Class Legal / Regulatory

Contact Type PUC ISSUE  PUC Complaint / Issue

Comments [REDACTED] PER CUSTOMER'S PUC COMPLAINT - FIRST NAME SHOULD BE JEFFERY INSTEAD OF JEFFREY - ALSO, MAILING ADDRESS SHOULD BE 2537 PIONEER AVE APT 12B - EMAILED CALL CENTER TO MAKE THE CHANGES TO CUSTOMER ACCT

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through COLLECTIONS call flow, Contacted 05-21-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 05-21-2025 / 10:57AM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments Customer received - End date of hold 2025-05-25 - Requested payment amount \$467.48

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through COLLECTIONS call flow, Contacted 05-21-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 05-21-2025 / 10:54AM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments Customer received - End date of hold 2025-05-25 - Requested payment amount \$467.48

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, 2537 PIONEER AVE APT 12, PITTSBURGH, Holds/Promise to Pay, Contacted 05-15-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID [REDACTED] 2537 PIONEER AVE APT 12, PITTSBURGH, PA, 152261855997

Preferred Contact Method [REDACTED]

Contact Date/Time 05-15-2025 / 01:29PM

Contact Class Holds

Contact Type PROMISETOPAY Promise to Pay

Comments ACCT_ID: [REDACTED] | HOLD: PROMISETOPAY | DAYS: 10 | DAY_TYPE: Calendar | HOLD_START: 2025-05-15 | HOLD_END: 2025-05-25 | TERM_NOTICE_START: 2025-05-06 | TERM_NOTICE_END: 2025-07-05 | STATUS: Collections

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Legal / Regulatory/PUC Complaint / Issue, Contacted 05-06-2025

Open User ID [REDACTED]

Person ID [REDACTED] [KASHUBA,JEFFERY - Primary Phone: \(412\) 482-8021](#)

Account ID [REDACTED] [KASHUBA,JEFFERY, Residential, \\$393.58 \[REDACTED\]](#)

Premise ID [REDACTED] [\[REDACTED\]](#)

Preferred Contact Method

Contact Date/Time 05-06-2025 / 06:28AM

Contact Class Legal / Regulatory

Contact Type PUC ISSUE [PUC Complaint / Issue](#)

Comments [REDACTED] BCS CASE #4056680 CLOSED 05/05/25. DISMISSAL LETTER ISSUED: SCIC INVALID. THE CUSTOMER DID NOT RETURN THE SCIC LETTER OR PROVIDE SUPPORTING DOCUMENTS. PUC PAR BCS# 3901229 HAS NOT BEEN SATISFIED. DISMISSED DUE TO UNSATISFIED PRIOR PUC PAR.

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, 2537 PIONEER AVE APT 12, PITTSBURGH, Holds/Promise to Pay, Contacted 04-10-2025

Open User ID [REDACTED]

Person ID [REDACTED] [KASHUBA,JEFFERY - Primary Phone: \(412\) 482-8021](#)

Account ID [REDACTED] [KASHUBA,JEFFERY, Residential, \\$393.58 \[REDACTED\]](#)

Premise ID [REDACTED] [2537 PIONEER AVE APT 12, PITTSBURGH, PA, 152261855997](#)

Preferred Contact Method

Contact Date/Time 04-10-2025 / 02:00PM

Contact Class Holds

Contact Type PROMISETOPAY [Promise to Pay](#)


Comments ACCT_ID: [REDACTED] HOLD: PROMISETOPAY | DAYS: 10 | DAY_TYPE: Calendar | HOLD_START: 2025-04-10 | HOLD_END: 2025-04-20 | TERM_NOTICE_START: 2025-03-02 | TERM_NOTICE_END: 2025-05-01 | STATUS: Severance


Customer Contact


Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, General Customer Contact/General Customer Contact, Contacted 04-10-2025

Open

Person ID  KASHUBA,JEFFERY - Primary Phone: (412) 482-8021


Account ID  KASHUBA,JEFFERY, Residential, \$393.58

Premise ID 

Preferred Contact Method Primary Phone: (412) 482-8021

Contact Date/Time /

Contact Class

Contact Type  General Customer Contact


Comments


Customer Contact


Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through COLLECTIONS call flow, Contacted 04-02-2025

Open User ID

Person ID  KASHUBA,JEFFERY - Primary Phone: (412) 482-8021


Account ID  KASHUBA,JEFFERY, Residential, \$393.58

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Customer went through COLLECTIONS call flow

Comments

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, General Customer Contact/General
Customer Contact, Contacted 03-25-2025

Open

Person ID KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID KASHUBA,JEFFERY, Residential, \$393.58

Premise ID

Preferred Contact Method Phone Primary Phone: (412) 482-8021

Contact Date/Time 03-25-2025 / 02:30PM

Contact Class General Customer Contact

Contact Type GCC General Customer Contact

Comments

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through
COLLECTIONS call flow, Contacted 03-25-2025

Open User ID

Person ID KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID KASHUBA,JEFFERY, Residential, \$393.58,

Premise ID

Preferred Contact Method

Contact Date/Time 03-25-2025 / 02:10PM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Holds/PUC/Regulatory, Contacted
01-09-2025

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID

Preferred Contact Method

Contact Date/Time 01-09-2025 / 08:47AM

Contact Class Holds

Contact Type PUC PUC/Regulatory

Comments [REDACTED] PUC COMPLAINT 4025559 DISMISSED 01/08/25 - DECISION ISSUED: THE COMPANY DID GIVE REQUIRED NOTICE REGARDING PENDING TERMINATION IN ACCORDANCE WITH PA REGULATIONS. CASE DISMISSED CRD HOLD 01/29/25

Customer Contact

Main | Log | Characteristics | Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through
COLLECTIONS call flow, Contacted 10-19-2024

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID

Preferred Contact Method

Contact Date/Time 10-19-2024 / 03:31AM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments Customer received - Recent payment amount \$73.11

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, Legal / Regulatory/PUC Complaint / Issue, Contacted 10-16-2024

Open	<input type="checkbox"/>	User ID	[REDACTED]
Person ID	[REDACTED]	🔍	KASHUBA,JEFFERY - Primary Phone: (412) 482-8021
Account ID	[REDACTED]	🔍	KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]
Premise ID	[REDACTED]	🔍	
Preferred Contact Method	[REDACTED]		
Contact Date/Time	10-16-2024 / 03:23PM		
Contact Class	Legal / Regulatory		
Contact Type	PUC ISSUE	🔍	PUC Complaint / Issue
Comments	[REDACTED] BILLING COMPLAINT 4025559 FILED 10/15/24 BY JEFFREY KASHUBA		

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through COLLECTIONS call flow, Contacted 10-15-2024

Open	<input type="checkbox"/>	User ID	[REDACTED]
Person ID	[REDACTED]	🔍	KASHUBA,JEFFERY - Primary Phone: (412) 482-8021
Account ID	[REDACTED]	🔍	KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]
Premise ID	[REDACTED]	🔍	
Preferred Contact Method	[REDACTED]		
Contact Date/Time	10-15-2024 / 04:30PM		
Contact Class	IVR		
Contact Type	COLLECTIONS	🔍	Customer went through COLLECTIONS call flow
Comments	Customer received - End date of hold 2024-10-21 - Requested payment amount \$159.06		

Customer Contact

[Main](#) [Log](#) [Characteristics](#) [Customer Contact Portal](#)

Customer Contact Info KASHUBA,JEFFERY, 2537 PIONEER AVE APT 12, PITTSBURGH, Holds/Utility Rights, Contacted 10-11-2024

Open User ID [REDACTED]

Person ID KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID 2537 PIONEER AVE APT 12, PITTSBURGH, PA, 152261855997

Preferred Contact Method

Contact Date/Time 10-11-2024 / 09:17AM

Contact Class Holds

Contact Type UTILRTS Utility Rights

Comments ACCT_ID [REDACTED] | HOLD: UTILRTS | DAYS: 10 | DAY_TYPE: Calendar | HOLD_START: 2024-10-11 | HOLD_END: 2024-10-21 | TERM_NOTICE_START: 2024-10-07 | TERM_NOTICE_END: 2024-12-06 | STATUS: Collections

Customer Contact Info KASHUBA,JEFFERY, 2537 PIONEER AVE APT 12, PITTSBURGH, Billing / Payment/Billing Inquiries, Contacted 10-11-2024

Open User ID [REDACTED]

Person ID KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID 2537 PIONEER AVE APT 12, PITTSBURGH, PA, 152261855997

Preferred Contact Method

Contact Date/Time 10-11-2024 / 09:16AM

Contact Class Billing / Payment

Contact Type BILL INQ Billing Inquiries

Comments [REDACTED] JEFFREY UPST WITH GETTING A TERM NOTICE SAYS HES ONLY 1 MONTH PAST DUE AND HE WASNT GETTING TERM NOTICES BEFORE CUST ALSO STATES DLC IS SLOW IN PROCESSING HIS PAYMENTS STATES MAILED PAYMENT END OF SEPT OR EARLY OCTOBER 71.00 STILL NOT PROCESSE. ADVISED TERM AMOUNT 159.06, GAVE MED RIGHTS , CUST REFUSED TO UPDT FPI FOR CAP , CUST SAYS NOT SAT HE PLANS TO CONTACT PUC GAVE UR , CONVINCED TO TAKE DEF CONTACT INFO

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, IVR/Customer went through
COLLECTIONS call flow, Contacted 10-11-2024

Open User ID [REDACTED]

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method [REDACTED]

Contact Date/Time 10-11-2024 / 08:56AM

Contact Class IVR

Contact Type COLLECTIONS Customer went through COLLECTIONS call flow

Comments Customer received - 10 day term date 2024-10-22 - Required payment amount \$159.06, Is Customer P2P hold eligible: true

Customer Contact

Main Log Characteristics Customer Contact Portal

Customer Contact Info KASHUBA,JEFFERY, General Customer Contact/General
Customer Contact, Contacted 04-11-2024

Open

Person ID [REDACTED] KASHUBA,JEFFERY - Primary Phone: (412) 482-8021

Account ID [REDACTED] KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

Premise ID [REDACTED]

Preferred Contact Method Phone Primary Phone: (412) 482-8021

Contact Date/Time 04-11-2024 / 01:36PM

Contact Class General Customer Contact

Contact Type GCC General Customer Contact

Comments [REDACTED] JEFFREY KASHUBA- ADV BAL \$561.26- CUST SEND CHECK TUESDAY \$374.91- GRANTED PROMISE TO PAY APRIL 21ST AS CUSTOMER SENT CHECK OUT FOR \$374.91- SAT CALL YES

Customer Contact Info KASHUBA,JEFFERY, Holds/PUC/Regulatory, Contacted
07-25-2023

Open	<input type="checkbox"/>	User ID	[REDACTED]
Person ID	[REDACTED]	🔍	KASHUBA,JEFFERY - Primary Phone: (412) 482-8021
Account ID	[REDACTED]	🔍	KASHUBA,JEFFERY, Residential, \$393.58 [REDACTED]
Premise ID	<input type="text"/>	🔍	
Preferred Contact Method	<input type="text"/>		
Contact Date/Time	<input type="text" value="07-25-2023"/>	/	<input type="text" value="06:26AM"/>
Contact Class	<input type="text" value="Holds"/>		
Contact Type	<input type="text" value="PUC"/>	🔍	PUC/Regulatory
Comments	<p>[REDACTED] BCS CASE #3901229 CLOSED 07/22/23. (EXTENDED CC DATE TO 08/13/23.) DECISION ISSUED: ALL USAGE AND BILLINGS BASED ON ACTUAL METER READINGS. DLC ACTED WITHIN RIGHT TO PROVIDE TERMINATION NOTICE TO CUSTOMER DUE TO NONPAYMENT. CUSTOMER ADVISED TO CONTACT MONEY ORDER ISSUER REGARDING MONEY ORDERS. LEVEL 1 PUC PAR ISSUED ON TOTAL ACCOUNT BALANCE: 1232.42 AS OF 07/20/2023. BUDGET + 21.00 BEGINNING SEP 2023 DUE DATE.</p>		

DLC EXHIBIT NO. 3
REDACTED



DUQUESNE LIGHT COMPANY
CHRONOLOGICAL SUMMARY OF PAYMENT ARRANGEMENTS

COMPLAINANT NAME: Jeffery Kashuba

ACCOUNT #: [REDACTED]





























TYPE:	PUC Issued Payment Arrangement [REDACTED]
INITIATION DATE:	07/25/23
ACCOUNT BALANCE:	\$1,232.42
TERMS:	Budget plus \$21.00 begin September 2023 due date
COMPLIANCE:	No

DLC EXHIBIT NO. 4
REDACTED

Account Payment History

Main

Account Info KASHUBA,JEFFERY, Residential, \$393.58, [REDACTED]

	Payment Date	Payment Amount	Payment Status	Tender Source
	11-03-2025	\$76.00	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	09-09-2025	\$97.00	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	11-04-2024	\$72.94	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	10-16-2024	\$73.11	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	09-09-2024	\$73.11	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	08-06-2024	\$85.05	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	07-09-2024	\$84.09	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	06-03-2024	\$93.97	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	05-06-2024	\$93.38	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	04-15-2024	\$374.91	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	11-06-2023	\$93.15	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	10-12-2023	\$93.15	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	09-12-2023	\$92.00	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	07-10-2023	\$114.37	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	10-04-2022	\$34.04	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	08-09-2022	\$28.75	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	07-20-2022	\$250.00	Frozen	LIHEAP Cash (027)
	09-10-2021	\$582.08	Frozen	Speedpay (ACI) (015)
	02-24-2021	\$719.80	Frozen	LIHEAP Crisis (028)
	05-28-2020	\$100.00	Frozen	LIHEAP Cash (027)
	04-08-2020	\$308.63	Frozen	LIHEAP Crisis (028)
	11-08-2019	\$90.03	Frozen	Speedpay (ACI) (015)
	11-06-2019	\$287.53	Frozen	LIHEAP Crisis (028)
	08-23-2019	\$112.27	Frozen	Speedpay (ACI) (015)
	07-03-2019	\$241.01	Frozen	Speedpay (ACI) (015)
	11-08-2018	\$111.67	Frozen	Series - Regular Mail - OPEX 150 Machine (900)
	09-05-2018	\$124.61	Frozen	Speedpay (ACI) (015)
	06-12-2018	\$156.19	Frozen	Speedpay (ACI) (015)

DLC EXHIBIT NO. 5
REDACTED



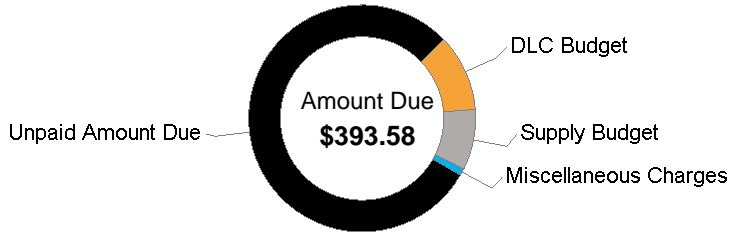
JEFFERY KASHUBA
2537 PIONEER AVE APT 12B

Account # [REDACTED]

Due Date	Amount Due
04/01/2026	\$393.58

Bill Summary

Bill ID: [REDACTED] Date Prepared: 03/11/2026



Previous Account Balance	\$2,083.34
Payment(s) Received	\$0.00
Balance Forward	\$2,083.34
Disputed Charges	-\$1,611.23
Active Account Balance	\$472.11
DLC Charges	\$44.47
Supply Charges	\$36.37
NEW ACCOUNT BALANCE	\$552.95

Previous Amount Due	\$312.74
Total Payment(s)	\$0.00
Current Amount Due (see Page 2 for Details)	\$80.84
AMOUNT DUE BY 04/01/2026	\$393.58

Message Center

Duquesne Light Company (DLC) shares customer information with some trusted partners that offer programs and services you may find valuable. DLC takes the responsibility to protect customer information seriously and its privacy policy explains how it collects, uses, shares, stores and protects customer information. The policy also provides information about the DLC website and mobile applications. To access the full text of the policy, including ways to contact the Company with any questions or concerns about the policy, please visit: DuquesneLight.com/privacy.

Signing up for our paperless program is fast and easy! Enroll today at DuquesneLight.com/paperless and you'll receive an email each month when your bill is available.

Duquesne Light Company partners with Dollar Energy Fund to provide assistance to customers who struggle to pay their electric bill. If you would like to support the Dollar Energy Fund and your neighbors in need, make a tax deductible monthly pledge at DuquesneLight.com/dollar.

To make a payment or to set up a payment arrangement, please contact us or visit our website.

Online: www.DuquesneLight.com

Phone: 888-393-7100 TTY: 711

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Billing and meter reading details on page 2

Please return this portion with your payment and the check facing forward. Make payment payable to Duquesne Light Company in US Currency.

Due Date	Amount Due
04/01/2026	\$393.58



Duquesne Light Company
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942

Account # [REDACTED]

\$ [REDACTED]

USD Amount Enclosed

A late charge of 1.25% may be assessed after 04/01/2026

JEFFERY KASHUBA
2537 PIONEER AVE APT 12B
PITTSBURGH PA 15226

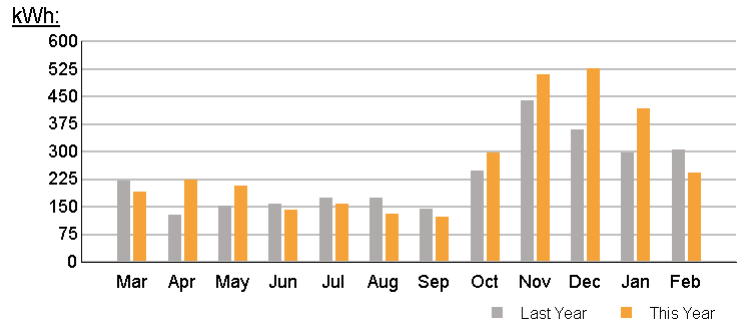
Please mail payment to:

DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324



Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	247	9	29	42
Last Month	424	14	30	20
Same Month Last Year	312	10	30	36



Average Monthly Usage for the last 12 months: 270 kWh
Total Annual Usage for the last 12 months: 3236 kWh

Account Detail

2537 PIONEER AVE APT 12

Supplier Agreement ID: [REDACTED]

Meter Reading Usage Information

Meter Number	[REDACTED]
Present 03/11/2026 Act	25,063.0660
Prior 02/10/2026 Act	24,815.7680
Difference	247.2980
Your Meter Multiplier	1
Total kWh Used	247.2980

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1375 / kWh	
DLC Charges		\$44.47
Customer Charge		\$13.00
Distribution	247.2980 kWh @ \$0.100369	\$24.82
DSIC Surcharge	0.49%	\$0.19
Pennsylvania Tax Adjustment		-\$0.04
Sales Tax		\$2.66
Late Payment Charge		\$3.84

Supply Charges		\$36.37
Supply	247.2980 kWh @ \$0.110275	\$27.27
Transmission	247.2980 kWh @ \$0.027187	\$6.72
Sales Tax		\$2.38

Total kWh Used 247.2980

Service Charges \$80.84

Shopping and Supplier Information

When shopping for electricity with an Electric Generation Supplier, please provide the following information:

Supplier Agreement ID: [REDACTED]

Rate Schedule: RS-Residential Service

Understanding Your Bill

Customer Charge – A fixed monthly charge includes meter reading, billing, service equipment and other costs incurred, even when no electricity is used. **Distribution Charges** – Basic service charges to deliver electricity from the transmission system to your home or business. **DLC Charges** – Services necessary for delivering electricity, such as supply, including default service, transmission and distribution. **Meter Reading** – An actual (Act) reading comes from the meter; an estimated (Est) reading is based on past usage when an actual reading isn't available. **Non-Basic Service Charges** – Any category of service not related to basic service. **Supply Charges** – Basic service charges for generation supply to retail customers. **Transmission Charges** – Basic service charges to transport electricity over high-voltage lines from generation to distribution.

Customer Assistance Program (CAP)

CAP is Duquesne Light Company's discount program for residential customers with household income at or below 150% of the Federal Poverty Guidelines. It offers a reduced monthly payment and may include debt forgiveness. For more information, go to our website at Duquesnelight.com/CAP.

Current Amount Due Detail

Budget Detail		
DLC Budget		\$43.00
Supply Budget		\$34.00
Miscellaneous Charges		\$3.84

	Subtotal	\$80.84

General Information and Notifications

- Contact us by phone 888-393-7100, online at DuquesneLight.com or in writing to 411 7th Ave., Ste 3, Pittsburgh, PA 15219.
- Visit us online for our rate schedules and how to verify bill accuracy. Contact us with billing questions before the due date.
- Visit www.DuquesneLight.com/WattChoices to learn more about DLC's money saving energy efficiency programs.
- **YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE.**
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- The current Price to Compare is listed above in Account Detail and will change every June and December. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.
- Your bill contains \$4.89 in estimated PA State Taxes, of which \$4.25 is PA Gross Receipts Tax.

DLC EXHIBIT NO. 6
REDACTED

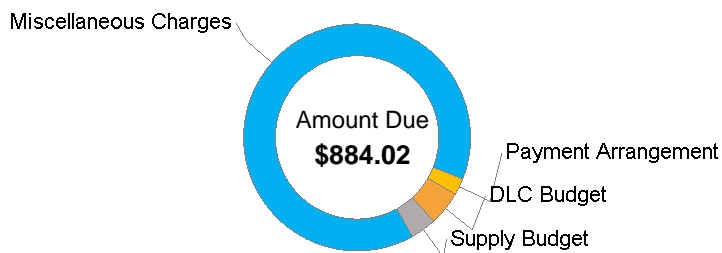


JEFFERY KASHUBA
2537 PIONEER AVE APT 12B

Account # [REDACTED]

Due Date	Amount Due
09/30/2025	\$884.02

Bill Summary



Bill ID: [REDACTED] Date Prepared: 09/09/2025

Previous Account Balance	\$1,651.00
Payment(s) Received as of 09/09/2025	-\$97.00
Balance Forward	\$1,554.00
DLC Charges	\$39.05
Supply Charges	\$18.18
NEW ACCOUNT BALANCE	\$1,611.23

Current Amount Due (see Page 3 for Details)	\$884.02
AMOUNT DUE BY 09/30/2025	\$884.02

Message Center

Never touch a downed power line or anything in contact with it! Always assume it is live. Downed power lines can carry an electric current causing serious injury or possibly death. Call Duquesne Light Company's emergency number – 888-393-7000 – to report downed wires, accidents involving utility poles or power lines or any other hazardous situation. We answer 24/7. For more information, go to DuquesneLight.com/downedlines.

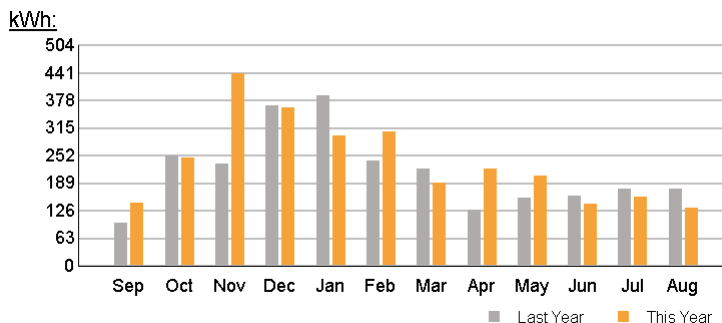
Enroll in paperless for a chance to win a \$500 e-gift card at DuquesneLight.com/paperless. When enrolled, you'll receive an email each month when your bill is available.

Earn \$1 for Every kWh You Save!

Join Peak Saver Rewards and get paid to use less energy during occasional Peak Saver events—usually on hot weekday afternoons from June through September. Events last just a few hours and occur up to five times each summer. Enrollment is quick, free and doesn't require any special equipment. Sign up and start earning at DuquesneLight.com/PeakSaver.

Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	137	5	30	69
Last Month	163	5	31	78
Same Month Last Year	181	5	33	73



Average Monthly Usage for the last 12 months: 243 kWh
Total Annual Usage for the last 12 months: 2914 kWh

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Online: www.DuquesneLight.com

Phone: 888-393-7100

Billing and meter reading details on page 3

Please return this portion with your payment. Please enclose check facing forward. Make payment payable to Duquesne Light Company in US Currency.

A late charge of 1.25% may be assessed after 2025-09-30

Due Date	Amount Due
09/30/2025	\$884.02

\$ [REDACTED]

USD Amount Enclosed

Account # [REDACTED]



JEFFERY KASHUBA
2537 PIONEER AVE APT 12B
PITTSBURGH PA 15226

Please mail payment to:

DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324



 JEFFERY KASHUBA


Account # [REDACTED]


Page 2 of 3

General Information

Visit us online or call to learn about payment options, or for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date.

 **Online:** www.DuquesneLight.com

 **Phone:** 888-393-7100 **TTY Users:** 711

 **Mail:** Dept 6-1
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942


Billing and Service Options


Sign up online for any of the following services:


- **Phone:** 888-393-7100 **TTY Users:** 711
- **Budget Billing** - Levels out payments across the year
- **Start/Stop Service** - If you're moving and need to have your service turned on or off, you must call Customer Service at 888-393-7100 or visit our website
- **Double Notice Protection** - Sends a payment reminder to you and a person you designate

Dollar Energy Fund

Give to Dollar Energy Fund to help people in our community without heat or light. There are several easy ways to donate and your gift is tax deductible.

 **Text:** Make a one-time donation of \$5 by texting POWER to 50000

 **Online:** Visit www.DuquesneLight.com and select "Payment Options" from the Account & Billing menu

 **Phone:** 888-393-7100

 **Mail:** Make a donation by mailing a check to:

Duquesne Light Hardship Fund Donations
Dept 14-1
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942

Understanding Your Bill

- **Customer Charge** – A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.
- **Distribution Charges** – Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.
- **Distribution System Improvement Charge (DSIC)** – A charge for company investment to improve service quality and increase safety by repairing, improving, or replacing eligible infrastructure used to deliver electricity.
- **DLC Charges** – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
- **Kilowatt-Hour (kWh)** – The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10, 100-watt light bulbs left on for one hour.
- **Meter Reading** – An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
- **Non-Basic Service Charges** – Any category of service not related to basic service.
- **Smart Meter Charge** – Charges for advanced metering technology and related infrastructure that will provide the ability for features such as two-way communication and interval usage data.
- **Supply Charges** – Basic service charges for generation supply to retail customers.
- **Transmission Charges** – Basic service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

Customer Assistance Program (CAP)

CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the Federal Poverty Guidelines. Customers who enroll in CAP are eligible for a reduced monthly payment based on their verified household income. The CAP Program also includes an opportunity to have existing debt forgiven. Please call a CAP Specialist at 888-393-7600 with any questions or for information on how to enroll in the program.



SCAN HERE
to register for **AutoPay**.



DuquesneLight.com/autopay



JEFFERY KASHUBA

Account # [REDACTED]

Page 3 of 3

Account Detail

2537 PIONEER AVE APT 12

Supplier Agreement ID: [REDACTED]

Meter Reading Usage Information

Meter Number	[REDACTED]
Present 09/09/2025 Act	22,910.8340
Prior 08/10/2025 Act	22,774.1610
Difference	136.6730
Your Meter Multiplier	1
Total kWh Used	136.6730

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1243 / kWh	
DLC Charges		\$39.05
Customer Charge		\$13.00
Distribution	136.6730 kWh@ \$0.099869	\$13.65
DSIC Surcharge	0.02%	\$0.01
Pennsylvania Tax Adjustment		-\$0.03
Sales Tax		\$1.87
Late Payment Charge		\$10.55

Supply Charges		\$18.18
Supply	136.6730 kWh@ \$0.097093	\$13.27
Transmission	136.6730 kWh@ \$0.027187	\$3.72
Sales Tax		\$1.19

Total kWh Used 136.6730

Service Charges \$57.23

Current Amount Due Detail

Budget Detail		
DLC Budget		\$43.00
Supply Budget		\$33.00
Miscellaneous Charges		\$787.02
Payment Arrangement Detail		
Payment Arrangement Balance	\$925.73	
Payment Arrangement Amount		\$21.00

Subtotal		\$884.02

Shopping and Supplier Information

When shopping for electricity with an Electric Generation Supplier, please provide the following information:

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

The current Price to Compare is listed above in Account Detail and will change every June and December. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Additional Notifications

- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 14-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- DLC offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or learn more about these programs, visit WattChoices.com
- **YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.**
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$2.97 in estimated PA State Taxes, of which \$2.57 is PA Gross Receipts Tax.

DLC EXHIBIT NO. 7
REDACTED



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120

6/24/2025

BCS No: 4065343

Jeffery Kashuba
2537 Pioneer Ave
Apt 12B
Pittsburgh PA 15226

Dear Jeffery Kashuba,

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company has the right to shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

Maria Velez
Investigator

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jeffery Kashuba
2537 Pioneer Ave
Apt 12B
Pittsburgh PA 15226

Date: 6/24/2025

BCS: 4065343

Acct. No: [REDACTED]

V.

Duquesne Light Company

INFORMAL COMPLAINT DECISION BY THE BUREAU OF CONSUMER SERVICES:

The Bureau of Consumer Services investigates and issues final determinations on all informal consumer complaints. (66 Pa. C.S. § 308(d)(1), 66 Pa. C.S. § 308.1(a), and 52 Pa. Code § 56.166).

STATEMENT OF COMPLAINT:

We received this informal complaint on 5/21/2025. In the complaint, the customer stated the following: The customer has prior PUC PAR (BCS # 3901229). The current household income is \$904.10. The customer claimed that he sent a money order of \$467.48 to Duquesne Light Company (DLC) last week and they had not credited to his account. The customer complained that his real name is Jeffery Kashuba, and his actual address is 2537 Pioneer Ave, Apt 12B. However, DLC printed his name as Jeffrey Kashuba with an address of 2537 Pioneer Ave, Apt 12, which is a different building. The customer complained that he had to visit the other building to get his DLC bills. The customer wants DLC to fix his account information. Relief Sought - Maintain the service, the account information (Name and address) fixed and a payment agreement.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION (PUC) FOUND THAT:

1. Duquesne Light Company (the company) records indicate that Jeffery Kashuba is the customer of record for the property at 2537 Pioneer Avenue, Apt 12B, Pittsburgh PA 15226.
2. The company records indicate that the customer defaulted on the prior PUC payment arrangement granted on case number 3901229 and the balance was not satisfied.
3. The company records indicate that a ten-day termination notice dated 5/7/2025 was issued for the past due balance of \$467.48 with a proposed termination date scheduled for on or after 5/21/2025.
4. The company records indicate that the customer established a self-serve 10-day promise to pay hold through the Company's Interactive Voice Response (IVR) system on 5/15/2025. The customer agreed to pay \$467.48 by 5/25/2025. The IVR indicated that if the payment is not made as agreed, collections activity will resume.

5. The company records indicate that the customer did not contact the company prior to filing this complaint on 5/21/2025.
6. The company records indicate that the customer's mailing address was updated to 2537 Pioneer Avenue, Apt 12B, Pittsburgh, PA 15226 and the customer's name has been updated to Jeffery Kashuba per his request.
7. The company records indicate that the last payment received on the account was \$72.94 on 11/4/2024.
8. The company records indicate that they recommend the customer contact the location where the alleged money order was purchased and request that the issuer determine the status of the money order and provide a refund, if applicable.
9. The company offers residential customers free and convenient payment options. Using their bank account, customers can pay through the DLC website or the DLC mobile phone application. Customers can also pay through Paymentus either online or by phone using a bank account, debit, or credit card, Amazon Pay, Apple Pay, Google Pay, PayPal, or Venmo. Customers can pay in person at a Western Union Quick Collect location or at Walmart. The Company's website details these payment options: <https://duquesnelight.com/account-billing/payment-options>. These alternate payment options allow customers to avoid issues that may arise with mailed payments.
10. The company records indicate that the customer's total account balance was \$1,478.04 and due on 6/2/2025.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. The company corrected the customer's name and address on his account.
2. The balance on the prior PUC payment arrangement was not satisfied and the Bureau of Consumer services cannot assist you with another payment arrangement currently.

THEREFORE, IT IS DECIDED THAT:

This informal complaint is: Dismissed.

If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Maria Velez
Investigator

This page left blank intentionally.

Notification of Intent to Appeal BCS Decision
and
Request for Formal Complaint Forms

Send this ONLY if you want to appeal this informal decision.

If you intend to appeal this decision, you must return this form to the Secretary of the Commission by 7/14/2025. **(You MUST meet this filing deadline).**

This form is NOT your Formal Complaint form. The formal complaint form will be sent to you when the Secretary's Office receives this document. (This form is your *intent* to appeal).

- Your appeal begins when your signed and dated formal complaint form is received by the Secretary, who will then serve your formal complaint on the utility. (Please know the utility may also appeal the BCS decision).
- The utility must file an Answer to your complaint and they must send you a copy. The Complaint and Answer is then sent to the Office of Administrative Law Judge to schedule a hearing and assign a Judge to your case.
- The Judge will then send you directions to follow as your complaint proceeds through the process.
- *You do not need a lawyer to file an appeal or a formal complaint.*
- **You must attend the hearing and offer evidence to prove your complaint has merit.** *Hearings may be held in person or by telephone.*

Even if you appeal the informal decision, **you must continue to pay current bills and undisputed charges from your utility.** Failure to pay your current bill and undisputed charges could result in the termination of your utility service.

Yes, I want to appeal this decision.

Customer name and address:
(Please correct any mistakes)

Jeffery Kashuba
2537 Pioneer Ave
Apt 12B
Pittsburgh PA 15226

(Area Code) Telephone Number

Signature

(Cell Phone Number)

Permission to Text: Yes: ____ No: ____

BCS: 4065343
Company: Duquesne Light
Company

Date of Mailing: 6/24/2025
Filing Due Date: 7/14/2025(**You MUST meet this deadline**).

Send this completed appeal form one of three ways:

1. **Mail by overnight delivery to (deposit date preserves your filing date):**

Secretary - Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

(Note: if you send by regular mail, you risk not meeting the filing deadline).

2. **Email to: RA-PCAppeals@pa.gov**

3. **Fax to: 717-265-8273**

DLC EXHIBIT NO. 8
REDACTED



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120

1/10/2025

BCS No: 4025559

Jeffrey Kashuba
2537 Pioneer Ave
Apt 12B
Pittsburgh PA 15226

Dear Jeffrey Kashuba,

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company has the right to shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

Avis Chisholm
Investigator

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jeffrey Kashuba
2537 Pioneer Ave
Apt 12B
Pittsburgh PA 15226

Date: 1/10/2025

V.

BCS: 4025559

Acct. No: [REDACTED]

Duquesne Light Company

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):

STATEMENT OF COMPLAINT:

You contacted the Public Utility Commission (PUC) on 10/15/2024 and filed an informal complaint against Duquesne Light Company. You stated that the Company did not give you a full 10 days to prevent service termination. You believe that the termination notice is unlawful because it did not provide him full 10 days (due to late mail). You asked the PUC to investigate this matter.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:

1. According to 52 Pa. Code § 56.91 (a), a public utility shall provide written notice of a termination to the customer at least 10 days prior to the date of the proposed termination. A termination notice remains effective for 60 days.
2. The Company reports that they mailed you a termination notice on 10/07/2024 with a proposed termination date on or after 10/22/2024.
3. According to 52 Pa. Code § 56.93 (a), a public utility may not terminate service without attempting to contact the customer to provide notice of the proposed termination at least 3 days prior to the scheduled termination.
4. The Company records show on 10/11/2024, you called regarding your termination notice. He stated that he should not be provided a termination notice because you are only one month past due. You informed the representative that you mailed a \$71.00 at the end of September or in early October. You were told that the \$71.00 payment has not yet been received. Additionally, a payment of \$159.06 is required to stop termination activities. We provided medical rights.
5. The Company records show on 10/16/2024, a payment of \$73.11 posted to the account.
6. The Company reported to us, that the company offers residential customers free and convenient payment options. Using their bank account, customers can pay through the DLC website or the DLC mobile phone application. Customers can also pay through Paymentus either online or by phone using a bank account, debit, or credit card, Amazon Pay, Apple Pay, Google Pay, PayPal, or Venmo.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

The Company did provide the notice required in 52 Pa. Code § 56.91 (a) and 56.93 (a).

THEREFORE, IT IS DECIDED THAT:

This informal complaint is dismissed.

If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Avis Chisholm
Investigator

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Notification of Intent to Appeal BCS Decision
and
Request for Formal Complaint Forms

Send this ONLY if you want to appeal this informal decision.

If you intend to appeal this decision, you must return this form to the Secretary of the Commission by 1/30/2025. **(You MUST meet this filing deadline).**

This form is NOT your Formal Complaint form. The formal complaint form will be sent to you when the Secretary's Office receives this document. (This form is your *intent* to appeal).

- Your appeal begins when your signed and dated formal complaint form is received by the Secretary, who will then serve your formal complaint on the utility. (Please know the utility may also appeal the BCS decision).
- The utility must file an Answer to your complaint and they must send you a copy. The Complaint and Answer is then sent to the Office of Administrative Law Judge to schedule a hearing and assign a Judge to your case.
- The Judge will then send you directions to follow as your complaint proceeds through the process.
- *You do not need a lawyer to file an appeal or a formal complaint.*
- **You must attend the hearing and offer evidence to prove your complaint has merit.** *Hearings may be held in person or by telephone.*

Even if you appeal the informal decision, **you must continue to pay current bills and undisputed charges from your utility.** Failure to pay your current bill and undisputed charges could result in the termination of your utility service.

Yes, I want to appeal this decision.

Customer name and address:
(Please correct any mistakes)

Jeffrey Kashuba
2537 Pioneer Ave
Apt 12B
Pittsburgh PA 15226

(Area Code) Telephone Number

Signature

(Cell Phone Number)

Permission to Text: Yes: ____ No: ____

BCS: 4025559
Company: Duquesne Light
Company

Date of Mailing: 1/10/2025
Filing Due Date: 1/30/2025**(You MUST meet this deadline).**

Send this completed appeal form one of three ways:

1. **Mail by overnight delivery to (deposit date preserves your filing date):**
Secretary - Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120
(Note: if you send by regular mail, you risk not meeting the filing deadline).
2. **Email to: RA-PCAppeals@pa.gov**
3. **Fax to: 717-265-8273**

DLC EXHIBIT NO. 9
REDACTED

MEDICAL EMERGENCY NOTICE

If someone in your household is seriously ill or has a medical condition, please notify us. Medical certification can be submitted online or by using the electronic medical certificate form. Both are available at DuquesneLight.com/medical. You can also notify our customer service department. Your electric service will not be disconnected if a licensed physician, physician assistant or nurse practitioner certifies that continued electric service is medically necessary. Certification must be received within seven days of your request.

Note: While medical certificate protection prevents disconnection, you are still responsible for paying your monthly electric charges.



IMPORTANT TO KNOW BEFORE WE SHUT-OFF YOUR UTILITY SERVICE-PLEASE READ

You may be eligible for certain protections from shut-off.

Contact Duquesne Light Company immediately at 412-393-7200 to resolve.

¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.

- If you have questions or need more information, contact Duquesne Light Company at DuquesneLight.com/contact or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you speak with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut-off if you file the complaint before the shut-off date.
- **If we shut-off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately**. You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call us** to provide household income and occupant information or visit DuquesneLight.com/assistance to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light Company’s free automatic bill payment service- AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at DuquesneLight.com/autopay or call us.
- If your landlord pays your utility bill, you have certain legal protections. For more information, call us.
- If you have trouble understanding or speaking English or have a disability, please call us for assistance.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the ‘customer’ and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you’ve met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut-off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, **you may be protected from shut-off**. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2026				
Household Size	1	2	3	4
Monthly Income	\$3,325	\$4,508	\$5,692	\$6,875

Add \$1,183 for each additional household member