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November 15, 2013

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 – 2013**

Dear Commission:

This letter is in response to the correspondence sent to Richard Riazzi, dated October 15, 2013 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 continuing impact that the struggling economy and downturn in the job market has had on certain customers in our service territory. Customers, some of whom have never needed assistance in the past, are facing financial challenges as we head into this year's heating season. With this in mind, Duquesne Light will continue to focus on increasing consumer awareness regarding the availability of assistance programs such as LIHEAP, Dollar Energy Fund, Customer Assistance Programs/CAP, CARES and LIURP.

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 2013-2014 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, providing informational factoids on the Interactive Voice Response ("TVR") phone system, initiating outbound call campaigns to provide referrals to CAP and mailing informational bill "stuffers" to residential customers and LIHEAP applications to those who qualify. Over 17,000 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, and LIHEAP applications are mailed to those who qualify and have electric heat service or those who request an application. Ten CAP offices offer accessibility to Universal Service programs by appointment and by accepting walk-ins at select locations. Further, Duquesne Light Customer Service Representatives provide information and individual referrals to all customers who potentially qualify for Universal Services. Within the past year, Duquesne partnered with the United Way 2-1-1 Center in Western Pennsylvania and trained their resource navigators on Duquesne Light's Universal Service Programs, how to refer customers and how they can participate. The United Way 2-1-1 website additionally offers up to date

educational information on Duquesne Light's programs. 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. Currently, Duquesne Light's CAP Program has approximately 36,580 customers participating. By partnering with the Watt Choices Energy Conservation Program (Act 129), Duquesne Light promotes education and referrals to the CAP program at many community events. In addition, Duquesne Light continues to automatically enroll customers receiving a LIHEAP grant into Duquesne Light'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.

Items 3 and 4 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. Duquesne Light employees held company fundraisers and contributed or raised monies for the Hardship Fund. Duquesne Light is also in the process of working with local restaurants to donate a portion of their proceeds to the Hardship Fund. 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.

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 Low-Income During Cold Weather. 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, late payment charges are waived for all CAP participants.

Item 7 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 requirement that the customer also makes some additional restoration payment that is determined on a case-by-case basis.

Item 8 Flexibility on Payment Arrangements. Although Duquesne Light follows Chapter 14 guidelines for payment arrangements, the Company allows for some flexibility when determining the amount of any restoration payment needed for a CAP or low income customer.

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. This year, a weatherization training session was provided to all Duquesne Light Customer Service Representatives to educate them on the LIURP program services and the weatherization process to ensure effective communications to our customers.

Item 10 Budget Billing and Third Party Notification Forms. The Company posts information on its website and encourages customers to enroll in budget billing programs and a third-party notification process, and frequently provides Budget Billing messages on customer bill inserts.

Item 11 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 and cost saving offers.

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,

A handwritten signature in blue ink that reads "David Bordo". The signature is fluid and cursive, with the first letters of "David" and "Bordo" being capitalized and prominent.

David B. Bordo  
Vice President, Strategy & External Affairs  
Duquesne Light Company

cc: Sasha Oberheim, Bureau of Consumer Services  
Richard Riazzi, Chief Executive Officer, Duquesne Light Company  
Michele R. Sandoe, Vice President, Customer Care