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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, Duquesne Light submitted its first status report.

The implementation of Duquesne Light’s PIPP CAP is connected to the planned Customer Care and Billing (“CC&B”) system upgrade, referred to as “Project Spark.” Due to the COVID-19 pandemic, the Company temporarily halted Project Spark so that employees could focus on critical tasks related to business continuity. As of today, Project Spark has returned to full capacity. Duquesne Light is currently anticipating the CC&B updates to be implemented on or before November 30, 2020, which coincides with the Thanksgiving holiday. 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.

[signature on the following page]



Respectfully,

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

Emily M. Farah  
Duquesne Light Company  
Counsel, Regulatory

Enclosure

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