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December 10, 2020

**Via Electronic Mail**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Keystone Building 2<sup>nd</sup> Floor W  
400 North Street  
Harrisburg, PA 17120

Re: **Duquesne Light Company Universal Service and Energy Conservation Plan for  
2020-2025**  
**Docket No. M-2019-3008227**

Dear Secretary Chiavetta,

Enclosed please find a copy of Duquesne Light Company's responses to the Pennsylvania Public Utility Commission's data requests issued as part of its Tentative Order entered November 19, 2020, in the above-captioned proceeding. Please feel free to contact me with any questions, comments, or concerns.

Best Regards,

A handwritten signature in blue ink that reads "Michael Zimmerman".

Michael Zimmerman

Enclosures

cc: Certificate of Service  
Jennifer Johnson ([jennifjohn@pa.gov](mailto:jennifjohn@pa.gov))  
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**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant):

**ELECTRONIC MAIL**

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Dated: December 10, 2020

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- a) Provide estimates of how its proposed PIPP energy burden levels – or average/actual charges – will increase CAP costs for each year of the proposed USECP. This information should be broken down by household FPIG (*i.e.*, 0%-50%, 51%-100%, and 101%-150%). Explain how they will notify customers about the change in PIPP levels, particularly since some customers may experience an increase in their monthly bills. Identify the potential impact of the proposed PIPP energy burden levels on unused LIHEAP grants returned to DHS. Provide an analysis for each income tier (0%-50%, 51%-100%, and 101%-150%) to determine the number of CAP accounts which have unused LIHEAP funds returned to DHS and the average amount of those funds. Provide actual data for 2018 and 2019, and projected data for 2020 through 2024 based on the proposed PIPP.

**Answer:** For a breakdown of incremental CAP program costs by proposed PIPP energy burden level, please see Attachment A1.

DLC has established a multi-channel customer communication plan to inform CAP customers of program changes. The Company will send a letter sent to all current CAP customers outlining change to a Percentage of Income Payment Plan (PIPP). This letter will also address the new bill format. See Attachment A2 (Understanding CAP Letter), Attachment A3 (Understanding Your Bill). Each CAP customer's first bill under the new CAP program will include a bill insert also explaining the changes to the program. The Company will provide educational materials, including a video, through a dedicated page on its website. Additionally, all of the Company's Customer Services Representatives and the Community Based Partners are trained in the new program and will be available to answer customer questions.

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With respect to LIHEAP grants: please see below table for a breakdown of LIHEAP grants returned to DHS, by income tier, for each year 2018, 2019, and 2020 year-to-date.

CAP Accounts LIHEAP Refund Analysis						
	2018		2019		2020	
	Number of Customers	Refund Amount	Number of Customers	Refund Amount	Number of Customers	Refund Amount
Income Tier 3 (101-150%)	3	\$ 656.85	19	\$ 3,596.55	5	\$ 1,026.73
Income Tier 2 (51-100%)	8	\$ 1,171.33	50	\$ 9,179.62	16	\$ 3,096.88
Income Tier 1 (0-50%)	3	\$ 862.87	19	\$ 7,664.74	18	\$ 11,752.00
<b>TOTAL</b>	<b>14</b>	<b>\$ 2,691.05</b>	<b>88</b>	<b>\$ 20,440.91</b>	<b>39</b>	<b>\$ 15,875.61</b>

The Company does not project that the new CAP program will yield a meaningful change in LIHEAP grants returned to DHS. The Company's projections of LIHEAP grants to be refunded will remain in the range of \$20,000 to \$25,000 annually for each year 2020 through 2024.

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- b) Clarify its income timeframe and documentation requirements for CAP and how it communicates these requirements to CAP agencies and applicants. Include copies of its CAP applications, recertification letters, brochure, and any other distributed written communication describing CAP eligibility requirements.

**Answer.** The customer is advised of documentation requirements on the online application, the paper application, and the Company's website. See Attachment B1 (CAP Application). A CAP Welcome Letter is also sent to new enrollments outlining the benefits and responsibilities for participants in CAP. The Company's CBOs identifies the household income timeframe most advantageous to the customer during CAP application review and customer interviews. The most recent 30 days is often the most representative of a customer's income; however, if the CBO identifies during the course of the interview and application review that a 12-months period would be more advantageous to the customer, the CBO uses the customer's average monthly income over that 12-month period.

Please see Attachment B1 (CAP Application), Attachment B2 (CAP Welcome Letter), and Attachment B3 (CAP Brochure) for copies of example CAP customer communications.

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- c) Clarify if and how CAP customers are instructed to apply for LIHEAP or other energy assistance grants, when available.

**Answer.** DLC sends an annual letter with instructions on applying to LIHEAP to all customers who received a LIHEAP Grant the previous year. CBOs also instruct customers in applying for LIHEAP and Hardship Fund at time of CAP enrollment and reinstatement. All CAP customers are also instructed to apply for energy assistance grants in the CAP welcome letter. Finally, the Company has made efforts through social media and the website to apply for LIHEAP and the Hardship Fund. See Attachment C (LIHEAP Annual Letter) and Attachment B2 (CAP Welcome Letter).

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d) Clarify whether late payment charges or fees are waived for CAP customers.

**Answer.** Late payment charges are waived for CAP customers.

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- e) Explain how it makes CAP customers aware (1) if they are approaching or have reached their annual CAP discount limit; and (2) of the exceptions to the CAP discount limit and what steps to take if the household qualifies for these exceptions. Identify whether these customers receive priority for other Duquesne universal service programs or assistance such as Smart Comfort or hardship fund grants.

**Answer.** The Company's new CAP Bill design will have a thermometer bar graph that will display on the front of the bill the amount of the customer's discount used year to date, the amount of the discount remaining, and the date when the discount will be reset. Please see Attachment E (New Customer Bill).

The Company advises CAP customers of their annual discount limit, as well as available exceptions, in their CBO interview and the CAP welcome letter. In order for an exception to be granted, a CAP customer must reach out to the Company or their CBO to identify the exception.

Customers who approach or exceed their maximum annual discount tend to have higher electric consumption. Low-income customers with high usage are referred to Smart Comfort, Hardship Fund, and LIHEAP. The Company monitors CAP customers with high CAP credit usage for Smart Comfort interventions.

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- f) Clarify whether IPA forgiveness will be provided separately or combined with PPA forgiveness.

**Answer.** The IPA forgiveness and PPA forgiveness will be combined from a customer facing perspective.

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- g) Identify if the online application allows customers to submit documentation electronically and, if so, provide details on how that process works.

**Answer.** Yes, the online application allows for the customer to upload their documentation within the application directly. If additional documentation is required, the CBO contacts the customer directly. Customers are instructed provide such additional documentation via mail, email (to a dedicated CAP mailbox), fax, or in-person.

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- h) Explain what mediums are available to apply or recertify for CAP. Address whether prohibiting customers from applying via mail or fax may limit access to the program. Outline the CAP application procedure (*i.e.*, how customers can apply and what process is followed, etc.), including the process used by the CBOs to recertify customers for CAP, and including the timeframes for any reminder notices sent to customers and the documentation requirements.

**Answer.** The Company strives to make CAP accessible to as many customers as possible. While the Company encourages applications via in-person, online, or email (see Plan section III(C) (5)), the Company also accepts applications and recertifications submitted via mail and fax. The Company provides instructions on how to submit applications and recertifications via mail and fax upon customer request.

The Company contacts customers via mail at least 15 days prior to their recertification deadline. Once the customer received the recertification letter by mail, they have the ability to contact the CAP office directly to make other arrangements to submit their information. The Company has an email box set up to receive both fax and emails.

If the customer fails to return the requested information for recertification, including updated household information and proof of current household income, the Company or CBO contacts the customer via telephone at 30 days of the recertification deadline encouraging them to provide the income updates in order to remain in CAP. The customer is defaulted from CAP if they fail to provide income information within 14 days of the reminder call.

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- i) Clarify if follow-up interviews are mandatory for CAP customers to remain in the program. Explain in what format these follow-up interviews are conducted and within what timeframe they occur.

**Answer.** Follow up interviews are not mandatory for customers to stay in the program at this time. A follow-up interview is provided for online CAP applications so the CBO can explain all benefits and answer any questions the customer may have. The CBO typically conducts a follow-up interview within one to three business days of receiving an online application. For in person enrollments, the CBO will conduct follow up meetings where the customer requests it.

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j) Provide a copy of its zero-income form.

**Answer.** See Attachment J (Zero Income Form).

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- k) Identify the number and percentage of customers removed from CAP in 2017, 2018, and 2019 for each default reason; including failure to recertify, not participating in Smart Comfort, and exceeding the income limits.

**Answer.**

<b>CAP Default Reason</b>	<b>2017 COUNT</b>	<b>PCT</b>	<b>2018 COUNT</b>	<b>PCT</b>	<b>2019 COUNT</b>	<b>PCT</b>	<b>2020 COUNT</b>	<b>PCT</b>
Default - failed to recertify	11,064	27.20%	5,520	16.15%	5,863	16.24%	5,509	15.44%
Default - failed to complete a Smart Comfort visit	3	0.01%	7	0.02%	14	0.04%	9	0.03%
Default - final bill DNP	1,224	3.01%	1,112	3.25%	1,096	3.04%	518	1.45%
End - customer voluntarily left CAP	149	0.37%	153	0.45%	135	0.37%	83	0.23%
End - over income	1,172	2.88%	639	1.87%	830	2.30%	509	1.43%
End - final bill moved from DLC territory	4,199	10.32%	3,120	9.13%	2,144	5.94%	1,407	3.94%
Other	23	0.06%	8	0.02%	25	0.07%	12	0.03%
<b>Count as of beginning of reporting year</b>	<b>40,676</b>		<b>34,189</b>		<b>36,108</b>		<b>35,688</b>	

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- l) Identify the impact a quarterly review of CAP bills would have had on program billing in 2018 and 2019.

**Answer.** Duquesne Light reviews customer budgets (including CAP Customers' budgets) at least times per year. See 52 Pa. Code § 56.12(8). Conducting this process quarterly would yield more frequent changes to CAP bills, but would have no impact on billed amounts on an annual basis.

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m) Identify (1) the number of CAP customers who were removed from the program and back-billed at the full tariff rate for having income higher than previously reported for 2018 and 2019; and (2) the amount back-billed for each impacted customer for 2018 and 2019. Clarify what deadline or timetable these CAP customers are given to provide new income documentation (*i.e.*, by the end of the month, etc.) or other information as requested to avoid defaulting from CAP. Outline how it lets the affected customer know it is requesting further information, removing the customer from CAP, and their right to appeal such a decision (*i.e.*, by telephone, mail, or other). Provide all letters and employee scripts related to this process.

**Answer.** The Company has not removed customers from CAP and back-billed them at the full tariff rate.

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- n) Provide a proposed Consumer Education and Outreach Plan in its supplemental information. Indicate which education and outreach initiatives are new and which initiatives represent existing, ongoing practices to help the most vulnerable customers. Provide examples of consumer education letters, postcards, bill inserts, educational brochures, and outbound call messaging scripts.

**Answer.** Please see Attachments N (Outreach and Education Plan) through N5. This high level overview is indicative of the Company's past efforts and future goals.

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- o) Provide information showing the impact that excluding unearned income for minors would have on CAP eligibility and costs. Identify the following statistics for 2017, 2018, and 2019: (1) number of CAP customers receiving unearned income for minor children; (2) number of customers determined income-ineligible for CAP who reported unearned income for minor children; and (3) amount of additional CAP credit expenditures if unearned income for minors had been excluded. Provide the projected additional annual costs to its CAP – including increased enrollment, arrearage forgiveness, and CAP credits – associated with excluding unearned income for minors through 2025.

**Answer.**

(1) As of 2019, 2,209 CAP customers reported unearned income for minor children. As of 2020, 1,811 active CAP customers reported unearned income for minor children. The Company does not have corresponding data for 2017 and 2018.

(2) Historically, the Company has not retained income of customers who were not enrolled into CAP, including those who were determined income-ineligible. As the Company moves increasingly toward more online enrollments, it will have more ability to retain household income information – including income sources - that customers report through online CAP applications. Going forward, the Company will maintain and track unearned income from minors reported by CAP applicants, and will monitor the number of customers ineligible for CAP due to this reason.

(3) The impacts to CAP enrollment, arrearage forgiveness, and CAP credits of excluding unearned minor income cannot be projected with a high degree of confidence, in part because the Company does not presently have records of the number or income of customers determined ineligible for CAP. See response to (n)(2) above. The below

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estimates therefore rely on several assumptions, and are provided for illustrative purposes only; they are not necessarily indicative of actual outcomes.

Assuming (1) customers determined ineligible for CAP have similar rates of reported unearned minor income as current CAP customers; and (2) approximately 11,800 customers are determined ineligible for CAP each year, then the Company estimates that excluding unearned minor income could make about 350 additional households per year eligible for CAP at the highest income tier.

**CAP Enrollment\***

	2017	2018	2019	2020	2021	2022	2023	2024	2025
With Minor Income	34,420	36,010	36,223	36,585	36,951	37,320	37,694	38,070	38,451
Range without Minor Income	35,132	36,728	36,952	37,320	37,692	38,070	38,452	38,834	39,224
	34,454	36,044	36,258	36,620	36,986	37,356	37,730	38,106	38,488

*\* Illustrative example.*

**CAP Arrears Forgiveness\***

	2017	2018	2019	2020	2021	2022	2023	2024	2025
With Minor Income	\$3,748,953	\$3,805,100	\$6,892,978	\$6,012,272	\$6,132,517	\$6,255,168	\$6,507,876	\$6,638,034	\$6,770,795
Range without minor income*	\$3,827,682	\$3,885,007	\$7,037,731	\$6,138,530	\$6,281,229	\$6,405,610	\$6,660,069	\$6,792,000	\$6,926,554
	\$3,752,702	\$3,808,905	\$6,899,871	\$6,018,284	\$6,139,599	\$6,262,332	\$6,515,123	\$6,645,366	\$6,778,212

*\* Illustrative example.*

In addition to the estimated 350 additional CAP customers who may become eligible for CAP, the Company estimates that excluding unearned minor income would also change customers' discount percentages (under the current CAP plan) for approximately 1,078 current CAP customers, and the PIPP tier (under the proposed CAP plan, shown below

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beginning in 2021) for approximately 100 CAP customers. This would yield the below illustrative impacts to CAP budgets.

**CAP Program Budget\***

	2017	2018	2019	2020	2021	2022	2023	2024	2025
With Minor Income	\$20,008,200	\$20,485,556	\$21,175,301	\$32,928,822	\$33,586,744	\$34,258,387	\$34,672,677	\$35,387,259	\$36,116,766
Range without minor income*	\$21,688,889	\$22,206,342	\$22,954,026	\$35,694,841	\$33,735,456	\$34,408,829	\$34,824,870	\$35,541,225	\$36,272,525
	\$20,088,233	\$20,567,498	\$21,260,002	\$33,060,537	\$33,593,826	\$34,265,551	\$34,679,924	\$35,394,591	\$36,124,183

\* *Illustrative example.*

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- p) Elaborate whether relevant security deposits are refunded to the customer or credited to the account in some manner (*e.g.*, current usage or IPA or PPA; are excess deposit refunds carried forward to next billing period) and the implications of how this process impacts the customer's CAP bill.

**Answer.** Security deposits are refunded to the customer's account at time of CAP enrollment. The deposit and accumulated interest apply to the customer's account balance, if any. Where the net result is a credit, this credit will apply to future charges, and will reduce the customer's subsequent billed amounts accordingly. Where the refunded amount is less than the customer's account balance, it will be applied to the customer's account balance and thereby reduce the moved into the frozen arrearage. In this scenario, the amount of the customer's bill will not be impacted.

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- q) Explain (1) what winter electric usage patterns triggers a *De Facto* Heating Remediation intervention and what services are provided; (2) what methods are available for a customer to directly apply for the Emergency Repair Fund; (3) why electric service must be off “for a year or more” to qualify for additional health and safety remediation, including electrical inspection; (4) why a homeowner must have a central air conditioner that is less than or equal to a 12 SEER to qualify for knob-and-tube remediation; and (5) how Duquesne will advertise these initiatives to the public and educate its contractors.

**Answer.**

(1) A De Facto Heating investigation will be triggered where (i) usage of a customer on the Company’s residential non-electric heat rate (Rate RS) exceeds 1,000 kWh in a winter month, or (ii) the customer verbally advises the Company that they use electric space heat.

(2) Customers will be able to apply for Emergency Repair fund (ERF) via (i) the Company’s call center, which will be accessible both via its general telephone number and a dedicated toll-free number; (ii) a dedicated email address; and (iii) an online application on the Company’s website.

(3) The referenced provision in the Plan is intended to mitigate the added challenges that customers may face when seeking to establish service at formerly-abandoned premises. Where the service to a premises has been off for a year or more, an electrical inspection is required to ensure that the service can be safely reenergized. The costs of the inspection, and required repairs to the premises that the inspection may identify, can be a barrier for Income Eligible customers. This Plan provision is designed to allow Duquesne Light to leverage the ERF to help customers overcome these barriers. Note that service does not

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have to be off for a year for a customer to be eligible for other opportunities under the ERF.

(4) This requirement ensures that the Company has an opportunity to realize electric savings from the home weatherization by upgrading the air conditioning to a more efficient unit.

(5) Duquesne Light plans to advertise these initiatives by adding the new features to printed marketing materials and adding language to its website. The Company proposes to work with Income Eligible Advisory Group to identify the optimal communication delivery channels and methods. The Company will educate contractors of these initiatives by incorporating them into its periodic contractor trainings.

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- r) Explain its plans for unspent 2020 LIURP funding as a result of the COVID-19 pandemic.

**Answer.** As indicated at Plan section VI(E), the Company's projected LIURP enrollment levels are based upon the parties' settlement in the Company's 2013 base rate case, Docket No. R-2013-2372129, which established a participation target of 3,100 jobs per year. The Company's LIURP budget is based upon this enrollment target (see Plan section VI(F)). Based on the Company's experience, this proposed budget will be sufficient to enable the Company to meet its LIURP participation targets. For example, the Company does not have a waiting list for LIURP, and has never turned away an eligible customer for lack of available LIURP funding. The Company therefore does not plan to carry over unspent 2020 LIURP funding to subsequent years.

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- s) Provide a copy of its landlord approval form in order to perform structural modifications to a rented residence. Clarify if it requires additional written landlord permission in order to perform other weatherization measures.

**Answer.** Please find attached a copy of the landlord consent form labeled as Attachment S – Landlord consent. The Company does not currently require additional written landlord permission, beyond this form, to perform other weatherization measures.

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- t) Clarify how energy managers determine necessary follow-up activity with Smart Comfort customers after the installation of program measures. Explain the timeframe of such action, *i.e.*, how long after the installation of program measures do energy managers follow-up with customers? How are Smart Comfort customers selected for additional energy education? What does this energy education consist of? Provide all written materials and scripts related to this issue.

**Answer.** Energy managers determine Smart Comfort follow-up by examining actual customer energy savings realized following a LIURP visit. Before the in-home audit, the energy manager reviews the customer's usage from the preceding 12 months to determine the usage pattern. This allows the auditor to focus on what may be using the most energy and provide targeted education at the time of the audit. The plan proposes to identify customers that did not achieve weather-normalized savings during the 12 months following completion of the LIURP visit and/or job(s). These customers will be personally re-engaged to identify the causes of higher usage post-installation (which might include changes in household members, behavior or dwelling), and to provide tailored education. This outreach would prioritize those customers that had the highest non-saver usage. The Company plans to work with stakeholders to develop educational materials.

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- u) Provide examples of health and safety items and/or measures – in addition to the specified carbon monoxide detectors or smoke alarms – that may be installed by Smart Comfort contractors.

**Answer.** In addition to carbon monoxide detectors and smoke alarms, Smart Comfort contractors may provide incidental health and safety measures, at the Company's discretion, to remedy conditions that would otherwise curtail the customer's Smart Comfort participation. Such measures include: minor roof repairs, plumbing leaks, minor basement moisture mitigation, knob and tube mitigation, and electrical panel upgrades.

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- v) Explain what steps, if any, are taken if an installed measure is not operating efficiently and/or an increase of energy usage is found during a third-party inspection. Clarify what methodology is used to select these jobs and define what “up to 10%” and “up to 5%” encompass and whether the numbers are actually less than 10% and 5%. Provide details on how close they have come to the “up to 10%” and “up to 5%” target over the past three years for 2017, 2018, and 2019.

**Answer.** Where an inspection finds incomplete, missing, or non-working measures, or identifies an increase in electric usage, the Company and/or its implementation contractor contacts the customer directly to schedule follow-up to correct the situation. In addition, the Company’s third-party inspectors are often able to replace nonfunctional LED bulbs and nightlights at the time of inspection.

In addition to those customers who are specifically re-engaged by energy managers (see Company’s response to Question (t) above), each month the Company and its contractors select a random sample of LIURP jobs for third-party inspection. Comprehensive (electric heat) and baseload (non-electric heat) customers are sampled separately.

Beginning in 2019, at least 10% of comprehensive and at least 5% of baseload jobs are selected for third-party inspection. In 2019, the Company’s third-party inspectors inspected 13.6% of comprehensive audits and 7.8% of baseload audits. As of November 30, 2020, the Company’s third-party inspectors have inspected 21.9% of comprehensive audits and 11.8% of baseload audits year-to-date. The Company was not required to perform third party inspections in 2017 and 2018.

Duquesne Light Company Responses to  
Public Utility Commission Data Requests in  
November 19, 2020, Tentative Order

Duquesne Light Company  
Universal Service and Energy Conservation Plan for 2020-2025  
Docket No. M-2019-3008227

w) Provide a full description of its Hardship Fund eligibility criteria, especially if its practices differ or expand on the criteria listed on page 24 in its Proposed 2020 USECP. Clarify whether these requirements apply to all customers seeking Hardship Funds or if Duquesne or DEF use discretion on a case-by-case basis. Advise if it uses the same or similar process for any subset of customers such as senior citizens aged 62 and over. Answer. The Company's current Hardship Fund eligibility criteria are the same as provided on Plan pages 24-25, except through December 31, 2021, the Company has raised the income eligibility threshold from 200% to 250% of FPIG and has waived minimum payment requirements. See Docket No. M-2016-2534323, Secretarial Letter entered April 17, 2020.

**Answer.** Except for criteria #4 and #5 (waiving certain balance due and minimum payment requirements for customers age 62 or older), the Company employs the same eligibility criteria for all customer groups, as indicated at pp. 24-25 of the Plan. However, there is a degree of uniqueness to every customer's particular hardship, the Company exercises discretion on a case-by-case basis to meet the needs of a particular customer. An example of an exception could be when a customer has zero income and is not able to pay their minimum payment, but has enlisted a third party to pledge the required amount. The Company can accept this effort by the customer in lieu of the minimum payment.

Duquesne Light Company Responses to  
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x ) Explain whether the Hardship Fund definition of “senior” customer applies to all universal service programs or, if not, how it differs between programs.

**Answer.** The “senior” designation in the Hardship fund applies for this grant alone. It waives certain balance due and minimum payment requirements for customers age 62 or older to receive a Hardship grant. The “senior” designation in the CAP program is limited to a small group of customers that remained grandfathered-in to the CAP program from a period when in the CAP Program had an option for seniors to be enrolled up to 200% of the federal poverty income guidelines.

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y ) Provide clarification on why it projects static enrollment levels for its LIURP, CARES, and Hardship Fund programs through 2025.

**Answer.** With respect to LIURP enrollment, please see the Company's response to question (r) above.

With respect to Hardship Fund: the funding for the Hardship Fund has been set at \$750,000 for several years, with the maximum and average grant amounts given to customers also remaining stable. As this funding level is projected to remain constant, participation levels are correspondingly also projected to remain constant.

With respect to CARES: the CARES program is designed specifically to assist customers who are facing a hardship, such as a loss of income from an illness, the loss of the primary wage earner, or some other household or family problem that prevents them from paying their electric service bills in full. The need for CARES visits has remained consistent over recent years, which the Company projects will continue.

Duquesne Light Company Responses to  
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z) Update enrollment and budgetary estimates for its universal service programs, if appropriate, based on the actual or potential economic impact of the COVID-19 pandemic within its service territory.

**Answer.** At present, the economic effects of the COVID-19 pandemic, and the consequent impacts on universal service program enrollment and budgets, are difficult to accurately predict. The Company has therefore not projected changes to universal service program enrollment and budgets specifically attributable to COVID-19 economic impacts. The Company will continue to carefully monitor the pandemic's impacts on customers, and will provide updates to universal services enrollment and/or budget projections as necessary.

Duquesne Light Company Responses to  
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aa) Identify whether CBOs administer or provide weatherization services in Smart Comfort and, if so, provide a description of their duties.

**Answer.** Community Based Organizations are able to provide in home services such as auditing and weatherization. CBOs currently providing Smart Comfort services include:

- Rebuilding Together Pittsburgh, which performs all LIURP post installation third-party inspections.
- Pittsburgh Community Services, Inc., to perform in home audits.
- Catholic Charities and Holy Family Institute, which do not provide direct Smart Comfort services, but frequently refer customers to Smart Comfort through the CAP enrollment process.

The Company is open to additional partnerships with CBOs to perform Smart Comfort services.

Duquesne Light Company Responses to  
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bb) Provide details about its staffing levels for Smart Comfort.

**Answer.** Smart Comfort is staffed under the Universal Services program, comprising a Manager of Universal Services and two analysts. In addition, the program is supported by the Customer Program staff that oversee the Act 129 Energy Efficiency & Conservation income eligible programs. The Act 129 staff consists of a senior manager and a program analyst. Their role is to help coordinate the joint jobs within the natural gas companies as well as ensure a seamless experience for the customer.

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Duquesne Light Company Universal Service and Energy       :       Docket No. M-2019-3008227  
Conservation Plan for 2020-2025                                     :

**VERIFICATION**

I, Katherine M. Scholl, Director of Customer Experience, hereby state that the facts set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsifications to authorize).



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Katherine M. Scholl  
Director of Customer Experience

Date: December 9, 2020

# ATTACHMENT A1

## PIPP: 2-4-4 | 6-10-10

	2020	2021	2022	2023	2024	2025
\$0 Income	\$617,927	\$629,899	\$642,110	\$647,941	\$660,900	\$674,118
0-50%	\$5,670,024	\$5,779,877	\$5,891,928	\$5,945,430	\$6,064,339	\$6,185,626
50-100%	\$15,320,865	\$15,617,697	\$15,920,466	\$16,065,035	\$16,386,336	\$16,714,062
100-150%	\$9,442,795	\$9,625,743	\$9,812,350	\$9,901,453	\$10,099,483	\$10,301,472
Subtotal	\$31,051,611	\$31,653,217	\$32,266,854	\$32,559,860	\$33,211,057	\$33,875,278
Admin	\$1,877,211	\$1,933,527	\$1,991,533	\$2,112,817	\$2,176,202	\$2,241,488
<b>TOTAL</b>	<b>\$32,928,822</b>	<b>\$33,586,744</b>	<b>\$34,258,387</b>	<b>\$34,672,677</b>	<b>\$35,387,259</b>	<b>\$36,116,766</b>

## PIPP: 3-4-5 | 7-8-9

	2020	2021	2022	2023	2024	2025
\$0 Income	\$583,484	\$594,767	\$606,276	\$601,225	\$613,249	\$625,514
0-50%	\$5,353,978	\$5,457,511	\$5,563,113	\$5,516,764	\$5,627,099	\$5,739,641
50-100%	\$14,466,883	\$14,746,636	\$15,031,983	\$14,906,743	\$15,204,877	\$15,508,975
100-150%	\$8,916,456	\$9,088,877	\$9,264,747	\$9,187,557	\$9,371,308	\$9,558,734
Subtotal	\$29,320,801	\$29,887,790	\$30,466,120	\$30,212,287	\$30,816,533	\$31,432,864
Admin	\$1,877,211	\$1,933,527	\$1,991,533	\$2,112,817	\$2,176,202	\$2,241,488
<b>TOTAL</b>	<b>\$31,198,012</b>	<b>\$31,821,317</b>	<b>\$32,457,652</b>	<b>\$32,325,104</b>	<b>\$32,992,735</b>	<b>\$33,674,351</b>

## Difference: Incremental cost for 2-4-4 | 6-10-10

	2020	2021	2022	2023	2024	2025
\$0 Income	\$34,443	\$35,132	\$35,835	\$46,717	\$47,651	\$48,604
0-50%	\$316,046	\$322,367	\$328,814	\$428,667	\$437,240	\$445,985
50-100%	\$853,982	\$871,061	\$888,483	\$1,158,292	\$1,181,458	\$1,205,087
100-150%	\$526,339	\$536,866	\$547,603	\$713,897	\$728,175	\$742,738
Subtotal	\$1,730,810	\$1,765,426	\$1,800,735	\$2,347,573	\$2,394,524	\$2,442,415
Admin	\$0	\$0	\$0	\$0	\$0	\$0
<b>TOTAL</b>	<b>\$1,730,810</b>	<b>\$1,765,426</b>	<b>\$1,800,735</b>	<b>\$2,347,573</b>	<b>\$2,394,524</b>	<b>\$2,442,415</b>

Est. Monthly  
Incr Cost per  
Non-CAP Resi  
Customer

\$0.29	\$0.29	\$0.30	\$0.39	\$0.40	\$0.41
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## INTRODUCING A BETTER CUSTOMER ASSISTANCE PROGRAM (CAP) AND BILL.

**NO ACTION NEEDED FROM YOU, JUST WATCH FOR THESE CHANGES IN JANUARY**

In the new Customer Assistance Program your affordable monthly payment will be **tailored to you**—based on your income and household size.



### WHAT IS THE NEW PROGRAM?

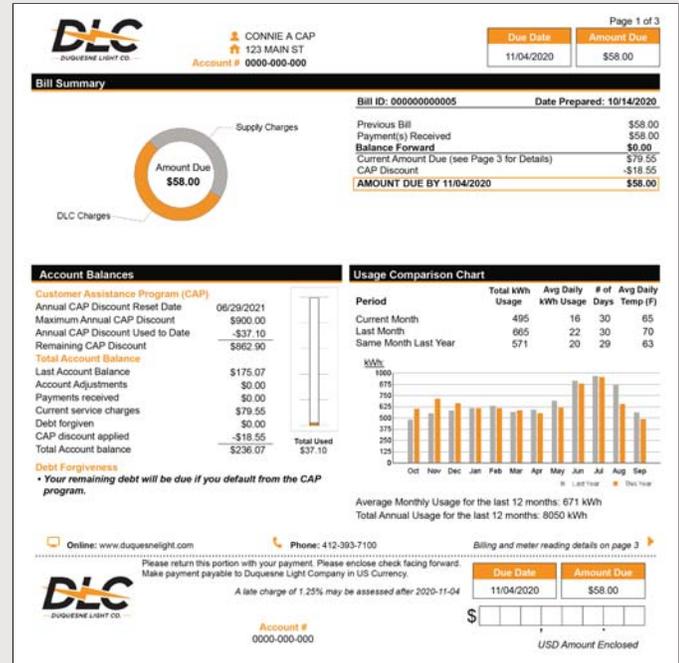
- Your monthly bill will be a Percentage of Income Payment Plan (PIPP) based on your income and household members making your monthly payment consistent.
- The difference between your CAP Payment Amount (CPA) and your actual usage equals the CAP Discount.
- There is an annual MAXIMUM CAP discount based on your income level.
- When enrolled in the new CAP, you can earn forgiveness over 24 months just by paying your bill every month.
- You'll get a fresh start with the program because your past due amount will be frozen and written off with each full monthly payment you make.
- You'll need to recertify your income every 24 months (or 6 months if reporting no income).

### WHAT'S CHANGED ON THE BILL?

- Your CAP bill is simplified giving you a snapshot of your CPA, CAP discount remaining and the amount of debt forgiven.
- You can see when your annual CAP discount resets.
- Several places show your monthly CAP payment which is the amount due.

### WHAT'S STAYING THE SAME?

- Eligibility is based on income at or below 150% of the federal poverty income guidelines.
- You must maintain active service with Duquesne Light.
- Provide income updates anytime your household size or income changes.
- If your usage significantly increases, you may be required to complete a Smart Comfort visit.
- You must apply for available grant programs like the Low-Income Home Energy Assistance Program (LIHEAP) and Dollar Energy Fund (DEF).



### IS THERE A LIMIT TO THE AMOUNT COVERED BY CAP?

Yes, there is a limit to your annual MAXIMUM CAP discount but you'll know exactly how much you've used because of the thermometer on the front page of the bill! And, you'll know when it will reset.

### WHAT DO I NEED TO DO?

Existing CAP customers will automatically be converted to this new version of CAP and given a fresh start—**no need to enroll!**

### WHAT IF I HAVE MORE QUESTIONS ABOUT THESE CAP CHANGES?

Reach out to your CAP Case Manager or call **1-888-393-7600**.

Learn more at:

**DUQUESNELIGHT.COM/CAP2021**

## UNDERSTANDING YOUR BILL

We know that electric bills can be confusing. We listened to your comments and suggestions, and redesigned our bill to be cleaner, clearer, and easier to understand.

### FOR CAP

The first page of your bill features redesigned elements that make it easier for you to find and understand the following:

- 1 When and what you need to pay is shown in multiple places
- 2 Your account information (name, service address and account #)
- 3 Maximum annual CAP Discount
  - A. Know exactly when your annual CAP discount resets
  - B. The total amount of CAP discounts you'll get each year = the difference between what you were billed and your CAP Monthly Payment amount
  - C. The thermometer shows the discounts you've used to date
  - D. Shows how much of your discount is left
  - E. The amount that has been written off based on the full monthly payments you've made
  - F. Your monthly CAP discount
- 4 Your payment amount is based on a percent of your income. If the average or actual billed amount is less, that will be your CAP Payment Amount
- 5 Track your usage and how it compares over the past year





CONNIE A CAP  
123 MAIN ST  
Account # 0000-000-000

Due Date	Amount Due
11/04/2020	\$58.00

**Bill Summary**

Bill ID: 000000000005      Date Prepared: 10/14/2020

Previous Bill	\$58.00
Payment(s) Received	\$58.00
<b>Balance Forward</b>	<b>\$0.00</b>
Current Amount Due (see Page 3 for Details)	\$79.55
CAP Discount	-\$18.55
<b>AMOUNT DUE BY 11/04/2020</b>	<b>\$58.00</b>

1

2

1

**Account Balances**

**Customer Assistance Program (CAP)**

Annual CAP Discount Reset Date	06/29/2021	A
Maximum Annual CAP Discount	\$900.00	B
Annual CAP Discount Used to Date	-\$37.10	B
Remaining CAP Discount	\$862.90	D
<b>Total Account Balance</b>		C
Last Account Balance	\$175.07	E
Account Adjustments	\$0.00	F
Payments received	\$0.00	
Current service charges	\$79.55	
Debt forgiven	\$0.00	
CAP discount applied	-\$18.55	
<b>Total Account balance</b>	<b>\$236.07</b>	

**Debt Forgiveness**

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

**Usage Comparison Chart**

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	495	16	30	65
Last Month	665	22	30	70
Same Month Last Year	571	20	29	63

Average Monthly Usage for the last 12 months: 671 kWh  
Total Annual Usage for the last 12 months: 8050 kWh

Online: [www.duquesnelight.com](http://www.duquesnelight.com)

Phone: 412-393-7100

Billing and meter reading details on page 3

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

A late charge of 1.25% may be assessed after 2020-11-04



Due Date	Amount Due
11/04/2020	\$58.00

4

Account # 0000-000-000

USD Amount Enclosed

CONNIE A CAP  
123 MAIN ST  
PITTSBURGH PA 15219

Please mail payment to:

DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH PA 15250-7324



## UNDERSTANDING YOUR BILL

The **second page** of your bill contains general information about the bill, including definitions of common terms on your bill, features and programs available to you, and contact information for questions.

CONNIE A CAP Account # 0000-000-000 Page 2 of 3

**General Information**

Visit us online or call to learn about payment options, or for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date.

Online: [www.duquesnelight.com](http://www.duquesnelight.com)

Phone: 412-393-7100

Mail: Dept 6-1  
411 7<sup>th</sup> Ave Ste 3  
Pittsburgh, PA 15219-1942

**Understanding Your Bill**

- 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.
- 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.
- DLC Charges** – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
- 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.
- Meter Reading** – An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
- Non-Basic Service Charges** – Any category of service not related to basic service.
- 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.
- 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.

**Billing and Service Options**

Sign up online for any of the following services:

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

**Customer Assistance Program (CAP)**

CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the Federal Poverty Guidelines. Customers who enroll in CAP are eligible for a reduced monthly payment based on their verified household income. The CAP Program also includes an opportunity to have existing debt forgiven. Please call a CAP Specialist at 888-393-7600 with any questions or for information on how to enroll in the program.

- CAP Discount** – The difference between your actual billed amount and your CAP Monthly Payment amount.
- CAP Recertification** – CAP customers are required to verify their income every two years on the anniversary of the CAP enrollment. Failure to recertify results in removal from CAP.
- Debt Forgiveness** – Your portion of your pre-program amount that is forgiven based on receipt of regular monthly payments under the CAP program.
- Grant Payment** – Energy assistance grants, such as LIHEAP and Dollar Energy Fund, which are applied directly to the bill.
- Maximum Annual CAP Discount** – The maximum amount of CAP discounts allowed annually.
- CAP Payment Amount** – Your monthly CAP payment amount is based on a percent of your income. At any time if your average or actual billed amount is less, then that will become your CAP Payment Amount.

The **final page** of your bill will have messages tailored to you. These include important bill messages, supplier information, additional notifications from DLC, as well as account details such as:

- 1 How much electricity (kWh) you used for the listed billing period
- 2 The charges for DLC to deliver electricity to your home
- 3 The charges to produce the electricity delivered to your home
- 4 The total amount due for your current bill – matches the current amount due on page 1 of your bill

CONNIE A CAP Account # 0000-000-000 Page 3 of 3

**Message Center**

Introducing your new bill! We've redesigned it to be simple and easy to understand, and we also added color to make it easy to read. For more information on how to read your bill, visit [DuquesneLight.com/mybill](http://DuquesneLight.com/mybill).

Welcome to DLC's new Customer Assistance Program (CAP)! We've simplified our program to help bring you affordable monthly payments to stay on track. Visit [DuquesneLight.com/CAP2020](http://DuquesneLight.com/CAP2020) for more information.

**Account Detail**

123 MAIN STREET Supplier Agreement ID: 0000000000

Meter Reading Usage Information		Current Bill Details	
Meter Number	F00000000	DLC Rate	RS-Residential Service
Present 10/14/2020 Act	33,873.4280	Price to Compare	\$0.0711 / kWh
Prior 09/14/2020 Act	33,378.5510	<b>DLC Charges</b>	
Difference	494.8770	Customer Charge	\$12.67
Your Meter Multiplier	1	Distribution	\$30.55
Total kWh Used	494.8770	DSIC Surcharge	\$1.15
		<b>Supply Charges</b>	
		Supply	\$25.95
		Transmission	\$9.23
<b>Total kWh Used</b>	<b>494.8770</b>	<b>Service Charges</b>	<b>\$79.55</b>

**Current Amount Due Detail**

Service Charges	
DLC Charges	\$44.37
Supply Charges	\$35.18
<b>Subtotal</b>	<b>\$79.55</b>

**Shopping and Supplier Information**

When shopping for electricity with an Electric Generation Supplier, please provide the following information:  
**Supplier Agreement ID: 0000000000**  
**Rate Schedule: RS-Residential Service**

The current Price to Compare is listed above in Account Detail and will change every June and December. For more information & supplier offers visit [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com) and [www.oca.state.pa.us](http://www.oca.state.pa.us).

**Additional Notifications**

- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at [www.duquesnelight.com](http://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.
- 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](http://www.wattchoices.com) or call 1-888-WATTLEY.
- SIGN UP FOR AUTOPAY and learn about other convenient payment options by visiting our website [www.duquesnelight.com](http://www.duquesnelight.com).
- Estimated Gross Receipts Tax of \$4.70 and Estimated PA State Tax of \$5.41 are included in your rates.



**Customer Assistance Program (CAP)  
Application and Renewal Form**

Please list yourself and all members of your household below:

Last Name	First Name	Birthdate	Gender (M/F)	Social Security Number	Relationship	Monthly Income
					SELF	

(Send additional sheet if needed)	Food Stamp Amount:
-----------------------------------	--------------------

**Applicant Contact Information**

Home Phone Number:	Cell Phone Number:
Address:	
Email:	

**Household Monthly Expense Information**

Mortgage	\$	Car Payment	\$
Rent	\$	Bus Pass	\$
Phone (home & cell)	\$	Day Care	\$
Water & Sewage	\$	Child Support	\$
Cable	\$	Credit Cards	\$
Food (aside from stamps)	\$	Loans	\$
Medical Expenses	\$	Laundromat	\$
Clothing	\$	Other	\$

# ATTACHMENT B1

## Other Household Information

Name of Gas Company:	Type of Air Conditioning: Window or Central
Do you participate in a Gas CAP? Y / N	Number of Window A/C units:
Amount of Gas Budget:	Number of Electric Space Heaters:

Water Tank: Gas Electric None	Washing Machine: Gas Electric None
Stove: Gas Electric None	Dryer: Gas Electric None
Number of Refrigerators:	Own fridge? Y / N
Separate Freezer? Y / N	Dishwasher? Y / N
Dehumidifier? Y / N	Air Cleaner? Y / N
Number of Televisions:	Size: Small Large Big Screen

Type of Home: Apartment Duplex Row House Mobile Home Ranch 2-Story Other _____
Age of Building: _____ Number of years lived there: _____
Total number of rooms: _____
Grants Applied for this season: <b>LIHEAP</b> <b>CRISIS</b> <b>Dollar Energy</b> <b>Other</b> <b>None</b>

Account Number: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**Proof of Income  
Required**

{Fill out for discussion with CAP agency representative}



**Customer Assistance Program (CAP) Agreement**

*Universal Services  
1-888-393-7600*

**Case Manager Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Service Address:**  
\_\_\_\_\_  
\_\_\_\_\_

**Customer Name:** \_\_\_\_\_

**Visit Date:** \_\_\_\_\_

**Time of Visit:** \_\_\_\_\_

**CAP Enrollment**

Duquesne Light's Customer Assistance Program (CAP) is designed to help limited income households who are payment troubled: establish an affordable payment plan, move toward greater self-sufficiency and maintain electric service.

**Program Benefits**

- Protection against loss of electric service.
- Reduced monthly payments
- Arrearage forgiveness
- Information about reducing your electric use.
- Toll-free number for questions and information.
- Referrals to other community resources, such as:
  - Dollar Energy Fund, Housing, Food Programs
  - Employment, Counseling, LIHEAP
  - Rehabilitation, Transportation

## Your Responsibilities

- Pay your monthly CAP payment by the due date.
- Apply for energy assistance grants, when available.
- Participate in energy education.
- Conserve electricity.
- Accept weatherization measures, if you qualify.
- Accept any changes to the CAP Program.
- Notify your CAP Case Manager or Duquesne Light of any change in income, residence or number of household members.

## CAP Billing/Payment

### ***CAP Budget***

Once enrolled into the program, you will be required to pay a percentage of your Duquesne Light budget amount based on your household occupancy and income.

### ***Frozen Arrearage Forgiveness***

At the time of new CAP enrollment, any debt owed to Duquesne Light will be frozen and placed into your frozen arrearage balance. With each full payment, 1/24<sup>th</sup> of your frozen arrearage amount will be forgiven. If all payments are made in full, your original debt at time of enrollment will be completely forgiven after two years. Please note, if the frozen arrearage has not been written off at time of default, ***you will be responsible for the remaining amount due.*** If you are an auto-pay participant, the full amount ***will be deducted*** from your account unless you contact the Duquesne Light Call Center and request to cancel.

### ***CAP Deficiency Write Off and/or CAP Discount***

The difference between your CAP budget and your full budget is known as your deficiency.

### ***CAP Maximum***

If your primary heat source is not electric, you are allotted a maximum of \$1,500 in deficiency credits per year. If your primary heat source is electric, you are allotted a maximum of \$1,800 in deficiency credits per year. Once you exceed these credits, you will be required to pay 100% of your Duquesne Light budget until you are recertified. You may be eligible for an exception if any of the following apply:

- Addition to the household;
- Serious illness or medical condition;
- Consumption increase beyond control of customer (health related);
- Severe weather conditions; and
- Structural damage to home.

### ***CAP Bill***

Your CAP bill will consist of two pages - front and back. It will include your CAP budget asked to pay amount, any amount outstanding from a previous bill that is due immediately, your frozen arrearage write off, your CAP billing deficiency discount, any energy assistance received and your account balance that would be due if you defaulted from CAP.

## ***CAP Recertification***

Duquesne Light must recertify customers enrolled in the CAP program every 24 months (if reporting zero income, you will be required to recertify every 6 months). When you are required to recertify, Duquesne Light will send you a letter and recertification form in the mail.

You will be required to return the form and the necessary information within 14 days from the date the letter was mailed. The following information will be requested upon recertification:

- Proof of Income
- Income must be provided for all members of the household (this could be a pay stub, W-2, Social Security Award letter, etc.)
- Income verification must reflect the most recent 30-day period
- If you claim zero income, you must call \_\_\_\_\_ to schedule an appointment with your Duquesne Light CAP Case Manager to complete additional paperwork in person.
- Current phone number
- List of household expenses

## ***Service Termination and CAP Default***

1. During the collection process, a customer must pay all of their missed CAP payments to maintain active service.
2. If your service is terminated, you must pay all missed CAP payments plus the reconnection fee to turn service back on and remain in the program.
3. If your service is terminated and you do not seek restoration of service for more than 30 days after termination, you must re-apply for CAP.
4. If you do not complete a Smart Comfort (LIURP) visit and are requested to do so, you will be defaulted from the CAP program.
5. If you fail to provide updated household information or updated household income when requested, the account will be defaulted from the CAP program.
6. If you are found to have greater income than what was originally reported (i.e. - by means of a received PUC complaint, Federal Bankruptcy Court filing or other reputable source), you will be defaulted from the CAP program and will be ineligible to re-enroll for one year.
7. If you have been defaulted from CAP for over a year and seek reinstatement into the program you will owe your full pay off balance less any frozen arrearage multiplied by your CAP percentage at time of default.
8. If any fraudulent activity is found on your account (i.e. theft, tampering, material misrepresentation), you will be defaulted and unable to re-enroll for one year.

## ***CAP Conservation and Education***

Your CAP case manager will provide you with the following materials at time of enrollment:

- *Smart Comfort and Energy Saving Tips book.*
- *Provide appliance usage sheet and refer to CleaResult if Smart Comfort visit is warranted.*
- *Provide Universal Service book.*

The materials will provide the following information:

- Low cost/no cost energy conservation tips
- Explanation of weatherization measures
- Home heating and cooling systems
- Electric bill and analysis of usage
- Online Home Energy Audit
- Free Energy Efficiency kit (one per active residential customer)

Smart Comfort Visit Date: \_\_\_\_\_

Time of visit: \_\_\_\_\_

If you have questions about your Smart Comfort visit or you need to reschedule, please call:

**1-866-282-3147**

## ***Dollar Energy Fund***

The Dollar Energy Fund program opens October 1st for households who have had their electric service terminated or are in threat of termination. You may be eligible to receive a grant of up to \$500 toward your electric bill as long as the below requirements are met:

- Paid at least \$150 toward your utility bill within the last 90 days.  
*\*\*Senior citizens (age 62 and over) must have paid at least \$100*
- Have a balance on your electric bill of at least \$100.  
*\*\*Senior citizens age 62 and over may have a zero balance, as long as there is no existing credit on the account*
- Provide proof of your monthly household income (Federal Income Guidelines apply)
- Provide the Social Security numbers for all members of your household
- Have a residential account

Please note, this is a grant and does not have to be paid back once applied to your account.

Your CAP Case Manager will complete Dollar Energy Fund application if the program is open or you can call 1-888-393-7600 (M-F) for more information about applying for a Dollar Energy Fund grant.

## ***LIHEAP (Cash and CRISIS)***

The Low-Income Home Energy Assistance Program (LIHEAP) is a federal program administered by the Department of Human Services. The program opens the beginning of November and closes at the end of March (unless an extension is granted.) Households can apply for LIHEAP Cash and LIHEAP Crisis

benefits if eligible. As a reminder, you can either rent or own your home and you do not have to have an unpaid heating bill or be on public assistance to be eligible.

### **LIHEAP Cash Grants**

Cash grants help families pay their heating bills. The one-time payment is sent directly to the utility company or fuel provider, and it will be credited on the bill. (In some cases, the check may be mailed to the customer directly.) Cash grants range from \$200-\$1000 and are based on household size, income, and fuel type.

*LIHEAP cash grants can be obtained by:*

Applying online using the COMPASS website. To apply for LIHEAP and many other services that can help you make ends meet, please go to

<https://www.humanservices.state.pa.us/Compass.Web/CMHOM.aspx>.

Downloading the LIHEAP application form at the Department of Public Welfare's website at

<https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>. Look for the LIHEAP application under the 'How to Apply' section under 'On paper.'

Filing a LIHEAP application at your local county assistance office. You can visit the county assistance office in your neighborhood or visit one of the following county assistance office locations below:

<b>Allegheny County</b>	<b>Beaver County</b>
412-562-0330 (LIHEAP)	724-773-7495
Warner Center – 2 <sup>nd</sup> Floor	171 Virginia Avenue
335 Fifth Avenue	Rochester, PA 15074
Pittsburgh, PA 15222	<b>Office Hours:</b> 7AM – 5PM
<b>Office Hours:</b> 7:30AM-5PM	

### **LIHEAP Crisis Grants**

Crisis grants may be available if you have an emergency situation and are in jeopardy of losing your heat. You can receive more than one Crisis grant, as necessary, during the season until the maximum benefit of \$600 is reached. You can also request the crisis grant be split between utilities, in the event of an emergency with both gas and electric.

Emergency situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Termination of utility service
- Danger of being without fuel (less than a 15 day supply) or of having utility service terminated (received a notice that service will be shut off within the next 60 days)

***If you have a heating emergency please call your local county assistance office.***

To apply for LIHEAP you will need:

# ATTACHMENT B2

- Names of people in your household
- Dates of birth for all household members
- Social Security Numbers for all household members
- Proof of income for all household members
- A recent heating bill

**You can apply for a CRISIS grant by visiting or calling one of the following county assistance offices:**

<u>Greater Pittsburgh East District</u>		<u>Liberty District</u>		<u>Alle-Kiski District</u>	
5947 Penn Avenue		914 Penn Avenue		909 Industrial Blvd	
Pittsburgh, PA 15206-3844		Pittsburgh, PA 15222-3793		New Kensington, PA 15068-0132	
412-645-7400 or 7401		412-565-2652		724-339-6800 or 1-800-622-3527	
Fax 412-645-7008		Fax 412-565-5088		Fax 724-339-6850	
<u>Southeast District</u>		<u>Southern District</u>		<u>Beaver County</u>	
220 Sixth Street		332 Fifth Avenue Suite 230		171 Virginia Avenue	
McKeesport, PA, 15132-2720		Pittsburgh, PA 15222-1259		Rochester, PA 15074	
412-664-6800 or 6801		412-565-2232		724-773-7495 / 1-800-653-3129	
Fax 412-664-5218		Fax 412-565-5179		Fax 724-773-7859	

**For more information, please contact the LIHEAP hotline at 1-866-857-7095, Monday through Friday. Individuals with hearing impairments may call the TDD number at 1-800-451-5886.**

## Other Assistance

Helpline is a resource which provides information about other types of assistance that may be available to you. The Helpline phone number is 412-255-1155 or 2-1-1. You can also visit their website at <https://www.unitedway.org/#>

COMPASS is an online application for Pennsylvanians to apply for many health and human service programs.

Programs available include:

- Medical Assistance
- CHIP
- Cash Assistance
- Home Energy Assistance (LIHEAP)
- SNAP (Food Stamps)
- Home and Community Based Services
- Long Term Care
- School Meals

To learn more about the programs available or to enroll online,  
<https://www.humanservices.state.pa.us/Compass.Web/CMHOM.aspx>

### ***Other Customer Assistance Program***

Customer Assistance Programs are offered by many of the gas distribution companies in the area. If you are a gas utility customer and would like to see if you qualify and/or apply for a program, please contact your gas company today.

Peoples Natural Gas: 1-800-400-WARM (9276)

Columbia Gas: 1-800-537-7431.

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I acknowledge my CAP Case Manager has explained all information contained in this agreement to me. I understand my responsibilities as a CAP customer and how to contact my Case Manager or Duquesne Light should I have questions going forward.

**Customer Signature:** \_\_\_\_\_

**Case Manager Signature:** \_\_\_\_\_

**Date Completed:** \_\_\_\_\_

**Time Completed:** \_\_\_\_\_

***If application has been completed online or by phone, in lieu of a signature please respond to the email with an acknowledgment of the document details.***

**CAP Reinstatement Agreement:**

**If Re-Enroll After Default under A Year**

Date of Default: \_\_\_\_\_

Today's Date: \_\_\_\_\_

I understand my total CAP amount owed at default was \$\_\_\_\_\_. \_\_\_\_\_ bills have been sent at \$\_\_\_\_\_ each, for a total of \$\_\_\_\_\_. I made \$\_\_\_\_\_ total in payments since default.

I acknowledge my first Duquesne Light bill CAP will include \$\_\_\_\_\_ plus the current CAP charge.

Amount at Default:		_____
Billed since:	+	_____
	=	_____
Payments made:	-	_____

**Customer Signature** \_\_\_\_\_

**If Re-Enroll After Default Over A Year**

Date of Default: \_\_\_\_\_

Today's Date: \_\_\_\_\_

I understand that I have been defaulted from the CAP program for over a year. In order to reinstate into the program, I will owe my full pay off balance minus any frozen arrearage left, multiplied by the CAP percentage at time of default.

I acknowledge my first Duquesne Light bill CAP will include \$\_\_\_\_\_ plus the current CAP charge.

**Customer Signature** \_\_\_\_\_

# Energy Assistance

Duquesne Light's Universal Services Programs help those in need gain access to affordable energy.

Call us to find out how we can help you  
1-888-393-7600



# ATTACHMENT B3

ENERGY ASSISTANCE • ENERGY ASSISTANCE • ENERGY ASSISTANCE • ENERGY ASSISTANCE

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## Introduction

Through Universal Services Programs, such as **CAP**, **Smart Comfort**, **CARES**, **Hardship Fund** and **LIHEAP**, Duquesne Light intends to cost effectively ensure that payment-troubled customers on a limited or fixed income have access to affordable energy.

Duquesne Light works with eligible customers to:

- Establish affordable payment arrangements that maintain electric service and assist customers in achieving self-sufficiency in paying their bill.
- Provide assistance in reducing their electric consumption to a more affordable level.

**We are here to help you. Visit [DuquesneLight.com/CAP](https://www.duquesnelight.com/CAP) or call us at 1-888-393-7600.**

## **CAP** Customer Assistance Program



### **Goal of CAP**

The goal of Duquesne Light's Customer Assistance Program is to help low-income households that have an inability to pay their electric bill receive affordable energy. As a qualified customer, you will be assisted in achieving self-sufficiency by making timely payments.

### **Program Benefits**

- Protection against loss of electric service.
- Reduced monthly payments based on ability to pay.
- Arrearage forgiveness over a specified period of time.
- Information about reducing your electric use.
- Toll-free number for questions and information.
- Referrals to other community resources, such as:

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Dollar Energy Fund	Housing	Food Programs
Employment	Counseling	LIHEAP
Rehabilitation	Transportation	

---

### **How to Qualify for CAP**

- The name on your account must be an adult (18 years of age or older) living in the household.
- Your monthly and/or yearly household income must fall within program income guidelines.

## **CAP** Customer Assistance Program

### **How to Apply for CAP**

**1. Call our Universal Services Center at:  
1-888-393-7600.**

A Duquesne Light representative will provide the name and telephone number of the CAP agency nearest you. When you contact that CAP agency, please have the following information available:

- Monthly and/or yearly income of all household members.
- Names, birth dates and Social Security numbers of all household members.
- Household expenses, such as rent, utility bills, food and insurance payments.

Some applications can be processed over the telephone.

**2. Provide proof of income.**

You will be required to provide proof of your monthly and/or yearly household income at the CAP agency specified by the Duquesne Light representative.

**3. To remain a CAP customer, you must provide proof of income and family size every other year on your anniversary of enrollment.**

## **CAP** Customer Assistance Program

### **Your CAP Payment**

If you qualify for CAP, you will be put on a payment plan and will be required to make on-time monthly payments. Your payment is based upon your ability to pay.

<b>Current Charges</b>	Monthly CAP payment will be based on a percentage of your monthly budget amount.
<b>Past Due Amount</b>	1/24th of your arrearage amount will be forgiven for each monthly, on-time, complete payment.

### **Reducing Your Account Balance**

You can completely eliminate your account balance if you make your monthly payments on time for two consecutive years.

## **CAP** Customer Assistance Program

### **Your Responsibilities**

- Pay your monthly CAP payment by the due date.
- Apply for energy assistance grants, when available.
- Participate in energy education.
- Conserve electricity.
- Accept weatherization measures, if you qualify.
- Accept any changes to the CAP Program.
- Notify Duquesne Light's Universal Services Center of any change in income, residence or number of household members.

→ **If you do not maintain your responsibilities, you may be removed from the program.**

→ **For more information about Energy Assistance Grants, please call our Universal Services Center at 1-888-393-7600 or visit us online at [DuquesneLight.com/CAP](http://DuquesneLight.com/CAP).**

## Smart Comfort Usage Reduction Program



### Goal of Smart Comfort

The goal of Duquesne Light's Smart Comfort Program is to help you reduce your electric bill.

### Program Benefits

- Conservation measures at no charge to you.
- Energy education.
- Services and measures to reduce your electric use and lower your monthly bill.
- Energy audit.
- Toll-free number for questions and information.
- Referrals to other community resources.

### Weatherization Measures

An energy manager will visit you in your home and provide energy education and usage reduction measures through an energy audit.

### The Home Energy Audit Will:

- Investigate potential savings areas.
- Measure usage of targeted electrical equipment.
- Provide energy education.
- Apply energy reduction measures, where needed.

## Smart Comfort Usage Reduction Program

### How to Qualify for Smart Comfort

- The name on your account must be an adult (18 years of age or older) living in the household.
- Meet at least one of the following three criteria:
  - own your home.
  - be an electric heating customer.
  - have continuous electric service at your current residence for the previous six months.
- You have not had a Smart Comfort visit in the last seven years.
- Your monthly and/or household yearly income must fall within program income guidelines.
- Your monthly average usage must be greater than 500 kilowatt-hours (kWh).

## Smart Comfort Usage Reduction Program

### How to Apply for Smart Comfort

#### 1. Call Smart Comfort at 1-866-282-3147.

When you call, please have the following information available:

- Your 10-digit Duquesne Light account number.
- Monthly and/or yearly income of all household members.
- The phone number(s) at which you can be reached.

#### 2. Provide proof of income

You may be required to provide proof of your monthly and/or yearly household income to the energy manager during the home visit.

#### Your Responsibilities

- Participate in energy audit and energy education with an Energy Manager.
- Accept any weatherization or conservation measures.
- Conserve energy.

## CARES

### Customer Assistance & Referral Evaluation Service



Hardships, such as loss of income due to injury, illness or death of primary wage earner, can strike anyone at anytime. When they do, payment problems may occur. Many customers experiencing these types of problems are not aware of the programs and services available to help them.

#### Goal of CARES

The goal of Duquesne Light’s CARES program is to assist payment-challenged customers and special needs customers to obtain necessary social service support and assistance.

#### Program Benefits

- Home visit by CARES representative.
- Information about reducing your electric use.
- Toll-free number for questions and information.
- Referrals to other Duquesne Light programs.
- Referrals to other community resources, such as:

Housing	Food Programs	Employment
Counseling	LIHEAP	Rehabilitation
Transportation		

## **CARES** Customer Assistance & Referral Evaluation Service

### **How to Qualify for CARES**

There are no income guidelines to qualify for the CARES Program. You may qualify for CARES if you:

- Are experiencing a hardship.
- Are willing to work together with a CARES representative.

### **Examples of Hardships**

- Serious illness or injury to a member of household.
- Death of primary wage earner.
- SSI or disability recipient.
- Low-income elderly.
- Low-income single parent.
- Loss of income to household.
- Marital or family problems.
- Loss of unemployment benefits.
- High medical bills.
- Mental health disability.

## **CARES** Customer Assistance & Referral Evaluation Service

### **How to Apply for CARES**

#### **1. Call our Universal Services Center at: 1-888-393-7600.**

A Duquesne Light representative will provide the name and telephone number of the CARES agency nearest you. When you contact that CARES agency, please have the following information available:

- Monthly and/or yearly income of all household members.
- Names, birth dates and Social Security numbers of all household members.
- Household expenses, such as rent, utility bills, food and insurance payments.

#### **2. Provide proof of income.**

You may be required to provide proof of your monthly and/or yearly household income.

#### **Your Responsibilities**

- Must apply for energy assistance grants, if eligible.
- Must contact agencies suggested to you by the CARES representative.
- Conserve electricity.

**→ If you do not maintain your customer responsibilities, you may be removed from the program.**

## Hardship Fund

## Hardship Fund

Duquesne Light's Hardship Fund is a partnership with Dollar Energy Fund. Begun in March 1983, Dollar Energy was one of the first utility-sponsored fuel funds in the nation. Duquesne Light was one of the founding utilities.

The Fund assists with energy bills that are no longer manageable. Individuals apply once a year for each utility and are not expected to pay the grants back.

### **Goal of the Hardship Fund Grant Program**

The goal of the Grant Program is to help customers understand and access community resources to solve their heat, light and water payment problems as a step toward greater self-sufficiency.

### **Program Benefits**

- Prevent termination of electric service.
- Restore electric service if terminated.

## Hardship Fund

### Program Eligibility Dates

- The program is open from Oct. 1 through Nov. 30 for services that are off or in threat of termination only.
- Beginning Dec. 1 through Jan. 31, an applicant's service must be off.
- During the month of February, an applicant's service must be off or in threat of termination.
- On March 1, the program is open to all eligible customers regardless of service status, while funds are available.

### How to Qualify for Grant Program

- Your account must be residential, single home or apartment.
- The name on your account must be an adult (18 years of age or older) living in the household.
- You must have paid at least \$150 on your account in the last 90 days. Senior citizens (age 62 and over) must have paid at least \$100.
- You must have a balance on your electric bill of at least \$100.
- Senior citizens age 62 and over may have a zero balance, as long as there is no existing credit on the account.
- Your monthly and/or yearly household income must fall within program income guidelines.

## Hardship Fund

### How to Apply for the Grant Program

#### 1. Call our Universal Services Center at: **1-888-393-7600.**

The Duquesne Light representative will refer you to a screening agency in your area that will assist you in filling out the Grant Program application.

When you place your call to the screening agency, please have the following information available:

- Monthly and/or yearly income of all household members.
- Names, birth dates and Social Security numbers of all household members.
- Household expenses, such as rent, utility bills, food and insurance payments.

#### **Provide proof of income.**

You will be required to provide proof of your monthly and/or yearly household income when you visit the screening agency to fill out the Grant Program application.

#### **Your Responsibilities**

- Make a sincere effort to pay your monthly electric bill.
- Contact Duquesne Light to set up payment arrangements.

## **LIHEAP** Low-Income Home Energy Assistance Program



### **Goal of LIHEAP**

LIHEAP helps eligible customers on low or limited incomes pay their heating bills through energy assistance grants. You do not have to have an unpaid bill to receive energy assistance.

The Department of Human Services administers LIHEAP and establishes dates in which LIHEAP is available.

### **How to Qualify for LIHEAP**

- You must be responsible for your home heating costs.
- Your monthly and/or yearly household income must fall within program income guidelines.

### **CRISIS Grants:**

Additional money is available if you have an emergency situation and are in danger of losing your utility service.

### **Emergency Situations Include:**

- Broken heating equipment or leaking lines which must be fixed or replaced.
- Being without fuel.
- Utility service termination.
- In danger of being without fuel or having utility service terminated.

Assistance with emergency situations is available 24 hours a day. Call your local County Assistance Office for information.

## **LIHEAP** Low-Income Home Energy Assistance Program

### **How to Apply for LIHEAP**

#### **1. Call or visit your local County Assistance**

##### **Office to set up an appointment.**

If you think you qualify, contact your local County Assistance Office as soon as possible. Be sure to apply at the office for the county where you live. You also can apply online at [www.Compass.State.PA.US](http://www.Compass.State.PA.US). Funds for this program are limited and the program is only open a short time.

When you apply for LIHEAP, you will need to have the following information:

- Proof of monthly and/or yearly income of all household members.
- Names, birth dates and Social Security numbers of all household members.
- A recent heating bill.

#### **If You Qualify for LIHEAP**

Thirty days after you apply for energy assistance, you will receive written notice telling you if you are eligible and the amount you will receive.

A payment will be sent directly to your utility/fuel company, and the payment will be credited on your bill. In some cases, the check may be mailed to you for forwarding to your utility/fuel company.

For further information and to learn the dates of assistance availability, call Duquesne Light's Universal Services Center at 1-888-393-7600.

## Universal Services Community Partners

### **HOLY FAMILY INSTITUTE**

Olympia Shopping Center  
Unit #172  
4313 Walnut St.  
McKeesport, PA 15132  
Phone: 412-896-4314  
Fax: 412-896-4322

### **HOLY FAMILY INSTITUTE**

19 May Avenue  
McKees Rocks, PA 15136  
Phone: 412-331-8665  
Fax: 412-331-0982

### **HOLY FAMILY INSTITUTE**

Towne Centre Offices  
1789 S. Braddock Avenue,  
Suite 585  
Pittsburgh, PA 15218  
Phone: 412-244-8010  
Fax: 412-244-8090

### **HOLY FAMILY INSTITUTE**

1601 Brighton Road  
Pittsburgh, PA 15212  
Phone: 412-322-6588  
Fax: 412-322-4150

### **HOLY FAMILY INSTITUTE**

2020 Main Street,  
Suite B  
Aliquippa, PA 15001  
Phone: 724-788-1564  
Fax: 724-378-9809

### **HOLY FAMILY INSTITUTE**

The Cornerstone  
600 6th Street  
Beaver Falls, PA 15010  
Phone: 724-846-6400  
Fax: 724-846-6406

### **CATHOLIC CHARITIES**

212 9th Street  
Pittsburgh, PA 15222  
Phone: 412-325-6749  
412-456-6914  
Fax: 412-325-1433

## Duquesne Light Universal Services Center

DuquesneLight.com/CAP  
1-888-393-7600

Hours of Operation  
8 a.m. to 5 p.m.  
Monday – Friday

Offering a wide range of  
energy assistance programs  
for those in need.



# ATTACHMENT C

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](http://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



Account Number:

October 6, 2020

Dear Sir or Madam:

Our records show that you received a grant from the Low Income Home Energy Assistance Program (LIHEAP) during the 2019-2020 program. As a prior recipient, you will be receiving a LIHEAP application for the 2020-2021 program or a postcard directing you to apply online through COMPASS if you applied online last year. You should complete the application as soon as you receive notification. The sooner you complete the application, the sooner you will receive the grant if you are eligible.

To have the LIHEAP grant applied to your Duquesne Light bill, place the following information in the area requesting the name, address and account number of the utility where you want the payment sent.

Utility <b>Duquesne Light Company</b>	Account Number 
Address <b>411 7th Avenue, P. O. Box 1930, Pittsburgh, PA 15230-1930</b>	

Complete the form as soon as possible. Before sending, check to make sure you:

- Included Social Security numbers for **all** household members where requested.
- Signed the form.
- Attached proof of income.
- Attached a copy of your utility bills for your main heating source and your secondary heating source

If you do not receive a LIHEAP application or postcard by November 1, please call our office at 1-888-393-7600 and we will send you an application.

Sincerely,

Customer Care Department

2020-2021 LIHEAP Income Guidelines		
Family Size	Monthly Income	Yearly Income
1	\$1,595.00	\$19,140.00
2	\$2,155.00	\$25,860.00
3	\$2,715.00	\$32,580.00
4	\$3,275.00	\$39,300.00
5	\$3,835.00	\$46,020.00
6	\$4,395.00	\$52,740.00
7	\$4,955.00	\$ 59,460.00
8	\$ 5,515.00	66,180.00
For each additional person, add	\$560.00	\$6,720.00

# ATTACHMENT E

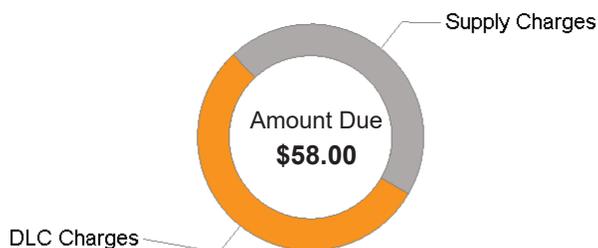


CONNIE A CAP  
 123 MAIN ST  
**Account # 0000-000-000**

Due Date	Amount Due
11/04/2020	\$58.00

## Bill Summary

Bill ID: 000000000005 Date Prepared: 10/14/2020



Previous Bill	\$58.00
Payment(s) Received	\$58.00
<b>Balance Forward</b>	<b>\$0.00</b>
Current Amount Due (see Page 3 for Details)	\$79.55
CAP Discount	-\$21.55
<b>AMOUNT DUE BY 11/04/2020</b>	<b>\$58.00</b>

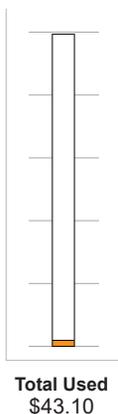
## Account Balances

### Customer Assistance Program (CAP)

Annual CAP Discount Reset Date	06/29/2021
Maximum Annual CAP Discount	\$900.00
Annual CAP Discount Used to Date	-\$43.10
Remaining CAP Discount	\$856.90

### Total Account Balance

Last Account Balance	\$175.07
Account Adjustments	\$0.00
Payments received	\$0.00
Current service charges	\$79.55
Debt forgiven	\$0.00
CAP discount applied	-\$21.55
<b>Total Account balance</b>	<b>\$233.07</b>

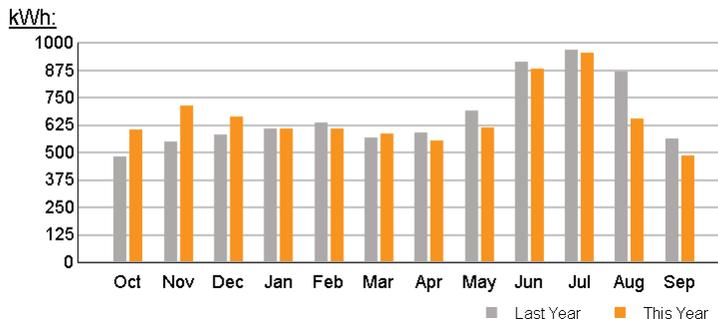


### Debt Forgiveness

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

## Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	495	16	30	65
Last Month	665	22	30	70
Same Month Last Year	571	20	29	63



Average Monthly Usage for the last 12 months: 671 kWh  
 Total Annual Usage for the last 12 months: 8050 kWh

Online: [www.duquesnelight.com](http://www.duquesnelight.com)

Phone: 412-393-7100

Billing and meter reading details on page 3

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

A late charge of 1.25% may be assessed after 2020-11-04

Due Date	Amount Due
11/04/2020	\$58.00

\$

USD Amount Enclosed

Account #  
0000-000-000



CONNIE A CAP  
123 MAIN ST  
PITTSBURGH PA 15219

### Please mail payment to:

DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH PA 15250-7324



## General Information

Visit us online or call to learn about payment options, or for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date.

**Online:** [www.duquesnelight.com](http://www.duquesnelight.com)

**Phone:** 412-393-7100

**Mail:** Dept 6-1  
411 7<sup>th</sup> Ave Ste 3  
Pittsburgh, PA 15219-1942

## Billing and Service Options

Sign up online for any of the following services:

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

## Understanding Your Bill

- **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.
- **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.
- **DLC Charges** – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
- **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.
- **Meter Reading** – An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
- **Non-Basic Service Charges** – Any category of service not related to basic service.
- **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.
- **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.

## Customer Assistance Program (CAP)

CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the Federal Poverty Guidelines. Customers who enroll in CAP are eligible for a reduced monthly payment based on their verified household income. The CAP Program also includes an opportunity to have existing debt forgiven. Please call a CAP Specialist at 888-393-7600 with any questions or for information on how to enroll in the program.

- **CAP Discount** – The difference between your actual billed amount and your CAP Monthly Payment amount.
- **CAP Recertification** – CAP customers are required to verify their income every two years on the anniversary of the CAP enrollment. Failure to recertify results in removal from CAP.
- **Debt Forgiveness** – The portion of your pre-program amount that is forgiven based on receipt of regular monthly payments under the CAP program.
- **Grant Payment** – Energy assistance grants, such as LIHEAP and Dollar Energy Fund, which are applied directly to the bill.
- **Maximum Annual CAP Discount** – The maximum amount of CAP discounts allowed annually.
- **CAP Payment Amount** – Your monthly CAP payment amount is based on a percent of your income. At any time if your average or actual billed amount is less, then that will become your CAP Payment Amount.



## MANAGE YOUR ACCOUNT WITH A TOUCH.

**WITH OUR CONVENIENT AND FLEXIBLE MOBILE APP, YOU CAN SCHEDULE PAYMENTS, SET BILL REMINDERS, MONITOR YOUR DAILY ENERGY USAGE, AND MORE.**

**DOWNLOAD TODAY.**






## Message Center

Introducing your new bill! We've redesigned it to be simple and easy to understand, and we also added color to make it easy to read. For more information on how to read your bill, visit [DuquesneLight.com/mybill](http://DuquesneLight.com/mybill).

Welcome to DLC's new Customer Assistance Program (CAP)! We've simplified our program to help bring you affordable monthly payments to stay on track. Visit [DuquesneLight.com/CAP2020](http://DuquesneLight.com/CAP2020) for more information.

## Account Detail

123 MAIN STREET

Supplier Agreement ID: 000000000

### Meter Reading Usage Information

Meter Number	F00000000
Present 10/14/2020 Act	33,873.4280
Prior 09/14/2020 Act	33,378.5510
Difference	494.8770
Your Meter Multiplier	1
Total kWh Used	494.8770

### Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.0711 / kWh	
<b>DLC Charges</b>		<b>\$44.37</b>
Customer Charge		\$12.67
Distribution	494.8770 kWh@ \$0.061733	\$30.55
DSIC Surcharge	2.67%	\$1.15
<b>Supply Charges</b>		<b>\$35.18</b>
Supply	494.8770 kWh@ \$0.052428	\$25.95
Transmission	494.8770 kWh@ \$0.018658	\$9.23

**Total kWh Used 494.8770**

**Service Charges \$79.55**

## Current Amount Due Detail

Service Charges	
DLC Charges	\$44.37
Supply Charges	\$35.18
<b>Subtotal</b>	<b>\$79.55</b>

## Shopping and Supplier Information

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

**Supplier Agreement ID: 000000000**

**Rate Schedule: RS-Residential Service**

The current Price to Compare is listed above in Account Detail and will change every June and December. For more information & supplier offers visit [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com) and [www.oca.state.pa.us](http://www.oca.state.pa.us).

## Additional Notifications

- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at [www.duquesnelight.com](http://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.
- 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](http://www.wattchoices.com) or call 1-888-WATTLEY.
- SIGN UP FOR AUTOPAY and learn about other convenient payment options by visiting our website [www.duquesnelight.com](http://www.duquesnelight.com).
- Estimated Gross Receipts Tax of \$4.70 and Estimated PA State Tax of \$5.41 are included in your rates.



Zero Income Claim Form

Customer Information:

Customer Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

\_\_\_\_\_, PA \_\_\_\_\_

Household Zero Income Claim:

I, \_\_\_\_\_, state that no adult member of my household is currently  
(Print name)

receiving income from any source.

*Please note, you will have to recertify your income every 6 months when claiming zero income.*

Household Expenses:

Identify how you and your household meet monthly living expenses, such as those expenses for housing (mortgage or rent), food, and utilities (electric, gas, water, and/or phone bill). Check all that apply.

- I am using money from savings
- I receive financial support from friends/family/community
- Other. Please explain below:

Affidavit:

I certify that the information presents in this application is true and accurate to the best of my knowledge. I understand that providing false information in this application is grounds for denial and dismissal of my application. I acknowledge that I am responsible for notifying Duquesne Light Company if my household or income changes.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Duquesne Light

### Universal Services Customer Education and Outreach Plan

Duquesne Light Company (the “Company”) has a variety of programs that are designed to provide customers in need of assistance with the support they need. The Company utilizes Bill Messages, Service Line Publications, Video and Social Media to reach customers about available programs. The Company works with Community Based Partners, including Holy Family Institute, Catholic Charities and Dollar Energy Fund, using their networks to reach out to customers. We have also completed presentations to a wide variety of governmental and community organizations.

The Company employs ongoing efforts to reach out to customers through its Call Center and network of Community Based Partners, Social Media, bill messaging and inserts, and targeted emails. The goal is to increase customer participation in universal services programs, and to that end, the Company will continue to make it easy to do business with us by offering multiple channels for customer interaction.

### Target audiences identified

Immigrant Populations  
Single Head of Households  
Landlords  
Disabled Veterans  
School Districts/Parents  
Early Intervention Programs  
Food Banks  
Housing Authority Offices  
Faith Based Communities  
Visiting Nurses  
Transitional Services  
Unemployment Offices  
Mental Health and Social Workers

### External Outreach

All Programs: There are multiple opportunities for the Company to promote all programs, including:

- Sponsorship and participation in senior and community events
- Representation on local community assistance boards and task forces
- Participation in and coordination of Be Utility Wise events
- Provision of program information on the Duquesne Light website
- Promotion of programs through multiple Company social media channels
- Semi-annual Income Eligible Advisory Group meetings
- Customer Care Center referrals
- Press Releases at the start of the LIHEAP and Dollar Energy Fund season
- Targeted agency training

### Internal Outreach

The Company recognizes the value of employees as ambassadors for promoting programs to customers, neighbors, family and community groups. Therefore, the Universal Services Team engages in multiple activities to promote programs internally.

- Call Center

# ATTACHMENT N

- Detailed explanation of each program including guidelines, application process and benefits
- Reminders to refer to programs at appropriate points in the scripting
- Up to the minute dates, income guidelines, eligibility guidelines, agency partner hours and contact information
- Training
  - Customer Service Representatives
  - CBO and Universal Service Representatives
- Company Internal website articles about programs and customer testimonials
- Solicit employee volunteers for Hardship Fund fundraisers and other events.

The Company also conducts frequent meetings with internal and external stakeholders to leverage additional outreach and education channels, including:

- Quarterly Universal Services All Staff Meetings
- Weekly Meetings with CBO staff and administration
- Income Eligible Advisory Group Bi-Annual meeting
- Cold Weather Survey update meeting prior to survey annually

## Education

Duquesne Light Company blends outreach with education. The best form of promotion is to help a potential customer understand the benefits and how to access the program. However there are specific education components to specific programs the Company has developed.

### LIURP

LIURP is explained to CAP customers the time of enrollment. The CAP representative provides an overview of LIURP so the customer knows what to expect. The Company provides a packet of information at the time of the audit that includes an energy usage reference guide, smart comfort book containing conservation tips and an electric safety booklet. The Company also provides posters that can be placed at worship sites, medical clinics and other venues with tear off tabs with contact numbers. In addition, a brochure is available at tabled and sponsored events to raise awareness of the program. CAP enrollees are provided copies of several of these resources at time of enrollment.

### Contact Center

Customer Service Representatives are trained to help customers understand what programs may be the most beneficial for them, and then guide them through the process of applying. These representatives are trained to identify and address any underlying payment problems in addition to the identifying concern. The representatives also make referrals to community resources as needed.

### CARES

CARES Representatives assist all customers that need additional assistance to apply for programs. Financial Counseling can be a part of the CARES enrollment process. CARES Representatives also provide referrals to community resources as needed.

# Smart Comfort

A guide  
designed  
to help you  
control and  
lower your  
energy bills





# Welcome!

## **We are proud to be able to serve you through our Smart Comfort Program.**

Electricity is a necessary part of everyday life. It lights our homes, refrigerates our food, and brings us entertainment. It also may warm or cool our homes. Too much electric use, however, can make your bills hard to pay.

Learning to manage your electric use will enable you to reduce your bills while maintaining your quality of life. Duquesne Light's Smart Comfort Program helps reduce customers' electric bills through energy education and conservation measures. To be eligible to participate, your monthly and/or household yearly income must fall within federal poverty guidelines and your average monthly electric usage must be greater than 500 kilowatt-hours.

This book was prepared with you, our Smart Comfort customer, in mind. It provides tips that allow you and your family to control electric use and to save money.

Energy Assessor  
**1-866-282-3147**

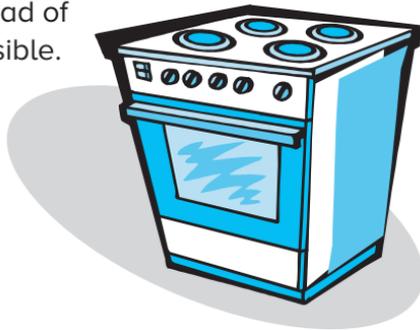
## Electric Clothes Dryer

- Dry full loads.
- Vent dryer hose to the outside.
- Clean dryer vent hose every six months.
- Clean lint filter after every load.
- Do not over dry. Average drying time shouldn't be more than 30 to 50 minutes.
- Hang out wash whenever possible.
- If washing machine is older, run two spin cycles (to remove more water) before putting clothing in dryer.



## Electric Stove

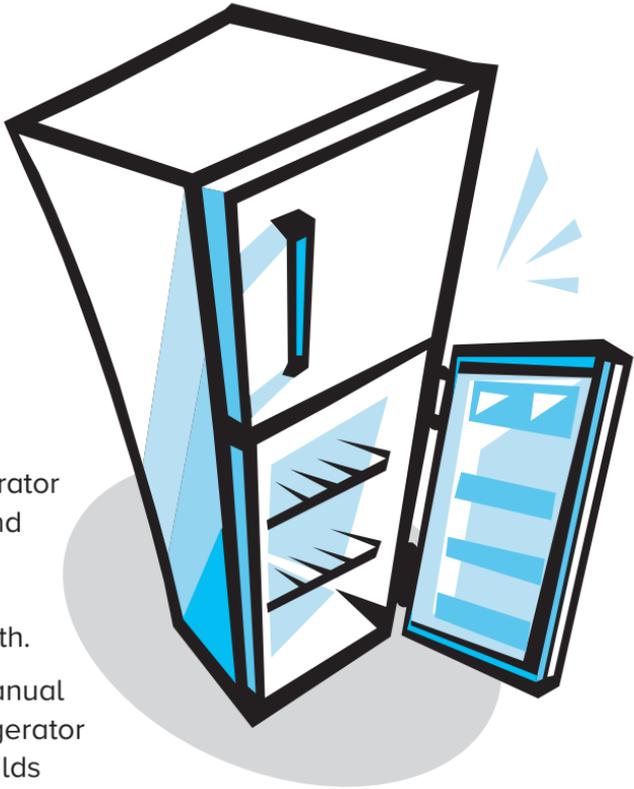
- Use the microwave instead of the stove whenever possible.
- Use a small toaster oven as an alternative to the regular oven.
- Cover pots and pans with lids.
- Cook several meals at one time.
- Turn off oven 5 to 10 minutes before food is done.
- Do not use oven to heat room.



## Refrigerator/Freezer

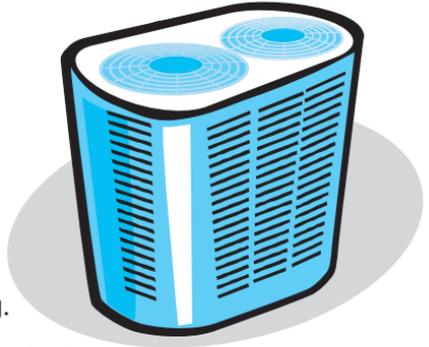


- Keep refrigerator/freezer at least two-thirds full.
- Clean coils behind or beneath the refrigerator at least twice a year.
- Keep drinks and moist food items covered.
- Keep the refrigerator/freezer temperature setting at mid-range.
- Unplug an extra refrigerator or freezer and save an average of \$15 per month.
- Defrost a manual defrost refrigerator when ice builds up more than 1/2-inch.



## Central Air Conditioner

- Set thermostat at 75°F, or above, especially when you leave home.
- Use ceiling fans to help circulate cool air.
- Keep drapes and blinds drawn to block out the sun.
- Have both cooling and heating systems serviced yearly to keep them running safely and efficiently.
- Change furnace filters, as needed.
- Weatherize home to reduce heating and cooling costs.
- Set fan setting on “Auto.”



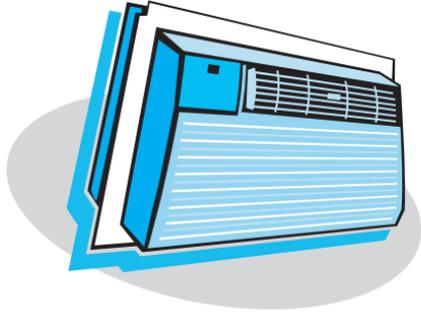
## Fan

- Use fans instead of air conditioning.
- Pedestal and ceiling fans use the least amount of energy. Older, metal box fans use the most.
- Turn off fans when no one is in the room.
- Use fans to cool your house by drawing in cool nighttime air.



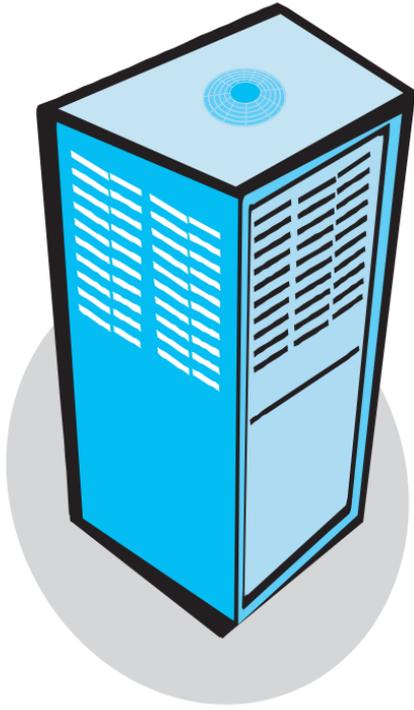
## Window Air Conditioner

- Close off rooms being cooled. Keep doors closed.
- Use fans instead of A/C when you can.
- Seal spaces around air conditioning unit.
- Keep drapes and blinds closed to block out the sun.
- Clean filter, as needed.



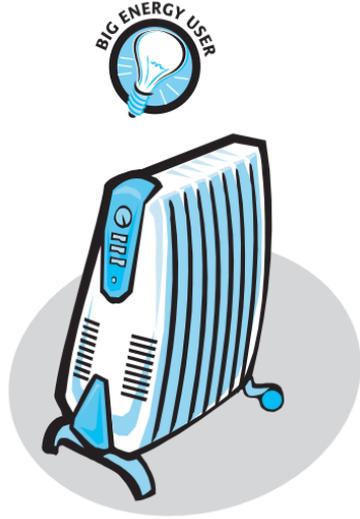
## Furnace

- Change or clean furnace filter, as needed – typically two to four times a year.
- Install carbon monoxide (CO) detectors.
- Install setback thermostat.
- Do not block or restrict air flow from registers or cold air returns.



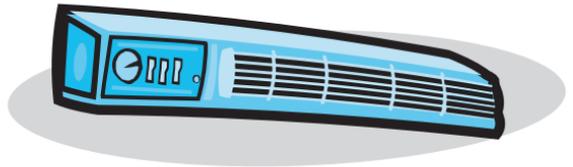
## Space Heater

- Keep space heater use to a minimum. Regular use significantly raises your electric bill.
- One space heater running continuously can add more than \$100 per month to your bill!
- Set the temperature dial on medium so that the space heater cycles off sometimes.
- Keep the door(s) closed to the room you are heating.
- Turn off space heaters when no one is in the room – for both savings and safety.



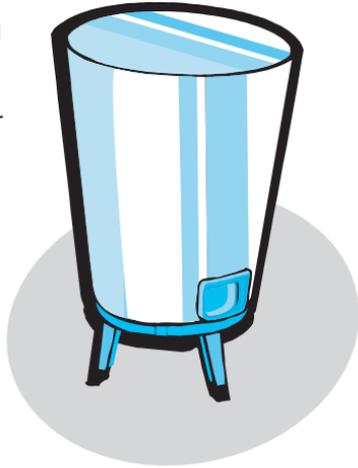
## Baseboard Heaters

- The tips for space heaters, above, also apply for baseboard heaters.
- Since there is no fan, similar to many plug-in heaters, it is easy to forget they are on.
- If there is no thermostat control that shows the set temperature, buy a low-cost thermometer to mount on the wall.
- Keep occupied rooms comfortable (typically 68-70°F), but 65°F or cooler is reasonable overnight and when the room is unoccupied.



## Electric Hot Water Tank

- Take showers instead of baths.
- Wash clothes in cold water.
- Keep the temperature setting at 20°F, or Low.
- Turn off the electric hot water tank at the electrical box if no one is home during the day.
- Be aware of hot water leaks and repair them as soon as possible.



## Dehumidifier

- Work to eliminate the source of moisture coming into the basement.
- Set humidistat to the lowest possible setting.
- Elevate the dehumidifier so it does not collect dust.
- Do not hang dry wash near the dehumidifier.
- Clean the dehumidifier coils.
- If basement has a door or window, use efficient pedestal fan to help exhaust humid air.



## Lighting

- Turn off lights when you leave the room.
- Change incandescent lights to light emitting diode (LED) bulbs. They use less energy, are cool to the touch—helping to avoid burns that can result from incandescent lights—and are even more efficient than compact fluorescent lights (CFLs).
- Clean light bulbs and fixtures. Dust can cut output by as much as 25 percent.
- Use motion detector lights outside rather than leaving lights on all night.
- Modern dimmer switches control the amount of light you need in a room. They also help extend the life of bulbs and cut down on energy use.
- When using an LED bulb on a dimmer switch, you must use a bulb that's specifically made to work with dimmers (check the package).



## Pool

- Pool pump:
  - Do not run 24 hrs/day.
  - Do run 4 hrs/day.



## Computer

- Shut down the computer when it is not being used.
- Enable the power-management features on your home computer and monitor so your system will automatically go into a low-power mode when you step away.
- If you're not going to use your system for several hours, or even days, it's advisable to shut it down.
- Remember that using a power strip as a central "turn-off" point is a convenient way to ensure that your entire system is fully powered down.



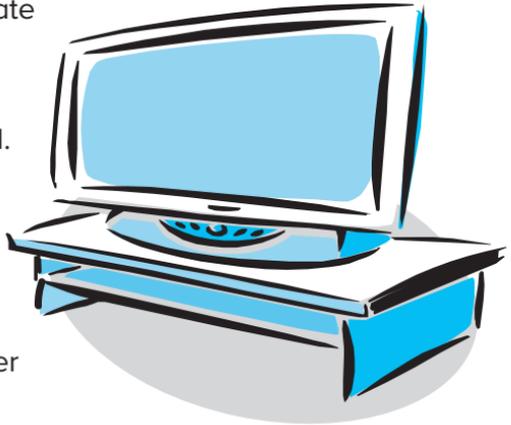
## Video Game Console

- Power down game consoles.
- Start by enabling the power management feature. Better yet, plug it into a power strip and turn off the strip when you're done playing.



## Television Sets

- Turn off TVs when they're not being watched.
- Plug TVs into power strips and turn off the power strip to eliminate standby losses.
- Purchase TVs with Energy Star 3.0 standard.
- Bigger TVs use more power.
- A 32-inch LCD (Liquid Crystal Display) uses about half as much power as a 52-inch LCD.
- Plasma TVs use more power than LCD TVs.
- The average Plasma TV consumes 400 watts compared to 180 watts for an LCD TV.



## Energy Star

- When shopping for products and appliances, look for the Energy Star label. Energy Star products and appliances may have a higher up-front cost, but that cost will be more than offset by energy savings over the life of the product or appliance.



# ATTACHMENT N1

SMART CHOICES • SMART CHOICES • SMART CHOICES • SMART CHOICES

## Resources

- Duquesne Light Whole-House Energy Audit Program (WHEAP) **1-888-998-9478**

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- Duquesne Light Universal Services **1-888-393-7600**

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- Columbia Gas Warm Wise **1-800-537-7431**

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- Peoples Natural Gas (Weatherization) **1-800-400-9276**

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- Pennsylvania American Water H2O Help **1-888-282-6816**

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- Pittsburgh & Allegheny County (Weatherization) **412-227-3700**  
**or 412-281-2102**

---

- McKeesport and South Hills (Weatherization) **412-678-8622**

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- Beaver County Housing Authority (Weatherization) **724-775-1220**

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- Westmoreland County (Weatherization) **724-832-9460**

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- LIHEAP 1 (Energy Assistance- Allegheny County) **412-562-0330**  
[www.compass.state.pa.us](http://www.compass.state.pa.us) **(Apply for benefits)**

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- LIHEAP 2 (Crisis)  
Allegheny & Westmoreland County Residents **1-800-622-3527**  
Beaver County Residents **724-773-7495**

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- Low Cost Loans (Home Improvement)  
Allegheny County Residents **412-350-6337**  
City of Pittsburgh Residents **412-255-6574**

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# ATTACHMENT N1

SMART CHOICES • SMART CHOICES • SMART CHOICES • SMART CHOICES



— WATT —  
**CHOICES**

OUR ENERGY...YOUR POWER TO SAVE®

Duquesne Light's Watt Choices program helps customers conserve energy and reduce demand while lowering their electricity costs as the company, consistent with its longstanding commitment to the environment, works to meet energy consumption and demand reductions established in statewide legislation, Act 129.

Following are brief summaries of the major programs. For full details, go to [www.wattchoices.com](http://www.wattchoices.com) or call 1-888-928-8539.

**REBATES** Savings on Energy Star appliances, air conditioners, and much more, plus instant savings on light emitting diode (LED) bulbs.

**ONLINE HOME AUDIT** A detailed, interactive analysis of how customers can save energy and money. Participants also will receive a complimentary energy efficiency kit.

**REFRIGERATOR & FREEZER RECYCLING** Receive a check for \$35, as well as free disposal of your old refrigerator or freezer.

**WHOLE HOUSE-ENERGY AUDIT** Take advantage of a professional energy audit and learn how you can make your home more comfortable, reduce electricity usage, and save money. Eligible customers can receive the audit at no cost.

**LOW-INCOME PROGRAM** Reaching out, via public-service agencies, to help all customers gain the benefits of saving energy.

#### **IF YOU DON'T HAVE WEB ACCESS ....**

Call for more information on the following programs:

- Residential Rebate Program: 1-888-465-2070
- Refrigerator/Freezer Recycling Program: 1-800-257-2510
- Whole-House Energy Audit: 1-888-998-9478

**Thank you for joining  
in this partnership  
with us.**

Electricity is a necessary  
part of everyday life.

We hope that our special  
program will help you to  
manage your electric use  
and save money.

# Easy Ways To Be More Energy Efficient At Home

Helpful tips  
on saving  
energy from  
Duquesne  
Light



# ATTACHMENT N2

ENERGY EFFICIENCY • ENERGY EFFICIENCY • ENERGY EFFICIENCY • ENERGY EFFICIENCY

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## Save Electricity and Connect With Cost Savings

Electricity and other types of energy are a big part of our daily lives. In fact, from the time the alarm clock rings early in the morning until we turn in late at night, we count on various sources of energy to help us cook our meals, heat and cool our homes, light our way, and keep us informed and entertained.

At Duquesne Light, we're dedicated to providing each customer with access to a secure supply of reasonably priced electricity. We're also committed to helping customers minimize their bills while getting the most out of every dollar they spend on energy.

On the following pages, we've provided a number of tips that can help you cut electricity consumption and save money. We encourage you to take a few minutes to review these tips. We're sure you'll see that cutting your energy consumption can be comfortable, convenient, and, best of all, easy.

## Lighting...

Try These Bright Ideas  
to Contain Energy Costs

When the sun goes  
down, these power-saving  
tips can cut the cost of  
lighting your home:



- **Look at Lumens.** When you change a light bulb, look at how many lumens a bulb will produce. Lumens indicate the brightness of a bulb, while wattage simply tells you how much power is necessary to make the bulb work. Choose the greatest number of lumens and the lowest level of wattage.
- **Switch to Light Emitting Diode (LED) Bulbs.** Change your incandescent bulbs and compact fluorescent bulbs to LED bulbs. They provide equivalent light while using less energy.
- **Turn Lights Off When You Leave.** If you're going to be out of a room for even a few minutes, turn off the lights. You'll save energy and lower your lighting costs.
- **Don't Over-light.** Instead of turning on all the lights in a room, use only the ones that are in the area where you'll be.
- **Try a Dimmer.** Dimmers allow you to control the amount of light you need in a room. They also help you extend bulb life and cut down on energy use. When using an LED bulb on a dimmer switch, you must buy a bulb that's specifically made to work with dimmers (check the package).

## ATTACHMENT N2

ENERGY EFFICIENCY • ENERGY EFFICIENCY • ENERGY EFFICIENCY • ENERGY EFFICIENCY

- **Keep Those Fixtures Clean.** Don't let dust accumulate on lighting fixtures. It blocks light and cuts down on the efficiency of the fixture.
- **Locate Lamps in Corners.** When you put a lamp in the corner of a room, it will reflect light off two wall surfaces instead of one. This gives you more light in the areas where you need it, and frequently eliminates the need for more lamps.
- **Paint Walls Light Colors.** Light-colored walls give rooms a brighter appearance. As a result, less lighting is needed to achieve a comfortable look.
- **Add a Timer or Two.** Put indoor and outdoor lighting on timers. You can set them to turn lights on when needed and off when they're not. Timers can also help give your home that "lived-in" appearance when you're not there.
- **Install Motion Detectors.** Instead of reaching for light switches in dark rooms, install a motion detector that will turn lights on whenever you walk in. Motion detectors can be easily installed in place of most switches, and can help cut energy costs by turning lights on only when they're needed. Motion detectors also are excellent for use with outdoor lighting because they turn on flood or decorative fixtures automatically, only when motion is detected near your home.
- **Switch to LED Night-lights.** LED lights typically use only 1/3 of a watt and are cool to the touch, helping to avoid burns that can result from incandescent lights.

## Water Heating...

### Cool Ways to Cut Hot-Water Costs

Your hot water heater can be a big power user. Try these strategies to cut back on your energy consumption.



- **Turn Down the Tank.** You can cut your power consumption by turning your hot water tank down to 120° or “low.” If you have a dishwasher, set your tank at 140°.
- **Insulate Your Pipes.** To keep the heat in your hot water, insulate the pipes leaving your hot water tank.
- **Wrap Those Old Hot Water Heaters.** A blanket of insulation keeps hot water hot by trapping heat in your tank. To be safe, remember to leave openings around electrical connections, thermostats, heating elements and drain valves. It is not necessary to wrap newer water heaters.

## ATTACHMENT N2

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- **Slow the Flow.** Install flow restrictors on shower heads and faucets. Restrictors are easy to install and they use one-third to one-half the water that regular shower heads use.
- **Lose the Leaks.** If your faucets drip, get them fixed immediately. Leaking faucets can waste gallons of hot water in a short period of time.
- **Don't Let the Water Run.** If you're shaving, shampooing or brushing your teeth, turn the water on only when you need it.
- **Take Short Showers.** A short shower takes half the hot water of a tub bath.
- **Do Dishes Wisely.** Wait until your dishwasher is full before running it. You'll do more dishes with less hot water.
- **Wash Full Loads.** Instead of running multiple loads of laundry, only run your washer when you have a full load. Use the hot water setting only when absolutely necessary. And remember to rinse every load with cold water.

## Kitchen...

Cook Up  
Some  
Serious  
Energy  
Savings

Whether  
you're  
making a  
sandwich  
for yourself  
or cooking  
dinner for 20, here  
are some tried and  
true ways to save  
energy in the kitchen.



- **Use the Right Pot for the Job.** If you're only cooking a small amount of food, use a small pot. It takes more power to heat a large pot. Also, use a flat-bottomed pot that completely covers the burner. This keeps heat from escaping.
- **Put a Lid on it.** When you put a lid on a pot or pan, heat is trapped and food cooks faster. Dinner is done sooner and less energy is used.
- **Maintain an Oven-Cleaning Schedule.** A dirty oven doesn't reflect heat as well as a clean oven does. That means it takes more energy to warm and maintain your desired temperature.

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- **Don't Pre-Heat.** Most recipes can be completed successfully without pre-heating the oven. If you must pre-heat for baking, turn the oven on for just a few minutes before putting in your food.
- **Microwave When Possible.** Because microwave ovens cook food 75 percent faster, they use less energy than conventional ovens.
- **Keep the Oven Door Closed.** Opening up the oven door lets out heat and drives up energy consumption. Try cooking several dishes with similar cooking temperatures in the oven at the same time.
- **Use Your Crock Pot.** If you're preparing a roast, use your slow cooker to cook the meat and any vegetables you will be serving with it. This eliminates the need to use both the oven and the stove top.
- **Keep the Refrigerator Full but Don't Overfill.** Air needs room to circulate around food. If you have an extra refrigerator that you're not using, unplug it. Also, a full freezer is a more efficient freezer.
- **Check Refrigerator Door Seals.** Close the door on a piece of paper that is half in and half out of our refrigerator. If you can remove the paper easily without opening the door, you may need to adjust the door latch or replace the seals.
- **Switch on the Power-Saver.** If your refrigerator is equipped with a power-saver feature, use it. If you have an older, inefficient refrigerator, consider replacing it. New refrigerators are much more energy-efficient.

## HOME ENERGY AUDIT

### Test Your Energy Efficiency

Electricity and other types of energy are a big part of our daily lives. Through our Watt Choices program, we're committed to helping customers make the most out of every dollar they spend on energy.

**Complete the home energy audit on the following pages to see how well your household manages energy usage. Every "Yes" answer scores one point toward your household being Energy-Efficient.**

- 
1. Have you replaced incandescent or CFL bulbs with LED bulbs?  Yes  No  
LED bulbs use less energy than both incandescent and CFL bulbs.
  2. Do you have dimmers on your lights?  Yes  No  
Dimmers extend bulb life and cut down on energy use.
  3. Do you turn lights off when you leave a room?  Yes  No  
Turning off lights when you leave a room is an easy way to save energy and money.
  4. Do your doors and windows close tightly?  Yes  No  
If you can see light around any outside door or window, heated or cooled air is escaping through the cracks.

# ATTACHMENT N2

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- 
5. Are heating and cooling vents open and clear?  Yes  No  
Blocked vents can stop the flow of warm and cool air, and make furnaces and air conditioners work harder.
6. Do you change or clean your furnace filters regularly?  Yes  No  
Clogged, dirty filters slow airflow and make your furnace or air conditioner work harder.
7. Do you turn off computers or TVs when you're done using them?  Yes  No  
Leaving computers and other appliances on when you're not using them wastes energy.
8. Do you wait until the dishwasher is completely full before you run it?  Yes  No  
Full loads can reduce how often you need to run the dishwasher.
9. Do you use your microwave oven more often than your conventional oven?  Yes  No  
Microwave ovens cook faster and use less energy than conventional ovens.
10. Do you have ceiling fans?  Yes  No  
Ceiling fans circulate air to make rooms feel warmer in the winter and cooler in the summer.

# ATTACHMENT N2

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11. Is there insulation in your attic?  Yes  No  
Insulation keeps your house warmer in the winter and cooler in the summer. A minimum depth of 8 to 10 inches of insulation works best to optimize heating and cooling.
12. Is your thermostat set correctly?  Yes  No  
According to the U.S. Department of Energy, 68° is the recommended setting if the heat is on. If you have air conditioning, the recommended setting is 78°.
13. Is your thermostat mounted near drafts, lighting fixtures or appliances?  Yes  No  
Thermostats can malfunction if they are near heat sources or are positioned in drafty locations.
14. Is your home landscaping energy-wise?  Yes  No  
When planting trees, consider locations that will shade east-facing walls and windows from 7 to 11 a.m. and west-facing surfaces from 3 to 7 p.m. This will keep your home cooler by blocking the most intense summer rays of the sun.
15. Does your refrigerator close tightly?  Yes  No  
A bad gasket on your refrigerator lets the cold out and drives up energy use.
16. Is your oven clean?  Yes  No  
A dirty oven has to work harder to heat up.

# ATTACHMENT N2

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- 
17. Do the faucets in your kitchen and bathroom shut off correctly?  Yes  No  
Dripping faucets can waste gallons of hot water.
18. Is your hot water heater set at 120°?  Yes  No  
According to the U.S. Department of Energy, the recommended setting for your tank is 120°. If you have a dishwasher, set your hot water heater at 140°.
19. Do you take short showers instead of a bath?  Yes  No  
Short showers typically use half the water and energy of a bath.
20. Are timers and motion detectors installed on outdoor lights?  Yes  No  
Timers and motion detectors help cut energy costs by turning lights on only when they are needed.

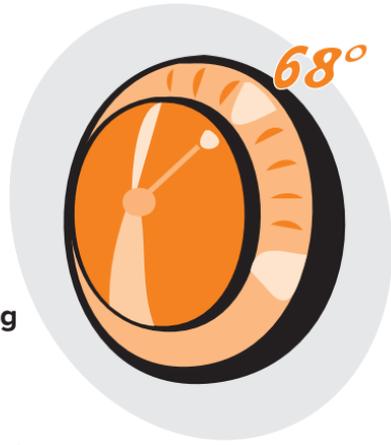
## How did you measure up?

- 15-20** Congratulations, you're an energy whiz
- 10-14** Keep up the good work, you're energy-wise
- 5-9** Good job, and keep up those energy-saving skills
- 0-4** With a little focus, your energy-saving skills will soar

## Heating...

Cut Energy Consumption  
and Still Stay Comfortable

When the cold winds begin  
to blow, keep your home  
— and your heating bills —  
in the comfort range by using  
the following strategies:



- **Turn Down Your Thermostat.** It's one of the most effective ways to cut your power consumption. Set your thermostat at 68° during the day and lower at night or when you're not at home.
- **Insulate Your Attic.** Make sure your home has a minimum of R-30 to R-38 with a depth of 8-10 inches of insulation in ceilings or attics (a contractor can help you evaluate your current insulation). By adding insulation, your home will be warmer in the winter and cooler in the summer.
- **Take a Look at Your Ductwork.** Dust, lint and other debris can block air vents and reduce the efficiency of your furnace. Be sure to keep ducts and grilles clean. Also, take time to insulate ductwork that runs through unheated areas like crawl spaces or garages.
- **Draw the Drapes.** Close your draperies when it gets dark outside. This will help cut heat loss through windows at night.

## ATTACHMENT N2

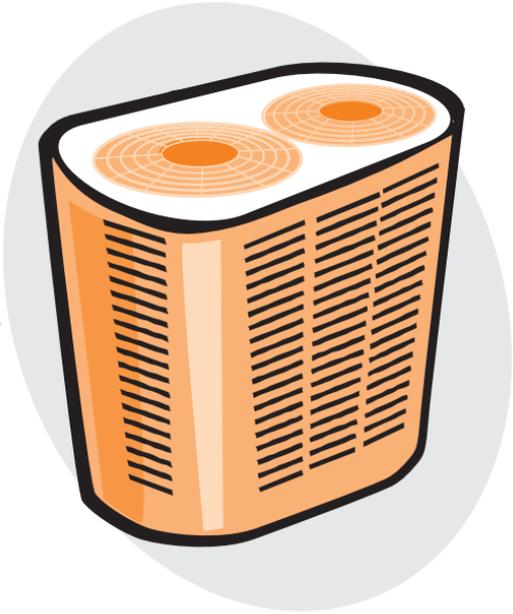
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- **Close the Door and Shut the Vents.** In an electrically heated home close heat registers and all doors leading to unused rooms.
- **Use Bathroom Fans Sparingly.** These fans can quickly pull a great deal of heat out of your house. Turn them off as soon as you're done with them.
- **Get a Ceiling Fan.** Heat rises to the ceiling of a room. Keep it down where you are by installing a ceiling fan.
- **Install Storm Windows and Doors.** Drafts entering your home around leaky windows and doors can steal precious heat. Seal out the drafts with storm doors and windows. Replace any missing caulking.
- **Focus on the Fireplace.** Make sure the damper in your chimney is tightly closed when you're not using the fireplace. Save even more energy by installing glass doors on your fireplace.
- **Put Your Thermostat in the Right Place.** Keep the area around your thermostat clear — drafts created by appliances or heat from lighting fixtures can force your thermostat to function improperly.
- **Consider Installing New Doors and Windows.** Old windows and doors can let an amazing amount of heat escape from your house.
- **Change Your Filters.** Clogged, dirty filters slow air flow in your heating system and cause your furnace to work harder and run longer. Consider having your furnace serviced and cleaned each season.

## Cooling...

Save Energy  
Without  
Breaking a Sweat

In the summer months, running your air conditioner inefficiently can really run up your electric bills. Keep your energy costs in line by trying these tactics:



- **Put Your Air Conditioner in the Shade.** If you position your air conditioner on the north side or shady side of your home — away from the direct rays of the sun— it doesn't have to work as hard to keep your home cool.
- **Give Your Air Conditioner Room to Breathe.** Don't let shrubs block the intakes on your air conditioning unit. They reduce airflow and make your air conditioner work harder. Also, keep the area around your air conditioner free from leaves and other debris that can limit air circulation.

## ATTACHMENT N2

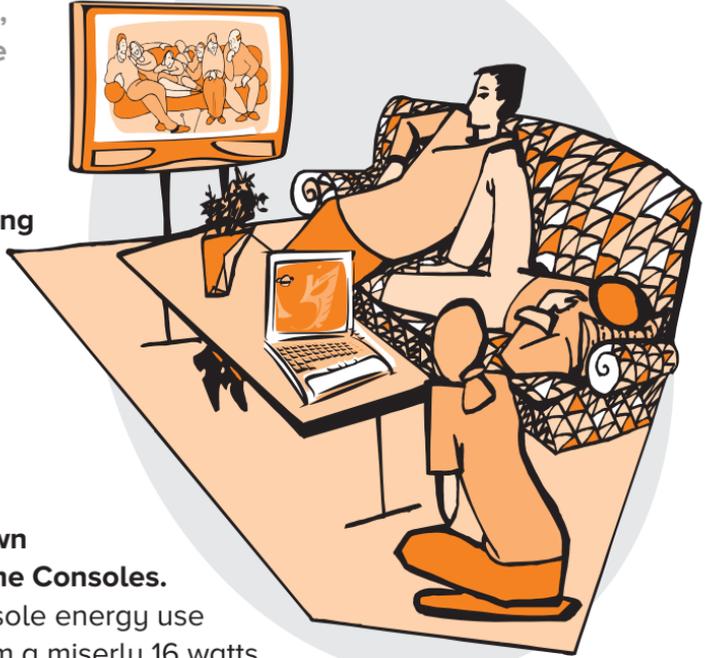
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- **Close the Blinds.** During the day, close curtains and blinds to keep sunlight from heating up your house. At night, when it's cooler, open windows and shut your air conditioner off.
- **Think About a Fan.** On cooler days, a fan can cool your home quickly and efficiently. Fans use considerably less energy than air conditioners.
- **Turn Up That Thermostat.** Most homes are still comfortable at a temperature of 78°. Every degree you raise your thermostat can cut your energy consumption up to four percent, according to the U.S. Department of Energy.
- **Put in a Clean Filter.** Dirty filters in your cooling system can cut efficiency. Install new filters or clean the filters regularly on central air conditioning systems and on window units.
- **Get a Cooling System Tune-Up.** Properly functioning equipment uses less energy. Have your cooling system serviced at the beginning of each season.

## Family Room...

Save Energy,  
Money While  
Having Fun

Keep these  
tips in mind  
while watching  
television,  
playing a  
video game  
or using  
your home  
computer.



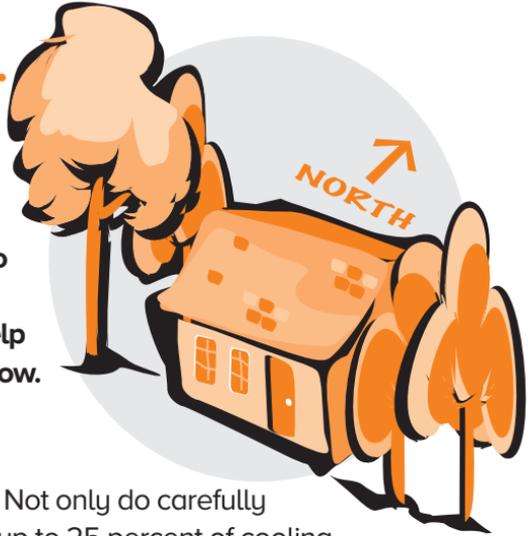
- **Power Down Video-Game Consoles.** Game console energy use ranges from a miserly 16 watts all the way up to a hefty 150 watts. Play it smart by enabling the power-management feature found on most modern consoles. Better yet, plug it into a power strip and turn off the strip when you're done playing.
- **Ditto for Computer Systems.** By enabling power-management features on your home computer and monitor, your system will automatically go into a low-power mode when you step away.

- **Shut it Down.** If you're not going to use your computer system for several hours, or even days, it's advisable to shut it down. Remember that using a power strip as a central "turn-off" point is a convenient way to ensure that your entire system is fully powered down.
- **Bigger TVs Use More Power.** A 32-inch LCD (Liquid Crystal Display) uses about half as much power as a 52-inch LCD.
- **Plasma TVs Use Even More Power.** The average plasma TV consumes 400 watts compared to 180 watts for an LCD TV.
- **Lose Phantom Power.** Modern TVs use power even when they're not turned on so that they respond to your remote in an instant. This is called phantom or standby power. Although standby power use is small, it's a good idea to use a power strip to fully power off your TV when you're away for an extended period.

## Landscaping...

Save Power by  
Planting in the  
Right Place

Trees and shrubs can do a lot to beautify your home. They also can help keep your electric bills low. Here's how:

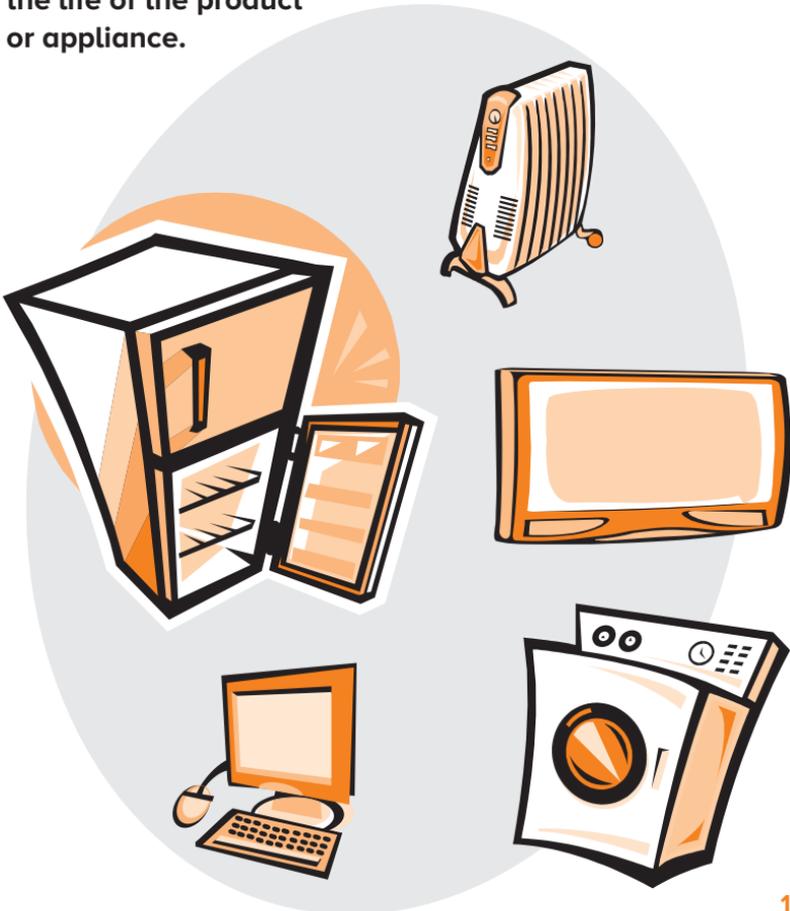


- **Plant a Shade Tree.** Not only do carefully placed trees help cut up to 25 percent of cooling costs by shading your home from the summer sun, they also let the sun's rays reach your home in the winter when they lose their leaves in the fall. The Arbor Day Foundation notes that the highest level of energy savings and the best use of shade generally comes from planting broadleaf trees about 10 feet from the walls to the west, east or northwest of the house.
- **Think Evergreen.** Protect your house from howling winter winds by planting evergreen trees and shrubs on the north and west sides of your property.
- **Think Lower.** Use turf or groundcover plants between homes and paved areas such as drives and walks. The temperature a few inches above the groundcover is frequently 12 degrees lower than paved surfaces, which may keep the exterior of your home cooler.
- **Go Native.** Plant native shrubs and grasses, which require less attention and watering other than Mother Nature herself.

## Energy Star...

Look for the  
Energy Star Label

Energy Star products  
and appliances may  
have a higher up-front  
cost, but that cost will  
be more than offset by  
energy savings over  
the life of the product  
or appliance.



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← WATT →  
**CHOICES**

OUR ENERGY...YOUR POWER TO SAVE

Duquesne Light's Watt Choices program helps customers conserve energy and reduce demand while lowering their electricity costs as the company, consistent with its long-standing commitment to the environment, works to meet energy consumption and demand reductions established in statewide legislation, Act 129.

Following are brief summaries of the major programs. For full details, go to [www.wattchoices.com](http://www.wattchoices.com) or call 1-888-928-8539.

**REBATES** Savings on Energy Star appliances, air conditioners, and much more, plus instant savings on light emitting diode (LED) bulbs.

**ONLINE HOME AUDIT** A detailed, interactive analysis of how customers can save energy and money. Participants also will receive a complimentary energy efficiency kit.

# ATTACHMENT N2

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**REFRIGERATOR & FREEZER RECYCLING** Receive a check for \$35, as well as free disposal of your old refrigerator or freezer.

**WHOLE HOUSE-ENERGY AUDIT** Take advantage of a professional energy audit and learn how you can make your home more comfortable, reduce electricity usage, and save money. Eligible customers can receive the audit at no cost.

**LOW-INCOME PROGRAM** Reaching out, via public-service agencies, to help all customers gain the benefits of saving energy.

## **IF YOU DON'T HAVE WEB ACCESS ....**

Call for more information on the following programs:

- Residential Rebate Program: 1-888-465-2070
- Refrigerator/Freezer Recycling Program: 1-800-257-2510
- Whole-House Energy Audit: 1-888-998-9478

ATTACHMENT N2



[www.duquesnelight.com](http://www.duquesnelight.com)

## COST REFERENCE GUIDE

Duquesne Light ACT 129 & Smart Comfort Programs

This guide shows how much it costs per month, based on typical use, to operate various electric appliances.

Appliance	Typical Use	Monthly Cost
Furnace blower fan (newer)	-	\$7-38
Furnace blower fan (older)	-	\$20-60
Boiler pump	-	\$10-30
Electric space heater (high power)	8-12 hrs/day	\$43-64
Central A/C	-	\$50-150
Window A/C	-	\$25-50
Pedestal/Ceiling fan	8 hrs/day	\$3
Box fans (older)	8 hrs/day	\$5
Big-screen TV (42"+)	12 hrs/day	\$3-15
Color TV (older 19"-27")	8 hrs/day	\$3-8
Stereo/DVD/Video games/Cable-sat box	-	\$1-4
Computer (desktop)	6 hrs/day	\$5
Electric hot water tank (40gal, family of 4)	-	\$30-40
Electric stove	1 hr/day	\$9
Microwave	10 min/day	\$1
Electric dryer	6-8 loads/wk	\$8-13
Gas dryer	6-8 loads/wk	\$1-2
Washing machine	6-8 loads/wk	\$1-2
Dishwasher	4 loads/wk	\$6
Refrigerator (pre-1996 auto defrost)	-	\$7-20
Refrigerator (newer auto defrost)	-	\$4-13
Mini-refrigerator (manual defrost)	-	\$3
Upright freezer (older)	-	\$10-20
Upright freezer (newer)	-	\$5-10
Chest freezer (older 5-15 cu. Ft.)	-	\$6-12
Chest freezer (newer 5-15 cu. Ft.)	-	\$2-5
Radon fan	-	\$12
Attic exhaust fan	-	\$10-15
Dehumidifier	Set to 50-60% R.H.	\$20-40
Oxygen concentrator	12-24 hrs/day	\$15-34
C-pap/Nebulizer	Few hrs/wk	\$2-4
Mobility scooter	Daily use & charging Charged once weekly	\$10 \$2
Hair dryer/Iron/Toaster	15 min/day	\$1
Walkway lights (low voltage)	10 hrs/night	\$1-2
Vacuum/sweeper	-	Less than \$1
Sink disposal	-	Less than \$1
Garage door opener	-	Less than \$1
Waterbed (heated)	-	\$10-15
Pool pump	8 hrs/day	\$15
Hot tub (kept at 100-104 degrees)	-	\$20-30
Septic pump	1 hr/day	\$4
Electric Blanket	10 hr/day	\$5



# Help Your Home Meet Its Savings Potential

## Duquesne Light Whole House Retrofit Program

Our Energy Auditors follow the latest COVID-19 safety protocols.

With a no-cost home energy audit from Duquesne Light, you'll get a detailed report of how your home uses energy, plus personalized tips and energy-saving products to help you save energy year-round.

Participating is easy!

- 
**1. Get in touch.**  
 Call us at **1-866-787-5237** or email [duquesnelight@cleareresult.com](mailto:duquesnelight@cleareresult.com).
- 
**2. Apply with our team.**  
 Work with our team to complete your application.
- 
**3. Let us review.**  
 We'll review your application for eligibility.
- 
**4. We'll call you to schedule!**  
 Once we've determined your eligibility, a team member will contact you to schedule your energy audit.

An Energy Auditor trained on and required to follow COVID-19 safety protocols will visit your home to complete the assessment, including installation of no-cost measures such as LED lighting, smart strips and more!

To see if you're eligible for a NO-COST energy audit, call **1-866-787-5237** or email [duquesnelight@cleareresult.com](mailto:duquesnelight@cleareresult.com).



*The Duquesne Light Whole House Retrofit Program is implemented by CLEAResult, a third-party partner of Duquesne Light Company. To receive a no-cost audit and energy-saving measures, your household income must be at or below 150% of the Federal Poverty Income Guidelines.*

To see if you're eligible for a NO-COST energy audit, call **1-866-787-5237** or email [duquesnelight@cleareresult.com](mailto:duquesnelight@cleareresult.com).

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**CLEAResult®**

Date: June 9, 2020 11:32 AM

File Name: 0619-APCO VWV-1563831-Peak Reduction to eScore Direct Mail Postcard			Additional Details:  V3
Trim: 11x17	Finish Size: 11x17	Stock:	
Live: .25	Gutter:	Finish:	
Bleed: .125	Color: 4c	AM/PM: Leslie Carpenter/ Monica Andrade	



## Help Your Home Meet Its Savings Potential

Making your home more energy efficient can seem challenging, but it doesn't have to be. With a no-cost home energy audit from Duquesne Light, you'll get a thorough look into how your home uses energy and receive tips on how to save on your energy costs moving forward.

Every energy audit includes a comprehensive assessment of your home's energy use and provides suggestions for improvement. You'll also be provided with recommendations on potential upgrades that make sense for your home at no cost to you.



### Questions?

**Contact Us:**  
1-866-787-5237  
duquesnelight@cleareresult.com  
wattchoices.com

*The Duquesne Light Whole House Retrofit Program and Smart Comfort Program are implemented by CLEAResult, a third-party partner of Duquesne Light Company.*



## More Comfort, No Cost

### Duquesne Light Whole House Retrofit Program

Your health and safety is our top priority. Our Energy Auditors follow COVID-19 safety protocols.





## Do I Qualify?

The Whole House Retrofit Program is available to all residential Duquesne Light customers. To receive a **no-cost audit** and energy-saving measures, your household income must be at or below 150% of the Federal Poverty Income Guidelines. If you are a renter, a landlord consent form will need to be completed to participate.

## Program Benefits

- Solutions for improving the year-round comfort of your home.
- Energy-efficient upgrades may result in lower monthly electric costs.
- By reducing your energy needs, you also help reduce the environmental impact of energy generation.
- Insight into how your home uses energy and how you can reduce your use and save.

## What's Included?

Along with a complete home energy audit performed by our industry partner, qualified customers may receive:



Energy-Efficient LED Light Bulbs, Night Lights, and Smart Strips



Heat Pump Water Heater, Faucet Aerators, Water Heater Pipe Wrap, and More



Programmable Thermostat, Insulation, Caulking, Air Sealing, and More



Refrigeration Replacement

Plus, customers who have electric heating and meet additional qualifications may be eligible for our **Smart Comfort Weatherization Program**, which includes even more NO COST measures.

Email [duquesnelight@clearesult.com](mailto:duquesnelight@clearesult.com) to learn more.



## Call Now to Qualify

1. Call **1-866-787-5237** or email [duquesnelight@clearesult.com](mailto:duquesnelight@clearesult.com)
2. Complete application with our team.
3. Application will be reviewed for eligibility.
4. Once determined eligible, a team member will contact you to schedule your energy audit.

An Energy Auditor trained on and required to follow COVID-19 safety protocols will visit your home to complete the assessment including installation of no-cost measures such as LED lighting, smart strips, and more!



WHRP / Smart Comfort Program
Homeowner Authorization and Release Form

Homeowner Name: \_\_\_\_\_

Premises Address: \_\_\_\_\_

This agreement is made on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_ between CLEAResult or its subcontractor, herein called the Contractor, and the owner of the premises, hereafter called Owner. If the contractor does not receive this Form within 30 days of the date listed above, then any offer becomes null and void.

Whereas the Owner desires to benefit from Duquesne Light's WHRP OR Smart Comfort being offered by the Contractor, the Owner agrees to permit the Contractor to enter their premises in accordance with the following terms and conditions:

- 1. Contractor agrees to provide the Owner a WHRP OR Smart Comfort audit to help reduce tenant electric consumption. Measures provided may include but are not restricted to: re-lamping with LED bulbs, refrigerator change-outs, weatherization measures (insulation, air sealing), heat pumps; and in the case of electric hot water heating: water-saving faucet aerators and shower heads, water pipe insulation, and tank wrap insulation.
2. Contractor agrees to maintain insurance to protect the Owner and any third parties from injuries or damages directly resulting from the actions of the Contractor while in, or on, the premises.
3. The Owner agrees to hold the Contractor or Duquesne Light Company blameless for any damage or injury not directly caused by the Contractor while on the premises.
4. The Owner certifies that any refrigerator or freezer was in working order during the audit and releases Duquesne Light and its Contractor from any and all present and future claims, expenses and causes of action as a result of energy conservation services performed by the Contractor.
5. All tools, equipment, and other Property used by the Contractor in carrying out the WHRP OR Smart Comfort audit remains owned by the Contractor.
6. There will be no charge, lien or judgment placed against the Owner for participation in the WHRP OR Smart Comfort or for any measures installed by the Contractor.
7. If any equipment or goods provided by the Contractor are defective or non-conforming, I understand that the manufacturer or seller will provide or honor warranties. I agree that Duquesne Light Company will not be responsible for any damages, including without limitation, punitive, direct, indirect, consequential or special. DUQUESNE LIGHT COMPANY EXPRESSLY DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES.
8. In the event that any new, energy efficient appliance(s) is/are offered, then I agree to accept it/them in exchange for my old/existing appliance(s). Old appliance(s) will be removed and responsibly recycled, therefore all exchanges are final.
9. The Owner agrees that rent at the aforementioned dwelling will not be increased because of any increased value of the dwelling which may result from the weatherization measures installed. Furthermore, Owner agrees not to evict the tenant for a period of not less than twelve (12) months after the installation of program measures, provided that the tenant complies with all ongoing obligations and responsibilities owed to Owner.

In witness hereof and intending to be legally bound hereby, the parties express their agreement by executing the same on the date and year listed above. I HAVE READ THIS DOCUMENT AND UNDERSTAND ITS PROVISIONS. TO INDICATE MY AGREEMENT WITH THESE PROVISIONS, AND TO ATTEST THAT I AM THE LEGAL OWNER OF THIS PROPERTY LISTED IN "PREMISES ADDRESS" ABOVE, I HAVE SIGNED BELOW.

Homeowner (print)

Homeowner Signature

Date