

INDEX TO EXHIBITS

Docket No. F-2020-3022227

Hearing Date: November, 24, 2020

NUMBER

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LETTER

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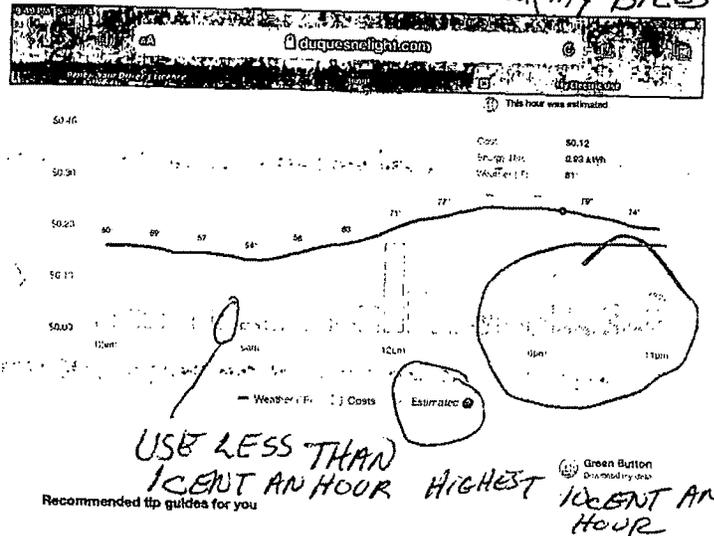
N (Meter Reading Usage Information Bills)

COMPLAINANT EXHIBIT 1

THEY (ESTIMATE) MY USAGE  
 SEVERAL TIMES A DAY  
 SEVERAL TIMES A WEEK  
 THEY CLAIM BECAUSE MY USAGE  
 IS SO LOW THEN THEY ESTIMATE  
 USAGE

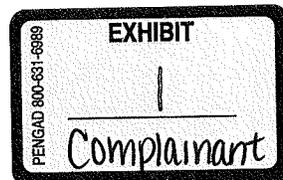
MY USAGE IS 57% LESS ELECTRICITY  
 THEN ENERGY EFFICIENT HOMES.  
 BUT YET MY BILLS ARE 2X-3X HIGHER  
 THEN MY ACTUAL USAGE. BECAUSE OF  
 FEES THAT ARE SET SO HIGH FOR SUCH  
 LOW USAGE. I REFUSE CAP + BUDGET  
 BECAUSE THEY ARE 4 TIMES HIGHER THAN  
 MY ACTUAL USAGE.

THEY (ESTIMATE) MY BILL  
 SEVERAL TIMES A WEEK MOST OF  
 MY BILLS



USE LESS THAN  
 1 CENT AN HOUR HIGHEST  
 1 CENT AN HOUR

I DON'T HAVE ENOUGH  
 INK IN MY PRINTER TO PRINT  
 OUT ALL THE GRAPHS BUT  
 THIS IS WHAT COMPANY HAS  
 DONE I HAVE INCLUDED  
 COPY'S OF BILLS & FEES





Duquesne Light Company - Statement of Account

Prepared: Nov 10, 2020

REDACTED

Account #: [REDACTED] 30000  
 Name: WILKES, KIM N

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

Premise ID	Service Address
0068930750	335 LINOLEUM WAY, PITTSBURGH, PA 15219

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
12/11/18	Bill - Estimated	0068930750	1/2/19	12/4/18	32	379.84	17,272.92	\$143.00	\$549.67	\$1,821.43	\$2,043.89
12/11/18	CAP Discount							\$0.00	\$549.67	-\$36.00	\$2,007.89
12/12/18	Billing - Cancel Transaction	0068930750	1/2/19	12/4/18	32	379.84	17,272.92	-\$143.00	\$406.67	-\$1,821.43	\$186.46
12/21/18	Bill - Estimated	0068930750	1/11/19	12/5/18	33	9,071.80	1,576.44	\$143.00	\$549.67	\$179.86	\$366.32
12/21/18	CAP Discount							\$0.00	\$549.67	-\$36.00	\$330.32
12/21/18	2018 Tax Refund - Residential							-\$30.33	\$519.34	-\$30.33	\$299.99
12/26/18	Payment							-\$100.00	\$419.34	-\$100.00	\$199.99
12/26/18	Dispute							-\$199.99	\$219.35	\$0.00	\$199.99
12/26/18	Current w/payoff balance							-\$219.35	\$0.00	\$0.00	\$199.99
1/9/19	Bill - Estimated	0068930750	1/30/19	1/3/19	29	9,318.42	2,959.44	\$143.00	\$143.00	\$322.26	\$522.25
1/9/19	CAP Discount							\$0.00	\$143.00	-\$36.00	\$486.25
1/28/19	Payment							-\$100.00	\$43.00	-\$100.00	\$386.25
2/10/19	Bill - Estimated	0068930750	3/4/19	2/4/19	32	9,573.95	3,066.36	\$143.00	\$186.00	\$356.11	\$742.36



Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
2/10/19	CAP Discount							\$0.00	\$186.00	-\$36.00	\$706.36
3/4/19	Payment							-\$100.00	\$86.00	-\$100.00	\$606.36
3/11/19	Bill - Estimated	0068930750	4/1/19	3/5/19	29	9,780.57	2,479.44	\$143.00	\$229.00	\$290.32	\$896.68
3/11/19	CAP Discount							\$0.00	\$229.00	-\$36.00	\$860.68
3/15/19	Payment							-\$86.00	\$143.00	-\$86.00	\$774.68
4/3/19	Payment							-\$100.00	\$43.00	-\$100.00	\$674.68
4/4/19	Bill - Actual	0068930750	4/25/19	4/3/19	29	118.06	1,479.22	\$143.00	\$186.00	\$177.78	\$852.46
4/4/19	CAP Discount							\$0.00	\$186.00	-\$36.00	\$816.46
4/15/19	Payment							-\$43.00	\$143.00	-\$43.00	\$773.46
4/25/19	Payment							-\$143.00	\$0.00	-\$143.00	\$630.46
5/6/19	Bill - Actual	0068930750	5/28/19	5/5/19	32	880.62	762.57	\$143.00	\$143.00	\$98.88	\$729.34
5/6/19	CAP Discount							\$0.00	\$143.00	-\$36.00	\$693.34
5/21/19	Payment							-\$98.88	\$44.12	-\$98.88	\$594.46
6/5/19	Bill - Actual	0068930750	6/26/19	6/4/19	30	1,275.28	394.66	\$143.00	\$187.12	\$62.22	\$656.68
6/5/19	CAP Discount							\$0.00	\$187.12	-\$36.00	\$620.68
6/20/19	Payment							-\$143.00	\$44.12	-\$143.00	\$477.68
7/7/19	Bill - Actual	0068930750	7/29/19	7/6/19	32	1,517.35	242.06	\$143.00	\$187.12	\$43.20	\$520.88
7/7/19	CAP Discount							\$0.00	\$187.12	-\$36.00	\$484.88
7/29/19	Payment							-\$93.56	\$93.56	-\$93.56	\$391.32
8/6/19	Bill - Actual	0068930750	8/27/19	8/5/19	30	1,829.19	311.84	\$124.00	\$217.56	\$52.10	\$443.42
8/6/19	CAP Discount							\$0.00	\$217.56	-\$32.00	\$411.42
8/14/19	Payment							-\$93.56	\$124.00	-\$93.56	\$317.86
8/14/19	Dispute							-\$317.86	\$0.00	\$0.00	\$317.86
8/14/19	Current w/payoff balance							-\$6.13	\$0.00	\$0.00	\$317.86
8/23/19	Payment							-\$52.10	\$0.00	-\$52.10	\$265.76
9/5/19	Dispute - Cancel Transaction							\$317.86	\$65.77	\$0.00	\$265.76

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
9/5/19	Current w/payoff balance							-\$117.87	\$0.00	\$0.00	\$265.76
9/5/19	Bill - Actual	0068930750	9/26/19	9/4/19	30	2,145.28	316.09	\$124.00	\$71.90	\$52.64	\$318.40
9/5/19	CAP Discount							\$0.00	\$71.90	-\$32.00	\$286.40
9/9/19	Dispute - Cancel Transaction							\$117.87	\$189.77	\$0.00	\$286.40
9/9/19	Current w/payoff balance							\$6.13	\$195.90	\$0.00	\$286.40
9/27/19	Payment							-\$71.90	\$124.00	-\$71.90	\$214.50
10/1/19	Dispute - Cancel Transaction							\$199.99	\$323.99	\$0.00	\$214.50
10/1/19	Current w/payoff balance							\$219.35	\$543.34	\$0.00	\$214.50
10/6/19	Bill - Actual	0068930750	10/28/19	10/5/19	31	2,470.41	325.13	\$124.00	\$667.34	\$53.80	\$268.30
10/6/19	CAP Discount							\$0.00	\$667.34	-\$32.00	\$236.30
10/25/19	Payment							-\$103.80	\$563.54	-\$103.80	\$132.50
11/4/19	Dispute							-\$187.31	\$376.23	\$0.00	\$132.50
11/4/19	Current w/payoff balance							\$187.31	\$563.54	\$0.00	\$132.50
11/4/19	Bill - Actual	0068930750	11/25/19	11/3/19	29	2,663.40	192.99	\$124.00	\$687.54	\$36.71	\$169.21
11/4/19	CAP Discount							\$0.00	\$687.54	-\$32.00	\$137.21
11/6/19	Dispute							-\$687.54	\$0.00	\$0.00	\$137.21
11/8/19	Current w/payoff balance							-\$550.33	\$0.00	\$0.00	\$137.21
11/14/19	Dispute - Cancel Transaction							\$687.54	\$137.21	\$0.00	\$137.21
12/4/19	Payment - Grant							-\$200.00	\$0.00	-\$200.00	-\$62.79
12/4/19	Bill - Actual	0068930750	12/26/19	12/3/19	30	2,939.62	276.22	\$45.90	\$0.00	\$45.90	-\$16.89
1/6/20	Bill - Actual	0068930750	1/27/20	1/5/20	33	3,793.46	853.84	\$114.11	\$97.22	\$114.11	\$97.22
1/17/20	Payment							-\$32.40	\$64.82	-\$32.40	\$64.82
1/24/20	Payment							-\$32.41	\$32.41	-\$32.41	\$32.41
1/26/20	Payment							-\$32.41	\$0.00	-\$32.41	\$0.00
2/4/20	Bill - Actual	0068930750	2/25/20	2/3/20	29	4,240.82	447.37	\$66.43	\$66.43	\$66.43	\$66.43
2/14/20	Payment							-\$33.21	\$33.22	-\$33.21	\$33.22

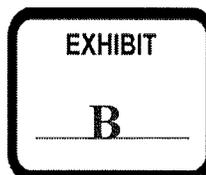
Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment Adjustment Amount	Amount Due	Actual Amount	Account Balance
2/25/20	Payment							-\$33.22	\$0.00	-\$33.22	\$0.00
3/4/20	Bill - Actual	0068930750	3/25/20	3/3/20	29	4,427.62	186.80	\$35.17	\$35.17	\$35.17	\$35.17
3/5/20	Dispute							-\$35.17	\$0.00	\$0.00	\$35.17
4/3/20	CAP Deficiency Adjust on Res Acct - 2020 Budget Correction							\$15.00	\$15.00	\$15.00	\$50.17
4/5/20	Update current balance without affecting payoff balance							-\$15.00	\$0.00	\$0.00	\$50.17
4/5/20	Bill - Actual	0068930750	4/27/20	4/4/20	32	4,664.35	236.72	\$41.37	\$41.37	\$41.37	\$91.54
4/27/20	Payment							-\$28.68	\$12.69	-\$28.68	\$62.86
5/6/20	Bill - Actual	0068930750	5/26/20	5/4/20	30	4,981.33	316.98	\$61.52	\$74.21	\$51.52	\$114.38
5/25/20	Payment							-\$23.00	\$51.21	-\$23.00	\$91.38
6/4/20	Bill - Actual	0068930750	6/25/20	6/3/20	30	5,296.68	315.35	\$60.46	\$111.67	\$55.46	\$146.84
6/9/20	Payment							-\$51.21	\$60.46	-\$51.21	\$95.63
6/22/20	Payment							-\$32.46	\$28.00	-\$32.46	\$63.17
7/7/20	Bill - Actual	0068930750	7/28/20	7/6/20	33	5,680.56	383.88	\$64.39	\$92.39	\$64.39	\$127.56
7/17/20	Dispute - Cancel Transaction							\$35.17	\$127.56	\$0.00	\$127.56
7/17/20	Payment							-\$63.17	\$64.39	-\$63.17	\$64.39
7/25/20	Payment							-\$64.39	\$0.00	-\$64.39	\$0.00
8/5/20	Bill - Actual	0068930750	8/26/20	8/4/20	29	6,083.05	402.49	\$66.89	\$66.89	\$66.89	\$66.89
8/24/20	Payment							-\$67.88	\$0.00	-\$67.88	-\$0.99
9/4/20	Bill - Actual	0068930750	9/24/20	9/2/20	29	6,449.92	366.87	\$62.11	\$61.12	\$62.11	\$61.12
9/14/20	Payment							-\$30.56	\$30.56	-\$30.56	\$30.56
9/22/20	Payment							-\$30.56	\$0.00	-\$30.56	\$0.00
10/6/20	Bill - Actual	0068930750	10/26/20	10/4/20	32	6,814.29	364.37	\$62.19	\$62.19	\$62.19	\$62.19
10/18/20	Payment							-\$31.10	\$31.09	-\$31.10	\$31.09
10/23/20	Payment							-\$31.09	\$0.00	-\$31.09	\$0.00
11/4/20	Bill - Actual	0068930750	11/25/20	11/2/20	29	7,315.29	501.00	\$79.94	\$79.94	\$79.94	\$79.94

**DUQUESNE LIGHT COMPANY**  
**Usage Comparison Report**

**REDACTED**

<b>Account #:</b>	██████████30000	<b>BCS Case #:</b>	F-2020-3022227
<b>Service Name:</b>	WILKES,KIM N	<b>Account Status:</b>	Active
<b>Service Street:</b>	335 LINOLEUM WAY	<b>Rate:</b>	RH--M
<b>City/State/Zip:</b>	PITTSBURGH, PA 152193753356	<b>Period Covered:</b>	12/5/18 to 11/2/20

DATE	DAYS	READ	KWH	AVERAGE	DATE	DAYS	READ	KWH	AVERAGE
11/2/20	29	7,315.29	501.00	17.28	11/3/19	29	2,663.40	192.99	6.65
10/4/20	32	6,814.29	364.37	11.39	10/5/19	31	2,470.41	325.13	10.49
9/2/20	29	6,449.92	366.87	12.65	9/4/19	30	2,145.28	316.09	10.54
8/4/20	29	6,083.05	402.49	13.88	8/5/19	30	1,829.19	311.84	10.39
7/6/20	33	5,680.56	383.89	11.63	7/6/19	32	1,517.35	242.06	7.56
6/3/20	30	5,296.68	315.35	10.51	6/4/19	30	1,275.29	394.66	13.16
5/4/20	30	4,981.33	316.98	10.57	5/5/19	32	880.63	762.57	23.83
4/4/20	32	4,664.35	236.72	7.40	4/3/19	29	118.06	1,479.22	51.01
3/3/20	29	4,427.62	186.80	6.44	3/5/19	29	9,780.57	2,479.44	85.50
2/3/20	29	4,240.82	447.37	15.43	2/4/19	32	9,573.95	3,066.36	95.82
1/5/20	33	3,793.46	853.84	25.87	1/3/19	29	9,318.42	2,959.44	102.05
12/3/19	30	2,939.62	276.22	9.21	12/5/18	33	9,071.80	1,576.44	47.77
<b>TOTAL</b>	<b>365</b>		<b>4,651.90</b>	<b>12.74</b>		<b>366</b>		<b>14,106.24</b>	<b>38.54</b>





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

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**TYPE:** CAP  
**DATE:** 11/13/07  
**ACCOUNT BALANCE:** \$61.45  
**TERMS:** 80% of budget  
**COMPLIANCE:** Yes (voluntarily removed 11/08/19)

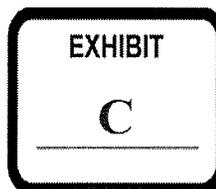
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**TYPE:** CAP 2016 Correction  
**DATE:** 07/23/16  
**ACCOUNT BALANCE:** \$125.78  
**TERMS:** Current CAP charges + \$10  
**COMPLIANCE:** Yes

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**TYPE:** Special Billing  
**DATE:** 04/04/20  
**ACCOUNT BALANCE:** \$50.17 (\$15 arrangement balance)  
**TERMS:** Current charges + \$10  
**COMPLIANCE:** Yes (voluntarily removed)

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General/Open	Final Report	Departments	Disputes, Holds, Notices & PUC Audit	Investigative Contacts	Attachments	Closing					
Date(s) Sent: 03/09/20 DUQ_03092020_144700.xml Double-click on file name to view...											
Status:	Receipt of PUC Decision		Date Closed:	07/16/20		Closing Data Received:	7/16/20 09:50:07				
Justified:	<input type="checkbox"/>	Internal Justification:	No		Reason Justified:			Error Code:			
Decision:	<input checked="" type="checkbox"/>	Written	<input type="checkbox"/>	Oral	Decision Balance:	\$35.17		Balance Date:	03/09/20		
Lump											
Requested:			Awarded:	\$0.00		Difference:			Date Awarded:	00/00/00	
Budget Payments							Monthly Payments				
Regular:	\$0.00		Arrears Plus:	\$0.00		Special:	\$0.00		Current:	\$0.00	
									Final:	\$0.00	
									End:	\$0.00	
Decision Type:											
Terms:											
Resolution:	DECISION LETTER ISSUED: CUSTOMER'S METER HAS BEEN TESTED AND ALL BILLS ARE BASED ON AMR READINGS. CUSTOMER'S BILLS ARE CORRECT AS RENDERED. CASE DISMISSED.										

**REDACTED**

EXHIBIT  
**D**

Home Menu | History | Device Test

Main Characteristics Components

Device Test F78060242 / Acceptance Test - 09-10-2018 12:00AM / Passed

Device Test Component 1 of 1

Test Component Type M-AS-LFT Electric Meter as Left Test Sequence 10

Register ID 3598698511 KWH, format 5.3, 1.000000

Result Type	Result
Full Load	100.03
Light Load	100.04
Power Factor	100
Weighted Average	100.03
KWH Read	0
KW Read	0
KVRH Read	0



KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219



**Service Address:**  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219

**Account Number:** [REDACTED] 30-000

April 6, 2020

**REDACTED**

Dear Customer,

We are writing to inform you of changes made to your account due to your current or past participation in our budget billing program. As a part of this program, your budget amount should be reviewed every four months and updated based on your actual usage. We have determined that your budget amount was not reviewed as intended.

To correct the issue, we completed a review of your account to compare your actual usage to the amount you were billed and determined that your account was under billed in the amount of \$15.00. Your next bill will reflect your new budget amount and the adjusted account balance, if needed.

We recognize that you enrolled in this program to have a predictable bill each month and that this oversight may cause a burden for you. To help alleviate this potential burden, we've added a special agreement payment of \$10.00 to your monthly bill. This will allow you to pay the under billed amount over a period up to 32 months.

See page 3 of your next bill which shows the monthly special agreement balance.

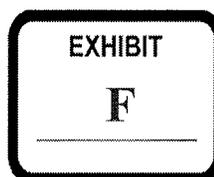
Right now, you shouldn't have to worry about anything other than your health and the health of those close to you. To keep our customers safe and to ease the potential burden, we have stopped service shutoffs and waived all late fees until at least May 1, 2020. We will continue to evaluate these measures as this situation progresses and are committed to working with our community partners to assist customers once the shutoff activities resume.

We value you as a customer and apologize for any inconvenience. If you are enrolled in AutoPay and would like to make any changes to your enrollment or have any other questions, please contact us at the phone number or email below.

Sincerely,

Customer Service Department  
800-247-0400  
[DLCCustomerService@duqlight.com](mailto:DLCCustomerService@duqlight.com)  
8:00 AM – 5:00 PM, Monday through Friday

SBA





411 Seventh Avenue  
Pittsburgh, PA 15219  
412-393-7100

May 18, 2020

Kim N Wilkes  
335 Linoleum Way  
Pittsburgh, PA 15219-3753

**Customer Complaint: On May 15, 2020 you contacted us with a high bill inquiry.**

**Duquesne Light Company's Position: Based on our investigation, your meter is recording usage accurately and the bills are correct as issued.**

If you do not agree with the Company's position, you may file an informal complaint with the Public Utility Commission at P. O. Box 3265, Harrisburg, PA 17120-3265 or by telephone at 1-800-692-7380. You will need to include the following information:

- a. The name and telephone number of the customer.
- b. The address of the customer and, if different, the address at which service is provided.
- c. The account number of the customer, if applicable.
- d. The name of the utility.
- e. A brief statement of the complaint.
- f. The customer must state he/she first contacted Duquesne Light Company for the purpose of resolving the problem about which the customer wishes to file a complaint.
- g. The customer must state whether the dispute was formerly the subject of a Commission informal or formal complaint.
- h. The date the electric service was shut off.
- i. The relief sought.

Payments may be made by phone or in person at a Western Union office. To locate the closest office, visit our website at [www.duquesnelight.com](http://www.duquesnelight.com) or call 412-393-7100.

If you have questions or need additional information, please call our Customer Care Department at 412-393-7100.

Sincerely,

Duquesne Light Company



DIS-MEDON



Year view ▼

Nov 2019 - Nov 2020

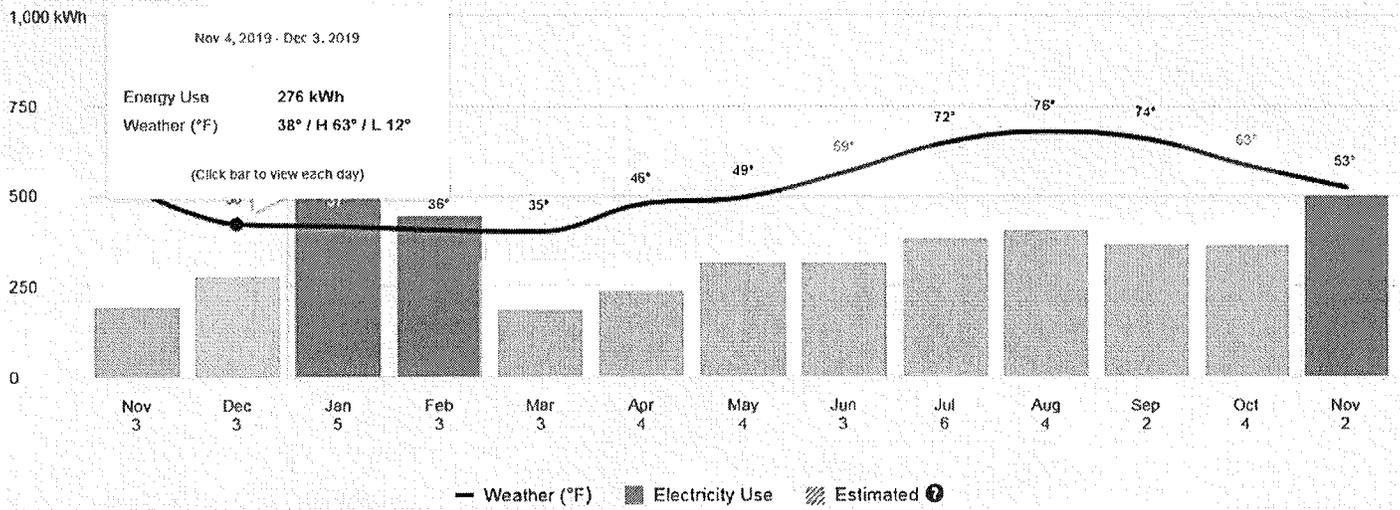


EXHIBIT  
K



Customer Name and Service Address:  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
 BILL ID: 006893496737

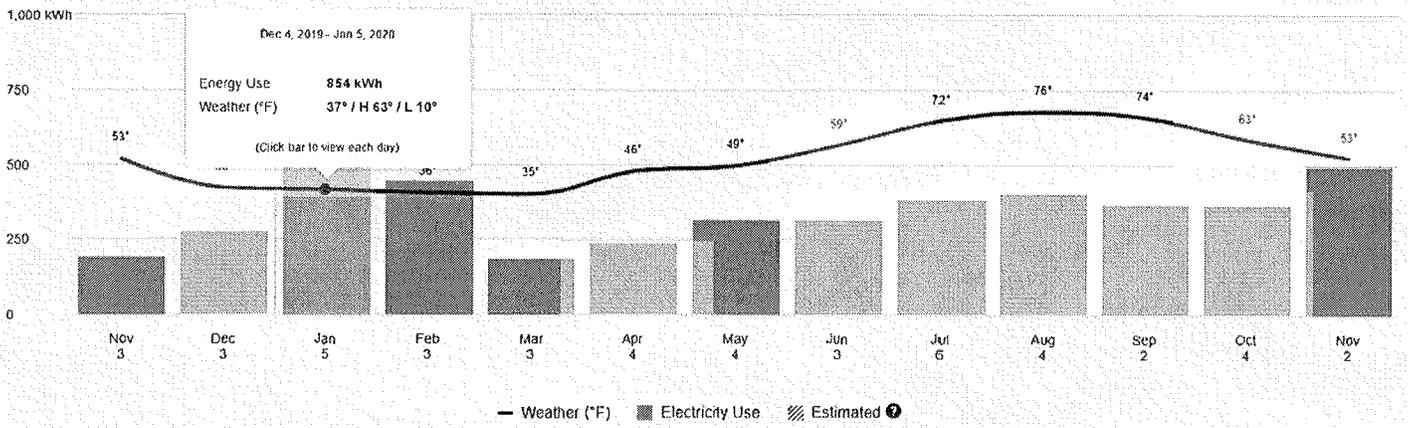
Account Number: ██████████-000  
 Rate: RH-Residential Heating  
 Date Prepared: 12/04/19

Meter Reading Usage Information		Summary																																																	
Next Scheduled Meter Reading Date: January 3, 2020		<b>Prior Billing Information</b>																																																	
<b>Meter Read Information for Meter Number: F78060242</b>		Amount of Last Bill	\$137.21																																																
Present:	Dec 3, 2019 - Actual	Payment(s) Received as of 12/04/19	-\$200.00																																																
Prior:	Nov 3, 2019 - Actual	Prior Account Balance	-\$62.79																																																
	Difference	<b>Current Billing Information</b>																																																	
Your Meter Multiplier	X 1	DLC Basic Service Charges	\$45.90																																																
Total kWh Used	276.2200	<b>TOTAL ACCOUNT BALANCE</b>	<b>-\$16.89</b>																																																
<b>Electric Usage:</b>		<b>ACTUAL METER READING BILL</b>																																																	
Comparing Your Usage		For more information see <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> .																																																	
	Dec 18	Dec 19	Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																
Avg. kWh Per Day	48	9																																																	
Avg. Temperature (F)	37	38																																																	
YTD Usage (kWh)	16968	12806																																																	
<table border="1"> <thead> <tr> <th colspan="12">DAYS IN BILLING PERIOD</th> </tr> <tr> <th>J</th><th>F</th><th>M</th><th>A</th><th>M</th><th>J</th><th>J</th><th>A</th><th>S</th><th>O</th><th>N</th><th>D</th> </tr> </thead> <tbody> <tr> <td>33</td><td>28</td><td>30</td><td>33</td><td>31</td><td>30</td><td>28</td><td>29</td><td>33</td><td>28</td><td>30</td><td>33</td> </tr> <tr> <td>29</td><td>32</td><td>29</td><td>29</td><td>32</td><td>30</td><td>32</td><td>30</td><td>30</td><td>31</td><td>29</td><td>30</td> </tr> </tbody> </table>				DAYS IN BILLING PERIOD												J	F	M	A	M	J	J	A	S	O	N	D	33	28	30	33	31	30	28	29	33	28	30	33	29	32	29	29	32	30	32	30	30	31	29	30
DAYS IN BILLING PERIOD																																																			
J	F	M	A	M	J	J	A	S	O	N	D																																								
33	28	30	33	31	30	28	29	33	28	30	33																																								
29	32	29	29	32	30	32	30	30	31	29	30																																								
<ul style="list-style-type: none"> <li>● Average Monthly Usage for the past 13 months is 1106 kWh.</li> <li>● Total Annual Usage for the past 13 months is 14382 kWh.</li> </ul>																																																			

REDACTED

Year view ▾

Nov 2019 - Nov 2020





Customer Name and Service Address:  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006898047930

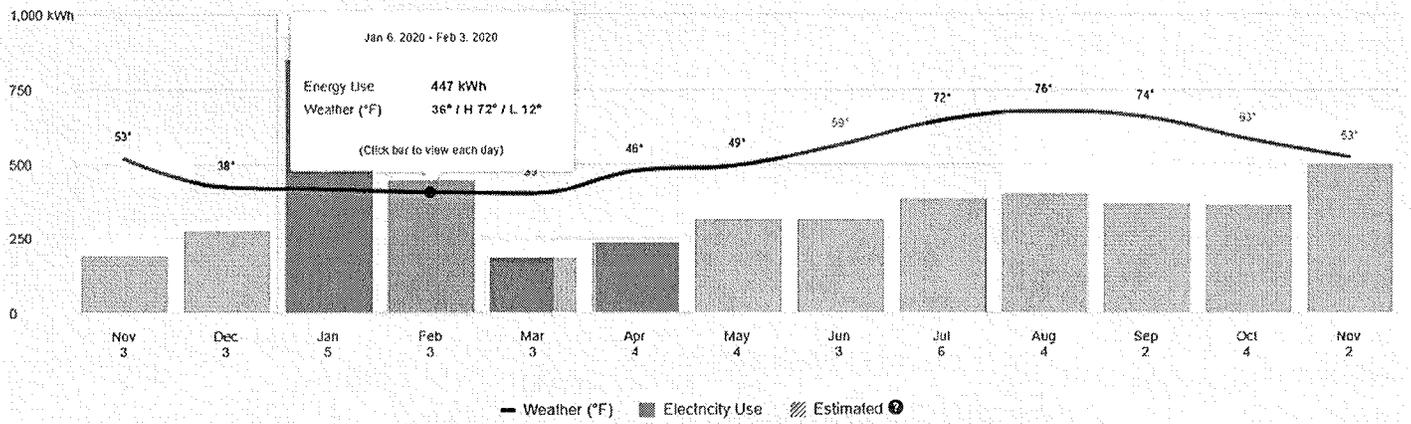
Account Number: [REDACTED] 30-000  
Rate: RH-Residential Heating  
Date Prepared: 01/06/20

Meter Reading Usage Information		Summary																																																	
Next Scheduled Meter Reading Date: February 3, 2020		<b>Prior Billing Information</b>																																																	
<b>Meter Read Information for Meter Number:</b> F78060242		Amount of Last Bill	-\$16.89																																																
Present	Jan 5, 2020 - Actual	Prior Account Balance	-\$16.89																																																
Prior:	Dec 3, 2019 - Actual	<b>Current Billing Information</b>																																																	
	Difference	DLC Basic Service Charges	\$114.11																																																
Your Meter Multiplier	X 1	<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$97.22</b>																																																
Total kWh Used	853.8370	<b>ACTUAL METER READING BILL</b>																																																	
<b>Electric Usage:</b>		For more information see <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> .																																																	
Comparing Your Usage		Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																	
	Jan 19	Jan 20																																																	
Avg. kWh Per Day	102	26																																																	
Avg. Temperature (F)	35	36																																																	
YTD Usage (kWh)	2959	854																																																	
<table border="1"> <thead> <tr> <th colspan="12">DAYS IN BILLING PERIOD</th> </tr> <tr> <th>F</th><th>M</th><th>A</th><th>M</th><th>J</th><th>J</th><th>A</th><th>S</th><th>O</th><th>N</th><th>D</th><th>J</th> </tr> </thead> <tbody> <tr> <td>28</td><td>30</td><td>33</td><td>31</td><td>30</td><td>28</td><td>29</td><td>33</td><td>28</td><td>30</td><td>33</td><td>29</td> </tr> <tr> <td>32</td><td>29</td><td>29</td><td>32</td><td>30</td><td>32</td><td>30</td><td>30</td><td>31</td><td>29</td><td>30</td><td>33</td> </tr> </tbody> </table>				DAYS IN BILLING PERIOD												F	M	A	M	J	J	A	S	O	N	D	J	28	30	33	31	30	28	29	33	28	30	33	29	32	29	29	32	30	32	30	30	31	29	30	33
DAYS IN BILLING PERIOD																																																			
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32	29	29	32	30	32	30	30	31	29	30	33																																								
<ul style="list-style-type: none"> <li>● Average Monthly Usage for the past 12 months is 892 kWh.</li> <li>● Total Annual Usage for the past 12 months is 10700 kWh.</li> </ul>																																																			

**REDACTED**

Year view ▾

Nov 2019 - Nov 2020





Customer Name and Service Address:  
**KIM N WILKES**  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
 BILL ID: 006893889444

Account Number: [REDACTED] 00-000
Rate: RH-Residential Heating
Date Prepared: 02/04/20

**Meter Reading Usage Information**

Next Scheduled Meter Reading Date: March 3, 2020

**Meter Read Information for Meter Number: F78060242**

Present:	Feb 3, 2020 - Actual	4240.8240
Prior:	Jan 5, 2020 - Actual	3793.4580
	Difference	447.3660
Your Meter Multiplier		X 1
	Total kWh Used	447.3660

**Electric Usage:**

	Comparing Your Usage	
	Feb 19	Feb 20
Avg. kWh Per Day	96	15
Avg. Temperature (F)	27	35
YTD Usage (kWh)	6026	1301

**kWh:**

DAYS IN BILLING PERIOD											
M	A	M	J	J	A	S	O	N	D	J	F
30	33	31	30	28	29	33	28	30	33	29	32
29	29	32	30	32	30	30	31	29	30	33	28

- Average Monthly Usage for the past 13 months is 858 kWh.
- Total Annual Usage for the past 13 months is 11148 kWh.

**Summary**

Prior Billing Information

Amount of Last Bill	\$97.22
Payment(s) Received as of 01/26/20	-\$97.22
Prior Account Balance	\$0.00

Current Billing Information

DLC Basic Service Charges	\$66.43
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$66.43</b>

ACTUAL METER READING BILL

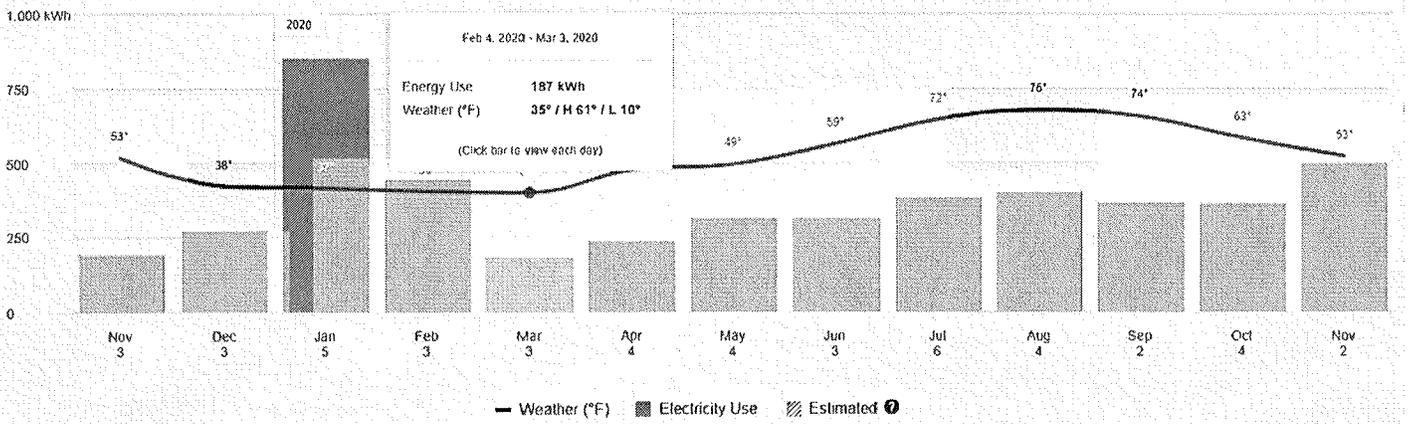
For more information see [www.duquesnelight.com](http://www.duquesnelight.com).

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**REDACTED**

Year view ▾

◀ Nov 2019 - Nov 2020





Customer Name and Service Address:  
**KIM N WILKES**  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
 BILL ID: 006892116116

Account Number: [REDACTED] 30-000
Rate: RH-Residential Heating
Date Prepared: 03/04/20

**Meter Reading Usage Information**

Next Scheduled Meter Reading Date: April 2, 2020

**Meter Read Information for Meter Number: F78060242**

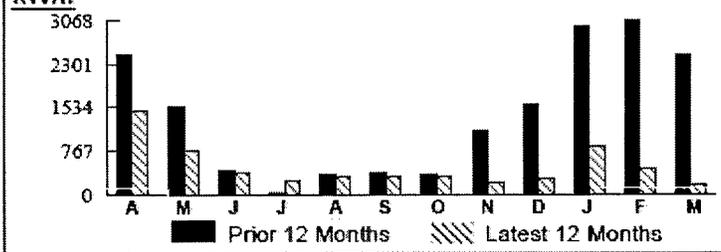
Present:	Mar 3, 2020 - Actual	4427.6240
Prior:	Feb 3, 2020 - Actual	4240.8240
	Difference	186.8000

Your Meter Multiplier X 1

Total kWh Used 186.8000

**Electric Usage:**

	Comparing Your Usage	
	Mar 19	Mar 20
Avg. kWh Per Day	85	6
Avg. Temperature (F)	33	34
YTD Usage (kWh)	8505	1488



DAYS IN BILLING PERIOD											
A	M	J	J	A	S	O	N	D	J	F	M
33	31	30	28	29	33	28	30	33	29	32	29
29	32	30	32	30	30	31	29	30	33	29	29

- Average Monthly Usage for the past 13 months is 636 kWh.
- Total Annual Usage for the past 13 months is 8268 kWh.

**Summary**

**Prior Billing Information**

Amount of Last Bill	\$66.43
Payment(s) Received as of 02/25/20	-\$66.43
<b>Prior Account Balance</b>	<b>\$0.00</b>

**Current Billing Information**

DLC Basic Service Charges	\$35.17
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$35.17</b>

**ACTUAL METER READING BILL**

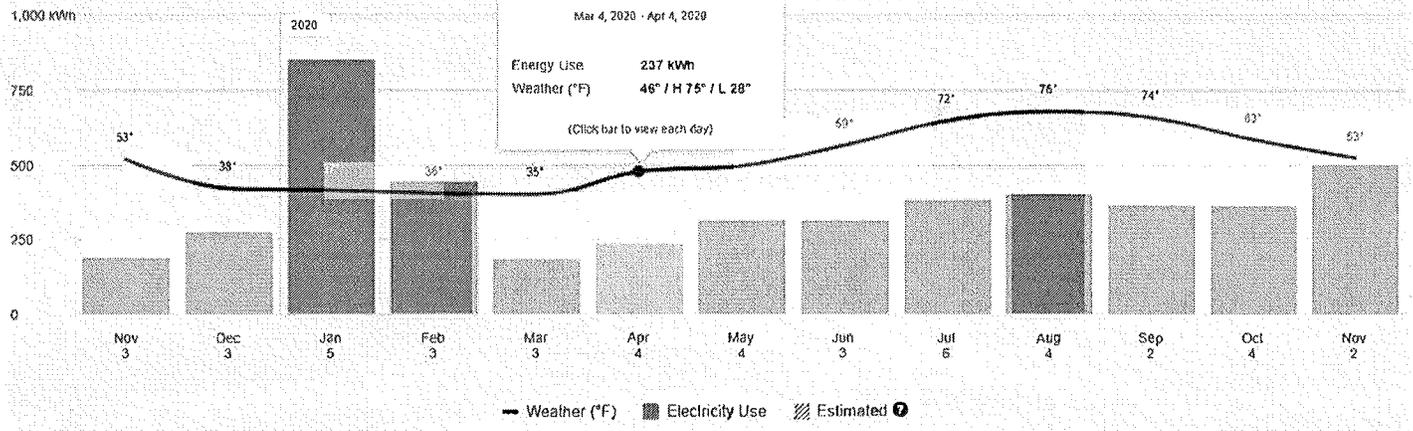
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**REDACTED**

Year view ▾

Nov 2019 - Nov 2020





Customer Name and Service Address:  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006894103590

Account Number: [REDACTED] 30-000
Rate: RH-Residential Heating
Date Prepared: 04/05/20

Meter Reading Usage Information	Summary
---------------------------------	---------

Next Scheduled Meter Reading Date: May 4, 2020

**Meter Read Information for Meter Number: F78060242**

Present:	Apr 4, 2020	- Actual	4664.3480
Prior:	Mar 3, 2020	- Actual	4427.6240
		Difference	236.7240

Your Meter Multiplier  $\times$  1

Total kWh Used 236.7240

**Prior Billing Information**

Amount of Last Bill	-\$15.00
Prior Account Balance	-\$15.00

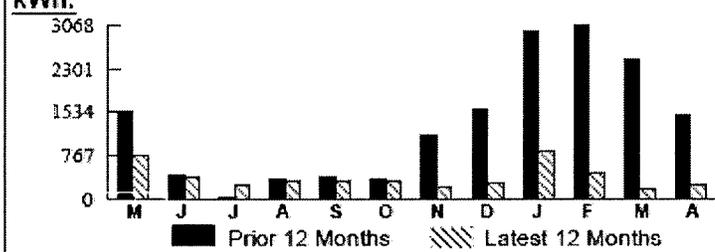
**Current Billing Information**

DLC Basic Service Charges	\$56.37
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$41.37</b>

**Electric Usage:**

Comparing Your Usage

	Apr 19	Apr 20
Avg. kWh Per Day	51	7
Avg. Temperature (F)	39	46
YTD Usage (kWh)	9984	1725



DAYS IN BILLING PERIOD

M	J	J	A	S	O	N	D	J	F	M	A
31	30	28	29	33	28	30	33	29	32	29	29
32	30	32	30	30	31	29	30	33	29	29	32

- Average Monthly Usage for the past 12 months is 379 kWh.
- Total Annual Usage for the past 12 months is 4546 kWh.

**ACTUAL METER READING BILL**

For more information see [www.duquesnelight.com](http://www.duquesnelight.com).

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The amount of \$35.17 is currently in dispute. Please pay the undisputed charges below while your dispute is pending.

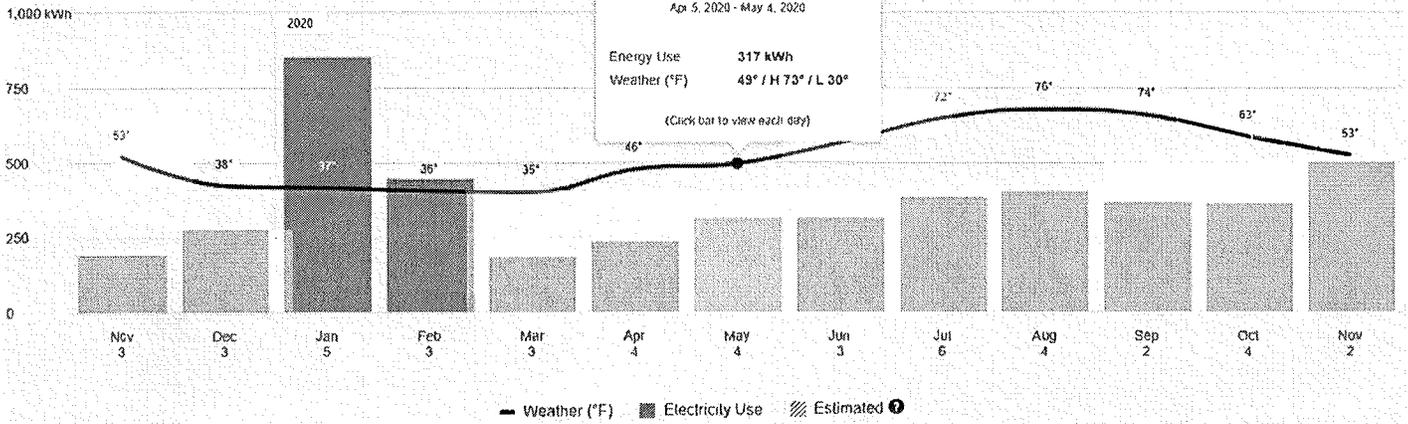
**REDACTED**

Year view ▾

< Nov 2019 - Nov 2020 >

Apr 5, 2020 - May 4, 2020

Energy Use 317 kWh  
 Weather (°F) 49° / H 73° / L 30°  
 (Click bar to view each day)





**Customer Name and Service Address:**  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006891981515

Account Number: [REDACTED] 60-000
Rate: RH-Residential Heating
Date Prepared: 05/05/20

Meter Reading Usage Information	Summary																																				
Next Scheduled Meter Reading Date: June 3, 2020	<b>Prior Billing Information</b>																																				
<b>Meter Read Information for Meter Number:</b> F78060242	Amount of Last Bill \$41.37																																				
Present: May 4, 2020 - Actual 4981.3260	Payment(s) Received as of 04/27/20 <u>-\$28.68</u>																																				
Prior: Apr 4, 2020 - Actual <u>4664.3480</u>	<b>Prior Account Balance</b> \$12.69																																				
Difference 316.9780																																					
Your Meter Multiplier X <u>1</u>	<b>Current Billing Information</b>																																				
Total kWh Used 316.9780	DLC Basic Service Charges \$61.52																																				
<b>Electric Usage:</b>	<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b> <u>\$74.21</u>																																				
Comparing Your Usage																																					
May 19 May 20																																					
Avg. kWh Per Day 24 11																																					
Avg. Temperature (F) 57 49																																					
YTD Usage (kWh) 10747 2042																																					
<b>kWh:</b>	<b>ACTUAL METER READING BILL</b>																																				
	For more information see <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> .																																				
<b>DAYS IN BILLING PERIOD</b>	Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																				
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J	J	A	S	O	N	D	J	F	M	A	M																										
30	28	29	33	28	30	33	29	32	29	29	32																										
30	32	30	30	31	29	30	33	29	29	32	30																										
<ul style="list-style-type: none"> <li>Average Monthly Usage for the past 12 months is 342 kWh.</li> <li>Total Annual Usage for the past 12 months is 4101 kWh.</li> </ul>	<b>REDACTED</b>																																				

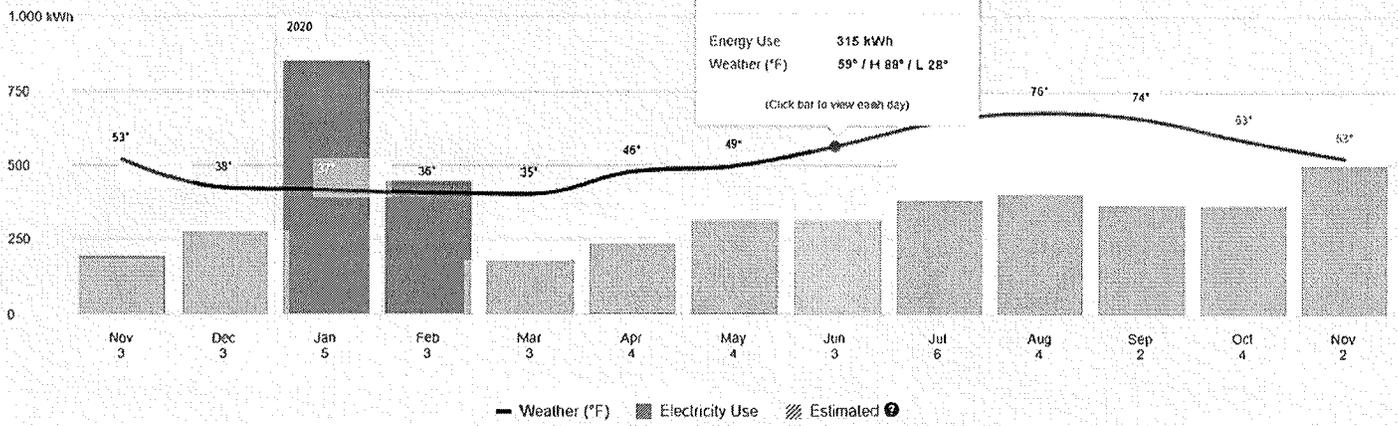
Year view ▾

< Nov 2019 - Nov 2020

May 5, 2020 - Jun 3, 2020

Energy Use 315 kWh  
Weather (°F) 59° / H 88° / L 28°

(Click bar to view each day)



— Weather (°F) ■ Electricity Use ▨ Estimated ⓘ



**Customer Name and Service Address:**

KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006898643063

Account Number: [REDACTED] 80-000

Rate: RH-Residential Heating

Date Prepared: 06/04/20

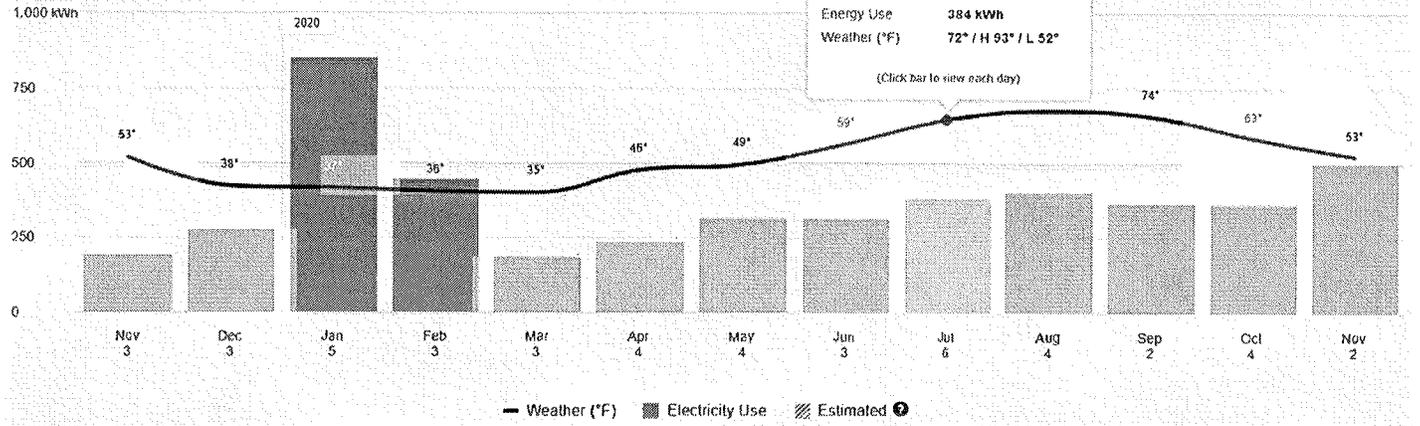
Meter Reading Usage Information		Summary																																																	
Next Scheduled Meter Reading Date: July 6, 2020		<b>Prior Billing Information</b>																																																	
<b>Meter Read Information for Meter Number:</b> F78060242		Amount of Last Bill	\$74.21																																																
Present:	Jun 3, 2020 - Actual	Payment(s) Received as of 05/25/20	<u>-\$23.00</u>																																																
Prior:	May 4, 2020 - Actual	Prior Account Balance	\$51.21																																																
	Difference																																																		
Your Meter Multiplier	X 1	<b>Current Billing Information</b>																																																	
Total kWh Used	315.3500	DLC Basic Service Charges	\$60.46																																																
<b>Electric Usage:</b>		<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b> <u>\$111.67</u>																																																	
		<b>ACTUAL METER READING BILL</b>																																																	
Comparing Your Usage		For more information see <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> .																																																	
	Jun 19	Jun 20	Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																
Avg. kWh Per Day	13	11	The amount of \$35.17 is currently in dispute. Please pay the undisputed charges below while your dispute is pending.																																																
Avg. Temperature (F)	64	60																																																	
YTD Usage (kWh)	11142	2357																																																	
<b>kWh:</b>																																																			
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DAYS IN BILLING PERIOD																																																			
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32	30	30	31	29	30	33	29	29	32	30	30																																								
<ul style="list-style-type: none"> <li>Average Monthly Usage for the past 12 months is 335 kWh.</li> <li>Total Annual Usage for the past 12 months is 4021 kWh.</li> </ul>																																																			

**REDACTED**

Year view ▾

< Nov 2019 - Nov 2020

Jun 4, 2020 - Jul 6, 2020





Customer Name and Service Address:  
**KIM N WILKES**  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
 BILL ID: 006896096122

Account Number: <span style="background-color: black; color: black;">XXXXXXXXXX</span> 30-000
Rate: RH-Residential Heating
Date Prepared: 07/07/20

Meter Reading Usage Information	Summary
---------------------------------	---------

Next Scheduled Meter Reading Date: August 4, 2020

**Meter Read Information for Meter Number: F78060242**

Present:	Jul 6, 2020	- Actual	5680.5610
Prior:	Jun 3, 2020	- Actual	5296.6760
		Difference	383.8850

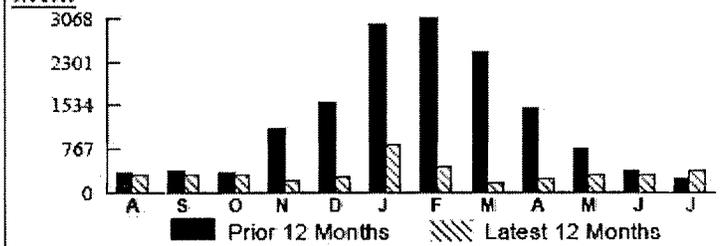
Your Meter Multiplier  $\times$  1

**Total kWh Used 383.8850**

**Electric Usage:**

Comparing Your Usage

	Jul 19	Jul 20
Avg. kWh Per Day	8	12
Avg. Temperature (F)	71	72
YTD Usage (kWh)	11384	2741



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

- Average Monthly Usage for the past 12 months is 347 kWh.
- Total Annual Usage for the past 12 months is 4163 kWh.

**Prior Billing Information**

Amount of Last Bill	\$111.67
Payment(s) Received as of 06/22/20	-\$83.67
<b>Prior Account Balance</b>	<b>\$28.00</b>

**Current Billing Information**

DLC Basic Service Charges	\$64.39
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$92.39</b>

**ACTUAL METER READING BILL**

For more information see [www.duquesnelight.com](http://www.duquesnelight.com).

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The amount of \$35.17 is currently in dispute. Please pay the undisputed charges below while your dispute is pending.

REDACTED

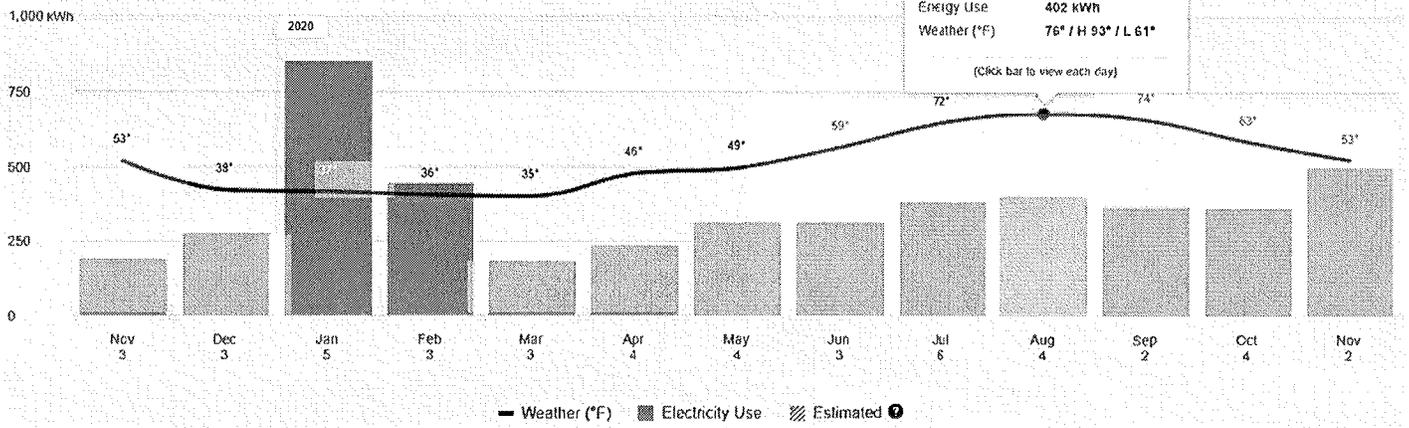
Year view ▾

Nov 2019 - Nov 2020

Jul 7, 2020 - Aug 4, 2020

Energy Use 402 kWh  
Weather (°F) 76° / H 93° / L 61°

(Click bar to view each day)





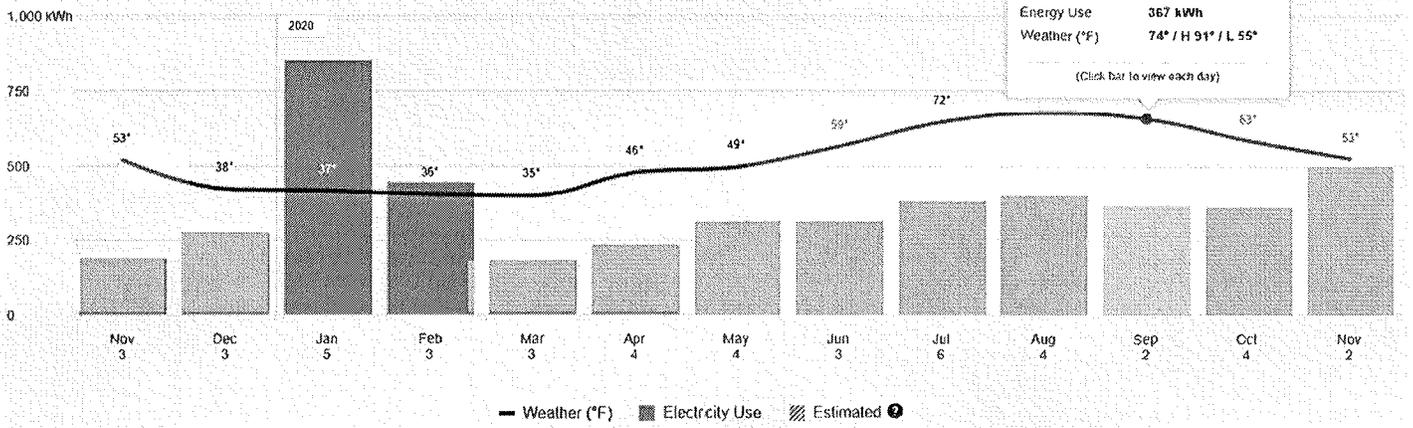
Customer Name and Service Address:  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006898546445

Account Number: [REDACTED] 30-000
Rate: RH-Residential Heating
Date Prepared: 08/05/20

Meter Reading Usage Information	Summary																																																
Next Scheduled Meter Reading Date: September 2, 2020	<b>Prior Billing Information</b>																																																
<b>Meter Read Information for Meter Number: F79060242</b>	Amount of Last Bill \$127.56																																																
Present: Aug 4, 2020 - Actual 6083.0470	Payment(s) Received as of 07/25/20 <u>-\$127.56</u>																																																
Prior: Jul 6, 2020 - Actual 5680.5610	Prior Account Balance \$0.00																																																
Difference 402.4860	<b>Current Billing Information</b>																																																
Your Meter Multiplier x 1	DLC Basic Service Charges \$66.89																																																
Total kWh Used 402.4860	<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b> <u>\$66.89</u>																																																
<b>Electric Usage:</b>	<b>ACTUAL METER READING BILL</b>																																																
Comparing Your Usage	For more information see <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> .																																																
Aug 19 Aug 20	Give to Dollar Energy Fund to help people without heat or light.																																																
Avg. kWh Per Day 10 14	Make a monthly pledge at <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> or send a																																																
Avg. Temperature (F) 75 76	check to Duquesne Light Hardship Fund Donations, 411																																																
YTD Usage (kWh) 11696 3143	Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is																																																
<b>kWh:</b>	tax deductible.																																																
	<b>REDACTED</b>																																																
<table border="1"> <thead> <tr> <th colspan="12">DAYS IN BILLING PERIOD</th> </tr> <tr> <th>S</th><th>O</th><th>N</th><th>D</th><th>J</th><th>F</th><th>M</th><th>A</th><th>M</th><th>J</th><th>J</th><th>A</th> </tr> </thead> <tbody> <tr> <td>33</td><td>28</td><td>30</td><td>33</td><td>29</td><td>32</td><td>29</td><td>29</td><td>32</td><td>30</td><td>32</td><td>30</td> </tr> <tr> <td>30</td><td>31</td><td>29</td><td>30</td><td>33</td><td>29</td><td>29</td><td>32</td><td>30</td><td>30</td><td>33</td><td>29</td> </tr> </tbody> </table>	DAYS IN BILLING PERIOD												S	O	N	D	J	F	M	A	M	J	J	A	33	28	30	33	29	32	29	29	32	30	32	30	30	31	29	30	33	29	29	32	30	30	33	29	
DAYS IN BILLING PERIOD																																																	
S	O	N	D	J	F	M	A	M	J	J	A																																						
33	28	30	33	29	32	29	29	32	30	32	30																																						
30	31	29	30	33	29	29	32	30	30	33	29																																						
<ul style="list-style-type: none"> <li>• Average Monthly Usage for the past 12 months is 354 kWh.</li> <li>• Total Annual Usage for the past 12 months is 4254 kWh.</li> </ul>																																																	

Year view ▾

Nov 2019 - Nov 2020





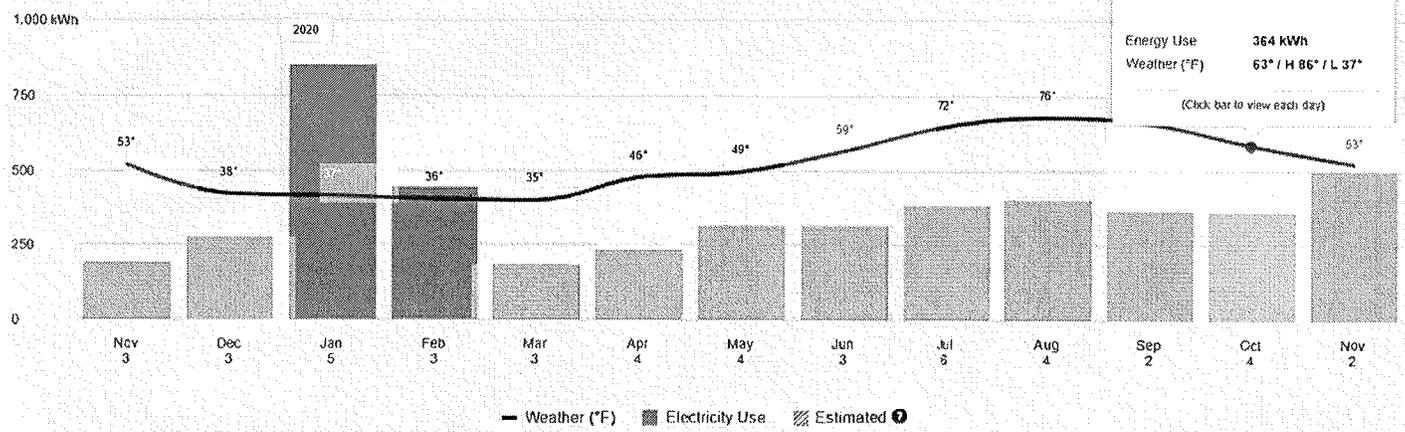
Customer Name and Service Address:  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006893434677

Account Number: [REDACTED] 30-000
Rate: RH-Residential Heating
Date Prepared: 09/03/20

Meter Reading Usage Information		Summary																																																	
Next Scheduled Meter Reading Date: October 2, 2020		<b>Prior Billing Information</b>																																																	
<b>Meter Read Information for Meter Number:</b> F78060242		Amount of Last Bill	\$66.89																																																
Present:	Sep 2, 2020 - Actual	6449.9190																																																	
Prior:	Aug 4, 2020 - Actual	6083.0470																																																	
	Difference	366.8720																																																	
Your Meter Multiplier	X	1																																																	
	Total kWh Used	366.8720																																																	
<b>Electric Usage:</b>		<b>Current Billing Information</b>																																																	
Comparing Your Usage		DLC Basic Service Charges	\$62.11																																																
	Sep 19	Sep 20																																																	
Avg. kWh Per Day	11	13																																																	
Avg. Temperature (F)	72	73																																																	
YTD Usage (kWh)	12012	3510																																																	
		<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>																																																	
		\$61.12																																																	
		<b>ACTUAL METER READING BILL</b>																																																	
		For more information see <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> .																																																	
		Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at <a href="http://www.duquesnelight.com">www.duquesnelight.com</a> or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.																																																	
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DAYS IN BILLING PERIOD																																																			
O	N	D	J	F	M	A	M	J	J	A	S																																								
28	30	31	29	32	29	28	32	30	32	30	30																																								
31	29	30	33	29	29	32	30	30	33	29	29																																								
<ul style="list-style-type: none"> <li>• Average Monthly Usage for the past 13 months is 355 kWh.</li> <li>• Total Annual Usage for the past 13 months is 4621 kWh.</li> </ul>																																																			

Year view ▾

Nov 2019 - Nov 2020



Sep 3, 2020 - Oct 4, 2020

Energy Use 364 kWh  
 Weather (°F) 63° / H 86° / L 37°

(Click bar to view each day)



Customer Name and Service Address:  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
 BILL ID: 006899588135

Account Number: [REDACTED] 30-000  
 Rate: RH-Residential Heating  
 Date Prepared: 10/05/20

**Meter Reading Usage Information**

Next Scheduled Meter Reading Date: November 3, 2020

Meter Read Information for Meter Number: **F78060242**

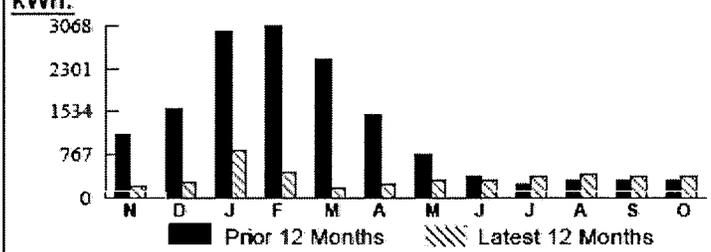
Present:	Oct 4, 2020	- Actual	6814.2910
Prior:	Sep 2, 2020	- Actual	6449.9190
		Difference	364.3720

Your Meter Multiplier  $\times$  1

Total kWh Used **364.3720**

Electric Usage:

	Comparing Your Usage	
	Oct 19	Oct 20
Avg. kWh Per Day	10	11
Avg. Temperature (F)	69	62
YTD Usage (kWh)	12337	3875



DAYS IN BILLING PERIOD												
	N	D	J	F	M	A	M	J	J	A	S	O
Prior 12 Months	30	33	29	32	29	29	32	30	32	30	30	31
Latest 12 Months	29	30	33	29	29	32	30	30	33	29	29	32

- Average Monthly Usage for the past 12 months is 362 kWh.
- Total Annual Usage for the past 12 months is 4344 kWh.

**Summary**

Prior Billing Information

Amount of Last Bill	\$61.12
Payment(s) Received as of 09/22/20	-\$61.12
<b>Prior Account Balance</b>	<b>\$0.00</b>

Current Billing Information

DLC Basic Service Charges	\$62.19
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$62.19</b>

ACTUAL METER READING BILL

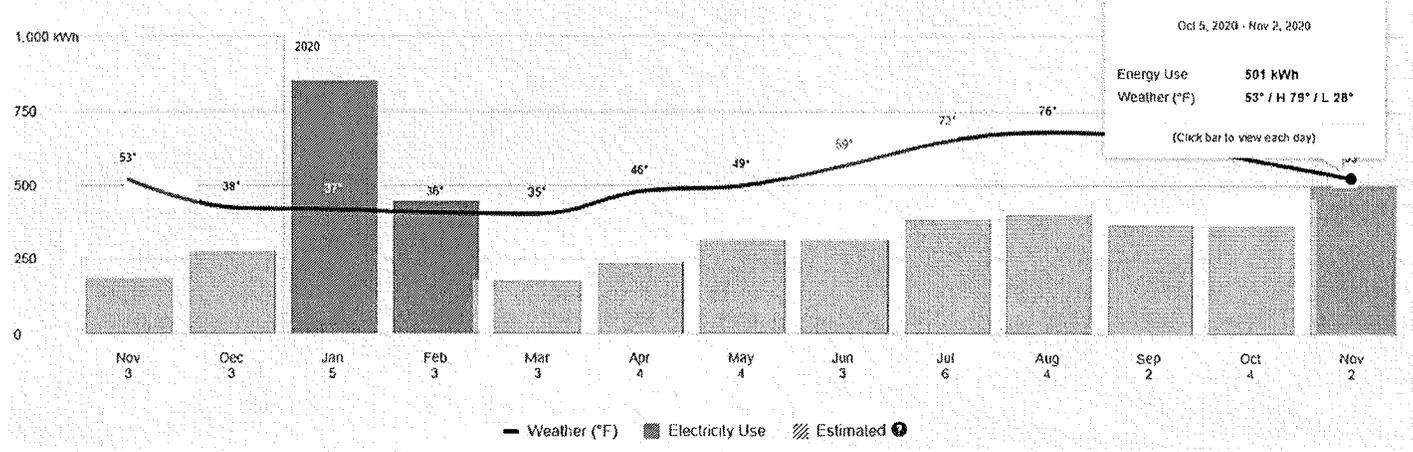
For more information see [www.duquesnelight.com](http://www.duquesnelight.com).

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.

**REDACTED**

Year view ▾

Nov 2019 - Nov 2020





Year view ▼

Nov 2019 - Nov 2020

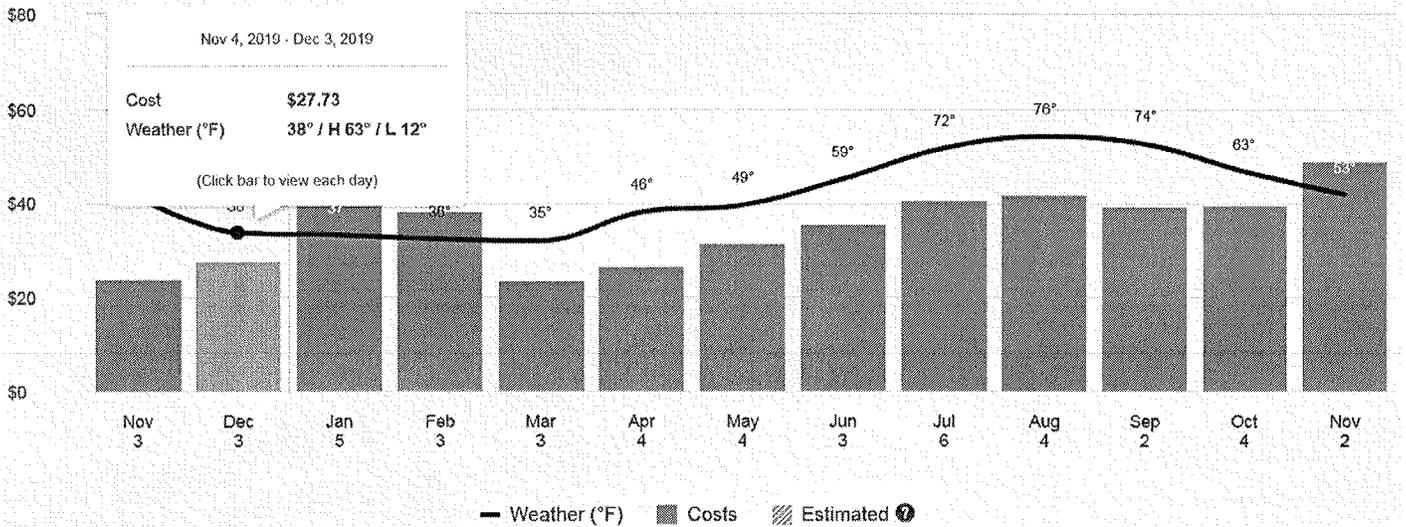


EXHIBIT  
L



Customer Name and Service Address:  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006893496737

Account Number: [REDACTED] 30-000
Rate: RH-Residential Heating
Date Prepared: 12/04/19

**Duquesne Light Company Basic Service Charges**

Adjustments

Transfer Adjustment - Printed		318.85	
Transfer Adjustment - Printed		-318.85	
Transfer Adjustment - Printed		-231.48	
Transfer Adjustment - Printed		231.48	
<b>Total Adjustments</b>			<b>\$0.00</b>

Current Charges

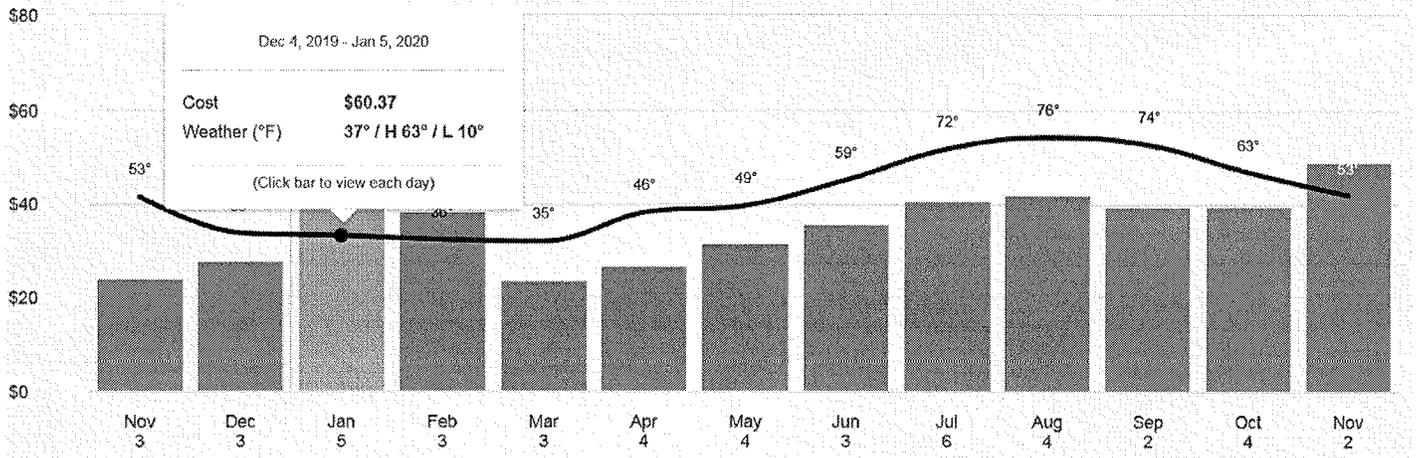
Customer Charge			12.56	
Supply	248.5980 kWh@	5.882200¢	14.62	
Supply	27.6220 kWh@	5.566900¢	1.54	
Transmission	276.2200 kWh@	0.727800¢	2.01	
Distribution	276.2200 kWh@	5.545700¢	15.32	
DSIC Surcharge		-0.53%	-0.15	
<b>Total Current Charges</b>				<b>\$45.90</b>

DLC Basic Service Charges (see Page 1 Summary) \$45.90

**REDACTED**

Year view ▾

◀ Nov 2019 - Nov 2020





Customer Name and Service Address:  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006898047930

<b>Account Number:</b> [REDACTED] 80-000
Rate: RH-Residential Heating
Date Prepared: 01/06/20

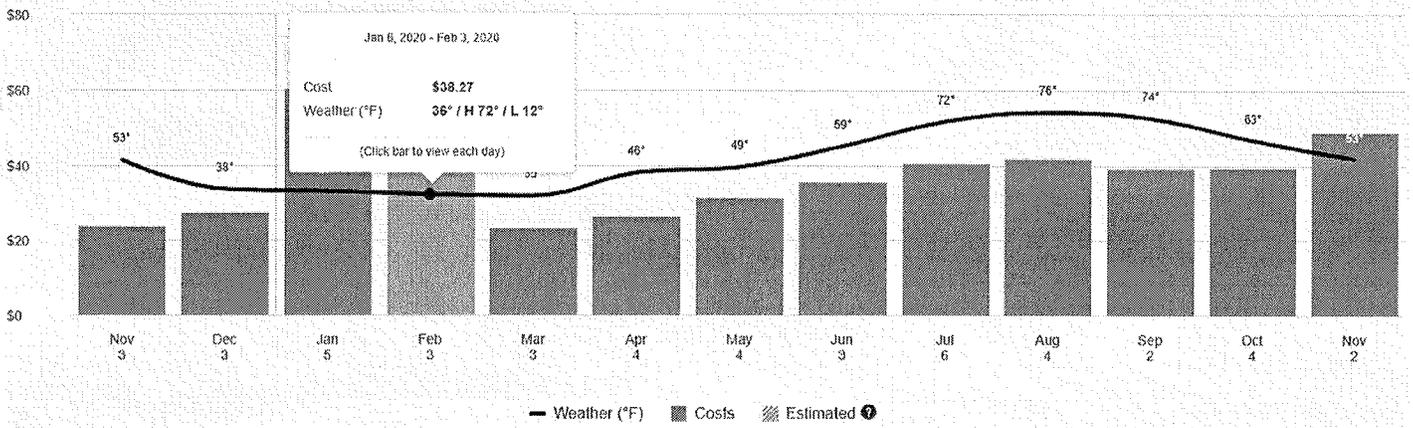
**Duquesne Light Company Basic Service Charges**

<b>Current Charges</b>			
Customer Charge			12.58
Supply	853.8370 kWh@	5.566900¢	47.53
Transmission	853.8370 kWh@	0.727800¢	6.21
Distribution	724.4678 kWh@	5.545700¢	40.18
Distribution	129.3692 kWh@	5.682700¢	7.35
DSIC Surcharge		0.43%	0.26
<b>Total Current Charges</b>			<u>\$114.11</u>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>			<u>\$114.11</u>

**REDACTED**

Year view ▾

◀ Nov 2019 - Nov 2020 ▶





Customer Name and Service Address:
KIM N WILKES
335 LINOLEUM WAY
PITTSBURGH, PA 15219-3753
BILL ID: 006893889444

Account Number: [REDACTED] 30-000
Rate: RH-Residential Heating
Date Prepared: 02/04/20

Duquesne Light Company Basic Service Charges

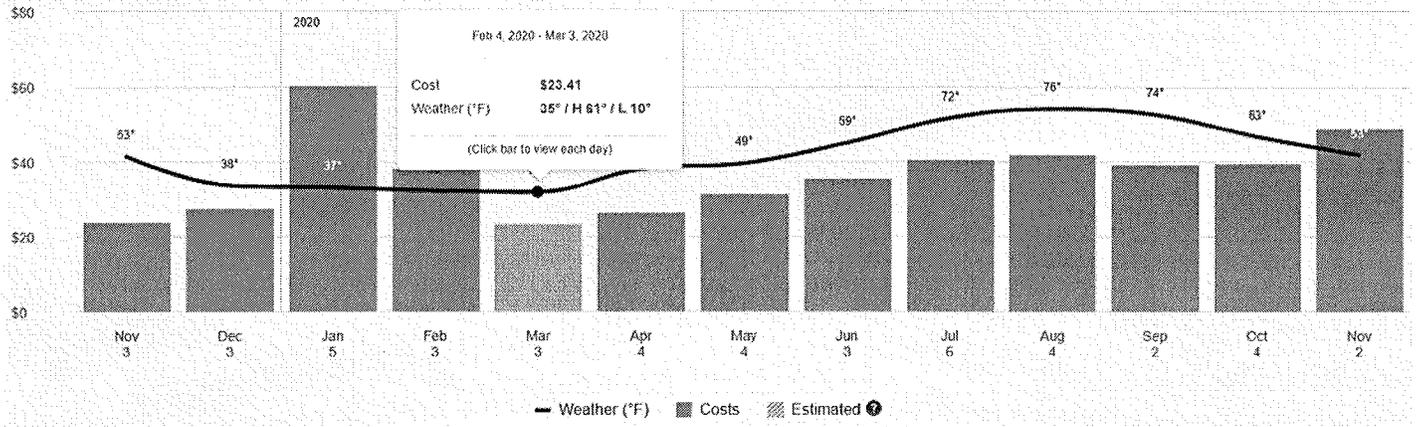
Current Charges

Table with 4 columns: Description, Unit/Rate, Amount, Total. Rows include Customer Charge, Supply, Transmission, Distribution, DSIC Surcharge, Total Current Charges, and DLC Basic Service Charges.

REDACTED

Year view ▾

< Nov 2019 - Nov 2020 >





**Customer Name and Service Address:**  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006892116116

<b>Account Number:</b> [REDACTED] 80-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 03/04/20

**Duquesne Light Company Basic Service Charges**

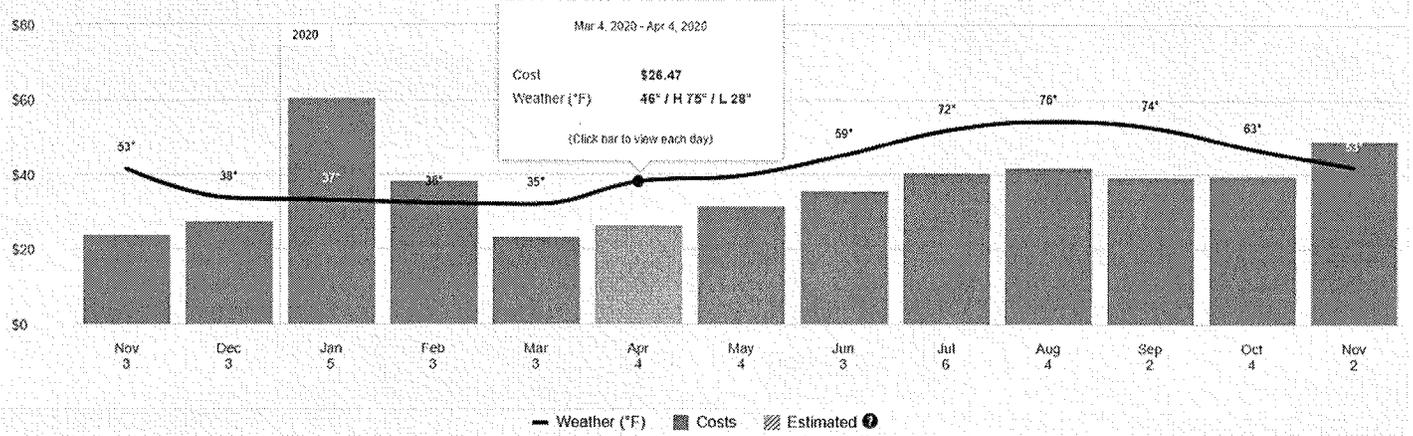
**Current Charges**

Customer Charge			12.69	
Supply	186.8000 kWh@	5.566900¢	10.40	
Transmission	186.8000 kWh@	0.727800¢	1.36	
Distribution	186.8000 kWh@	5.682700¢	10.62	
DSIC Surcharge		0.43%	0.10	
<b>Total Current Charges</b>				<b>\$35.17</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>				<b>\$35.17</b>

**REDACTED**

Year view ▾

< Nov 2019 - Nov 2020 >





**Customer Name and Service Address:**

KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006894103590

<b>Account Number:</b> [REDACTED] 30-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 04/05/20

**Duquesne Light Company Basic Service Charges**

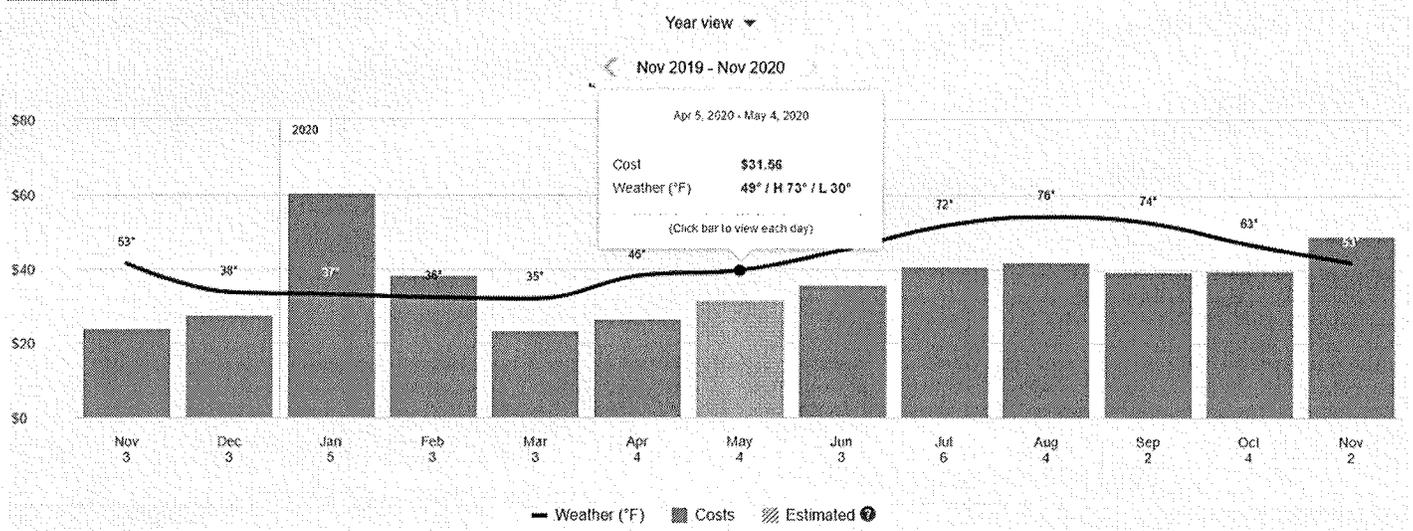
Adjustments

Budget Review Adjustment		15.00	
<b>Total Adjustments</b>			<b>\$15.00</b>

Current Charges

Customer Charge		12.69	
Supply	236.7240 kWh@ 5.566900¢	13.18	
Transmission	236.7240 kWh@ 0.727800¢	1.72	
Distribution	236.7240 kWh@ 5.682700¢	13.45	
DSIC Surcharge	1.27%	0.33	
<b>Total Current Charges</b>			<b>\$41.37</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>			<b><u>\$56.37</u></b>

**REDACTED**





**Customer Name and Service Address:**

KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006891981515

<b>Account Number:</b> [REDACTED] 30-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 05/05/20

**Duquesne Light Company Basic Service Charges**

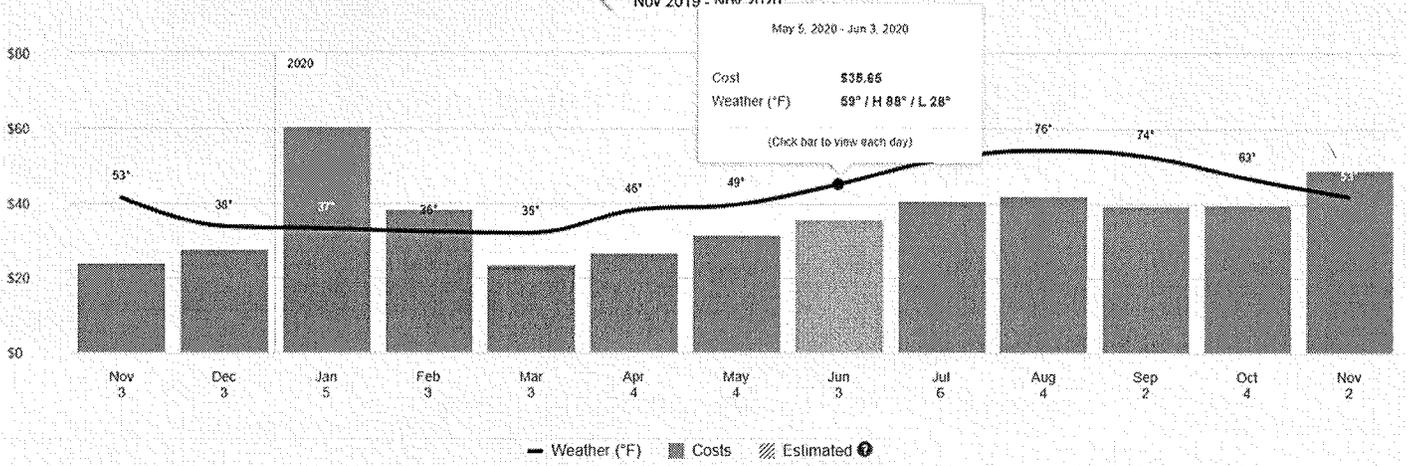
**Current Charges**

Customer Charge			12.69	
Supply	316.9780 kWh@	5.566900¢	17.65	
Transmission	316.9780 kWh@	0.727800¢	2.31	
Distribution	31.3840 kWh@	7.138300¢	2.24	
Distribution	285.5940 kWh@	5.682700¢	16.23	
DSIC Surcharge		1.27%	0.40	
<b>Total Current Charges</b>				<b>\$51.52</b>
Special Agreement Balance		15.00		10.00
<b>DLC Basic Service Charges (see Page 1 Summary)</b>				<b>\$61.52</b>

**REDACTED**

Year view

< Nov 2019 - Nov 2020





**Customer Name and Service Address:**  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006898643063

<b>Account Number:</b> [REDACTED] 30-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 06/04/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

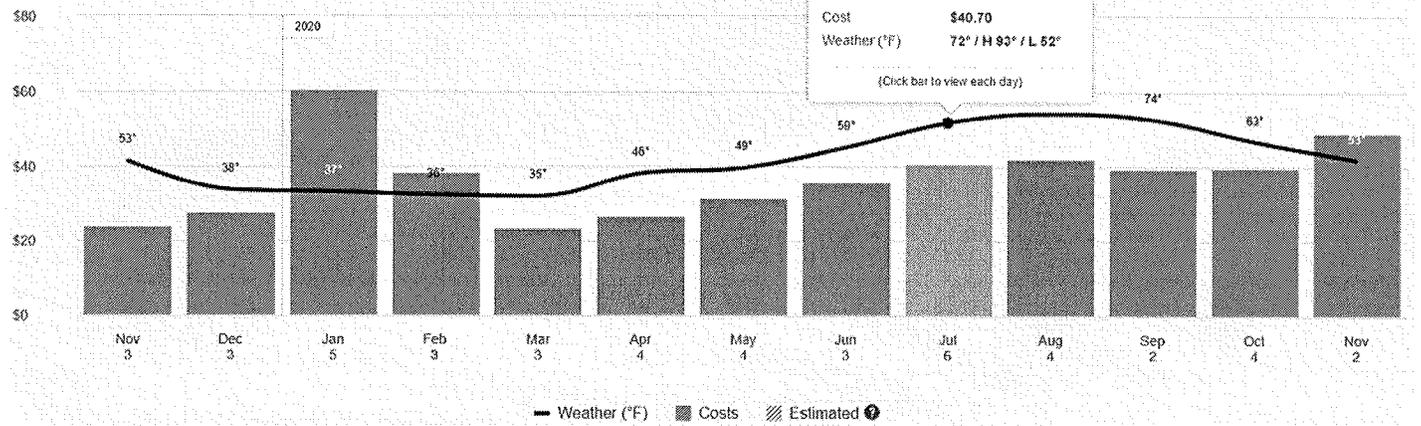
Customer Charge				12.69	
Supply	283.8150	kWh@	5.566900¢	15.80	
Supply	31.5350	kWh@	5.242800¢	1.65	
Transmission	283.8150	kWh@	0.727800¢	2.07	
Transmission	31.5350	kWh@	0.928400¢	0.29	
Distribution	315.3500	kWh@	7.138300¢	22.51	
DSIC Surcharge			1.27%	0.45	
<b>Total Current Charges</b>					<b>\$55.46</b>
Special Agreement Balance			5.00		5.00
<b>DLC Basic Service Charges (see Page 1 Summary)</b>					<b>\$60.46</b>

**REDACTED**

Year view

Nov 2019 - Nov 2020

Jun 4, 2020 - Jul 6, 2020





**Customer Name and Service Address:**

KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006896096122

<b>Account Number:</b> [REDACTED] 30-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 07/07/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

Customer Charge			12.67	
Supply	383.8850 kWh@	5.242800¢	20.13	
Transmission	383.8850 kWh@	0.928400¢	3.56	
Distribution	383.8850 kWh@	7.138300¢	27.40	
DSIC Surcharge		1.57%	0.63	
<b>Total Current Charges</b>				<b>\$64.39</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>				<b>\$64.39</b>

**REDACTED**

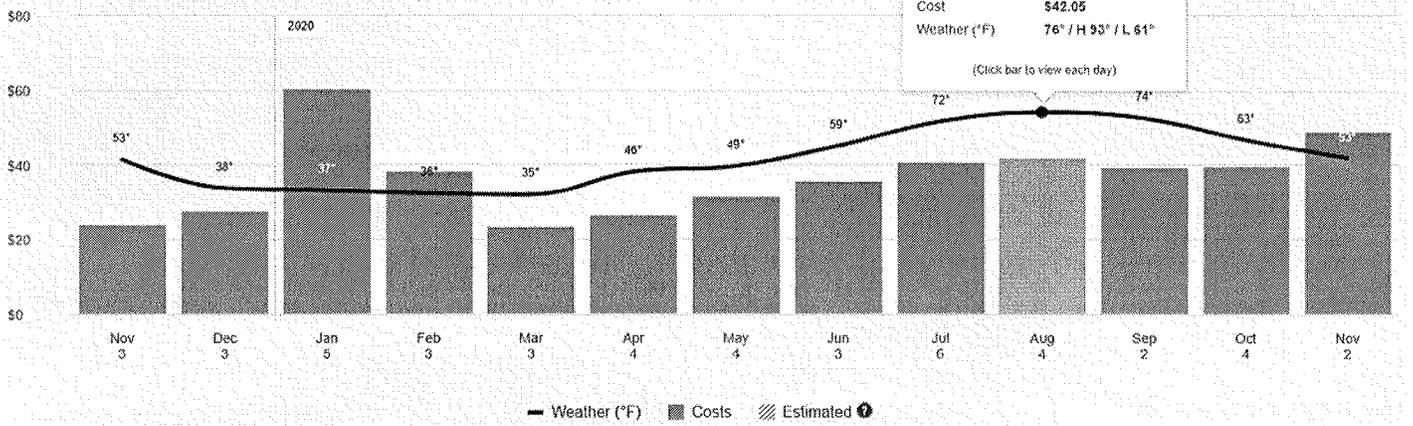
Year view

< Nov 2019 - Nov 2020 >

Jul 7, 2020 - Aug 4, 2020

Cost \$42.05  
Weather (°F) 76° / H 93° / L 61°

(Click bar to view each day)





**Customer Name and Service Address:**

KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
 BILL ID: 006898546445

Account Number: [REDACTED] 30-000

Rate: RH-Residential Heating

Date Prepared: 08/05/20

**Duquesne Light Company Basic Service Charges**

Current Charges

Customer Charge			12.67	
Supply	402.4860 kWh@	5.242800¢	21.10	
Transmission	402.4860 kWh@	0.928400¢	3.74	
Distribution	402.4860 kWh@	7.138300¢	28.73	
DSIC Surcharge		1.57%	0.65	
<b>Total Current Charges</b>				<b>\$66.89</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>				<b>\$66.89</b>

**REDACTED**

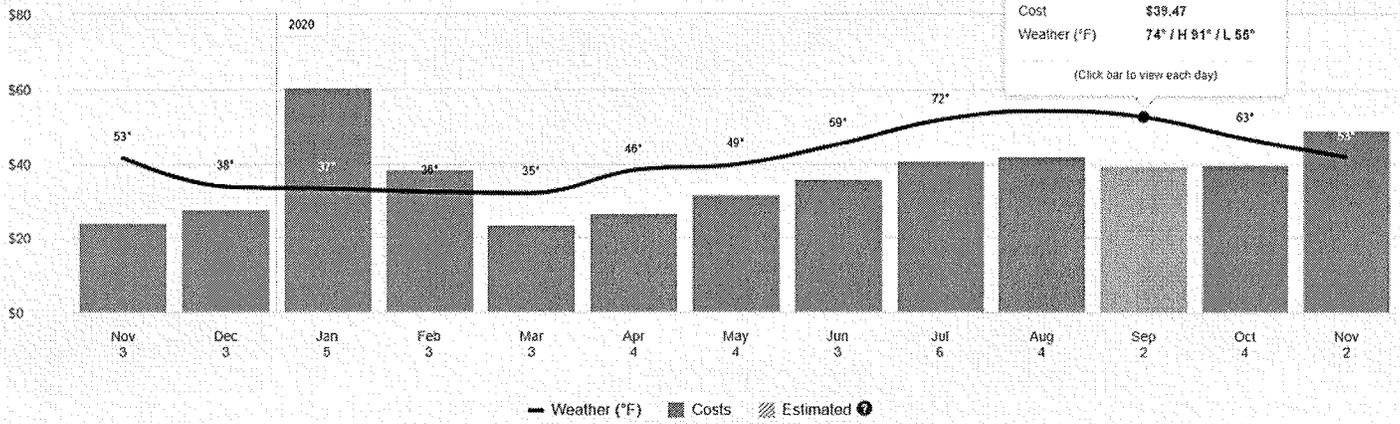
Year view ▾

< Nov 2019 - Nov 2020

Aug 5, 2020 - Sep 2, 2020

Cost	\$39.47
Weather (°F)	74° / H 81° / L 55°

(Click bar to view each day)





Customer Name and Service Address:
KIM N WILKES
335 LINOLEUM WAY
PITTSBURGH, PA 15219-3753
BILL ID: 006893434677

Account Number: [REDACTED] 30-000
Rate: RH-Residential Heating
Date Prepared: 09/03/20

Duquesne Light Company Basic Service Charges

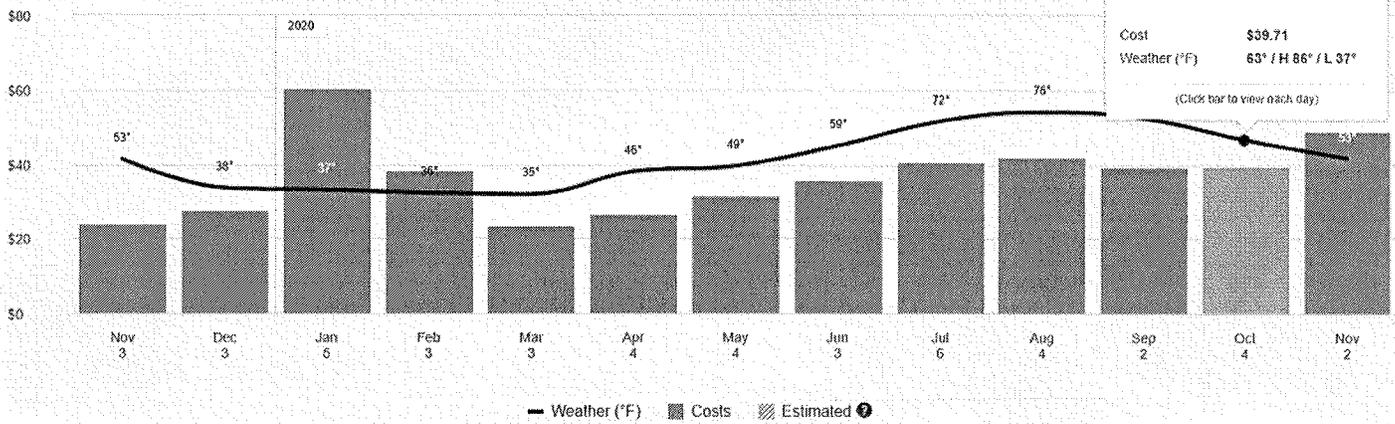
Current Charges

Table with 4 columns: Description, Unit/Rate, Amount, Total. Rows include Customer Charge, Supply, Transmission, Distribution, DSIC Surcharge, Total Current Charges, and DLC Basic Service Charges.

REDACTED

Year view

Nov 2019 - Nov 2020



Sep 3, 2020 - Oct 4, 2020

Cost: \$39.71

Weather (°F): 63° / H 86° / L 37°

(Click bar to view each day)



**Customer Name and Service Address:**

KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006899588135

**Account Number:** [REDACTED] 30-000

**Rate:** RH-Residential Heating

**Date Prepared:** 10/05/20

**Duquesne Light Company Basic Service Charges**

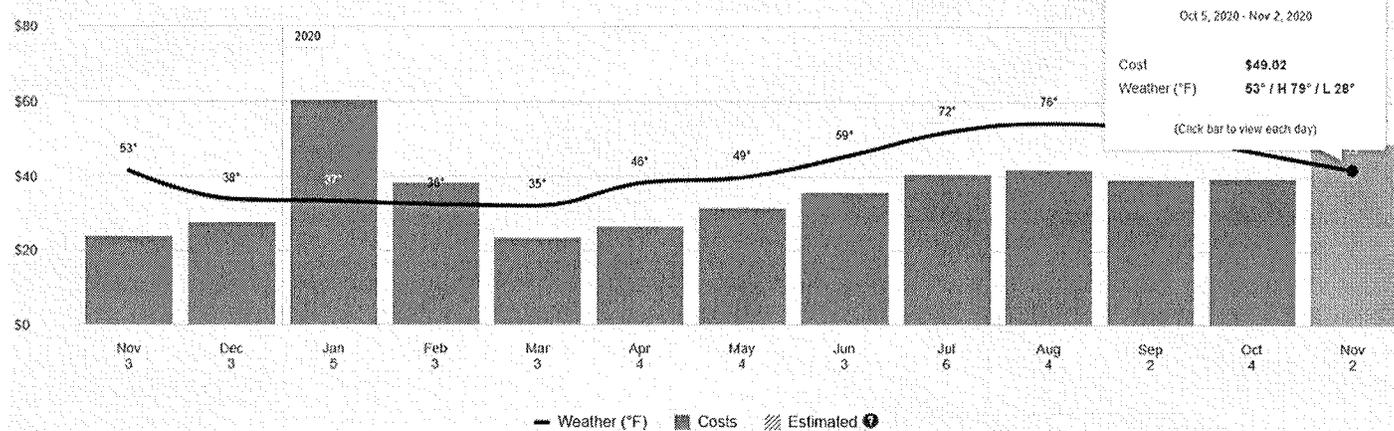
Current Charges

Customer Charge			12.67	
Supply	364.3720 kWh@	5.242800¢	19.10	
Transmission	364.3720 kWh@	0.928400¢	3.38	
Distribution	364.3720 kWh@	7.138300¢	26.01	
DSIC Surcharge		2.67%	1.03	
<b>Total Current Charges</b>				<b>\$62.19</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>				<b>\$62.19</b>

**REDACTED**

Year view

< Nov 2019 - Nov 2020





**Customer Name and Service Address:**  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006898776164

<b>Account Number:</b> [REDACTED] 30-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 11/04/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

Customer Charge			12.67	
Supply	501.0010 kWh@	5.242800¢	26.27	
Transmission	501.0010 kWh@	0.928400¢	4.65	
Distribution	453.9269 kWh@	7.138300¢	32.40	
Distribution	47.0741 kWh@	5.682700¢	2.68	
DSIC Surcharge		2.67%	1.27	
<b>Total Current Charges</b>				<b>\$79.94</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>				<b>\$79.94</b>

**REDACTED**



Duquesne Light  
411 7th Ave.  
Mail-Drop 15-3  
Pittsburgh, PA 15219

**REDACTED**

**Home Energy Report**

January 5, 2020

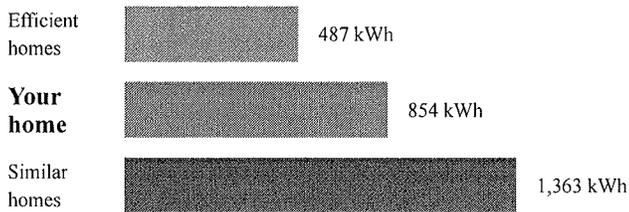
Account number [REDACTED] 80000

We've put together this report to help you understand your energy use and what you can do to save.

Find a list of rebates and energy-saving products and services you can buy.

▶ [wattchoices.com](http://wattchoices.com)

**Here's how you compare**



Dec 4, 2019 - Jan 5, 2020

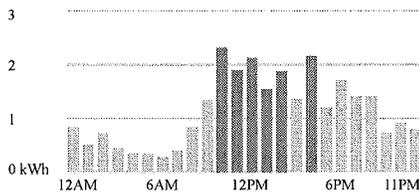
This is based on 100 similar homes an average of 10 mi from you. Efficient homes are the most efficient 20% of this group. See back for details.

Great  
 Good  
 Using more than average

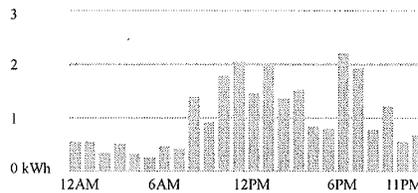
**75%** more electricity than efficient homes

**When you use the most electricity**

**Weekdays**



**Weekends**



This is based on your average daily use in the last billing period.

**On weekdays, you're a daytime user.**

**On weekends, you're an all day user.**

**Tips from efficient homes**



**Clean your refrigerator coils**  
Save up to \$10 per year

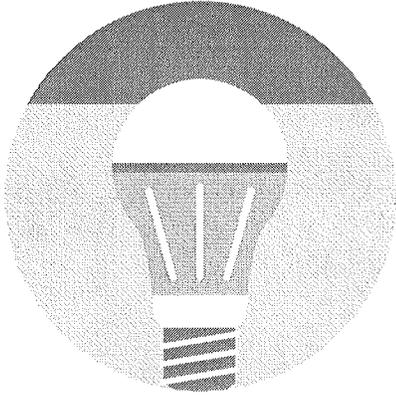


**Upgrade to an ENERGY STAR® set-top box**  
Save up to \$10 per year



Turn over →

## Save energy and money



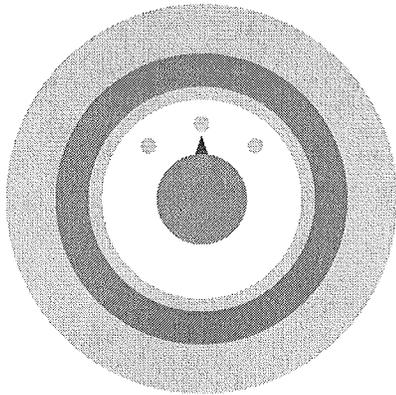
### Get your free LED conservation kit with this one-time offer

Each kit contains eight LED lamps and two LED nightlights. Go to [wattchoices.com](http://wattchoices.com) and complete the "Online Energy Audit." Customers without access to a computer can call 1-888-WATTLEY to order a kit. One kit per active residential account.



Sign up today at [wattchoices.com](http://wattchoices.com) or call 888-928-8539.

## Save on your next bill



### Install a programmable thermostat

A programmable thermostat can automatically turn down your heat or air conditioning when you're away, then return to your preferred temperature when you're home to enjoy it.

You can override your thermostat's program when needed.

We offer a rebate of **\$25** to customers who purchase a programmable thermostat. Customers must have electric heat to qualify. Learn more at the website in the footer below.

**Save up to \$45 per year**

### Frequently asked questions

#### What's a kWh?

A kilowatt hour (kWh) is a way to measure electricity use. A 100-watt lightbulb uses 1 kWh every 10 hours.

#### How is my comparison calculated?

Your electricity use is compared to homes with a similar size, building type, and heating system. You can view your home information at <https://duq.opower.com>.

#### Why does Duquesne Light Co. send these reports?

When customers save energy, we get closer to meeting our state energy efficiency goals. It's good for everyone.

#### How do I stop receiving reports?

Call 1-888-WATTLEY (928-8539).

### We're here to help

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

▶ [dlccustomerservice@duqlight.com](mailto:dlccustomerservice@duqlight.com)

▶ 1-888-WATTLEY (928-8539)

### Find more energy saving programs

▶ [wattchoices.com](http://wattchoices.com)





Duquesne Light  
411 7th Ave.  
Mail-Drop 15-3  
Pittsburgh, PA 15219

**REDACTED**

## Home Energy Report

March 3, 2020

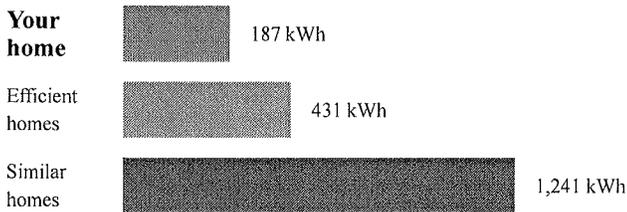
Account number [REDACTED] 30000

We've put together this report to help you understand your energy use and what you can do to save.

Find a list of rebates and energy-saving products and services you can buy.

▶ [wattchoices.com](http://wattchoices.com)

## Here's how you compare



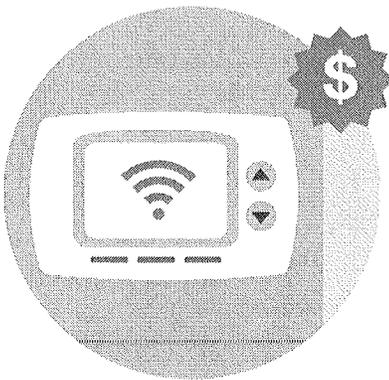
Feb 4, 2020 - Mar 3, 2020

This is based on 95 similar homes an average of 10 mi from you. Efficient homes are the most efficient 20% of this group. See back for details.

- Great**
- Good
- Using more than average

**57%** less electricity  
than efficient homes

## Improve your home



### Control your thermostat from anywhere

Take control of your energy use—and save more money—with a \$50 rebate for a connected thermostat from Duquesne Light. Whether you're on vacation or just on the couch, connected thermostats allow you to control your home's temperature from your smartphone, tablet, or laptop.

- ➔ Purchase your thermostat and claim your instant rebate at [marketplace.duquesnelight.com/thermostats/](http://marketplace.duquesnelight.com/thermostats/)

Limit 3 per service account per year

## Tips from efficient homes



**Clean your refrigerator coils**  
Save up to \$10 per year

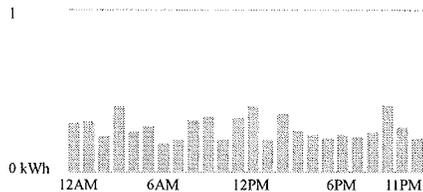


**Upgrade to an ENERGY STAR® set-top box**  
Save up to \$15 per year

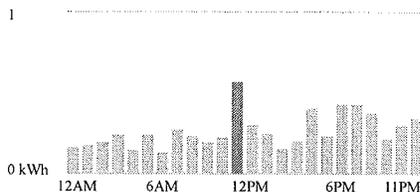
Turn over ➔

## When you use the most electricity

### Weekdays



### Weekends

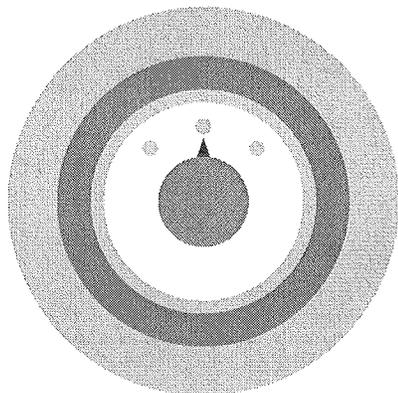


This is based on your average daily use in the last billing period.

**On weekdays, you're an all day user.**

**On weekends, you're a morning user.**

## Save on your next bill



### Install a programmable thermostat

A programmable thermostat can automatically turn down your heat or air conditioning when you're away, then return to your preferred temperature when you're home to enjoy it.

You can override your thermostat's program when needed.

We offer a rebate of **\$25** to customers who purchase a programmable thermostat. Customers must have electric heat to qualify. Learn more at the website in the footer below.

**Save up to \$35 per year**

### Frequently asked questions

#### What's a kWh?

A kilowatt hour (kWh) is a way to measure electricity use. A 100-watt lightbulb uses 1 kWh every 10 hours.

#### How is my comparison calculated?

Your electricity use is compared to homes with a similar size, building type, and heating system. You can view your home information at <https://duq.opower.com>.

#### Why does Duquesne Light Co. send these reports?

When customers save energy, we get closer to meeting our state energy efficiency goals. It's good for everyone.

#### How do I stop receiving reports?

Call 1-888-WATTLEY (928-8539).

### We're here to help

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

▶ [dlccustomerservice@duqlight.com](mailto:dlccustomerservice@duqlight.com)

▶ 1-888-WATTLEY (928-8539)

### Find more energy saving programs

▶ [wattchoices.com](http://wattchoices.com)





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Pittsburgh, PA 15219

**REDACTED**

## Home Energy Report

May 4, 2020

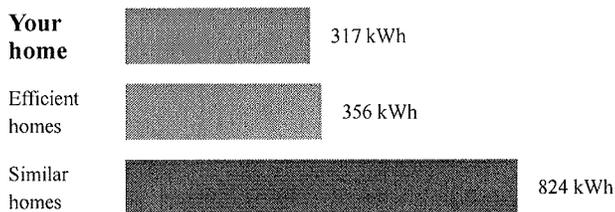
Account number [REDACTED] 80000

We've put together this report to help you understand your energy use and what you can do to save.

Find a list of rebates and energy-saving products and services you can buy.

▶ [wattchoices.com](http://wattchoices.com)

## Here's how you compare



Apr 5, 2020 - May 4, 2020

This is based on 100 similar homes an average of 10 mi from you. Efficient homes are the most efficient 20% of this group. See back for details.

**Great**

Good

Using more than average

**11%** less electricity than efficient homes

## Need help with your bill?



**We're always here to help, but especially now.**

Whether it's due to a lost job, closed business, or another unique challenge, we're here to help those facing financial hardships. From short-term to long-term assistance, we have a variety of programs to help you through this by reducing or spreading out the cost of your electric bill.

➔ Visit [duquesnelight.com/account-billing/payment-assistance](http://duquesnelight.com/account-billing/payment-assistance).

## Tips from efficient homes



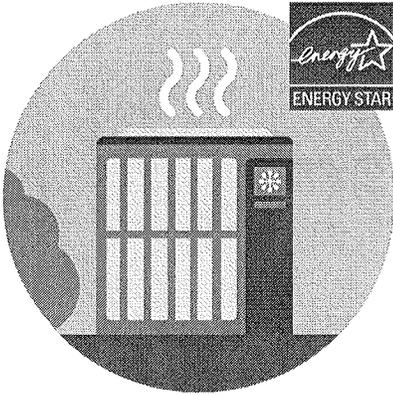
**Clean your refrigerator coils**  
Save up to \$10 per year



**Upgrade to an ENERGY STAR® set-top box**  
Save up to \$15 per year

Turn over ➔

## Save more on efficient products



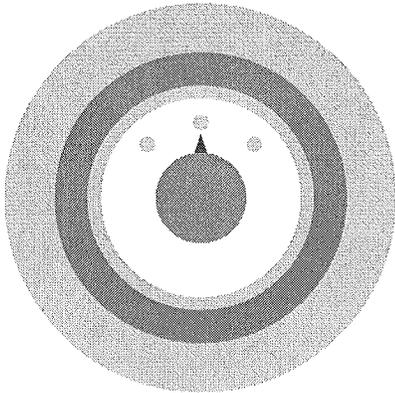
### Find the best deals on energy-saving products

With the Watt Choices Energy-Efficient Product Marketplace, you can compare products and offers from major retailers all in one place. Duquesne Light customers can get exclusive, instant savings on efficient lighting and smart thermostats, and find deals on refrigerators, ACs, dehumidifiers, and more.

Plus, you can easily claim rebates from \$10 to \$350 just for choosing an efficient model.

➔ Start shopping now at [marketplace.duquesnelight.com](https://marketplace.duquesnelight.com).

## Save on your next bill



### Install a programmable thermostat

A programmable thermostat can automatically turn down your heat or air conditioning when you're away, then return to your preferred temperature when you're home to enjoy it.

You can override your thermostat's program when needed.

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**Save up to \$20 per year**

### Frequently asked questions

#### What's a kWh?

A kilowatt hour (kWh) is a way to measure electricity use. A 100-watt lightbulb uses 1 kWh every 10 hours.

#### How is my comparison calculated?

Your electricity use is compared to homes with a similar size, building type, and heating system. You can view your home information at <https://www.duquesnelight.com/>.

#### Why does Duquesne Light Co. send these reports?

When customers save energy, we get closer to meeting our state energy efficiency goals. It's good for everyone.

#### How do I stop receiving reports?

Call 1-888-928-8539.

### We're here to help

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▶ [dlccustomerservice@duqlight.com](mailto:dlccustomerservice@duqlight.com)

▶ 1-888-928-8539

### Find more energy saving programs

▶ [wattchoices.com](https://wattchoices.com)





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**REDACTED**

## Summer Energy Report

July 6, 2020

Account number [REDACTED] 80000

We've put together this report to help you understand your energy use and what you can do to save.

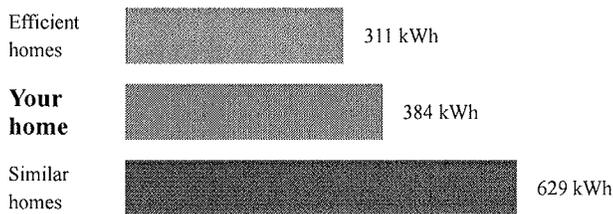
Find a list of rebates and energy-saving products and services you can buy.

▶ [wattchoices.com](http://wattchoices.com)



Here's a special report to keep your home cool, and your bill cooler.

## Here's how you compare



Jun 4, 2020 - Jul 6, 2020

This is based on 90 similar homes an average of 2 mi from you. Efficient homes are the most efficient 20% of this group.

See back for details.



Great



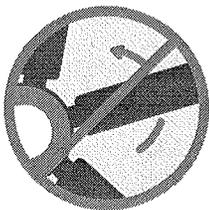
Good



Using more than average

**24%** more electricity than efficient homes

## Summer cooling myths



### MYTH #1

**"Keeping a fan on all the time will make your home cooler."**

**Fact:** Fans cool people, not rooms. There's no benefit to circulating air in an empty room, and it wastes electricity, so it's best to turn off ceiling fans if a room is empty.



### MYTH #2

**"Using a programmable thermostat will automatically save you money."**

**Fact:** It's thermostat settings that matter. A programmable thermostat helps you save money only if you set it to raise the temperature on your AC during certain periods of time—like when you're away or asleep.



**Don't forget to clean your AC filters:** Replacing a clogged air filter can help you save up to 15% on your AC energy use.



### Go for a picnic!

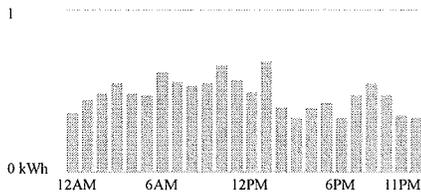
Instead of using a stove or oven, grill outside for a backyard picnic. You'll save energy and your kitchen will stay cooler.



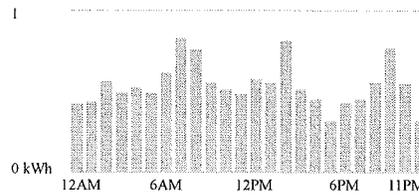
Turn over →

## When you use the most electricity

### Weekdays



### Weekends

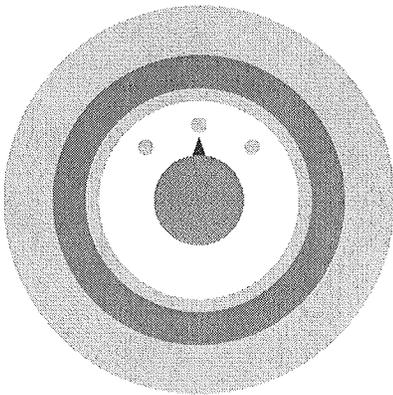


This is based on your average daily use in the last billing period.

**On weekdays, you're an all day user.**

**On weekends, you're an all day user.**

## Save on your next bill



### Install a programmable thermostat

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**Save up to \$10 per year**

### Frequently asked questions

#### What's a kWh?

A kilowatt hour (kWh) is a way to measure electricity use. A 100-watt lightbulb uses 1 kWh every 10 hours.

#### How is my comparison calculated?

Your electricity use is compared to homes with a similar size, building type, and heating system. You can view your home information at <https://www.duquesnelight.com/>.

#### Why does Duquesne Light Co. send these reports?

When customers save energy, we get closer to meeting our state energy efficiency goals. It's good for everyone.

#### How do I stop receiving reports?

Call 1-888-928-8539.

### We're here to help

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

▶ [dlccustomerservice@duqlight.com](mailto:dlccustomerservice@duqlight.com)

▶ 1-888-928-8539

### Find more energy saving programs

▶ [wattchoices.com](http://wattchoices.com)





Duquesne Light  
411 7th Ave.  
Mail-Drop 15-3  
Pittsburgh, PA 15219

**REDACTED**

## Home Energy Report

September 2, 2020

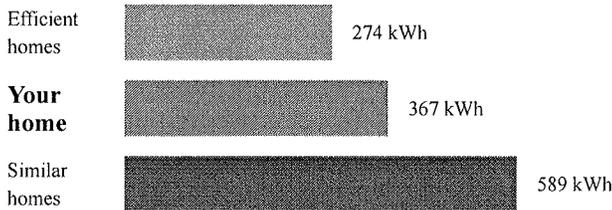
Account number [REDACTED] 80000

We've put together this report to help you understand your energy use and what you can do to save.

Find a list of rebates and energy-saving products and services you can buy.

► [wattchoices.com](http://wattchoices.com)

## Here's how you compare



Aug 5, 2020 - Sep 2, 2020

This is based on 100 similar homes an average of 2 mi from you. Efficient homes are the most efficient 20% of this group. See back for details.

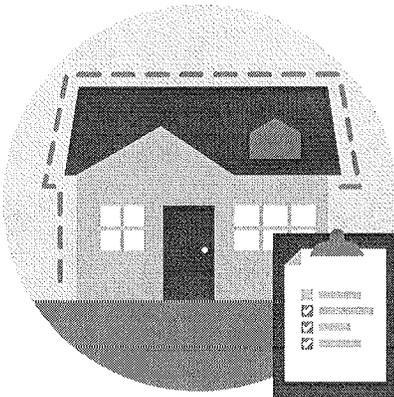
😊 Great

😊 Good

😞 Using more than average

**34%** more electricity  
than efficient homes

## Save more



### It's time for a Home Energy check-up

Take advantage of a professional energy audit and learn how you can make your home more comfortable, reduce electricity usage, and save money. The auditor may install free LED lights, nightlights, and other energy-efficient products. If your household meets income-eligibility guidelines, you will receive the audit at no charge.



**Schedule your Home Energy Audit today**

1-888-998-9478 [wattchoices.com](http://wattchoices.com)

### Tips from efficient homes



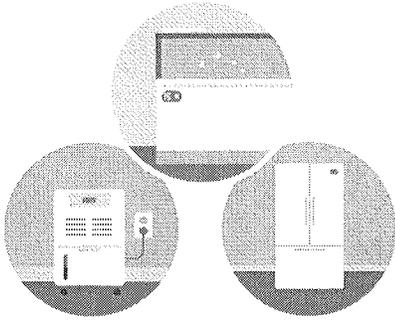
**Clean your refrigerator coils**  
Save up to \$10 per year



**Upgrade to an ENERGY STAR® set-top box**  
Save up to \$15 per year

Turn over →

## Save more



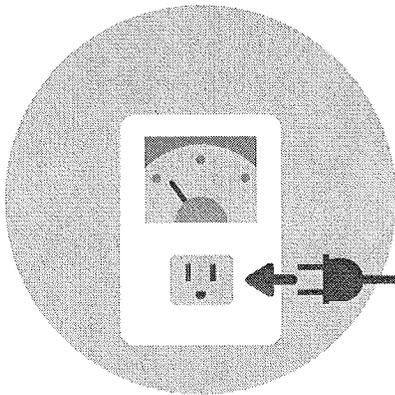
### Save even more on appliance upgrades

Duquesne Light is providing rebates on a wide range of energy-saving appliances such as refrigerators, freezers, dehumidifiers, and more. Upgrading to an ENERGY STAR® model can add more savings and a modern touch to your home.



Find rebates on efficient appliances, visit [wattchoices.com](http://wattchoices.com).

## Save on your next bill



### Measure appliance energy use with a plug-in power meter

Want to learn exactly how much you could save by taking action around your home?

Plug-in power meters plug into outlets, just like air fresheners, and show you the precise amount of power your electronics are using. Try plugging in your DVR, TV, and computer to see what uses the most electricity.

You can use this information to calculate your devices' energy costs, prioritize efficiency improvements, and become an expert energy saver.

Save up to \$145 per year

### Frequently asked questions

#### What's a kWh?

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#### How is my comparison calculated?

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#### How do I stop receiving reports?

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▶ 1-888-928-8539

### Find more energy saving programs

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**How to Reach Us**

Visit our Website at: [www.duquesnelight.com](http://www.duquesnelight.com)  
 Call us for: General information: 412-393-7100  
 Credit & Collection: 412-393-7200  
 Emergencies: 1-888-393-7000 or 412-393-7000  
 Write us at: Customer Care Department  
 Duquesne Light Company  
 411 Seventh Avenue, MD 6-1  
 Pittsburgh, PA 15230-1930

Please call, email or write our business office for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date or visit our Website at [www.duquesnelight.com](http://www.duquesnelight.com).

**Understanding Your Bill**

**Meter Reading** – An **actual reading** is a reading taken from the meter. An **estimated reading** is used when no actual reading is available and is based on past electric usage.

**Meter Multiplier** – This is the number used to calculate total electrical usage in kWh, this number will vary depending on meter type.

**Kilowatt-Hour (kWh)** – The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10 100-watt light bulbs left on for one hour. A bill shows electricity charges in cents per kilowatt-hour.

**Kilowatt (kW)** – A measure of electrical power that is equal to 1,000 watts.

**Demand** – A measure of customer or system load requirements over a measured period of time. The **actual demand** is the highest average kilowatt usage measured amount of all 15-minute intervals during a billing period. The **billing demand** is the product of the actual demand and the power factor multiplier which identifies the total power provided to the customer.

**Basic Services** – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmission and distribution.

**Customer Charge** – A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.

**Distribution Charges** – Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.

**Supply Charges** – Basic service charges for generation supply to retail customers.

**Transmission Charges** – Basic service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

**PA EEA Surcharge (Fixed and Variable)** – Charges for energy efficiency programs that help customers conserve energy and reduce demand.

**Smart Meter Charge** – Charges for advanced metering technology and related infrastructure that will provide the ability for features such as two-way communication and interval usage data.

**Distribution System Improvement Charge (DSIC)** – A charge for company investment to improve service quality and increase safety by repairing, improving, or replacing eligible infrastructure used to deliver electricity.

**Non-Basic Service Charges** – Any category of service not related to basic service.

**Budget Amount** – Based on your average Duquesne Light Company billed history over the previous 12 month period excluding non-basic services for the location billed and subject to periodic adjustments. Trending data is used if billed history is not available.

**Advanced Metering** – Device(s) for recording or communicating actual electric usage on a daily basis.

**Time of Use (TOU)** – A program to encourage customers to shift the timing of portions of their electric use by offering lower rates during time of lower electricity demand (off-peak) and higher rates during periods of higher electricity demand (on-peak) periods.

**Suspended Charges** – Charges held in relation to a dispute

**Customer Assistance Programs (CAP) Residential Only**

**CAP** – CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the federal poverty level. Customers enrolled in CAP may receive a discount on their monthly service charges and have an opportunity to receive arrears forgiveness. If you need help paying your bills, call and speak to a Customer Assistance Program specialist at 1-888-393-7600.

**CAP Budget Amount** – The discounted amount that customers enrolled in Duquesne Light Company's CAP program are required to pay per month based on income and usage. This is a percentage of the monthly budget bill, based on income.

**CAP Discount** – The difference between the monthly budget bill and the CAP budget amount.

**Debt Forgiveness** – The amount of the arrears that is forgiven based upon receipt of a customer's regular monthly payments.

**CAP Fixed Charge** – A fixed monthly charge that will increase the Total Charges Owed amount of all CAP customers. This charge is required to offset increased program costs and is adjusted on an annual basis.

**Maximum Annual CAP Credit** – Each year, there is a limit to your total CAP Discounts. The Maximum Annual Credit amount is on page 1 of this bill.

**Minimum CAP Amount** – The lowest amount that a CAP customer must pay each month.

**Grant Payment** – Social assistance grants, such as LIHEAP and Dollar Energy, which are applied to your CAP Bills to reduce monthly payments.

**Total Assistance Grant** – All assistance grants that are applied to your account.

**Special Services**

**Customer Protection Plan** – An injury, illness, or vacation could prevent you from reading your mail as you usually would. At your request, we will send a copy of any Duquesne Light Company past-due notice to a person of your choice.

**Billing and Payment Conveniences**

**E-Bill Service** – Our **free** on-line bill presentment service. Once enrolled, you will no longer receive paper bills. You will receive an e-mail notification that your bill is available to view. You can sign up at [www.duquesnelight.com](http://www.duquesnelight.com)

**Automatic Bill Payment** – Duquesne Light Company's **free** ElectricCheck service. After you join the plan, you no longer write checks. Your payment is automatically deducted from your checking account on the due date of the bill. You can apply at [www.duquesnelight.com](http://www.duquesnelight.com) or call Customer Care 412-393-7100 for more information.

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

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

**Make a One-Time Payment** – Credit card/check services. Go to our website at [www.duquesnelight.com](http://www.duquesnelight.com) or call 1-866-526-0815. **Fees apply.**

**U.S. Mail** – Use the payment coupon and envelope we provide to return your payment to us.

**Complete the information at the right to update your account.**

**If you are moving and need to have your service turned on or off, you must call Customer Care at 412-393-7100 or visit our website at [www.duquesnelight.com](http://www.duquesnelight.com).**

**For changes or corrections to be processed, check the box on the front of the coupon AND MAIL IN WITH YOUR PAYMENT.**

Reason for change: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Primary Contact Phone #: (\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Monthly Pledge to Dollar Energy Fund  \$1.00  \$2.00 or other \$\_\_\_\_.00  
 Request to enroll in Autopay - check box for application request



**Customer Name and Service Address:**

KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006893496737

Account Number: [REDACTED] 30-000

Rate: RH-Residential Heating

Date Prepared: 12/04/19

**Duquesne Light Company Basic Service Charges**

**Adjustments**

Transfer Adjustment - Printed	<b>REDACTED</b>	318.85
Transfer Adjustment - Printed		-318.85
Transfer Adjustment - Printed		-231.48
Transfer Adjustment - Printed		231.48

**Total Adjustments**

**\$0.00**

**Current Charges**

Customer Charge		12.56
Supply	248.5980 kWh@ 5.882200¢	14.62
Supply	27.6220 kWh@ 5.566900¢	1.54
Transmission	276.2200 kWh@ 0.727800¢	2.01
Distribution	276.2200 kWh@ 5.545700¢	15.32
DSIC Surcharge	-0.53%	-0.15

**Total Current Charges**

**\$45.90**

**DLC Basic Service Charges (see Page 1 Summary)**

**\$45.90**

The Price to Compare for your rate class is 6.30 cents/kWh. It 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).

**Duquesne Light Company Information**

Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit [www.wattchoices.com](http://www.wattchoices.com) or call 1-888-WATTLEY.

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

YOU ARE NO LONGER ON THE BUDGET PLAN. PLEASE PAY THE AMOUNT DUE.

Please visit our website [www.duquesnelight.com](http://www.duquesnelight.com) to sign up for electriccheck, and to learn about other convenient payment options.

**Shopping Information Box**

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

**Supplier Agreement ID:** [REDACTED] 30959  
**Rate Schedule:** RH-Residential Heating

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

**Supplier Basic Service Charges**

**Supplier Agreement ID:** [REDACTED] 30959

Duquesne Light provides a dependable, reasonably priced source of energy through our agreements with regional electric generation suppliers. We also deliver that power, in a safe, reliable way.

- Generation/Supply prices and charges are set by the electric generation supplier you have chosen.
- The Public Utility Commission regulates distribution prices and services.
- The Federal Energy Regulatory Commission regulates transmission prices and services.

**Non-Basic Service Charges**

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



**Customer Name and Service Address:**  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
**BILL ID: 006898047930**

<b>Account Number:</b> [REDACTED] 30-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 01/06/20

Meter Reading Usage Information	Summary
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Next Scheduled Meter Reading Date: February 3, 2020

**Meter Read Information for Meter Number: F78060242**

Present:	Jan 5, 2020 - Actual	3793.4580
Prior:	Dec 3, 2019 - Actual	2939.6210
	<b>Difference</b>	<b>853.8370</b>

Your Meter Multiplier  $\times$  1

**Total kWh Used 853.8370**

**Electric Usage:**

**Comparing Your Usage**

	<u>Jan 19</u>	<u>Jan 20</u>
Avg. kWh Per Day	102	26
Avg. Temperature (F)	35	36
YTD Usage (kWh)	2959	854

**kWh:**

DAYS IN BILLING PERIOD											
F	M	A	M	J	J	A	S	O	N	D	J
28	30	33	31	30	28	29	33	28	30	33	29
32	29	29	32	30	32	30	30	31	29	30	33

- Average Monthly Usage for the past 12 months is 892 kWh.
- Total Annual Usage for the past 12 months is 10700 kWh.

**Prior Billing Information**

Amount of Last Bill	-\$16.89
<b>Prior Account Balance</b>	<b>-\$16.89</b>

**Current Billing Information**

DLC Basic Service Charges	\$114.11
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$97.22</b>

**ACTUAL METER READING BILL**

For more information see [www.duquesnelight.com](http://www.duquesnelight.com).

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.

Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Jan 27, 2020	<b>Payment Due</b>	<b>Amount Due</b>
\$6.73	\$7.76	1.25%	<b>Jan 27, 2020</b>	<b>\$97.22</b>

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

Account Number [REDACTED] 30-000

**PLEASE PAY THIS AMOUNT BY JAN 27, 2020**  
**\$97.22**

\$

**USD Amount Enclosed**

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

#BWNHBYB  
 #0634 8295 1350 0005#

KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753

**REDACTED**

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



**How to Reach Us**

Visit our Website at: [www.duquesnelight.com](http://www.duquesnelight.com)  
 Call us for: General information: 412-393-7100  
 Credit & Collection: 412-393-7200  
 Emergencies: 1-888-393-7000 or 412-393-7000  
 Write us at: Customer Care Department  
 Duquesne Light Company  
 411 Seventh Avenue, MD 6-1  
 Pittsburgh, PA 15230-1930

Please call, email or write our business office for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date or visit our Website at [www.duquesnelight.com](http://www.duquesnelight.com).

**Understanding Your Bill**

**Meter Reading** – An **actual reading** is a reading taken from the meter. An **estimated reading** is used when no actual reading is available and is based on past electric usage.

**Meter Multiplier** – This is the number used to calculate total electrical usage in kWh, this number will vary depending on meter type.

**Kilowatt-Hour (kWh)** – The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10 100-watt light bulbs left on for one hour. A bill shows electricity charges in cents per kilowatt-hour.

**Kilowatt (kW)** – A measure of electrical power that is equal to 1,000 watts.

**Demand** – A measure of customer or system load requirements over a measured period of time. The **actual demand** is the highest average kilowatt usage measured amount of all 15-minute intervals during a billing period. The **billing demand** is the product of the actual demand and the power factor multiplier which identifies the total power provided to the customer.

**Basic Services** – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmission and distribution.

**Customer Charge** – A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.

**Distribution Charges** – Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.

**Supply Charges** – Basic service charges for generation supply to retail customers.

**Transmission Charges** – Basic service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

**PA EEA Surcharge (Fixed and Variable)** – Charges for energy efficiency programs that help customers conserve energy and reduce demand.

**Smart Meter Charge** – Charges for advanced metering technology and related infrastructure that will provide the ability for features such as two-way communication and interval usage data.

**Distribution System Improvement Charge (DSIC)** – A charge for company investment to improve service quality and increase safety by repairing, improving, or replacing eligible infrastructure used to deliver electricity.

**Non-Basic Service Charges** – Any category of service not related to basic service.

**Budget Amount** – Based on your average Duquesne Light Company billed history over the previous 12 month period excluding non-basic services for the location billed and subject to periodic adjustments. Trending data is used if billed history is not available.

**Advanced Metering** – Device(s) for recording or communicating actual electric usage on a daily basis.

**Time of Use (TOU)** – A program to encourage customers to shift the timing of portions of their electric use by offering lower rates during time of lower electricity demand (off-peak) and higher rates during periods of higher electricity demand (on-peak) periods.

**Suspended Charges** – Charges held in relation to a dispute

**Customer Assistance Programs (CAP) Residential Only**

**CAP** – CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the federal poverty level. Customers enrolled in CAP may receive a discount on their monthly service charges and have an opportunity to receive arrears forgiveness. If you need help paying your bills, call and speak to a Customer Assistance Program specialist at 1-888-393-7600.

**CAP Budget Amount** – The discounted amount that customers enrolled in Duquesne Light Company's CAP program are required to pay per month based on income and usage. This is a percentage of the monthly budget bill, based on income.

**CAP Discount** – The difference between the monthly budget bill and the CAP budget amount.

**Debt Forgiveness** – The amount of the arrears that is forgiven based upon receipt of a customer's regular monthly payments.

**CAP Fixed Charge** – A fixed monthly charge that will increase the Total Charges Owed amount of all CAP customers. This charge is required to offset increased program costs and is adjusted on an annual basis.

**Maximum Annual CAP Credit** – Each year, there is a limit to your total CAP Discounts. The Maximum Annual Credit amount is on page 1 of this bill.

**Minimum CAP Amount** – The lowest amount that a CAP customer must pay each month.

**Grant Payment** – Social assistance grants, such as LIHEAP and Dollar Energy, which are applied to your CAP Bills to reduce monthly payments.

**Total Assistance Grant** – All assistance grants that are applied to your account.

**Special Services**

**Customer Protection Plan** – An injury, illness, or vacation could prevent you from reading your mail as you usually would. At your request, we will send a copy of any Duquesne Light Company past-due notice to a person of your choice.

**Billing and Payment Conveniences**

**E-Bill Service** – Our **free** on-line bill presentment service. Once enrolled, you will no longer receive paper bills. You will receive an e-mail notification that your bill is available to view. You can sign up at [www.duquesnelight.com](http://www.duquesnelight.com)

**Automatic Bill Payment** – Duquesne Light Company's **free** ElectricCheck service. After you join the plan, you no longer write checks. Your payment is automatically deducted from your checking account on the due date of the bill. You can apply at [www.duquesnelight.com](http://www.duquesnelight.com) or call Customer Care 412-393-7100 for more information.

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

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

**Make a One-Time Payment** – Credit card/check services. Go to our website at [www.duquesnelight.com](http://www.duquesnelight.com) or call 1-866-526-0815. **Fees apply.**

**U.S. Mail** – Use the payment coupon and envelope we provide to return your payment to us.

**Complete the information at the right to update your account.**

**If you are moving and need to have your service turned on or off, you must call Customer Care at 412-393-7100 or visit our website at [www.duquesnelight.com](http://www.duquesnelight.com).**

**For changes or corrections to be processed, check the box on the front of the coupon AND MAIL IN WITH YOUR PAYMENT.**

Reason for change: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Primary Contact Phone #: (\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Monthly Pledge to Dollar Energy Fund  \$1.00  \$2.00 or other \$ \_\_\_\_\_.00

Request to enroll in Autopay - check box for application request



**Customer Name and Service Address:**

KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006898047930

Account Number: [REDACTED] 30-000

Rate: RH-Residential Heating

Date Prepared: 01/06/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

**REDACTED**

Customer Charge			12.58	
Supply	853.8370 kWh@	5.566900¢	47.53	
Transmission	853.8370 kWh@	0.727800¢	6.21	
Distribution	724.4678 kWh@	5.545700¢	40.18	
Distribution	129.3692 kWh@	5.682700¢	7.35	
DSIC Surcharge		0.43%	0.26	
<b>Total Current Charges</b>				<b>\$114.11</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>				<b>\$114.11</b>

The Price to Compare for your rate class is 6.30 cents/kWh. It 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).

**Duquesne Light Company Information**

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

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

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

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

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

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

Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit [www.wattchoices.com](http://www.wattchoices.com) or call 1-888-WATTLEY.

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Please visit our website [www.duquesnelight.com](http://www.duquesnelight.com) to sign up for electriccheck, and to learn about other convenient payment options.

**Shopping Information Box**

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

**Supplier Agreement ID:** [REDACTED] 0959

**Rate Schedule:** RH-Residential Heating

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

**Supplier Basic Service Charges**

**Supplier Agreement ID:** [REDACTED] 0959

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

**Non-Basic Service Charges**

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



**Customer Name and Service Address:**  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
**BILL ID: 006893889444**

**Account Number:** [REDACTED] 30-000  
**Rate:** RH-Residential Heating  
**Date Prepared:** 02/04/20

**Meter Reading Usage Information**

Next Scheduled Meter Reading Date: March 3, 2020

**Meter Read Information for Meter Number: F78060242**

Present:	Feb 3, 2020 - Actual	4240.8240
Prior:	Jan 5, 2020 - Actual	3793.4580
	<b>Difference</b>	447.3660

Your Meter Multiplier X 1

**Total kWh Used 447.3660**

**Electric Usage:**

**Comparing Your Usage**

	Feb 19	Feb 20
Avg. kWh Per Day	96	15
Avg. Temperature (F)	27	35
YTD Usage (kWh)	6026	1301

**kWh:**

DAYS IN BILLING PERIOD											
M	A	M	J	J	A	S	O	N	D	J	F
30	33	31	30	28	29	33	28	30	33	29	32
29	29	32	30	32	30	30	31	29	30	33	29

- Average Monthly Usage for the past 13 months is 858 kWh.
- Total Annual Usage for the past 13 months is 11148 kWh.

**Summary**

**Prior Billing Information**

Amount of Last Bill	\$97.22
Payment(s) Received as of 01/26/20	-\$97.22
<b>Prior Account Balance</b>	\$0.00

**Current Billing Information**

DLC Basic Service Charges	\$66.43
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$66.43</b>

**ACTUAL METER READING BILL**

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Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Feb 25, 2020	Payment Due	Amount Due
\$3.92	\$4.51	1.25%	Feb 25, 2020	\$66.43

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

Account Number [REDACTED] 30-000 PLEASE PAY THIS AMOUNT BY **FEB 25, 2020**  
**\$66.43**

\$

USD Amount Enclosed

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

#BWNHBYB  
 #0634 7875 1000 0009#

KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753

**REDACTED**

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



**How to Reach Us**

Visit our Website at: [www.duquesnelight.com](http://www.duquesnelight.com)  
 Call us for: General information: 412-393-7100  
 Credit & Collection: 412-393-7200  
 Emergencies: 1-888-393-7000 or 412-393-7000  
 Write us at: Customer Care Department  
 Duquesne Light Company  
 411 Seventh Avenue, MD 6-1  
 Pittsburgh, PA 15230-1930

Please call, email or write our business office for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date or visit our Website at [www.duquesnelight.com](http://www.duquesnelight.com).

**Understanding Your Bill**

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**Kilowatt (kW)** – A measure of electrical power that is equal to 1,000 watts.

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Reason for change: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Primary Contact Phone #: (\_\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Monthly Pledge to Dollar Energy Fund  \$1.00  \$2.00 or other \$\_\_\_\_.00

Request to enroll in Autopay - check box for application request



**Customer Name and Service Address:**  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
 BILL ID: 006893889444

<b>Account Number:</b> [REDACTED] 30-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 02/04/20

**Duquesne Light Company Basic Service Charges**

<b>Current Charges</b>	<b>REDACTED</b>		
Customer Charge			12.69
Supply	447.3660 kWh@	5.566900¢	24.90
Transmission	447.3660 kWh@	0.727800¢	3.26
Distribution	447.3660 kWh@	5.682700¢	25.42
DSIC Surcharge		0.43%	0.16
<b>Total Current Charges</b>			<u>\$66.43</u>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>			<u>\$66.43</u>

The Price to Compare for your rate class is 6.30 cents/kWh. It 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).

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**Rate Schedule:** RH-Residential Heating

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**Supplier Basic Service Charges**

**Supplier Agreement ID:** [REDACTED] 30959

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- Generation/Supply prices and charges are set by the electric generation supplier you have chosen.
- The Public Utility Commission regulates distribution prices and services.
- The Federal Energy Regulatory Commission regulates transmission prices and services.

**Non-Basic Service Charges**

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



**Customer Name and Service Address:**  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
**BILL ID: 006892116116**

**Account Number:** [REDACTED] 30-000  
**Rate:** RH-Residential Heating  
**Date Prepared:** 03/04/20

**Meter Reading Usage Information**

Next Scheduled Meter Reading Date: April 2, 2020

**Meter Read Information for Meter Number: F78060242**

Present:	Mar 3, 2020 - Actual	4427.6240
Prior:	Feb 3, 2020 - Actual	4240.8240
	<b>Difference</b>	186.8000

Your Meter Multiplier  $\times$  1

**Total kWh Used 186.8000**

**Electric Usage:**

**Comparing Your Usage**

	Mar 19	Mar 20
Avg. kWh Per Day	85	6
Avg. Temperature (F)	33	34
YTD Usage (kWh)	8505	1488

DAYS IN BILLING PERIOD											
A	M	J	J	A	S	O	N	D	J	F	M
33	31	30	28	29	33	28	30	33	29	32	29
29	32	30	32	30	30	31	29	30	33	29	29

- Average Monthly Usage for the past 13 months is 636 kWh.
- Total Annual Usage for the past 13 months is 8268 kWh.

**Summary**

**Prior Billing Information**

Amount of Last Bill	\$66.43
Payment(s) Received as of 02/25/20	-\$66.43
<b>Prior Account Balance</b>	<b>\$0.00</b>

**Current Billing Information**

DLC Basic Service Charges	\$35.17
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$35.17</b>

**ACTUAL METER READING BILL**

For more information see [www.duquesnelight.com](http://www.duquesnelight.com).

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.

Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Mar 25, 2020	Payment Due	Amount Due
\$2.07	\$2.39	1.25%	Mar 25, 2020	\$35.17

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

Account Number [REDACTED] 30-000

**PLEASE PAY THIS AMOUNT BY MAR 25, 2020**  
**\$35.17**

\$

**USD Amount Enclosed**

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

#BWNHBYB  
 #0214 7945 1420 0005#

KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753

**REDACTED**

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



**How to Reach Us**

Visit our Website at: [www.duquesnelight.com](http://www.duquesnelight.com)  
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 411 Seventh Avenue, MD 6-1  
 Pittsburgh, PA 15230-1930

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 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Primary Contact Phone #: (\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Monthly Pledge to Dollar Energy Fund  \$1.00  \$2.00 or other \$\_\_\_\_.00

Request to enroll in Autopay - check box for application request



**Customer Name and Service Address:**

KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006892116116

Account Number: [REDACTED] 30-000

Rate: RH-Residential Heating

Date Prepared: 03/04/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

**REDACTED**

Customer Charge			12.69	
Supply	186.8000 kWh@	5.566900¢	10.40	
Transmission	186.8000 kWh@	0.727800¢	1.36	
Distribution	186.8000 kWh@	5.682700¢	10.62	
DSIC Surcharge		0.43%	0.10	
<b>Total Current Charges</b>				<b>\$35.17</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>				<b>\$35.17</b>

The Price to Compare for your rate class is 6.30 cents/kWh. It 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).

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

Please visit our website [www.duquesnelight.com](http://www.duquesnelight.com) to sign up for electriccheck, and to learn about other convenient payment options.

**Shopping Information Box**

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

**Supplier Agreement ID:** [REDACTED] 30959  
**Rate Schedule:** RH-Residential Heating

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

**Supplier Basic Service Charges**

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**Customer Name and Service Address:**  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
**BILL ID: 006894103590**

<b>Account Number:</b> [REDACTED] 30-000
Rate: RH-Residential Heating
Date Prepared: 04/05/20

**Duquesne Light Company Basic Service Charges**

**Adjustments**

Budget Review Adjustment

**REDACTED**

15.00

**Total Adjustments**

**\$15.00**

**Current Charges**

Customer Charge

12.69

Supply

236.7240 kWh@ 5.566900¢

13.18

Transmission

236.7240 kWh@ 0.727800¢

1.72

Distribution

236.7240 kWh@ 5.682700¢

13.45

DSIC Surcharge

1.27%

0.33

**Total Current Charges**

**\$41.37**

**DLC Basic Service Charges (see Page 1 Summary)**

**\$56.37**

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 PITTSBURGH, PA 15219-3753  
**BILL ID: 006891981515**

<b>Account Number:</b> [REDACTED] 30-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 05/05/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

**REDACTED**

Customer Charge			12.69	
Supply	316.9780 kWh@	5.566900¢	17.65	
Transmission	316.9780 kWh@	0.727800¢	2.31	
Distribution	31.3840 kWh@	7.138300¢	2.24	
Distribution	285.5940 kWh@	5.682700¢	16.23	
DSIC Surcharge		1.27%	0.40	
<b>Total Current Charges</b>				<b>\$51.52</b>
Special Agreement Balance		15.00		10.00
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**Shopping Information Box**

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

**Supplier Agreement ID:** [REDACTED] 30959  
**Rate Schedule:** RH-Residential Heating

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

**Supplier Basic Service Charges**

**Supplier Agreement ID:** [REDACTED] 30959

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 Write us at: Customer Care Department  
 Duquesne Light Company  
 411 Seventh Avenue, MD 6-1  
 Pittsburgh, PA 15230-1930

Please call, email or write our business office for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date or visit our website at [DuquesneLight.com](http://DuquesneLight.com) (Residential) or [DuquesneLight.com/business](http://DuquesneLight.com/business) (Business).

**Understanding Your Bill**

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**Kilowatt (kW)** – A measure of electrical power that is equal to 1,000 watts.

**Demand** – A measure of customer or system load requirements over a measured period of time. The **actual demand** is the highest average kilowatt usage measured amount of all 15-minute intervals during a billing period. The **billing demand** is the product of the actual demand and the power factor multiplier which identifies the total power provided to the customer.

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 Primary Contact Phone #: (\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Monthly Pledge to Dollar Energy Fund  \$1.00  \$2.00 or other \$ \_\_\_\_\_.00  
 Request to enroll in Autopay - check box for application request



**Customer Name and Service Address:**  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
**BILL ID: 006898643063**

<b>Account Number:</b> [REDACTED] 30-000
Rate: RH-Residential Heating
Date Prepared: 06/04/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

Customer Charge	<b>REDACTED</b>	12.69	
Supply	283.8150 kWh@ 5.566900¢	15.80	
Supply	31.5350 kWh@ 5.242800¢	1.65	
Transmission	283.8150 kWh@ 0.727800¢	2.07	
Transmission	31.5350 kWh@ 0.928400¢	0.29	
Distribution	315.3500 kWh@ 7.138300¢	22.51	
DSIC Surcharge	1.27%	0.45	
<b>Total Current Charges</b>			<b>\$55.46</b>
Special Agreement Balance	5.00		5.00
<b>DLC Basic Service Charges (see Page 1 Summary)</b>			<b>\$60.46</b>

The Price to Compare for your rate class is 6.17 cents/kWh. It 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).

**Duquesne Light Company Information**

Effective Jun. 1, changes in the Customer Charge, reflecting costs to enhance the competitive energy market in PA, will decrease the monthly bill of a customer using 600 kWh by about \$0.02 or less than 1%.

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YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.

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**Rate Schedule: RH-Residential Heating**  
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 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Primary Contact Phone #: (\_\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Monthly Pledge to Dollar Energy Fund  \$1.00  \$2.00 or other \$\_\_\_\_\_.00  
 Request to enroll in Autopay - check box for application request



**Customer Name and Service Address:**  
KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
**BILL ID: 006896096122**

<b>Account Number:</b> [REDACTED] 80-000
Rate: RH-Residential Heating
Date Prepared: 07/07/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

**REDACTED**

Customer Charge			12.67	
Supply	383.8850 kWh@	5.242800¢	20.13	
Transmission	383.8850 kWh@	0.928400¢	3.56	
Distribution	383.8850 kWh@	7.138300¢	27.40	
DSIC Surcharge		1.57%	0.63	
<b>Total Current Charges</b>				<b>\$64.39</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>				<b>\$64.39</b>

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**Duquesne Light Company Information**

A change in the Transmission and Default Service Supply rates that went into effect June 1 will increase the overall monthly bill of an average residential customer who purchases electric generation from Duquesne Light by about \$0.06, or less than 1%.

A change in the Distribution System Improvement Charge, effective July 1, will increase your monthly bill by about \$0.17, or less than 1%.

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**Shopping Information Box**

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**Rate Schedule:** RH-Residential Heating

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**Customer Name and Service Address:**  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
**BILL ID: 006898546445**

**Account Number:** [REDACTED] 30-000  
**Rate:** RH-Residential Heating  
**Date Prepared:** 08/05/20

**Meter Reading Usage Information**

Next Scheduled Meter Reading Date: September 2, 2020

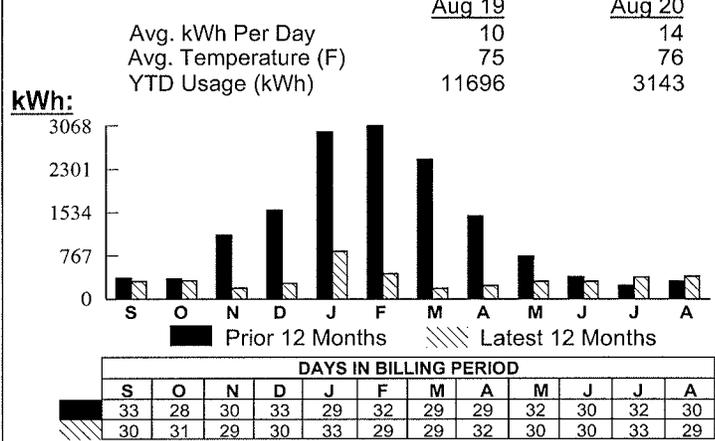
**Meter Read Information for Meter Number: F78060242**

Present:	Aug 4, 2020 - Actual	6083.0470
Prior:	Jul 6, 2020 - Actual	5680.5610
	<b>Difference</b>	<u>402.4860</u>

Your Meter Multiplier  $\times$  1

**Total kWh Used 402.4860**

**Electric Usage:**



- Average Monthly Usage for the past 12 months is 354 kWh.
- Total Annual Usage for the past 12 months is 4254 kWh.

**Summary**

**Prior Billing Information**

Amount of Last Bill	\$127.56
Payment(s) Received as of 07/25/20	<u>-\$127.56</u>
<b>Prior Account Balance</b>	\$0.00

**Current Billing Information**

DLC Basic Service Charges	\$66.89
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<u>\$66.89</u>

**ACTUAL METER READING BILL**

For more information see [www.duquesnelight.com](http://www.duquesnelight.com).

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.

**Go paperless! E-Bill is simple, convenient and good for the environment. Enroll today at [DuquesneLight.com/ebill](http://DuquesneLight.com/ebill) or with our mobile app.**

Estimated Gross Receipts Tax	Estimated PA State Taxes	Late Charge After Aug 26, 2020	<b>Payment Due</b>	<b>Amount Due</b>
\$3.95	\$4.55	1.25%	<b>Aug 26, 2020</b>	<b>\$66.89</b>

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

Account Number [REDACTED] 30-000      **PLEASE PAY THIS AMOUNT BY AUG 26, 2020**  
 \$66.89

\$

**USD Amount Enclosed**

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

#BWNHBYB  
 #0004 8155 1490 0072#

KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753

**REDACTED**

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



**How to Reach Us**

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**CAP Fixed Charge** – A fixed monthly charge that will increase the Total Charges Owed amount of all CAP customers. This charge is required to offset increased program costs and is adjusted on an annual basis.

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**Automatic Bill Payment** – Duquesne Light Company's **free** ElectricCheck service. After you join the plan, you no longer write checks. Your payment is automatically deducted from your checking account on the due date of the bill. You can apply at [DuquesneLight.com](http://DuquesneLight.com) or call us at 412-393-7100 (Residential) or 412-393-7300 (Business).

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**For changes or corrections to be processed, check the box on the front of the coupon AND MAIL IN WITH YOUR PAYMENT.**

Reason for change: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Primary Contact Phone #: (\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Monthly Pledge to Dollar Energy Fund  \$1.00  \$2.00 or other \$ \_\_\_\_\_.00  
 Request to enroll in Autopay - check box for application request



**Customer Name and Service Address:**  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
**BILL ID: 006898546445**

<b>Account Number:</b> [REDACTED] 30-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 08/05/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

**REDACTED**

Customer Charge			12.67	
Supply	402.4860 kWh@	5.242800¢	21.10	
Transmission	402.4860 kWh@	0.928400¢	3.74	
Distribution	402.4860 kWh@	7.138300¢	28.73	
DSIC Surcharge		1.57%	0.65	
<b>Total Current Charges</b>				<b>\$66.89</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>				<b>\$66.89</b>

The Price to Compare for your rate class is 6.17 cents/kWh. It 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).

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Please visit our website [www.duquesnelight.com](http://www.duquesnelight.com) to sign up for electriccheck, and to learn about other convenient payment options.

**Shopping Information Box**

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

**Supplier Agreement ID:** [REDACTED] 30959  
**Rate Schedule:** RH-Residential Heating

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

**Supplier Basic Service Charges**

**Supplier Agreement ID:** [REDACTED] 30959

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 Duquesne Light Company  
 411 Seventh Avenue, MD 6-1  
 Pittsburgh, PA 15230-1930

Please call, email or write our business office for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date or visit our website at [DuquesneLight.com](http://DuquesneLight.com) (Residential) or [DuquesneLight.com/business](http://DuquesneLight.com/business) (Business).

**Understanding Your Bill**

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**Kilowatt (kW)** – A measure of electrical power that is equal to 1,000 watts.

**Demand** – A measure of customer or system load requirements over a measured period of time. The **actual demand** is the highest average kilowatt usage measured amount of all 15-minute intervals during a billing period. The **billing demand** is the product of the actual demand and the power factor multiplier which identifies the total power provided to the customer.

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**CAP Budget Amount** – The discounted amount that customers enrolled in Duquesne Light Company's CAP program are required to pay per month based on income and usage. This is a percentage of the monthly budget bill, based on income.

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 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Primary Contact Phone #: (\_\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Monthly Pledge to Dollar Energy Fund  \$1.00  \$2.00 or other \$\_\_\_\_\_.00  
 Request to enroll in Autopay - check box for application request



**Customer Name and Service Address:**  
 KIM N WILKES  
 335 LINOLEUM WAY  
 PITTSBURGH, PA 15219-3753  
 BILL ID: 006893434677

<b>Account Number:</b> [REDACTED] 30-000
<b>Rate:</b> RH-Residential Heating
<b>Date Prepared:</b> 09/03/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

Customer Charge	<b>REDACTED</b>	12.67	
Supply	366.8720 kWh@ 5.242800¢	19.23	
Transmission	366.8720 kWh@ 0.928400¢	3.41	
Distribution	366.8720 kWh@ 7.138300¢	26.19	
DSIC Surcharge	1.57%	0.61	
<b>Total Current Charges</b>			<b>\$62.11</b>
<b>DLC Basic Service Charges (see Page 1 Summary)</b>			<b>\$62.11</b>

The Price to Compare for your rate class is 6.17 cents/kWh. It 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).

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**Rate Schedule:** RH-Residential Heating

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 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Primary Contact Phone #: (\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Monthly Pledge to Dollar Energy Fund  \$1.00  \$2.00 or other \$ \_\_\_\_\_.00  
 Request to enroll in Autopay - check box for application request



**Customer Name and Service Address:**

KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006899588135

Account Number: [REDACTED] 30-000

Rate: RH-Residential Heating

Date Prepared: 10/05/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

**REDACTED**

Customer Charge			12.67	
Supply	364.3720 kWh@	5.242800¢	19.10	
Transmission	364.3720 kWh@	0.928400¢	3.38	
Distribution	364.3720 kWh@	7.138300¢	26.01	
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<b>Total Current Charges</b>				<b>\$62.19</b>
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A change in the Distribution System Improvement Charge, effective October 1, will increase your monthly bill by about \$0.61, or 1%. Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit [www.wattchoices.com](http://www.wattchoices.com) or call 1-888-WATTLEY.

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**Shopping Information Box**

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**CAP** – CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the federal poverty level. Customers enrolled in CAP may receive a discount on their monthly service charges and have an opportunity to receive arrears forgiveness. If you need help paying your bills, call and speak to a Customer Assistance Program specialist at 1-888-393-7600.

**CAP Budget Amount** – The discounted amount that customers enrolled in Duquesne Light Company's CAP program are required to pay per month based on income and usage. This is a percentage of the monthly budget bill, based on income.

**CAP Discount** – The difference between the monthly budget bill and the CAP budget amount.

**Debt Forgiveness** – The amount of the arrears that is forgiven based upon receipt of a customer's regular monthly payments.

**CAP Fixed Charge** – A fixed monthly charge that will increase the Total Charges Owed amount of all CAP customers. This charge is required to offset increased program costs and is adjusted on an annual basis.

**Maximum Annual CAP Credit** – Each year, there is a limit to your total CAP Discounts. The Maximum Annual Credit amount is on page 1 of this bill.

**Minimum CAP Amount** – The lowest amount that a CAP customer must pay each month.

**Grant Payment** – Social assistance grants, such as LIHEAP and Dollar Energy, which are applied to your CAP Bills to reduce monthly payments.

**Total Assistance Grant** – All assistance grants that are applied to your account.

**Special Services**

**Customer Protection Plan** – An injury, illness, or vacation could prevent you from reading your mail as you usually would. At your request, we will send a copy of any Duquesne Light Company past-due notice to a person of your choice.

**Billing and Payment Conveniences**

**E-Bill Service** – Our free on-line bill presentment service. Once enrolled, you will no longer receive paper bills. You will receive an e-mail notification that your bill is available to view. You can sign up at [www.duquesnelight.com](http://www.duquesnelight.com)

**Automatic Bill Payment** – Duquesne Light Company's free ElectricCheck service. After you join the plan, you no longer write checks. Your payment is automatically deducted from your checking account on the due date of the bill. You can apply at [DuquesneLight.com](http://DuquesneLight.com) or call us at 412-393-7100 (Residential) or 412-393-7300 (Business).

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

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

**Make a One-Time Payment** – Credit card/check services. Go to our website at [www.duquesnelight.com](http://www.duquesnelight.com) or call 1-866-526-0815. **Fees apply.**

**U.S. Mail** – Use the payment coupon and envelope we provide to return your payment to us.

**Complete the information at the right to update your account.**

**If you are moving and need to have your service turned on or off for residential service, call us at 412-393-7100 or visit [DuquesneLight.com](http://DuquesneLight.com). For business service, call us at 412-393-7300 or visit [DuquesneLight.com/business](http://DuquesneLight.com/business).**

**For changes or corrections to be processed, check the box on the front of the coupon AND MAIL IN WITH YOUR PAYMENT.**

Reason for change: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Primary Contact Phone #: (\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Monthly Pledge to Dollar Energy Fund  \$1.00  \$2.00 or other \$\_\_\_\_.00  
 Request to enroll in Autopay - check box for application request



**Customer Name and Service Address:**

KIM N WILKES  
335 LINOLEUM WAY  
PITTSBURGH, PA 15219-3753  
BILL ID: 006898776164

Account Number: [REDACTED] 30-000

Rate: RH-Residential Heating

Date Prepared: 11/04/20

**Duquesne Light Company Basic Service Charges**

**Current Charges**

Customer Charge	<b>REDACTED</b>		12.67
Supply	501.0010 kWh@	5.242800¢	26.27
Transmission	501.0010 kWh@	0.928400¢	4.65
Distribution	453.9269 kWh@	7.138300¢	32.40
Distribution	47.0741 kWh@	5.682700¢	2.68
DSIC Surcharge		2.67%	1.27

**Total Current Charges**

**\$79.94**

**DLC Basic Service Charges (see Page 1 Summary)**

**\$79.94**

The Price to Compare for your rate class is 6.17 cents/kWh. It 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).

**Duquesne Light Company Information**

Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit [www.wattchoices.com](http://www.wattchoices.com) or call 1-888-WATTLEY.

Need to reach us? For residential assistance, call us at 412-393-7100 or visit [DuquesneLight.com](http://DuquesneLight.com). For business assistance, call 412-393-7300 or visit [DuquesneLight.com/business](http://DuquesneLight.com/business).

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

Please visit our website [www.duquesnelight.com](http://www.duquesnelight.com) to sign up for electriccheck, and to learn about other convenient payment options.

**Shopping Information Box**

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

**Supplier Agreement ID:** [REDACTED] 30959

**Rate Schedule:** RH-Residential Heating

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

**Supplier Basic Service Charges**

**Supplier Agreement ID:** [REDACTED] 30959

Duquesne Light provides a dependable, reasonably priced source of energy through our agreements with regional electric generation suppliers. We also deliver that power, in a safe, reliable way.

- Generation/Supply prices and charges are set by the electric generation supplier you have chosen.
- The Public Utility Commission regulates distribution prices and services.
- The Federal Energy Regulatory Commission regulates transmission prices and services.

**Non-Basic Service Charges**

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