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Via Electronic Filing

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

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

Dear Secretary Chiavetta:

By letter dated April 3, 2020, Duquesne Light Company (“Duquesne Light” or the “Company”) requested a delayed implementation of its Percentage of Income Payment Plan (PIPP) Customer Assistance Program (CAP) due to the COVID-19 pandemic. By Secretarial Letter dated April 20, 2020, the Pennsylvania Public Utility Commission (“Commission”) granted Duquesne Light an extension of the PIPP CAP implementation, subject to monthly status reports beginning June 1, 2020. On June 1, 2020, July 1, 2020, August 3, 2020, and September 1, 2020, Duquesne Light submitted its monthly status reports.

The implementation of Duquesne Light’s PIPP CAP is connected to the planned Customer Care and Billing system upgrade, referred to as “Project Spark.” Due to the COVID-19 pandemic, the Company temporarily halted Project Spark so that employees could focus on critical tasks related to business continuity. Duquesne Light has returned Project Spark to full capacity and is anticipating implementation of the PIPP CAP the week of November 22, 2020, which coincides with the Thanksgiving holiday. The fully remote environment, due to the COVID-19 pandemic, is creating collaboration challenges as Project Spark exits the first cycle of System Integration Testing. Duquesne Light has taken mitigation actions by further increasing end user testers, conducted tri-daily test team checkpoints, and also placed additional technology resources on Project Spark. There are several cycles of testing remaining along with extensive asynchronous web based and synchronous online instructor lead training. Due to the continued fluidity of Project Spark in light of the COVID-19 pandemic, Duquesne Light may need to reassess the attainability of implementation in November.



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

Respectfully,

A handwritten signature in blue ink, appearing to read "Emily M. Farah".

Emily M. Farah
Duquesne Light Company
Counsel, Regulatory

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