

January 8, 2015

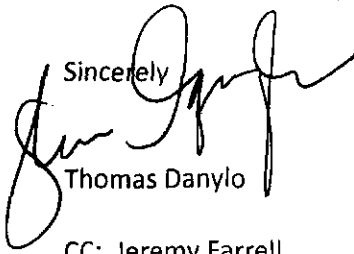
Rosemary Chiavetta , Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

RE: Thomas Danylo v. Duquesne Light Company  
Docket C-2014 - 2455723

Dear Secretary Chiavetta:

Enclosed you will find the complainants answers of the initial complaint. A copy of this document has been served to the to the respondent in accordance with the commissions regulations.

Sincerely



Thomas Danylo

CC: Jeremy Farrell

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PA P.U.C.  
SECRETARY'S BUREAU~~

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

THOMAS DANYLO,

No. C-2014-2455723

Complainant,

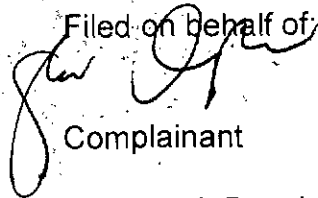
Vs.

DUQUESNE LIGHT COMPANY  
Respondent

RESPONSE  
Type of Case:

COMPLAINT

Filed on behalf of:



Complainant

Thomas J. Danylo  
1709 Wade Street Extension  
Aliquippa, PA 15001  
724-375-7746

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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THOMAS DANYLO,

Complainant,

vs.

DUQUESNE LIGHT COMPANY

Respondent

No. C-2014-2455723 of 2014

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COMPLAINT

AND NOW Comes THOMAS DANYLO, complainant, herein, and files the following complaint:

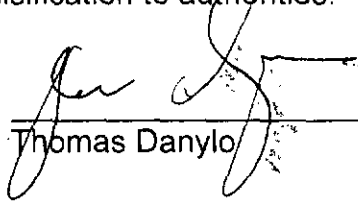
1. The complainant is Thomas Danylo, and individual residing at 1709 Wade Street Ext. , Aliquippa, Beaver County, Pennsylvania.
2. The complainant had requested electrical service for an apartment at 80 13<sup>th</sup> street, apartment number 4, Ambridge pa 15003
3. The complainant has had several prior instances of procedural misconduct by Duquesne light. Dating back to March 21, 2011.
4. Duquesne Light officials acknowledged the gross misconduct of the employee and instructed to the complainant to request a supervisor immediately if something does not sound correct. In addition several gift cards were offered to remedy the situation.
5. The respondent's fulfilled the verification request of name, date of birth, and address. With the customer service representative.
6. The complainant asked to speak with a manager in the customer service

department and was immediately denied, thus being told to "file a complaint with the PUC"

7. The complainant wrote emails to a manager of customer service requesting a call back .
8. A call back was completed within 72 hours of writing the email by a supervisor named Rob Ahrens.
9. The supervisor acknowledged problems with the customer service agent and apologized and said she will be reprimanded, but made no effort to begin service at the property
10. The complainant has no other options for electrical service and thus requests a hearing for the above matter.

**VERIFICATION**

I verify that the statements made in this complaint are true and correct. I understand that false statements herein are made subject to penalties of 18 Pa. C.S. section 4904 relating to unsworn falsification to authorities.

  
\_\_\_\_\_  
Thomas Danylo

Date: January 8, 2015

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DANYLO  
1709 WADE ST. EAT.  
ALTOONA PA 15001

PITTSBURGH PA 150

31 JAN 2015 PM 4 L



COMMONWEALTH OF PA  
PUC

400 NORTH ST.

2ND FLOOR

WARRINGTON

PA 17120

