

Gary A. Jack  
Assistant General Counsel

Telephone: 412-393-1541  
Fax: 412-393-1418  
gjack@duqlight.com

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November 28, 2011

Ms. Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
400 North Street  
Harrisburg, Pennsylvania 17120

**Re: Prepare Now Campaign – 2011**

Dear Commission:

Regarding your letter to utilities dated November 3, 2011 to join in working to help consumers “Prepare Now” as we enter another winter season, Duquesne Light Company has and will continue to work with our customers and this Commission to make sure that customers maintain or have utility service restored whenever possible.

Duquesne Light Company is very aware of the continuing impact that the struggling economy and downturned job market has had on certain customers in our service territory. Many customers, some of whom have never needed assistance in the past, are facing new and difficult financial challenges as we head into this year’s heating season. With this in mind, Duquesne will continue to focus on insuring 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, and LIURP. We would note that the Commission recently reviewed Duquesne Light Company’s Universal Service and Energy Conservation Plan for 2011-20-13 and entered a Tentative Order approving our program on November 23, 2010 at Docket #M-2010-2161220. The Commission found Duquesne’s Plan to be compliant with State statutes, rules and policies.

In your letter you request that utilities review its procedures and take action, if necessary, in 11 specific areas. Duquesne has addressed these areas, and we want to share our actions in each area.

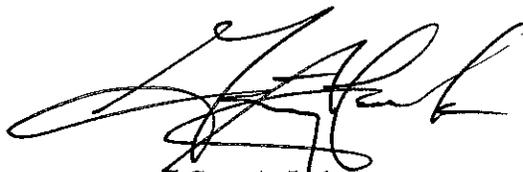
Duquesne Light Company:

1. Promotes Duquesne’s Customer Assistance Program, CARES, Smart Comfort, LIHEAP, and Dollar Energy Fund (our local Hardship Fund) by distributing Universal Service brochures , maintaining information concerning Universal Services on Duquesne Light’s website, providing informational factoids on the Interactive Voice Response phone system (IVR) and mailing informational bill “stuffers” to residential customers. The Universal Services toll-free number is located on all residential bills. Further, Duquesne Light Company Service Representatives provide information and individual referrals to all customers who potentially qualify for Universal Services. During the Cold Weather Intervention Program (CWIP) survey, information concerning Universal Services Programs is provided and promoted. Lastly, Duquesne Light has an active consumer education program focused on assistance and energy conservation. (Item 1)

2. Refers all low income customers and assists them enroll in Duquesne's Customer Assistance Program. Duquesne Light's Customer Assistance Program has been growing rapidly, with increasing participation rates. Currently there are approximately 37,840 customers participating in the CAP program, and the numbers continue to grow. Further, beginning this year, Duquesne Light implemented a new process to automatically enroll customers receiving an LIHEAP grant into Duquesne's CAP program. (Item 2)
3. Has taken action to provide and communicate a means for all customers to contribute to the Hardship Fund via on-line payments and automatic payments. Duquesne Light has continued its commitment again this year to the Dollar Energy Fund's "Warmathon," as a Primary Utility Partner, which generates additional donations for our Hardship Fund. Duquesne Light's Hardship Fund continues to be one of the higher subsidized hardship funds among the major regulated utilities, and last year, this program made over \$750,000 available to assist customers in need. (Item 3)
4. Restores electric service to low-income customers upon their enrollment in Duquesne's Customer Assistance Program for the first time. (Item 4)
5. Limits terminations of confirmed low-income customers during cold weather, and gives these customers every opportunity to maintain electric service as the cold weather approaches. (Item 5)
6. Insures that requests for security deposits are not barriers to establishing or restoring electric service to CAP or low income customers by adding required security deposit amounts to the 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 and low-income customers on active payment arrangements. (Item 6)
7. Accepts LIHEAP, CRISIS, and/or Dollar Energy as substantially sufficient funds to reconnect CAP or low-income customers with requirements for additional lenient restoration payments determined on a case by case basis. (Item 7)
8. Follows Chapter 14 guidelines for payment arrangements and extends leniency for customers on a case-by-case basis. (Item 8)
9. Is aggressive in promoting and communicating the use of both LIHEAP and the Pennsylvania Weatherization Program to assist customers with emergency repairs to furnaces and heating systems, as explained in Item #1. (Item 9)
10. Promotes and encourages all customers to enroll in budget billing programs and a third-party notification process, and frequently provides Budget Billing messages on customer bill inserts. (Item 10)
11. Communicates with customers about energy costs, wise use of energy, weatherization programs and conservation measures, although only approximately 5% of Duquesne Light's residential customers utilize electricity as their primary heating source. Duquesne's Energy Efficiency/Watt Choices program provides customers with a wide range of energy efficiency, conservation and demand response measures and cost saving offers. (Item 11).

As in prior years, I want to assure you again that Duquesne Light Company will continue to do what is possible to ensure that residential customers willing to work with Duquesne will have electric service this winter.

Sincerely,



Gary A. Jack  
Assistant General Counsel

CC: Grace McGovern – Bureau of Consumer Services ✓