Duquesne Light
Our Energy...Your Power

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November 20, 2015

Ms. Sasha Oberheim
Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, Pennsylvania 17120

Re: Prepare Now Campaign – 2015

Dear Commission:

This letter is in response to the correspondence sent to Richard Riazzi, dated October 29, 2015, regarding the Commission's "Prepare Now" campaign and our consideration of certain actions to help troubled customers prepare for high heating bills associated with the winter heating season.

Duquesne Light Company (the "Company" or "Duquesne Light") is aware of the harsh winter weather that consumers in our service territory normally experience. With this in mind, Duquesne will continue to focus on ensuring that those low-income and working poor households are provided information and easy access to all available assistance programs such as Customer Assistance Programs, LIHEAP, Dollar Energy Fund, LIURP and budget billing.

In the letter from the Commission, the Company is requested to consider certain actions with respect to the upcoming winter heating season. The following is the Company's response to each of those action items with respect to the 2015-2016 winter heating season:

Item 1 Efforts to Link Consumers to Programs. The Company promotes Duquesne Light's Customer Assistance Program ("CAP"), Customer Assistance Referral Evaluation Program ("CARES"), Smart Comfort Low Income Usage Reduction Program ("LIURP"), Low Income Home Energy Assistance Program ("LIHEAP"), and the Hardship Fund administered by Dollar Energy, by distributing Universal Service brochures, maintaining information concerning Universal Services on Duquesne Light's website, posting energy assistance program links to Twitter and Facebook throughout November, providing informational factoids on the Interactive Voice Response ("IVR") phone system, initiating outbound call campaigns to provide referrals to CAP and mailing informational bill inserts to residential customers and LIHEAP applications to those who qualify. Over 6,000 letters were sent to low income customers who received a LIHEAP grant during the last program year to inform them of current guidelines and requirements. LIHEAP applications are mailed to those who qualify and have electric heat service or those who request an application. Presently, eight CAP offices offer accessibility to Universal Service programs by appointment or walk-ins. Further, Duquesne Light Customer Service Representatives provide information and individual referrals to all customers who potentially qualify for Universal Services. Duquesne continues to partner with the United Way 2-1-1 Center in Western Pennsylvania. Their resource navigators educate customers on Duquesne Light's Universal Services Programs. The United Way 2-1-1 website additionally offers up-to-date educational information on Duquesne Light's programs. As in years past, Duquesne Light will promote the United Way's "Text 2-1-1 for LIHEAP Assistance" promotion. Customers can text "211LIHEAP" to 898-211. A link to access the 2015-2016 LIHEAP application is returned via

text message as well as an invitation to text 2-1-1 for other assistance needs. Lastly, Duquesne Light educates community based organizations on energy assistance programs through on-going meetings as well as annual conferences and events, such as "Be Utility Wise" to make sure they are able to provide the most up-to-date information to consumers.

Item 2 Referrals to CAP. The Company refers all low income customers seeking a payment agreement to CAP. The assistance information is readily available via scripts that have been provided to the Customer Care Representatives. Currently, Duquesne Light's CAP has approximately 35,956 customers participating. By partnering with the Watt Choices Energy Conservation Program (Act 129), Duquesne Light promotes education and referrals to CAP at many community events. In addition, Duquesne Light continues to automatically enroll customers receiving a LIHEAP grant into Duquesne Light's CAP and has supported the United Way's 2-1-1 Center in Western Pennsylvania to promote and refer eligible customers to this program.

Items 3 and 4 Donations to Utility Hardship Funds. The Company encourages all customers to contribute to the Hardship Fund via on-line and automatic payments. Duquesne Light employees held company fundraisers and contributed or raised monies for the Hardship Fund. Duquesne Light continues its commitment to support Dollar Energy Fund's "Warmathon", as a Primary Utility Partner, which generates additional donations for our Hardship Fund. Duquesne intends to continue to participate in this event annually. The Company's "Wattley Doll" has been sold via http://takewattleyhome.com/ and will be part of a six-week local amusement park's Holiday sponsorship fund raising effort, to aid in raising money for the Hardship Fund.

Item 5 Restoration for First Time CAP Enrollment. Duquesne Light restores electric service to low-income customers upon their enrollment in Duquesne's CAP for the first time.

Item 6 Limits on Terminations for Low-Income During Cold Weather. During the winter heating season, the Company limits terminations of confirmed low-income customers and gives these customers the opportunity to maintain electric service.

Item 7 Deposits, Fees and Charges and Restoration of Service. Duquesne Light ensures that requests for security deposits are not barriers to establishing or restoring electric service to CAP or low-income customers. For those customers not eligible for CAP, Duquesne will determine on a case-by-case basis if a security deposit can be added to a customer's bill instead of making it a condition of obtaining or restoring electric service. Additionally, late payment charges are waived for all CAP participants.

Item 8 Combination of Payments to Restore Service. LIHEAP, CRISIS, and Dollar Energy are accepted as substantially sufficient funds to reconnect CAP or low-income customers with the requirements that the customer also makes some additional restoration payments that are determined on a case-by-case basis.

Item 9 Flexibility on Payment Arrangement. Although Duquesne Light follows Chapter 14 guidelines for payment arrangements, the Company allows for flexibility when determining the amount of any restoration payment needed for a CAP or low-income customer. Duquesne also takes into account any assistance the customer may have received, changes in circumstances, extended illness of ratepayer or member of the household, and/or increased household size and associated expenses, again on a case-by-case basis.

Item 10 Providing Information on Home Heating Safety and Repairs to Heating Systems. Duquesne Light promotes and communicates to applicable customers the use of both LIHEAP and the Pennsylvania Weatherization Program to assist customers with the emergency repairs to furnaces and heating systems.

Item 11 Budget Billing and Third Party Notification Forms. The Company posts information on its website which encourages all customers to enroll in budget billing programs and third-party notification process. Duquesne frequently promotes Budget Billing in the Service Line customer newsletter.

Item 12 Providing Information on Energy Conservation. Communications occur with customers about energy costs, wise use of energy, weatherization programs and conservation measures, even though only approximately 5% of Duquesne Light's residential customers utilize electricity as their primary heating source. Duquesne Light's Energy Efficiency/Watt Choices program provides customers with a wide range of energy efficiency and conservation measures, cost saving offers and educational brochures. Additionally, the Watt Choices program supports the Universal Services Programs by including educational material in energy efficiency kits provided to customers who participate in the school program. Energy Conservation advice can be readily found on our website.

As in prior years, Duquesne Light is supportive of the Commission's "Prepare Now" campaign and will continue our efforts to ensure that vulnerable residential customers are aware of the programs and resources that are available to them during the winter heating season.

Sincerely,

Campbell Hawkins
Vice President, Customer Care

Cc: Rich Riazzi, President & CEO
Jessica Rock, Director, Communications
Jamie Profaizer, Manager Credit & Universal Services