

Docket No. C-2019-3014574

Hearing Date: June 19, 2020

Duquesne Light Exhibit

A statement of account

C payment arrangement summary

D BCS decision on informal complaint

F meter inspection results

G payment history

I supplier enrollment letter, Clean Choice Energy

J supplier enrollment letter, National Gas and Electric

L summary of customer contact, 7/23/18

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N ten-day termination notice

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Q billing statements, January 2019 through February 2020



Duquesne Light Company - Statement of Account

Prepared: Jun 4, 2020

EXHIBIT

Duquesne Light A 6/19/20 JK

exhibitsticker.com

REDACTED

Account #: [REDACTED] 51438

Name: JONES D,DARNELL

Paid Deposit Amount:	\$0.00
Disputed Amount:	\$566.24

Premise ID	Service Address
7575370759	1210 HOLMES ST APT 1, MCKEES ROCKS, PA 15136

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
8/18/16	Bill - Actual	7575370759	9/8/16	8/17/16	5	1,580.82	21.85	\$5.25	\$5.25	\$5.25	\$5.25
9/2/16	Payment							-\$5.25	\$0.00	-\$5.25	\$0.00
9/18/16	Bill - Actual	7575370759	10/10/16	9/17/16	31	1,690.13	109.31	\$128.49	\$128.49	\$128.49	\$128.49
9/20/16	Payment							-\$25.00	\$103.49	-\$25.00	\$103.49
10/5/16	Payment							-\$50.00	\$53.49	-\$50.00	\$53.49
10/17/16	Late Payment Charge							\$0.36	\$53.85	\$0.36	\$53.85
10/18/16	Bill - Actual	7575370759	11/8/16	10/17/16	30	1,806.00	115.88	\$29.59	\$83.44	\$29.59	\$83.44
11/2/16	Deposit Refund plus Interest							-\$100.52	\$0.00	-\$100.52	-\$17.08
11/2/16	Payment - Grant							-\$300.00	\$0.00	-\$300.00	-\$317.08
11/17/16	Bill - Actual	7575370759	12/8/16	11/16/16	30	1,951.25	145.24	\$44.00	\$0.00	\$32.65	-\$284.43
12/19/16	Bill - Actual	7575370759	1/9/17	12/18/16	32	2,193.41	242.16	\$44.00	\$0.00	\$44.88	-\$239.55
1/20/17	Bill - Actual	7575370759	2/9/17	1/18/17	31	2,489.10	295.69	\$44.00	\$0.00	\$52.58	-\$186.97
2/19/17	Bill - Actual	7575370759	3/13/17	2/18/17	31	2,760.13	271.03	\$44.00	\$0.00	\$50.09	-\$136.88

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
3/20/17	Bill - Actual	7575370759	4/10/17	3/19/17	29	2,889.20	129.07	\$44.00	\$0.00	\$31.82	-\$105.06
4/19/17	Bill - Actual	7575370759	5/10/17	4/18/17	30	3,005.70	116.49	\$44.00	\$0.00	\$29.74	-\$75.32
5/18/17	Bill - Actual	7575370759	6/8/17	5/17/17	29	3,132.34	126.65	\$44.00	\$0.00	\$30.61	-\$44.71
6/19/17	Bill - Actual	7575370759	7/10/17	6/18/17	32	3,258.64	126.29	\$35.00	\$25.92	\$31.86	-\$12.85
7/19/17	Bill - Actual	7575370759	8/9/17	7/18/17	30	3,389.32	130.69	\$35.00	\$60.92	\$32.87	\$20.02
8/20/17	Bill - Actual	7575370759	9/11/17	8/19/17	32	3,523.04	133.72	\$35.00	\$95.92	\$33.46	\$53.48
9/6/17	Payment							-\$30.00	\$65.92	-\$30.00	\$23.48
9/19/17	Payment							-\$20.00	\$45.92	-\$20.00	\$3.48
9/19/17	Bill - Actual	7575370759	10/10/17	9/18/17	30	3,627.62	104.59	\$35.00	\$80.92	\$29.49	\$32.97
10/6/17	Payment							-\$40.01	\$40.91	-\$40.01	-\$7.04
10/18/17	Bill - Actual	7575370759	11/8/17	10/17/17	29	3,758.82	131.20	\$37.00	\$77.91	\$33.35	\$26.31
11/13/17	Payment							-\$40.00	\$37.91	-\$40.00	-\$13.69
11/16/17	Bill - Actual	7575370759	12/7/17	11/15/17	29	3,955.24	196.41	\$37.00	\$74.91	\$42.28	\$28.59
12/8/17	Payment							-\$40.00	\$34.91	-\$40.00	-\$11.41
12/18/17	Bill - Actual	7575370759	1/8/18	12/17/17	32	4,495.88	540.65	\$37.00	\$71.91	\$89.65	\$78.24
1/4/18	Payment							-\$40.00	\$31.91	-\$40.00	\$38.24
1/21/18	Bill - Actual	7575370759	2/12/18	1/20/18	34	4,985.16	489.28	\$38.74	\$70.65	\$85.04	\$123.28
1/21/18	Update current balance without affecting payoff balance							-\$14.01	\$56.64	\$0.00	\$123.28
1/21/18	Current w/payoff balance							\$14.01	\$70.65	\$0.00	\$123.28
2/2/18	Payment							-\$40.00	\$30.65	-\$40.00	\$83.28
2/19/18	Bill - Actual	7575370759	3/12/18	2/18/18	29	5,168.31	183.15	\$43.43	\$74.08	\$40.75	\$124.03
2/19/18	Update current balance without affecting payoff balance							-\$24.31	\$49.77	\$0.00	\$124.03
2/19/18	Current w/payoff balance							\$24.31	\$74.08	\$0.00	\$124.03
3/16/18	Payment							-\$20.00	\$54.08	-\$20.00	\$104.03
3/20/18	Bill - Actual	7575370759	4/10/18	3/19/18	29	5,350.26	181.95	\$44.00	\$98.08	\$37.15	\$141.18

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
4/2/18	Payment							-\$40.00	\$58.08	-\$40.00	\$101.18
4/19/18	Bill - Actual	7575370759	5/10/18	4/18/18	30	5,525.30	175.04	\$44.00	\$102.08	\$36.34	\$137.52
4/24/18	Dispute							-\$137.52	\$0.00	\$0.00	\$137.52
4/24/18	Current w/payoff balance							\$35.44	\$0.00	\$0.00	\$137.52
5/10/18	Payment							-\$40.00	\$0.00	-\$40.00	\$97.52
5/20/18	Bill - Actual	7575370759	6/11/18	5/19/18	31	5,658.91	133.61	\$31.01	\$0.00	\$31.01	\$128.53
6/19/18	Bill - Actual	7575370759	7/10/18	6/18/18	30	5,817.83	158.92	\$33.96	\$24.97	\$33.96	\$162.49
7/2/18	Payment							-\$24.97	\$0.00	-\$24.97	\$137.52
7/19/18	Bill - Actual	7575370759	8/9/18	7/18/18	30	6,143.20	325.37	\$53.86	\$53.86	\$53.86	\$191.38
8/6/18	Payment							-\$35.00	\$18.86	-\$35.00	\$156.38
8/15/18	Late Payment Charge							\$0.34	\$19.20	\$0.34	\$156.72
8/20/18	Bill - Actual	7575370759	9/10/18	8/19/18	32	6,384.18	240.98	\$47.08	\$66.28	\$47.08	\$203.80
9/5/18	Payment							-\$30.00	\$36.28	-\$30.00	\$173.80
9/17/18	Late Payment Charge							\$0.56	\$36.84	\$0.56	\$174.36
9/19/18	Bill - Actual	7575370759	10/10/18	9/18/18	30	6,605.76	221.57	\$45.74	\$82.58	\$45.74	\$220.10
10/2/18	Payment							-\$40.00	\$42.58	-\$40.00	\$180.10
10/16/18	Late Payment Charge							\$0.64	\$43.22	\$0.64	\$180.74
10/18/18	Bill - Actual	7575370759	11/8/18	10/17/18	29	6,762.64	156.88	\$36.62	\$79.84	\$36.62	\$217.36
10/30/18	Dispute							-\$226.35	\$0.00	\$0.00	\$217.36
11/1/18	Dispute							\$137.52	\$0.00	\$0.00	\$217.36
11/5/18	Dispute - Cancel Transaction							\$88.83	\$79.84	\$0.00	\$217.36
11/13/18	Payment							-\$42.00	\$37.84	-\$42.00	\$175.36
11/14/18	Late Payment Charge							\$0.58	\$38.42	\$0.58	\$175.94
11/18/18	Bill - Actual	7575370759	12/10/18	11/17/18	31	6,909.23	146.59	\$34.95	\$73.37	\$34.95	\$210.89
12/3/18	Payment							-\$30.00	\$43.37	-\$30.00	\$180.89
12/17/18	Late Payment Charge							\$0.65	\$44.02	\$0.65	\$181.54

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
12/18/18	Bill - Actual	7575370759	1/8/19	12/17/18	30	7,111.43	202.19	\$42.42	\$86.44	\$42.42	\$223.96
12/21/18	Dispute - Cancel Transaction							\$137.52	\$223.96	\$0.00	\$223.96
12/31/18	Dispute							-\$232.95	\$0.00	\$0.00	\$223.96
1/7/19	Payment							-\$20.00	\$0.00	-\$20.00	\$203.96
1/8/19	2018 Tax Refund - Residential							-\$25.49	\$0.00	-\$25.49	\$178.47
1/20/19	Bill - Actual	7575370759	2/11/19	1/19/19	33	7,279.90	168.47	\$36.66	\$0.00	\$36.66	\$215.13
2/19/19	Bill - Actual	7575370759	3/12/19	2/18/19	30	7,451.78	171.88	\$37.12	\$19.30	\$37.12	\$252.25
3/5/19	Payment							-\$19.30	\$0.00	-\$19.30	\$232.95
3/20/19	Bill - Actual	7575370759	4/10/19	3/19/19	29	7,598.01	146.23	\$33.41	\$33.41	\$33.41	\$266.36
4/2/19	Payment							-\$35.00	\$0.00	-\$35.00	\$231.36
4/21/19	Bill - Actual	7575370759	5/13/19	4/20/19	32	7,736.03	138.02	\$32.12	\$30.53	\$32.12	\$263.48
5/9/19	Payment							-\$30.53	\$0.00	-\$30.53	\$232.95
5/20/19	Bill - Actual	7575370759	6/10/19	5/19/19	29	7,815.69	79.66	\$23.74	\$23.74	\$23.74	\$256.69
6/17/19	Late Payment Charge							\$0.41	\$24.15	\$0.41	\$257.10
6/19/19	Bill - Actual	7575370759	7/10/19	6/18/19	30	7,934.41	118.73	\$29.37	\$53.52	\$29.37	\$286.47
7/7/19	Payment							-\$53.52	\$0.00	-\$53.52	\$232.95
7/21/19	Bill - Actual	7575370759	8/12/19	7/20/19	32	8,221.48	287.07	\$53.62	\$53.62	\$53.62	\$286.57
7/23/19	Payment							-\$30.00	\$23.62	-\$30.00	\$256.57
8/19/19	Late Payment Charge							\$0.41	\$24.03	\$0.41	\$256.98
8/20/19	Bill - Actual	7575370759	9/10/19	8/19/19	30	8,579.67	358.19	\$63.85	\$87.88	\$63.85	\$320.83
9/3/19	Payment							-\$40.00	\$47.88	-\$40.00	\$280.83
9/16/19	Late Payment Charge							\$0.72	\$48.60	\$0.72	\$281.55
9/19/19	Bill - Actual	7575370759	10/10/19	9/18/19	30	8,828.40	248.73	\$48.10	\$96.70	\$48.10	\$329.65
10/1/19	Dispute - Cancel Transaction							\$232.95	\$329.65	\$0.00	\$329.65
10/3/19	Payment							-\$40.00	\$289.65	-\$40.00	\$289.65
10/16/19	Late Payment Charge							\$3.69	\$293.34	\$3.69	\$293.34

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
10/20/19	Bill - Actual	7575370759	11/11/19	10/19/19	31	9,688.61	860.20	\$136.12	\$429.46	\$136.12	\$429.46
11/1/19	Dispute							-\$438.45	\$0.00	\$0.00	\$429.46
11/1/19	Late Payment Charge - Cancel Transaction							-\$0.99	\$0.00	-\$0.99	\$428.47
11/1/19	Payment							-\$49.00	\$0.00	-\$49.00	\$379.47
11/15/19	Dispute - Cancel Transaction							\$438.45	\$379.47	\$0.00	\$379.47
11/18/19	Late Payment Charge							\$5.41	\$384.88	\$5.41	\$384.88
11/18/19	Bill - Actual	7575370759	12/9/19	11/17/19	29	10,863.02	1,174.42	\$181.36	\$566.24	\$181.36	\$566.24
11/25/19	Dispute							-\$566.24	\$0.00	\$0.00	\$566.24
12/12/19	Payment							-\$40.00	\$0.00	-\$40.00	\$526.24
12/18/19	Bill - Actual	7575370759	1/8/20	12/17/19	30	11,106.51	243.49	\$47.07	\$7.07	\$47.07	\$573.31
1/14/20	Late Payment Charge							\$0.09	\$7.16	\$0.09	\$573.40
1/20/20	Bill - Actual	7575370759	2/10/20	1/19/20	33	11,914.80	808.29	\$127.54	\$134.70	\$127.54	\$700.94
1/24/20	Payment							-\$40.00	\$94.70	-\$40.00	\$660.94
2/6/20	Payment							-\$30.00	\$64.70	-\$30.00	\$630.94
2/11/20	Payment							-\$40.00	\$24.70	-\$40.00	\$590.94
2/17/20	Late Payment Charge							\$0.31	\$25.01	\$0.31	\$591.25
2/19/20	Bill - Actual	7575370759	3/10/20	2/17/20	29	12,147.27	232.46	\$45.91	\$70.92	\$45.91	\$637.16
3/6/20	Payment							-\$40.00	\$30.92	-\$40.00	\$597.16
3/16/20	Late Payment Charge							\$0.39	\$31.31	\$0.39	\$597.55
3/18/20	Bill - Actual	7575370759	4/8/20	3/17/20	29	12,318.51	171.25	\$37.17	\$68.48	\$37.17	\$634.72
4/16/20	Payment							-\$40.00	\$28.48	-\$40.00	\$594.72
4/20/20	Bill - Actual	7575370759	5/11/20	4/18/20	32	12,532.55	214.04	\$43.53	\$72.01	\$43.53	\$638.25
5/19/20	Bill - Actual	7575370759	6/9/20	5/18/20	30	12,710.27	177.72	\$38.31	\$110.32	\$38.31	\$676.56
5/27/20	Payment							-\$35.00	\$75.32	-\$35.00	\$641.56
6/2/20	Payment							-\$25.00	\$50.32	-\$25.00	\$616.56



REDACTED
DUQUESNE LIGHT COMPANY
CHRONOLOGICAL SUMMARY OF COMPANY AND
PUC PAYMENT ARRANGEMENTS

Darnell Jones
1210 Holmes St, Apt 1
McKees Rocks, PA 15136
Account [REDACTED] 51438 - Docket C-2019-3014574

TYPE: Customer Assistance Program (auto enroll from energy assistance grant)
DATE: 11/02/16
ACCOUNT BALANCE: -\$317.08
TERMS: 100% of budget
COMPLIANCE: Defaulted for failure to provide income information

General/Open Final Report Departments Disputes, Holds, Notices & PUC Audit Investigative Contacts Attachments Closing

Date(s) Sent: 11/07/19 DUQ_11072019_124700.xml Double-click on file name to view...

Status: Receipt of PUC Decision Date Closed: 11/15/19 Closing Data Received: 11/15/19 08:50:23

Justified: Internal Justification: No Reason Justified: Error Code:

Decision: Written Oral Decision Balance: \$379.47 Balance Date: 11/07/19

Lump

Requested: Awarded: \$0.00 Difference: Date Awarded: 00/00/00

Budget Payments

Regular: \$0.00 Arrears Plus: \$0.00 Special: \$0.00

Monthly Payments

Current: \$0.00 Final: \$0.00 End: \$0.00

Decision Type:

Terms:

Resolution: DECISION ISSUED. THE ACCOUNT BALANCE IS CORRECT. THE CUSTOMER OWES A PAST-DUE BALANCE ON HIS ACCOUNT AND THE COMPANY IS ALLOWED TO PURSUE COLLECTION ACTION THAT INCLUDES CONTACTING THE CUSTOMER AND MAY LEAD TO THE TERMINATION OF SERVICE. COMPLAINT IS DISMISSED. BILLS ARE CORRECT.

REDACTED



CCBPROD

Home Menu | History

Device Test

Main Characteristics Components

Device Test F74502157 / Customer Complaint Test - 12-12-2019 12:56PM / Passed

Device Test Component 2 of 2

Test Component Type Electric Meter as Left Test Sequence

Register ID

Result Type	Result
Full Load	<input type="text" value="99.9"/>
Light Load	<input type="text" value="99.9"/>
Power Factor	<input type="text"/>
KWH Read	<input type="text" value="11073"/>
KW Read	<input type="text"/>
KVRH Read	<input type="text"/>
Load at Inspection Time	<input type="text" value="60"/>

Main Menu

Main

Account Info JONES D,DARNELL, Residential, \$70.92 51438

	Payment Date	Payment Amount	Payment Status	Tender Source
1	02-11-2020	\$40.00	Frozen	CheckFree (205)
1	02-06-2020	\$30.00	Frozen	CheckFree (205)
1	01-24-2020	\$40.00	Frozen	CheckFree (205)
1	12-12-2019	\$40.00	Frozen	CheckFree (205)
1	11-01-2019	\$49.00	Frozen	Western Union Notes Posting (015)
1	10-03-2019	\$40.00	Frozen	Western Union (015)
1	09-03-2019	\$40.00	Frozen	CheckFree (205)
1	07-23-2019	\$30.00	Frozen	Mellon Bank (198)
1	07-07-2019	\$53.52	Frozen	Western Union Notes Posting (015)
1	05-09-2019	\$30.53	Frozen	Western Union (015)
1	04-02-2019	\$35.00	Frozen	CheckFree (205)
1	03-05-2019	\$19.30	Frozen	CheckFree (205)
1	01-07-2019	\$20.00	Frozen	CheckFree (205)
1	12-03-2018	\$30.00	Frozen	CheckFree (205)
1	11-13-2018	\$42.00	Frozen	CheckFree (205)
1	10-02-2018	\$40.00	Frozen	CheckFree (205)
1	09-05-2018	\$30.00	Frozen	CheckFree (205)
1	08-06-2018	\$35.00	Frozen	Western Union (015)
1	07-02-2018	\$24.97	Frozen	CheckFree (205)
1	05-10-2018	\$40.00	Frozen	Western Union Notes Posting (015)
1	04-02-2018	\$40.00	Frozen	CheckFree (205)
1	03-16-2018	\$20.00	Frozen	CheckFree (205)
1	02-02-2018	\$40.00	Frozen	CheckFree (205)
1	01-04-2018	\$40.00	Frozen	CheckFree (205)
1	12-08-2017	\$40.00	Frozen	CheckFree (205)
1	11-13-2017	\$40.00	Frozen	CheckFree (205)
1	10-06-2017	\$40.01	Frozen	CheckFree (205)
1	09-19-2017	\$20.00	Frozen	CheckFree (205)
1	09-06-2017	\$30.00	Frozen	CheckFree (205)
1	11-02-2016	\$50.00	Frozen	CheckFree (205)
1	11-02-2016	\$50.00	Frozen	LIHEAP Cash (027)
1	11-02-2016	\$200.00	Frozen	LIHEAP Cash (027)
1	10-05-2016	\$50.00	Frozen	CheckFree (205)
1	09-20-2016	\$25.00	Frozen	CheckFree (205)
1	09-02-2016	\$5.25	Frozen	CheckFree (205)

Main Menu





Hours - Monday through Friday
8:00 a.m. to 5:00 p.m.
Telephone Number: 1-412-393-7100
Payment by Web: www.duquesnelight.com
Payment by Phone: 1-866-526-0815
(PAYMENT MUST THEN BE REPORTED TO DLC)
Payment by Mail:
Duquesne Light Company
Payment Processing Center
Pittsburgh, PA 15267-0001

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

REDACTED

Service Address:
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

Account Number: [REDACTED] 51-438

December 28, 2017

SA-ID: [REDACTED] 5-19-35

Dear Sir or Madam,

We received notice that you wish to change your electric generation supplier. You may receive one or more bill(s) from your current supplier before your new supplier switch takes effect. Service with your new supplier (listed below) will begin as of the effective date provided below and once the change takes effect, your account will show the following information:

Supplier:	CleanChoice Energy, Inc
Supplier Phone Number:	(888) 444-9452
Supplier Rate:	EE190 - 9.00 cents per kWh
Effective Date:	01-03-2018
Billing Option:	Integrated Bill from Duquesne Light - Rate Ready

The supplier rate listed above is determined by your supplier, and may be subject to change based on the terms and conditions of your contract. Duquesne Light recommends that you check with your current supplier to determine if there are any cancellation and/or termination fees or if you have questions about your rate.

If you participate in Duquesne Light's Net Metering Service and are switching suppliers, you should contact your new Electric Generation Supplier as soon as possible to see if they offer net metering service.

If the information provided above is incorrect or if you have questions: please call (412) 393-7100 as soon as possible.

Duquesne Light supports your right to choose and recommends that you please visit www.papowerswitch.com for information regarding electric choice. Remember, no matter which electric generation supplier you choose, Duquesne Light will continue to deliver your power in a safe and reliable way.

Sincerely,

Customer Care Department



REDACTED

Hours - Monday through Friday
8:00 a.m. to 5:00 p.m.
Telephone Number: 1-412-393-7100
Payment by Web: www.duquesnelight.com
Payment by Phone: 1-866-526-0815
(PAYMENT MUST THEN BE REPORTED TO DLC)
Payment by Mail:
Duquesne Light Company
Payment Processing Center
Pittsburgh, PA 15267-0001

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

Service Address:
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

Account Number: [REDACTED] 51-438

SA-ID: [REDACTED] 5-19-35

February 5, 2018

Dear Sir or Madam,

We received notice that you wish to change your electric generation supplier. You may receive one or more bill(s) from your current supplier before your new supplier switch takes effect. Service with your new supplier (listed below) will begin as of the effective date provided below and once the change takes effect, your account will show the following information:

Supplier: NATIONAL GAS & ELECTRIC, LLC.
Supplier Phone Number: (888) 442-0002
Supplier Rate: NG026 - 6.19 cents per kWh
Effective Date: 02-07-2018
Billing Option: Integrated Bill from Duquesne Light - Rate Ready

The supplier rate listed above is determined by your supplier, and may be subject to change based on the terms and conditions of your contract. Duquesne Light recommends that you check with your current supplier to determine if there are any cancellation and/or termination fees or if you have questions about your rate.

If you participate in Duquesne Light's Net Metering Service and are switching suppliers, you should contact your new Electric Generation Supplier as soon as possible to see if they offer net metering service.

If the information provided above is incorrect or if you have questions: please call (412) 393-7100 as soon as possible.

Duquesne Light supports your right to choose and recommends that you please visit www.papowerswitch.com for information regarding electric choice. Remember, no matter which electric generation supplier you choose, Duquesne Light will continue to deliver your power in a safe and reliable way.

Sincerely,

Customer Care Department

CCBPROD

Home Menu | History

Main Log Characteristics

Customer Contact Info JONES D,DARNELL, General Customer Contact/General Customer Contact, Contacted 07-23-2018

Person ID 9835307710 JONES D,DARNELL - Primary Phone: (412) 587-3496 Open

Preferred Contact Method User ID [REDACTED]

Contact Date/Time 07-23-2018 / 03:44PM

Contact Class General Customer Contact

Contact Type GCC General Customer Contact

Comments NEVER HEARD OF THEM, TRIED TO REVIEW USAGE, SAID PUC FIXED THE ACCT COUPLE OF MOS AGO,ADVSD PUC CASE STILL PENDING, WTD VERDE DROPPED, SENT DROP EMAIL, C/S

Edit data - Internet Explorer

[REDACTED] 51438 DARNELL CLAIMS USAGE COULDN'T BE \$53.86, UPSET OVER VERDE CLAIMS NEVER HEARD OF THEM, TRIED TO REVIEW USAGE, SAID PUC FIXED THE ACCT COUPLE OF MOS AGO,ADVSD PUC CASE STILL PENDING, WTD VERDE DROPPED, SENT DROP EMAIL, C/S

EXHIBIT

Duquesne Light L. 6/19/20 JK

exhibitsticker.com

REDACTED



REDACTED

Hours - Monday through Friday
8:00 a.m. to 5:00 p.m.
Telephone Number: 1-412-393-7100
Payment by Web: www.duquesnelight.com
Payment by Phone: 1-866-526-0815
(PAYMENT MUST THEN BE REPORTED TO DLC)
Payment by Mail:
Duquesne Light Company
Payment Processing Center
Pittsburgh, PA 15267-0001

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

Service Address:
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

Account Number: [REDACTED] 51-438

SA-ID: [REDACTED] 5-19-35

July 23, 2018

Dear Sir or Madam,

Duquesne Light Company will begin providing your electric supply on your next bill.

This action could happen for one of two reasons:

- 1) You have chosen to receive your electric supply from Duquesne Light Company.
- 2) Your current supplier has chosen to no longer provide your electric supply.

Duquesne Light recommends that you check with your current supplier to determine if there are any cancellation and/or termination fees.

Duquesne Light supports your right to choose and recommends that you visit www.papowerswitch.com for information regarding electric choice. Remember, no matter which electric generation supplier you choose, Duquesne Light will continue to deliver your power in a safe and reliable way. Duquesne Light's current tariff rates for electricity generation are on file with the PA Public Utility Commission.

If the information provided above is incorrect or if you have questions; please call (412) 393-7100 as soon as possible.

Sincerely,

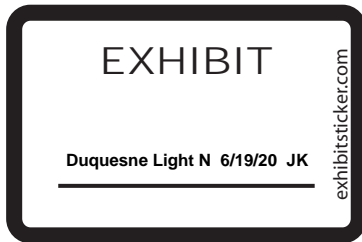
Customer Care Department



October 22, 2019

Account Number: [REDACTED] 51-438

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961



Hours - Monday through Friday
8:00 a.m. to 5:00 p.m.
Telephone Number: 1-412-393-7100
Payment by Web: www.duquesnelight.com
Payment by Phone: 1-866-526-0815
(PAYMENT MUST THEN BE REPORTED TO DLC)
Payment by Mail:
Duquesne Light Company
Payment Processing Center
Pittsburgh, PA 15267-0001

Service Address:
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

REDACTED

**10 DAY SHUT-OFF NOTICE
AVISO DE SUSPENSION DE SERVICIO**

**Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.
Your Electric Service May Be Shut Off!**

Because your bill is past due, we will shut off the service to 1210 HOLMES ST APT 1 on or after 8:00 a.m. on 11/04/19. **We may act on this notice for up to 60 days.**

We will NOT Shut off your electric service if you do ONE of the following:

- Pay \$289.65 in full before 11/04/19.
- Pay the amount you owe on your payment plan. Call us at (412) 393-7200 for this amount.
- Call (412) 393-7200 and provide a valid Western Union confirmation number to verify your payment for the past due amount.
- Call (412) 393-7200 right away if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment arrangement or special assistance programs.

If we shut off your electric service, you may have to pay all of the following before we can turn your service on:

Overdue Account Arrears	\$289.65
Estimated Security Deposit	\$95.00
Reconnect Charge Up-To	\$250.00
Estimated Total	\$634.65 Maximum turn-on charge. May be reduced.

*If your service is shut off, you may be required to pay any additional amounts that have become past due to restore your service.

To talk about your bill, please call our office at (412) 393-7200.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is SERIOUSLY ILL. WE WILL NOT SHUT OFF YOUR SERVICE provided you:

1. Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition which requires the continuation of electric service. A Medical Certificate form can be obtained by calling (412) 393-7200 or visiting www.duquesnelight.com; AND
2. Make some equitable arrangement to pay the company your current bills for service.

ARTERM10



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

Account Number: [REDACTED] 51-438

Please pay
\$289.65

\$

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USD Amount Enclosed

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

DUQUESNE LIGHT COMPANY
PAYMENT PROCESSING CENTER
PO BOX 10
PITTSBURGH, PA 15230-0010





REDACTED

IMPORTANT TO KNOW

Before we shut off your utility service please read the notice below. You may be eligible for certain protections from shut off.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a (412) 393-7200.

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 - March 31) we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected.**
- If you or someone in your household has a Protection from Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at (412) 393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call (412) 393-7200** to provide us with household income and occupant information. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light's automatic bill payment service. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Call 412-393-7200 for an application or download at www.duquesnelight.com.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service. When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises. After all conditions have been met, it may take up to 3 days to have your service restored.

WINTER NOTICE PROVISIONS (between December 1 - March 31)

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at (412) 393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2019				
Household Size	1	2	3	4
Monthly Income	\$2,602	\$3,522	\$4,445	\$5,365

ADD \$920 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.

Customer Contact Info JONES D,DARNELL, General Customer Contact/General Customer Contact, Contacted 11-01-2019

Person ID 9835307710 JONES D,DARNELL - Primary Phone: (412) 587-3496 Open

Preferred Contact Method Phone Primary Phone: (412) 587-3496 User ID [REDACTED]

Contact Date/Time 11-01-2019 / 10:38AM

Contact Class General Customer Contact

Contact Type GCC General Customer Contact

Comments [REDACTED] 51438- SUP C/B TRIED TO EXPLAIN MUL TIMES THAT HE NEEDS TO PAY \$289.95 OR MED CERT OR P/A CUST IS ADAMANT THAT HE DOES NOT OWE IT. HE WLD NOT SET UP ANYTHING ADV IT WILL BE A PUC ISSUE HE RQST MED FAX NO DR NAME 412-471-1910

Edit data - Internet Explorer

[REDACTED] 51438- SUP C/B TRIED TO EXPLAIN MUL TIMES THAT HE NEEDS TO PAY \$289.95 OR MED CERT OR P/A CUST IS ADAMANT THAT HE DOES NOT OWE IT. HE WLD NOT SET UP ANYTHING ADV IT WILL BE A PUC ISSUE HE RQST MED FAX NO DR NAME 412-471-1910 MERCY HOSPITAL

REDACTED

EXHIBIT

Duquesne Light P 6/19/20 JK

exhibitsticker.com



Customer Name and Service Address:

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

BILL ID: 987109498958

Account Number: ██████████ 51-438

Rate: RS-Residential Service

Date Prepared: 01/20/19

EXHIBIT

Exh Q

Meter Reading Usage Information

Next Scheduled Meter Reading Date: February 18, 2019

Meter Read Information for Meter Number: F74502157

Present:	Jan 19, 2019 - Actual	7279.8950
Prior:	Dec 17, 2018 - Actual	7111.4270
	Difference	168.4680
Your Meter Multiplier	x	1
	Total kWh Used	168.4680

Electric Usage:

Comparing Your Usage

	Jan 18	Jan 19
Avg. kWh Per Day	14	5
Avg. Temperature (F)	23	34
YTD Usage (kWh)	489	168

kWh:

DAYS IN BILLING PERIOD											
F	M	A	M	J	J	A	S	O	N	D	J
31	29	30	29	32	30	32	30	29	29	32	34
29	29	30	31	30	30	32	30	29	31	30	33

- Average Monthly Usage for the past 13 months is 214 kWh.
- Total Annual Usage for the past 13 months is 2784 kWh.

Summary

Prior Billing Information

Amount of Last Bill	-\$8.99
Payment(s) Received as of 01/07/19	-\$20.00
Prior Account Balance	-\$28.99

Current Billing Information

DLC Basic Service Charges	\$11.17
TOTAL ACCOUNT BALANCE	-\$17.82

ACTUAL METER READING BILL

For more information see www.duquesnelight.com.

Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.

The amount of \$232.95 is currently in dispute. Please pay the undisputed charges below while your dispute is pending.

Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Feb 11, 2019	Payment Due	Amount Due
\$2.16	\$2.49	1.25%	Feb 11, 2019	\$0.00

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY FEB 11, 2019
\$0.00

\$

USD Amount Enclosed

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

#BWNHBYB
#6571 0193 6290 6675#

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

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



REDACTED

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 presentment 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** **ElectriCheck** 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.

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.

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



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987109498958

Account Number: [REDACTED] 51-438

Rate: RS-Residential Service

Date Prepared: 01/20/19

Duquesne Light Company Basic Service Charges

Adjustments

Tax Cuts and Job Act One Time Refund

REDACTED

-25.49

Total Adjustments

-\$25.49

Current Charges

Customer Charge

13.03

Supply

168.4680 kWh@ 6.065400¢

10.22

Transmission

168.4680 kWh@ 1.376400¢

2.32

Distribution

56.1560 kWh@ 5.797400¢

3.26

Distribution

15.3153 kWh@ 7.115300¢

1.09

Distribution

96.9967 kWh@ 6.971300¢

6.76

DSIC Surcharge

-0.03%

-0.01

Pennsylvania Tax Adjustment

-0.01

Total Current Charges

\$36.66

DLC Basic Service Charges (see Page 1 Summary)

\$11.17

The Price to Compare for your rate class is 7.45 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

A change in the Default Service Supply rate that went into effect December 1 decreased the overall monthly bill of an average residential customer (using 600 kWh) who purchases electric generation from Duquesne Light by about \$0.41, or less than 1%.

New distribution rates went into effect December 29, 2018 and will increase the overall monthly bill of an average residential customer (using 600 kWh) by about \$3.60, or 4%.

A change in the State Tax Adjustment Surcharge, effective January 1, will increase your overall monthly bill by about \$0.07, or less than 1%.

Changes in the Distribution rate, reflecting expenses related to energy-assistance programs for low-income customers, effective January 1, will decrease your monthly bill by \$0.86, or 1%.

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

You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

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

Shopping Information Box

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

Supplier Agreement ID: [REDACTED]

Rate Schedule: RS-Residential Service

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

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.



—DUQUESNE LIGHT CO.—
DuquesneLight.com
412-393-7100

Customer Name and Service Address:

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961
BILL ID: 987109498958

Account Number: [REDACTED] 51-438

Rate: RS-Residential Service

Date Prepared: 01/20/19

Non-Basic Service Charges

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

REDACTED



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987102943644

Account Number: ██████████ 51-438
Rate: RS-Residential Service
Date Prepared: 02/19/19

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: March 19, 2019			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	-\$17.82																																																
Present:	Feb 18, 2019 - Actual	7451.7750	Prior Account Balance	-\$17.82																																																
Prior:	Jan 19, 2019 - Actual	7279.8950	Current Billing Information																																																	
Difference		171.8800	DLC Basic Service Charges	\$37.12																																																
Your Meter Multiplier		x 1	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	\$19.30																																																
Total kWh Used																																																				
171.8800																																																				
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Avg. kWh Per Day	6	6	The amount of \$232.95 is currently in dispute. Please pay the undisputed charges below while your dispute is pending.																																																	
Avg. Temperature (F)	34	28																																																		
YTD Usage (kWh)	672	340																																																		
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	<table border="1"> <thead> <tr> <th colspan="12">DAYS IN BILLING PERIOD</th> </tr> <tr> <th>M</th><th>A</th><th>M</th><th>J</th><th>J</th><th>A</th><th>S</th><th>O</th><th>N</th><th>D</th><th>J</th><th>F</th> </tr> </thead> <tbody> <tr> <td>29</td><td>30</td><td>29</td><td>32</td><td>30</td><td>32</td><td>30</td><td>29</td><td>29</td><td>32</td><td>34</td><td>29</td> </tr> <tr> <td>29</td><td>30</td><td>31</td><td>30</td><td>30</td><td>32</td><td>30</td><td>29</td><td>31</td><td>30</td><td>33</td><td>30</td> </tr> </tbody> </table>		DAYS IN BILLING PERIOD												M	A	M	J	J	A	S	O	N	D	J	F	29	30	29	32	30	32	30	29	29	32	34	29	29	30	31	30	30	32	30	29	31	30	33	30		
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	<ul style="list-style-type: none"> Average Monthly Usage for the past 12 months is 190 kWh. Total Annual Usage for the past 12 months is 2283 kWh. 																																																			
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Mar 12, 2019	Payment Due	Amount Due																																																
\$2.19	\$2.52	1.25%	Mar 12, 2019	\$19.30																																																

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY MAR 12, 2019
\$19.30

\$

USD Amount Enclosed

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

#BWNHBYB
 #6571 0123 6290 6746#

DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961

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



REDACTED

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.

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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 presentment 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** **ElectriCheck** 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.

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.

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



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987102943644

Account Number: [REDACTED] 51-438
Rate: RS-Residential Service
Date Prepared: 02/19/19

Duquesne Light Company Basic Service Charges

REDACTED

Current Charges

Customer Charge			12.35	
Supply	171.8800 kWh@	6.065400¢	10.43	
Transmission	171.8800 kWh@	1.376400¢	2.37	
Distribution	171.8800 kWh@	6.971300¢	11.98	
DSIC Surcharge		-0.03%	-0.01	
Total Current Charges				\$37.12
DLC Basic Service Charges (see Page 1 Summary)				\$37.12

The Price to Compare for your rate class is 7.45 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

A change in the Customer Charge, reflecting single-phase Smart Meter expenses (see Understanding Your Bill section on page 2), effective January 1, will decrease your monthly bill by \$0.13, or less than 1%.

A change in the Customer Charge, reflecting poly-phase Smart Meter expenses (see Understanding Your Bill section on page 2), effective January 1, will decrease your monthly bill by \$2.49, or 2%.

Effective January 1, the Distribution System Improvement Charge (see Understanding Your Bill section on page 2) will decrease your monthly bill by about \$0.02, or less than 1%.

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

You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

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

Shopping Information Box

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

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

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

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.



Customer Name and Service Address:
 DARNELL JONES D
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 MCKEES ROCKS, PA 15136-2961
BILL ID: 987106531688

Account Number: ██████████ 51-438
Rate: RS-Residential Service
Date Prepared: 03/20/19

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: April 17, 2019			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$19.30																																																
Present:	Mar 19, 2019 - Actual	7598.0080	Payment(s) Received as of 03/05/19	<u>-\$19.30</u>																																																
Prior:	Feb 18, 2019 - Actual	7451.7750	Prior Account Balance	\$0.00																																																
Difference		146.2330	Current Billing Information																																																	
Your Meter Multiplier		x 1	DLC Basic Service Charges	\$33.41																																																
Total kWh Used		146.2330	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	<u>\$33.41</u>																																																
Electric Usage:			ACTUAL METER READING BILL																																																	
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Avg. kWh Per Day	6	5	The amount of \$232.95 is currently in dispute. Please pay the undisputed charges below while your dispute is pending.																																																	
Avg. Temperature (F)	39	34																																																		
YTD Usage (kWh)	854	487																																																		
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Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Apr 10, 2019	Payment Due	Amount Due																																																
\$1.97	\$2.27	1.25%	Apr 10, 2019	\$33.41																																																

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY APR 10, 2019
\$33.41

\$

USD Amount Enclosed

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

#BWNHBYB
 #6850 9843 6010 6952#

DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961

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



REDACTED

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
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Complete the information at the right to update your account.

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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



Customer Name and Service Address:

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961
BILL ID: 987106531688

Account Number: [REDACTED] 51-438

Rate: RS-Residential Service

Date Prepared: 03/20/19

Duquesne Light Company Basic Service Charges

Current Charges

Customer Charge			12.35	
Supply	146.2330 kWh@	6.065400¢	8.87	
Transmission	146.2330 kWh@	1.376400¢	2.01	
Distribution	146.2330 kWh@	6.971300¢	10.19	
DSIC Surcharge		-0.03%	-0.01	
Total Current Charges				\$33.41
DLC Basic Service Charges (see Page 1 Summary)				\$33.41

The Price to Compare for your rate class is 7.45 cents/kWh. It will change every June and December. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

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You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

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

Shopping Information Box

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

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

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

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.
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Non-Basic Service Charges

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

REDACTED



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987104772638

Account Number: ██████████ 51-438
Rate: RS-Residential Service
Date Prepared: 04/21/19

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: May 17, 2019			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$33.41																																																
Present:	Apr 20, 2019 - Actual	7736.0330	Payment(s) Received as of 04/02/19	<u>-\$35.00</u>																																																
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Difference		138.0250	Current Billing Information																																																	
Your Meter Multiplier		x 1	DLC Basic Service Charges	\$32.12																																																
Total kWh Used		138.0250	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	<u>\$30.53</u>																																																
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<ul style="list-style-type: none"> Average Monthly Usage for the past 12 months is 184 kWh. Total Annual Usage for the past 12 months is 2211 kWh. 																																																				
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After May 13, 2019	Payment Due	Amount Due																																																
\$1.90	\$2.19	1.25%	May 13, 2019	\$30.53																																																

Please return this portion with your payment. Please enclose check facing forward.
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Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY MAY 13, 2019
\$30.53

\$

USD Amount Enclosed

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#BWNHBYB
 #6851 0123 6220 7161#

DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961

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



REDACTED

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Visit our Website at: www.duquesnelight.com
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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



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987104772638

Account Number: [REDACTED] 51-438
Rate: RS-Residential Service
Date Prepared: 04/21/19

Duquesne Light Company Basic Service Charges

Current Charges

Customer Charge			12.35	
Supply	138.0250 kWh@	6.065400¢	8.37	
Transmission	138.0250 kWh@	1.376400¢	1.90	
Distribution	138.0250 kWh@	6.971300¢	9.62	
DSIC Surcharge		-0.53%	-0.12	
Total Current Charges				\$32.12
DLC Basic Service Charges (see Page 1 Summary)				\$32.12

The Price to Compare for your rate class is 7.45 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

A change in the Distribution System Improvement Charge, effective April 1, will decrease your monthly bill by about \$0.27, or less than 1%.

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

You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

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

Shopping Information Box

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

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

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

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.

REDACTED



Customer Name and Service Address:

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961
BILL ID: 987100402565

Account Number: ██████████ 51-438

Rate: RS-Residential Service

Date Prepared: 05/20/19

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: June 18, 2019			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$30.53																																																
Present:	May 19, 2019 - Actual	7815.6880	Payment(s) Received as of 05/09/19	-\$30.53																																																
Prior:	Apr 20, 2019 - Actual	7736.0330	Prior Account Balance	\$0.00																																																
Difference		79.6550	Current Billing Information																																																	
Your Meter Multiplier		x 1	DLC Basic Service Charges	\$23.74																																																
Total kWh Used		79.6550	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	\$23.74																																																
Electric Usage:			ACTUAL METER READING BILL																																																	
Comparing Your Usage			For more information see www.duquesnelight.com.																																																	
	May 18	May 19	Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																	
Avg. kWh Per Day	4	3	The amount of \$232.95 is currently in dispute. Please pay the undisputed charges below while your dispute is pending.																																																	
Avg. Temperature (F)	60	59																																																		
YTD Usage (kWh)	1163	704																																																		
kWh:																																																				
	<table border="1"> <thead> <tr> <th colspan="12">DAYS IN BILLING PERIOD</th> </tr> <tr> <th>J</th><th>J</th><th>A</th><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> </tr> </thead> <tbody> <tr> <td>32</td><td>30</td><td>32</td><td>30</td><td>29</td><td>29</td><td>32</td><td>34</td><td>29</td><td>29</td><td>30</td><td>31</td> </tr> <tr> <td>30</td><td>30</td><td>32</td><td>30</td><td>29</td><td>31</td><td>30</td><td>33</td><td>30</td><td>29</td><td>32</td><td>29</td> </tr> </tbody> </table>		DAYS IN BILLING PERIOD												J	J	A	S	O	N	D	J	F	M	A	M	32	30	32	30	29	29	32	34	29	29	30	31	30	30	32	30	29	31	30	33	30	29	32	29		
DAYS IN BILLING PERIOD																																																				
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30	30	32	30	29	31	30	33	30	29	32	29																																									
<ul style="list-style-type: none"> Average Monthly Usage for the past 12 months is 180 kWh. Total Annual Usage for the past 12 months is 2157 kWh. 																																																				
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After June 10, 2019	Payment Due	Amount Due																																																
\$1.40	\$1.61	1.25%	June 10, 2019	\$23.74																																																

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY **JUN 10, 2019**
\$23.74

\$

USD Amount Enclosed

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

#BWNHBYB
#6990 9983 5730 6749#

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

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



REDACTED

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.

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Customer Name and Service Address:

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961
BILL ID: 987100402565

Account Number: [REDACTED] 51-438

Rate: RS-Residential Service

Date Prepared: 05/20/19

Duquesne Light Company Basic Service Charges

Current Charges

Customer Charge			12.35	
Supply	79.6550 kWh@	6.065400¢	4.83	
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Reason for change: _____
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 Email Address: _____
 Monthly Pledge to Dollar Energy Fund \$1.00 \$2.00 or other \$____.00
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Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987102472801

Account Number: [REDACTED] 51-438
Rate: RS-Residential Service
Date Prepared: 06/19/19

Duquesne Light Company Basic Service Charges

Adjustments

Late Payment Charge - Distribution	0.30	
Late Payment Charge - Gen & Tran	0.11	
Total Adjustments		\$0.41

Current Charges

Customer Charge		12.37	
Supply	47.4904 kWh@ 6.065400¢	2.88	
Supply	71.2356 kWh@ 5.882200¢	4.19	
Transmission	47.4904 kWh@ 1.376400¢	0.65	
Transmission	71.2356 kWh@ 1.531900¢	1.09	
Distribution	47.4904 kWh@ 6.971300¢	3.31	
Distribution	71.2356 kWh@ 7.001300¢	4.99	
DSIC Surcharge	-0.53%	-0.11	
Total Current Charges			\$29.37

DLC Basic Service Charges (see Page 1 Summary) \$29.78

The Price to Compare for your rate class is 7.41 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

Effective Jun.1, changes in the Customer Charge, reflecting costs to enhance the competitive energy market in PA, will increase the monthly bill of a customer using 600 kWh by about \$0.03 or less than 1%.

Effective Jun. 1, changes in the Energy Efficiency Surcharge, reflecting costs related to our Watt Choices program, will increase the monthly bill of a customer using 600 kWh by about \$0.18 or less than 1%.

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

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Non-Basic Service Charges

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

REDACTED



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987109529154

Account Number: ██████████ 51-438
Rate: RS-Residential Service
Date Prepared: 07/21/19

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: August 19, 2019			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$53.52																																																
Present:	Jul 20, 2019 - Actual	8221.4800	Payment(s) Received as of 07/07/19	-\$53.52																																																
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	Jul 18	Jul 19	Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																	
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Avg. Temperature (F)	74	75																																																		
YTD Usage (kWh)	1647	1110																																																		
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32	30	29	31	30	33	30	29	32	29	30	32																																									
	<ul style="list-style-type: none"> Average Monthly Usage for the past 12 months is 173 kWh. Total Annual Usage for the past 12 months is 2078 kWh. 																																																			
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Aug 12, 2019	Payment Due	Amount Due																																																
\$3.17	\$3.65	1.25%	Aug 12, 2019	\$53.62																																																

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY AUG 12, 2019
\$53.62

\$

USD Amount Enclosed

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

#BWNHBYB
 #6431 0193 5800 6886#

DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961

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



REDACTED

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.

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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 presentment 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** **ElectriCheck** 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.

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.

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



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987109529154

Account Number: [REDACTED] 51-438
Rate: RS-Residential Service
Date Prepared: 07/21/19

Duquesne Light Company Basic Service Charges

Current Charges

Customer Charge			12.38	
Supply	287.0660 kWh@	5.882200¢	16.89	
Transmission	287.0660 kWh@	1.531900¢	4.40	
Distribution	287.0660 kWh@	7.001300¢	20.10	
DSIC Surcharge		-0.45%	-0.15	
Total Current Charges				\$53.62
DLC Basic Service Charges (see Page 1 Summary)				\$53.62

The Price to Compare for your rate class is 7.41 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

A change in the Transmission and Default Service Supply rates that went into effect June 1 will decrease the overall monthly bill of an average residential customer who purchases electric generation from Duquesne Light by about \$0.17, or less than 1%.

A change in the Distribution System Improvement Charge, effective July 1, will increase your monthly bill by about \$0.04, or less than 1%.

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

You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

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

Shopping Information Box

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

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

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

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.

REDACTED



Customer Name and Service Address:

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961
BILL ID: 987109662242

Account Number: ██████████ 51-438

Rate: RS-Residential Service

Date Prepared: 08/20/19

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: September 18, 2019			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$53.62																																																
Present:	Aug 19, 2019 - Actual	8579.6680	Payment(s) Received as of 07/23/19	<u>-\$30.00</u>																																																
Prior:	Jul 20, 2019 - Actual	8221.4800	Prior Account Balance	\$23.62																																																
Difference		358.1880	Current Billing Information																																																	
Your Meter Multiplier		x 1	DLC Basic Service Charges	\$64.26																																																
Total kWh Used		358.1880	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	<u>\$87.88</u>																																																
Electric Usage:			ACTUAL METER READING BILL																																																	
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Avg. kWh Per Day	8	12	The amount of \$232.95 is currently in dispute. Please pay the undisputed charges below while your dispute is pending.																																																	
Avg. Temperature (F)	73	73																																																		
YTD Usage (kWh)	1888	1468																																																		
kWh:																																																				
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30	29	31	30	33	30	29	32	29	30	32	30																																									
	<ul style="list-style-type: none"> • Average Monthly Usage for the past 12 months is 183 kWh. • Total Annual Usage for the past 12 months is 2195 kWh. 																																																			
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Sept 10, 2019	Payment Due	Amount Due																																																
\$3.77	\$4.35	1.25%	Sept 10, 2019	\$87.88																																																

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY **SEP 10, 2019**
\$87.88

\$

USD Amount Enclosed

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

#BWNHBYB
#6500 9703 6080 6679#

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

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



REDACTED

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

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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



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987109662242

Account Number: [REDACTED] 51-438
Rate: RS-Residential Service
Date Prepared: 08/20/19

Duquesne Light Company Basic Service Charges

Adjustments

Late Payment Charge - Distribution		0.25	
Late Payment Charge - Gen & Tran		0.16	
Total Adjustments			\$0.41

Current Charges

Customer Charge			12.38	
Supply	358.1880 kWh@	5.882200¢	21.07	
Transmission	358.1880 kWh@	1.531900¢	5.49	
Distribution	358.1880 kWh@	7.001300¢	25.08	
DSIC Surcharge		-0.45%	-0.17	
Total Current Charges				\$63.85

DLC Basic Service Charges (see Page 1 Summary) \$64.26

The Price to Compare for your rate class is 7.41 cents/kWh. It will change every June and December. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

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Shopping Information Box

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

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

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- The Public Utility Commission regulates distribution prices and services.
- The Federal Energy Regulatory Commission regulates transmission prices and services.

Non-Basic Service Charges

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REDACTED



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987100011834

Account Number: ██████████ 51-438
Rate: RS-Residential Service
Date Prepared: 09/19/19

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: October 17, 2019			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$87.88																																																
Present:	Sep 18, 2019 - Actual	8828.4020	Payment(s) Received as of 09/03/19	<u>-\$40.00</u>																																																
Prior:	Aug 19, 2019 - Actual	8579.6680	Prior Account Balance	\$47.88																																																
Difference		248.7340	Current Billing Information																																																	
Your Meter Multiplier		x 1	DLC Basic Service Charges	\$48.82																																																
Total kWh Used		248.7340	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	<u>\$96.70</u>																																																
Electric Usage:			ACTUAL METER READING BILL																																																	
Comparing Your Usage			For more information see www.duquesnelight.com .																																																	
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DAYS IN BILLING PERIOD																																																				
O	N	D	J	F	M	A	M	J	J	A	S																																									
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29	31	30	33	30	29	32	29	30	32	30	30																																									
<ul style="list-style-type: none"> • Average Monthly Usage for the past 12 months is 185 kWh. • Total Annual Usage for the past 12 months is 2223 kWh. 																																																				
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Oct 10, 2019	Payment Due	Amount Due																																																
\$2.84	\$3.27	1.25%	Oct 10, 2019	\$96.70																																																

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY OCT 10, 2019
\$96.70

\$

USD Amount Enclosed

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

#BWNHBYB
 #6921 0053 6010 7025#

DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961

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



REDACTED

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 presentment 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** **ElectriCheck** 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.

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.

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



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987100011834

Account Number: [REDACTED] 51-438
Rate: RS-Residential Service
Date Prepared: 09/19/19

Duquesne Light Company Basic Service Charges

Adjustments

Late Payment Charge - Distribution	0.42	
Late Payment Charge - Gen & Tran	0.30	
Total Adjustments		\$0.72

Current Charges

Customer Charge		12.38	
Supply	248.7340 kWh@ 5.882200¢	14.63	
Transmission	248.7340 kWh@ 1.531900¢	3.81	
Distribution	248.7340 kWh@ 7.001300¢	17.41	
DSIC Surcharge	-0.45%	-0.13	
Total Current Charges			\$48.10

DLC Basic Service Charges (see Page 1 Summary) \$48.82

The Price to Compare for your rate class is 7.41 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

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

You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

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

Shopping Information Box

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

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

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

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.

REDACTED



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987101422209

Account Number: ██████████ 51-438
Rate: RS-Residential Service
Date Prepared: 10/20/19

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: November 15, 2019			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$329.65																																																
Present:	Oct 19, 2019 - Actual	9688.6060	Payment(s) Received as of 10/03/19	<u>-\$40.00</u>																																																
Prior:	Sep 18, 2019 - Actual	8828.4020	Prior Account Balance	\$289.65																																																
Difference		860.2040	Current Billing Information																																																	
Your Meter Multiplier		x 1	DLC Basic Service Charges	\$139.81																																																
Total kWh Used		860.2040	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	<u>\$429.46</u>																																																
Electric Usage:			ACTUAL METER READING BILL																																																	
Comparing Your Usage			For more information see www.duquesnelight.com .																																																	
		Oct 18	Oct 19	Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																
Avg. kWh Per Day		5	28																																																	
Avg. Temperature (F)		63	62																																																	
YTD Usage (kWh)		2267	2577																																																	
kWh:																																																				
<table border="1"> <thead> <tr> <th colspan="12">DAYS IN BILLING PERIOD</th> </tr> <tr> <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><th>S</th><th>O</th> </tr> </thead> <tbody> <tr> <td>29</td><td>32</td><td>34</td><td>29</td><td>29</td><td>30</td><td>31</td><td>30</td><td>30</td><td>32</td><td>30</td><td>29</td> </tr> <tr> <td>31</td><td>30</td><td>33</td><td>30</td><td>29</td><td>32</td><td>29</td><td>30</td><td>32</td><td>30</td><td>30</td><td>31</td> </tr> </tbody> </table>					DAYS IN BILLING PERIOD												N	D	J	F	M	A	M	J	J	A	S	O	29	32	34	29	29	30	31	30	30	32	30	29	31	30	33	30	29	32	29	30	32	30	30	31
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<ul style="list-style-type: none"> • Average Monthly Usage for the past 12 months is 244 kWh. • Total Annual Usage for the past 12 months is 2926 kWh. 																																																				
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Nov 11, 2019	Payment Due	Amount Due																																																
\$8.03	\$9.26	1.25%	Nov 11, 2019	\$429.46																																																

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY NOV 11, 2019
\$429.46

\$

USD Amount Enclosed

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

#BWNHBYB
 #6991 0053 5800 6887#

DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961

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



REDACTED

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.

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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.

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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.

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E-Bill Service – Our **free** on-line bill presentment 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

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

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Complete the information at the right to update your account.

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.

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



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987101422209

Account Number: [REDACTED] 51-438
Rate: RS-Residential Service
Date Prepared: 10/20/19

Duquesne Light Company Basic Service Charges

Adjustments

Late Payment Charge - Distribution		2.76	
Late Payment Charge - Gen & Tran	REDACTED	0.93	
Total Adjustments			\$3.69

Current Charges

Customer Charge		12.49	
Supply	860.2040 kWh@ 5.882200¢	50.60	
Transmission	860.2040 kWh@ 1.531900¢	13.18	
Distribution	860.2040 kWh@ 7.001300¢	60.23	
DSIC Surcharge	-0.53%	-0.39	
Pennsylvania Tax Adjustment		0.01	
Total Current Charges			\$136.12

DLC Basic Service Charges (see Page 1 Summary) \$139.81

The Price to Compare for your rate class is 7.41 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

A change in the Distribution System Improvement Charge, effective October 1, will decrease your monthly bill by about \$0.04, or less than 1%.

A change in the Customer Charge, reflecting single-phase Smart Meter expenses (see Understanding Your Bill section on page 2), effective October 1, will increase your monthly bill by \$0.18, or less than 1%.

A change in the Customer Charge, reflecting poly-phase Smart Meter expenses (see Understanding Your Bill section on page 2), effective October 1, will increase your monthly bill by \$0.56, or less than 1%.

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.

You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

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

Shopping Information Box

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

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

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

Supplier Basic Service Charges

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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.

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- The Public Utility Commission regulates distribution prices and services.
- The Federal Energy Regulatory Commission regulates transmission prices and services.

Non-Basic Service Charges



—DUQUESNE LIGHT CO.—
DuquesneLight.com
412-393-7100

Customer Name and Service Address:

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961
BILL ID: 987101422209

Account Number: [REDACTED] 51-438

Rate: RS-Residential Service

Date Prepared: 10/20/19

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

REDACTED



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987106087214

Account Number: ██████████ 51-438

Rate: RS-Residential Service

Date Prepared: 11/18/19

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: December 17, 2019			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$429.46																																																
Present:	Nov 17, 2019 - Actual	10863.0230	Payment(s) Received as of 11/01/19	<u>-\$49.00</u>																																																
Prior:	Oct 19, 2019 - Actual	9688.6060	Prior Account Balance	\$380.46																																																
Difference		1174.4170	Current Billing Information																																																	
Your Meter Multiplier		x 1	DLC Basic Service Charges	\$185.78																																																
Total kWh Used		1174.4170	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	\$566.24																																																
Electric Usage:			ACTUAL METER READING BILL																																																	
Comparing Your Usage			For more information see www.duquesnelight.com.																																																	
	Nov 18	Nov 19	Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																	
Avg. kWh Per Day	5	40																																																		
Avg. Temperature (F)	42	44																																																		
YTD Usage (kWh)	2413	3752																																																		
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Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Dec 9, 2019	Payment Due	Amount Due																																																
\$10.70	\$12.33	1.25%	Dec 9, 2019	\$566.24																																																

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY DEC 9, 2019
\$566.24

\$

USD Amount Enclosed

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

#BWNHBYB
 #6501 0123 5870 6881#

DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961

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



REDACTED

How to Reach Us

Visit our Website at: www.duquesnelight.com
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 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.

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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.

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Suspended Charges – Charges held in relation to a dispute

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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 presentment 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

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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.

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.

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



Customer Name and Service Address:

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961
BILL ID: 987106087214

Account Number: [REDACTED] 51-438

Rate: RS-Residential Service

Date Prepared: 11/18/19

Duquesne Light Company Basic Service Charges

Adjustments

Late Payment Charge		-0.99	
Late Payment Charge - Gen & Tran		0.02	
Late Payment Charge - Gen & Tran		0.01	
Late Payment Charge - Distribution		3.66	
Late Payment Charge - Gen & Tran		1.72	
Total Adjustments			\$4.42

Current Charges

Customer Charge			12.56	
Supply	1174.4170 kWh@	5.882200¢	69.08	
Transmission	1174.4170 kWh@	1.531900¢	17.99	
Distribution	1174.4170 kWh@	7.001300¢	82.22	
DSIC Surcharge		-0.53%	-0.50	
Pennsylvania Tax Adjustment			0.01	
Total Current Charges				\$181.36

DLC Basic Service Charges (see Page 1 Summary) \$185.78

The Price to Compare for your rate class is 7.41 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

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.

You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

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

Shopping Information Box

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

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

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

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.

REDACTED



Customer Name and Service Address:
 DARNELL JONES D
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 MCKEES ROCKS, PA 15136-2961
BILL ID: 987104130072

Account Number: ██████████ 51-438
Rate: RS-Residential Service
Date Prepared: 12/18/19

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: January 17, 2020			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$0.00																																																
Present:	Dec 17, 2019 - Actual	11106.5130	Payment(s) Received as of 12/12/19	<u>-\$40.00</u>																																																
Prior:	Nov 17, 2019 - Actual	<u>10863.0230</u>	Prior Account Balance	-\$40.00																																																
Difference		243.4900	Current Billing Information																																																	
Your Meter Multiplier		x <u>1</u>	DLC Basic Service Charges	\$47.07																																																
Total kWh Used		243.4900	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	<u>\$7.07</u>																																																
Electric Usage:			ACTUAL METER READING BILL																																																	
Comparing Your Usage			For more information see www.duquesnelight.com .																																																	
		Dec 18	Dec 19	Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																
Avg. kWh Per Day		7	8	The amount of \$566.24 is currently in dispute. Please pay the undisputed charges below while your dispute is pending.																																																
Avg. Temperature (F)		34	37																																																	
YTD Usage (kWh)		2616	3995																																																	
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<ul style="list-style-type: none"> Average Monthly Usage for the past 12 months is 333 kWh. Total Annual Usage for the past 12 months is 3995 kWh. 																																																				
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Jan 8, 2020	Payment Due	Amount Due																																																
\$2.78	\$3.20	1.25%	Jan 8, 2020	\$7.07																																																

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY JAN 8, 2020
\$7.07

\$

USD Amount Enclosed

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

#BWNHBYB
 #6850 9773 6010 6956#

DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961

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



REDACTED

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
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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



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987104130072

Account Number: [REDACTED] 51-438
Rate: RS-Residential Service
Date Prepared: 12/18/19

Duquesne Light Company Basic Service Charges

Current Charges

Customer Charge			12.56	
Supply	105.5123 kWh@	5.882200¢	6.21	
Supply	137.9777 kWh@	5.566900¢	7.68	
Transmission	243.4900 kWh@	1.531900¢	3.73	
Distribution	243.4900 kWh@	7.001300¢	17.05	
DSIC Surcharge		-0.53%	-0.16	
Total Current Charges				\$47.07
DLC Basic Service Charges (see Page 1 Summary)				\$47.07

The Price to Compare for your rate class is 7.10 cents/kWh. It will change every June and December. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

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

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REDACTED



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987102943157

Account Number: ██████████ 51-438
Rate: RS-Residential Service
Date Prepared: 01/20/20

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: February 17, 2020			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$7.07																																																
Present:	Jan 19, 2020 - Actual	11914.8050	Prior Account Balance	\$7.07																																																
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Difference		808.2920	DLC Basic Service Charges	\$127.63																																																
Your Meter Multiplier		x 1	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	\$134.70																																																
Total kWh Used		808.2920	ACTUAL METER READING BILL																																																	
Electric Usage:			For more information see www.duquesnelight.com .																																																	
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Avg. kWh Per Day		5	24																																																	
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<ul style="list-style-type: none"> Average Monthly Usage for the past 12 months is 386 kWh. Total Annual Usage for the past 12 months is 4635 kWh. 																																																				
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Feb 10, 2020	Payment Due	Amount Due																																																
\$7.53	\$8.67	1.25%	Feb 10, 2020	\$134.70																																																

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Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY FEB 10, 2020
\$134.70

\$

USD Amount Enclosed

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#BWNHBYB
 #6360 9843 6010 6674#

DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961

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



REDACTED

How to Reach Us

Visit our Website at: www.duquesnelight.com
 Call us for: General information: 412-393-7100
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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.

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E-Bill Service – Our **free** on-line bill presentment 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

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

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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.

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.

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



Customer Name and Service Address:
 DARNELL JONES D
 1210 HOLMES ST APT 1
 MCKEES ROCKS, PA 15136-2961
BILL ID: 987102943157

Account Number: [REDACTED] 51-438
Rate: RS-Residential Service
Date Prepared: 01/20/20

Duquesne Light Company Basic Service Charges

Adjustments

REDACTED

Late Payment Charge - Distribution			0.06	
Late Payment Charge - Gen & Tran			0.03	
Total Adjustments				\$0.09
Current Charges				
Customer Charge			12.63	
Supply	808.2920 kWh@	5.566900¢	45.00	
Transmission	808.2920 kWh@	1.531900¢	12.38	
Distribution	342.9118 kWh@	7.001300¢	24.01	
Distribution	465.3802 kWh@	7.138300¢	33.22	
DSIC Surcharge		0.43%	0.30	
Total Current Charges				\$127.54
DLC Basic Service Charges (see Page 1 Summary)				\$127.63

The Price to Compare for your rate class is 7.10 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

A change in the Default Service Supply rate that went into effect December 1, decreased the overall monthly bill of an average residential customer (using 600 kWh) who purchases electric generation from Duquesne Light by about \$2, or approximately 2%.

A change in the Customer Charge, reflecting single-phase Smart Meter expenses (see Understanding Your Bill section on page 2), effective January 1, will increase your monthly bill by \$0.13, or less than 1%.

A change in the Customer Charge, reflecting poly-phase Smart Meter expenses (see Understanding Your Bill section on page 2), effective January 1, will increase your monthly bill by \$0.99, or 1%.

Changes in the Distribution rate, reflecting expenses related to energy-assistance programs for low-income customers, effective January 1, will increase your monthly bill by \$0.82, or 1%.

A change in the State Tax Adjustment Surcharge, effective January 1, will decrease your overall monthly bill by about \$0.01, or less than 1%.

Effective January 1, the Distribution System Improvement Charge (see Understanding Your Bill section on page 2) will increase your monthly bill by about \$0.53, or 1%.

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

You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.

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

Shopping Information Box

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

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

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

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.



—DUQUESNE LIGHT CO.—
DuquesneLight.com
412-393-7100

Customer Name and Service Address:

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961
BILL ID: 987102943157

Account Number: [REDACTED] 51-438

Rate:RS-Residential Service

Date Prepared:01/20/20

- 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.

REDACTED



Customer Name and Service Address:

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961
BILL ID: 987101853101

Account Number: ██████████ 51-438

Rate: RS-Residential Service

Date Prepared: 02/18/20

Meter Reading Usage Information			Summary																																																	
Next Scheduled Meter Reading Date: March 17, 2020			Prior Billing Information																																																	
Meter Read Information for Meter Number: F74502157			Amount of Last Bill	\$134.70																																																
Present:	Feb 17, 2020 - Actual	12147.2670	Payment(s) Received as of 02/11/20	-\$110.00																																																
Prior:	Jan 19, 2020 - Actual	11914.8050	Prior Account Balance	\$24.70																																																
	Difference	232.4620	Current Billing Information																																																	
Your Meter Multiplier		x 1	DLC Basic Service Charges	\$46.22																																																
	Total kWh Used	232.4620	TOTAL ACCOUNT BALANCE PAYABLE TO DLC	\$70.92																																																
Electric Usage:			ACTUAL METER READING BILL																																																	
Comparing Your Usage			For more information see www.duquesnelight.com.																																																	
	Feb 19	Feb 20	Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																	
Avg. kWh Per Day	6	8	The amount of \$566.24 is currently in dispute. Please pay the undisputed charges below while your dispute is pending.																																																	
Avg. Temperature (F)	28	33																																																		
YTD Usage (kWh)	340	1041																																																		
kWh:																																																				
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	<ul style="list-style-type: none"> Average Monthly Usage for the past 13 months is 374 kWh. Total Annual Usage for the past 13 months is 4867 kWh. 																																																			
Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Mar 10, 2020	Payment Due	Amount Due																																																
\$2.71	\$3.12	1.25%	Mar 10, 2020	\$70.92																																																

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

Account Number ██████████ 51-438

PLEASE PAY THIS AMOUNT BY **MAR 10, 2020**
\$70.92

\$

USD Amount Enclosed

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

#BWNHBYB
#6851 0193 6290 6882#

DARNELL JONES D
1210 HOLMES ST APT 1
MCKEES ROCKS, PA 15136-2961

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



REDACTED

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.

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BILL ID: 987101853101

Account Number: [REDACTED] 51-438

Rate: RS-Residential Service

Date Prepared: 02/18/20

Duquesne Light Company Basic Service Charges

Adjustments

REDACTED

Late Payment Charge - Distribution		0.17	
Late Payment Charge - Gen & Tran		0.14	
Total Adjustments			\$0.31

Current Charges

Customer Charge			12.69	
Supply	232.4620 kWh@	5.566900¢	12.94	
Transmission	232.4620 kWh@	1.531900¢	3.56	
Distribution	232.4620 kWh@	7.138300¢	16.59	
DSIC Surcharge		0.43%	0.13	
Total Current Charges				\$45.91

DLC Basic Service Charges (see Page 1 Summary) \$46.22

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