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November 9, 2012

VIA HAND DELIVERY

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

Re: Prepare Now Campaign – 2012

Dear Secretary Chiavetta:

This letter is in response to the correspondence that Richard Riazzi received, dated October 9, 2012, regarding the Commission's "Prepare Now" campaign and the 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 very aware of the continuing impact that the struggling economy and downturn in the 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 Light 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 LIHEAP, Dollar Energy Fund, Customer Assistance Programs/CAP and LIURP.

In the letter that Mr. Riazzi received, the Company is requested to consider certain actions with respect to the upcoming heating season. The following is the Company's response to each of those items with respect to the 2012 -2013 winter heating season:

Item 1. Efforts to Link Consumers to Programs. The Company promotes Duquesne Light's Customer Assistance Program (Duquesne's CAP Program), CARES, Smart Comfort (Duquesne's LIURP Program), LIHEAP, and Hardship Fund (administered by Dollar Energy) by distributing Universal Services brochures, maintaining information concerning Universal Services on Duquesne Light's website, providing informational factoids on the Interactive Voice Response phone system (IVR), initiating outbound call campaigns to provide referrals to CAP, and mailing informational bill "stuffers" to residential customers and LIHEAP applications to those who qualify. In addition, the Company recently opened two new Customer Assistance Program offices, one in Beaver Falls and one in downtown Pittsburgh, to aid in the accessibility to Universal Services, and this past year Duquesne Light developed a new marketing campaign to promote customer assistance programs on Port Authority buses. Moreover, the toll-free number for Universal Services is located on all

residential bills. Further, the Company's customer service representatives provide information and individual referrals to all customers who potentially qualify for Universal Services. During the Cold Weather Survey, information concerning Universal Services is provided and promoted. Lastly, Duquesne Light has an active consumer education program focused on assistance and energy conservation.

Item 2. Referrals to CAP. The Company refers all low income customers seeking a payment agreement and assists them with enrollment in Duquesne's CAP Program. Currently, Duquesne's CAP Program has approximately 36,608 customers participating. Beginning in 2011, Duquesne Light implemented a new process to automatically enroll customers receiving a LIHEAP grant into Duquesne's CAP Program and has supported the United Way's 2-1-1 Center in Western Pennsylvania to promote and refer eligible customers to this program.

Item 3 Donations to Utility Hardship Funds. The Company has taken steps to allow for all customers to contribute to the Hardship Fund via on-line payments and automatic payments. With respect to corporate donations associated with the winter heating season, 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 the Hardship Fund.

Item 4 Restoration for First Time Cap Enrollment. Duquesne Light restores electric service to low-income customers upon their enrollment in Duquesne's CAP Program for the first time.

Item 5 Limits on Terminations for Confirmed Low-Income Customers During Winter Heating Season. During the winter heating season, the Company limits terminations of confirmed low-income customers and gives these customers every opportunity to maintain electric service.

Item 6 Deposits, Fees and Charges and Restoration of Service. Duquesne Light insures that requests for security deposits are not barriers to establishing or restoring electric service to CAP or low income customers. 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, the Company will waive late payment charges for CAP participants.

Item 7 Combination of Payments to Restore Service. LIHEAP, CRISIS, and/or Dollar Energy are accepted as substantially sufficient funds to reconnect CAP or low-income customers with the requirement that the customer also makes additional lenient restoration payments that are determined on a case by case basis.

Item 8. Flexibility on Payment Agreements. The Company follows regulatory guidelines for payment agreements and extends leniency for certain customers on a case-by-case basis.

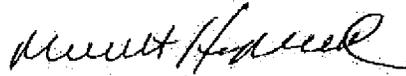
Item 9 Providing Information on Home Heating Safety and Repairs to Heating Systems. Duquesne Light promotes and communicates to applicable customers the use of both LIHEAP and the Pennsylvania Weatherization Program to assist customers with emergency repairs to furnaces and heating systems.

Item 10. Budget Billing and Third Party Notification Forms. The Company promotes and encourages payment troubled customers to enroll in the budget billing program and a third-party notification process, and frequently provides budget billing messages on customer bill inserts.

Item 11 Providing Information on 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, conservation and demand response measures and cost saving offers.

As in prior years, Duquesne Light Company will continue to do what is possible to ensure that residential customers willing to work with the Company have electric service during this winter heating season.

Sincerely,



Robert H. Hoaglund II
Assistant General Counsel
Duquesne Light Company

cc: Grace McGovern, Bureau of Consumer Services