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December 29, 2017

Via Electronic Filing

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

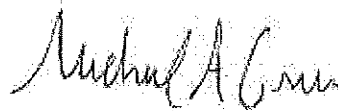
**Re: Duquesne Light Company 2017-2019 Universal Service and Energy
Conservation Three Year Plan
Docket No. M-2016-2534323**

Dear Secretary Chiavetta:

Enclosed for filing in the above-captioned matter please find Duquesne Light Company's Petition for Approval of its New Customer Assistance Program Bill Design and Customer Communication Plan. Copies of this filing are being served in accordance with the attached Certificate of Service.

Please feel free to contact me or Tishekia Williams with any questions, comments or concerns.

Respectfully Submitted,



Michael A. Gruin

cc: Certificate of Service
Joseph Magee, BCS (via email) (jamagee@pa.gov)
Sarah Dewey, BCS (via email) (sdewey@pa.gov)
Louise Fink Smith, BCS (via email) (finksmith@pa.gov)
Tishekia Williams, Esq. (via email)

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A PROFESSIONAL CORPORATION

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Duquesne Light Company Universal Service :
and Energy Conservation Plan for 2017- :
2019 Submitted in Compliance with 52 Pa. : Docket No. M-2016-2534323
Code §§ 54.74. :
:

**Petition for Approval of Duquesne Light Company's
New Customer Assistance Program
Bill Design and Customer Communication Plan.**

In accordance with 52 Pa. Code §5.43 and the Order issued by the Pennsylvania Public Utility Commission (“Commission”) on March 23, 2017 in the above-referenced matter (the “*March 2017 Order*”), Duquesne Light Company (“Duquesne Light” or “Company”), hereby Petitions the Commission for approval of its new Customer Assistance Program (“CAP”) bill design and customer communication plan. As directed in Ordering Paragraphs 13 and 14, Duquesne has worked closely with members of its Income Eligible Program Advisory Group (“IEPAG”)¹ while developing its new CAP bill design and communication plans. The Company also engaged the services and expertise of Schmidt Market Research to conduct customer interviews to obtain feedback regarding the proposed bill design, and KUBRA to assist the Company in the actual bill design. For the reasons set forth below, the Company respectfully request that the Commission approve Duquesne Light’s proposed changes to its CAP bill design

¹ Duquesne Light’s IEPAG includes representatives from the Bureau of Consumer Services (BSC), Bureau of Technical Utility Services (TUS), Office of Consumer Advocate (OCA), PA Utility Law Project (PULP), Neighborhood Legal Services (NLS), Red Cross, Salvation Army, Pittsburgh Food Bank, Allegheny County Department of Aging, Rebuilding Together Pittsburgh, Conservation Consultants, Inc., Catholic Charities, Peoples Gas, Columbia Gas, North Hill Community Outreach, YWCA Pittsburgh, South Hills Interfaith Movement, Women’s Center and Shelter, Allegheny Valley Association of Churches, Veteran’s Leadership Program, Jewish Family & Community Services, and AARP.

to be implemented in January 2020 in conjunction with its new CAP design.² The Company also requests approval of its customer education plan which, subject to Commission review and approval, would begin approximately 90 days prior to the implementation of the new CAP design.³

I. BACKGROUND OF THE PROCEEDING

1. Duquesne Light submitted its proposed 2017-2019 USECP Plan on March 16, 2016.
2. On August 11, 2016, the Commission entered a Tentative Order, identifying issues requiring further attention, tentatively approving Duquesne Light's Proposed Plan for 2017-2019, and requesting comments.
3. CAUSE-PA, OCA, and Duquesne individually filed comments to the Tentative Order on August 31, 2016, and reply comments on September 12, 2016.
4. On October 31, 2016, Duquesne filed an Amended Proposed 2017-2019 Plan, which made revisions to its original proposal.
5. On November 4, 2016, the Commission issued a Secretarial Letter ("November 4 Secretarial Letter"), requesting additional information about Duquesne Light's Proposed and

² The Company notes that the Joint Petition of Duquesne Light Company, the Office of Consumer Advocate, and CAUSE-PA for Approval of Modifications to Duquesne Light Company's CAP Design in its Universal Service and Energy Conservation Plan and a Waiver of Commission Regulations Regarding Length of Universal Service and Energy Conservation Plans filed on September 15, 2017 is presently pending Commission review. The proposed changes to the CAP bill are designed based on the Company's proposed Percentage of Income Payment Plan ("PIPP") submitted on September 15, 2017. Changes to the CAP bill design may be required if the Commission does not approve, or orders significant modifications the proposed CAP plan filed on September 15, 2017.

³ The Company is not requesting changes to its Commission approved 2017-2019 Universal Service and Energy Conservation plan in this filing. Likewise, the Company is not seeking additional changes beyond those requested in the Joint Petition filed in this docket on September 15, 2017. Rather, the Company is filing sample bills and its communication plans with the Commission for review and approval pursuant to 52 Pa Code, §54.4(c) and the *March 23rd Order*.

Amended Proposed 2017-2019 Plans and establishing a new schedule for Parties to provide comments and reply comments.

6. Duquesne Light filed and served a response to the Commission's November 4, 2016 Secretarial Letter on November 18, 2016.

7. On November 15, 2016, the Commission issued a Secretarial Letter further amending the comment and reply comment periods at the request of CAUSE-PA.

8. CAUSE-PA and the OCA individually filed supplemental comments to the Amended Proposed 2017-2019 Plan and the Duquesne Light's Supplemental Information on December 2, 2016.

9. Duquesne Light filed supplemental reply comments on December 12, 2016.

10. In the *March 2017 Order*, the Commission directed Duquesne to make changes to its 2017-2019 Plan prior to final approval.

11. Ordering Paragraphs 13 and 14 of the *March 2017 Order* also directed Duquesne Light to:

- a. ...[W]ork with stakeholders to modify CAP bills and other customer communications to ensure that CAP credits are applied correctly and to improve bill messaging and presentment, including budget billing calculations.
- b. ...[F]ile and serve proposed changes to its CAP bills and communications no later than June 30, 2017,⁴ in a petition to amend its Universal Service and Energy Conservation Plan and provide copies electronically in Word®-compatible format

⁴ By Secretarial Letter dated July 3, 2017, the Company was granted a 6-month extension to file proposed changes to the new CAP bill design, and customer education plan by December 29, 2017.

to Joseph Magee, Bureau of Consumer Services, jimagee@pa.gov, Sarah Dewey, Bureau of Consumer Services, sdewey@pa.gov, and Louise Fink Smith, Law Bureau, finksmith@pa.gov.

12. In compliance with the *March 2017 Order*, Duquesne Light filed clean and red-lined versions of its Revised 2017-2019 USECP on April 24, 2017.

13. On May 1, 2017, the Commission issued a Secretarial Letter directing Duquesne Light to file and serve a further revised 2017-2019 Plan by May 5, 2017.

14. On May 5, 2015, Duquesne Light filed a letter requesting an extension until May 12, 2017, to file its revised 2017-2019 Plan. The Commission granted the extension via Secretarial Letter on May 8, 2017.

15. On May 12, 2017, Duquesne Light filed its further revised 2017-2019 Plan.

16. On June 23, 2017, Duquesne Light filed an unopposed Petition requesting a 30-day extension of the deadline to resolve the CAP design issues outlined in the *March 2017 Order*.

17. By Secretarial Letter issued on June 26, 2017, the Commission approved an extension to July 24, 2017 to reach a consensus on CAP design issues.

18. On June 30, 2017, the Company requested and was subsequently granted a 6 month extension, until December 29, 2017, to submit its new CAP bill and communications plan for review and approval.

19. On July 20, 2017, the Commission issued its Order approving Duquesne Light's 2017-2019 USECP as filed on May 12, 2017.

20. On July 21, 2017, Duquesne Light filed an unopposed Petition requesting a further 30-day extension of the deadline to resolve the CAP design issues outlined in the *March 2017 Order*.

21. By Secretarial Letter issued on July 21, 2017, the Commission approved an extension to August 23, 2017 to reach a consensus on CAP design issues.

22. On August 21, 2017, Duquesne Light requested another extension until September 15, 2017, to finalize an agreement on a new CAP design, noting that a tentative resolution had been reached with respect to all issues with the parties to this proceeding.

23. By Secretarial Letter issued on August 23, 2017, the Commission approved an extension to September 15, 2017 to reach a consensus on CAP design issues.

24. On September 15, 2017, Duquesne Light filed a Joint Petition of Duquesne Light Company, the Office of Consumer Advocate, and CAUSE-PA for Approval of Modifications to Duquesne Light Company's CAP Design in its Universal Service and Energy Conservation Plan and a Waiver of Commission Regulations Regarding Length of Universal Service and Energy Conservation Plans, which is pending Commission review.

II. Modifications to CAP Bill Design

25. Modifications to the CAP bill were primarily designed to achieve two objectives: 1) improve billing clarity and comprehension for customers enrolled in CAP and, 2) compliance with the applicable Commission regulations and orders. To achieve these objectives, the Company held multiple stakeholder meetings, and engaged a consulting firm to facilitate

customer interviews to solicit feedback on the proposed bill designs directly from Duquesne Light customers.⁵

26. In summary, significant changes to the proposed CAP bill include: 1) enhanced clarity in the presentation of the CAP credits used to date and remaining in the program year, 2) a more prominent display of the amount due, 3) an enhanced usage comparison chart to more clearly state the applicable timeframe, 4) greater transparency related to the amount of debt forgiveness and the impact of defaulting from CAP prior to earning total debt forgiveness, and 5) greater transparency related to disputed dollars. A sample of an existing CAP bill is attached and marked Exhibit A. A copy of the new proposed CAP bill design is attached and marked Exhibit B.

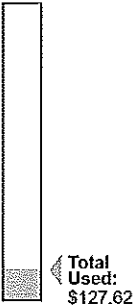
27. Duquesne Light believes that each of the proposed changes will enhance customers understanding of the program and their payment obligations, as well as overall satisfaction with CAP. In particular, the proposed Account Balance Section of the bill has been significantly enhanced to include details regarding the amount of CAP credits used during the billing period, program year-to-date, and the amount of remaining credits. As illustrated below, the proposed Account Balance Section will also include the annual CAP credit reset date, the annual CAP maximum discount amount, payments received, debt forgiveness earned (if any) and any disputed amounts related to active complaints.

⁵ Duquesne Light worked diligently to reconcile and incorporate feedback from various stakeholders regarding the proposed new bill design. Duquesne Light notes that in limited instances, recommendations from consumer advocate groups conflicted with the stated preferences of the customers themselves. In those very limited instances, the Company deferred to customers in recognition that the demographics of the Company's CAP customer base is not entirely equivalent to consumer advocate groups'. For example, the CAP credit bar graphic on page one of the Account Balance Section was viewed more favorably by the customers than the consumer advocates whom expressed a preference for a different pictographic illustration of the CAP credit information.

Account Balances

Customer Assistance Program (CAP)

Annual CAP discount reset date	xx/xx/xxxx	
Maximum annual CAP discount	\$1,600.00	
Annual CAP discount used to date	-127.62	
Remaining CAP discount	\$1,472.38	
Total Account Balance		
Last account balance	\$171.82	
Current service charges	\$70.08	
Payments received	-47.00	
Debt forgiven	-11.59	
CAP discount applied	-23.08	
Amount in dispute	\$1,010.26	
Total account balance	\$1,170.49	



Debt Forgiveness

We have forgiven a total of \$146.25 in debt for making full, on-time payments. Your remaining debt eligible for forgiveness is \$131.82.

Your remaining debt will be due if you default from the CAP program.

28. Duquesne Light believes that the proposed changes to the Account Balance Section are significant enhancements that will improve bill messaging and presentment, as directed in the *March 2017 Order*.

29. Additionally, customer and customer advocates expressed a strong preference to display the most significant information prominently on the first page of the electric service bill. Consumers largely believe that the account balance and payment information is the most significant information contained on the bill. Based on this feedback, the current amount due is located at the top of the first page on the new bill design. The Company used graphics and larger font sizes to display the amount due and moved the meter reading details to the third page. Duquesne Light believes that this will mitigate potential confusion regarding the amount a customer is required to pay each month, given that the amount due may be different than the account balance.

30. The Company also clarified the usage comparison chart. Months on the existing usage comparison chart are labeled by the first letter of the month only (ex., March is labeled "M",

April is labeled “A”). During the customer interviews, it was noted that the existing labeling was unclear to customers. Accordingly, months are labeled using the standard three letter abbreviation (e.g., “Mar” for March, “Apr” for April) in the new CAP bill design. As a result, the Company believes that customers will better understand their usage trends.

31. Finally, the Company also removed definitions that are no longer applicable under the proposed percentage of income payment plan. The Company believes that lessening the amount information on the bill increases readability and helps ensure that customers see the most pertinent information.

III. Customer Education and Communication Plan

32. Duquesne Light’s primary target audiences for the new CAP program and bill design are employees and external stakeholders including customers, consumer advocates, and community based organizations. A description of these audiences and their role in customer education is below:

Audience	Role
Employees	
Call Center/Customer Service	The Call Center provides customers with information about the CAP program and can direct them to the Community Based Organizations (CBOs) to sign-up
Stakeholders	
Community Based Organizations (CBOs)	The CBOs walk the customer through enrollment, provide program information and also connect the customer with other income eligible resources
Income Eligible Advisory Group	This group provides input and feedback on the program and communication to support the program

Customers	
Current CAP Customers	These customers are already enrolled in CAP and would receive program relevant communications
Customers Eligible for CAP	Customers eligible for CAP are not currently enrolled and would receive outreach encouraging their enrollment (i.e. LIHEAP customers not enrolled in CAP)

33. For each stakeholder group listed above, the Company will implement a communication and education plan specific to the needs of the group.

34. Employees are key stakeholder with respect to successfully transitioning to the new CAP program, specifically Call Center employees. As such the Company plans to implement Call Center training with quick reference guides and frequently asked questions (FAQs), notifications on Duquesne Light intranet and internal video boards and Customer Service training emails.

35. Duquesne Light’s CAP is implemented through a strong partnership with local community based organizations (“CBOs”). Accordingly, this group is also critical to the successful transition to a new PIPP design. Duquesne Light plans to engage CBOs early in the process so they are prepared to answer customer questions and adhere to the new process and program rules. Engagement with CBOs will include on-site training prior to program launch with quick reference guides, FAQs, posters and postcards/brochures for distribution at each location, and the Company will ensure they have support materials for other program referrals (i.e. LIHEAP, Dollar Energy Fund, SMART comfort).

36. The Company will also continue to engage the IEPAG by providing opportunities for them to provide feedback on the various communications being provided to CAP customers in

the future. This will occur through the normal and existing IEPAG meetings schedule as we approach the 2020 implementation date.

37. With regards to CAP customers, in order to mitigate potential confusion resulting from the shift from a percent of budget design to a percent of income payment plan, the Company will implement a robust communication plan targeted at CAP customers. This will include:

- a) Updates to the CAP page on Duquesne Light's website to reflect the new program information and include FAQs once the program launches – www.DuquesneLight.com/CAP;
- b) A “how to read my CAP bill” educational video and/or bill graphic that calls out and explains the specific sections of the bill;
- c) A 90-60-30 communication campaign to prepare existing CAP customers for the change. The Campaign will include mailing letters 90 days prior to implementation of the new CAP plan referring the customer to the website or their local CBO to learn more about the new program, sending a postcard 60 days out reminding the customer that a new program is coming, and the inclusion of a bill insert 30 days prior to implementation of the program as a final reminder that the new program is coming. The bill insert will include a “How to read my CAP bill” graphic;
- d) Letters for program milestones like recertification as well as instructions for LIHEAP recipients to enroll in CAP;
- e) Outbound calls for enrollments, recertification, additional funds through LIHEAP and remind LIHEAP customers to enroll in CAP;

- f) Continue offering bill messages to communicate frozen arrearage savings, offer warnings as customers approach their maximum CAP credits and notification for exceeding maximum CAP credits; and
- g) An opt-in for email and/or text messaging at the time of application as additional channels of communication

38. The Company intends to work with Bureau of Consumer Services, and other interested stakeholder to review CAP customer materials as they are developed prior to implementation in January 2020.

IV. Request for Select Waivers of 52 Pa. Code § 54.4

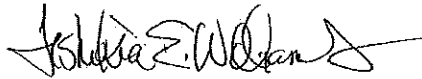
39. Commission regulations require the presentation of generation and transmission charges before distribution charges, with the exception of the customer charge. Specifically, 52 Pa. Code. §54.4(B) provides that “[g]eneration charges shall appear first among the basic charges with one exception. EDCs may place the customer charge first among the basic charges.”

40. Duquesne Light’s proposes to present the distribution charge immediately after the customer charge and prior to the generation charges. Duquesne Light believes that the proposed grouping of related charges (delivery, supply and taxes) is reasonable and will be clearer to customers. Accordingly, the Company respectfully request a permanent waiver of 52 Pa. Code. §54.4(B)

41. Duquesne Light also request a permanent waiver of the 52. Pa.Code.§54.4(7), which requires customer contact information to be titled “General Information.” Duquesne Light’s proposed bill design includes a section titled “How to Reach Us” which provides customers with

information regarding how to contact the Company. The Company avers that “How to Reach Us” aptly describes the information and purpose of that section of the bill.⁶ The customer’s name and address will continue to be displayed at the top of the bill. Therefore, a waiver of 52 Pa.Code.§54.4(7) is reasonable and should be granted.

WHEREFORE, for the foregoing reasons, Duquesne Light Company respectfully request that the Commission approve its proposed CAP bill design and customer communication plan, and grant a waiver of certain regulations at 52 Pa. Code § 54.4.



Tishekia E. Williams (ID # 208997)
Duquesne Light Company
411 Seventh Avenue, 15th Fl.
Pittsburgh, PA 15219
Phone: 412-292-1541
Fax: 412-393-5757
E-mail: twilliams@duqlight.com

Dated: December 29, 2017

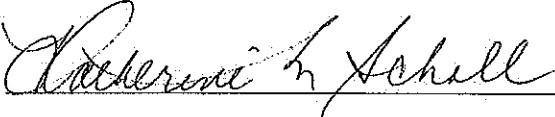
⁶ Although not contained on Exhibit B enclosed herein, the “How to Reach Us” section will state “For questions about your bill, please contact us before the bill due date or visit our website at www.duquesnelight.com.” The Company is not requesting a waiver of 52 Pa. Code §56.15(12). The Company also notes that the information contained in the “Message Center” on page 3 is illustrative only. CAP customers will not be enrolled in budget billing under the Company’s proposed percentage of income payment plan.

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:

VERIFICATION

I, Katherine M. Scholl, hereby state that the facts set forth in Duquesne Light Company's Answer filed in the above captioned docket are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).



Date: December 29, 2017

Exhibit A

Exhibit A



Customer Name and Service Address:

MONROEVILLE, PA 15146-4553
BILL ID:

Account Number
Rate:RS-Residential Service
Date Prepared:08/15/17

Meter Reading Usage Information		Summary of CAP Bill																																																	
Next Scheduled Meter Reading Date: September 13, 2017		Prior Billing Information																																																	
Meter Read Information for Meter Number:		Amount of Last CAP Bill	\$230.00																																																
Present:	Aug 14, 2017 - Actual	You Paid Towards CAP Balance as of 07/27/17	-165.00																																																
Prior:	Jul 15, 2017 - Actual	Past Due CAP Balance Due Immediately	\$65.00																																																
	Difference																																																		
Your Meter Multiplier	X	ACTUAL METER READING BILL																																																	
	Total kWh Used	Current CAP Charges																																																	
	650.1910	Current DLC Budget	77.00																																																
Electric Usage:		CAP Discount	-12.00																																																
Comparing Your Usage		You Owe 85% of Budget	\$65.00																																																
Aug 16		Aug 17																																																	
Avg. kWh Per Day	48	22																																																	
Avg. Temperature (F)	77	72																																																	
YTD Usage (kWh)	8248	3934																																																	
		Total CAP Charges Owed by Due Date																																																	
<ul style="list-style-type: none"> Average Monthly Usage for the past 12 months is 592 kWh. Total Annual Usage for the past 12 months is 7109 kWh. 		Total Account Balance																																																	
<table border="1"> <thead> <tr> <th colspan="12">DAYS IN BILLING PERIOD</th> </tr> <tr> <th>S</th><th>O</th><th>N</th><th>D</th><th>J</th><th>F</th><th>M</th><th>A</th><th>M</th><th>J</th><th>J</th><th>A</th> </tr> </thead> <tbody> <tr> <td>30</td><td>29</td><td>32</td><td>30</td><td>33</td><td>29</td><td>29</td><td>30</td><td>31</td><td>30</td><td>30</td><td>31</td> </tr> <tr> <td>30</td><td>30</td><td>32</td><td>30</td><td>33</td><td>29</td><td>29</td><td>32</td><td>29</td><td>30</td><td>32</td><td>30</td> </tr> </tbody> </table>		DAYS IN BILLING PERIOD												S	O	N	D	J	F	M	A	M	J	J	A	30	29	32	30	33	29	29	30	31	30	30	31	30	30	32	30	33	29	29	32	29	30	32	30	Maximum Annual CAP Credit Available \$700.00 Annual CAP Credit Used to Date 346.00 Remaining CAP Credit Available \$354.00	
DAYS IN BILLING PERIOD																																																			
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\$5.79	\$6.67	Sept 5, 2017	\$130.00																																																
<p>Your total account balance will be DUE if you default from the CAP program.</p>																																																			

Please return this portion with your payment. Please enclose check facing forward.
Make payment payable to Duquesne Light Company in US Currency.

Account Number

PLEASE PAY THIS AMOUNT BY SEP 5, 2017
\$130.00

\$

USD Amount Enclosed

To make account changes or enroll in Autopay, please update information on the back of this coupon and check the box to the right.

MONROEVILLE, PA 15146-4553

DUQUESNE LIGHT COMPANY
PAYMENT PROCESSING CENTER
PO BOX 67
PITTSBURGH, PA 15267-0001



How to Reach Us

Visit our Website at: www.duquesnelight.com
 Call us for: General Information: 412-393-7100
 Credit & Collection: 412-393-7200
 Emergencies: 1-888-393-7000 or 412-393-7000

Write us at: Customer Care Department
 Duquesne Light Company
 411 Seventh Avenue, MD 6-1
 Pittsburgh, PA 15230-1930

Please call, email or write our business office for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date or visit our Website at www.duquesnelight.com.

Understanding Your Bill

Meter Reading – An actual reading is a reading taken from the meter. An estimated reading is used when no actual reading is available and is based on past electric usage.

Meter Multiplier – This is the number used to calculate total electrical usage in kWh, this number will vary depending on meter type.

Kilowatt-Hour (kWh) – The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10 100-watt light bulbs left on for one hour. A bill shows electricity charges in cents per kilowatt-hour.

Kilowatt (kW) – A measure of electrical power that is equal to 1,000 watts.

Demand – A measure of customer or system load requirements over a measured period of time. The actual demand is the highest average kilowatt usage measured amount of all 15-minute intervals during a billing period. The billing demand is the product of the actual demand and the power factor multiplier which identifies the total power provided to the customer.

Basic Services – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmission and distribution.

Customer Charge – A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.

Distribution Charges – Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.

Supply Charges – Basic service charges for generation supply to retail customers.

Transmission Charges – Basic service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

PA EEA Surcharge (Fixed and Variable) – Charges for energy efficiency programs that help customers conserve energy and reduce demand.

Smart Meter Charge – Charges for advanced metering technology and related infrastructure that will provide the ability for features such as two-way communication and interval usage data.

Distribution System Improvement Charge (DSIC) – A charge for company investment to improve service quality and increase safety by repairing, improving, or replacing eligible infrastructure used to deliver electricity.

Non-Basic Service Charges – Any category of service not related to basic service.

Budget Amount – Based on your average Duquesne Light Company billed history over the previous 12 month period excluding non-basic services for the location billed and subject to periodic adjustments. Trending data is used if billed history is not available.

Advanced Metering – Device(s) for recording or communicating actual electric usage on a daily basis.

Time of Use (TOU) – A program to encourage customers to shift the timing of portions of their electric use by offering lower rates during time of lower electricity demand (off-peak) and higher rates during periods of higher electricity demand (on-peak) periods.

Suspended Charges – Charges held in relation to a dispute.

Customer Assistance Programs (CAP) Residential Only

CAP – CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the federal poverty level. Customers enrolled in CAP may receive a discount on their monthly service charges and have an opportunity to receive arrears forgiveness. If you need help paying your bills, call and speak to a Customer Assistance Program specialist at 1-888-393-7600.

CAP Budget Amount – The discounted amount that customers enrolled in Duquesne Light Company's CAP program are required to pay per month based on income and usage. This is a percentage of the monthly budget bill, based on income.

CAP Discount – The difference between the monthly budget bill and the CAP budget amount.

Debt Forgiveness – The amount of the arrears that is forgiven based upon receipt of a customer's regular monthly payments.

CAP Fixed Charge – A fixed monthly charge that will increase the Total Charges Owed amount of all CAP customers. This charge is required to offset increased program costs and is adjusted on an annual basis.

Maximum Annual CAP Credit – Each year, there is a limit to your total CAP Discounts. The Maximum Annual Credit amount is on page 1 of this bill.

Minimum CAP Amount – The lowest amount that a CAP customer must pay each month.

Grant Payment – Social assistance grants, such as LIHEAP and Dollar Energy, which are applied to your CAP Bills to reduce monthly payments.

Total Assistance Grant – All assistance grants that are applied to your account.

Special Services

Customer Protection Plan – An injury, illness, or vacation could prevent you from reading your mail as you usually would. At your request, we will send a copy of any Duquesne Light Company past-due notice to a person of your choice.

Billing and Payment Conveniences

E-Bill Service – Our free on-line bill presentation service. Once enrolled, you will no longer receive paper bills. You will receive an e-mail notification that your bill is available to view. You can sign up at www.duquesnelight.com

Automatic Bill Payment – Duquesne Light Company's free ElectricCheck service. After you join the plan, you no longer write checks. Your payment is automatically deducted from your checking account on the due date of the bill. You can apply at www.duquesnelight.com or call Customer Care 412-393-7100 for more information.

Schedule an On-Line Payment – A free service to have your payment deducted from your bank account on the date you choose.

Budget Payment Plan – Helps residential customers level out monthly payment amounts.

Make a One-Time Payment – Credit card/check services. Go to our website at www.duquesnelight.com or call 1-866-526-0815. Fees apply.

U.S. Mail – Use the payment coupon and envelope we provide to return your payment to us.

Complete the information at the right to update your account.

For changes or corrections to be processed, check the box on the front of the coupon AND MAIL IN WITH YOUR PAYMENT.

Reason for change: _____
 Name: _____
 Street Address: _____
 City: _____
 State: _____ Zip: _____
 Primary Contact Phone #: (____) _____
 Email Address: _____
 Monthly Pledge to Dollar Energy Fund \$1.00 \$2.00 or other \$____.00
 Request to enroll in Autopay - check box for application request

If you are moving and need to have your service turned on or off, you must call Customer Care at 412-393-7100 or visit our website at www.duquesnelight.com.

Exhibit A



Customer Name and Service Address:

[REDACTED]
MONROEVILLE, PA 15146-4553
BILL ID: [REDACTED]

Account Number: [REDACTED]
Rate:RS-Residential Service
Date Prepared:08/15/17

Page 3 of 3

Duquesne Light Company Basic Service Charges

Current Charges

Customer Charge			14.95	
Supply	650.1910 kWh@	6.201500¢	40.32	
Transmission	650.1910 kWh@	1.585100¢	10.31	
Distribution	650.1910 kWh@	4.885400¢	31.76	
DSIC Surcharge		1.74%	0.81	
Pennsylvania Tax Adjustment			-0.07	
Total Current Charges				\$98.08
DLC Basic Service Charges (see Page 1 Summary)				\$98.08

The Price to Compare for your rate class is 7.79 cents/kWh. It will change every June and December. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Duquesne Light Company Information

You have saved a total of \$1,389.18 for making full on-time CAP Payments while enrolled in the program.

To avoid exceeding the maximum CAP credits, we encourage you to reduce your electric usage where possible.

Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit www.wattchoices.com or call 1-888-WATTLEY.

Need to reach us? Call (412) 393-7100 or on the web @www.duquesnelight.com

YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.

Thank you for participating in the budget plan. We will review your prior electric usage at least every four months and adjust the budget amount to reflect any changes. Any adjustments will change the budget amount you pay each month.

Please visit our website www.duquesnelight.com to sign up for electriccheck, and to learn about other convenient payment options.

Supplier Basic Service Charges

Supplier Agreement ID: [REDACTED]

Duquesne Light provides a dependable, reasonably priced source of energy through our agreements with regional electric generation suppliers. We also deliver that power, in a safe, reliable way.

- Generation/Supply prices and charges are set by the electric generation supplier you have chosen.
- The Public Utility Commission regulates distribution prices and services.
- The Federal Energy Regulatory Commission regulates transmission prices and services.


Non-Basic Service Charges


Currently you are not subscribing to any Non-Basic Services.


Exhibit B

How to Reach Us

For questions about your bill, payment options, or for a copy of our rate schedules, please visit us at:

 **Online:** www.duquesnelight.com

 **Phone:** (412) 393-7100

 **Address:** 411 Seventh Avenue, MD 6-1
Pittsburgh, PA 15230-1930

Understanding Your Bill

- **Basic Services** – Services necessary for the physical delivery of electricity, such as supply, transmission and distribution.
- **Customer Charge** – A monthly service charge that includes costs for meter reading, customer billing, and service equipment. Expenses are incurred even when you do not use electricity.
- **Distribution Charges** – Service charges for delivering electricity over a distribution system to your home or business from the transmission system.
- **Kilowatt-Hour (kWh)** – The basic unit of electric energy for which you are charged. Bill amounts are shown in cents per kilowatt-hour.
- **Meter Reading** – An “actual” reading is taken from your meter. An “estimated” reading is used when an actual reading is not available and is based on your past usage.
- **Non-Basic Service Charges** – Any category of service not related to basic services.
- **Smart Meter Charge** – Charges for advanced metering technology and related infrastructure that will provide features such as two-way communication and interval usage data.
- **Supply Charges** – Service charges for generation supply to retail customers.
- **Transmission Charges** – Service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

Other Billing Options

Sign up online for any of the following services:

- **E-Billing** - Free service lets you view bills online
- **Budget Billing** - Levels out payments across the year
- **Start/Stop Service** - If you're moving and need to have your service turned on or off, you must call Customer Service at (412) 393-7100 or visit our website.
- **Double Notice Protection** - Sends a payment reminder to you and a person you designate

Customer Assistance Program (CAP)

CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the Federal Poverty Guidelines. Customers who enroll in CAP are eligible for a reduced monthly payment based on their verified household income. The CAP Program also includes an opportunity to have existing debt forgiven. Please call a CAP Specialist at 412-393-7600 with any questions or for information on how to enroll in the program.

- **CAP Discount** – The difference between your standard monthly budget bill and your monthly CAP budget amount.
- **CAP Recertification** – All CAP Customers are required to verify their income every two years. This occurs on the anniversary of the CAP Enrollment. Failure to recertify may result in removal from CAP.
- **Debt Forgiveness** – The portion of your past due amount that is forgiven based on receipt of regular monthly payments under the CAP program.
- **Grant Payment** – Social assistance grants, such as LIHEAP and Dollar Energy Fund, which are applied to CAP bills to reduce your monthly payments.
- **Maximum Annual CAP Discount** – The maximum amount of CAP discounts you can receive annually. Your maximum annual discount amount is on page 1 of this bill.
- **Minimum CAP Amount** – The lowest amount that you must pay each month as a CAP customer.
- **Monthly CAP Payment** – Your monthly CAP payment is determined at enrollment. This is a fixed percent of your monthly income. The payment will remain the same until your income changes.

MESSAGE SPACE

Message Center

Thank you for participating in the budget plan. We will review your prior electric usage at least every four months and may adjust the budget amount to reflect any changes. Any adjustments will change the budget amount you pay.

Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit www.wattchoices.com or call 1-888-WATTLEY.

Download our mobile app from the Google or Apple store today!

Shopping Information

When shopping for electricity with an Electric Generation Supplier, please provide the following information:

Supplier Agreement ID: 8888888888
Rate Schedule: RS-Residential Service

If you are already shopping, it is important to understand the terms of your contract and expiration.

The Price to Compare for your rate class is **7.98 cents/kWh**. It will change every June and December. For more information and supplier offers visit: www.PAPowerSwitch.com and www.oca.state.pa.us.

Meter Reading Usage Information

Next scheduled meter reading date: August 17, 2016

Meter Number:	G99999999	
Present:	Jul 18, 2016 - Actual	8105.0000
Prior:	Jun 16, 2016 - Actual	8068.3200
Difference		36.6800
Your Meter Multiplier ²		x 12
Total kWh Used		440.1600

²Meter Multiplier – The number used to calculate your total electrical usage in kWh (may vary depending on your meter type).

Your Current Bill Details

Basic Service Charges

Delivery		
Customer Charge		\$13.18
Distribution	440.1600 kWh @ 4.9482¢	\$21.78
Supply		
Supply	440.1600 kWh @ 6.7498¢	\$29.71
Transmission	440.1600 kWh @ 1.2314¢	\$5.42
Taxes		
PA Tax Adjustment		-0.01
Total Current Charges		\$70.08

Non-Basic Service Charges

You are currently not subscribed to any Non-Basic Services.

CAP amount due by 08/10/2016 \$47.00

¹Budget Amount – The average amount based on your previous 12 month bill history, excluding non-basic services and subject to periodic adjustments.

Supplier Basic Service Charges

Supplier Agreement ID: 9999999999

Duquesne Light provides a dependable, reasonably priced source of energy through our agreements with regional electric generation suppliers. We also deliver that power, in a safe, reliable way.

- Generation/Supply prices and charges are set by the electric generation supplier you have chosen.
- The Public Utility Commission regulates distribution prices and services.
- The Federal Energy Regulatory Commission regulates transmission prices and services.

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the enclosed filing has been served upon the following persons, in the manner indicated, in accordance with the requirements of § 1.54 (relating to service by a participant):

FIRST-CLASS MAIL

Bureau of Investigation & Enforcement
Commonwealth Keystone Building
400 North Street, 2nd Floor West
PO Box 3265
Harrisburg, PA 17105-3265

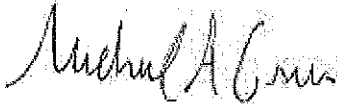
Sharon E. Webb, Esquire
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Patrick M. Cicero, Esquire
Pennsylvania Utility Law Project
118 Locust Street
Harrisburg, PA 17101
pciceropulp@palegalaid.net

STEVENS & LEE

Dated: December 29, 2017

By: 

Michael A. Gruin, Esquire.
Stevens & Lee
17 North Second Street, 16th Floor
Harrisburg, PA 17101
(717) 255-7365
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