
 Darlene Defelice,
 v.
 Duquesne Light Company

 Initial Call-In
 Telephonic Hearing

Docket No.:
 F-2021-3027683

Pages 1 - 81

Judge's Chambers
 Piatt Place
 301 5th Avenue
 Pittsburgh, PA

Tuesday, November 9, 2021
 Commencing at 9:59 a.m.

INDEX TO EXHIBITS

Docket No. F-2021-3027683

Hearing Date: November 9, 2021

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<u>LETTER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Duquesne Light Company - Statement of Account

Prepared: Oct 25, 2021

Account #: [REDACTED] 71476

REDACTED

Name: DEFELICE, DARLENE NANCY

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

Premise ID	Service Address
3729100103	101 DELAWARE AVE APT 4W, OAKMONT, PA 15139

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
2/13/19	Bill - Actual	3729100103	3/6/19	2/12/19	11	9,107.56	244.77	\$33.98	\$33.98	\$33.98	\$33.98
3/4/19	Payment							-\$20.00	\$13.98	-\$20.00	\$13.98
3/12/19	Late Payment Charge							\$0.17	\$14.15	\$0.17	\$14.15
3/14/19	Bill - Actual	3729100103	4/4/19	3/13/19	29	9,683.94	576.38	\$81.73	\$95.88	\$81.73	\$95.88
3/26/19	Change Frozen Arrearage Amount Due							-\$95.88	\$0.00	\$0.00	\$95.88
4/10/19	Payment - Grant							-\$217.00	\$0.00	-\$217.00	-\$121.12
4/14/19	Bill - Actual	3729100103	5/6/19	4/13/19	31	10,122.64	438.70	\$40.00	\$0.00	\$61.36	-\$59.76
4/14/19	CAP Discount							\$0.00	\$0.00	-\$22.00	-\$81.76
4/14/19	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	-\$85.76
5/14/19	Bill - Actual	3729100103	6/4/19	5/13/19	30	10,467.21	344.57	\$40.00	\$0.00	\$52.60	-\$33.16
5/14/19	CAP Discount							\$0.00	\$0.00	-\$22.00	-\$55.16
5/14/19	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	-\$59.16



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
6/13/19	Bill - Actual	3729100103	7/5/19	6/12/19	30	10,775.52	308.32	\$40.00	\$0.00	\$51.38	-\$7.78
6/13/19	CAP Discount							\$0.00	\$0.00	-\$22.00	-\$29.78
6/13/19	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	-\$33.78
7/15/19	Bill - Actual	3729100103	8/5/19	7/14/19	32	11,129.49	353.96	\$40.00	\$0.00	\$57.48	\$23.70
7/15/19	CAP Discount							\$0.00	\$0.00	-\$22.00	\$1.70
7/15/19	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	-\$2.30
8/14/19	Bill - Actual	3729100103	9/4/19	8/13/19	30	11,484.44	354.95	\$40.00	\$0.00	\$57.60	\$55.30
8/14/19	CAP Discount							\$0.00	\$0.00	-\$22.00	\$33.30
8/14/19	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	\$29.30
9/15/19	Bill - Actual	3729100103	10/7/19	9/14/19	32	11,818.20	333.76	\$40.00	\$23.00	\$54.89	\$84.19
9/15/19	CAP Discount							\$0.00	\$23.00	-\$22.00	\$62.19
10/4/19	Payment							-\$23.00	\$0.00	-\$23.00	\$39.19
10/4/19	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	\$35.19
10/14/19	Bill - Actual	3729100103	11/4/19	10/13/19	29	12,110.68	292.49	\$40.00	\$40.00	\$49.69	\$84.88
10/14/19	CAP Discount							\$0.00	\$40.00	-\$22.00	\$62.88
11/5/19	Payment							-\$49.00	\$0.00	-\$49.00	\$13.88
11/5/19	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	\$9.88
11/12/19	Bill - Actual	3729100103	12/3/19	11/11/19	29	12,449.34	338.66	\$40.00	\$31.00	\$53.41	\$63.29
11/12/19	CAP Discount							\$0.00	\$31.00	-\$22.00	\$41.29
12/3/19	Payment							-\$31.00	\$0.00	-\$31.00	\$10.29
12/3/19	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	\$6.29
12/12/19	Bill - Actual	3729100103	1/2/20	12/11/19	30	13,033.92	584.58	\$40.00	\$40.00	\$77.89	\$84.18
12/12/19	CAP Discount							\$0.00	\$40.00	-\$22.00	\$62.18
12/24/19	Payment - Grant							-\$206.00	\$0.00	-\$206.00	-\$143.82
12/24/19	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	-\$147.82
1/9/20	Payment							-\$40.00	\$0.00	-\$40.00	-\$187.82

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
1/14/20	Bill - Actual	3729100103	2/4/20	1/13/20	33	13,655.28	621.36	\$40.00	\$0.00	\$81.21	-\$106.61
1/14/20	CAP Discount							\$0.00	\$0.00	-\$21.00	-\$127.61
1/14/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	-\$131.61
2/13/20	Bill - Actual	3729100103	3/4/20	2/11/20	29	14,287.02	631.74	\$40.00	\$0.00	\$82.44	-\$49.17
2/13/20	CAP Discount							\$0.00	\$0.00	-\$21.00	-\$70.17
2/13/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	-\$74.17
3/12/20	Bill - Actual	3729100103	4/2/20	3/11/20	29	14,814.34	527.33	\$40.00	\$0.00	\$70.93	-\$3.24
3/12/20	CAP Discount							\$0.00	\$0.00	-\$21.00	-\$24.24
3/12/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	-\$28.24
4/3/20	CAP Deficiency Adjustment - 2020 Budget Correction							\$0.00	\$0.00	\$39.00	\$10.76
4/15/20	Bill - Actual	3729100103	5/5/20	4/13/20	33	15,237.19	422.85	\$40.00	\$0.00	\$59.67	\$70.43
4/15/20	CAP Discount							\$0.00	\$0.00	-\$21.00	\$49.43
4/15/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	\$45.43
5/13/20	Bill - Actual	3729100103	6/3/20	5/12/20	29	15,610.02	372.82	\$40.00	\$0.00	\$55.96	\$101.39
5/13/20	CAP Discount							\$0.00	\$0.00	-\$23.00	\$78.39
5/13/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	\$74.39
6/14/20	Bill - Actual	3729100103	7/6/20	6/13/20	32	16,018.84	408.82	\$40.00	\$34.00	\$63.94	\$138.33
6/14/20	CAP Discount							\$0.00	\$34.00	-\$23.00	\$115.33
7/9/20	Payment							-\$40.00	\$0.00	-\$40.00	\$75.33
7/9/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	\$71.33
7/15/20	Bill - Actual	3729100103	8/5/20	7/14/20	31	16,502.23	483.40	\$40.00	\$34.00	\$73.01	\$144.34
7/15/20	CAP Discount							\$0.00	\$34.00	-\$23.00	\$121.34
8/5/20	Payment							-\$40.00	\$0.00	-\$40.00	\$81.34
8/5/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	\$77.34
8/13/20	Bill - Actual	3729100103	9/3/20	8/12/20	29	17,003.10	500.86	\$40.00	\$34.00	\$75.18	\$152.52

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
8/13/20	CAP Discount							\$0.00	\$34.00	-\$23.00	\$129.52
9/8/20	Payment							-\$40.00	\$0.00	-\$40.00	\$89.52
9/8/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	\$85.52
9/15/20	Bill - Actual	3729100103	10/5/20	9/13/20	32	17,410.12	407.02	\$40.00	\$34.00	\$63.51	\$149.03
9/15/20	CAP Discount							\$0.00	\$34.00	-\$28.00	\$121.03
9/15/20	CAP Write-Off Frozen Arrearage							\$0.00	\$34.00	-\$4.00	\$117.03
10/9/20	Payment							-\$34.00	\$0.00	-\$34.00	\$83.03
10/14/20	Bill - Actual	3729100103	11/3/20	10/12/20	29	17,712.57	302.45	\$40.00	\$40.00	\$50.85	\$133.88
10/14/20	CAP Discount							\$0.00	\$40.00	-\$28.00	\$105.88
11/4/20	Payment							-\$40.00	\$0.00	-\$40.00	\$65.88
11/4/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	\$61.88
11/10/20	Payment - Grant							-\$206.00	\$0.00	-\$206.00	-\$144.12
11/13/20	Bill - Actual	3729100103	12/3/20	11/11/20	30	18,096.12	383.54	\$40.00	\$0.00	\$58.42	-\$85.70
11/13/20	CAP Discount							\$0.00	\$0.00	-\$28.00	-\$113.70
11/13/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	-\$117.70
12/15/20	Bill - Actual	3729100103	1/4/21	12/13/20	32	18,649.48	553.36	\$40.00	\$0.00	\$73.88	-\$43.82
12/15/20	CAP Discount							\$0.00	\$0.00	-\$28.00	-\$71.82
12/15/20	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$4.00	-\$75.82
1/19/21	Bill - Actual	3729100103	2/9/21	1/19/21	37	19,437.37	787.89	\$100.99	\$0.00	\$100.99	\$25.17
1/19/21	CAP Billing Credits							-\$15.99	\$0.00	-\$15.99	\$9.18
1/19/21	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$2.10	\$7.08
2/15/21	Bill - Actual	3729100103	3/8/21	2/15/21	27	20,188.46	751.09	\$93.96	\$52.96	\$93.96	\$101.04
2/15/21	CAP Billing Credits							-\$24.96	\$28.00	-\$24.96	\$76.08
3/3/21	Payment							-\$28.00	\$0.00	-\$28.00	\$48.08
3/3/21	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$2.10	\$45.98
3/16/21	Bill - Actual	3729100103	4/6/21	3/16/21	29	20,839.57	651.10	\$84.55	\$84.55	\$84.55	\$130.53

Date	Transaction	Premise ID	Bill Due Date	Meter Read Date	Days in Billing Period	Meter Reading	KWh Usage	Bill, Payment, Adjustment Amount	Amount Due	Actual Amount	Account Balance
3/16/21	CAP Billing Credits							-\$15.55	\$69.00	-\$15.55	\$114.98
4/7/21	Payment							-\$69.00	\$0.00	-\$69.00	\$45.98
4/7/21	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$2.10	\$43.88
4/15/21	Bill - Actual	3729100103	5/6/21	4/15/21	30	21,314.23	474.66	\$65.37	\$65.37	\$65.37	\$109.25
4/22/21	Payment							-\$3.00	\$62.37	-\$3.00	\$106.25
4/28/21	Payment - Grant							-\$50.00	\$12.37	-\$50.00	\$56.25
4/28/21	CAP Write-Off Frozen Arrearage							\$0.00	\$12.37	-\$2.10	\$54.15
4/28/21	Dollar Energy Fund							-\$50.00	\$0.00	-\$50.00	\$4.15
5/4/21	Payment							-\$62.37	\$0.00	-\$62.37	-\$58.22
5/16/21	Bill - Actual	3729100103	6/7/21	5/16/21	31	21,744.61	430.38	\$63.84	\$0.00	\$63.84	\$5.62
5/16/21	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$2.10	\$3.52
6/15/21	Bill - Actual	3729100103	7/6/21	6/15/21	30	22,210.71	466.10	\$72.31	\$36.15	\$72.31	\$75.83
7/7/21	Payment							-\$36.15	\$0.00	-\$36.15	\$39.68
7/7/21	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$2.10	\$37.58
7/15/21	Bill - Actual	3729100103	8/5/21	7/15/21	30	22,668.20	457.49	\$72.45	\$72.45	\$72.45	\$110.03
8/4/21	Payment							-\$72.45	\$0.00	-\$72.45	\$37.58
8/4/21	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$2.10	\$35.48
8/15/21	Bill - Actual	3729100103	9/7/21	8/15/21	31	23,123.78	455.58	\$72.19	\$72.19	\$72.19	\$107.67
9/3/21	Payment							-\$60.00	\$12.19	-\$60.00	\$47.67
9/9/21	Payment							-\$250.00	\$0.00	-\$250.00	-\$202.33
9/9/21	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$2.10	-\$204.43
9/14/21	Bill - Actual	3729100103	10/5/21	9/14/21	30	23,520.73	396.95	\$64.59	\$0.00	\$64.59	-\$139.84
9/14/21	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$2.10	-\$141.94
10/13/21	Bill - Actual	3729100103	11/3/21	10/13/21	29	23,879.52	358.78	\$59.66	\$0.00	\$59.66	-\$82.28
10/13/21	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$2.10	-\$84.38

DUQUESNE LIGHT COMPANY
CHRONOLOGICAL SUMMARY
OF PAYMENT ARRANGEMENTS

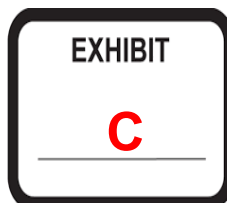


REDACTED

DARLENE DEFELICE
ACCOUNT # [REDACTED] 71476

TYPE:	Customer Assistance Program ("CAP")
INITIATION DATE:	03/26/2019
FROZEN ARREARAGE:	\$98.88
TERMS:	60% of budget or CAP minimum of \$40
COMPLIANCE:	Yes

TYPE:	Customer Assistance Program ("CAP")
INITIATION DATE:	01/19/21
FROZEN ARREARAGE:	\$50.18
TERMS:	10% of income approximately \$73 per month
COMPLIANCE:	Yes



(w_mediation_complaint_sheet) Mediation Complaint For: Customer: DEFELICE, DARLENE NANCY - BCS #: 3787493

General/Open Information Payment Information Prior Agreements Final Report Information

Dispute, Holds, Notices and PUC Audit Investigative Contacts Closing Information

Date(s) Sent: **05/07/21** DUG_05072021_094400.xml Double-click on file name to view...

REDACTED

Status: Date Closed: Closing Data Received:

Justified: Internal Justification: Reason Justified: Error Code:

Decision: Written Oral Decision Balance: Balance Date:

Lump

Requested: Awarded: Difference: Date Awarded: Service Restored:

Budget Payments

Regular: Arrears Plus: Special:

Monthly Payments

Current: Final: End:

Decision Type:

Terms:

Resolution: **BASED ON THESE FINDINGS, WE CONCLUDE THAT:**

1. THE COMPANY UPDATED THEIR SYSTEM AND CHANGED THEIR CAP PROGRAM FROM PERCENTAGE OF BUDGET TO PERCENTAGE OF INCOME PAYMENT PLAN.
2. YOUR CAP PAYMENT/CREDIT HAS BEEN PROPERTY CALCULATED.
3. THE PUC IS NOT AUTHORIZED TO ISSUE PAYMENT ARRANGEMENTS FOR CAP CUSTOMERS, OR ON CAP ARREARS.

THEREFORE, IT IS DECIDED THAT:

YOUR INFORMAL COMPLAINT IS DISMISSED.



Customer Name and Service Address:

DARLENE NANCY DEFELICE
101 DELAWARE AVE APT 4W
OAKMONT, PA 15139-2053

BILL ID: [REDACTED]

Account Number: [REDACTED] 71-476

Rate: RH-Residential Heating

Date Prepared: 12/14/20

Meter Reading Usage Information		Summary of CAP Bill																																																	
Next Scheduled Meter Reading Date: January 13, 2021		Prior Billing Information																																																	
Meter Read Information for Meter Number: F74112814		Amount of Last CAP Bill -\$166.00																																																	
Present:	Dec 13, 2020 - Actual 18649.4810	Prior CAP Balance -\$166.00																																																	
Prior:	Nov 11, 2020 - Actual 18096.1160	ACTUAL METER READING BILL																																																	
Difference 553.3650		REDACTED																																																	
Your Meter Multiplier	x 1	Current CAP Charges																																																	
Total kWh Used 553.3650		Current DLC Budget 68.00																																																	
Electric Usage:		CAP Discount -28.00																																																	
Comparing Your Usage		You Owe 60% of Budget \$40.00																																																	
		Total CAP Charges Owed by Due Date -\$126.00																																																	
		Maximum Annual CAP Credit Available \$1,800.00																																																	
		Annual CAP Credit Used to Date 225.00																																																	
		Remaining CAP Credit Available \$1,575.00																																																	
		Total Account Balance																																																	
		Last Account Balance -117.70																																																	
		Basic Service Charges 73.88																																																	
		Cancelled Debt from CAP Payment -4.00																																																	
		CAP Discount -28.00																																																	
		Total Account Balance -75.82																																																	
<p>kWh:</p> <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>0</td><td>11</td><td>29</td><td>31</td><td>30</td><td>30</td><td>32</td><td>30</td><td>32</td><td>29</td><td>29</td><td>30</td> </tr> <tr> <td>33</td><td>29</td><td>29</td><td>33</td><td>29</td><td>32</td><td>31</td><td>29</td><td>32</td><td>29</td><td>30</td><td>32</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Average Monthly Usage for the past 12 months is 468 kWh. • Total Annual Usage for the past 12 months is 5616 kWh. 		DAYS IN BILLING PERIOD												J	F	M	A	M	J	J	A	S	O	N	D	0	11	29	31	30	30	32	30	32	29	29	30	33	29	29	33	29	32	31	29	32	29	30	32	<p>Go paperless! E-Bill is simple, convenient and good for the environment. Enroll today at DuquesneLight.com/ebill or with our mobile app.</p>	
DAYS IN BILLING PERIOD																																																			
J	F	M	A	M	J	J	A	S	O	N	D																																								
0	11	29	31	30	30	32	30	32	29	29	30																																								
33	29	29	33	29	32	31	29	32	29	30	32																																								
Estimated Gross Receipts Tax		Estimated PA State Taxes		Payment Due		Amount Due																																													
\$4.36		\$5.03		Jan 4, 2021		\$0.00																																													

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

Account Number
[REDACTED] 71-476

PLEASE PAY THIS AMOUNT BY JAN 4, 2021
\$0.00

\$

USD Amount Enclosed

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

012885 000017873



DARLENE NANCY DEFELICE
101 DELAWARE AVE APT 4W
OAKMONT PA 15139-2053

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



How to Reach Us

Visit our Website at: www.duquesnelight.com
 Call us for: General information: 412-393-7100 (Residential)
 412-393-7300 (Business)
 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 DuquesneLight.com (Residential) or DuquesneLight.com/business (Business).

Understanding Your Bill

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Suspended Charges – Charges held in relation to a dispute

Customer Assistance Programs (CAP) Residential Only

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

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

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

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

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

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

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

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

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

Special Services

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

Billing and Payment Conveniences

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

Automatic Bill Payment – Duquesne Light Company's **free** ElectriCheck service. After you join the plan, you no longer write checks. Your payment is automatically deducted from your checking account on the due date of the bill. You can apply at 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 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. For business service, call us at 412-393-7300 or visit 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

Duquesne Light Company Basic Service Charges

Current Charges

REDACTED

Customer Charge				12.67	
Supply	328.5605 kWh@	5.242800¢		17.23	
Supply	224.8045 kWh@	5.199400¢		11.69	
Transmission	553.3650 kWh@	0.928400¢		5.14	
Distribution	553.3650 kWh@	4.717700¢		26.11	
DSIC Surcharge		2.67%		1.04	
Total Current Charges					\$73.88
DLC Basic Service Charges (see Page 1 Summary)					\$73.88

The Price to Compare for your rate class is 6.13 cents/kWh. It will change every June and December. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Duquesne Light Company Information

You have saved a total of \$84.00 for making full on-time CAP Payments while enrolled in the program.

To avoid exceeding the maximum CAP credits, we encourage you to reduce your electric usage where possible.

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

Need to reach us? For residential assistance, call us at 412-393-7100 or visit DuquesneLight.com. For business assistance, call 412-393-7300 or visit DuquesneLight.com/business.

Thank you for participating in the budget plan. We will review your prior electric usage at least every four months and adjust the budget amount to reflect any changes. Any adjustments will change the budget amount you pay each month.

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

Supplier Basic Service Charges

Supplier Agreement ID: [REDACTED]

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

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

Non-Basic Service Charges

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





DARLENE NANCY DEFELICE
101 DELAWARE AVE APT 4W
Account # [REDACTED]-476

Table with 2 columns: Due Date (02/09/2021), Amount Due (\$0.00)

Bill Summary



Bill ID: [REDACTED] Date Prepared: 01/19/2021

Table with 2 columns: Description (Previous Bill, Payment(s) Received, Balance Forward, etc.), Amount

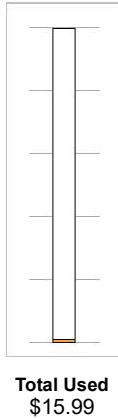
Account Balances

Customer Assistance Program (CAP)

Table with 2 columns: Description (Annual CAP Discount Reset Date, Maximum Annual CAP Discount, etc.), Amount

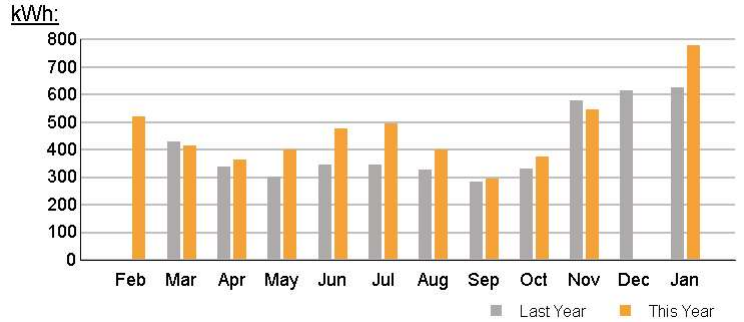
Total Account Balance

Table with 2 columns: Description (Last Account Balance, Account Adjustments, etc.), Amount



Usage Comparison Chart

Table with 5 columns: Period, Total kWh Usage, Avg Daily kWh Usage, # of Days, Avg Daily Temp (F)



Average Monthly Usage for the last 12 months: 429 kWh
Total Annual Usage for the last 12 months: 5150 [REDACTED]

Debt Forgiveness

- We have forgiven a total of \$6.10 in debt for making full, on-time payments. Your remaining debt eligible for forgiveness is \$48.08.
Your remaining debt will be due if you default from the CAP program.

Online: www.DuquesneLight.com

Phone: 412-393-7100

Billing and meter reading details on page 3

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

A late charge of 1.25% may be assessed after 2021-02-09



Account #
1076-971-476

Table with 2 columns: Due Date (02/09/2021), Amount Due (\$0.00)

USD Amount Enclosed form with dollar sign and input boxes

USD Amount Enclosed

DARLENE NANCY DEFELICE
101 DELAWARE AVE APT 4W
OAKMONT PA 15139-2053


Please mail payment to:


DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324




General Information

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

 **Online:** www.DuquesneLight.com

 **Phone:** 412-393-7100

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

Billing and Service Options

Sign up online for any of the following services:

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


Understanding Your Bill

- **Customer Charge** – A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.
- **Distribution Charges** – Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.
- **Distribution System Improvement Charge (DSIC)** – A charge for company investment to improve service quality and increase safety by repairing, improving, or replacing eligible infrastructure used to deliver electricity.
- **DLC Charges** – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
- **Kilowatt-Hour (kWh)** – The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10, 100-watt light bulbs left on for one hour.
- **Meter Reading** – An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
- **Non-Basic Service Charges** – Any category of service not related to basic service.
- **Smart Meter Charge** – Charges for advanced metering technology and related infrastructure that will provide the ability for features such as two-way communication and interval usage data.
- **Supply Charges** – Basic service charges for generation supply to retail customers.
- **Transmission Charges** – Basic service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

Customer Assistance Program (CAP)

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



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




MANAGE YOUR ACCOUNT WITH A TOUCH.

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

DOWNLOAD TODAY.



Message Center

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

Welcome to DLC's new Customer Assistance Program (CAP)! We've simplified our program to help bring you affordable monthly payments to stay on track. Visit DuquesneLight.com/CAP2021 for more information.

Account Detail

101 DELAWARE AVE APT 4W

Supplier Agreement ID: [REDACTED]

Meter Reading Usage Information

Meter Number	F74112814
Present 01/19/2021 Act	19,437.3690
Prior 12/13/2020 Act	18,649.4810
Difference	787.8880
Your Meter Multiplier	1
Total kWh Used	787.8880

Current Bill Details

DLC Rate	RH-Residential Heating	
Price to Compare	\$0.0613 / kWh	
DLC Charges		\$52.71
Customer Charge		\$15.52
Distribution	787.8880 kWh@ \$0.047177	\$37.17
DSIC Surcharge	0.0335%	\$0.02
Supply Charges		\$48.28
Supply	787.8880 kWh@ \$0.051994	\$40.97
Transmission	787.8880 kWh@ \$0.009284	\$7.31
Miscellaneous Charges		-\$38.30
Transfer Adjustment - Printed		-\$38.30

Total kWh Used 787.8880

Service Charges \$62.69

Current Amount Due Detail

Service Charges	
DLC Charges	\$52.71
Supply Charges	\$48.28
Subtotal	\$100.99

Shopping and Supplier Information

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

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

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

Additional Notifications

- A change in the Customer Charge, reflecting single-phase Smart Meter expenses (see Understanding Your Bill section on page 2), effective January 1, will decrease your monthly bill by \$0.18, or less than 1%.
- A change in the Customer Charge, reflecting poly-phase Smart Meter expenses (see Understanding Your Bill section on page 2), effective January 1, will increase your monthly bill by \$1.01, 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 \$0.19, or less than 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%.

Additional Notifications

1%.

- Effective January 1, the Distribution System Improvement Charge (see Understanding Your Bill section on page 2) will increase your monthly bill by about \$0.38, or less than 1%.
- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- A change in the Default Service Supply rate that went into effect December 1, decreased the overall monthly bill of an average residential customer (using 600 kWh) who purchases electric generation from Duquesne Light by about \$0.26, or less than 1%.
- Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit www.wattchoices.com or call 1-888-WATTLEY.
- **YOU ARE NO LONGER ON THE BUDGET PLAN. PLEASE PAY THE AMOUNT DUE.**
- **SIGN UP FOR AUTOPAY** and learn about other convenient payment options by visiting our website www.duquesnelight.com.
- Estimated Gross Receipts Tax of \$5.96 and Estimated PA State Tax of \$6.86 are included in your rates.



DARLENE NANCY DEFELICE
101 DELAWARE AVE APT 4W

Account # [REDACTED]-71-476

Due Date	Amount Due
11/03/2021	\$0.00

Bill Summary



Bill ID: [REDACTED] Date Prepared: 10/13/2021

Previous Bill	-\$173.22
Payment(s) Received	\$0.00
Balance Forward	-\$173.22
Current Amount Due (see Page 3 for Details)	\$59.66
NEW ACCOUNT BALANCE	-\$113.56
AMOUNT DUE BY 11/03/2021	\$0.00

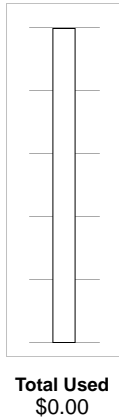
Account Balances

Customer Assistance Program (CAP)

Annual CAP Discount Reset Date	03/26/2022
Maximum Annual CAP Discount	\$1,800.00
Annual CAP Discount Used to Date	\$0.00
Remaining CAP Discount	\$1,800.00

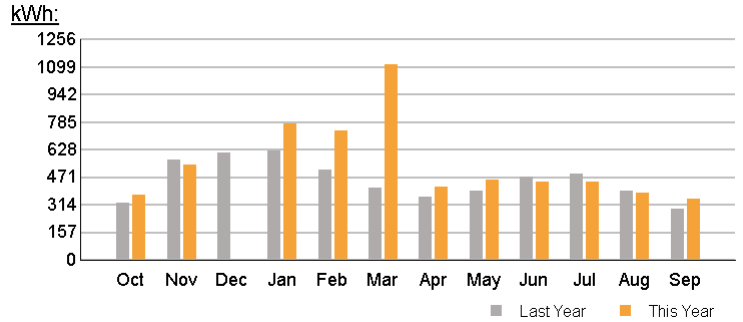
Total Account Balance

Last Account Balance	-\$141.94
Account Adjustments	\$0.00
Payments received	\$0.00
Current service charges	\$59.66
Debt forgiven	-\$2.10
CAP discount applied	\$0.00
Total Account balance	-\$84.38



Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	359	12	29	61
Last Month	397	13	30	73
Same Month Last Year	302	10	29	61



Average Monthly Usage for the last 12 months: 514 kWh
Total Annual Usage for the last 12 months: 6167 kWh

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Online: www.DuquesneLight.com

Phone: 412-393-7100

Billing and meter reading details on page 3

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

A late charge of 1.25% may be assessed after 2021-11-03



Account # [REDACTED]-71-476

REDACTED

Due Date	Amount Due
11/03/2021	\$0.00

\$ [REDACTED]

USD Amount Enclosed

DARLENE NANCY DEFELICE
101 DELAWARE AVE APT 4W
OAKMONT PA 15139-2053

Please mail payment to:


DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324




General Information

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

 **Online:** www.DuquesneLight.com

 **Phone:** 412-393-7100

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

Billing and Service Options

Sign up online for any of the following services:

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


Understanding Your Bill

- **Customer Charge** – A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.
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- **DLC Charges** – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
- **Kilowatt-Hour (kWh)** – The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10, 100-watt light bulbs left on for one hour.
- **Meter Reading** – An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
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- **Transmission Charges** – Basic service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

Customer Assistance Program (CAP)

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


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



AUTOPAY SAVES YOU TIME AND MONEY.

WITH NOTHING TO MAIL, NO CHECKS TO WRITE, AND NO STAMPS TO BUY – AUTOPAY SAVES YOU VALUABLE TIME AND MONEY. YOUR MONTHLY PAYMENT IS AUTOMATICALLY DEDUCTED FROM YOUR BANK ACCOUNT ON THE DUE DATE.

ENROLL AT:
DUQUESNELIGHT.COM/AUTOPAY



Message Center



SCAN HERE to register for e-Bill!

REDACTED

Need help paying your electric bill? Learn more at DuquesneLight.com/assistance.

Account Detail

101 DELAWARE AVE APT 4W

Supplier Agreement ID: 1076971197

Meter Reading Usage Information

Meter Number	F74112814
Present 10/13/2021 Act	23,879.5170
Prior 09/14/2021 Act	23,520.7340
Difference	358.7830
Your Meter Multiplier	1
Total kWh Used	358.7830

Current Bill Details

DLC Rate	RH-Residential Heating	
Price to Compare	\$0.0649 / kWh	
DLC Charges		\$36.39
Customer Charge		\$12.51
Distribution	358.7830 kWh@ \$0.061733	\$22.15
DSIC Surcharge	5%	\$1.73

Supply Charges		\$23.27
Supply	358.7830 kWh@ \$0.054595	\$19.59
Transmission	358.7830 kWh@ \$0.010252	\$3.68

Total kWh Used 358.7830

Service Charges \$59.66

Current Amount Due Detail

Service Charges		
DLC Charges		\$36.39
Supply Charges		\$23.27

Subtotal		\$59.66

REDACTED

Shopping and Supplier Information

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

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

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

Additional Notifications

- A change in the Distribution System Improvement Charge, effective October 1, will increase your monthly bill by about \$0.01, or less than 1%.
- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- Duquesne Light 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.
- 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.
- SIGN UP FOR AUTOPAY and learn about other convenient payment options by visiting our website www.duquesnelight.com.



Additional Notifications

- Estimated Gross Receipts Tax of \$3.52 and Estimated PA State Tax of \$4.05 are included in your rates.

UNDERSTANDING YOUR BILL


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



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

- 1 When and what you need to pay is shown in multiple places
- 2 Your account information such as name, mailing address and account # (see page 3 of your bill for more account detail)
- 3 A closer look at the account balances section:
 - A. Know exactly when your annual CAP discount resets
 - B. The total amount of CAP discounts you'll get each year, which is the difference between what you're billed and your CAP Payment Amount (CPA)
 - C. Shows how much of your discount is left
 - D. The amount that has been written off based on the full monthly payments you've made.
 - E. Your monthly CAP discount
 - F. The thermometer shows the discounts you've used to date
- 4 Your payment amount is based on a percent of your household income.
- 5 Track your usage and how it compares over the past year





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

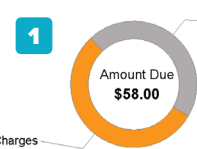
Due Date	Amount Due
11/04/2021	\$58.00

Page 1 of 3

Bill Summary

Bill ID: 000000000005 Date Prepared: 10/14/2021

Previous Bill	\$58.00
Payment(s) Received	\$58.00
Balance Forward	\$0.00
Current Amount Due (see Page 3 for Details)	\$79.55
CAP Discount	-\$21.55
AMOUNT DUE BY 11/04/2021	\$58.00



Account Balances

Customer Assistance Program (CAP)

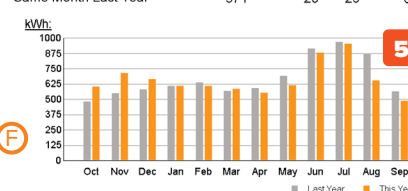
Annual CAP Discount Reset Date	06/29/2022
Maximum Annual CAP Discount	\$900.00
Annual CAP Discount Used to Date	-\$43.10
Remaining CAP Discount	\$856.90
Total Account Balance	
Last Account Balance	\$175.07
Account Adjustments	\$0.00
Payments received	\$0.00
Current service charges	\$79.55
Debt forgiven	\$0.00
CAP discount applied	-\$21.55
Total Account balance	\$233.07

Debt Forgiveness

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

Usage Comparison Chart


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



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

Online: www.duquesnelight.com Phone: 412-393-7100

Billing and meter reading details on page 3



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

A late charge of 1.25% may be assessed after 2021-11-04

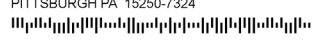
Due Date	Amount Due
11/04/2021	\$58.00

Account # 0000-000-000

USD Amount Enclosed

CONNIE A CAP
123 MAIN ST
PITTSBURGH PA 15219

Please mail payment to:
DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324





UNDERSTANDING YOUR BILL

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

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

General Information

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

Online: www.duquesnelight.com

Phone: 412-393-7100

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

Billing and Service Options

Sign up online for any of the following services:

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

Understanding Your Bill

- Customer Charge** - A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.
- Distribution Charges** - Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.
- Distribution System Improvement Charge (DSIC)** - A charge for company investment to improve service quality and increase safety by repairing, improving, or replacing eligible infrastructure used to deliver electricity.
- DLC Charges** - Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
- Kilowatt-Hour (kWh)** - The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10, 100-watt light bulbs left on for one hour.
- Meter Reading** - An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
- Non-Basic Service Charges** - Any category of service not related to basic service.
- Smart Meter Charge** - Charges for advanced metering technology and related infrastructure that will provide the ability for features such as two-way communication and interval usage data.
- Supply Charges** - Basic service charges for generation supply to retail customers.
- Transmission Charges** - Basic service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

Customer Assistance Program (CAP)

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

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

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

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

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

Message Center

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

Welcome to DLC's new Customer Assistance Program (CAP)! We've simplified our program to help bring you affordable monthly payments to stay on track. Visit DuquesneLight.com/CAP2021 for more information.

Account Detail

123 MAIN STREET Supplier Agreement ID: 000000000

Meter Reading Usage Information	Current Bill Details		
Meter Number F00000000	DLC Rate RS-Residential Service		
Present 10/14/2021 Act 33,873.4280	Price to Compare \$0.0711 / kWh		
Prior 09/14/2021 Act 33,378.5510	DLC Charges		\$44.37
Difference 494.8770	Customer Charge	\$12.67	
Your Meter Multiplier 1	Distribution 494.8770 kWh@ \$0.061733	\$30.55	
Total kWh Used 494.8770	DSIC Surcharge 2.87%	\$1.15	
	Supply Charges		\$35.18
	Supply 494.8770 kWh@ \$0.052428	\$25.95	
	Transmission 494.8770 kWh@ \$0.018658	\$9.23	
Total kWh Used 494.8770	Service Charges		\$79.55

Current Amount Due Detail

Service Charges	
DLC Charges	\$44.37
Supply Charges	\$35.18
Subtotal	\$79.55

Shopping and Supplier Information

When shopping for electricity with an Electric Generation Supplier, please provide the following information:
Supplier Agreement ID: 000000000
Rate Schedule: RS-Residential Service

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

Additional Notifications

- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit www.wattchoices.com or call 1-888-WATTLEY.
- SIGN UP FOR AUTOPAY and learn about other convenient payment options by visiting our website www.duquesnelight.com.
- Estimated Gross Receipts Tax of \$4.70 and Estimated PA State Tax of \$5.41 are included in your rates.



INTRODUCING A BETTER CUSTOMER ASSISTANCE PROGRAM (CAP) AND BILL.

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

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



WHAT IS THE NEW PROGRAM?

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

WHAT'S CHANGED ON THE BILL?

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

WHAT'S STAYING THE SAME?

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

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

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

Page 1 of 3

Bill Summary

Amount Due

\$58.00

Supply Charges

DLC Charges

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

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

Account Balances

Customer Assistance Program (CAP)

Annual CAP Discount Reset Date	06/29/2021
Maximum Annual CAP Discount	\$900.00
Annual CAP Discount Used to Date	-\$37.10
Remaining CAP Discount	\$862.90

Total Account Balance

Last Account Balance	\$175.07
Account Adjustments	\$0.00
Payments received	\$0.00
Current service charges	\$79.55
Debt forgiven	\$0.00
CAP discount applied	-\$18.55
Total Account balance	\$236.07

Debt Forgiveness

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

Usage Comparison Chart

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

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

Online: www.duquesnelight.com Phone: 412-393-7100

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

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

USD Amount Enclosed

IS THERE A LIMIT TO THE AMOUNT COVERED BY CAP?

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

WHAT DO I NEED TO DO?

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

WHAT IF I HAVE MORE QUESTIONS ABOUT THESE CAP CHANGES?

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

Learn more at:

DUQUESNELIGHT.COM/CAP2020

- Clarify that customers may enroll in CAP prior to completing a Smart Comfort (LIURP) visit;
- Assess Smart Comfort program options and provide for third party inspections of Smart Comfort weatherization;
- Include LED bulbs as an available Smart Comfort measure; and
- Clarify the calculation of hardship grants.

III. Customer Assistance Program (CAP)

1. Program Description

Building on the Company's experience and evaluation, Duquesne Light's proposed program maintains important features while enhancing affordability for low income customers, strengthening the program's integrity, and minimizing cost to other residential customers. Duquesne Light's CAP will continue to provide needed assistance to low-income customers. Universal Service Program costs, including CAP costs, are recovered through a reconcilable surcharge found in Duquesne Light's Tariff.

The primary features of CAP include:

- An opportunity for arrearage forgiveness over a specified period of time;
- A reduced payment arrangement based on ability to pay;
- CAP credit write off;
- Protection against loss of electric service;
- Referrals to other Duquesne Light and community programs and services.

A major benefit to customers who make full payments in accordance with their CAP payment arrangement is the complete forgiveness of their pre-program arrears. For customers who enroll in CAP with an outstanding balance, they have an opportunity to eliminate their pre-program arrears by making full payments of the CAP bill. As customers make full payments of monthly CAP balances, 1/24 of their arrearage will be forgiven each month. Customers also now have the ability to receive arrearage forgiveness on catch up payments made for past due monthly CAP balances.

An additional benefit of CAP is reduced monthly payments. CAP customers are enrolled in Duquesne Light's budget billing program.¹ Rather than paying their total budget amount

¹ Budget billing allows customers to pay approximately the same amount on their Duquesne Light bill each month based on historical usage. The CAP budget bill payment is calculated by taking the customers' estimated monthly budget bill amount and multiplying it by the appropriate percentage based on income. The true-up is calculated by subtracting the account budget balance from the actual balance and dividing the difference by twelve. The result (positive or negative) is then added to the to the base budget amount. This final budget amount is used for billing until the next time the budget is recalculated (at least once every four months). For CAP customers, the appropriate discount percentage is applied to the final budget amount.

based on the full tariff rate, CAP customers are required to pay a percentage of their total budget amount based on the household size and gross household income. The remaining deficiency is considered the customer's monthly CAP credit and is applied until the customer reaches the annual CAP credit maximums. The maximum annual CAP credit is \$700 for non-heating customers and \$1,800 for electric heating customers. High use customers have the option to enroll at a higher income category to reduce the likelihood of hitting the annual maximum credit.

Security deposits, if requested, are waived for applicants or customers who are confirmed low income. The Company shall refund security deposits payments to customers who are confirmed eligible for CAP after service restoration.

CAP customers are billed at a percentage of the tariff budget bill amount, based on their income level, as outlined in the chart below:

Income Category:	Residential Service Percentage of Budget Bill Payment:	Residential Electric Heat Percentage of Budget Bill Payment:
0% to 50% of Poverty	30%	45%
51% to 100% of Poverty	60%	65%
101% to 150% of Poverty	85%	80%
*Minimum payment	\$15	\$40

*As a cost containment measure, the Company requires a monthly minimum CAP payment amount of \$15 for residential service customers, and \$40 for residential heating customers. The mandatory minimum payment ensures that CAP customers pay a portion of their energy costs while helping to control costs borne by non-CAP residential service customers.

Customers must schedule and complete the enrollment process either in person at one of the Community Based Organization ("CBO") offices or over the phone. This interview allows the customer to receive an explanation of CAP, CARES, and other relevant programs such as LIHEAP. An essential component of the enrollment interview is the discussion of the CAP bill. The customer is provided with a diagram showing the various components of a CAP bill, including the CAP discount, debt forgiveness amount, the maximum annual CAP credit available, and the remaining CAP credit available. The CAP bill also contains a statement explaining that the customer may exceed the maximum CAP credit by an estimated date and that the customer will be required to pay the full budget amount each month until the CAP credit amount is reset on the customer's anniversary date.

At the time of the application, Duquesne Light requests that the applicants provide social security numbers on the application; however, in lieu of providing a social security number, an applicant may provide another acceptable form of identification such as a driver's license or other government issued identification. Customers applying for CAP will be informed that a social security number is not required to complete the application. Duquesne Light will conduct targeted outreach for customers that receive LIHEAP grants for enrollment in CAP. Duquesne Light will compile a list of customers for whom a LIHEAP grant was received and are not currently enrolled in CAP. The remaining customers will receive a mailing through Community

Based Organizations explaining the benefits of the CAP program and instructing the customer on how to apply for CAP. A Benefits Brochure will also be included; this brochure outlines the benefits and responsibilities associated with the CAP program. After a period of one month, if the customer has not enrolled in CAP, a second outreach will be made by the CBO –via phone, mail or electronic mail where the customer has consented to electronic communication.

a. Exceptions to Income Categories

Percent of budget bill and CAP maximum deficiency amounts for CAP participants may be adjusted for extenuating circumstances including, but not limited to, the following:

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

b. Customer Obligations

All customers remain in the program for as long as they are income qualified and comply with the CAP requirements and guidelines. Additionally, energy conservation plays an important role in helping CAP customers control their energy costs. Accordingly, customer obligations under CAP include:

- Customers are required to pay their bill each month, on time and in full.
- All electric heat customers may be required to schedule a Smart Comfort (LIURP) as a condition of participation in CAP.
- All residential service customers who own their home and have a base load usage in excess of 500 kWh per month may be required to complete a Smart Comfort visit before enrollment in CAP.
- All residential service customers who are renters, have a base load usage in excess of 500 kWh per month, and have resided at the premise for at least six months may be required to complete a Smart Comfort visit before enrollment in CAP, so long as landlord approves.
- CAP customers whose base load usage exceeds 500 kWh and who have not had a Smart Comfort (LIURP) visit within the last seven years may be required to complete a Smart Comfort visit.
- Customers who report \$0 household income at the time of enrollment are required to complete the “Zero Income Form” and give Duquesne Light permission to verify the income with government agencies such as the Internal Revenue Service (“IRS”) and through bankruptcy proceedings. Third party information used to verify customer income will apply to the timeframe at issue. The Company will provide customers

will with an opportunity to challenge or correct income information provided by third parties prior to dismissal from the program. The Company requests that the customer identify all household members, the address where service is provided and a brief explanation of how household expenses are met on the form. The customer must sign and date the form; however, the Company does not require that the form be notarized. The customer's income status may be reviewed every six months to determine if employment or income status has changed. However, if the customer's income status changes, the customer is required contact the Company to notify it of the change.

- All CAP customers are required to recertify their income and occupancy information once every other year.

Duquesne Light's CAP customers currently are not able eligible to shop for an Electric Generation Supplier ("EGS"). However, a customer that has an EGS and wishes to participate in CAP will be advised that Duquesne Light can switch the customer back to default service; however, the customer may be subject to a cancellation fee. The customer should check his/her EGS agreement to determine whether there are any fees associated with cancellation.

c. Customer Defaults

Duquesne Light extends every reasonable consideration to CAP customers to avoid dismissal from the program. Program requirements and benefits are clearly explained during the initial enrollment interview. Extenuating circumstances are carefully evaluated. However, CAP cannot function properly without the commitment and cooperation of customers, social service agencies, and Duquesne Light. Customers' non-compliance with CAP obligations may lead to dismissal from the program. The grounds for default are summarized in the chart below:

Grounds for Default	Required 1 Year Stay-out	Opportunity to Cure
Failure to recertify	No	Yes
Failure to complete Smart Comfort Visit	No	Yes
Termination for non-pay	No	Yes
Voluntary Removal from Program	No	Yes
Removal for fraud, material misrepresentation, etc.	Yes	No.

CAP customers are required to pay their CAP amount in full and on time each month. If payment is not received within five business days after the bill due date, the collection process will begin. If a CAP account is terminated, the customer may be required to pay their entire past due balance as a condition of restoration unless eligible for a payment agreement. CAP customer restoration agreements will generally be issued in accordance with 66 Pa.C.S. §1407.

If a CAP account is terminated and service is not restored within 30 days, the customer will be defaulted from CAP. CAP customers will be permitted to re-enroll in CAP if service is restored within 30 days.

When a CAP customer's base load usage exceeds 500 kWh per month and the customer refuses to complete a Smart Comfort (LIURP) visit, the customer may be defaulted from the CAP program until the cause of the default has been satisfied. However, customers are not required to complete a Smart Comfort visit prior to enrollment in CAP.

If a customer fails to provide updated household information, the account may be defaulted from CAP. If a CAP customer is found to have greater income than what was originally reported, the customer may be defaulted from the CAP Program and back-billed at the full tariff rate. Customers will be provided an opportunity to provide documentation of their income prior to any adverse action. If the Company determines that the information provided is insufficient, the customer may be removed from CAP. All applicants and CAP customers may appeal the Company determination. Upon receipt of a dispute related to a default or removal from CAP, the Company will investigate and provide the customer with its final position and rights to file a complaint with the Commission.

Customers may also request to be removed from CAP. If a customer requests to be removed from CAP, the customer is advised that the customer will not be able to re-enroll in CAP again unless the customer shows that he/she has paid amounts equivalent to a CAP payment for the time period outside of CAP.

Customers that are determined to have income levels exceeding program limits will be removed from CAP. Customers may also be removed from CAP for fraud, theft, or tampering.

d. Consumption and Energy Efficiency Education

Through CAP, Duquesne Light attempts to increase customers' awareness about using energy wisely and to offer ideas for reducing kWh consumption. Company representatives provide consumer education in the following areas:

- Low cost/no cost energy conservation tips;
- Explanation of weatherization measures;
- Home heating and cooling systems;
- Electric bill and analysis of usage.

The Company analyzes all CAP customers' usage monthly to identify customers whose usage increases to levels outside established norms. This High Consumption Report is provided to Low Income Usage Reduction Program ("LIURP") representatives and the Company's Smart Comfort contractor, who will analyze customer bills, contact the affected customers with additional consumption reduction information and may enroll the customers in Smart Comfort, Act 129 low income programs (Watt Choices), or other programs to proactively assist in reducing energy usage to normal levels. Customers participating in CAP consent to share their usage information with third party providers.

The CAP Representatives are responsible for analyzing the individual situations and for recommending changes to consumption or percentage of budget bill if warranted by the

circumstances. At enrollment, CAP Representatives explain the customer's responsibility related to annual kWh usage and their billed charges should they exceed their maximum annual CAP Credit allowance. This matter is analyzed and discussed again, if appropriate, during annual program re-certification.

2. Program Eligibility

Duquesne Light's CAP discount is available to residential customers whose total gross household income is at or below 150% of the FPL, and have demonstrated or expressed an inability to pay their electric service bill. Customers may not receive the benefits of CAP at multiple service locations simultaneously. If a customer has concurrent service, they may only be billed at the CAP rate for a single location. CAP enrollment is not interrupted when a program participant transfers service from one property to another within 30 days of service termination or discontinuance at the prior address. If the person establishes new service after 30 days, he/she will be required to re-enroll in CAP.

Currently existing senior CAP customers with household income between 150% and 200% of the FPL shall be grandfathered so that they will not be removed from the current benefit programs, as long as their income levels are at or below 200% of the FPL and provided they continue to adhere to the requirements of the Program.²

3. Projected Enrollment Levels & Needs Assessment

Enrollment levels for the years 2017 through 2019 are based on data from the U.S. Census Bureau and information identified from the Company's internal billing system.

a. Census Data for Households at or Below 150% of Poverty

County:	Census Total Households:	Duquesne Light Residential Customers:	% Duquesne Light Customers:	Census Low Income:	% Census Low Income:	Estimated Low Income Based on Census:
Allegheny	525,776	461,069	87.69%	136,423	25.95%	119,633
Beaver	70,853	63,450	89.55%	18,435	26.02%	16,509
Westmoreland	151,279	41	0.03%	37,928	25.07%	10
Total	747,908	524,560	70.14%	192,786	25.68%	136,152

b. Confirmed Low-Income Customers

² Duquesne Light recently became aware that approximately 150-200 grandfathered senior customers have been removed from CAP. The Company is working to identify impacted customers. Once confirmed, the Company will credit impacted customer accounts to retroactively reflect the appropriate discount, and reenroll eligible customer in CAP at the 80% or 85% for residential heating and residential service customers respectively.

Income (% FPL)	Non-Electric Heating	Electric Heating
Up to 50%	15%	25%
51% - 100%	40%	60%
101 – 150%	80%	80%

In that proceeding, the Commission also approved the joint proposal of the Company, the Office of Consumer Advocate and CAUSE-PA to make further changes to the Company’s CAP program beginning July 2020.¹

With this 2020-2025 plan, the Company will transition CAP from a Percent of Budget program to a Percent of Income Payment Plan (PIPP), with CAP credit maximums tailored to specific income tiers; increase the minimum bill for non-electric heating customers from \$15 to \$20; require zero-income customers to recertify their income every 6 months; and provide an opportunity for customers to earn forgiveness on existing in-program debt when they transition to the new PIPP. The Company will track and report the average annual deficiency for non-electric and electric heat customers in connection with its universal service and energy conservation filings.

This 2020-2025 Universal Services Plan includes additional program enhancements and modifications, including:

- The CARES budget will be increased by \$10,000 annually to extend support to the Company’s most vulnerable customers.
- Community Based Organizations administering the CAP program will establish offices in underserved areas in the south and eastern portions of the service territory.
- LIURP will be expanded and updated, consistent with the Company’s Rate Case Settlement at Docket No. R-2018-300124.

III. Customer Assistance Program (CAP)

A. Objectives

Duquesne Light has redesigned its CAP with the goal of developing and implementing a program that will:

- Make electric service affordable for income eligible customers

¹ See *Duquesne Light Company Universal Service and Energy Conservation Plan*, Order on Reconsideration, at Appendix A (entered April 19, 2018, at Docket No. M-2016-2543423).



- Be mindful of the burden shared by other residential customers
- Ensure accuracy, clarity and simplicity in customer billing
- Be easy to explain and understand
- Provide a consistent bill amount
- Encourage and support energy conservation
- Be promoted to consumers who are likely to qualify

B. Summary of Proposed Changes

The Company is proposing a redesign of CAP that would become effective July 2020 and remain in place for a five year period after implementation. Effective July 2020 the Company will:

- Change from a Percent of Budget program to a Percent of Income Payment Plan (PIPP);
- Increase the minimum payment for non-electric heating customers from \$15 to \$20;
- Require zero-income customers to recertify income every 6 months;
- Provide an opportunity for customers to earn forgiveness on existing in-program debt when they transition to the new PIPP in order to maintain affordable energy burdens;
- Develop and implement a revised and simplified bill design;
- Allow customers to submit an online application for enrollment; and
- Track and report the average annual deficiency for non-electric and electric heat customers in connection with its triennial universal service and energy conservation filings.²

C. Program Description

Given the primary goals of enhancing affordability for income eligible customers, minimizing cost to other residential customers, and strengthening the program's integrity, Duquesne Light's proposed program will ultimately depart from the current Percent of Budget Program to a Percent of Income Payment Plan (PIPP). The Company believes that doing so will result in monthly energy bills that are affordable across all income tiers, provide customers with a consistent and manageable bill and an overall better experience.

² This section also incorporates non-substantive changes for the purposes of clarity and readability.

The primary features of CAP include:

- An affordable, consistent monthly payment based on income;
- An opportunity for arrearage forgiveness over a 24 month period of time;
- CAP credit write off;
- Protection against loss of electric service;
- Referrals to other Duquesne Light and community programs and services.

1. 2020-2025 Percent of Income Payment Plan

Effective July 2020, CAP customers are billed in one of three ways: 1) a percentage of their monthly gross household income, as outlined in the chart below 2) the average monthly bill; or 3) their actual usage if less than PIPP and average monthly bill.

Method 1: PIPP

Income Category	Residential Service Percent of Income Payment:	Residential Electric Heat Percentage of Income Payment:
Up to 50% FPL	2%	6%
51% to 100% FPL	4%	10%
101% to 150% FPL	4%	10%
*Minimum Payment	\$20	\$40

For example, a single customer with gross annual income of \$10,000 (or \$833/month) would fall into the 51% to 100% FPL level, based on 2019 guidelines. The customer's monthly electric bill would be \$33, which is 4% of \$833.

Method 2: Average Monthly Bill

If the customer's average monthly bill (based on a 12 month rolling average that would otherwise be the budget billing payment) is less than what the CAP bill would be as determined in Method 1 (above), the customer's monthly payment will equal the 12 month average bill. The monthly payment is reviewed and updated (if necessary) every four months to determine whether the customer is best served in the PIPP or in the Average Monthly Bill plan. The average monthly bill is not the budget amount and is not subject to reconciliation.

In the same example used above in Method 1, if the customer's average monthly bill is \$28 – which is less than \$33 – then the customer's CAP payment would be set to \$28

for 4 months, until the average bill is again compared to the PIPP payment.

Method 3: Actual Usage

If the customer's bill based on their actual usage is less than what the CAP bill would be as determined in Method 1 or Method 2, the customer's payment will be based on their actual usage for that month. Customers whose actual usage in any given month results in a bill that is less than the Minimum Payment are billed based on actual usage.

In the same example used above in Method 1 and Method 2, if the customer's actual usage for the month is \$17 – which is less than the average monthly bill and the PIPP – the customer's CAP payment will be \$17 monthly until the actual usage is higher than the average monthly usage or the PIPP.

Customers Reporting \$0 Income

Customers who report \$0 income are required to make the minimum CAP payment.

*As a cost containment measure, the Company requires a monthly minimum CAP payment amount of \$20 for residential service customers, and \$40 for residential heating customers (except where a customer's actual usage in a given month results in a bill that is less than the minimum payment; in which case, the customer is billed based on actual usage). The mandatory minimum payment ensures that CAP customers pay a portion of their energy costs while helping to control costs borne by non-CAP residential service customers.

2. Calculation of CAP Discounts and Maximum Annual CAP Discount

Effective July 2020, the CAP discount amount is the difference between what the bill would be based on actual usage at the full tariff rate and the monthly payment as determined by either the PIPP or the Average Monthly Bill method.

To encourage energy conservation and maintain the cost efficiency of the program, customers will be subject to a maximum annual CAP discount amount. The maximum is set according to income level as follows:

Income Category	Non-Heating Maximum Annual Discount	Electric Heating Maximum Annual Discount
PY 2020-2025		
Up to 50% FPL	\$1,600	\$2,350
51% to 100% FPL	\$1,400	\$1,800
101% to 150% FPL	\$900	\$1,300

When a customer reaches the maximum annual discount within twelve months of the anniversary of the enrollment month, the customer is required to pay the actual bill at the full tariff rate. (The discount will be reset annually after bill month 12.)

In the next quinquennial filing, the Company will include information regarding the average annual deficiency for heating and non-heating customers.

Exceptions to Income Categories

Percent of income payments and maximum annual CAP discount amounts for CAP participants may be adjusted for extenuating circumstances including, but not limited to, the following:

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

3. Pre-Program Debt Forgiveness

A major benefit to customers who make full payments in accordance with their CAP payment plan is the complete forgiveness of their pre-program arrears. Customers who enroll in CAP with an outstanding balance have an opportunity to eliminate their pre-program arrears by making full payments of the CAP bill. Customers will receive debt forgiveness of 1/24th of their pre-program arrears with each full monthly payment. Customers also have the ability to receive arrearage forgiveness on catch-up payments made for past due monthly CAP balances. Customers will be granted one pre-program debt forgiveness opportunity, which will remain with the customer as long as he/she is enrolled in CAP. Except for the one-time transition in-program debt forgiveness described in section 5 below, delinquencies acquired within CAP are not eligible for forgiveness. If a customer is terminated or discontinues services prior to earning total forgiveness of their Pre-Program Arrears amount, the customer may resume the pre-program arrears opportunity. For example.-

- A customer enrolls in CAP with \$240 pre-program delinquency. While enrolled in CAP, the customer earns \$140 in arrears forgiveness.

Service is subsequently terminated or discontinued. The customer also has \$100 in CAP rate arrears at the time service ends. The customer subsequently establishes new service and has a total unpaid balance of \$200, which includes \$100 in CAP rate arrears and \$100 prior frozen arrears. When the new service is established and the customer is enrolled in CAP, he or she would be eligible for \$100 in pre-program arrears forgiveness. The \$100 billed at the CAP rate would not be eligible for forgiveness. The customer would earn forgiveness in increments of 1/24th of the original \$240 in pre-program arrears amount. In this example, the customer would receive debt forgiveness in the amount of \$10 for each full payment, up to \$100.

4. One-time Transitional In-Program Debt Forgiveness

The Company's new PIPP is specifically designed to provide greater affordability for CAP customers. The Company's prior CAP plan resulted in unaffordable energy burdens for many income qualified customers. Resultantly, approximately one-quarter of Duquesne Light's CAP customers have accumulated delinquent balances within the CAP program. Requiring existing CAP customers to pay the delinquency, either in full or over time, in addition to the new PIPP amount, would substantially negate the benefits of the new program. Accordingly, customers will be granted forgiveness on their past due balances that exist at the time of enrollment in the new PIPP. The existing delinquency will be forgiven at the rate of 1/24th for each full monthly CAP payment. Providing an opportunity for forgiveness will provide customers who make payments the opportunity to maintain electric service at affordable rates. For additional details, see Appendix A.

5. Intake Processes

Application via Community Based Organizations

Recognizing customers' need for convenience and flexibility in their interactions with the Company, CAP enrollment will be supported in-person, over the phone, and via an online application.

Regardless of the channel through which the customer initiates enrollment, a Community Based Organization (CBO) agent will conduct a follow-up interview with the customer. This interview allows the customer to receive an explanation of CAP, CARES, and other relevant programs such as LIHEAP. The agent will ensure that the customer understands their responsibilities to remain in the program, and will thoroughly explain the various components of the CAP bill.

At the time of the application, Duquesne Light requests that the applicants provide social security numbers on the application; however, in lieu of providing

a social security number, an applicant may provide another acceptable form of identification such as a driver's license or other government issued identification. Customers applying for CAP will be informed that a social security number is not required to complete the application.

Customers Reporting \$0 Household Income

Customers who report \$0 household income at the time of enrollment are required to complete the "Zero Income Form" and give Duquesne Light permission to verify the income with government agencies such as the Internal Revenue Service ("IRS") and through bankruptcy proceedings. Third party information used to verify customer income will apply to the timeframe at issue.

The Company will provide customers with an opportunity to challenge or correct income information provided by third parties prior to dismissal from the program. The Company requests that the customer identify all household members, the address where service is provided and a brief explanation of how household expenses are met on the form. The customer must sign and date the form; however, the Company does not require that the form be notarized. The customer's income status may be reviewed every six months to determine if employment or income status has changed. However, if the customer's income status changes, the customer is required to notify the Company of the change.

LIHEAP Grant Recipients not currently enrolled in CAP

Duquesne Light will conduct targeted outreach for customers who receive LIHEAP grants for enrollment in CAP. These customers will receive a mailing explaining the benefits of CAP and instructing the customer on how to apply. A Benefits Brochure will also be included; this brochure outlines the benefits and responsibilities associated with the CAP program. After a period of one month, if the customer has not enrolled in CAP, a second outreach will be made by the CBO –via phone, mail or electronic mail where the customer has consented to electronic communication. Customers are encouraged to set up an appointment with the CBO – via phone or in-person – to complete the CAP enrollment.

6. Cost Recovery – Rider No. 5

Universal Service Program costs, including CAP costs, are recovered through a reconcilable surcharge found in Duquesne Light's Tariff.

7. Security Deposits

Applicants who are confirmed low-income are not required to make a security deposit.

Security deposits collected prior to a customer being confirmed low-income will be refunded as the Company receives the low-income confirmation, either with or without enrollment into CAP.

The Company shall refund security deposit payments to customers who are confirmed eligible for CAP upon enrollment into CAP after service restoration.

8. Customer Obligations

All customers remain in the program for as long as they are income qualified and comply with the CAP requirements and guidelines. Energy conservation plays an important role in helping CAP customers control their energy costs. Accordingly, customer obligations under CAP include:

Full, on-time monthly payments

- Customers are required to pay their bill each month, on time and in full.

Smart Comfort Visits

- Customers who meet the following criteria must schedule a Smart Comfort (LIURP) visit within 90 days of enrollment:
 - All customers with electric heat
 - All residential service customers who own their home and have a base load usage in excess of 500 kWh per month
 - All residential service customers who are renters, have a base load usage in excess of 500 kWh per month, and have resided at the premise for at least six months. Landlord approval is required prior to any structural modifications.

Additionally, CAP customers whose base load usage exceeds 500 kWh and who have not had a Smart Comfort (LIURP) visit within the last seven years may be required to complete a Smart Comfort visit.

Recertification

Customers reporting \$0 household income are required to recertify their income and occupancy information every six months.

All other CAP customers are required to recertify their income and occupancy information once every other year.

CAP Shopping

Duquesne Light's CAP customers currently are not able eligible to shop for an Electric Generation Supplier ("EGS"). A customer that has an EGS and wishes to participate in CAP will be advised that Duquesne Light can switch the customer back to default service; however, the customer may be subject to a cancellation fee. The customer should check his/her EGS agreement to determine whether there are any fees associated with cancellation.

9. Application of Customer Payments and Assistance Grants

All CAP customers will be encouraged to apply for appropriate grants. Funds received through grants will be applied first to past-due amounts and then to future amounts due. Grant monies will not be used to reduce frozen arrearage.

10. Energy Conservation

Through CAP, Duquesne Light attempts to increase customers' awareness about using energy wisely and to offer ideas for reducing kWh consumption. Company representatives provide consumer education in the following areas:

- Low cost/no cost energy conservation tips;
- Explanation of weatherization measures;
- Home heating and cooling systems; and
- Electric bill and analysis of usage.

The Company analyzes all CAP customers' usage monthly to identify customers whose usage increases to levels outside established norms. This High Consumption Report is provided to Low Income Usage Reduction Program ("LIURP") representatives and the Company's Smart Comfort contractor, who will analyze customer bills, contact the affected customers with additional consumption reduction information and may enroll the customers in Smart Comfort, Act 129 Low Income programs (Watt Choices), or other programs to proactively assist in reducing energy usage to normal levels. Customers participating in CAP consent to share their usage information with third party providers.

The CAP Representatives are responsible for analyzing the individual situations and for recommending changes to consumption or to the Percentage of Income

Payment Plan if warranted by the circumstances. At enrollment, CAP Representatives explain the customer’s responsibility related to annual kWh usage and their billed charges should they exceed their maximum annual CAP Discount allowance. This matter is analyzed and discussed again, if appropriate, during bi-annual program re-certification.

11. Defaulting from CAP

Duquesne Light extends every reasonable consideration to CAP customers to avoid dismissal from the program. Program requirements and benefits are clearly explained during the initial enrollment interview. Extenuating circumstances are carefully evaluated. However, CAP cannot function properly without the commitment and cooperation of customers, social service agencies, and Duquesne Light. Customers’ non-compliance with CAP obligations may lead to dismissal from the program. The grounds for default are summarized in the chart below:

Grounds for Default	Required 1 Year Stay-out	Opportunity to Cure
Failure to recertify	No	Yes
Failure to complete Smart Comfort Visit	No	Yes
Termination for non-pay	No	Yes
Voluntary Removal from Program	No	Yes
Removal for fraud, material misrepresentation, etc.	Yes	No

Customers who have a past-due CAP balance at the time of default may be required to pay the past-due catch-up amount in conjunction with curing the reason for default to be reinstated in CAP.

CAP customers are required to pay their CAP amount in full and on time each month. If payment is not received within five business days after the bill due date, the collection process will begin. If a CAP account is terminated, the customer may be required to pay their entire past due balance as a condition of restoration unless eligible for a payment arrangement. CAP customer restoration agreements will generally be issued in accordance with 66 Pa. C.S. § 1407.

If a CAP account is terminated and service is not restored within 30 days, the account will be removed from CAP. CAP customers will be permitted to be reinstated in CAP if service is restored within 30 days.

When a CAP customer's base load usage exceeds 500 kWh per month and the customer refuses to complete a Smart Comfort (LIURP) visit, the customer may be defaulted from the CAP program until the cause of the default has been satisfied.

If a customer fails to provide updated household information, the account may be defaulted from CAP. If a CAP customer is found to have greater income than what was originally reported, the customer may be defaulted from the CAP Program and back-billed at the full tariff rate. Customers will be provided an opportunity to provide documentation of their income prior to any adverse action. If the Company determines that the information provided is insufficient, the customer may be removed from CAP. All applicants and CAP customers may appeal the Company determination. Upon receipt of a dispute related to a default or removal from CAP, the Company will investigate and provide the customer with its final position and rights to file a complaint with the Commission.

Customers may also request to be removed from CAP. If a customer requests to be removed from CAP, the customer is advised that she/he will not be able to re-enroll in CAP again unless the customer shows that she/he has paid amounts equivalent to the CAP payment for the time period outside of CAP.

For example: A customer with a monthly CAP payment of \$33 asks to be removed from the program. Two months later, the customer wishes to re-enroll in CAP. The customer has made no payments in the interim. A catch-up payment of \$66 will be required to re-enroll in CAP.

Customers who are determined to have income levels exceeding program limits will be removed from CAP. Customers may also be removed from CAP for fraud, theft, or tampering.

D. Eligibility Requirements

Duquesne Light's CAP is available to residential customers whose total gross household income is at or below 150% of the FPL, and have demonstrated or expressed an inability to pay their electric service bill.

1. Grandfathered Seniors

Certain senior CAP customers with household income between 150% and 200% of the FPL had previously been grandfathered so that they would not be removed from CAP. Continued participation in CAP is permitted for those customers as long as the customer's income levels remains at or below 200% of the FPL and provided they continue to adhere to the requirements of the CAP.

2. Move / Transfer of Service

Customers may not receive the benefits of CAP at multiple service locations simultaneously, except for in the case of a transfer of service. In this case, the customer will be billed at the CAP discounted amount at both premises for a maximum of thirty (30) days to accommodate the move. CAP enrollment is not interrupted when a program participant transfers service from one property to another within 30 days. After 30 days, a CAP customer will be treated as an applicant and required to apply for new service and CAP enrollment.

Outside of a move/transfer situation, a customer with concurrent service at multiple locations may only be billed at the CAP rate for a single location.

E. Projected Needs Assessment (based on Census data)

Enrollment levels are based on data from the U.S. Census Bureau and information identified from the Company's internal billing system.

1. Census Data for Households at or Below 150% of Poverty

County:	Allegheny	Beaver	Total
Census Total Households:	596,504	79,150	675,654
% Low Income per 2013-2017 Census Estimates	19.60%	18.90%	19.25%
Est # Low Income Households	116,915	14,959	130,063
Duquesne Light Residential Households in County:	474,793	64,014	538,807
Est. # Low Income Duquesne Light Households in County	93,059	12,099	103,720

2. Confirmed Low-Income Customers

	CAP:	Non-CAP Low Income :	Confirmed Low- Income:
2016	40,514	6,784	47,298
2017	34,420	14,184	48,604
2018	36,010	13,251	49,261
Average	36,981	11,406	48,387

F. Projected CAP Enrollment

Duquesne Light's average CAP enrollment from the past five years is displayed below:

Year	CAP Enrollment
2015	35,778
2016	40,514
2017	34,420
2018	36,010
2019	36,223
Avg	36,589

Based upon past performance and the needs assessment, the estimated projected net enrollment of active CAP customers by year is shown below: