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June 1, 2020

Via Electronic Filing

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Keystone Bldg. 2nd Floor W
400 N. Street
Harrisburg, PA 17120

**RE: Duquesne Light Co. Universal Service and Energy Conservation Plan
Docket Nos. M-2016-2534323 and M-2019-3008227**

Dear Secretary Chiavetta:

By letter dated April 3, 2020, Duquesne Light Company ("Duquesne Light" or the "Company") requested a delayed implementation of its Percentage of Income Payment Plan (PIPP) Customer Assistance Program (CAP) due to the COVID-19 pandemic. By Secretarial Letter dated April 20, 2020, the Pennsylvania Public Utility Commission ("Commission") granted Duquesne Light an extension of the PIPP CAP implementation, subject to monthly status reports beginning June 1, 2020. Specifically, the April 20, 2020 Secretarial Letter required Duquesne Light to propose a new implementation in its monthly status reports.

The implementation of Duquesne Light's PIPP CAP is connected to the planned Customer Care and Billing ("CC&B") system upgrade, referred to as "Project Spark." Due to the COVID-19 pandemic, the Company temporarily halted Project Spark so that employees could focus on critical tasks related to business continuity. Currently, the Company is updating its work plan and preparing to resume work on Project Spark. The Company will be planning and on-boarding over the next 3 to 4 weeks, and Project Spark is expected to return to full capacity on July 1.

Due to the continued fluidity of Project Spark, Duquesne Light is currently unable to determine when the CC&B updates will be implemented with certainty. However, the Company will be able to provide an estimated implementation date in its July status report, once Project Spark has returned to full capacity.



Please contact me with any questions, comments, or concerns. This letter has been served on the parties listed below, by electronic mailing only.

Sincerely,

A handwritten signature in blue ink, appearing to read "Emily M. Farah", is positioned above the printed name and title.

Emily M. Farah
Duquesne Light Company
Counsel, Regulatory

Enclosure

cc: Louise Fink Smith, Law Bureau
Joseph Magee, Bureau of Consumer Services
Christy Appleby, Office of Consumer Advocate
Elizabeth Marx, CAUSE-PA