

Customer Name STEVENSON, CHRISTINA T
 Address 7916 TIOGA ST
 PITTSBURGH PA 15208-2124
 Account Number 2000711532012

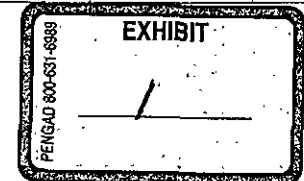
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 Investigator _____ DLC Analyst _____
 Case Number _____ Mail Drop _____
 From 01/01/2005 To 09/20/2010

Date	Reading Date	Days	Meter Rdg(s)	Type	Cons	Avg Dly Cons	Degree Day, Cool	Htg	Bill / Pymt / Adj Amount	Due Date	Ltr of Credit	Backout Amount	Balance	Cmts
09/12/2005	09/09/2005	30	3331	Act - DLC	576	19.2	183	3	\$62.14	10/03/2005			\$5,158.47	
09/27/2005				Payment					\$50.00 cr				\$5,108.47	
09/28/2005				Adjustment					\$157.11 cr				\$4,951.36	
10/12/2005	10/11/2005	32	3380	Act - DLC	588	18.4	99	74	\$63.76	11/02/2005			\$5,015.12	
10/26/2005				Payment					\$50.00 cr				\$4,965.12	
10/27/2005				Adjustment					\$157.11 cr				\$4,808.01	
10/31/2005				Adjustment					\$139.62 cr				\$4,668.39	
11/10/2005				Late Charge					\$58.35				\$4,726.74	
11/10/2005	11/09/2005	29	3433	Act - DLC	636	21.9		418	\$68.43	12/01/2005			\$4,795.17	
12/12/2005	12/09/2005	30	3498	Act - DLC	780	26.0		896	\$82.46	01/03/2006			\$4,877.63	
01/12/2006				Late Charge					\$60.24				\$4,937.87	
01/12/2006	01/11/2006	33	3567	Act - DLC	828	25.1		1,063	\$87.08	02/02/2006			\$5,024.95	
02/10/2006				Late Charge					\$61.33				\$5,086.28	
02/10/2006	02/09/2006	29	3631	Act - DLC	768	26.5		835	\$81.13	03/06/2006			\$5,167.41	
03/13/2006				Late Charge					\$62.34				\$5,229.75	
03/13/2006	03/10/2006	29	3691	Act - DLC	720	24.8		963	\$76.47	04/03/2006			\$5,306.22	
03/29/2006				Asst. Pmt.					\$300.00 cr				\$5,006.22	
04/11/2006	04/10/2006	31	3757	Act - DLC	792	25.5		707	\$83.47	05/02/2006			\$5,089.69	
05/11/2006	05/10/2006	30	3814	Act - DLC	684	22.8		219	\$72.96	06/01/2006			\$5,162.65	
06/12/2006	06/09/2006	30	3867	Act - DLC	636	21.2	57	174	\$68.30	07/03/2006			\$5,230.95	
06/16/2006				Payment					\$66.00 cr				\$5,164.95	

Type Descriptions

Act - Actual Bill Est - Estimated Bill DLC - Duquesne Light Company SUP - Supplier





Duquesne Light® ACCOUNT STATEMENT

Our Energy...Your Power™

Date Requested By _____

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 Account Number 2000711532012

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Date	Reading Date	Days	Meter Rdg(s)	Type	Cons	Avg Dly Cons	Degree Day Cool	Degree Day Htg	Bill / Pymt / Adj Amount	Due Date	Ltr of Credit	Backout Amount	Balance	Cmts
07/12/2006	07/11/2006	32	3911	Act - DLC	528	16.5	130	30	\$57.79	08/02/2006			\$5,222.74	
07/26/2006				Payment					\$60.00 cr				\$5,162.74	
08/11/2006	08/10/2006	30	3981	Act - DLC	840	28.0	331		\$88.14	09/05/2006			\$5,250.88	
08/16/2006				Payment					\$70.00 cr				\$5,180.88	
08/17/2006				Adjustment					\$141.39 cr				\$5,039.49	
09/12/2006	09/11/2006	32	4041	Act - DLC	720	22.5	141	24	\$76.46	10/03/2006			\$5,115.95	
09/27/2006				Payment					\$60.00 cr				\$5,055.95	
10/11/2006	10/10/2006	29	4087	Act - DLC	552	19.0	7	172	\$60.12	11/01/2006			\$5,116.07	
10/27/2006				Payment					\$20.00 cr				\$5,096.07	
11/06/2006				Asst. Pmt.					\$500.00 cr				\$4,596.07	
11/09/2006	11/08/2006	29	4133	Act - DLC	552	19.0		544	\$60.12	12/01/2006			\$4,656.19	
12/11/2006	12/08/2006	30	4176	Act - DLC	516	17.2		672	\$56.63	01/02/2007			\$4,712.82	
12/15/2006				Adjustment					\$141.39 cr				\$4,571.43	
12/20/2006				Adjustment					\$141.39 cr				\$4,430.04	
01/11/2007	01/10/2007	33	4237	Act - DLC	732	22.2		781	\$78.04	02/01/2007			\$4,508.08	
02/09/2007	02/08/2007	29	4299	Act - DLC	744	25.7		1,181	\$87.98	03/05/2007			\$4,596.06	
03/12/2007	03/09/2007	29	4355	Act - DLC	672	23.2		1,110	\$81.42	04/02/2007			\$4,677.48	
04/11/2007	04/10/2007	32	4409	Act - DLC	648	20.3	1	601	\$79.51	05/02/2007			\$4,756.99	
04/25/2007				Asst. Pmt.					\$400.00 cr				\$4,356.99	
05/10/2007	05/09/2007	29	4454	Act - DLC	540	18.6	5	321	\$67.43	06/01/2007			\$4,424.42	
06/11/2007	06/08/2007	30	4508	Act - DLC	648	21.6	120	83	\$79.90	07/02/2007			\$4,504.32	

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Duquesne Light[®] ACCOUNT STATEMENT

Our Energy... Your PowerSM

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Investigator _____ DLC Analyst _____
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Date	Reading Date	Days	Meter Rdg(s)	Type	Cons	Avg Dly Cons	Degree Day Cool	Degree Day Htg	Bill / Pymt / Adj Amount	Due Date	Ltr of Credit	Backout Amount	Balance	Cmts
06/27/2007				Payment					\$191.00 cr				\$4,313.32	
06/28/2007				Adjustment					\$141.39 cr				\$4,171.93	
07/11/2007	07/10/2007	32	4568	Act - DLC	720	22.5	180	10	\$89.16	08/01/2007			\$4,261.09	
08/10/2007	08/09/2007	30	4628	Act - DLC	720	24.0	245		\$89.16	09/04/2007			\$4,350.25	
08/22/2007				Payment					\$137.00 cr				\$4,213.25	
08/23/2007				Adjustment					\$141.39 cr				\$4,071.86	
09/11/2007	09/10/2007	32	4692	Act - DLC	768	24.0	251	7	\$94.65	10/02/2007			\$4,166.51	
09/26/2007				Payment					\$69.00 cr				\$4,097.51	
09/27/2007				Adjustment					\$141.39 cr				\$3,956.12	
10/10/2007	10/09/2007	29	4741	Act - DLC	588	20.3	96	62	\$74.10	11/01/2007			\$4,030.22	
11/09/2007	11/08/2007	30	4798	Act - DLC	684	22.8	3	409	\$85.05	12/03/2007			\$4,115.27	
12/11/2007	12/10/2007	32	4869	Act - DLC	852	26.6		843	\$104.22	01/02/2008			\$4,219.49	
01/11/2008	01/10/2008	31	4936	Act - DLC	804	25.9		857	\$101.96	02/04/2008			\$4,321.45	
02/11/2008	02/08/2008	29	5008	Act - DLC	864	29.8		979	\$116.28	03/03/2008			\$4,437.73	
03/11/2008	03/10/2008	31	5091	Act - DLC	996	32.1		1,135	\$132.97	04/01/2008			\$4,570.70	
04/10/2008	04/09/2008	30	5158	Act - DLC	804	26.8		671	\$108.69	05/01/2008			\$4,679.39	
04/24/2008				Asst. Pmt.					\$500.00 cr				\$4,179.39	
05/12/2008	05/09/2008	30	5216	Act - DLC	696	23.2	3	248	\$95.04	06/02/2008			\$4,274.43	
06/11/2008	06/10/2008	32	5285	Act - DLC	828	25.9	99	206	\$112.02	07/02/2008			\$4,386.45	
06/23/2008				Payment					\$232.00 cr				\$4,154.45	
07/11/2008	07/10/2008	30	5361	Act - DLC	912	30.4	150	17	\$123.40	08/04/2008			\$4,277.85	

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08/11/2008	08/08/2008	29	5455	Act - DLC	1,128	38.9	238		\$150.98	09/02/2008			\$4,428.83	
09/03/2008				Connect Fee					\$50.00				\$4,478.83	
09/05/2008				Payment					\$183.00 cr				\$4,295.83	
09/08/2008				Adjustment					\$115.41 cr				\$4,180.42	
09/10/2008	09/09/2008	32	5515 5530	Act - DLC	900	28.1	139	10	\$121.87	10/01/2008			\$4,302.29	
10/10/2008	10/09/2008	30	5585	Act - DLC	660	22.0	33	132	\$91.24	11/03/2008			\$4,393.53	
11/05/2008				Payment					\$68.00 cr				\$4,325.53	
11/10/2008	11/07/2008	29	5640	Act - DLC	660	22.8	1	395	\$91.24	12/01/2008			\$4,416.77	
12/11/2008	12/10/2008	33	5717	Act - DLC	924	28.0		1,002	\$124.95	01/02/2009			\$4,541.72	
01/13/2009	01/12/2009	33	5804	Act - DLC	1,044	31.6		1,087	\$140.08	02/03/2009			\$4,681.80	
02/11/2009	02/10/2009	29	5862	Act - DLC	696	24.0		1,241	\$95.50	03/04/2009			\$4,777.30	
03/12/2009	03/11/2009	29	5923	Act - DLC	732	25.2		860	\$100.07	04/02/2009			\$4,877.37	
04/13/2009	04/09/2009	29	5978	Act - DLC	660	22.8		601	\$90.91	05/04/2009			\$4,968.28	
05/04/2009				Asst. Pmt.					\$800.00 cr				\$4,168.28	
05/12/2009	05/10/2009	31	6029	Act - DLC	612	19.7	32	304	\$84.81	06/02/2009			\$4,253.09	
06/11/2009	06/10/2009	31	6090	Act - DLC	732	23.6	71	108	\$100.10	07/02/2009			\$4,353.19	
07/06/2009				Adjustment					\$183.15 cr				\$4,170.04	
07/13/2009	07/10/2009	30	6158	Act - DLC	816	27.2	121	4	\$110.87	08/03/2009			\$4,280.91	
07/23/2009				Payment					\$131.00 cr				\$4,149.91	
07/24/2009				Adjustment					\$115.41 cr				\$4,034.50	
08/12/2009	08/11/2009	32	6257	Act - DLC	1,188	37.1	203	1	\$158.29	09/02/2009			\$4,192.79	

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08/26/2009				Payment					\$65.00 cr				\$4,127.79	
08/27/2009				Adjustment					\$115.41 cr				\$4,012.38	
09/11/2009	09/10/2009	30	6333	Act - DLC	912	30.4	168	17	\$123.11	10/05/2009			\$4,135.49	
10/12/2009	10/09/2009	29	6389	Act - DLC	672	23.2	37	146	\$92.52	11/02/2009			\$4,228.01	
11/10/2009	11/09/2009	31	6437	Act - DLC	576	18.6		511	\$80.29	12/01/2009			\$4,308.30	
12/11/2009				Late Charge					\$53.85				\$4,362.15	
12/11/2009	12/10/2009	31	6484	Act - DLC	564	18.2		659	\$79.18	01/04/2010			\$4,441.33	
01/13/2010				Late Charge					\$54.84				\$4,496.17	
01/13/2010	01/12/2010	33	6550	Act - DLC	792	24.0		1,302	\$109.67	02/03/2010			\$4,605.84	
02/11/2010				Late Charge					\$56.21				\$4,662.05	
02/11/2010	02/10/2010	29	6629	Act - DLC	948	32.7		1,054	\$130.00	03/04/2010			\$4,792.05	
03/12/2010				Late Charge					\$57.84				\$4,849.89	
03/12/2010	03/11/2010	29	6705	Act - DLC	912	31.4		976	\$125.34	04/05/2010			\$4,975.23	
04/13/2010	04/12/2010	32	6761	Act - DLC	672	21.0	20	432	\$94.17	05/04/2010			\$5,069.40	
05/12/2010	05/11/2010	29	6806	Act - DLC	540	18.6	12	287	\$77.02	06/02/2010			\$5,146.42	
06/11/2010	06/10/2010	30	6866	Act - DLC	720	24.0	111	57	\$99.59	07/06/2010			\$5,246.01	
07/13/2010	07/12/2010	32	6956	Act - DLC	1,080	33.8	269	10	\$143.40	08/03/2010			\$5,389.41	
08/11/2010	08/10/2010	29	7042	Act - DLC	1,032	35.6	327		\$137.47	09/01/2010			\$5,526.88	
09/10/2010	09/09/2010	30	7117	Act - DLC	900	30.0	244	15	\$120.73	10/04/2010			\$5,647.61	

Type Descriptions

Act - Actual Bill	Est - Estimated Bill	DLC - Duquesne Light Company	SUP - Supplier
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DUQUESNE LIGHT COMPANY

CHRONOLOGICAL SUMMARY OF PUC ORDERS, PAYMENT AGREEMENTS, AND MEDICAL CERTIFICATIONS

Christina Stevenson
7916 Tioga Street
Pittsburgh, PA 15208
2000711532012

MEDICAL CERTIFICATION: 4/26/2010
DURATION: 30 Days
BALANCE: \$5069.40

TYPE: BCS No. 2660007 (filed 4/1/2010)
DATE: 4/20/2010
ACCOUNT BALANCE: \$5069.40
TERMS: Complaint dismissed due to CAP arrears

TYPE: Payment Agreement
DATE: 11/3/2009
ACCOUNT BALANCE: \$4228.01
TERMS: Budget bill plus \$70 begin 12/1/2009 due date
COMPLIANCE: No

MEDICAL CERTIFICATION: 10/6/2009
DURATION: 30 Days
BALANCE: \$4135.49

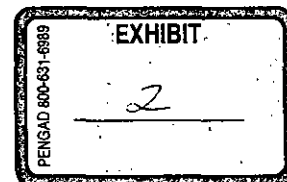
TYPE: CAP
DATE: 7/2/2008
ACCOUNT BALANCE: \$4154.45
TERMS: 60% of budget (approximately \$65/month)
COMPLIANCE: No – Customer requested to be removed on 11/3/2009

TYPE: CAP
DATE: 5/4/2006
ACCOUNT BALANCE: \$5089.69
TERMS: 85% of budget (approximately \$85/month)
COMPLIANCE: No – Defaulted 4/7/2008

TYPE: Payment Agreement
DATE: 11/22/2005
ACCOUNT BALANCE: \$4795.17
TERMS: Budget bill plus \$20 begin 12/1/2005 due date
COMPLIANCE: No

TYPE: CAP
DATE: 5/21/2004
ACCOUNT BALANCE: \$5655.85
TERMS: 90% of budget (approximately \$50/month)
COMPLIANCE: No – Defaulted 10/31/2005

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2000711532012 CC 060 LST-BL 09 RD CYC 07 BL CYC 07 < F> SERV START 06/10/04
STEVENSON CHRISTINA T *UEL* STATUS ACTIVE DS FNA LAST-TRAN 09/10/10
7916 TIOGA ST RT/RDR 010 000 DISPUTE EXP 06/16/10
PITTSBURGH PA 15208-2124 412 583 0623 C&C RNTPROP NO

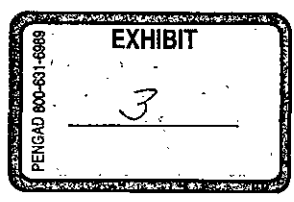
***** 01-43 P/A FINANCIAL INFO ***** 09/20/10 *** 1101 *

NAME (LAST, FIRST, I)	BIRTH DATE	AGE	SOC-SEC-NUM	REL	INCOME	S	VR	VERF-DATE
STEVENSON CHRISTINA T	12 22 1972	32	[REDACTED]	A			1	
C1	03 16 1989	16	000 00 0000	C				
C2	08 12 1991	14	000 00 0000	C				
C3	01 03 1994	11	000 00 0000	C				

===== FINANCIAL INFO CREATED ON 11/22/2005 08.31.38 =====
NEW FPI. . . : 1 ACCT GRADE: D MED CERTS: 0 LOGON ID....: HUDSON
P/A FPI. . . : P/A CREATED: 10 31 05 STATUS: B 10 31 05 TOTAL INCOME: 1
BANKRUPT CD: DATE: LAST NSF DATE: PCT INCOME CHGD: 0
* * * ARE THERE MORE RECORDS NO * * *

DSPLY 00 KEY TO NEW SS DSPLY KEY

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UNIVERSAL SERVICE PROGRAMS

CAP Program	Income (% of poverty level)	Payment Levels	Program Features	Call Duquesne Light's Universal Service Programs at 1-888-393-7600 for program and energy assistance information, (LIHEAP 1, LIHEAP 2 and \$1 Energy Fund.) 412-390-2313 (GWS) Lynne 2600 E Carson St. Pgh. Pa. 15203 412-664-1967 (GWM) Dolores 345 Fifth Ave. McKeesport Pa. 15132 412-487-6316 (NHM) Josh 416 Lincoln Ave. Pgh. Pa. 15209 412-361-2583 (HFL) Karen 211 N. Whitfield St. Pgh. Pa. 15206 412-244-8010 (HFM) Sandra 1789 S. Braddock Ave. Rm 585 Pgh. Pa. 15218 412-331-8665 (HFE) Reema 19 May St. McKees Rocks Pa. 15136 412-322-6588 (HFN) Karen 1601 Brighton Rd. Pgh. Pa. 15212 724-378-2882 (CCP,GWR) Lisa 524 Franklin Ave. Aliquippa, PA 15001
Traditional CAP	≤150% Customer must have an income	Rate RS Percent of Budget, 30% 60%, 85%	1/36 write off of frozen arrearage for every full, on-time payment.	
	<u>Seniors 62 and older <200%</u>	Rate RH Percent of Budget, 45%, 65%, 80% based on income level		

Monthly Federal Poverty Guidelines Effective January 23, 2009

Poverty Level	1	2	3	4	5	6	7	8	For Each Additional Person Add
50%	\$452	\$607	\$763	\$919	\$1,075	\$1,231	\$1,387	\$1,542	\$156
100%	\$903	\$1,214	\$1,526	\$1,838	\$2,149	\$2,461	\$2,773	\$3,084	\$312
135%	\$1,219	\$1,639	\$2,060	\$2,481	\$2,901	\$3,322	\$3,744	\$4,163	\$421
150% CAP	\$1,355	\$1,821	\$2,289	\$2,757	\$3,224	\$3,692	\$4,160	\$4,626	\$468
200% \$ Energy	\$1,806	\$2,428	\$3,052	\$3,676	\$4,298	\$4,922	\$5,546	\$6,168	\$624

Smart Comfort

Income (% of Poverty Level)	Residency	Usage	Program Features
≤150	6 mos except for homeowners and RH customers	500 kWh per mo (16 kWh per day) minimum baseload use	Energy conservation education, replacement of high usage, energy inefficient appliances, retrofits, repairs.

CARES

Income (% of Poverty Level)	Residency	Payment Troubled Criteria	Program Features
≤150	N/A	Potential or current hardship	Purpose is to assist needy customers, payment troubled customers, and customers with special needs obtain the necessary social support and assistance to maintain a normal lifestyle with electric service.



USAGE COMPARISON REPORT

Account #: 2000711532012
 Service Name: CHRISTINA T STEVENSON
 Service Street: 07916 TIOGA ST
 City/State/Zip: PITTSBURGH PA 15208-2124

BCS Case #: 2660007
 Account Status: ACTIVE
 Rate: Residential
 Period Covered: 10/09/08 - 09/09/10

DATE	DAYS	READ	KWH	AVERAGE	DATE	DAYS	READ	KWH	AVERAGE
9/9/2010	30	7117	900	30.0	9/10/2009	30	6333	912	30.4
8/10/2010	29	7042	1032	35.5	8/11/2009	32	6257	1188	37.1
7/12/2010	32	6956	1080	33.7	7/10/2009	30	6158	816	27.2
6/10/2010	30	6866	720	24.0	6/10/2009	31	6090	732	23.6
5/11/2010	29	6806	540	18.6	5/10/2009	31	6029	612	19.7
4/12/2010	32	6761	672	21.0	4/9/2009	29	5978	660	22.7
3/11/2010	29	6705	912	31.4	3/11/2009	29	5923	732	25.2
2/10/2010	29	6629	948	32.6	2/10/2009	29	5862	696	24.0
1/12/2010	33	6550	792	24.0	1/12/2009	33	5804	1044	31.6
12/10/2009	31	6484	564	18.1	12/10/2008	33	5717	924	28.0
11/9/2009	31	6437	576	18.5	11/7/2008	29	5640	660	22.7
10/9/2009	29	6389	672	23.1	10/9/2008	30	5585	660	22.0
TOTAL	364		9408	25.8	TOTAL	366		9636	26.3

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